

# Student Affairs and Academic Support

## 2010 Blueprint for Service Excellence

*Mission – The Division of Student Affairs and Department of Academic Support collaborates with campus and external constituents to provide access, facilitate students' progress and persistence, and advance learning at the University of South Carolina and in the higher education community.*

*Vision – The Division of Student Affairs and Department of Academic Support collaborates with university and higher education partners to create an optimal learning environment that supports students, faculty, and staff; contributes to students' achievement of learning goals; and enhances the educational experience for all constituents.*

*Goal No. 1: Teaching and Learning* – Enhance the richness of the student experience in and beyond the classroom and provide excellent educational experiences for all constituents.

*Goal No. 2: Quality of Life* – Provide a rich and rewarding student-centered learning and working environment, facilitating for all Carolinians the highest levels of intellectual and personal achievement.

*Goal No. 3: Research, Scholarship and Creative Achievement* – Contribute to the discovery, application, and dissemination of knowledge and creative achievement.

*Goal No. 4: Service Excellence* – Improve quality of life beyond the university by engaging the educational and research expertise of faculty, staff and students, and by promoting community service.

*Goal No. 5: Recognition and Visibility* – Promote accomplishments of students, faculty, staff, alumni and University programs that demonstrate excellence and leadership.

*Goal No.6: Diversity* – Foster a diverse and vibrant campus environment where all are welcome, all can excel, and all benefit from engagement in a diverse community of scholars.

*Goal No. 1: Teaching and Learning* – Enhance the richness of the student experience in and beyond the classroom and provide excellent educational experiences for all constituents.

Division Outcomes:

- (A) Essential programs are effectively provided.
- (B) Students are engaged in academic courses and in educationally purposeful activities beyond classroom.
- (C) SA/AS engages and collaborates with faculty on educationally purposeful activities.

- *Goal No. 2: Quality of Life* – Provide a rich and rewarding student-centered learning and working environment, facilitating for all Carolinians the highest levels of intellectual and personal achievement.

Division Outcomes:

- A. Programs and services advance constituents' knowledge, skills, attitudes consistent with the tenets of the Carolinian Creed.
- B. Programs and services advance knowledge, skills and attitudes about diversity among students, faculty and staff.
- C. SA/AS recruits, hires and retains high quality staff, and engages staff in professional development opportunities that meet their needs and expectations.
- D. Campus environments are systematically reviewed and modified to become more student-centered.
- E. Facilities, programs and services meet the needs and expectations of students and other constituents.
- F. Policies, procedures, and related communications are systematically reviewed and updated.
- G. SA/AS programs and services demonstrate compliance with federal, state and other regulatory requirements.

*Goal No. 3: Research, Scholarship and Creative Achievement – Contribute to the discovery, application, and dissemination of knowledge and creative achievement.*

Division Outcomes:

- A. Professional development and education opportunities for campus, state, national and international communities promote student learning and facilitate transitions into and through educational systems.
- B. Results of systematic planning and assessment are used for innovative improvement of programs and services.
- C. SA/AS programs and services facilitate scholarship of teaching, learning and student development.
- D. Staff engagement in scholarly activities (conduct research, produce publications, deliver presentations) advances the academy and knowledge base
- E. SA/AS programs and services advance habits of mind that encourage lifelong learning among students, faculty and staff

*Goal No. 4: Service Excellence* – Improve the quality of life beyond the University by engaging the educational and research expertise of faculty, staff and students, and by promoting community service.

Division Outcomes:

- A. SA/AS develops and disseminates high-quality publications, professional development events, and resources on student transition, learning, and success to both internal and external constituents.
- B. SA/AS provides opportunities to collaborate with other entities and educational institutions to learn about services, products, and programs that assist educators in meeting the needs of students.
- C. SA/AS engages in community partnerships to advance educational attainment, affect economic development and improve quality of life.
- D. SA/AS collaborates with system campuses to advance Student Affairs and Academic Support operations and provide system leadership.
- E. SA/AS units provide excellent service to its constituents.
- F. SA/AS facilitates opportunities for community service and service learning among students, faculty, and staff

*Goal No. 5: Recognition and Visibility – Promote accomplishments of students, faculty, staff, alumni and University programs that demonstrate excellence and leadership.*

Division Outcomes:

- (A) SA/AS supports and encourages development toward campus and national visibility and expertise.
- (B) Excellence, leadership and best practices among students, faculty and staff are publicized.
- (C) Faculty contributions and expertise are acknowledged.
- (D) SA/AS maintains strong relationships with University (and student) media outlets

*Goal No.6: Diversity – Foster a diverse and vibrant campus environment where all are welcome, all can excel, and all benefit from engagement in a diverse community of scholars.*

Division Outcomes:

- A. SA/AS programs and services improve access and retention of underrepresented populations.
- B. SA/AS facilitates an environment that attracts and welcomes diverse students.
- C. SA/AS programs and services advance learning about diversity.
- D. Engage constituents in educationally purposeful interactions with others who are different from themselves.