

STANDARD IV: SUPPORT FOR THE STUDENT EXPERIENCE

Introduction

West Chester University students can be confident that we are committed to their success in and out of the classroom, as well as individually and holistically. WCU fosters a culture that emphasizes both academic excellence and personal growth. Our mission states that WCU is a community of educators that develops graduates to succeed personally and professionally and contribute to the common good. Students see our commitment prior to their matriculation and carry that support with them as they graduate and become contributing members to their communities.

WCU is a thriving undergraduate and graduate institution in an enrollment climate that is trending downward. Part of our success stems from knowing that a student's education is more than academics, more than a GPA, and a university is a place to learn and grow in all aspects of one's self.

Facilitating Success (*Criterion 1*)

Admissions and Enrollment Opportunities

Future students and their supporters get a taste of our vibrant community in the ["Get Started" video](#), featured prominently on our undergraduate admissions webpage. Our "landing page" highlights the dynamic student body, support, and pride Golden Rams embody, emphasizing that WCU is "opportunity, success, family, giving, welcoming, community, memorable, home."

College is an investment in the future for students and for the institution, and all stakeholders need to understand the "price" and opportunity of that investment. WCU demonstrates a clear commitment to students by providing access to a top-tier education at one of the lowest in price points of all four-year colleges and universities in Pennsylvania. WCU and all other institutions in the PASSHE system froze tuition for the 2019-2020 academic year and again in 2020-2021 as a result of the COVID-19 pandemic.

With an emphasis on access to learning, prospective students and their supporters can be confident that WCU's rolling undergraduate admission process considers the diverse aspects of applications: academic record, standardized test scores, and requested program of study. In August 2019, WCU, deployed a Customer Relationship Management (CRM) system. SLATE provides a user-friendly interface and tool for connecting students and for creating a clear workflow for admissions professionals. The [Office of Admissions](#), which subscribes to the [NACAC Principles of Good Practice](#), and the Offices of [Financial Aid](#) and [Bursar](#) provide current and accessible information about admissions policies and processes, financial aid, costs of attendance, grants and scholarships for traditional, transfer and international undergraduate students on their respective websites.

WCU's undergraduate programs are not the only areas in an upswing. Over the last five years, WCU experienced a 28% increase in graduate enrollment. Students recognize the strength of WCU's high-quality, accessible graduate degrees, certification, and certificate programs that are enriched by faculty collaboration and a diverse student body. Graduate study at

WCU fosters students' intellectual and creative inquiry and develops their research and analytical skills. Our students cultivate professional skills and academic proficiency, enabling them to contribute to their professions or to prepare for further graduate study.

In 2019, in recognition of this growing population and commitment to access, WCU established The Graduate School as a comprehensive division designed to provide a wide range of services. This transition from Graduate Studies Office to a Graduate School coincided with the 60th anniversary of graduate education, an important milestone for the University.

The move to a Graduate School model provides a “one-stop shop” and supports graduate students through a collaborative enrollment management and leadership structure. Prospective, newly admitted, and current students find the Graduate School's Admissions website as the primary source of information for programs and admission requirements, university-wide information on costs, financial aid, graduate assistantships and student support services, as well as departmental webpages for academic areas of focus, faculty, research opportunities, and program-specific support services. The Graduate School is following suit with Undergraduate Admissions in implementing Technolutions SLATE CRM.

Graduate applicants receive individualized and a holistic review. Decisions are made first at the graduate program level and are determined using multiple criteria that includes an evaluation of college transcripts, letters of reference, applicant goal statement, and if required by the program, standardized test scores, and other similar program-specific requirements. A faculty graduate coordinator serves as a liaison between the graduate program and the Graduate School and in conjunction with a college-level recruiter is in charge of recruitment and enrollment for each graduate program.

WCU maintains a thriving campus in the heart of Philadelphia. Both undergraduate and graduate students enroll in courses and complete their degrees at this location. Serving mostly adult learners, the “Philly” campus has provided a comprehensive student success center, staffed by professionals and graduate assistants, which includes tutoring, writing support, career development programs, and other co-curricular programs and services. Student services such as enrollment and financial aid are also provided at this location.

WCU recently created a partnership with Delaware County Community College (DCCC) whereby students can earn a Bachelor of Science in Business Management on the DCCC campus. Dedicated WCU staff support students from admission to graduation.

Student Access

WCU prides itself on offering programs to meet the needs of all students, including those who are historically underserved, first-generation, adult, transfer, and traditional-aged students. Students are admitted to WCU into four distinct categories: FY1 (regular admits), FY2 (ASP-ACT 101), FY3 (ASP-non-ACT 101), and FY4 (historically labeled motivational or Achieve, who have a competitive academic profile but test scores fall below the average of FY1 student and do not need the support of ASP). WCU has a long history of cultivating successful support programs and developing new programs that meet the ever-changing needs of students.

Not every WCU student is prepared for the rigors of academic study at the college level. The Academic Success Program ([ASP](#)) is a special admissions program for undergraduate students

who do not meet current admissions criteria but who still show the potential to succeed in college. During a five-week summer session, ASP students develop college-level skills in reading, writing, and mathematics and receive academic support through advising, tutoring, mentoring, monitoring, and counseling. Students who successfully complete the program enter the fall semester with six academic credits, along with confidence in academics, campus life, and university procedures. Prospective undergraduate students and their supporters learn about the support services through University College, and through the Admissions website.

The Graduate School also offers guidelines to provide access to promising students. Students who do not meet the GPA requirement of the specific program or the Graduate School (GPA 2.8) can be admitted with provisional status. The department graduate coordinator will work with the graduate student to identify needed coursework, which may or may not be credited to degree requirements.

Student Success and Retention

WCU is proud to welcome new students to our University, but we are even more proud to retain and educate the whole student by focusing on strong academic and co-curricular programs and support services.

WCU's [Early Alert Program](#) (EAP) is a proactive system of communication and collaboration of professors, staff, academic advisors, and University students. Once identified, EAP students participate in regular meetings to support their academic and social growth: campus resources, communication skills, and self-advocacy skills.

Each incoming undergraduate student is able to access a Student Success Coach, who provides individualized support on academic and personal success at WCU. Graduate-level student success coaches meet as frequently as students need to provide practical skills and strategies like time management, test preparation, note taking, textbook reading, college adjustment and more. The Student Success Coaching evolved out of our Achieve! Program and was initiated in Fall 2019, initially targeting but not limited to FY4 students.

Approximately 40% of the students who graduate each year start as transfer students. The [Transfer Concierge](#) is a member of the Registrar's Office who connects transfer students to campus resources and creates a welcoming community through transfer specific admissions events and orientations in conjunction with the Office of New Student Programs.

As the number of WCU international students increase, so do the opportunities offered by [The Center for International Programs](#) (CIP). Currently, there are on-campus activities for international students on campus, additional study abroad opportunities, and new student success-oriented services. To better prepare students, in June 2016, WCU partnered with ELS Language Center to provide educational training to prospective students who do not meet language proficiency requirements. To increase efficiency and consistency, in 2019, undergraduate and graduate admissions staff manage all correspondence with international students and recruiters. To familiarize international students with the United States labor market and hiring process, the CIP partnered with the Twardowski Career Development Center. Recently, the Graduate Student Association added a new student organization, the International Graduate Student Association.

All first-year students take WCU's First Year Experience (FYE) class. This dynamic 4-credit course program prepares students to be successful and engaged learners by building a strong foundation for academic success, exploring campus resources and life, and developing a passion for future academic study. See Standard III for additional details on this program.

Orientation

WCU's New Student Programs (NSP) and the Director of [Parent and Family Relations](#) welcome, assist, and support new students, families, and supporters as they transition to, and through, the WCU community. NSP offers orientation experiences in June, August and January for new first-year, transfer, and [adult learners](#). NSP also offers first-year and transfer transition programs throughout the semester.

Academic Advising

Increased enrollment changes, growth, national focus, and retention prompted WCU to create five student success coordinator positions that are housed in each college. Faculty serve as coordinators who work directly with students to ensure a solid academic plan, streamline registration, and explain University policy from matriculation through graduation. Originally established as a pilot in 2015, the positions were funded permanently in 2018.

University College

In 2018, WCU clustered key support programs to create a seamless experience for students. The Associate Provost for Student Success and Dean of University College and the University College itself houses the Honors College and the following student success services: Academic Success Program, Learning Assistance Resource Center, Exploratory Studies, Office of Services for Students with Disabilities, and Student Success Coaching.

Mental Health Services and Programs

No university would be complete without mental health services and programs. Students can rely on the Department of Counseling and Psychological Services for individual therapy, group therapy, crisis intervention (during and after business hours), crisis consultation, and mental health education programs. The department offers short-term care, off-campus referrals long-term care, and assistance with insurance. WCU's Community Mental Health Services, a non-profit training center, provides low-cost, cutting edge psychotherapy and testing including psychological services, as well as specializations in trauma-related disorders and child & adolescent mental health. This non-profit training center also supports graduate students as a research facility for the Doctor of Psychology Program and faculty as a clinical site for the Psychology Department. Students may participate in a comprehensive peer education program, co-curricular workshops, campus-wide events offered by The Office of Wellness Promotion. All peer educators complete training to become certified through NASPA's Health, Safety, and Well-Being Initiatives.

CARE Team

Sometimes students engage in or are witness to concerning, disruptive and/or potentially harmful behavior. The [Campus Assessment, Response, and Education Team](#) (CARE Team) is a campus-wide team that provides a caring approach to identifying, consulting, and coordinating the

University response and outreach for such situations. The Case Manager for CARE advocates for student success through non-clinical case management and social support needs through interventions, referrals, and connection to follow-up services, guided by the National Behavioral Intervention Team Association (NaBITA). The Case Manager coordinates with community resources and campus partners including Academic Affairs, Dean of Students Office, Residence Life, Counseling Center, Office of Services for Students with Disabilities, and Registrar.

Additional Student Support Programs

WCU has a number of additional support programs in place to address student needs that are discussed throughout the self-study document. Selected highlights include resources for underrepresented students, veterans, and first-generation students.

The Underrepresented Male Task Force (URM) is a University-wide effort to increase the retention, persistence and graduation rates of Latino and African American undergraduate males. In addition to developing a campus wide plan for 2020-2021, the COMPASS was piloted in the Fall of 2019 to serve as a multi-layered program that supports African American males on academic probation.

The Center for Trans and Queer Advocacy creates an environment where the intersectional experiences of trans and queer people are supported, celebrated, validated and affirmed. In 2017, the first director of LGBTQA services was hired. An associate director and support staff positions were also added. The Center has received a new space with a lounge and computers. New programs, From Allyship to Advocacy and Trans Advocacy, have been implemented in alignment with their mission.

The Center for Women and Gender Equity (CWGE) actively promotes and advocates for a campus community that values the safety, equality, and intellectual advancement of women and other historically marginalized groups. During summer 2019, CWGE received new office space which includes a lounge, computers and space for program planning. The director position was upgraded and an associate director position has been added to further support students.

The more than 3,700 students of color take advantage of the [Dowdy Multicultural Center](#) (DMC), which coordinates services, programs, and resources and provides a comfortable and welcoming environment where students can access computers, study tables and a lounge area. In response to the increase in students using the Center, WCU upgraded the leadership position to a senior director, added an assistant director, a graduate assistant, and temporary graduate interns.

WCU's Veterans Center serves both veterans and dependents. The Center includes parking, a computer lab, lounge space and kitchen space. A new counselor position has been added to support veteran students, including on-site services and a therapy dog. An admissions position has also been established to assist prospective veteran students with navigating their transition to college. The Center received the Silver Military Friendly School Award in 2020-21, is recognized as a Top College for Veterans by College Consensus, and participates in the U.S. Department of Veteran Affairs Yellow Ribbon Program.

In 2018, the University launched West Chester First Initiative to better meet the needs of WCU's first-generation students, which make up approximately 30% of undergraduate students.. In 2019,

WCU was named a First Forward institution by Student Affairs Administrators in Higher Education (NASPA) and the Suder Foundation, one of only 80 institutions nationwide to receive this honor. WCU also became a member of a first-generation honor society, Alpha Alpha Alpha, induction to be schedule in AY 2020-2021.

As the number of students registered with Autism Spectrum Disorder has grown from 6 (2014-15) to 65 (2019-2020), the [D-CAP program](#) members, staff, and graduate assistant support has grown steadily since its inception in 2016-17. D-CAP also expanded to include the College Autism Readiness Retreat, collaboratively with Kutztown University, for high school students and the Ram Shop, opened in 2019, to prepare WCU students for employment. The Director of Autism Services is also in the process of starting a consortium for autism college programs.

In 2017, the [Resource Pantry](#) began serving the estimated one-third of WCU students who experience food insecurity. The Resource Pantry provides fresh and non-perishable food, personal care items, school supplies, career clothing, and winter coats. Pantry Ambassadors receive federal work study, and Pantry staff connect students to other WCU support services and programs, including Operation SNOW (Student Needs Over Winter), which provides winter clothes for students.

Like many college students, Golden Rams need financial assistance. WCU's Financial Aid Office serves students through the AskRammy, a 24-hour customer service chatbot; the [Promise Program](#), a Campus Support Program for Homeless and Foster Youth; emergency funds for book scholarships, micro-scholarships, and a fund to finish awards with support from the WCU Foundation and SSL. Institutional merit and need-based awards are now included as part of financial award offers. Financial Aid also expanded and streamlined the work-study program by creating new jobs on campus including positions at the Resource Pantry, D-CAP, CAH Ambassadors, and with the Transfer Concierge.

Graduate students, like their undergraduate counterparts, are often in need of financial assistance to succeed. Graduate assistants work in academic departments and student service offices on campus. Their work impacts crucial research efforts of the faculty, as well as strengthens the success of undergraduate students by providing tutoring, mentoring, programming, and other support around campus. Funding for assistantships has grown from \$3.2 million in fiscal year 2015 to \$4.6 in 2019. Graduate assistantships offer a tuition-waiver and stipend and are awarded by credits.

One of the most impactful opportunities for graduate students is the Graduate Dean's Professional Development Award (GDPDA). Since 2018-19, this award provides funding to current graduate students to attend conferences for professional development and degree advancement. Students who are presenting and/or attending conferences are eligible for financial awards ranging from \$250 to \$1000.

Degree Completion and Graduation

WCU is dedicated to supporting students towards completion of their educational goals whether that be undergraduate or graduate degree or certificate completion. Many of the support programs mentioned above contribute to the support of student goals. Advising, tutoring, writing support, and other co-curricular support programs all help students navigate to completion.

Transfer Support

At times, students need to leave WCU to pursue their educational goals. The Registrar's office provides comprehensive services to assist students in the transfer of credits to other institutions. Students may order official transcripts to be forwarded to other institutions 7-days a week/24 hours. WCU posts all equivalencies on AcademyOne, an online vendor of transfer resources for institutions across the nation, which assists students in future planning for either graduate studies, second degrees, or transfer to another school.

Degree Progress Report

Undergraduate and graduate students have the ability to monitor their own progress towards their degree through the PeopleSoft system. Unlike a static page in the catalog, the Degree Progress Report (DPR) is available in real time to students and their advisors for degree audit, credits toward graduation, and completion requirement for graduation.

Twardowski Career Development Center

The [Career Development Center](#) (CDC) assists undergraduate students in exploring majors, careers and graduate schools, developing and implementing multifaceted job and internship search strategies and making professional connections with employers and alumni. Graduate students are also able to take advantage of the services. The CDC leverages technology, including Handshake, an online job, internship, employer and event board, Ram Nation, an online mentoring platform, and Big Interview, a site for practicing virtual interviewing skills. The CDC also monitors students' post-graduation plans through the First Destination Survey.

Commencement Ceremonies

For many years, WCU held two undergraduate commencements and one graduate commencement at the end of each semester. Continued growth of the student body and unpredictable weather increasingly put a strain on the available facilities and the ability to center the students and their families in the ceremonies. In May 2019 WCU held 14 separate commencement ceremonies over a three-day weekend in May. The ceremonies involved additional faculty and staff to participate and allowed students to celebrate with more family and friends.

Policies and Procedures to Ensure Student Success (*Criteria 2, 3*)

Transfer Students and Previous Course Work Credits

The WCU Registrar's website is the primary source of information about policies and procedures for course evaluation and acceptance process, including transfer credit, test credit (AP, IB, CLEP), and international credit.

Undergraduate Transfer

In 2016, the PASSHE Board of Governors adopted the Student Transfer Policy, which states that all college-level credits from regionally accredited institutions will be accepted and ensures

unnecessary duplication of coursework. In addition, WCU accepts general education coursework from regionally accredited institutions when comparable to our program. Students who transfer from another PASSHE school with their general education program completed will have their general education requirements met. However, students may need to satisfy unique, signature West Chester University general education requirements if doing so does not extend the time to degree.

For undergraduate transfer college-level credits, WCU first applies as many college-level credits as possible towards the satisfaction of general education requirements, then to requirements of the major, and finally to elective credits.

WCU guarantees admission for undergraduate students transferring from a Pennsylvania community college with an Associate's degree and for students transferring from a PASSHE university. Admission to a major is not guaranteed as some academic departments have specific course prerequisites and grade point average requirements.

Graduate Transfer

Graduate students may transfer credits earned through previous graduate study at another college or university. The Graduate Catalog and the Graduate School website explain conditions and minimum requirements for the acceptance of transfer credits. Decisions about potential course transfers are made at the program level by the graduate coordinator and then by the Graduate School.

Student Records

WCU is committed to the safe and secure maintenance and appropriate release of student information and records. To this end, there are policies, procedures and communication with faculty, staff, students and stakeholders about the importance of information security.

FERPA

The Registrar's office safeguards students FERPA rights through record maintenance and regular faculty and staff FERPA training sessions. Student directory information is not generally made available to the public except in certain circumstances for appropriate athletic, scholarship, award, enrollment verification, and police requests. Staff, faculty, student employees, and others with whom the University has a contractual relationship are not permitted to use or disclose student's directory information for purposes other than those pertaining to their job responsibilities. WCU informs students of the outcomes of personal information related to FERPA.

Information Services Policies and Procedures

The Office of Information Security provides comprehensive, campus-wide implementation and support of best practices, policies and procedures to ensure the confidentiality, integrity, and availability of information systems and data. These include the Acceptable Use Policy, Data Classification Guide, Data Classification Policy and User ID and Password Policy, found [here](#). Information Services and Technology (IS&T) strategic plan (link to appendix or [here](#)), includes partnering with campus offices on data-related regulatory compliance such as FERPA, HIPAA,

GLBA, GDPR, PCI, and SARA. Additionally, IS&T regularly audits and updates its Business Continuity Plan, as well as its Information Security Program plan. To ensure against data loss, IS&T performs periodic disaster recovery audits.

Co-Curricular Engagement (Criterion 4)

WCU student's education would not be complete by pursuing only academic goals. WCU students are able to engage in co-curricular activities and programs across the educational journey by the intentional and seamless experiences provided. The Division of Student Affairs is home to 17 departments, and these departments are dedicated to supporting all students' experiences.

RamPlan: WCU's Co-Curricular Transcript

In 2017, WCU's Division of Student Affairs set out to develop rich, intentional, educational co-curricular experiences for all students. Based on the work of Kerr, et al., 2017 and Kerr & Tweedy, 2006, the division developed five focus areas (career readiness, community engagement, health and wellness, involvement and leadership, and social justice) that coincided with the majority of co-curricular programs. Community engagement and social justice focus areas align with the University's new undergraduate certificate programs. The First Year Experience program fully supports and integrates co-curricular programming into its coursework.

WCU's co-curricular catalog is among the first of its kind in the country. Students are able to create individualized education plans by accessing the templates in the online co-curricular catalog, which was modeled after the academic catalog. In addition, students may develop competencies in the Division's seven co-curricular learning goals: civic engagement, communication, critical thinking, integrative learning, intercultural fluency, personal development and problem solving by engaging in the co-curricular transcript. These learning goals were a result of a division-wide iterative process that intentionally aligned many of the major programs emanating from Student Affairs with University, field and industry frameworks such as the:

- WCU's President's Toolkit
- WCU's General Education Learning Outcomes
- Association of American Colleges and Universities' Essential Learning Outcomes and VALUE Rubrics
- National Association of Colleges and Employers' Career Competencies
- Council for the Advancement of Standards in Higher Education's Student Learning and Development Outcomes

Currently, the Division is working with the Registrar's Office to create the *RamPlan: WCU's Co-curricular Transcript*, which will serve as official documentation of each student's learning achievements, thereby completing students' educational experience and the larger mission of the University.

Athletics

Student-Athletes have a special balance of academic and co-curricular lives. WCU is committed to the success and graduation of our student-athletes. We offer 24 varsity sports, and the number of student-athletes has remained steady at 550-600 for several years. WCU is committed to

complying with the National Collegiate Athletic Association (NCAA)'s rules and regulation and to providing educational support services and financial aid. All student athletes can participate in a mentoring program that offers on-going, one-on-one support, through graduate student mentors and faculty oversight, including special focus on first-year students and students experiencing academic difficulty. The department has also developed several programs specifically for designed for athletes. These programs include topics from leadership development, transitioning from "athlete to non-athlete" and social and mental health support.

Student Government

The undergraduate Student Government Association (SGA) provides a unified and responsible government that promotes the welfare and growth of students. The SGA works to ensure that all rights and privileges are shared by all and that the concerns of students are heard and acted upon

The Graduate Student Association (GSA) is a student governing body that promotes well-being through education, professional and social events, and as advocates for graduate student needs. GSA approved two new student organizations in 2019, the International Graduate Student Association and the Black Graduate Student Association Caucus to further support inclusivity and programming for students.

Facilities

WCU has made significant investments in facilities to improve and enhance the student experience. Since the last accreditation visit, WCU opened a new Student Recreation Center, upgraded locker rooms, refurbished the Counseling Center with additional facilities with an eye toward increased student privacy, refurbished a residence hall (Wayne Hall) into an academic building with classrooms, office space and labs, renovated an historic academic building preserving the beautiful serpentine stone exterior while modernizing the interior to center student success, branded WCU and increased school spirit through the use of etched logos on glass doors, flags and banners on building and on the streets, enhanced and uniform signage for buildings and other identifying features throughout all campuses. The Standard VI provides a comprehensive discussion about University facilities.

Third Party Vendors (Criterion 5)

Third party providers undergo a rigorous review process as outlined by PASSHE and state procurement regulations. Examples of these providers that improve and enhance the student academic and co-curricular experience include RamConnect, Smart Thinking, BASICS, Maxient, Aramark, Linked-In Learning, Handshake, and SLATE. For a more comprehensive listing of third party providers, please see Appendix XYZ.

Assessment of Effectiveness (Criterion 6)

WCU recognizes that regular assessment of the effectiveness of programs designed to support the student experience is essential for enhancement, growth and for meeting the ever-changing needs of students. As part of our culture and practice of assessment and improvements, the Academic Affairs created the position of Associate Provost for Assessment and Accreditation and

the Division of Student Affairs created the position of Executive Director of Assessment and Planning.

Undergraduate Admissions

Over the last several years, Undergraduate Admissions has been focused on the modernization of all its functions dedicated to serving students. In 2018, WCU hired consulting firm Ruffalo Noel Levitz, and this partnership provided comprehensive assessment reports of all admission functions, a draft recruitment plan geared toward serving traditional aged first year and transfer students, and recommendations for more efficient and student centered departments.

Undergraduate Admissions electronically assesses all on-campus events and more recently has adjusted the timeliness of their surveying, variance in participants, the efficiency and effectiveness of the assessment tools and review of survey results. Moving to a quicker, more efficient tool has resulted in better response rate from attendees, as well as more detailed feedback that is utilized to enhance the student experience.

Financial Aid

The Office of Financial Aid assesses services through internal audits of customer service and processed aid. Staff keep track of some of the following: number of calls answered, response time to voicemails and emails, and how much undisbursed and unprocessed aid is pending. The Office of Financial Aid also monitors phone lines with software, administers surveys to students and families, conducts program reviews using an external reviewer, and uses financial aid services consultants to assess compliance, staffing and business processes.

Ruffalo Noel Levitz assessed WCU's scholarship model, which includes merit awards and grants. The scholarship model looks at (a) the amount of aid WCU needs to offer to yield the number of first-year and transfer students needed to reach enrollment targets and (b) the estimated family contribution. Based on the assessment, the scholarship model reduced one-time awards and increased awards needed to support students throughout their time at WCU, increasing retention and completion.

University College

University College was established in 2018. In 2019, a shared governance approach was used by the faculty and staff to create a college mission statement, values statement, and priorities statement. Later that year, the same process yielded a technology priorities statement in order to ensure best utilization of resources and funding for technology. In 2020, this same process yielded a [University College Strategic Plan](#), which has become the College's assessment framework. This strategic plan is aligned with the University's Strategic Plan and mission and the college's mission statement.

Services for Students with Disabilities

Each semester the Office of Services for Students with Disabilities (OSSD) provides a student satisfaction poll to assess their performance. Annually, they complete a Program Review using components of the Council for the Advancement of Standards (CAS) in Higher Education Review

Disability Services Evaluation tool. An external program review was conducted in 2017. OSSD also has a Department of Education TRIO /SSS grant, which requires annual performance evaluations focusing on retention, good academic standing, and graduation.

Division of Student Affairs

The [Division of Student Affairs](#) (DOSA) maintains a robust assessment plan for programs and services which includes assessments student needs, constituent satisfaction, campus climate, student learning, benchmarking, program review, and infrastructure and culture. The Division offers on-going assessment training and consultation. The purchase of Campus Groups has improved the tracking of program attendance and check-in systems has yielded more accurate data related to office visits.

The DOSA administers National College Health Assessment and First Destination Survey on a regular basis. Academic Affairs' ongoing administration of the National Survey of Student Engagement also informs DOSA's work. Since 2018 departments also engaged in the NASPA Consortium Benchmarking Surveys for Fraternity and Sorority Life, Orientation, and Student Conduct.

As part of the co-curricular transcript development process, the DOSA created seven learning goals with definitions and rubrics for each. A comprehensive survey of the learning goals was piloted in Spring 2019. For the past 15 years, departments have engaged in the program review process. These reviews are scheduled to occur on a five year cycle and have been paused while the DOSA completes a division-wide program review and external review to inform the division's next strategic plan.