

# Writing a Mission Statement

## for Student Support Services

**A mission statement is:** A concise statement, developed collaboratively with department staff and stakeholders, which communicates the purpose and values of the department.

The key considerations when writing a mission statement for support services are that it is:

- Clearly and concisely written for a general audience
- Realistic and achievable
- Defines the department's purpose
- Consistent with applicable professional standards
- Identifies the department's primary functions, activities, & stakeholders
- Focused on services provided to students
- Aligns clearly to the mission of the University
- Highlights what is unique about the department
- Publicly available, known, and easy to find

### One Possible Structure of a Mission Statement for a Support Services Department

“The mission of NJIT’s [department title] is to [primary purpose] by [primary functions & activities] to/for [service stakeholders]. [Optional clarification statement.]”

- The service stakeholders may be a specific subset of students, or the student body at large.
- If needed, additional clarification can be provided in a following sentence, so long as the full mission statement remains clear and concise.

### An Example of a Support Services Department Mission Statement

“The mission of NJIT’s Office of Assessment is to collaborate with academic program directors and support service departments to facilitate and support continuous reflection, planning, and improvement of the student experience by fostering an institution-wide culture of assessment.”