



# Student Affairs Content Summary

With membership, you'll get access to the following types of content:

## Live & Recorded Webcasts

**Average time to impact: 60 minutes**

Leadership webcasts, whether live or recorded, are always available to our leadership members for free. You'll always get access to presentation materials and any supplemental resources.

## Short Lessons & Quizzes

**Average time to impact: 20 minutes**

Our short lessons are self-paced. They include videos, quizzes, and downloadable job aids to support action.

## Articles & Reports

**Average time to impact: 10 minutes**

These short pieces are written in collaboration with industry experts.

## Job Aids & Printables

**Average time to impact: 5 minutes**

Job Aids & Printables are ready-to-use tools.

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## Enrollment Services

1. 4 Steps to Ensure Electronic and Information Technology Accessibility
2. Assessing Incoming Student Readiness for Online Learning
3. Auditing and Improving Customer Service on Your Campus
4. Avoiding FERPA Pitfalls in the Financial Aid Office
5. Bringing One-Stop Services to Students Across Campus
6. Building a University Service Culture: Case Study from Laurentian University
7. Developing an Assistance Animal Compliance Policy
8. Developing and Implementing Your Customer Service Vision
9. Disability Services: Accommodating Student Veterans
10. FERPA and Academic Advising
11. FERPA and Athletics
12. FERPA and Campus Safety
13. FERPA and Faculty
14. FERPA and Front-Line Staff
15. FERPA Checklist: What Can Never Be Shared
16. FERPA for Faculty
17. FERPA Hot Topics: Big Challenges Solved
18. FERPA Lessons and Quizzes
19. FERPA Policy and Procedure Audit
20. FERPA Regulation Basics
21. FERPA vs. HIPAA
22. FERPA: When to Involve Legal Counsel and Leadership
23. Gaining Institutional Buy-In for a Streamlined Transfer Credit Evaluation Process
24. Improve Adult Student Success with Superior Customer Service
25. Offering Credit for Prior Learning Assessment
26. Online One-Stop: Improving Efficiency and Quality of Service
27. Physical Space Considerations for One-Stop Centers
28. Prior-Prior Year: Preparing Your Institution
29. Private Universities: Building Pathways for Community College Transfer Student Recruitment and Success
30. Student Affairs: Trends to Watch in 2017-19
31. Translating Experiential Learning into College Credit with Prior Learning Assessment
32. What Does Customer Service in Higher Education Actually Look Like?

## Health and Wellness

1. Case Management 1.0: Considerations for Establishing a New Mental Health Case Manager
2. Case Management 2.0: Considerations for Enhancing the Impact of Your Mental Health Case Manager
3. College Student Mental Health Statistics and What They Really Mean

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4. Creating a Training Model to Increase Faculty Engagement in Students' Mental Health
5. Creating Wellness Plans to Best Support Your Diversity and Inclusion Professionals
6. Developing a Self-Harm Compliance Protocol
7. Five Cultural Competence Skills to Improve Your International Student Mental Health Services
8. Four Essential Counseling Skills for Entry-Level Student Affairs Professionals
9. Measles, Influenza, Ebola and More: Developing a Health Crisis Response Plan
10. Strategies to Confidently Communicate with Students Experiencing Mental Health Challenges
11. Student Affairs: Trends to Watch in 2017-19

## Housing and Residence Life

1. Coaching as Supervision in Residence Life
2. Designing a Sophomore Living-Learning Community
3. Designing Effective Living-Learning Communities
4. Developing an Assistance Animal Compliance Policy
5. First Steps in Residential Goal Alignment
6. Green Programs for Residence Halls
7. Incentivizing Residential Learning
8. Living-Learning Programs for STEM Students

## International

1. Career Services Skill Building: Supporting International Students
2. Essentials of Study Abroad Risk Management
3. Five Cultural Competence Skills to Improve Your International Student Mental Health Services
4. Immigration Law 101: 3 Key Issues for Compliance
5. Improving Academic Literacy for International Students
6. Increasing the Feeling of Safety and Security for International Students
7. International Student Orientation: Using Peer Mentors to Improve Your Program
8. Student Affairs: Trends to Watch in 2017-19
9. Title IX and Study Abroad
10. Title IX for Presidents

## Operations

1. Aligning Student Affairs Operations with Your Institutional Strategic Plan
2. Connecting Planning and Budgeting in Student Affairs
3. Developing a Metrics-Driven Culture within Student Affairs
4. Effective Expectation Setting for Retaining Entry-Level Student Affairs Professionals
5. Effective Onboarding and Socialization for Retaining Entry-Level Student Affairs Professionals
6. Effective Training Plans for Retaining Entry-Level Student Affairs Professionals
7. Engaging in Synergistic Supervision for Retaining Entry-Level Student Affairs Professionals
8. Habits of Highly Effective Higher-Ed Professionals

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9. Habits of Highly Effective Higher-Ed Professionals, Part 2: Finding Your Purpose
10. Holistic Professional Development Plans for Retaining Entry-Level Student Affairs Professionals
11. One Stop: How One Institution Transitioned to a High-Performing Student Services Model
12. Positively Restructuring and Rethinking Student Affairs with FLSA
13. Student Affairs Fundraising: Building a Sustainable Structure
14. What New Student Affairs Directors Need to Know

## Orientation and Transitions

1. Adding an Online Experience to Your On-Campus Orientation
2. Best Practices in Sophomore-Year Experience
3. Customizing Orientation for Transfer Students
4. Developing a Sophomore-Year Experience on Your Campus
5. Developing Academic Stamina in First-Year Students
6. Improving First-Year Student Experience Programs for At-Risk Students
7. Increasing Student Engagement in Financial Literacy Programming
8. Integrating Peer Mentors Across First-Year Student Programs
9. International Student Orientation: Using Peer Mentors to Improve Your Program
10. Onboarding Spring Admits for Future Success
11. Online Orientation: Focusing on Student Learning
12. Putting the Pieces Together: Sustaining Your Sophomore Initiatives over Time
13. Summer Bridge: Building and Measuring Campus Connection
14. Understanding the Sophomore-Year Experience on Your Campus

## Retention and Student Success

1. 3 Ways to Connect Students to Career Services Early and Often
2. Academic Advising Records: Implications for Electronic Documentation
3. Academic Coaching: Models for Student Success and Retention
4. Approaches to Engaging, Connecting, and Retaining Online Students
5. Are We Measuring the Impact of Advising the Right Way?
6. Assessing the Effectiveness of Your Retention Programming
7. Attracting Mentors for Minority Students: Strategies and Best Practices
8. Best Practices in Developing a Peer Mentoring Framework
9. Branding Your Career Services Department
10. Building a More Effective Parent Relations Program
11. Capitalizing on the Dream and Design Phases of Appreciative Advising
12. Career Services Skill Building: Supporting International Students
13. Case Management 1.0: Considerations for Establishing a New Mental Health Case Manager
14. Case Management 2.0: Considerations for Enhancing the Impact of Your Mental Health Case Manager
15. Case Management 2.0: Refining Your Service for Behaviorally At-Risk Students
16. Changes that Make a Big Impact on Peer Leader Training

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17. Coaching Students to Build an Entrepreneurial and Innovative Mindset
18. Co-curricular Activities to Engage First-Generation Students
19. Components of a Successful Training Program
20. Comprehensive Transfer Support: A Case Study
21. Conducting a Self-Audit of Your Retention Data and Programs
22. Connecting with Advisees from Diverse Cultural Backgrounds
23. Considerations for Your Student Population - First Year Students
24. Considerations for Your Student Population - First Generation Students
25. Considerations for Your Student Population - International Students
26. Considerations for Your Student Population - Multicultural Students
27. Considerations for Your Student Population - Transfer Students
28. Considerations for Your Student Population - Veteran Students
29. Creating a Case Manager Role to Better Serve At-Risk Students
30. Creating a Sense of Community with Graduate Students
31. Creating a Stop-Out Program to Increase Completion
32. Creating a Training Model to Increase Faculty Engagement in Students' Mental Health
33. Creating Co-Curricular Learning Opportunities Through On-Campus Internships
34. Creating Support Structures to Help Grads Develop a Professional Identity
35. Curricular Efficiency: Improving Academic Success and Degree completion
36. Developing Academic Stamina in First-Year Students
37. Developing and Administering Mentorship Programs for Transfer Students
38. Engaging and Celebrating First-Generation Students and Faculty on Your Campus
39. Feedback and Follow-up
40. Five Key Components of a Successful Intrusive Advising Process
41. Four Essential Components of a First-Generation College Student Success Program
42. Four Skills to Build Professional Mindsets with Students
43. Four Strategies for Successfully Advising Undeclared Students
44. Gaining Faculty Buy-In for Student Success Initiatives and Programs
45. How Bay Path Boosted STEM Success for Underrepresented Women
46. How to Integrate Career Readiness into Curricula with Digital Badging
47. How Some Colleges are Building Student Resilience and Grit
48. Immigration Law 101: 3 Key Issues for Compliance
49. Improve Completion through Redesigning Developmental Courses
50. Improve Student Mental Health Services Using Online Tools
51. Improving Academic Literacy for International Students
52. Improving Career Services with Data
53. Improving First-Year Student Experience Programs for At-Risk Students
54. Improving Student Engagement with Advising Communications
55. Improving Student Success Can't Be a One-Office Effort
56. Increasing Degree Pathways for Stop-Out Students
57. Increasing the Odds for Non-Traditional Student Persistence and Completion



58. Innovative Strategies for Supporting Reinstated Students: A Case Study from Georgia Tech
59. Integrate Academic and Career Resources to Improve Student Success
60. Integrating Career and Advising Services: Session 1
61. Integrating Career and Advising Services: Session 2
62. Integrating Effective Mentorship into the Fabric of Your Campus Culture
63. Integrating Information Literacy in First Year Student Programs
64. Integrating Peer Mentors Across First-Year Student Programs
65. Inventory and Map Interventions for Use with Predictive Analytics
66. It's Not Just About the First and Second Year of College
67. Keys to Creating a Powerful Partnership Between Advising and Career Services at Your Institution
68. Launching an Academic Success Coaching Model in Advising
69. Minimize the Fallout from Cyber Attacks
70. New Advisor Training: Developmental Advising via Email
71. Onboarding Spring Admits for Future Success
72. Overcoming Barriers to Student Affairs/Academic Affairs Partnerships: 4 Examples
73. Overcoming Three Common Challenges in Online Advising
74. Practical Tactics for Building Academic Grit
75. Prioritizing Interventions through Effective Assessment
76. Providing Academic Support for First-Generation Students
77. Reframing Student Activism as a Vehicle for Student Leadership Development
78. Retention Strategy: What Holds Us Back?
79. Rethinking Career Fairs: Creating Tailored Experiences for Students and Employers
80. Selecting the Right Software for Your Learning Center Needs
81. Solving Retention Challenges with a Team Approach: A Case Study
82. Specializing Career Services
83. Strategies for Providing Better Support to Undocumented/DACA Students
84. Strategies to Confidently Communicate with Students Experiencing Mental Health Challenges
85. Student Affairs: Trends to Watch in 2017-19
86. Summer Bridge: Building and Measuring Campus Connection
87. Supporting Military-Connected Students for Success and Completion
88. Taking a Case-Study Approach to Improving Academic Advising Assessment
89. Telling Your First Destination Narrative
90. Three Solutions for Impacting STEM Retention
91. Three Strategies for Connecting Student Athletes to Career Services
92. Three Ways to Engage Online Students Outside the Virtual Classroom
93. Translating Experiential Learning into College Credit with Prior Learning Assessment
94. Translating Your Student Development Services for Online Students
95. Undercover Bosses: An Innovative Approach to Career Fairs
96. Using Data and Metrics to Improve Student Persistence
97. Using Retention Metrics to Support At-Risk Online Students



## Student Safety and Conduct

1. Active Shooter Training: Preparing Your Faculty and Staff
2. Advocacy Sanctioning: Developing Tailored Student Conduct Plans
3. Balancing Campus Safety and Legal Liabilities
4. Campus Safety's Role in Title IX Investigations
5. Case Management 2.0: Refining Your Service for Behaviorally At-Risk Students
6. Clery Act Checklist: 10 Steps for Compliance
7. Clery Act: A Refresher for the Whole Campus
8. Conducting Trauma-Informed Investigations for Sexual Misconduct Cases
9. Creating a Case Manager Role to Better Serve At-Risk Students
10. Developing a Risk Management Mindset as a Front-Line Student Services Professional
11. Developing a Self-Harm Compliance Protocol
12. Essentials of Study Abroad Risk Management
13. Hazing Prevention: Initiating a Campus-Wide Culture Change
14. Impacting Fundamental Campus Safety Issues
15. Improve Student Mental Health Services Using Online Tools
16. Increasing the Feeling of Safety and Security for International Students
17. Internship Programs: Limiting Potential Liabilities
18. Key Considerations for the Anticipated Changes Coming to Title IX
19. Leading Through Bias Incidents on Campus
20. Managing Higher Education Social Media Challenges
21. Managing Student Activism
22. New Federal Title IX Regulations: How the Investigative Process Is Changing
23. Risk Management for Non-Student Minors on Campus
24. Strategies to Prepare for Title IX Litigation of Faculty or Staff Respondent Cases
25. Student Affairs: Trends to Watch in 2017-19
26. Student Conduct Systems: Accommodations for Students with Psychological Disabilities
27. Threat Assessment and Behavioral Intervention: Best Practices for Policy Development
28. Title IX and Athletics: Practical Ways to Comply
29. Title IX and Protecting the Rights of the LGBTQ+ Community on Your Campus
30. Title IX and Study Abroad
31. Title IX for Presidents
32. Title IX Grievance Procedures: Critical Updates
33. Title IX: Four Essentials for Faculty
34. Title IX Update: What You Need to Know