

2.13. Student support services - including financial aid, registration, advising, career counseling, computer labs, and library and information services - are designed to meet the needs of the specific types of students the institution serves and the curricula it offers. (Refer to evidence 2.13.a - 2.13.c)

SSU is committed to meeting the needs of all students including specific student populations such as first-year, transfer, non-traditional, disabled, and residential and commuter. SSU offers a broad range of support services for these students through [Student Affairs and Enrollment Management](#) (SAEM) which is under the direction of the Vice President for SAEM and two Assistant Vice Presidents. [Advising](#), [Career Services](#), and [Education Opportunity Program](#); [Athletics](#); [Residential Life](#); [Counseling and Psychological Services](#), [International Student Services](#); the [University Writing Center](#); and the University [Tutorial Center](#) are just a few of the resources available on campus. SSU Student Services, like SSU Student Activities programs, are committed to a mission that emphasizes student success: Student Affairs and Enrollment Management supports the mission of Sonoma State University by promoting, through programs and services, an environment that empowers students to succeed in their academic endeavors and to engage life as ethical, healthy, socially responsible and interdependent global citizens. A comprehensive list of SAEM activities is available on the [SAEM Calendar](#).

Transition support for First Time Students is provided through the campus's [Educational Mentoring Team](#) program and the [Educational Opportunity Program](#) Academy. The [Freshman Interest Group \(FIG\) Program](#), now in its 5th year and serves 160 students, is a unique opportunity for students to live and study with other students who share similar academic interests. This program is designed to help first year students improve academically and successfully transition to sophomore year. Each of these programs includes a freshman seminar as well as other structures that help to create learning communities for new first time college students.

Over the years, SSU has evolved from a community campus to one that is more residential. Housing Services provides services to SSU's 2,400 residential students living in five residential "Villages" in order to meet this growing demand. The [Office of Residential Life](#) offers these students a variety of programming activities such as social-community building, educational life skills, transition issues, study skills, alcohol and drug education, diversity issues, etc.

SSU's [Academic Advising Policy](#) calls for students who have declared a major to be advised in their major departments. Students who have not declared a major are advised by professional and peer advisors in the Advising Center. In addition, students who participate in freshman transition programs are advised by their freshman seminar instructors until they are handed off to a department.

The "[Children's School](#)" at SSU is a program of the Associated Students and provides year round early education services for children ages 1-5 of income eligible students, staff, and faculty families. The site also serves as a training facility and laboratory in child development theory and practice. Although the primary staff members are professionally trained, many students are hired as educational staff.

The [SSU Student Health Center](#) is a fully accredited health care clinic, staffed by Physicians, Nurse Practitioners, and Nurses. The Health Center offers a wide range of primary care outpatient medical services that are mostly without additional cost to regularly enrolled students. The Center houses a pharmacy, clinical laboratory, x-ray, referral services, and health education. The [Student Health Advisory Committee](#) acts as a liaison and health advocate between students, the Health Center, and SSU Administration.

The [SSU Library](#) is especially student friendly with regard to hours, personnel assistance, off campus access capabilities, small and large group study rooms, and hands-on workshops for multi-media and research assistance.

[Information Technology](#), in the Administration and Finance Division, is responsible for all student, faculty, and staff IT needs. All students at SSU are given an [SSU Seawolf ID](#) and password that gives them access to e-mail, their student academic and financial records, and on-line registration for classes. Through this system, SSU regularly communicates with students regarding academic and co-curricular events. Students also have access to the internet in their dormitories via [ResNet](#): a network connection that is faster than DSL or dial-up. IT is responsible for this network which includes virus protection and maintenance. IT offers trainings, a staffed helpdesk that can provide assistance via phone or e-mail, and check-out service for digital cameras, LCD projectors, computers, and TV/VCR. There are five computer labs, one 24-hour lab, and a digital media lab that are available to help students working on video, audio, or multimedia presentations.

The [SSU Financial Aid Office \(FAO\)](#) staff makes every effort to work with students who are in need of financial assistance in order to complete their education at SSU. The FAO is open Monday through Friday from 9am to 5pm with drop-in counseling hours from 10am – 5pm, Monday through Friday and 5-7pm on Thursdays when classes are in session. FAO is on the first floor of Salazar Hall which is home to a variety of other student service entities. Students can also access important information, such as types of aid available and application forms, on-line at any time of the day or night. Students are kept informed of their financial aid status through their SSU e-mail account and the electronic Common Management System.