The institution provides appropriate academic and student support programs, services, and activities consistent with its mission. (SACSCOC Principles of Accreditation: Foundations for Quality Enhancement, 2018, Core Requirement 12.1)

Texas Tech University is in compliance with Core Requirement 12.1: Student Support Services. Texas Tech University (TTU) provides a wide variety of student support programs, services, and activities consistent with the current Texas Tech University Mission Statement, adopted May 13-14, 2010 by the Texas Tech University Board of Regents, and approved by the Texas Higher Education Coordinating Board (THECB) on July 29, 2010:

As a public research university, Texas Tech advances knowledge through innovative and creative teaching, research, and scholarship. The university is dedicated to student success by preparing learners to be ethical leaders for a diverse and globally competitive workforce. The university is committed to enhancing the cultural and economic development of the nation, state, and world.

As stated in the Framework Agreement between Texas Tech University and Edulink, S.A., “Student Support Services shall be overseen by TTU, with the goal that all students, regardless of nationality, ethnicity, religion, and cultural upbringing, will live and learn in an intellectually engaging campus environment.”

Paul Whitfield Horn, Texas Tech University’s first president, challenged the university to foster a global presence: “Let our thoughts be big thoughts and broad thoughts. Let our thinking be in world-wide terms.” Over the last decade, international engagement has increasingly been a focus of TTU, and many U.S. Institutions of higher education. Global engagement contributes to the reputation and competitive position of TTU. Texas Tech University - Costa Rica (TTU-CR) enhances and supports the internationalization efforts at TTU.
I. Administrative Control of TTU-CR

The Framework Agreement between Texas Tech University and Edulink, S.A. states that, “TTU always will have authority over Academic Affairs and Student Support Services,” thereby giving TTU complete control over academic and student support services. Operationally, TTU maintains control over academic and student support services by participating in the hiring processes of Edulink staff members who are providing student services. TTU also maintains control by ensuring that Edulink employees are appropriately trained on relevant TTU academic policies and operating procedures. While personnel evaluations have not been conducted due to the recent opening of Texas Tech University - Costa Rica (TTU-CR), TTU and Edulink expect to conduct personnel evaluations jointly.

The Framework Agreement between TTU and Edulink reinforces the commitment to providing TTU-CR students with appropriate student support programs, services, and activities that are consistent with its mission. The following narrative outlines TTU’s 3-year plan to successively launch appropriate academic and student support programs. These plans are presented below, and modifications are expected based on changing student needs. Academic and student support programs have been prioritized as the TTU-CR campus is launched, and these services are expected to grow and expand with additional students and staff. All academic and student support programs at TTU-CR will require facilitation or coordination on behalf of a TTU academic support services professional located on the main campus of Texas Tech University (located in Lubbock, TX).

II. Current and Comparable Academic and Student Support Services Available to TTU-CR Students

Texas Tech University - Costa Rica students have access to the following academic and student support services that are offered centrally to all Texas Tech University students. All services are accessible online via Skype/Lync or via telephone.

1. Office of Undergraduate Admissions
2. Transition & Engagement
3. Academic Advising (provided on-site by Edulink with collaboration from University Advising)
4. Academic Testing Services
5. Office of International Affairs
6. Study Abroad
7. Office of the Registrar
8. Center for Active Learning and Undergraduate Engagement
9. Texas Tech University Libraries (provided on-site by Edulink with collaboration from University Libraries)
10. Support Operations for Academic Retention (SOAR)
11. Student Disability Services
12. University Career Center
13. Engineering Opportunities Center
14. TTU Worldwide eLearning
15. TTU Information Technology Division
16. University ID
17. Center for Campus Life
18. Parent and Family Relations
19. Student Government Council
20. Office of the Dean of Students
21. Title IX
22. Risk Intervention and Safety Education
23. Office of Student Rights and Resolution
24. Office of Student Conduct
25. University Writing Center
26. Office of LGBTQIA
27. TSI (Texas Success Initiative)
28. Programs for Academic Development and Retention (available online Spring 2019)

Due to the evolving need to manage and address student wellness, students with mental health needs will collaborate with TTU-CR staff and the TTU Student Counseling Center. The TTU Student Counseling Center staff will be available for consultations with TTU-CR staff and faculty regarding students presenting with mental health concerns and the best approaches for intervention with these students. In addition, Counseling Center staff will be available to provide the TTU-CR campus (faculty, staff, and students) with suicide prevention bystander intervention training to intervene with potentially suicidal students and direct them to the appropriate services in San Jose.
III. TTU Resources that Support TTU-CR Academic and Student Services

Academic and student support programs are managed by three distinct Edulink positions: Student Affairs & Services Coordinator/Registrar, Academic Support Advisor, and Library Coordinator. Responsibilities of these programs and coordination of these responsibilities with multiple TTU offices is shown in the figure below. For example, the Student Affairs & Services Coordinator/Registrar position will coordinate with the TTU Office of the Registrar, TTU Student Affairs, and TTU Academic Advising offices. These individual TTU offices provide their expertise and guidance to the designated Edulink employee(s).

### List of TTU Offices that Support TTU-CR Academic and Student Support Services

<table>
<thead>
<tr>
<th>TTU-CR Position</th>
<th>Office of the Registrar</th>
<th>Student Affairs</th>
<th>Academic Advising</th>
<th>Provost's Office/Graduation Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Affairs &amp; Services Coordinator/Registrar</strong></td>
<td>Academic Policies</td>
<td>Student Service Options</td>
<td>Students in Crisis</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Academic Procedures</td>
<td>Students in Crisis</td>
<td>Student Conduct and Discipline</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Academic Calendar</td>
<td>Student Conduct and Discipline</td>
<td>Student Service goals and objectives</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Academic Catalog</td>
<td>Student Conduct and Discipline</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>FERPA Training</td>
<td>Student Conduct and Discipline</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Academic Support Advisor</strong></td>
<td>Academic Policies</td>
<td>N/A</td>
<td>Advising best practices</td>
<td>Degree certification</td>
</tr>
</tbody>
</table>
### List of TTU Resources that Support TTU-CR Library Services

<table>
<thead>
<tr>
<th>TTU-CR Position</th>
<th>Office of the Registrar</th>
<th>University Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Coordinator</td>
<td>Academic Policies</td>
<td>Library Guides for each degree program</td>
</tr>
<tr>
<td></td>
<td>Academic Procedures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Academic Calendar</td>
<td>Ebook collection</td>
</tr>
<tr>
<td></td>
<td>Academic Catalog</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Record Management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Record Systems (Banner, Xtender, DegreeWorks, etc.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FERPA Training</td>
<td></td>
</tr>
</tbody>
</table>
IV. Summary of Training Efforts Provided to Edulink Employees

**Academic Support Training Provided to Edulink Employees**

The Academic Support Advisor attended a week-long training at the Lubbock main campus. This training was conducted by the Senior Director for University Programs & Student Success in partnership with the Office of the Registrar and TTU Student Affairs. The training included many elements local academic advisors are introduced to in their first several weeks of employment, although at a more compressed rate. The training began prior to the advisor landing in Lubbock with advising articles sent via email.

The Lubbock training included theory and advising philosophies, Banner Management System, other Office of the Registrar-instructed training, use of the academic advising documentation system, and DegreeWorks training. Discussions included the curriculum map for the TTU-CR campus as well as testing and compliance for prerequisite scores required for specific classes within some of the degree plans. The Academic Support Advisor also shadowed academic advisors from one of the departments on campus. In addition to the week-long on-site training, the Academic Support Advisor at TTU-CR has a regularly scheduled Skype meeting with the Senior Director of University Programs & Student Success as a means of continued training, professional development, and professional support.

**Student Affairs Training Provided to Edulink Employees**

Training for TTU-CR staff was provided face-to-face in Lubbock and regularly occurring Skype/Lync trainings will be conducted to ensure staff continue to receive timely and continuous training. TTU-CR staff have been provided training on Red Raider Orientation, Raider Welcome Week, Student Organizations, Students of Concern, Student Handbook, University Career Center, and Student Disability Services. Additionally, TTU-CR staff were provided the opportunity to meet face-to-face with all Student Affairs directors. A resource guide will be provided for TTU-CR staff to ensure they have a quick reference available.

**Library Training Provided to Edulink Employees**

The Edulink Library Coordinator participated in multiple training sessions on the Lubbock main campus from May 29 – June 8, 2019. The Coordinator was trained on library services that will be available to TTU-CR students. For example, training and materials were provided on:
LibInsight, LibAnswers/LibGuides, Document Delivery, 3D Printing, and Circulation. Moreover, the Library Coordinator met with the Computer Science Library Liaison and the Engineering Library Liaison.

V. Academic Support Programs: Year 1, Year 2, and Year 3 Planning

TTU has prepared a 3-year plan to successively launch appropriate academic support programs. These plans are presented below, and modifications are expected based on changing student needs. Academic support programs have been prioritized as the TTU-CR campus is launched and these services are expected to grow and expand with additional students and staff. All academic support programs at TTU-CR will require facilitation or coordination on behalf of a TTU academic support services professional located on the main campus of Texas Tech University (located in Lubbock, TX). Multiple training opportunities have been provided to the Edulink staff member who is responsible for academic advising (Link to documentation). Additionally, training is expected to continue on a bi-weekly basis between the Edulink staff member and University Advising.

Year 1
Fall 2018 – Spring 2019
Launch Academic Support Advisor
As outlined above, the Academic Support Advisor position has been hired by Edulink. The duties of this position will be performed in a collaborative environment with TTU University Advising personnel. The Edulink employee has received training on the following advising support services:

<table>
<thead>
<tr>
<th>Academic Support</th>
<th>Academic Policies and Requirements</th>
<th>Discovery and Academic Exploration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:1 advising meetings with students</td>
<td>Add/Drop policies</td>
<td>Discovery process on-site and through potential Blackboard Course</td>
</tr>
<tr>
<td>Providing resources and direction to resources</td>
<td>Withdrawal policies</td>
<td>Presentations are available electronically or could be provided via Skype/Lync</td>
</tr>
</tbody>
</table>
Trainings will be ongoing to ensure the Academic Support Advisor is equipped with the appropriate information to address all advising needs. In addition to academic support training, the TTU-CR Academic Support Advisor will need additional training in academic advising areas related to student progress toward degree, student readiness to continue in major, student retention and persistence strategies, data analysis, and student support based on academic standing.

Launch Support Operations for Academic Retention (SOAR)

Texas Tech University operates an umbrella program called SOAR – Support Operations for Academic Retention. SOAR provides services for Texas Tech students as a supplement to classroom and lab instruction, enabling them to achieve academic success and develop lifelong learning skills. SOAR’s umbrella program includes a host of academic support programs including the Learning Center (LC), Supplemental Instruction (SI), Programs for Academic Development and Retention (PADR), and Texas Success Initiative (TSI). In Spring 2019, PADR programs will be available online to TTU-CR students. These programs will be facilitated through the Edulink Academic Advisor/TTU PADR Office. PADR provides highly personalized academic and personal management skills to students.

- Mandatory course for students below 2.0 GPA.
- Provides academic and personal management skills that will make students successful in their college careers and beyond.
- Required for students returning from suspension.
- Addresses factors that limit academic performance and implement strategies to overcome such factors.
- Teaches students to effectively utilize campus resources to aid in building and maintaining academic success.
- Students will develop critical thinking, reading, and writing abilities by interacting with on-campus resources and by researching and discussing how to identify and implement these abilities.
o Academic skills reviewed in the class are goal setting, test taking skills, memory techniques, note-taking skills, effective study habits, and time management.

Develop Texas Success Initiative (TSI) Services
In Year 1, we have developed online services specifically for TSI compliance. The Texas Success Initiative (TSI) was implemented to ensure that students enrolled in Texas public colleges and universities possess the necessary academic skills to succeed. The state of Texas requires each student to complete the TSI Pre-Assessment activity prior to taking the TSI Assessment test. The TSI Assessment test is a diagnostic assessment used to determine college readiness in the areas of reading, mathematics, and writing and must be taken by all entering undergraduate students without compliant or exempt statuses.

TSI test scores are not used to determine admissions status; however, entering students must test before enrolling in college-level courses at any Texas public institution of higher education. Students who have tested but have not attained the established minimum scores on one or more sections of the test are required by Texas Law to obtain TSI advising and to enroll in a formal program of skills development each semester until they have passed all sections of the test.

The TSI Skills Development Office at Texas Tech University provides customized plans for student development and developmental coursework in these key areas to ensure each student will be successful in their selected academic majors and beyond. TSI services will be facilitated online via the Edulink Academic Support Advisor for TTU-CR but are expected to be on-site in Year 3.

Year 2
Fall 2019 – Spring 2020
Launch On-Site PADR Services
As TTU-CR enrollment grows, we expect to need additional on-site academic advisors and other academic specialists. Programs for Academic Development and Retention (PADR) is a specialized program where academic advisors need to be highly qualified and experienced with students who may have a probationary or suspension background. TTU PADR specialists will provide appropriate training materials and curriculum for these additional staff members. In
Year 1, PADR services will be available online beginning in Spring 2019, but these services are expected to be on-site in Year 2.

- Mandatory course for students below 2.0 GPA
- Provides academic and personal management skills that will make students successful in their college careers and beyond.
- Required for students returning from suspension
- Addresses factors that limit academic performance and implement strategies to overcome such factors.
- Teaches students to effectively utilize campus resources to aid in building and maintaining academic success.
- Students will develop critical thinking, reading, and writing abilities by interacting with on-campus resources and by researching and discussing how to identify and implement these abilities.
- Academic skills reviewed in the class are goal setting, test taking skills, memory techniques, note-taking skills, effective study habits, and time management.

**Launch On-Site Learning Center**

In Year 2, we also plan to launch an on-site Learning Center (LC). The implementation of an on-site Learning Center will require a full-time staff member to be the administrator of the LC. Additionally, a Supplemental Instruction (SI) administrator will need to be hired. All training for these positions will be facilitated and coordinated by TTU SOAR professionals. We expect that in Year 2, we will hire student tutors/mentors who will work on-site at the Learning Center. Student tutors/mentors may provide academic peer tutoring.

<table>
<thead>
<tr>
<th>Learning Center (LC)</th>
<th>Academic Coaching</th>
<th>Supplemental Instruction (SI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject-level peer tutoring – should be on-site and online option after hours</td>
<td>Helps students create individual academic planning, support, and coaching</td>
<td>Peer-led review sessions for historically difficult courses</td>
</tr>
<tr>
<td>Drop-in peer tutoring in subjects such as Math, Physics, Chemistry, Biology, Accounting, and Engineering</td>
<td>Peer academic coaching that provides students with skills in test taking, critical thinking, etc.</td>
<td>Leaders have demonstrated academic competency in the course, prepare weekly review sessions by attending lecture,</td>
</tr>
<tr>
<td>Assist with comprehension of material</td>
<td>Provides one-on-one academic coaching that can assist in topics such as note-taking, stress management, time management, and learning styles</td>
<td>Sessions offer guaranteed student time and additional support outside of the classroom</td>
</tr>
<tr>
<td>Can be on-on-one or group tutoring</td>
<td>Hold review sessions for courses with high D, F, W grades</td>
<td></td>
</tr>
</tbody>
</table>

**Year 3**  
**Fall 2020 – Spring 2021**

As TTU-CR enrollment grows, we plan to launch on-site TSI support. This will require hiring a Student Support Specialist to supervise SOAR and TSI as well as to support the academic advisor. Intensive on-site training for TSI requirements will be completed based on TSI requirements at the time. Advising, instruction, and student requirements will be covered in the on-site training. The goal is to have TTU-CR replicate the services provided at the TTU Lubbock campus, including on-site testing, advising, and instruction.

**VI. Student Services Programs**

TTU has prepared to successively launch appropriate student services programs. These plans are presented below, and modifications are expected based on changing student needs.

Student support services have been prioritized as the TTU-CR campus continues to grow and expand with additional students and staff. All student support services at TTU-CR will require facilitation or coordination on behalf of a TTU Student Affairs professional located on the main campus of Texas Tech University (located in Lubbock, TX). Multiple training opportunities have been provided to the Edulink staff member who is responsible for providing student services. Additionally, training is expected to continue on a bi-weekly basis between the Edulink staff member and Student Affairs.
**Year 1**

**Fall 2018 – Spring 2019**

**Launch Student Affairs & Services Coordinator/Registrar**

The Student Affairs & Services Coordinator/Registrar position has been hired by Edulink. The duties of this position will be performed in a collaborative environment with TTU Student Services personnel. All Student Support Programs and Services require facilitation or coordination on behalf of a TTU-CR staff member locally in Costa Rica. TTU-CR staff members have been trained by TTU Lubbock faculty and staff. Training was conducted face-to-face as well as through regularly scheduled Skype/Lync sessions. Ongoing training will be conducted via Skype/Lync. Additionally, a resource guide will be provided to the TTU-CR staff and specific contacts for each area have been identified. The Edulink employee has received training on the following student services available to TTU-CR students, the delivery of which will vary between on-site and online delivery:

**VII. Available Student Support Programs and Services**

**Transition & Engagement (T&E)**

- TTU-CR staff are prepared and trained for the inaugural Red Raider Orientation in August 2018. They have observed and participated in various presentations and activities associated with orientation.
- Raider Welcome engagement can be provided by TTU-CR staff locally in Costa Rica. TTU-CR staff have received necessary training and TTU staff are available for consultation as needed.
- Convocation, Majors & Minors Fair, etc. engagement programs can be provided by TTU-CR staff locally in Costa Rica after training by TTU Main Campus Staff.

**Center for Campus Life (CCL)**

**Student Involvement/Organizations:**

- TTU-CR staff have received necessary training and TTU staff are available for consultation as needed. Students can establish student organizations in Costa Rica and register the organizations via TTU main campus online registration.

**Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, and Asexual (LGBTQIA)**
• TTU-CR staff can participate in training sessions to become LGBTQIA Allies. Programming can be provided by TTU-Costa Rica staff or via Skype/Lync by TTU staff.

Risk Management Programming for Student Organizations
• Risk Management training is required for all student organizations. We have a Risk Management Training that is a video and quiz format that is available for student organizations to complete this requirement. There are also resources on the website that can be accessed online.

Student Leadership
• Leadership Development resources are available on-line via or can be administered via TTU-CR staff on-site.

Red to Black Peer Financial Coaching
• Red to Black peer to peer sessions are available via Skype/Lync. Presentations are available electronically or could be provided via Skype/Lync.

Office of the Dean of Students (ODOS)
• TTU-CR staff have received necessary training and TTU staff are available for consultation as needed.
• Students experiencing crisis (mental health, physical health, or financial) that negatively impacts the student can be referred via the online reporting system by TTU-CR staff or TTU-CR staff may consult with the Office of the Dean of Students.
• Students inquiring about a university policy or procedure can contact the Office of the Dean of Students directly for consultation via Skype/Lync or email. Additionally, TTU-CR staff have been provided resources to enable them to provide support and guidance for students.

Office of Student Conduct (OSC)
• Investigations/adjudication of allegations of the Code of Student Conduct, including Academic Integrity, will be managed by TTU Main Campus staff and can be coordinated via Skype/Lync.

Academic Accommodations - Student Disability Services (SDS)
• TTU-CR staff have received necessary training and TTU staff are available for consultation as needed.
• Students register for accommodations via online system and letters of accommodation will be distributed electronically to faculty.
• Course materials can be converted into accessible formats or videos can be submitted to the eWorldwide Learning Center.
• General resources for hearing impaired students would need to be arranged locally in Costa Rica.

Risk Intervention and Safety Education (RISE)
• Outreach programs (alcohol and drugs, safety, wellness, prevention, etc.) can be provided by TTU-CR staff locally in Costa Rica after training by TTU Main Campus Staff and via online. Optional educational modules are available related to alcohol, drugs, sex, healthy relationships, and violence prevention.
• Required “Think About It” will be completed by students electronically.

Parent and Family Relations (PFR)
• Parent and family members would be provided or specifically directed to resources that are available. Resources include: eNewsletter, Parent and Family Guide, and How-to-Videos.
• Parent and family engagement programs (Family Weekend and Sibling Saturday) can be provided by TTU-CR staff locally in Costa Rica after training by TTU Main Campus Staff.

Student Counseling Center (SCC)
• Faculty/staff can receive QPR (suicide prevention) training.
• Phone or email consultation can be provided to faculty/staff regarding mental health concerns of students. Consultations may include recommended courses of action for faculty/staff, including referrals for students to counseling services in San Jose.
• Self-help resources are available online.

University Career Center (UCC)
• TTU-CR staff have received necessary training and TTU staff are available for consultation as needed.
• Career development programs such as resume critiques, mock interviews, assessments, career exploration, and salary negotiations can be provided via Skype/Lync or email.
• Educational sessions and resources (webinars, presentations, resume guides, career exploration, and career options) can be provided via webinars or electronic materials.
• Outreach programs (etiquette dinners, mocktail parties, career fairs) could be provided by TTU-CR staff locally in Costa Rica with guidance and support from TTU Main Campus.

Student Government Council (SG)
• TTU-CR students could be involved in Student Government via a Council established to represent TTU-CR students.

Conclusion

The documentation and evidence provided in this response shows that Texas Tech University – Costa Rica provides comparable and appropriate academic and student support programs and services that are consistent with its mission. TTU has prepared a plan to launch appropriate academic and student support programs as enrollment grows and modifications are expected to adequately meet student needs. These plans demonstrate that Texas Tech University is in compliance with Core Requirement 12.1.