

## STUDENT SERVICES & ENROLLMENT MANAGEMENT

### Mission Statement | Goals | Program & Student Learning Outcomes

ASSESSMENT: CAS REVIEW (YEAR ZERO) DUE DATE: JUNE 30TH



**The Goal:** We must document the significance, value, and contributions student services makes toward the institution's mission and goals. In order to accomplish this, building a culture of evidence that demonstrate the learning taking place within the experiences provided becomes a significant aspect of accomplishing better practices to deepen, adjust, and correct if needed, the co-curricular student experience. We do this by examining the work being done, determining the effectiveness of the work, and the impact it has on student learning. Critical questions to answer by way of evidence:

- Do the spaces we create for students impact them in ways that contribute to their success?
- What are students learning (and does the learning align with learning outcomes, division competencies and the institution mission/strategic objectives?)

There are three steps to complete year zero of the CAS Review. Please reference the Year zero instructions document for expanded definitions, guidance and resources.

#### CAS Standards

The Council for the Advancement of Standards are professional standards for Higher Education. CAS includes 45 functional areas that traditionally fall within student services and in some cases enrollment management. A functional area such as Academic Advising; Career Services; Counseling Services, Financial Aid Programs; TRIO & College Access; Veterans; Women's/Gender Programs. The application of these standards are often used to understand an offices functionality & best practices against a benchmark. Each area (which is usually an office and not a program within the office) has 10 sub-categories. The first 3 are Mission, Goals & Student Learning Outcomes. CAS provides a road map to assist in creating and assessing learning through the development of outcomes.

#### Department Mission Statement

Each department's mission clearly defines their role in the division and lets students and others know how they contribute to the institutions' mission by helping them with their development and experience at the institution. A mission statement indicates what is being done, a vision is inspirational and addresses the future. Mission statements state the cause, action, and impact. They are specific, succinct, and straightforward.

#### Department Goals

Goals inform the development of services and Student Learning Outcomes. The need for the Mission and Goals of a department are essential steps in promoting an understanding of a department's role in the co-curricular experiences. Goals are broad strokes that are not measurable. They indicate the end result and are overarching.

#### Department Operational & Student Learning Outcomes

Learning outcomes are statements of what students will learn as a result of a learning experience created in a class or co-curricular experience. Additionally, for the purposes of a department, learning outcomes reflect the department goals. The statements are focused on student learning. SLOs directly assist in telling a story to determine program/department effectiveness. Assessment uses SLOs to determine if students are learning what the program/services intend to accomplish

### Step One:

Familiarize yourself with the website section on Year Zero deliverables, resources, templates, and instructions.

### Step Two:

Familiarize yourself with the Council for the Advancement of Standards are professional standards for Higher Education. The review cycle will cover several of the 12 common criteria categories (referred to as general standards) found in the CAS functional area review handbook. Each functional area handbook is located in the SSEM Assessment folder on the OneDrive. The below categories will be addressed during this review year and should be used in the development of the departments Mission Statement, Goals, and Program/Student Learning Outcomes:

#### Part I. Mission

#### Part II. Program and Services

#### Part III. Student Learning, Development, and Success

There are activity worksheets to help in the review/development process of Mission Statements, Goals, and building Program/Student Learning Outcomes. Once these three components of the review are completed, the department lead/director should submit their Mission, Goals, and PSLOs to Web Content Specialist in Marketing and Communication for website upload.

### Step Three:

Review or Revise the departments Mission Statement. When reviewing/revising/or creating a Mission Statement, best practices should be incorporated into the review. It is recommended that you use CAS Standards for your department/functional Area. Sub-Category 1 will help in this effort. Additionally, a review of a national organization can assist in the development of this area.

### Step Four:

Review or Revise the departments Goals. Goals inform the development of services and Student Learning Outcomes for the department. The need for the Mission and Goals of a department are essential steps in promoting an understanding of a department's role in the co-curricular experiences. Goals are broad strokes that are not measurable. They indicate the end result and are overarching. They often represent a more detailed task or cohort of individuals the department serves as stated in the Mission Statement.

### Step Five:

Learning outcomes are statements of what students will learn as a result of a learning experience created in a class or co-curricular experience. Essentially to determine the breadth and depth of how effective or how impactful (and whether goals were met) a program/experience provided by a department (or several departments) is, measurable outcomes must be identified and written. Outcomes often lean heavily on student learning but there may be outcomes identified that are not directly related to student or community learning. The Model recommended and used within the review is the ABCD Model developed by Heinich et al. 1996.

A is for Audience. B is for Behavior learned. C is for condition in which learning is taking place. D is degree of learning

### Step Six:

Submission of End of Year CAS Review Report. The link to the form will be provided in April.