To support its mission, Auburn University provides a variety of educational support services: the library system (main library plus two branches), instructional support services, information technology, student development services, and intercollegiate athletics.

Section 5.1: Library and Other Learning Resources

Library and other learning resources and services are available to all faculty, staff, and enrolled students at Auburn University whether they are on campus or at another site.

Section 5.1.1: Purpose and Scope

The mission statement for the libraries describes the library purpose as “to provide responsive library services and collections in support of the instructional, research, and outreach activities of the students, faculty, and staff of Auburn University.” Ongoing surveys and other assessment processes such as LibQual+ and focus groups assist the library in meeting the needs of the institution. The areas needing review or changes identified as a result of the focus groups, surveys, LibQual+, and other assessment instruments are being addressed or have been addressed.

The committee has no recommendations or suggestions regarding this section.

Section 5.1.2: Services

Patrons have access to a variety of instruction and orientation programs: general overview and introductory sessions, on demand course-specific sessions, and one-to-one targeted instructional opportunities. The Auburn Library participates in Project SAILS (Standardized Assessment of Information Literacy Skills). Freshmen learn about library resources through introductory English classes; many entering graduate students receive guidance about library resources from the library liaisons.

The University Library provides document delivery services, campus delivery services, and cooperative programs with other institutions. The liaison program provides direct support to faculty by developing the collections, providing instruction, and serving as a contact person within the library for
faculty. Many of the databases are shared through the Network of Alabama Academic Libraries (NAAL).

The committee has no recommendations or suggestions regarding this section.

Section 5.1.3: Library Collections

Collections include numbers of periodicals, books, indexes, and databases, many of which are available electronically.

The committee has no recommendations or suggestions regarding this section.

Section 5.1.4: Information Technology

The library has incorporated information technology into its provision of services and resources, facilitating access and outreach.

The committee has no recommendations or suggestions regarding this section.

Section 5.1.5: Cooperative Agreements

The self study lists the collaborative ventures of which Auburn is a part. Auburn participates in reciprocal agreements both within the state and through regional organizations.

The committee has no recommendations or suggestions regarding this section.

Section 5.1.6: Staff

The faculty and professional staff hold appropriate degrees for the positions for which they are hired. There is ongoing review of positions and staffing patterns.

The committee has no recommendations or suggestions regarding this section.

Section 5.1.7: Library/Learning Resources for Distance Learning Activities

Distance education support services are clearly described on Auburn University’s website.
The committee has no recommendations or suggestions regarding this section.

Section 5.2: Instructional Support

Technology is being utilized in support of instruction. There has been an ongoing expansion of the infrastructure to support instruction. WebCT is the course management system and was recommended for adoption by a Faculty Committee. In 2004, there are 957 sections with 33,000 occupied seats using WebCT. Special programs support faculty in learning how to use instructional software or how to use media in course design. Five-week Summer Academy workshops are held to educate faculty on use of technology in courses and in course design. The Media Production Group also provides instructional support, including web and video production. The Classroom Design Group plans and oversees the development of technology classrooms. There are 659 facilities (classrooms, auditoriums, and labs) that have received technology redesign. There are instructional support units that are aimed at specific student populations, such as athletes and for students having documented disabilities.

The committee has no recommendations or suggestions regarding this section.

Section 5.3: Information Technology Resources and Systems

The information technology group provides network, information systems, instructional technology, training, and desktop support services for the institution. The OIT Cabinet meets on a regular basis to share information. Various units on campus have invested in academic applications and hardware. A Distributed IT Management Council has been created to oversee support for the distributed locations. Network and wireless computer access is available to students in their dorm rooms, in public areas, and in various computer labs.

A preventive maintenance program alleviates lab and classroom technology failure. OIT is in the process of moving to SCT Banner in a three-year migration.

The committee has no recommendations or suggestions regarding this section.

Section 5.4: Student Development Services

Section 5.4.1: Scope and Accountability
The Associate Provost and Vice President for Student Affairs is the senior administrator responsible for the units comprising the Division of Student Affairs. This position reports to the Provost and Vice President for Academic Affairs. The position is a member of the Provost's Council.

The mission of the Division is as follows: to provide with courtesy, accountability, and efficiency services, programs, opportunities, and activities to recruit, retain, develop, and place upon graduation Auburn students. These services, programs, opportunities, and activities will complement the university's academic programs to enhance the total development of each student. The associated goals developed to deliver this mission are as follows: to provide visionary leadership, represent the interest and needs of students and parents, improve student programs and activities, provide job enhancement and professional development for continuing employees, and facilities improvement.

The Division is comprised of the following areas: Enrollment Management (Admissions, Financial Aid and Scholarships, Office of Admissions and Records), Student Life (Student Success Center [Academic Support Services, Freshman Year Experience, Career Development Services, Student Counseling Services]), Foy Union/Student Activities, Recreational Services, and the AU Medical Clinic.

The Division is engaged in meaningful outcomes assessment activities at several levels and throughout the scope of services provided through its units. These approaches are used in ways that have affected the strategies and programming delivered by the Division in a fashion that makes it quite evident that there is a high correlation between these practices and Division programming from year-to-year.

A review of the activities of the Division, and understanding the nature of residential services and student life at the institution, and an appreciation for student development theory, leads to the realization that an important component of student life be considered for organizational movement, as originally suggested by the Steering Committee in the Self Study. The placement of the office of Housing and Residence Life within the Division of Student Affairs will achieve the synergy that serves to maximize the holistic delivery of student development services to students in the residential environment at Auburn. Providing for both the programming (Residence Life) and operational (Housing) units within the Division will address both the qualitative and quantitative aspects of their living experience, and allow for the synergy that naturally exists between this unit and those presently within the Division to be maximized. (Suggestion 15) Therefore, the committee suggests that the office of Housing and Residence Life be reviewed for possible placement within the Division of Student Affairs,
so as to augment the holistic development of students in the residential environment at the institution.

Additionally, the present organizational structure of the Division (with the exception of the above Suggestion), and a consideration of the nature and methodology of the delivery of the programs and services comprising Division initiatives, with present qualitative delivery considerations, does not present to the committee a case for additional adjustments to the organizational structure. (The committee notes that the Self Study Steering Committee made a suggestion regarding relocating Enrollment Management and Admissions to the Provost’s office.)

Although satellite campuses that call for the provision of student services do not exist—electronic access capability for registration, financial aid, and aspects of career development services are available on-line through the university’s website.

The committee has no recommendations regarding this section.

Section 5.4.2: Resources

The offices of the staff presently comprising the Division are adequate for the conduct of their various responsibilities. Computer equipment is appropriate and technologically current, and office furnishings are situated with proper aesthetics to be inviting to students as a primary consideration.

Likewise, the facilities and equipment available to students is aesthetically and functionally adequate.

The staff of the Division are actively involved in professional development activities within the Student Affairs profession and view this as important from skill building and networking standpoints.

The committee has no recommendations or suggestions regarding this section.

Section 5.4.3: Programs and Services

Section 5.4.3.1: Counseling and Career Development
Student Counseling Services (SCS) professionals are available to assist students in securing appropriate counseling services. SCS staff assists students in defining goals to address developmental concerns, achieve personal satisfaction, and enhance academic success.

Career Development Services (CDS) provides services and resources to help students develop a personal career plan, learn job skills, and find employment. CDS serves underclass students, seniors, graduate students, and alumni. CDS provides employment information through job postings, on-campus interviews with potential employers, and resume referrals from an automated on-line resume database.

CDS maintains guidelines regarding the use of services by students, alumni, and employers. It also operates under guidelines of the National Association of Colleges and Employers Principles for Professional Conduct for Career Services and Employment Professionals.

The committee has no recommendations or suggestions regarding this section.

Section 5.4.3.2: Student Government, Student Activities and Publications

Student input is reflected throughout the institution by way of student membership on various bodies and through organizations that are a part of student government.

The Student Government Association (SGA) is recognized as the governing body and the voice of students. The SGA President serves as a non-voting member of the Board of Trustees and represents students in the University Senate. The SGA President meets regularly with the University President and sits as a member of the President’s Cabinet. The Vice President for Student Affairs includes SGA officers and various other student representatives on program planning and evaluation committees and other review bodies.

There are over 300 chartered clubs and organizations to address the needs of Auburn students. These include general interest organizations, special interest organizations, service organizations, sports clubs, religious organizations, leadership and honor societies, and a variety of college-, school-, or department-based organizations and societies.

Requirements for chartering new organizations are provided in the SGA Code of Laws. All student organizations require at least one faculty or staff
adviser. Approved organizations undergo a one-year probationary period, after which they can apply for a permanent charter.

The official student newspaper, the *Auburn Plainsman*, is under the direct supervision of the Assistant Vice President for Student Life and has a faculty adviser from the Department of Communication and Journalism. Other major student publications (*Auburn Circle, Tiger Cub*) are under the supervision of the Director of the Foy Student Union. The SGA Code of Laws established a Communication Board, with representatives from Student Affairs, the Department of Communication and Journalism, and the student body.

The committee has no recommendations or suggestions regarding this section.

Section 5.4.3.3: Student Behavior

Under the direction of the Vice President for Student Affairs, the University publishes the *Tiger Cub* annually, and it is available for all faculty, staff, and students electronically and via hardcopy. This publication outlines the rights and responsibilities and expected levels of conduct for student members of the University community.

The committee has no recommendations or suggestions regarding this section.

Section 5.4.3.4: Residence Halls

The institution has policies and procedures governing the residence halls and takes reasonable precautions to provide a healthy, safe, and educationally appropriate living environment. The resident hall system is administered by adequate, trained staff.

Housing and Residence Life employs approximately 50 full-time staff. This unit is responsible for 22 residence halls. There are 3,300 resident students, representing 16 percent of the undergraduate student population. Contractual obligations and community standards are discussed in a number of documents, including *Guide to Residential Living*, *Undergraduate and Graduate Bulletin*, and *Tiger Cub*.
The security of the halls and the safety precautions are discussed at the beginning of each semester in mandatory hall meetings.

This unit has educational programming that is organized by Hall Directors, Resident Assistants, and the Residence Hall Association (SGA supported organization). These programs focus on physical, social, occupational, emotional, and intellectual wellness—along with cultural awareness. A host of community service projects are also planned and administered.

A sorority housing village is being constructed that will be a two/three story structure with super suites, and will add 768 beds to the present inventory.

The committee has no recommendations or suggestions regarding this section.

**Section 5.4.3.5: Student Financial Aid**

The financial aid program at Auburn University is appropriate and consistent with the institutional purpose and the needs of students.

The program is audited annually by PricewaterhouseCoopers for compliance in operations and awarding procedures. Annual audits are conducted in accordance with federal and state requirements.

The institution is in compliance with the regulations in the student loan programs as established under Title IV of the Higher Education Amendments. The default rate for the 2002 program year was 2.2 percent, which is a reflection of a historically strong performance in this regard.

The committee has no recommendations or suggestions regarding this section.

**Section 5.4.3.6: Health Services**

The Auburn University Medical Clinic operates as an auxiliary unit, reporting to the Vice President for Student Affairs. It provides healthcare services and education to Auburn students, employees, and members of the surrounding community.

The Clinic is located on campus, allowing for ease of access. The Clinic is presently staffed to demand and physical capacity in its present state. Costs for medical services are reasonable, and the Clinic is staffed by qualified physicians,
certified registered nurse practitioners, registered nurses, medical technologists, x-ray technicians, and laboratory technologists.

The Clinic also provides education for patients and students on relevant health-care issues. Examples include HIV, sexually transmitted diseases, meningitis, and alcohol and drug abuse.

The Board of Trustees approved the construction of a new Medical Center, which will provide additional space for both the Clinic and SDS. The projected occupancy date is summer 2005.

The committee has no recommendations or suggestions regarding this section.

Section 5.4.3.7: Intramural Athletics

Recreational Services offers structured sports activities and leisure recreational opportunities to allow for the development of lifetime patterns for healthy living. These activities are delivered through a comprehensive Intramural Sports Program, Informal Recreation, a Club Sports Program, and a Health/Wellness/Fitness Program.

The Health/Wellness/Fitness Program offers students opportunities to develop a healthy lifestyle through fitness assessments, nutritional assessments, fitness programming, personal training, wellness classes, and a Lifetime Wellness & Fitness EXPO.

Staff development for recreational professionals is guided by national associations, accrediting bodies, and current trends in campus recreation. Students and staff members receive extensive training in risk management and certification in CPR and First Aid.

The committee has no recommendations or suggestions regarding this section.

Section 5.5: Intercollegiate Athletics

Section 5.5.1: Purpose

The Director of Athletics is responsible for all activities occurring in the Athletics Department and reports directly to the University President.
The Athletic Department is operating in accordance with the goals and objectives outlined in its Strategic Plan, which was developed in 1996, and is currently being revised for completion in March 2004. The new plan, when ready, will be posted on the Athletic Department’s website.

The Strategic Plan, through its goals and objectives, is in harmony with the overall institutional purpose. The major initiatives include the following: to abide by the rules, to manage fiscal affairs in a responsible manner, to properly educate student athletes, and to win championships.

In 1998, the position of Associate Director of Athletics for Student Services was created with the following mandate: to improve study hall effectiveness, to hire additional counselors, to implement the CHAMPS program, to create new programs to help academically gifted student athletes, to emphasize “Operation Follow Through,” and to increase the student athlete graduation rate by 2.5 percent in each of the ensuing five years. The Associate Director reports to the Provost as well as the Director of Athletics.

The Athletics program is regularly and systematically evaluated. Progress of student athletes is reviewed on a semester basis for academic progress against NCAA standards, which are higher than the standards in place for other undergraduate students at the institution. Student athletes needing academic tutoring or other support services are provided with the needed support from department counselors. Failure to sustain appropriate progress can result in disqualification and possible loss of scholarship.

The University Committee on Intercollegiate Athletics regularly reviews academic support services to ensure that academics are valued commensurate with athletic competition and training. Graduation rates are also an evaluation criterion for coaches.

In addition to that SACS self study evaluation; the athletics program has required certification by the NCAA as a corollary requisite.

The committee has no recommendations or suggestions regarding this section.

Section 5.5.2: Administrative Oversight

This section was outside the scope of this visiting committee. The committee is aware that an NCAA investigation is in process. This section will be a part of a fall 2004 evaluation.
Section 5.5.3: Financial Control

This section was outside the scope of this visiting committee. The committee is aware that an NCAA investigation is in process. This section will be a part of a fall 2004 evaluation.

Section 5.5.4: Academic Program

The Athletics Department has clearly stated, written policies pertaining to the recruitment, admission, financial aid, and continuing eligibility of student athletes and, with faculty participation, monitors compliance with those policies.

The primary responsibility for the recruitment and admission of all undergraduate students resides with the Office of Admissions. A cooperative relationship exists between the Office of Admissions and the Athletics Department with regard to the common goal of recruiting and admitting academically well-prepared student-athletes.

The value of the athletic grant-in-aid is determined by the Office of Student Financial Aid, and funds flow from athletics through the Bursar’s Office.

Administrators and faculty not connected with the athletics program are responsible for the implementation of academic admissions and financial aid policies. Special admissions for student-athletes are consistent with those for other students and controlled by the University Director of Admissions.

Undergraduate student athlete special admissions are now coded within the OASIS database so that regular reports can be provided to the Provost, Deans, and the Athletics Department on the academic progress and graduation rates of those students.

The University policies for maintaining academic good standing and fulfilling curriculum requirements are the same for student athletes as for other students. Progress is monitored by the Academic standards Subcommittee of the University Committee on Intercollegiate Athletics.

The committee has no recommendations or suggestions regarding this section.