



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.



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. Supporting DACA Students in Uncertain Times: Preparing for a Supreme Court Ruling
32. Tools for Better Customer Service
33. Translating Experiential Learning into College Credit with Prior Learning Assessment
34. What Does Customer Service in Higher Education Actually Look Like?

Health and Wellness

1. 4 Key Components of the Stepped Care 2.0 Model in Higher Ed
2. Case Management 1.0: Considerations for Establishing a New Mental Health Case Manager



3. Case Management 2.0: Considerations for Enhancing the Impact of Your Mental Health Case Manager
4. College Student Mental Health Statistics and What They Really Mean
5. Creating a Training Model to Increase Faculty Engagement in Students' Mental Health
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. Launching a Zero Suicide Initiative on Your Campus
10. Learning About Online Mental Health Tools
11. Making an Impact on Mental Health: How to Deliver with Peer Educators
12. Measles, Influenza, Ebola and More: Developing a Health Crisis Response Plan
13. Mental Health Resources for the Campus Community
14. Strategies to Confidently Communicate with Students Experiencing Mental Health Challenges
15. Student Affairs: Trends to Watch in 2017-19
16. Student Mental Health in Higher Education
17. Supporting DACA Students in Uncertain Times: Preparing for a Supreme Court Ruling
18. The Role of Higher Ed in Providing Mental Health Services
19. The Urgent Care Model as a Solution for Higher Ed Counseling Centers
20. Uncovering Resilience in Students with Mental Health Concerns: A Case Study
21. What is Resilience?

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. Integrating Career Development into Study Abroad Experiences
8. International Student Orientation: Using Peer Mentors to Improve Your Program
9. Student Affairs: Trends to Watch in 2017-19



10. Supporting DACA Students in Uncertain Times: Preparing for a Supreme Court Ruling
11. Title IX and Study Abroad
12. 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
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. Taking Your Orientation Online to Solve Common Challenges
15. 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

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4. Accessibility at All Times: Supporting Neurodiverse Learning Outside of the Classroom
5. Approaches to Engaging, Connecting, and Retaining Online Students
6. Are We Measuring the Impact of Advising the Right Way?
7. Assessing Incoming Student Readiness for Online Learning
8. Assessing the Effectiveness of Your Retention Programming
9. Best Practices in Developing a Peer Mentoring Framework
10. Branding Your Career Services Department
11. Building a More Effective Parent Relations Program
12. Capitalizing on the Dream and Design Phases of Appreciative Advising
13. Career Industry Cluster Model: Aligning Career Services with the World of Work
14. Career Services: Engaging Undocumented and DACA Students
15. Career Services: Fostering Meaningful Connections Between Diverse Students and Employers
16. Career Services Skill Building: Supporting International Students
17. Case Management 1.0: Considerations for Establishing a New Mental Health Case Manager
18. Case Management 2.0: Considerations for Enhancing the Impact of Your Mental Health Case Manager
19. Changes that Make a Big Impact on Peer Leader Training
20. Coaching Students to Build an Entrepreneurial and Innovative Mindset
21. Co-curricular Activities to Engage First-Generation Students
22. Components of a Successful Training Program
23. Comprehensive Transfer Support: A Case Study
24. Conducting a Self-Audit of Your Retention Data and Programs
25. Connecting with Advisees from Diverse Cultural Backgrounds
26. Considerations for Your Student Population - First Year Students
27. Considerations for Your Student Population - First Generation Students
28. Considerations for Your Student Population - International Students
29. Considerations for Your Student Population - Multicultural Students
30. Considerations for Your Student Population - Transfer Students
31. Considerations for Your Student Population - Veteran Students
32. Creating a Case Manager Role to Better Serve At-Risk Students
33. Creating a Sense of Community with Graduate Students
34. Creating a Stop-Out Program to Increase Completion
35. Creating a Training Model to Increase Faculty Engagement in Students' Mental Health
36. Creating Co-Curricular Learning Opportunities Through On-Campus Internships
37. Creating Intentional Programming to Support the Success of Men of Color
38. Creating Support Structures to Help Grads Develop a Professional Identity
39. Curricular Efficiency: Improving Academic Success and Degree completion
40. Developing Academic Stamina in First-Year Students
41. Developing and Administering Mentorship Programs for Transfer Students
42. Engaging and Celebrating First-Generation Students and Faculty on Your Campus
43. Engaging First-Gen Families to Drive Student Success



44. Feedback and Follow-up: Customizing Your Peer Mentor Program
45. Five Key Components of a Successful Intrusive Advising Process
46. Focus on Student Belonging to Boost Student Retention and Success
47. Four Skills to Build Professional Mindsets with Students
48. Four Strategies for Successfully Advising Undeclared Students
49. Fundamentals of Fundraising for Diverse Student Groups on Campus
50. Gaining Faculty Buy-In for Student Success Initiatives and Programs
51. Give Your Students an EDGE through On-Campus Internships
52. How Bay Path Boosted STEM Success for Underrepresented Women
53. How Some Colleges are Building Student Resilience and Grit
54. How to Integrate Career Readiness into Curricula with Digital Badging
55. Immigration Law 101: 3 Key Issues for Compliance
56. Improve Completion through Redesigning Developmental Courses
57. Improve Student Mental Health Services Using Online Tools
58. Improving Academic Literacy for International Students
59. Improving Career Services with Data
60. Improving First-Year Student Experience Programs for At-Risk Students
61. Improving Student Engagement with Advising Communications
62. Improving Student Success Can't Be a One-Office Effort
63. Increasing Degree Pathways for Stop-Out Students
64. Increasing the Odds for Non-Traditional Student Persistence and Completion
65. Innovative Strategies for Supporting Reinstated Students: A Case Study from Georgia Tech
66. Integrate Academic and Career Resources to Improve Student Success
67. Integrating Career and Advising Services: Session 1
68. Integrating Career and Advising Services: Session 2
69. Integrating Career Development into Study Abroad Experiences
70. Integrating Effective Mentorship into Campus Culture: A Success Story
71. Integrating Information Literacy in First Year Student Programs
72. Integrating Peer Mentors Across First-Year Student Programs
73. Inventory and Map Interventions for Use with Predictive Analytics
74. It's Not Just About the First and Second Year of College
75. Keys to Creating a Powerful Partnership Between Advising and Career Services at Your Institution
76. Launching an Academic Success Coaching Model in Advising
77. Level Up! What Faculty Need to Know About Digital Badges
78. Looking at Student "Grit" and Resilience – from Recruitment to Retention
79. Mental Health Resources for the Campus Community
80. Minimize the Fallout from Cyber Attacks
81. New Advisor Training: Developmental Advising via Email
82. Onboarding Spring Admits for Future Success
83. Overcoming Barriers to Student Affairs/Academic Affairs Partnerships: 4 Examples



84. Overcoming Three Common Challenges in Online Advising
85. Practical Tactics for Building Academic Grit
86. Prioritizing Interventions through Effective Assessment
87. Providing Academic Support for First-Generation Students
88. Recruiting and Retaining Faculty and Staff Mentors for Minority Students
89. Retaining Online Students: Expert Perspectives
90. Retention Strategy: What Holds Us Back?
91. Rethinking Career Fairs: Creating Tailored Experiences for Students and Employers
92. Scaling Experiential Learning Across Campus
93. Selecting the Right Software for Your Learning Center Needs
94. Solving Retention Challenges with a Team Approach: A Case Study
95. Specializing Career Services
96. Strategies to Confidently Communicate with Students Experiencing Mental Health Challenges
97. Student Affairs: Trends to Watch in 2017-19
98. Summer Bridge: Building and Measuring Campus Connection
99. Supporting Military-Connected Students for Success and Completion
100. Taking a Case-Study Approach to Improving Academic Advising Assessment
101. Taking Your Orientation Online to Solve Common Challenges
102. Telling Your First Destination Narrative
103. The Road to Adaptive Learning: Improving Comprehension, Easing Faculty Burden
104. Three Solutions for Impacting STEM Retention
105. Three Strategies for Connecting Student Athletes to Career Services
106. Three Ways to Engage Online Students Outside the Virtual Classroom
107. Title IX: Key Considerations for Working with Pregnant and Parenting Students
108. Translating Experiential Learning into College Credit with Prior Learning Assessment
109. Translating Your Student Development Services for Online Students
110. Tools for Training Advisors
111. Using Data and Metrics to Improve Student Persistence
112. Using Data to Inform and Design Sophomore Year Experience Programs
113. 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. New Federal Title IX Regulations: How the Investigative Process Is Changing
22. Responding to Hate Speech Incident With Confidence
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: Four Essentials for Faculty
33. Title IX Update: What You Need to Know