

**Southwestern College**  
**Student and Administrative Support Services**

<b>Student and Administrative Support Services</b>			
<i>Focus</i>	<i>Involved Departments /Programs and Technologies</i>	<i>Processes</i>	<i>Process Requirements</i>
Main Campus New Student Recruitment, Enrollment, Orientation	Admission, Financial Aid, Billing services facilitated through CashNet, College Services, Registrar, PowerCampus/ Self-Service, Student Life, Information Systems	Inquiry, application, admission, early course selection, registration, scholarship and financial aid application and processing, payment plans/billing, advising, Builder Camp, transfer student orientation, laptop distribution	Flexibility and responsiveness, accurate and timely information, effective balance of challenge and support
Professional Studies New Learner Recruitment, Enrollment, Orientation	PS admissions counselors, financial aid, billing services facilitated through CashNet, college services, registrar, Power Campus/ Self-Service, required enrollment in Building Academic Success	Inquiry, application, admission, course selection, evaluation of transfer credits and military training, degree planning, SOC degree plans, application and approval for financial aid, payment plans/billing	Flexibility and responsiveness, accurate and timely information, effective balance of challenge and support
Helping Students Learn - Main Campus	Academic departments, library, information systems, academic advisors, ADA student support, Blackboard Learn, Student Success Center, MBS Direct	Academic advising, instruction, tutoring, accommodation of students with disabilities, library resource instruction, laptop-based instruction, online learning	Ease of access to faculty, academic support, well-supported IT for learning, responsiveness to differing learning styles and needs
Helping Students Learn - Professional Studies	PS coaches, Blackboard Learn, writing lab, library, Building Academic Success Instructors, MBS Direct, partnerships (military and civilian), IT	Academic advising/coaching, instruction, tutoring,	

**Student and Administrative Support Services Continued**

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Student Services	Student life, residence life, career planning, athletics, campus life, (food services, registrar, financial aid, health and mental health services, security, campus ministry	Student activities, athletics, residence life, career advising and planning, book and supplies purchasing, food services, registration, analysis of transfer credits, degree checks, transcripts, financial aid application and approval, referrals for mental health services, nurse services, securing the campus, check cashing, worship services	Welcoming community; safe and attractive housing; good and varied food offerings; support for personal development and for interpersonal relationships; aid for students in managing financial, academic, and personal challenges; a setting in which spiritual exploration is valued
Administrative Support Services	Business office, human resources, communications, college planning, plant operations, budgeting and finance, IT, Institutional research, institutional advancement	Billing, benefits administration, purchasing, payroll, hiring, budgeting and finance, performance evaluation, personnel processes, communications, securing philanthropic support, janitorial and maintenance services, risk management, technology support, information technology	Effective management of finance, business and personnel matters; planning for change; provision of safe and appropriate facilities for living, dining, recreation, and instruction; effective communication