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Nota di bibliografia	Includes bibliographical references and index.
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Sommario/riassunto	Student affairs organizations are at a crossroads. They face expanding enrollments; a concomitant increased need for often more complex services; changing demographics; a growing cohort of nontraditional and first-generation students; shifting and more demanding responsibilities; and increased expectations from the greater campus community, parents, and external constituents. These challenges are intensified by the accelerating speed of advancements in technology, globalization, innovation, and student consumerism; and by the long-term reality of shrinking resources, and limitations on the abi