



Student Services Office and Learning Resource Center Services

June 12, 2015





UCB offers a range of services and activities designed to support, strengthen and encourage student effort, and to assist in overcoming problems which may interfere with student progress.

- ✓ Enhance a student's ability to manage and direct his or her own learning and career development over a lifetime.
- ✓ Services are primarily provided by the Dean of Students in collaboration with the Academic Dean.
- ✓ Dean of Students works closely with many agencies including health centers, community based organizations and advocacy groups in the areas of health, housing, legal services, immigration, English language learners services, financial aid, and advancement of higher education institutions.
- ✓ Our goal is to connect students with appropriate services that will assist students with critical areas of daily life, educational achievement, professional advancement, career planning and development, and cultural enrichment.

Inspiring learning...
transforming lives.

Personal Counseling and Support

- ✓ The Office of Student Services serves as a resource to help students more effectively address their personal and academic challenges and is directed by the Dean of Students.
- ✓ Students are encouraged to utilize the counseling resources by calling, sending an email, or with an advisor or faculty referral.
- ✓ Strict confidentiality of counseling meetings and records is maintained at all times.
- ✓ Student Services Office also serves as a referral resource to many community agencies and organizations which may be use for personal, financial, professional or family assistance.
- ✓ We are currently a member of the multilingual **MASS 2-1-1 org.**

This statewide agency includes referral to individual and group counseling; workshops or seminars geared to student's needs, behavioral health, shelters, and other social services.



Career Planning and Development

- Assistance is provided in résumé preparation skills.
- Professional opportunities are posted weekly in the Student Services bulletin boards.
- Career fairs are scheduled each semester.
- Group workshops will be offered in Fall 2015.
- Students can be referred to the Student Services Office for assistance in career exploration, too.
- NEW blog –link as of Fall 2014. Any job posting or special announcement received will be posted both on the bulletin boards at 178 Tremont Street, 7th floor or via <http://urbancollegeofboston.wordpress.com>
- NEW partnerships with Girl Develop It, starting this Summer 2015. Free computer workshops held at UCB for five weeks, two hours each week. Girl Develop It offers women the opportunity to learn new “tech” industry skills, such as how computers, apps, and websites are built. UCB female students and daughters or other female relatives are encouraged to participate.

Assistance with Federal, State, and Private financial aid applications

- Students receive assistance to complete financial aid forms in their native language and during evening hours.
- The majority of students who are Chinese and Spanish speakers are assisted by the office of students services and advisors.
- Staff coordinates all outreach efforts, flyer distribution, and scheduling of financial aid deadlines to ensure students do not miss important Massachusetts or private agency deadlines.



LRC outreach

- In addition to information flyers about the LRC services, staff visit classrooms at the beginning of each semester.
- Dean of Students is informed by Academic Dean and her staff of any students who may need additional assistance to meet their academic goals.
- Once a referral is made by the Academic Dean's office related to inconsistent attendance, inability to be reached after several telephone calls and other protocols, the dean of students makes every effort to provide a more intense and personal outreach.
- The goal is to provide a personal outreach and to remind the student of academic policies and options available to them.
- Referral to health centers for medical or mental health services are provided.
- Once a student has been identified with specific reasons that may lead to dropping out, a regular schedule is set up for the student and dean of students to meet on weekly or bi-weekly basis.
- Information related to referrals and meeting dates are kept in the college database **Sonisweb** under case management or student services.

Learning Resource Center (LRC)

The LRC offers an encompassing range of academic guidance and one-on-one tutoring for all UCB students.

- LRC is open from 9:00 a.m. to 9:00 p.m. Monday through Friday, and Saturdays 9:00 a.m. to 3:00 p.m.
- Staff are bilingual and have experience working with adult learners. The majority of tutors hold a Master's degree.
- Students may schedule appointments to meet with tutors or may be seen on a walk-in basis after 4:00 p.m.
- Volunteers are always welcome to apply!

LRC Services include:

- Individual tutoring in English, Chinese, or Spanish.
- Research workshops and English conversation groups coordinated by Librarian each semester.
- Group tutoring available for math or specific ESL courses.
- Faculty request to use for research or projects online, or meeting with students.
- Faculty requests to proctor tests with Academic Dean's permission.
- One copy of each text is available for use by students in the LRC.
- Assistance with photocopies of class reading packets for faculty.
- Assistance with personal computer literacy, use of online resources, and purchase of books online.
- Assistance with sales of parking tickets after 7:00 p.m. and weekends.
- Assistance with student and faculty college I.Ds.
- Technical equipment (laptops, projects, Wi-Fi hotspots devices, speakers, VHS equipment)
- 12 computer stations on the 7th floor
- 2 black and white printers
- 1 photocopier available to students

Cultural Enrichment

- The Chef's Table program by Ben Bostdorft
- ✓ Dinner arrangements at upscale Boston restaurants
- ✓ Gift Certificates
- ✓ Free passes to special family events, including theatre productions at Emerson College.
- Quarterly /monthly celebratory UCB community events: Poetry month, End of the year celebrations, Faculty Author events, Chinese New Year, Hispanic Heritage Month, etc.
- Institute of Contemporary Art – free entrance for students and faculty with UCB college I.D. (Anyone under 18 years old is free.)
- John F. Kennedy Library – reduced entrance fee of \$6.00 with UCB college I.D.



One important message to all
new or returning students is:

Remember you are not alone in this important process and academic journey!

Pilot program – planning in progress

- Mentoring and peer mentoring for students
- Need faculty to volunteer 2 to 5 hours a month
- Conduct follow up calls to assigned students by dean of students (5 maximum per faculty per semester)
- Goal: to provide a supportive message to encourage academic work completion, via telephone calls or a greeting card message.