

Working Group 4: Support of the Student Experience

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 the educational experience, and fosters student success.

Members

Richard Jackson, Co-Chair	Associate Professor, Integrative Sciences and PreMed
Melissa Morgan, Co-Chair	Director, Student Services
Dereck Haughey-Leak (DJ)	Admissions Counselor
Adams Greenwood-Ericksen	Director, User Experience Center; Associate Professor, Game Studies and User Experience
Erika Firestone	International Student Coordinator, DSO
Cody Klaus	Online Programs Admissions Counselor
Christopher Mowl	Assistant Director, Financial Aid
Brett Vance	Associate Director, Secondary School Services, Programs, and Partners
Richard Wirth	Assistant Professor, Information Systems Engineering & Management

Charge

1. Examine how HU's operations and programmatic initiatives support undergraduate and graduate students.
2. Verify how HU's support of student experiences contributes to the retention, persistence, and success of students across all learning levels.
3. Consider the Requirements of Affiliation 1, 5, and 10 including, but not limited to appropriate policies and procedures.
4. Focus on the Institutional Priorities 2 and 5 by describing how HU provides students with a living/learning environment that fosters the growth and transferrable achievements of the graduate and undergraduate student.
5. Coordinate evidence with the Office of Assessment.
6. Determine areas of success, opportunities for continuous improvement, and where innovative efforts have led to success or might serve as a means for enhancement.
7. Recommend prioritized areas for improvement focused on innovation and continuous improvement of the mission statement and strategic goals.

Requirements of Affiliation

- RA 1 Authorized to Operate
- RA 5 Complies with Laws and Regulations
- RA 10 Planning Integrates Institutional Effectiveness

Institutional Priorities

- IP 2 Continuous Improvement
- IP 5 Infrastructure

Lines of Inquiry

- 4.1 What are the mechanisms used for students to receive financial information: scholarships, financial aid, grants, loans, repayments, and refunds?
- 4.2 To what extent does HU identify and support underprepared students across the learning divisions?
- 4.3 How does HU make key data related to supporting the success of the students' experience available to the appropriate users across the HU community?
- 4.4 To what extent does HU plan for supporting the continuous improvement of the student experience?