

Conclusions from CSU's Assurance Argument

Criterion 1 – Mission

CSU has been committed to serving the communities in the city of Cleveland, Northeast Ohio, and the state from its founding days. Over the years, CSU grew into an urban, public research university whose aspirations are referenced in its Mission and Vision, centered on being an anchor as well as a beacon institution of higher education. Both Mission and Vision Statements are displayed on the University website, and they are included in updates to the campus community via a range of official communication channels. Both Statements inform the ongoing collaborative work aimed at using continuous improvement to design a strategic path forward.

Criterion 2 – Integrity

CSU demonstrates integrity in its regular functions, which rely on well-established and regularly-monitored policies, practices, and structures that involve all campus community members, based on the various roles they play. CSU is led by a governor-appointed Board of Trustees, which provides oversight while delegating day-to-day responsibilities to the University administration. Ethics, academic freedom, freedom of expression, research integrity, conflict of interest, professional and responsible behavior, protection of privacy, academic honesty/rigor, and complaint collection and review rely on clear policies and procedures that are made public on various specialized University websites. Decision-making is consistently supported by data and a shared governance structure that brings together voices of internal and external constituents as a coherent, cohesive, and constant attempt to improve the University.

Criterion 3 – Teaching and Learning: Quality, Resources and Support

CSU provides high quality education irrespective of modality of instruction delivery. Faculty members own their respective curricula, based on which they engage in regular curriculum development processes guided by a shared governance structure. In this light, the General Education program is designed to prepare students for their major programs by way of "engaged learning" opportunities with clear applications to real-life situations that connect classrooms with the communities served by the University. As a way to support the total student experience at CSU, facilities and technological solutions are continuously updated. Indicative of the same commitment to students, CSU offers a full range of support services. In the same vein, the University ensures that it has highly qualified instructional staff to deliver its curricula. In the spirit of commitment to continuous improvement and support, CSU offers a rich array of instructional, technical, and professional development support services to all its staff members, as applicable.

Criterion 4 – Teaching and Learning: Evaluation and Improvement

CSU constantly monitors the quality of its educational programming by way of annual assessment reporting, cyclical academic program reviews, and accreditation-related compliance. Quality control related to curricula and student support services involves faculty and staff members who provide specialized services to students. Well-established and regularly-monitored policies, practices, and structures representing shared governance enable campus constituent groups to engage in regular monitoring and evaluation aimed at continuous improvement. Under these circumstances, CSU's constant focus on the best ways to improve retention, persistence, and completion goals are documented in the various strategic initiatives pursued over the recent years, some of which gained national attention and praise. Institutional commitment to serving

under- represented minority students is front and center in several initiatives that connect CSU to the city of Cleveland, the region, and the state as a way to ensure their academic, professional, and personal success.

Criterion 5 – Institutional Effectiveness, Resources and Planning

CSU has the resources, structures, and processes needed to fulfill its Mission by way of the various educational offerings and related student support services. The institution has a long history of engaging in careful, purposeful, and methodical processes aimed at ensuring the quality needed to offer its programming to the communities it serves. References to changes in curriculum, assessment/evaluation procedures, student support services, outreach efforts, and improvements to its physical and technological infrastructure included in previous criteria encapsulate CSU's commitment to continuous improvement. Processes involving a wide range of constituent groups with a vested interest in CSU's continuing success story are designed to benefit the communities served, thus bringing to life what CSU is about.