

## ENGAGEMENT & SERVICE

HLC CRITERION FIVE	HLC CORE COMPONENTS
<b>As called for by its mission, the organization identifies its constituencies and serves them in ways both value.</b>	<b>5A:</b> The organization learns from the constituencies it serves and analyzes its capacity to serve their needs and expectations. <b>5B:</b> The organization has the capacity and the commitment to engage with its identified constituencies and communities. <b>5C:</b> The organization demonstrates its responsiveness to those constituencies who depend on it for service. <b>5D:</b> Internal and external constituencies value the services the University provides.

### SNU Self-Study Outline for Criterion Five: Students/Alumni/Church/Community

#### Students

ST5A.i. SNU maintains structures and processes for connecting with students to learn about student needs.  
ST5A.ii. SNU responds to meet identified needs of students.  
ST5A.iii. SNU learns about and attends to specific needs across a diverse student body.  
ST5A.iv. SNU provides programs that give students access to continuing education and training.

ST5B.i. SNU promotes student participation in co-curricular activities and engagement in community service.  
ST5B.ii. Student voices are sought in decision-making and planning processes.

ST5C.i. SNU participates in collaborative ventures that benefit students.  
ST5C.ii. SNU provides for learner mobility.  
ST5C.iii. SNU provides bridges to families of students.  
ST5C.iv. The university engages in processes that uphold integrity in dealings with students.

ST5D.i. Students express satisfaction with the services they receive.  
ST5D.ii. Students participate in campus events and make use of university facilities.

#### Employees

EM5A.i. SNU responds to identified needs of employees.  
EM5A.ii. SNU is improving both formal mechanisms and informal routes for employee communication with administration.  
EM5A.iii. SNU addresses unique needs of specific employee groups.  
EM5A.iv. Higher education is encouraged for all employees.

EM5B.i. SNU invests significant resources to equip employees for increasing competence in their work.  
EM5B.ii. The university sponsors programs involving faculty and staff with students in co-curricular settings.  
EM5B.iii. Qualified staff employees participate in educational engagements with students.  
EM5B.iv. A wide cross-section of campus employees are involved in key discussions about the future direction and priorities of the institution.

EM5C.i. SNU encourages faculty and staff to participate in institutional collaborations with other Oklahoma schools to benefit their areas.

EM5.C.ii. SNU provides resources to support employees in accomplishing their work.

EM5C.iii. SNU exercises good faith in relations with employees.

EM5D.i. Faculty and staff regularly participate in processes that provide feedback for improvement.

EM5D.ii. Continued education and training is encouraged for all employees.

EM5D.iii. SNU employees regularly make use of a variety of institutional facilities.

EM5D.iv. Employees participation levels demonstrate a strong sense of institutional affiliation and investment.

## **Alumni**

AL5A.i. SNU regularly communicates with alumni and solicits feedback.

AL5A.ii. Online alumni communities are being created to meet social networking expectations of alumni.

AL5A.iii. Specialized services for alumni are offered at different points in the alumni lifecycle and for special interests.

AL5B.i. SNU has invested resources in facilities, technology, and programming to benefit alumni.

AL5B.ii. Alumni regularly contribute to curricular programs that prepare students for postbaccalaureate education and the workplace.

AL5B.iii. Alumni participate in co-curricular activities alongside students.

AL5C.i. Recent recommendations from the Alumni Board have informed alumni strategic planning.

AL5C.ii. New communication mechanisms connect alumni to each other, including alumni located at a distance from the institution.

AL5C.iii. SNU alumni programming contributes to the lifelong learning of alumni, involving collaboration with local community entities.

AL5D.i. Alumni show they value the institution's services through giving.

AL5D.ii. Alumni are readily willing to serve the institution.

AL5D.iii. Alumni participate in events and other forums offered by the institution.

AL5D.iv. Alumni feel welcome to return to campus.

## **Church**

CH5A.i. SNU maintains active connections with the churches on our educational region, engaging in routine interaction with church representatives at many levels.

CH5A.ii. SNU connects regularly with prospective students and congregations in the university's educational zone.

CH5A.iii. SNU seeks feedback from denominational constituents.

CH5A.iv. SNU engages with diverse populations within the church community.

CH5B.i. The university connects students with the denominational church.

CH5B.ii. Students have educational opportunities for engagement with the church.

CH5B.iii. SNU has invested institutional resources in recruiting and providing scholarships for Nazarene students.

CH5B.iv. The church constituency is involved in university planning processes.

CH5C.i. SNU collaborates with other entities in the denomination for educational and lay leadership.

CH5C.ii. SNU provides continuing education and professional development for pastors.

CH5C.iii. SNU provides mechanisms for ministerial preparation and continuing education for working learners who are unable to relocate.

- CH5D.i. The campus hosts many church-related events, providing facilities, speakers, and services.
- CH5D.ii. SNU enjoys participation of pastors and laypersons in educational and professional development programming.
- CH5D.iii. The university is valued by regional churches it serves.

## **Community**

- CO5A.i. Structures and processes enable effective communication with community leaders and organizations.
- CO5A.ii. SNU identifies ways to partner toward shared educational, economic, and social goals.
- CO5A.iii. SNU connects with diverse populations within the community.
  
- CO5B.i. Educational programs connect students with external constituencies.
- CO5B.ii. Co-curricular activities engage students and employees with external communities.
- CO5B.iii. The university's resources support civic partnerships and compassionate service needs in the community.
  
- CO5C.i. Educational delivery systems and locations support mobility of learners.
- CO5C.ii. Collaborative ventures exist with other higher learning organizations and education sectors in the community.
- CO5C.iii. Several SNU programs address continuing education needs of licensed professionals in the community.
- CO5C.iv. SNU provides ongoing educational and cultural enrichment opportunities for members of the local community.
  
- CO5D.i. Professionals who work with our students value their services.
- CO5D.ii. Community leaders and partners attest to the university's integrity and valuable community contributions.
- CO5D.iii. SNU facilities are available to and used by the community.