January 24, 2011

Working Group 5 Outline

**Chapter 9, Standard 9: Student Support Services**

Part 1 — Introduction
I. Précis: The NJIT Student-Centered Campus
II. An Overview of Group 5’s Standard 9 Charge and Questions Addressed

Part 2 — Self Study Inquiry and Outcomes
I. Overview of Support Services
   A. Financial Aid
      1. Changes: 2002 to Present
         a) Description of support services
      2. Function, Impact, and Assessment
   B. Registration
      1. Changes: 2002 to Present
         a) Description of support services
      2. Function, Impact, and Assessment
   C. Orientation
      1. Changes: 2002 to Present
         a) Description of support services
      2. Function, Impact, and Assessment
   D. Counseling Tutoring
      1. Changes: 2002 to Present
         a) Description of support services
      2. Function, Impact, and Assessment
   E. Academic Discipline
      1. Changes: 2002 to Present
         a) Description of support services
2. Function, Impact, and Assessment

F. Health
1. Changes: 2002 to Present
   a) Description of support services
   b) Student handbook (http://www.njit.edu/handbook/general-info.php)
2. Function, Impact, and Assessment

G. Housing
1. Changes: 2002 to Present
   a) Description of support services
   b) Student handbook (http://www.njit.edu/handbook/general-info.php)
2. Function, Impact, and Assessment

H. Student Organizations and Activities
1. Changes: 2002 to Present
   a) Description of support services
   b) Student handbook (http://www.njit.edu/handbook/general-info.php)
2. Function, Impact, and Assessment

I. Cultural Programs
1. Changes: 2002 to Present
   a) Description of support services
   b) Student handbook (http://www.njit.edu/handbook/general-info.php)
2. Function, Impact, and Assessment

J. Child Care
1. Changes: 2002 to Present
   a) Description of support services
   b) Student handbook (http://www.njit.edu/handbook/general-info.php)
2. Function, Impact, and Assessment

K. Athletic Activities
1. Changes: 2002 to Present
   a) Description of support services
   b) Student handbook (http://www.njit.edu/handbook/general-info.php)
2. Function, Impact, and Assessment

II. Relationship between support services and student admission and retention

III. Assessment of Support Services
A. Student Satisfaction
   1. Student Satisfaction Survey
   2. EBI Survey of Resident students
B. Accessibility
   1. Student Satisfaction Survey
   2. EBI Survey of Resident students
C. Assessment Metrics
   1. Student Satisfaction Survey
   2. EBI Survey of Resident students

IV. Expansion of Support Services
   A. Integrated Model of Student Support Services
   B. Strategies for Development

Part 3—Critical Analysis and Conclusions

Part 4—Collaboration with other Working Groups

Part 5—Recommendations for Improvement