

Student Advocacy Center Program Review

Action Plan Summary

Program Review Details

Self-Study Standards: Council for the Advancement of Standard's (CAS) Case Management Services and Academic Advising Self-Assessment Guides (SAG) 2019.

Virtual Site Visit Dates: December 7 - December 9, 2022

Action Plan Objectives

Based on the program review external committee recommendations and self-study findings, the following themes and action steps were created as strategic priorities for the Student Advocacy Center over the next five years.

Theme: Mission and Service Provision

- SAC will begin a review of the departmental mission statement, with the goal of establishing a new mission by 2024.
- SAC will create a 1-to-2-page document that more clearly outlines department's role and key responsibilities to share with key university partners.
- SAC Director will engage in ongoing discussions with Dean of Students and Business Services Office to seek central/university financial support for the Student Remembrance Ceremony. SAC will seek support for event planning from Parent and Family Relations and the Ohio Union.
- SAC will continue discussions with the Student Life Development team and financial aid to find the most efficient ways to ensure emergency financial support for students.
- SAC will adjust the current process of residency referrals and delegate residency and academic appeals to the University Registrar.
- SAC will focus on collaboration with the Office of Institutional Equity to strengthen the referral process and to facilitate continued training opportunities for staff.

Theme: Outreach to Other Departments

- Establish bi-annual meetings with regional campus partners in upcoming academic years to foster a space for deliberate collaborations.
- SAC leadership will have conversations for more collaborative relationships with diversity, equity, inclusion and belonging-focused departments.
- Beginning in January 2024, SAC will develop a plan to meet annually with key partners to discuss appropriate referrals and to educate on any service changes.
- SAC, with the aid of Student Life Technology Services, will ensure that information on conflicts of interest, management of funds, research, assessment, confidentiality and information disclosure documents are easily discoverable on the SAC website.



Theme: Staff Development and Training

- SAC staff will engage in at least two individual professional development opportunities during each performance evaluation cycle. SAC leadership will incorporate professional development opportunities into staff meetings quarterly.
- When hiring in the future, SAC will continue to follow Human Resources best practices.
- SAC leadership will be more intentional in submitting High Fives to Student Life Leadership, nominating staff members for the Distinguished Staff Award and pursuing other opportunities to highlight staff contributions.
- Incorporate regular training opportunities into staff meetings with offices such as Institutional Equity and Compliance to ensure knowledge of ethics and bias-related policies.

Theme: Process Adjustments

- Continue to evaluate the process of case assignment to determine where adjustments can be made.
- Work with Center for the Study of Student Life to create assessment projects that focus on student learning and development outcomes.
- Continue to prioritize observation to foster exemplary case management practice.

Theme: Budgets, Funding and Resources

- If financial support is feasible, secure laptops for all staff.
- SAC will continue to meet quarterly with Student Life Development to establish funding priorities.
- SAC will continue to pursue the development of a robust intern program.
- SAC will seek out grant opportunities to support various initiatives and may allow for financial support of additional staffing.

Last updated: May 23rd, 2023

