



## Council for Advancement of Standards in Higher Education

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- To establish, adopt, and disseminate unified and timely professional standards for student services, student development programs, academic support programs, and related higher education programs and services.
- To promote the assessment and improvement of **higher education services and programs** through self-study, evaluation, and the use of the CAS standards.



# CAS Mission

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- Promulgate standards and guidelines for practice and preparation
- Promote assessment in educational practice
- Promote the use of standards in practice
- Promote quality assurance within higher education



# Committee Members

## Spring 2004

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Linda Gatton

Devon Metzger

Chela Patterson

Nan Timmons

Nesto De la Torre

Elisa Berggren

Thomas Witcher

Sally Parenti

Rick Scott



# Functional Areas

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Academic Advising  
Admission Programs and  
Services  
Campus Activities  
Career Services  
**College Unions**  
Commuter Student Programs  
Conference and Event Programs  
Counseling Services  
Disability Support Services

Financial Aid Programs  
Judicial Programs  
Leadership Programs  
Minority Student Programs  
Orientation Programs  
Religious Programs  
Orientation Programs  
College Health Services  
Distance Education Programs

Housing and Residential Life Programs  
International Student Programs and Services  
Campus Information and Visitor Services  
Alcohol, Tobacco, and Other Drug Program  
Recreational Sports Programs  
Fraternity and Sorority Advising



# Self Assessment Process

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- 1. Establish the self-study team
- 2. Understand the SAG and the standards and guidelines
- 3. Compile and review documentary evidence
- 4. Judge program or service performance
- 5. Report assessment results to BMUC



# Documentary Evidence

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- Student Recruitment Materials
  - Brochures
  - Participation policies/procedures
  - Participant evaluations
  - Program Documents
    - Mission statements
    - Catalogs and related statements
    - Staff and student manuals
    - Policies and procedure statements
    - Evaluation and periodic report
  - Contracts
  - Staff memos
  - Institutional administrative documents
  - Statements about program purpose and philosophy
- Organization charts
- Financial resource statements
- Student and staff profiles



# Documentary Evidence

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- Assessment reports
  - Research, assessment, and evaluation data
  - Follow-up studies
  - Program evaluations
  - Self-study reports
  - Staff activity reports
  - Employer reports
  - Annual reports of performance
  - Service to other departments
  - Evidence of effectiveness
  - Reports of scholarship or professional contributions
  - Student activity reports
  - Reports of special student accomplishments
  - Developmental transcripts
  - Portfolios
  - Vitae



# 13 Standards

See hand-out provided

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- **Mission**
- **Program**
- **Leadership**
- **Organization and Management**
- **Human Resources**
- **Financial Resources**
- **Facilities, Technology, and Equipment**
- **Legal Responsibilities**
- **Equity and Access**
- **Diversity**
- **Campus and External Relations**
- **Ethics**
- **Assessment and Evaluation**



# Likert Rating Scale

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- ND      Not Done
- 1      Not Met
- 2      Minimally Met
- 3      Well Met
- 4      Fully Met
- NR      Not Rated (data unavailable)

## Average Ranking for each of the 13 CAS Standards

2.0	Mission	2.7	Legal Responsibilities
NR	Program	2.6	Equity & Access
NR	Leadership	2.8	Diversity
NR	Organization & Management	3.1	Campus/External Relations
2.8	Human Resources	2.4	Ethics
2.5	Facilities, Technology & Equipment	2.0	Assessment & Evaluation
2.6	Financial Resources		

## Average Ranking by Program/Service

	Adventure Outings	Recycling	Presents	Graphics	Conference Services	Operations	Info Ctr/ Art Gallery/ Comp.Lab
Mission	2	4	2	NR	NR	NR	2
Program	3	2.5	NR	NR	ND	ND	NR
Leadership	NR	3	2	NR	NR	NR	3
Organization & Mgmt.	2	3	2	NR	3	NR	2
HR	3	3	2	2	3	2	3
Financial Resources	3	3	3	2	3	1	3
Facilities, Tech, Equip.	3	2	1	3	2	3	3
Legal	3	3	3	2	3	3	3
Equity/Access	3	3	2	NR	3	3	4
Diversity	4	3	3	2	3	3	3
Campus Ext. Relations	4	4	3	NR	4	3	4
Ethics	4	3	2	NR	2	2	4
Assessment Evaluation	3	2	2	1	3	NR	1

# Standards Reviewed by Team

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- Devon Metzger
- Chela Patterson
- Elisa Berggren

1. Mission
2. Program
3. Leadership
4. Organization & Management

# Standards Reviewed by Team

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- Linda Gatton
- Sally Parenti
- Thomas Witcher

5. Human Resources
6. Financial Resources
7. Facilities, Technology, & Equipment
8. Legal Responsibilities
13. Assessment & Evaluation

# Standards Reviewed by Team

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- Nesto de la Torre
- Rick Scott
- Nan Timmons

9. Equity & Access
10. Diversity
11. Campus & External Relations
12. Ethics

# General Findings – We need....

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- More program evaluation/assessment. Some data collected but not compiled and analyzed for the purpose of strategizing and goal-setting.
- More specificity in identifying and measuring intentional outcomes
- Better articulation of ethical standards that are program/service specific (explicit not implied)
- Better evidence of equity – are we competitive with other similar programs & services that are available?
- Greater accessibility to distance learners
- More thorough protocol regarding issues of privacy & confidentiality

# Lack of Evidence for...

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- Institutional fiscal accounting procedures
- ADA/Equal Opportunity guidelines
- HR information and Organization & Management (job descriptions, employment applications, performance evaluations, professional development activities, organizational charts, etc.)
- Legal protocol
- Compliance with relevant federal, state, provincial, and local requirements to provide for access, health, safety, & security

# Recommendations

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- Conduct assessment every 3 years
- Form committee in January to present findings at May BMUC session
- Provide uniform rating sheets for committee members
- Determine by consensus how calculations will be made (averages, “to round or not to round”, how to calculate NRs and NDs, etc.)
- Design a documentation collection system for programs to file CAS materials for future evaluations.

# A Chiclets Production

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