

## Accreditation Self-Study Steering Committee

Minutes

February 1, 2007 – 8:30 am

Old Main Conference Room

Present: Sentwali Bakari, Klaus Bartschat, Jean Berger, Tom Delahunt, Lisa Lacher, David Maxwell, Paul Morris, Jim Romig, Raylene Rospond, Sue Wright

Guest: Wanda Everage

1. **Student Complaint Process:** Wanda Everage, Vice Provost for Student Affairs and Academic Success, discussed implementation progress on the Student Complaint Process. CAAD has completed the proposal for procedures to implement the policy, and Wanda shared these with the group. Committee members made a number of suggestions. These included:

- Ensure that communication be absolutely clear that this is not an appeal process.
- We need to examine the overall structure to ensure maximum possible consistency in procedures across units
- There should be some anonymous point of contact at which a student can receive instructions for proceeding with a complaint.
- Appointment of an Ombudsperson should be considered.

A question was raised as to the point at which an individual reaches student status. The thought expressed was that the procedure should be open to students attending orientations.

Once the policy and procedures are reviewed by Deans Council and Cabinet, they will be submitted to Steve Serck for review.

2. Drake Student Survey

The draft Drake Student Survey was reviewed. Questions designed to ascertain support for the mission, AOI impact, desired businesses for the Hubbell project area and other questions about academic environment were discussed and changes suggested.

- Raylene will submit final suggestions for the Mission questions.
- Sue has circulated suggested academic environment questions.
- Sue and John Burney will develop some questions that will reflect understanding of the Mission Explication.

3. **Draft Statements:** Draft statements for Criterion 4 and Criterion 2 were distributed. Since there was insufficient time to discuss these. They will be the focus of the February 8<sup>th</sup> meeting.

Remaining meetings for Spring 2007 are as follow:

February 8, 15, 22

March 1, 8, 15, 29

April 5, 12, 19

May 3, 10, 17

All meetings will be 8:30-10:00 am in Old Main 208