

Administrative, Educational, and Student Support (AESS) Units: Mission and Goals by Division

Academic Affairs

Accelerate, Complete, Engage (ACE)

Mission

ACE at York College is a comprehensive academic support program designed to help students complete their academic journey to the bachelor's degree on time. Modeled on the principles of CUNY's Accelerated Study in Associate Programs (ASAP), ACE provides a range of financial, academic, and personal supports, including intensive academic advisement and career counseling, as well as tuition, textbook, and transportation assistance.

Goals

- Achieve a four-year graduation rate of at least 50% among first-time, full-time freshmen and achieve a two-year graduation rate of at least 50% among transfer students with an Associate degree.
- Increase the first-time, full-time first-year retention rate.
- Increase student engagement.
- Prepare students for success in the workplace.

Center for Teaching, Learning and Educational Technologies (CTLET)

Mission

The Center for Teaching, Learning and Educational Technologies (CTLET) is committed to inspiring, promoting and supporting teaching and learning that is effective, engaging and rewarding.

Goals

- Provide venues and opportunities for faculty to learn about a variety of effective, engaging and rewarding teaching and learning strategies.
- Provide online tutorials, email, phone and live-support-room services to all faculty, students and staff for the LMS and LMS-integrated technologies.
- Provide support for students to be effective learners.
- Provide guidance and thought leadership on classroom design for enabling, facilitating and supporting effective and engaging teaching and learning strategies.
- Provide guidance and thought leadership on provisioning of technologies for enabling, facilitating and supporting effective and engaging teaching and learning strategies.
- Provide guidance and thought leadership for the assessment of teaching and learning.

Collaborative Learning Center

Mission

The mission of the Collaborative Learning Center is to deepen students' understanding through personalized tutoring and collaborative learning experiences, equipping them to confidently apply their knowledge for success in academic and professional pursuits.

Goals

- Deliver learning support services that aid in improved academic performance.
- Facilitate use of auxiliary tutoring and academic support services to meet students' needs.
- Offer professional development trainings and CRLA certifications to tutors to better assist students enrolled in Gateway courses.

College Now

Mission

College Now's mission is to serve New York City public high school students through college-credit courses which are aligned with the first-year of study at the City University of New York (CUNY). Pre-college activities are also offered and designed to increase academic readiness for college.

Goals

- Provide pre-college experiences designed to increase students' knowledge and awareness about college opportunities.
- Provide college credit courses that fulfill general education (Pathways) requirements.
- Provide College Now instructors with best practices, training and support to teach college credit courses more effectively.
- Integrate College Now students who enrolled in York College into the campus experience.
- Educate high school students and teachers about college opportunities and requirements.

CUNY Language Immersion Program (CLIP)

Mission

The mission of the CUNY Language Immersion Program at York College is to effectively prepare students with limited English proficiency to achieve the cognitive academic language competency necessary to succeed in college. We offer academic programming and specialized support services that enrich the life of every student and demonstrate our commitment to excellence in teaching.

Goals

- Provide academic preparation to ESL students.
- Help students become autonomous learners.
- Assist students develop competencies to overcome language barriers in the learning process.
- Help students develop computer skills.
- Educate students about college life.

Office of Student Academic Services

Mission

The Office of Student Academic Services (OSAS) aids students in understanding their academic standing, and how to proceed with petitioning in order to achieve their degree completion.

Goals

- Ensure that the turnaround time for students submitting petitions is optimized and efficient

- Assist students in understanding college wide policy and procedure that relates to petitioning the Committee on Academic Policy and Standards, and appealing the status of Satisfactory Academic Progress
- Assist students in submitting Satisfactory Academic Progress Appeal and Committee on Academic Policy and Standard petition/appeal applications
- Provide resources such as petitions and appeals for students to optimize academic success and progress toward graduation.
- Assist students in petitioning for the Credit For Prior Learning Program

Office of the Registrar

Mission

The Office of the Registrar is dedicated to supporting the College's vision to empower students and assist them towards graduation. We help to ensure student academic progress by maintaining the integrity, accuracy and security of student records while preserving their privacy.

Goals

- Provide excellent customer service and uphold high standards in all operations.
- Enhance service delivery by utilizing current technology for accurate record-keeping.
- Work collaboratively to support the college's strategic goals by providing timely guidance and support to students, faculty, and staff.
- Adhere to established York College and CUNY policies, and State and Federal regulations as it relates to maintaining the integrity, accuracy and security of educational records.

University Skills Immersion Program

Mission

The University Skills Immersion Program at York College is committed to providing students with the skills and support to meet the requirements to be admitted to York College, placed in required math and English classes, and be better prepared to do well in first-year courses and major Science, Technology, Engineering, and Mathematics (STEM) classes.

Goals

- Provide workshops and opportunities for students to become eligible to be admitted to York College.
- Prepare and support students to be successful in college credit courses.
- Provide workshops for students who need Pre-Calculus for their majors to become eligible for that class.
- Use data and student success rates to continually improve the program

York Early College Academy (YECA) Assessment

Mission

The Mission of the York Early College Academy (YECA) program at York College is to create opportunities for students to acquire the core abilities to be autonomous learners and to facilitate their successful transition from high school into post-secondary institutions. YECA provides traditionally underserved students with access to higher education opportunities and provide the academic and social supports

that are needed to graduate high school having earned as many as sixty college credits towards a baccalaureate degree.

Goals

- Provide a program of academically challenging and developmentally appropriate courses to fulfill students' dual enrollment requirements
- Maintain a rigorous learning environment by monitoring and assessing the academic performance of students
- Assist students in their pursuit of educational and occupational opportunities beyond the York Early College Academy program

Finance and Administration

Facilities

Mission

The Facilities and Planning Office addresses the needs of the end-user by ensuring spaces are at maximum utilization, well-programmed, functional, and compliant. Our priority is the wellbeing of the students, faculty, staff, and the surrounding community, by providing the very best customer service. With pride, we strive to deliver all projects within budget, accurate to the specifications, and on time. "We are One Team, One Unit, One York College Facilities Team."

Goals

- Ensure all facilities are safe, accessible, and in compliance with applicable government codes and regulations.
- Provide continual oversight and advocacy for capital projects including long-term facilities planning.
- Leverage information system technology to manage workflow.

Information Technology

Mission

The mission of Information Technology Services Office is to provide excellence in technology infrastructure, application functionality, and customer service in support of the College's Academic, Administrative and Student Support Services objectives to improve the learning experience.

Goals

- Define and maintain a strategic vision to the support and upgrade York College's technology infrastructure.
- Support the Effort for the improved performance across all IT Units
- Develop and oversee the execution of a comprehensive financial strategy for the maintenance, support, and upgrade of campus educational and administrative technological infrastructure.
- Promote the professional development and technical training of IT Staff in the knowledge, skills, and abilities needed to manage, maintain and improve resources and campus educational and administrative technological infrastructure.

- Lead initiatives to collaborate across departments and functional areas to support the adoption and implementation of technology in all aspects of school business, including those that improve teaching and learning
- Collaborate across departments and functional areas to support the adoption and implementation of technology in all aspects of school business.

Office of Planning and Budget

Mission

The Office of Planning and Budget at York College is dedicated to the efficient and effective management of the college's budgetary resources. Our mission is to optimize resource utilization to support and enhance instructional programs, research initiatives, and student development activities. We serve our constituents by providing expert oversight and support through the Offices of Budget, Business Office, Bursar, and Purchasing, ensuring financial stability and fostering a collaborative environment that advances the college's educational and operational goals.

Goals

- Provide accurate, timely, and reliable financial information to the College to support optimal decision making
- Develop and oversee the execution of a comprehensive financial strategy for the College
- Maximize return on investment and expand revenue sources
- Support and guide the efforts for an improved customer service experience across all units
- Provide high-quality procurement services to the York College community
- Maintain compliance with City University of New York (CUNY) and New York State policies, procedures

Office of the Bursar

Mission

The Office of the Bursar is dedicated to providing courteous and efficient financial services to students, faculty, staff and external organizations. We collect revenues and maintain student financial records with a focus on financial integrity and accountability in accordance with York College, The City University of New York (CUNY), State and Federal policies and procedures.

Goals

- To deliver exceptional customer service to all stakeholders
- To provide guidance towards establishing appropriate fiscal practices
- To help students achieve their academic goals by providing information about all available payment options
- To ensure accurate, efficient and concise information is disseminated to our students, faculty, staff, and other stakeholders.
- To accurately process financial transactions

Office of Human Resources

Mission

The mission of the York College Human Resources department is to provide timely, accurate and effective HR-related services to our employees. We strive to promote a level of assurance that enhances each employee's ability to support the students, their own families, and the overall mission of York College in compliance with CUNY, NYS and Federal policies and procedures. Our employees are our greatest resource.

Goals

- Recruit and retain a diverse, qualified and highly engaged and productive workforce to meet the needs of the College.
- Provide employees with opportunities to grow personally and professionally in a safe and healthy work environment
- Establish, administer and effectively communicate sound policies, rules, and practices that treat employees with dignity and equity while maintaining compliance with employment and labor laws, policies and procedures of the City University of New York & labor agreements.
- Establish and maintain procedures and systems that produce administrative efficiencies, minimizes redundancies, and increase productivity, through the use of technology.

Office of Research and Sponsored Programs

Mission

The Office of Research and Sponsored Programs (ORSP) mission is to cultivate the research initiatives of faculty and staff to secure external funding. ORSP provides specialized guidance and support for all research and sponsored program activities in order to balance the research initiatives of stakeholders and the mission and values of York College.

Goals

- Diversify sponsorship funding opportunities.
- Cultivate research initiatives for faculty to secure grants.
- Develop, implement Policies and Procedures to ensure compliance with federal, state, local, the City University of New York, funder's guiding principles, and York College's policies, procedures and mandates.
- Provide stewardship of research funds that satisfies both the sponsor and York College.

Public Safety

Mission

To ensure a secure and welcoming environment conducive to the academic and personal growth of our students, faculty, and staff. We are committed to maintaining safety through proactive measures, community engagement, and responsive action. Our goal is to empower individuals to thrive in their educational and professional pursuits by fostering a culture of safety, trust, and support.

Goals

- Continue to build trust and legitimacy with our campus community.

- Provide professional development opportunities, guidance, and support to our Public Safety team.
- Enhance emergency preparedness on campus.

Student Affairs and Enrollment Management

Academic Advisement Center

Mission

The Academic Advisement Center at York College empowers students by fostering connections, encouraging engagement, and facilitating strategic planning to help them realize their academic, professional, and personal aspirations. Rooted in diverse academic advising theories, including appreciative, holistic, proactive, and prescriptive approaches, we offer comprehensive support to our undergraduate students who are not enrolled in special programs at every stage of their educational journey. Our commitment extends beyond academic and registration assistance; we provide intensive guidance that empowers students to develop and execute educational plans. We also encourage them to explore their life and career goals. Through this process, we actively promote timely and successful completion of their undergraduate degrees, equipping them to embrace their intellectual and personal potential as individuals and responsible global citizens.

Goals

- Offer proactive guidance and resources that aid students in staying on track for timely graduation, minimizing academic obstacles and maximizing success.
- Continuously evolve advising techniques by incorporating a range of theoretical frameworks, staying up-to-date with industry best practices, and adapting to evolving student needs.
- Provide comprehensive assistance that addresses not only academic needs but also personal and professional growth, promoting a well-rounded and balanced student experience.
- Regularly assess the effectiveness of advising methods and gather feedback from students to enhance the overall advising experience and outcomes.
- Foster meaningful connections between students and advisors, encouraging active participation and involvement in their academic journey and campus life.
- Redesign the academic program offerings degree maps to promote academic momentum.

Admissions

Mission

The office of Admissions is dedicated to inspiring students to pursue their Academic goals at York College. We recruit, admit, and encourage the enrollment of applicants from diverse populations, locally, nationally, and internationally.

Goals

- To provide excellent customer service.
- To expand the applicant pool outside of the five boroughs.
- Collaborate with college stakeholders in the recruitment of new students.

Athletics

Mission

York College Intercollegiate Athletics and Recreation Department is committed to excellence in athletics and recreation as part of a larger commitment to enriching the lives of our students through institutional pride, intellectual growth and personal well-being.

Goals

- Upgrade the athletic facilities to encourage greater participation and enhance student and faculty/staff experience.
- Increase student-athlete academic success, including academic persistence, student retention and graduation rates.
- Improve the competitiveness & success of athletic programs to enhance student experience & cultivate greater school spirit.
- Expand the visibility and enhance the reputation of York College Athletics to help boost enrollment and aid recruitment efforts.
- Successfully meet all Federal & NCAA compliance requirements to maintain NCAA-membership in good standing.

Career Services

Mission

The mission of Career Services is to effectively provide services that integrate students' academic, personal, experiential and career ambitions to meet the marketplace. Career Services connects and collaborates with students, alumni, faculty, staff, employers and the community to offer quality and innovative services in line with the College mission.

Goals

- Provide students with opportunities that will enhance their employability and career readiness.
- Cultivate and strengthen partnerships that contribute to students' professional employment opportunities.
- Integrate innovative technology that supports students' exploration of academic and career opportunities.

Center for Students with Disabilities

Mission

The Center for Students with Disabilities (CSD) is committed to making individuals with disabilities full participants in its programs, services, and activities through compliance with Section 504 of the Rehabilitation Act of 1973 and The Americans with Disabilities Act (ADA) of 1990 as well as state and local laws and regulations. It is the policy of York College that no otherwise qualified individual with a disability shall be denied access to or participation in any program, services or activity offered by the College.

Goals

- Ensure quality service and delivery of reasonable and appropriate accommodations for students with disabilities.

- Facilitate students with disabilities' personal development and academic success.
- Provide education and consultation to the campus community about disability issues.
- Promote inclusive and accessible programs, services, activities, technology and facilities.
- Commit to assessment practices that effectively evaluate programs and services offered to students with disabilities.

Counseling Center

Mission

The mission of the Counseling Center is to provide opportunities for students to define and actualize their potential toward personal, educational, and career goals through individualized, evidence-based, and culturally sensitive counseling services.

Goals

- Deliver professional counseling services to students who are experiencing psychological and emotional distress so that they remain on track for their academic goals.
- Offer supportive services to students by helping to resolve personal/interpersonal struggles, remove barriers and achieve holistic wellness.
- Offer preventive programs, outreach activities, and psychoeducational workshops that promote psychological wellness and enhance their college experience.
- Support the campus community by providing effective crisis response and consultation to faculty and staff.

Student Financial Services

Mission

Student Financial Services at York College is dedicated to supporting student success by providing access to financial resources, promoting affordability, and guiding students through the aid process with care, efficiency and integrity

Goals

- Promote financial literacy and transparency regarding aid eligibility, compliance and academic progress.
- Timely and efficient processing of aid applications and disbursements.
- Provide excellent customer service that prioritizes student care and assistance.
- Encourage and support EAB training and usage in Student Financial Services staff.
- Streamline communication for Financial Services after audit and review.

First-Year Experience and Mentoring

Mission

The mission of the Office of First Year Experience and Mentoring is to facilitate the transition of first-year and transfer students to York College by creating opportunities and programs that enhance academic and social integration, introduce student support services, assist in leadership development and cultivate peer-to-peer engagement through mentorship initiatives and collaborative partnerships.

Goals

- Inform first-year students on the support services and resources offered by the college
- Provide opportunities for students to learn and practice transferrable skills
- Provide training to mentors to support impactful peer-to-peer relationships

Male Initiative Program

Mission

The York College Male Initiative Program provides a system of support through various resources that contribute to the improvement of enrollment and graduation rates of under represented populations, particularly male students.

Goals

- To promote participant engagement through mentoring
- To promote academic success
- To increase retention and graduation rates
- To increase credit completion rates

Office of Veterans Affairs

Mission

The Office of Veterans Affairs (OVA) supports veterans and their families by promoting community awareness, providing academic program information, benefit and education counseling, referral to essential agencies, and certifying eligible students to receive education benefits under various state and federal programs. Veteran Affairs plays a supporting role in the development and implementation of educational and transitional processes designed to position the college as a designated military friendly institution.

Goals

- Promote Office of Veterans Affairs(OVA) services and educational opportunities at York College.
- Support student veterans engagement in the college community.
- Collaborate with other institutions to create post-graduate opportunities for student veterans.
- Identify career opportunities for student veterans.
- Connect student veterans with scholarship opportunities.

Percy E. Sutton SEEK Program

Mission

The shared mission of the SEEK and College Discovery Programs is to assist in providing equality of higher education to students who otherwise would not have such access. The effort is intended to increase the level of education, social capital, and workforce expertise in our City and State.

Goals

- Enhance the first-year enrollment experience for SEEK program participants to ensure seamless transitions into York College
- Provide First Year Experience programming to help students successfully make the transition from high school to college and ultimately reach graduation.

- Focus on increasing 2-year retention rates for SEEK students.
- Promote excellence in academic achievement

Scholarship Center

Mission

The Scholarship Center is committed to empowering individuals throughout their academic journey by offering comprehensive guidance, oversight, and support for applicants and recipients of scholarships. Our mission is to ensure that deserving students not only access valuable opportunities but also thrive academically and fulfill the criteria necessary to secure and retain their awards. Through a series of informative workshops and efficient management of the application and awarding process, we enable students to unlock their full potential and achieve their educational aspirations.

Goals

- Streamline the application and awarding process by implementing efficient management platforms, ensuring transparency, fairness, and accuracy in the selection and distribution of scholarships.
- Offer comprehensive support that extends beyond the application phase, assisting recipients in managing their scholarship requirements, and academic progress.
- Provide step-by-step guidance to applicants, assisting them in preparing and submitting applications that showcase their achievements and potential effectively.
- Ensure that presence of internal & external awards and scholarship opportunities, information, resources, and workshops are easily accessible to a diverse range of students.

Student Activities

Mission

The mission of the Office of Student Activities is to complement the academic experience with co-curricular programs that promote social and personal development. The office serves as a resource center for students who are interested in planning social, educational, and recreational programs and assists students in the development of leadership skills which they can use in a professional setting upon their graduation from York College. York College is home to various academic, social, athletic, cultural, recreational, political, and special interest groups which add an additional set of valuable learning experiences for students and faculty.

Goals

- To prepare students to be effective leaders and to lead with integrity
- To increase opportunities for student involvement in programs and activities that enhance social and networking skills
- To encourage students to be civic-minded and engaged in activities that broaden their knowledge of the diverse populations of the world.

Student Health Services Center

Mission

The Student Health Services Center is committed to reducing health-related barriers to educational achievement, working with partners internal and external to York College to promote activities to aid in

well-being, enhance existing policies, programs, services, and a culture of health to foster the academic and life success of our students.

Goals

- To provide health insurance benefit information & opportunities to members of the York College community
- To provide excellent customer service
- To support students with health concerns and health information.
- To ensure 100% enrolled student compliance to meet the legal immunization requirements.
- To increase student engagement with health services by expanding outreach initiatives, including targeted health campaigns, workshops, and peer education programs.
- To develop and strengthen partnerships with campus departments and local healthcare providers to enhance the scope and quality of services offered.

Testing Center

Mission

The Testing Center is committed to providing an environment where test takers are safe, secure, comfortable, and stress free. The Testing Center offers a broad range of assessment tests for current and prospective students.

Goals

- Administer required tests.
- Adhere to the City University of New York (CUNY) and testing partner's rules, regulations and guidelines.
- To educate the York community and the general public on the different Tests and services, the Testing Center has to offer.

Welcome Center

Mission

We provide supportive services to prospective, current and returning students and their families as well as the community at large. Working directly with the key offices of the Enrollment team: Financial Aid, Advisement, Bursar, Registrar, and Admissions, students are navigated from the beginning of the enrollment process through graduation.

Goals

- Serving as a single stop location for students needs to be addressed directly in the timely manner
- Providing individualized support to establish one on one relationships to increase retention
- Increase student enrollment by enhancing outreach efforts and promoting awareness of the Welcome Center
- Increase student awareness and utilization of the Welcome Center by enhancing visibility

Women's Center

Mission

We provide supportive services for the growth and development of all students as they pursue academic and life-long goals. While gender inequality affects everyone, it is women and girls who face the most discrimination as a result of gender inequality. To combat this inequality, we provide resources and support for women to empower themselves and others. In order to be truly inclusive, our services are available to students, alumni, faculty, staff, and the surrounding community regardless of gender, gender identity, race, ethnicity, age, class, sexual orientation, religion or (dis)ability. To achieve our goals, we provide programs and opportunities designed to contribute to the growth and well-being of all York College students.

Goals

- Provide leadership and mentoring opportunities inclusively to our student community, so they remain aligned with their personal and professional goals.
- Build strategic partnerships to provide educational and awareness programs, outreach activities, workshops that promote healthy lifestyles and student persistence.
- Offer supportive resources and services on and off campus to students to address intimate partner violence, food insecurity, basic needs, and other barriers to their college experience.
- Foster and promote safe spaces and early intervention support to create a college environment that keeps students on track to graduate.

Institutional Advancement and Communications

Institutional Advancement

Mission

The Office of Institutional Advancement champions York College's mission and vision by cultivating philanthropic investment, strategic partnerships, and alumni engagement that address the academic, financial, and social needs of our students, programs, and community. In the context of ongoing fiscal constraints across the CUNY system, we remain steadfast in our commitment to innovation, equity, and resilience to ensure institutional sustainability and student success.

Goals

- Increased fundraising activities
- Strengthen donor relations and stewardship
- Champion Alumni and Community Engagement
- Support Student Success Through Strategic Resource Allocation

Marketing and Communications

Mission

The mission of York College's Marketing and Communications department is to present a captivating and accurate image of the College as a vibrant institution of higher learning, where students of all backgrounds can receive high-quality, affordable education and academic success. The department is responsible for managing a number of the College's communication channels, including the website, social media accounts, listservs, e-newsletters; provide graphic design, photos, videos, manage the

college's brand, lead news outlets and marketing presence. The department also collaborates with campus partners, demonstrating our commitment to teamwork and shared goals as well as implementing best practices in marketing and communication.

Goals

- To promote the College's image and visibility through marketing strategies that ensure brand awareness.
- To promote and celebrate students, staff, and faculty achievements campus-wide and externally.
- Improve internal communication, share college, faculty, student and alumni achievements

President's Division

Diversity and Compliance

Mission

The mission of the Office of Diversity and Compliance is to foster equity, diversity, and inclusion in the campus community and ensure a learning and working environment that is free from discrimination and harassment. Consistent with this commitment, and in compliance with all applicable laws and University policies, the Office is responsible for educational initiatives designed to promote diversity and respect, preparing and disseminating various reports, and investigating complaints of discrimination and harassment.

Goals

- Ensure Timely, legally compliant, and equitable handling of investigations
- Strengthen institutional knowledge and practice around equitable hiring

Government Relations and Strategic Initiatives

Mission

The Office of Government Relations and Strategic Initiatives initiates and maintains York College's external relationships on the local, state, and federal levels and with civic leaders and community-based organizations. In addition, we provide non-degree workforce and economic development and adult upskilling literacy programs and services to the community.

Goals

- Provide foundational education and training services to community residents, small businesses and entrepreneurs.
- Inform key legislators on issues related to higher education policy and legislation to secure funding and programmatic support for the college.
- Work collaboratively to establish strategic community partnerships and promote civic engagement which are consistent with the college's vision, mission, values, and goals.

Institutional Effectiveness and Strategic Planning

Mission

The Office of Institutional Effectiveness and Strategic Planning (OIESP) integrates institutional research, assessment, strategic planning, and accreditation. The Office conducts comprehensive research and

analytical studies to support the College in fulfilling its mission and strategic goals, as well as to improve the educational experience for students. The Office promotes and supports a culture of accountability, transparency, continuous improvement, and evidence-based decision-making, and serves as the official reporting source for York College data.

Goals

- Provide data, analyses and research support for planning and evidence-based decision making.
- Support College-wide assessment activities to ensure sustainable and meaningful assessments.
- Support Middle States Commission of Higher Education (MSCHE) accreditation efforts.

Legal Affairs and Labor Relations

Mission

The mission of the Office of Legal Affairs & Labor Relations is to protect York College from adverse legal and financial consequences that result from the acts or omissions of its employees and to provide advice and guidance to college officials on a wide range of legal matters, including governance, ethical questions, collective bargaining issues, legal inquiries such as FOIL requests, contracts, grievances, discipline and litigation, and a broad range of policy questions affecting the College and its related entities.

Goals

- To provide guidance to York College officials and appropriate stakeholders on a wide range of legal matters.
- To evaluate campus practices to ensure compliance with applicable laws and regulations.
- To respond to legal actions filed against the campus in all venues.
- To provide training and workshops to faculty and staff.