

COUNSELORS

Preamble

Counselors are responsible for providing reliable and objective advice and assistance to students in developing their educational goals and occupational and career plans. Integral to student success and retention, Counselors identify and assist students in resolving problems that interfere with their educational progress, and serve as student advocates to mediate issues with other faculty and/or departments. Counselors have an important role in implementing policies, explaining policies to students, and transitioning students between policies.

Section 1. CSN Administration affirms that Counselors are and shall be academic faculty. The title of “Counselor” shall be maintained.

Section 2. Counselors shall fall under the purview of Academic Affairs, and be assigned to the Academic Schools.

Section 3. Counselors shall have an elected Department Chair. Only tenured Counselors shall be eligible to be Department Chair.

Section 4. The Counseling Chair shall conduct evaluations of Counselors. Counselors shall not be evaluated by administrative personnel or any other non-academic personnel.

Section 5. CSN Administration shall provide Counselors with administrative support in the form of one administrative assistant per campus.

Section 6. There shall be no more than eight hundred students per Counselor. This metric shall be calculated by student headcount.

Section 7. The expected time for a Counselor/student contact is one hour.

Section 8. Counselors shall not be compelled to make financial decisions for students, nor shall they be required to do financial aid verification work.

Section 9. There shall be a single recording mechanism for student contacts. This mechanism shall be developed by CSN Administration in consultation with Counselors, and should be automated to the greatest degree possible. The recording mechanism shall be able to account for phone, email, and walk-in contacts, in addition to scheduled appointments.

Section 10. Upon identifying a major, all students shall be referred to a Counselor.