

# STUDENT SERVICES

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The following offices comprise the Division of Student Services: Dean of Student Services and Enrollment Management, Admissions, Center for Advisement and Personal Development, College Relations, Financial Aid, Registrar, Student Life Office, and Student Health Services.

## VISION STATEMENT

The Division of Student Services seeks to promote student development and the attainment of student goals.

## MISSION STATEMENT

Our mission is to develop co-curricular programs and services that inspire and motivate students to grow and become productive citizens. Student Services, in partnership with the Division of Academic Affairs, strives to enhance student learning in a healthy, safe environment, both in- and outside the classroom. In support of the mission of the College, we seek to promote long-term student success.

## THE CENTER FOR ADVISEMENT AND PERSONAL DEVELOPMENT

The Center serves as a central resource and information center for students. The specific services of the Center are the following:

### **Advisement and Skills Assessment**

Advisement services are available to all students at Finger Lakes Community College. Part-time students seeking advisement regarding degree requirements should schedule an appointment with a Center staff member. Full-time students are assigned a faculty advisor who will assist them with course selection and questions related to their majors. Students are responsible for ensuring that all graduation requirements are met.

Students who wish to change their major are encouraged to meet with a Center staff member to complete a degree audit and discuss degree requirements. The Center's staff can also help students who wish to change their faculty advisor.

Entering students are required to complete the College's skills assessment program (refer to page 13, Basic Skills Assessment). Students who need to schedule a testing appointment should contact the Center at (585) 394-3500, ext. 7604.

### **Personal Development**

Personal development services at Finger Lakes Community College are designed to help students define and accomplish their personal goals. Students can meet with a qualified staff member in a helpful and informal atmosphere to discuss:

- their strengths and weaknesses;
- their needs regarding social, academic, career, and emotional adjustments to the college setting;
- goals and appropriate methods of achieving their potential;
- any academic challenges they face; and
- career and transfer opportunities.

Additionally, staff members are available in the Center for Advisement and Personal

Development to discuss a variety of concerns sometimes expressed by college students. These concerns may involve relationships, drug/alcohol use, family, sexuality, personal identity, and others.

Finger Lakes Community College staff members may make referrals to appropriate community agencies when necessary. Personal development services are strictly confidential.

## **Transfer Services**

Students who are interested in transferring to a four-year college or university are encouraged to use the resources available in the Center to select an institution that matches their career interest and is appropriate for their goals and abilities. Additionally, while attending Finger Lakes Community College, students are encouraged to plan their course selection carefully by working with their faculty advisor to meet Finger Lakes Community College's graduation requirements while satisfying the requirements of the four-year school.

The Center offers students comprehensive resources needed to completely investigate transfer options. The Transfer Services website [www.flcc.edu/transfer](http://www.flcc.edu/transfer) has numerous resources which aid in transfer college planning including course advisement guides, Steps to a Successful Transfer, and links to a variety of transfer resources. The transfer library, located in the Center, includes Peterson's college guidebooks and computerized college selection activities that help students identify the four-year institutions which suit their educational goals and objectives. The library also includes catalogs from New York State two- and four-year colleges as well as computerized access to catalogs from colleges and universities in all fifty states.

The transfer professionals in the Center for Advisement are eager to assist students with the transfer process. It is recommended that students interested in participating in transfer articulation agreements or transferring to a four-year college explore their options as early as possible, but no later than their third semester at Finger Lakes Community College.

## **Community Support**

Services are sometimes available to eligible students through community-based organizations and federal, state, and county agencies. These services may involve assistance with financial, medical, social, personal, food, and transportation needs. Students are invited to explore their eligibility for such assistance by contacting the Center.

## **CAREER SERVICES**

Making connections and knowing as much as possible about oneself are the first steps in establishing educational and career goals. By utilizing various assessment tools and techniques, Career Services will help students in the self-evaluation process. In addition, Career Services can provide information about career possibilities, help students explore career fields, and make informed career decisions.

Through the Career Services Office, students can access:

- DISCOVER, a computerized career guidance system that helps gather information needed to make career and transfer decisions;
- the Myers-Briggs Type Indicator (MBTI), Strong Interest Inventory, and other assessments to help in selecting a career and choosing an appropriate educational path;
- informative job search techniques including resume writing, interviewing, and job shadowing;
- employment services that assist current students and recent graduates in their search for full or part time employment; and
- a Web-based Job Board which identifies employment opportunities for all degree levels.

For more information, contact Career Services at (585) 394-3500, ext. 7270, or visit the Career Services home page at [www.flcc.edu/career](http://www.flcc.edu/career).

## **EDUCATIONAL OPPORTUNITY PROGRAM (EOP)**

The Educational Opportunity Program, known as EOP, is an academic and financial support program of the State University of New York. The program is designed to put a college education within the reach of citizens of New York State who are educationally underprepared and economically disadvantaged.

“Educationally underprepared” has many meanings, but generally refers to those who have achieved poorly in previous school experiences. This may be evidenced by low high school grades or standardized test scores (SAT, ACT, etc.) or a lack of pre-requisite academic course work required for their chosen degree. Students eligible for admission to EOP may be “underprepared,” but demonstrate in other ways a potential for successfully completing a college program.

Students enrolled in EOP are offered tutoring and academic advising as well as career, educational, and personal development services. Students may also be eligible for additional financial aid to supplement their college expenses through an EOP grant. In addition, a pre-freshman summer orientation program is offered to students enrolling during the fall semester to acquaint them with the college environment.

Income guidelines have been established by the State to determine economic eligibility for first-time EOP applicants. Students applying for the program must document historical and present “economic disadvantage” to be considered for admission. Transfer students who were enrolled in a similar post-secondary opportunity program such as EOP, HEOP, SEEK, or College Discovery at their previous institutions may be eligible to transfer into EOP at Finger Lakes Community College. Verification of previous status is required. Students who are being readmitted to Finger Lakes Community College, and who were previously enrolled in EOP, are eligible provided they have not received a degree, are in good academic standing from their last semester of Finger Lakes Community College attendance, are New York residents, and are not in default on Federal student loans.

For additional information, contact the EOP Coordinator at (585) 394-3500, ext. 7267 or visit the Web site at [www.flcc.edu/eop](http://www.flcc.edu/eop).

## **CRISIS RESPONSE TEAM**

The Crisis Response Team at Finger Lakes Community College responds to student mental health crisis situations in which a student is in imminent danger of harming self or others. When the crisis response procedures are implemented on behalf of a student, the student will be responsible for any costs incurred, and in the case of students 22 years of age and younger, parental/legal guardian notification will occur. A student who receives assistance from the Crisis Response Team will be required to meet with the Dean of Student Services to develop a reentry plan to the College. This step ensures that the student is linked to appropriate services that will support the attainment of his/her educational goals. The Team is comprised of Division of Student Services professionals, as well as representatives from a variety of other campus departments. The Crisis Response Team may be contacted through the Center for Advisement and Personal Development at (585) 394-3500, ext. 7267.

## **STUDENT HEALTH SERVICES**

Health and wellness are important to being a successful student. The College maintains Student Health Services to provide wellness care, care of health problems, and health counseling. Services are provided under the direction of a Registered Nurse to promote and facilitate students' positive lifestyle changes. A Campus Community Coalition, comprised of faculty, staff, students, landlords, law enforcement officials, and other community members, develops and provides programs to promote students interacting and working with the community in positive ways and celebrating life without the abuse of drugs, alcohol, and other destructive activities.

Health history and medical records are handled with strict confidentiality. Student Health Services is in compliance with several State and Federal mandates.

Medical emergencies are handled by the local ambulance corps. The ambulance corps has established fees which will be billed based on the level of service.

All Finger Lakes Community College full- and part-time students are covered by basic accident benefits while on College premises or while participating in College-sponsored activities, both on and off campus. This benefit is included in the Student Auxiliary fee. Information and applications regarding optional sickness insurance coverage are available by contacting Student Health Services at (585) 394-3500, ext. 7297.

### **Students With A Special Need**

Finger Lakes Community College is committed to providing an equal opportunity for all qualified students. The College does not have any formal program of study for special populations. Finger Lakes Community College believes that the needs of each person with a disability are individual and unique. Therefore, services are provided on an individual basis.

Advisement and support services are available to students who meet the eligibility guidelines as outlined in the guidebook, *Procedures for Services to Students with Disabilities*. A copy of the guidebook is available upon request from the Admissions Office, Student Health Services, or Developmental Studies Department.

#### *Learning Disabilities*

Students with a documented learning disability should contact the Chairperson of the Developmental Studies Department at (585) 394-3500, ext. 7392 or the Coordinator of Services for Students with a Learning Disability at (585) 394-3500, ext. 7390 for additional information.

#### *Physical and/or Psychological Disabilities*

Students with a documented physical and/or psychological disability should contact the Coordinator for Services to Students with Disabilities at (585) 394- 3500, ext. 7441 for additional information.

