

MSCHE Self-Study Interim Report #2
Instructions for Working Groups
March 19, 2020

The purpose of Interim Report #2 is to address each of the following questions for each of Middle States' *Standards for Accreditation and Requirements for Affiliation*:

1. Do we have it?
2. Do we use it?
3. Does it work?

By answering these questions, we will gain a better understanding of what documentation we have and the extent to which it is used to inform decision making, as well as identify any gaps we may need to fill in our policies and practices.

Using the template on the following pages, Working Groups will consider the evidence related to the *Standards and Requirements* identified in Interim Report #1 and answer the questions above for each. (Should you need a refresher on your Standard's criteria, please refer to the Middle States Self-Study Guide on the Hub:

https://lakersmercyhurst.sharepoint.com/sites/SPO_STU_MiddleStatesSelfStudyGuide)

How to proceed:

- The evidence identified in Interim Report #1 can be found on the SharePoint site: <https://lakersmercyhurst.sharepoint.com/:f:/r/sites/MSCHESelfStudyProcess/Shared%20Documents/MSCHE%20Evidence/Evidence%20for%20Interim%20Report%20%232?csf=1&e=GOwzOm>
- The spreadsheet uploaded to your Working Group's Teams channel contains a list of the evidence your Working Group will examine for Interim Report #2.
- Go down your list and find the corresponding evidence in SharePoint (the documents there can be sorted in alphabetical order, or you can use the search function to find them).
- Use the template on the next page to create your Report.

Although we would like to see full sentences in your report, you do not need to write a novel for each piece of evidence. The goal is to be thorough but brief – remember, we will have designated writers who will compile the Interim Reports and polish the final self-study later on.

Interim Report #2 should be uploaded to your Working Group's Teams channel by **May 31st, 2020**.

Please note that the Steering Committee fully understands the difficulty of managing this task while we monitor and navigate the ongoing COVID-19 situation, but it is imperative that we keep the Middle States process moving, even in this difficult time.

Working Group Standard IV Interim Report #2

Part I: Standard Overview

According to this working group's assigned Middle States Standard, as a committee, this group's task is to analyze and justify that:

...across all educational experiences, settings, levels, and instructional modalities, the institution recruits and admits students whose interests, abilities, experiences, and goals are congruent with its mission and educational offerings. The institution commits to student retention, persistence, completion, and success through a coherent and effective support system sustained by qualified professionals, which enhances the quality of the learning environment, contributes to educational experience, and fosters student success.

Mercyhurst has consistently upheld this standard through the Mercy tradition, seeking efficacy both in and beyond the classroom for the education it provides. In doing such, the institution meets the criteria of this standard as outlined in part two.

Part II: Review of Evidence

Standard: IV-1a

Evidence Name: 2019-2020 Student Handbook

- **Do we have it?** *On pages 23-26 of the 2019-2020 Student Handbook, Mercyhurst outlines Student Financial Services policies and procedures. The section also outlines **Student Billing Schedule, Tuition and Fee Cost and Loan Payment methods and options**. This publication is updated on an annual basis, occurring during the summer after new rates and costs are published.*
- **Do we use it?** *The Residence Life (RL) Team produces and distributes the Student Handbook each fall electronically to all students. The RL also uses the handbook in adjudicating all conduct offenses.*
- **Does it work?** *The 2019-2020 Student Handbook adequately provides evidence that offers accurate and comprehensive information regarding expenses, financial aid, scholarships, grants, loans, repayment and refunds.*

Standard: IV-1a

Evidence Name: 2019 Orientation Schedule

- **Do we have it?** *The 2019 Orientation Schedule is produced annually for the use at traditional Student Summer Orientation. The schedule is available online prior to Orientation and is distributed to each student and family on Orientation day. On the Orientation schedule there is a session titled **University Partnerships Working for You** this session includes a presenter from Student Financial Services who reviews all information regarding expenses, financial aid, scholarships, grants, loans, repayment and refunds.*
- **Do we use it?** *The Marketing team and the Campus Involvement Center update this schedule each spring and get it ready for distribution. The document is used as a tool in*

communicating with traditional students and families what to expect on Orientation day.

- **Does it work?** *While the document alone does not provide the criteria, the presentation itself does a thorough job of communicating information from Student Financial Services on all areas of this standard.*

Standard: *IV-1a*

Evidence Name: *2019-2020 Family Guide*

- **Do we have it?** *In the Family Guide on pages 32-38 is the complete Finances section which outlines and covers information regarding expenses, financial aid, scholarships, grants, loans, repayment, and refunds. This guide is updated annually once all information is finalized and produced each June to be distributed at summer orientations and during transfer orientation in January.*
- **Do we use it?** *This guide is distributed to each freshman and transfer student during orientation. Each student receives this guide which is a compilation of Academics, Student Life, Finances and Technology, for the student and their family to have a smooth transition to Mercyhurst. The guide is also referred to during the presentations made throughout the day.*
- **Does it work?** *The Family Guide does adequately outline information regarding expenses, financial aid, scholarships, grants, loans, repayment and refunds.*

Standard: *IV-1a*

Evidence Name: *Student Consumer Information*

- **Do we have it?** *The Student Consumer Information sheet is located on the www.mercyhurst.edu page. This sheet outlines cost of attendance, code of conduct for educational loans, our banking services agreement, federal refund policy, financial aid forms and information, Institutional refund policy, and late fees information. This information is in a public place and can be found very easily.*
- **Do we use it?** *This document can be used and found by anyone looking for financial aid, scholarships, grants, loans, repayment and refunds.*
- **Does it work?** *This information sheet provides evidence that Mercyhurst clearly outlines information regarding expenses, financial aid, scholarships, grants, loans, repayment and refunds.*

Standard: *IV-1b*

Evidence Name: *Academic Probation Policies & Procedures*

- **Do we have it?** *Yes, these policies are located on page 20 of the 2019-2020 catalog and pages 8-9 in the 2019-2020 Student Handbook. Also, every student placed on probation is notified via mail of their academic status and receives an individualized plan for academic success once they meet with their Academic Support Counselor.*
- **Do we use it?** *Any student who does not achieve or maintain a 2.0 cumulative GPA will be placed on academic probation for the following semester. Students who are placed on*

probation are required to meet with an academic support counselor within the first two weeks of the new semester. During the initial meeting an individualized plan for academic success is established (Probation Plan of Action?). Once a plan is established the student and counselor will meet throughout the remainder of the semester to implement the success strategies identified in the plan.

- **Does it work?** Yes, we know that this enables Mercyhurst to track a student's progress while on probation and typically students come off of probation after one semester. This provides us with evidence that supports the criteria.

Standard: IV-1b

Evidence Name: Admissions Application_Undergraduate

- **Do we have it?** Yes, we have an application. It is housed on the website and goes through our CRM, Slate Technolutions.
- **Do we use it?** It is used by every person who applies to Mercyhurst, approximately 4,000 prospective students use it annually.
- **Does it work?** It does work. We successfully enroll between 600 and 700 undergraduate students annually.

Standard: IV-1b

Evidence Name: Enrollment Reports (proprietary, available upon request)

- **Do we have it?** We have several types of enrollment reports. Some of these reports are started not submitted, submitted not complete, complete, accepted, confirmed, withdrawn.
- **Do we use it?** We access these reports regularly to see where prospective students are in the admissions funnel. Year to date comparisons by each territory help to assess trends in the marketplace.
- **Does it work?** Yes, these reports work. We use them to know where we need to focus our energy to ensure we bring in the right size class.

Standard: IV-1b

Evidence Name: TEAS Testing Reports

- **Do we have it?** The TEAS testing is managed by Mercyhurst Northeast Admissions They purchase the tests and administer the test as part of the admissions process. However, the ASN department oversees the scores, so all results are kept with the ASN department and not admissions.
- **Do we use it?** Mercyhurst Northeast Admissions uses the TEAS as an assessment indicator for a students' readiness to enter the ASN program.
- **Does it work?** The intention of the report does support this criteria and it is a process by which students who are not adequately prepared for study at the level for which they have been admitted are identified, placed, and supported in attaining appropriate educational goals.

Standard: IV-1b

Evidence Name: TOEFL Exam

- **Do we have it?** *Yes, we accept the TOEFL, which is an online standardized test. It is used to determine the English language ability of non-native speakers and the scores come to us as a data upload like this:*

Edit Score		Prev	Next	X
Type	TOEFL			
Subtype	Internet-based Test (IBT)			
Date	February	15	2020	
Status	Verified			
Cancelled	<input type="checkbox"/>			
Total	71			
Listening	15			
Reading	19			
Writing	18			
Speaking	19			

- **Do we use it?** *Yes, it is on a scale of 0-120 with 79 as our minimum requirement.*
- **Does it work?** *Yes, it gauges their ability in 4 areas: Reading, Listening, Speaking, and Writing. This information is then used to help place students into the appropriate English courses.*

Standard: IV-1c

Evidence Name: 2019 Orientation Schedule

- **Do we have it?** *The Orientation Schedule is produced annually for the use at traditional Student Summer Orientation. The schedule is available online prior to Orientation and is distributed to each student and family on Orientation day. On the Orientation schedule there is a several sessions dedicated to the transition from high school to college, such as understanding academic success, the relationship parents and students have and sessions to provide transparency on billing, housing, safety and wellness.*
- **Do we use it?** *There are between four and five Orientations held each summer. They are scheduled every June and August. The information is presented in the same manner at each orientation.*
- **Does it work?** *Orientation is one of many components in retaining students and guiding them throughout their educational experience. Orientation is a snapshot of many services provided and is a great tool for the students and parents.*

Standard: IV-1c

Evidence Name: ADA Accommodations Process

- **Do we have it?** *Mercyhurst has a thorough ADA Accommodations process, which is outlined and stated in several locations, including the Student Conduct Handbook and on the Consumer Information [webpage](#). The process has information on a reasonable accommodation and steps for the appeal process and grievance procedure.*
- **Do we use it?** *This document is used when a student reaches out to make the university aware of an accommodation request. Alice Agnew oversees this process once a request is submitted.*
- **Does it work?** *In guiding students throughout their educational experience, it is important that we have a process for ADA accommodations that meets the needs of the students and administrators that oversee the process. The steps are all clearly written and communicated.*

Standard: IV-1c

Evidence Name: HUB Site Academic Support

1. **Do we have it?** *Yes, all Academic Support services are conveniently located on the [Hub Site](#), which is updated on a regularly.*
2. **Do we use it?** *Students access information about Academic Support & Learning Differences, Testing & Tutoring Centers, Writing Center, Career Development, and the Library. Students are able to access resources and schedule appointments with support personnel through the hub. Faculty and staff can access resources on the Academic Support page to further assist any student.*
3. **Does it work?** *The hub provides a resource for students and faculty who are seeking information about academic support services and personnel. This resource is always available and can be accessed from anywhere.*

Standard: IV-1c

Evidence Name: HUB Site Student Financial Services

- **Do we have it?** *The Student Financial Services [HUB site](#) is a wealth of information for students in their transition to Mercyhurst. Once new students receive their log in information, they have access to the HUB site. This site covers everything from billing and payments, applying for financial aid, FAFSA information to contact information if students need more help.*
- **Do we use it?** *Students frequent this page when looking for information related to their bill and FAFSA deadlines. In addition if a student has adjustments that need to be made to their financial aid, all forms are located on this page.*
- **Does it work?** *The HUB site is another resource that assists students in their orientation to enhance their transition and guide them throughout their educational experience. This resource is always available and can be accessed from anywhere. This is helpful to many students.*

Standard: IV-1c

Evidence Name: 2019-2020_FamilyGuide

- **Do we have it?** *The Family Guide is a tool all traditional undergraduate student families receive at their Orientation. The guide is an overview of four areas including, Academics, Student Life, Information Technology and Finances. The document is updated by the Campus Involvement Center in coordination with the Marketing Department,*
- **Do we use it?** *The document is updated and ready for distribution in June. New students who attend Orientation receive a copy of this guide. Transfer students starting at Mercyhurst in January, also receive a copy of the family guide.*
- **Does it work?** *This guide provides orientation and advisement to enhance retention and guide students throughout their educational experience at Mercyhurst. It provides an overview of Academics, Student Life, Information Technology and Finances. The Guide is a family friendly resource and includes contact information, if questions arise.*

Standard: IV-1d

Evidence Name: Transcript Request Form

- **Do we have it?** *Both official and unofficial transcripts may be requested by visiting the Office of the Registrar or by visiting www.mercyhurst.edu/transcripts. Ordering transcripts online provides the student the option to pay with credit or debit card. Students who visit the office will complete the Transcript Request form and must pay via cash, check or money order.*
- **Do we use it?** *Former students order primarily online while current students most often visit the Office of the Registrar for transcript requests. The transcript requests fulfill the needs of students who are applying for scholarships, licensure and admissions to transfer institutions and/or graduate schools.*
- **Does it work?** *The forms provide the information necessary for sending the student information to the appropriate institution, in a timely manner.*

Standard: IV-2

Evidence Name: 2019-2020 Graduate Catalog

- **Do we have it?** *The graduate catalog documents the policy for transfer credit. It also outlines the policy for students who wish to earn credit for non-academic learning, identified as Life Experience. The graduate catalog is available to students on the Registrar's Office Hub page (https://lakersmercyhurst.sharepoint.com/sites/SPO_STU_Registrar/SitePages/Course-Catalogs.aspx?web=1) as well as the external web site (https://www.mercyhurst.edu/sites/default/files/2019-2020_graduate_catalog_web.pdf) in electronic format. The catalog is printable to for student use. Information in the graduate catalog is updated annually and an archive of former years is available for student access.*
- **Do we use it?** *Both faculty and students refer to the graduate catalog to verify the policies as they relate to credit not earned at Mercyhurst. While we do not track hits on the page, offices do refer faculty and students to the hub where the catalog resides.*

- **Does it work?** *The graduate catalog is considered a contract between the student and the institution that outlines rights and responsibilities for earning a graduate degree. Questions regarding policies related to the awarding of credit are addressed and clearly defined in the graduate catalog.*

Standard: IV-2

Evidence Name: 2019-2020 Undergraduate Catalog

- **Do we have it?** The most recent version of the Undergraduate Catalog is housed both on the hub (<https://www.mercyhurst.edu/sites/default/files/2019-2020-Undergraduate-Catalog-web.pdf>) and on the external website (<https://www.mercyhurst.edu/sites/default/files/2019-2020-Undergraduate-Catalog-web.pdf>) . The catalog is printable to for student use. Information in the undergraduate catalog is updated annually and an archive of former years is available for student access.
- **Do we use it?** *Both faculty and students refer to the undergraduate catalog to verify the policies as they relate to credit not earned at Mercyhurst. While we do not track hits on the page, offices do refer faculty and students to the hub where the catalog resides.*
- **Does it work?** *The undergraduate catalog is considered a contract between the student and the institution that outlines rights and responsibilities for earning a baccalaureate degree. Questions regarding policies related to the awarding of credit are addressed and clearly defined in the undergraduate catalog*

Standard: IV-2

Evidence Name: Credit for Life Experience from the Catalog

- **Do we have it?** *Mercyhurst allows students to earn Credit for life experiences. Requirements for life experience credits are outlined in both the graduate and undergraduate catalogs.*
- **Do we use it?** *The credit for life experience opportunity exists primarily for adult students. These students are more likely to have exposure to various life-learning encounters. Because most students are of traditional age, it is not a common occurrence to have students choose this option.*
- **Does it work?** *Credit for Life Experience has provided students a path toward degree completion by reducing, even minimally, the number of credits a student would have to earn in a classroom.*

Standard: IV-2

Evidence Name: FORMS_CHC Release of Information Form 5.20.docx

- **Do we have it?** *Yes, student who wishes to release their medical record must complete the Authorization to Release/Exchange Confidential Information form. Students can complete the form online or at the Cohen Student Health Center.*

- **Do we use it?** *Yes, we use this form to release all student health information including general health care information, drug and alcohol information, mental health information or sexual history/reproductive history.*
- **Does it work?** *The form provides the information necessary for sending the student information to the appropriate receiver, in a timely manner.*

Standard: IV-2

Evidence Name: *FORMS_Release of Information Form 5.20.docx*

- **Do we have it?** *Yes, student who wishes to release their counseling record must complete the Authorization to Release/Exchange Confidential Information form. Students can complete the form online or at the Cohen Student Health Center.*
- **Do we use it?** *Yes, we use this form to release all student counseling information including but not limited to dates of treatment attendance, treatment progress, treatment summary, drug/alcohol issues, recommendations. The purpose of this form is for evaluation/assessment and or coordinating treatment efforts, family involvement, contact with referral source, after care planning, etc.*
- **Does it work?** *The form provides the information necessary for sending the student information to the appropriate receiver, in a timely manner.*

Standard: IV-2

Evidence Name: *Transfer Student Admissions*

- **Do we have it?** *We enroll transfers who were previously enrolled full-time at another institution. We are open to enroll for both the fall and spring semesters.*
- **Do we use it?** *We typically enroll 100 transfer students on average each Fall and another 40 for the spring. Students provide their transcript from their previous institution to be reviewed for credit.*
- **Does it work?** *Transfer students enroll and are typically well-adjusted to college life. They are looking for a different academic program, lifestyle change, or simply moving closer to home.*

Standard: IV-3

Evidence Name: *Confidentiality Form*

- **Do we have it?** *Yes, every worker student and employee are required to fill out form before it is provided access to critical university data. Forms are located at <https://etcentral.mercyhurst.edu/#/form>.*
- **Do we use it?** *Not a single person will be given access unless approved by all appropriate parties using this form.*
- **Does it work?** *It does, access to university records cannot be provided without consent of all appropriate parties.*

Standard: IV-3

Evidence Name: *FERPA Guidelines*

- **Do we have it?** FERPA guidelines are available from the institution's student consumer information page or directly at <https://www.mercyhurst.edu/ferpa>. Additionally, an annual notification is sent via email to all students.
- **Do we use it?** All faculty and staff across the campus refer to FERPA guidelines when speaking with parents and guardians about students. Additionally, academic information will not be released to outside entities based on FERPA guidelines.
- **Does it work?** The institution is able to protect the academic information of all students following FERPA guidelines governed by the government website. .

Standard: IV-3

Evidence Name: FERPA-Authorization_Form_rev2020

- **Do we have it?** The FERPA authorization form is available to students at https://lakersmercyhurst.sharepoint.com/sites/SPO_STU_Registrar/SitePages/Student-Forms.aspx . Incoming students are provided the form through the application process and submit completed forms via SLATE.
- **Do we use it?** All students are encouraged to review and understand FERPA guidelines. Once they understand the implications of FERPA, they complete the form and identify authorized person/persons who will be permitted access to academic records.
- **Does it work?** The form is effective in tracking who has access to student records. The information, stored in the SIS provides guidance for advisors and administrators who deal with outside constituents.

Standard: IV-3

Evidence Name: FORM -Community Restitution Timesheet

- **Do we have it?** The community restitution timesheet is issued with all Student Conduct decision notices which require community service as restitution. Student Conduct decision notices are traditionally issued via email to the students. The community restitution time sheet can also be found on the Student Conduct page at www.mercyhurst.edu or in drop boxes next to any of the Residence Life offices at Mercyhurst University. The document is updated each year by Residence Life and Student Conduct. The document is filed in closed filing cabinets for up to seven years.
- **Do we use it?** Community restitution timesheets are used by Residence Life and Student Conduct to track the restitution hours done by students given community restitution as sanction. The form also details all the community service expectations including, where hours can be done, where to report any concerns, how to ask for deadline extensions, and the repercussions of not meeting the community service expectations within the given deadline.
- **Does it work?** The community restitution timesheet is used by Residence Life and Student Conduct to track the hours of community service completed by students. It is used to ensure that fines associated with not completing the required hours are fairly attributed to the appropriate student. The forms may be recalled if students dispute any charges associated with failing to complete restitution hours. The forms have been an effective way of verifying the number of restitution hours completed by students.

Standard: IV-3

Evidence Name: *FORM – Important Information about your sanctions*

- **Do we have it?** *The Student Handbook and Code of Conduct has detailed information about student sanctions. The Student Handbook and Code of Conduct is placed in all student rooms as well as given to all departments on campus. Additionally, the Student Handbook and Code of Conduct can be found on the Student Conduct page at www.mercyhurst.edu. The document is updated each year by Residence Life and Student Conduct.*
- **Do we use it?** *The Student Handbook and Code of Conduct is used by the Residence Life and Student Conduct to relate the campus policies to all students. It is also used by Student Conduct adjudicating personnel as a guide for assigning the appropriate sanctions to students who have been found responsible for any Mercyhurst University Student Conduct violation.*
- **Does it work?** *The Student Handbook and Code of Conduct is used by the Department of Residence Life and Student Conduct make decisions regarding sanctioning for Residence Life and Student Conduct violations. It is used to ensure that there is a standard of behavior that is upheld by all students who successfully matriculate from Mercyhurst University. The Student Handbook and Code of Conduct has been an effective way of communicating the Code of Conduct to students and as a means of holding students accountable for violations against the campus policies.*

Standard: IV-3

Evidence Name: *Terms and Conditions of Occupancy*

- **Do we have it?** *The Student Housing Contract details the terms of occupancy for every residential student on campus. The Student Housing Contract details the dates of housing occupancy, including all the dates of campus breaks and school closures in which the residence halls and the cafeteria will be closed. The Student Housing Contract also details the expectations regarding the move-in and move-out process and all costs associated with living in on-campus housing. This includes the refund rate for students who leave housing prior to term end. The housing contracts are distributed electronically or via hard copy to all interested residential students.*
- **Do we use it?** *All residential students must sign up for housing by filling out the housing contract either electronically or by paper form. The information is related to all students before they can sign and return the form. The student housing contract is how we assign residential students to their preferred or most suitable housing assignments and roommates.*
- **Does it work?** *The Student Housing Contract is an effective method of assigning students to on-campus housing each year. The Housing Contract relates to the Residential Life personnel all the information relevant to them when making housing assignments. It also relates to the students all the expectations and relevant information regarding the housing occupancy period.*

Standard: IV-4

Evidence Name: *Budget Process Review*

- **Do we have it?** *The Budget Process review document is housed in the Finance Office. It looks to be complete but was last updated in the Fall of 2018. The process appears to be tied to the Strategic initiatives and outlines the process, outcomes, and recommendations in the budget review process. The document also outlines who is responsible for overseeing the process.*
- **Do we use it?** *The Budget Process review does include the two parts of the budget; budget system and reporting tools and management and oversight. The budget software, as referred to in this document is what we use to universally throughout all areas and campuses.*
- **Does it work?** *This document adequately provides evidence that all activities are regulated by the same fiscal and administrative principles and procedures that govern all programs.*

Standard: *IV-4*

Evidence Name: *Student Athlete Handbook*

- **Do we have it?** *The Student Athlete Handbook is housed in the www.hurstathletics.com site under the Athlete Services tab. It is updated yearly in August; last update August 2019.*
- **Do we use it?** *The Student Athlete Handbook is used to familiarize student athletes with policies and procedures within the Department of Athletics; the handbook is referenced during preseason meetings with every student athlete. Student Athletes and staff use the handbook to review established policies and procedures.*
- **Does it work?** *The student athlete handbook provides a resource for all student athletes to understand the policies and procedures within the Department of Athletics.*

Standard: *IV-4*

Evidence Name: *Student Consumer Information*

- **Do we have it?** *The Student Consumer Information sheet is located on the www.mercyhurst.edu page. The information sheet clearly defines all campuses as one with regard to Academic programs. It is complete and updated as needed.*
- **Do we use it?** *The site communicates relevant data and information as it pertains to the institution and its resources. This is a snapshot view and works in conjunction with the Navigator site for both the Erie and NorthEast campuses.*
- **Does it work?** *The document implies that we are all working under the same academic, fiscal and administrative principles and procedures. The information in the document applies to all campuses and persons.*

Standard: *IV-5*

Evidence Name: *15 to Finish Initiative*

1. **Do we have it?** *The 15 to Finish Initiative is a marketing campaign used for proactive student planning to encourage students to complete their Mercyhurst degree in 4 years.*

2. **Do we use it?** *Yes, 15 to Finish Initiative is a program that encourages students to enroll in 15 credits per semester to ensure that they graduate on time. The initiative is located on the Academic Support Hub page under [15 to Finish tab](#) and is also incorporated into most publications associated with academic support.*
3. **Does it work?** *We believe students have an increased awareness of the number of credits needed to graduate within four years.*

Standard: IV-6

Evidence Name: *Student Athlete Post Season Survey*

- **Do we have it?** *The Student Athlete Post Season Survey is conducted yearly with every student athlete; it is delivered electronically with the sport supervisor overseeing the process. The survey is reviewed annually by the Athletic Administration and is updated at that time.*
- **Do we use it?** *The Student Athlete Post Season Survey is used to by Athletic Administration to garner information about the student athlete experience and student athlete perspective. The survey results are discussed in end of season/end of year meetings between Athletic Administration and Head Coaches. The information is also used to gain information on perspective regarding athletic facilities, athletic training services, sports marketing and promotions, strength and conditioning programs and team travel. This information is discussed and utilized in athletic administration regarding policy and procedure changes.*
- **Does it work?** *The Student Athlete Post Season Survey provides direct information from the student athletes to athletic administration to be used as a direct tool for policies and procedures, gender equity discussions and facility upgrades.*

Standard: IV-6

Evidence Name: *NSSE 2019 Survey Results*

- **Do we have it?** *The 2019 NSSE survey results are available through the assessment office. The survey is not distributed annually, therefore, these results are most pertinent to the ongoing effort of assessment which supports this criterion.*
- **Do we use it?** *It is evident that we have the report, but unknown to how we use this data to make informed decisions. While the document itself provides information, whether it is useful to departments or used across departments is unknown.*
- **Does it work?** *The NSSE survey results are a tool in supporting the periodic assessment of the effectiveness of programs supporting the student experience. Engagement Indicators (EIs) provide a useful summary of the detailed information contained in our students' NSSE responses. By combining responses to related NSSE questions, each EI offers valuable information about a distinct aspect of student engagement.*

Standard: IV-6

Evidence Name: *Assessment Handbook*

- **Do we have it?** *The Assessment Handbook is created and maintained by the Office of Institutional Effectiveness and was last updated in Fall 2019. This handbook outlines Mercyhurst's philosophy on assessment and contains information on assessment planning, assessment reporting, timelines and schedules to be used by all departments/areas across campus.*
- **Do we use it?** *This document is used as departments/areas adhere to the components outlined for self-studies, action plans, assessment plans and student learning outcomes.*
- **Does it work?** *The Assessment Handbook speaks directly to periodic assessment of the effectiveness of programs supporting the student experience. The document outlines the differences between assessment of the academic areas and student services.*

Standard: RoA – 9

Evidence Name: Syllabus Repository

- **Do we have it?** *The syllabus repository is available at https://lakersmercyhurst.sharepoint.com/sites/SPO_EMP_SyllabusRepository/Syllabus%20Repository/Forms/AllItems.aspx. The syllabi stored there clearly outline course objectives and learning outcomes.*
- **Do we use it?** *The syllabus repository is available to students and faculty. Syllabi are provided to former students to substantiate course content and validate rigor.*
- **Does it work?** *The repository serves as a place to organize and make available course content for the University at large.*

Standard: RoA – 10

Evidence Name: Employee Handbook

- **Do we have it?** *The Employee Handbook is housed on the HUB site and distributed by Human Resources. The handbook is updated annually and is not outdated.*
- **Do we use it?** *The handbook, as stated on page 4 is designed to acquaint employees with the University and provide information about working conditions, employee benefits, and some policies affecting employment. The handbook also supersedes all previously published policies and practices concerning the University, however this is not a legal document.*
- **Does it work?** *The handbook provides an overview of rules and regulations and provides insight for the management of all employees.*