Office of Student Engagement (OSE)
Departmental Planning Blueprint 2011-2012 Academic Year

Office of Student Engagement Mission: The Office of Student Engagement’s mission is to encourage students to engage in learning without limits both within and beyond the classroom. Through partnerships with academic and student affairs units, we foster integrative learning and assist students in connecting to University resources and programs. The Office directly manages the work of several high-impact areas including Service-Learning, Domestic Study Away, and Engagement Research and Initiatives.

Office of Student Engagement Vision: The Office of Student Engagement is a nexus of engaged learning and intentional beyond the classroom experiences which foster self-reflection and personal development for the Carolina community.

Office of Student Engagement Philosophy – We believe...
- Engagement is learning
- Engagement happens everywhere. It is boundless/limitless
- In the value of collaboration and establishing strong cross campus partnerships
- In the value of getting students out of the classroom
- Learning at its best should be active, integrative, and connect to real life

The Office of Student Engagement: An Overview
The Office of Student Engagement was created in 2007 out of a re-organization within the Division of Student Affairs that brought together academic and student affairs units. The original purpose of the unit was to encourage student participation in high impact activities such as linked courses, service-learning, peer leadership, etc. that national research has demonstrated enhances student success and retention.

Currently, the Office is made up of two full-time staff members, the Director and Coordinator of Student Engagement, four graduate assistants in the Higher Education and Student Affairs master’s degree program, and a full-time Americorp VISTA volunteer. Student Engagement assists the Office of Institutional Assessment and Compliance in implementing the National Survey of Student Engagement and conducts research of best practices within the field. The office oversees the following initiatives including: Service-learning, Domestic Study Away, The Sophomore Initiative, the Student Engagement Plan, The Peer Leadership Advisors Network, and encourages student-faculty interaction through the Mutual Expectations program.

GOALS

Departmental Goal 1: Coordinate and increase the level of academic service-learning opportunities at the University of South Carolina in order to promote integrative learning and shape responsible citizens.

Departmental Goal 2: Implement a comprehensive domestic study away program that promotes integrative learning and advances students’ understanding of diversity broadly defined.

Department Goal 3: Conduct research and assessment regarding students’ engagement at the University of South Carolina that leads to the implementation of specific initiatives that advance learning and improve student retention and success.
Blueprint Planning Outline

**Departmental Goal 1**: Coordinate and increase the level of academic service-learning opportunities at the University of South Carolina in order to promote integrative learning and shape responsible citizens.

- **Initiative 1A**: Service –Learning Course Development
  
  **Key Performance Indicators (KPI)**
  
  - Number of courses offered and colleges represented
  - Demographics of participating students
  - Perception of learning
  - Civic engagement and community impact
  - Learning outcomes

  **Action Steps**
  
  - Training and professional development
  - Marketing and Recruitment
  - Data collection, form development and documentation
  - Grant applications and recruitment of external funding

- **Initiative 1B**: Promote and facilitate a high quality Service –Learning Scholars program through the Healthy Families Award program.
  
  **KPI**
  
  - Increase the number of participating students in Healthy Families Award program and target students from varying campus populations.
  - Describe student’s perceived impact on their learning and personal growth through qualitative measures.
  - Report students’ perceived impact on the greater community through qualitative measures.
  - Report impact on the greater community through qualitative and quantitative methods with community agencies.

  **Action Steps**
  
  - Recruitment
  - Documentation
  - Placement with community partners
  - Assessment

- **Initiative 1C**: Partnerships with Community Agencies
  
  **KPI**
  
  - Number of community partnerships and locations
  - Grant applications and recruitment of external funding

  **Action Steps**
  
  - Community Partner Breakfast
  - Web site development
  - Partner research
  - Roundtables

**Departmental Goal 2**: Implement a comprehensive domestic study away program that promotes integrative learning and advances students’ understanding of diversity broadly defined.
• **Initiative 2A:** Facilitate a high quality National Student Exchange (NSE) program for all students and increase the number of outgoing University of South Carolina students participating in the exchange program for the 2012-2013 academic year

**Key Performance Indicators (KPI)**
- Increase in the number and variety of recruitment activities for the National Student Exchange from the 2010-11 academic year.
- Increase the number of USC students participating in the exchange from 10 in 2011-12 to 20 in 2012-13.
- Describe incoming and outgoing NSE students’ perceptions in the change of their learning over time that occurred during their semester or year-long NSE exchange through utilizing pre-post surveys.
- Describe students’ perceptions of the longitudinal impact of participating in NSE and the likelihood of their future involvement in study abroad or other high impact activities.
- Describe both incoming and outgoing students’ experience in the National Student Exchange through the use of qualitative focus groups.
- Track GPA data from students’ participation in the program to document their academic success and explore a mid-term grade report.

  **Action Steps**
  - Marketing and Recruitment
  - Facilitation of application and placement process
  - Assessment
  - Cultural Development

• **Initiative 2B:** Centralize one office for faculty use when planning courses that involve domestic travel.

**KPI**
- Develop tracking and registration process for faculty who already lead domestic travel courses
- Manage successful planning and implementation of domestic travel courses as requested by faculty
- Describe participating students’ perceptions in the change of their learning during their semester in the course utilizing pre-post surveys.
- Describe participating faculty perception of the process through one on one interviews.

  **Action Steps**
  - Documentation of other trips already being offered
  - Forms, documentation and course development
  - Recruitment

• **Initiative 2C:** Research and promote additional consortiums and programs that will allow for domestic travel opportunities for USC students.

**KPI**
- Increase the number of student participating in domestic study away programs that are not USC-affiliated.

  **Action Steps**
  - Partnership Agreements
  - Awareness and Marketing development

*Department Goal 3:* Conduct research and assessment regarding students’ engagement at the University of South Carolina that leads to the implementation of specific initiatives that advance learning and improve student retention and success.

• **Initiative 3A:** Centralize peer leadership recruitment, training, appreciation and assessment through the Peer Leadership Advisors Network to promote collaboration among campus stakeholders.
Key Performance Indicators (KPI)
- Report data from the 5th annual peer leadership survey and compare with results from the National Resource Center’s national survey of peer leadership.
- Describe students learning as a result of their peer leader experience through the use of focus groups.
- Report peer leader advisor perceptions of the effectiveness of the Peer Leadership Advisors Network initiatives.

  - **Action Steps**
    - Peer Leader Advisor/Supervisor Network (PLAN) meetings
    - Career Development
    - Annual Survey
    - Recognition

- **Initiative 3B:** Student Engagement Planning (SEP) KPI
  - Increased participation on campus as a result of SEP
  - **Action Steps**
    - Partner with academic unit to require SEP coaching appointments
    - SEP Document revision
    - Training resources with ACE and other partners
    - University 101 presentation and use

- **Initiative 3C:** Increase the satisfaction, engagement, and connection of sophomore students to the University of South Carolina through intentionally developed initiatives designed to meet their needs as they transition into the second-year of college KPI
  - Increase attendance and student satisfaction for second-year students as reported through survey instruments implemented at various sophomore events.
  - Compare themes of the sophomore year experience at USC through the use of qualitative focus groups to influence program development, and students’ connection to the University.
  - Increase the number of sophomores who have completed or are committed to participate in high impact activities through the Office of Student Engagement such as: service-learning, domestic study away, and Mutual Expectations.

  - **Action Steps**
    - Connection to the university through active and passive programming
    - Research and assessment

- **Initiative 3D:** Mutual Expectations (Faculty and Student Interaction) KPI
  - Demographics and number of participants
  - Perception of learning