



STUDENT DEVELOPMENT

**+ PUBLIC AFFAIRS**

HANDBOOK

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# STUDENT DEVELOPMENT AND PUBLIC AFFAIRS



## OUR MISSION

To foster student, faculty, and staff success through integrated services and programs that advance academic endeavors and the Public Affairs mission, as well as, provide development opportunities that enable an enriching student-life experience.

With a focus on our students, this mission is realized through:

- Helping our campus community feel welcomed and recognized
- Developing a connection to MSU through meaningful relationships with faculty, staff, and peers
- Assisting students in achieving and maintaining good academic standing in order to persist and attain their educational goals
- Helping students develop intellectually, ethically, and emotionally
- Engaging with the campus community through significant co-curricular involvement
- Preparing for future education, civic engagement, and productive careers
- Understanding and participating in the Public Affairs mission

# STUDENT DEVELOPMENT AND PUBLIC AFFAIRS

## LETTER FROM ASSOCIATE PROVOST

I am happy to welcome you to Student Development and Public Affairs at Missouri State University. Our unit is focused on student success. To support students academically, we provide the Academic Advisement Center; the Achievement Center for Intercollegiate Athletics; the BearCLAW (Center for Learning and Writing); Citizenship and Service-Learning (CASL); the first year seminar, GEP 101, First-Year Foundations; SOAR (Student Orientation, Advisement and Registration); the Partners in Education Program; and the Individualized Majors Program.

To support the teaching community, our unit provides many development opportunities for GEP 101 faculty and Master Advisors, along with extensive offerings through the Faculty Center for Teaching and Learning. A new program, operating as part of the Bear CLAW, is the Absent Professor Program which provides effective workshops by either substituting for faculty who cannot attend class or by providing workshops focusing on student success that supplement course material.

Through the Office of Assessment, we assess student learning by facilitating various campus studies, surveys, and exams used to support the academic mission of MSU.

Student Development and Public Affairs is also responsible for assisting the campus in achieving the goals of the Public Affairs Mission. We do so through providing grant opportunities for Public Affairs projects on campus, providing speakers for the Public Affairs Convocation series and Public Affairs Conference, and by spotlighting campus community members who live Public Affairs through their daily activities. I hope you will explore our website to see the many and varied opportunities of support and enrichment available through Student Development and Public Affairs. My office is in University Hall. I am happy to talk with you and describe our services in more detail.



Dr. Rachelle L. Darabi  
Associate Provost for Student Development  
and Public Affairs  
115 University Hall 417 836-8346

# ACADEMIC ADVISEMENT CENTER

Director: Kathy J. Davis  
Email: [Uadvise@MissouriState.edu](mailto:Uadvise@MissouriState.edu)  
Web: [www.missouristate.edu/advising](http://www.missouristate.edu/advising)

Location: University Hall 109  
Hours: M-F 8:00 a.m. - 5:00 p.m.  
Phone: 417 836-5258



## MISSION

Academic advisors at Missouri State University provide academic and professional guidance as students develop meaningful educational plans in pursuit of their life goals. Advisors provide students with information about coursework, University policies and procedures, the Public Affairs mission, and career options and opportunities. They require student participation in the decision-making process, help students become lifelong learners, and encourage self-reliant problem solving through exploration of students' own interests and values. Advisors support students as they seek the best possible education at Missouri State University.

Advisors in the Academic Advisement Center advise students who are in the process of selecting majors. Students with declared majors are advised by faculty or professional advisors in their department or college.

## MAJORS FAIR



The Academic Advisement Center sponsors an annual Majors Fair each fall. At the Majors Fair, departments share information about their academic programs to first-year students and others who are still exploring their academic options.

## JUMP START



Jump START (Summer Transition and Academic Readiness Training) allows students admitted by individual review to begin their college experience at Missouri State University in a rigorous and supportive environment while earning 7-8 academic credit hours. For more information, go to [www.missouristate.edu/advising/jumpstart.htm](http://www.missouristate.edu/advising/jumpstart.htm) or contact the Jump START director, Susan Martindale.

## CAMPUS-WIDE ADVISOR TRAINING AND DEVELOPMENT



Missouri State University is well-known for our comprehensive advisor training and development program. Faculty and staff advisors are encouraged to attend a three-hour Advising Basics Workshop, followed by a twelve-hour Master Advisor Workshop.

For ongoing advisor development, Academic Advisor Forum sessions and Master Advisor Refresher Workshops are offered on a regular basis. Other special advising workshops include Career Advising, Advising International Students, and Boots to Books: Advising and Teaching Veterans.

Annual awards are given in recognition of excellence in faculty and staff advising.

Numerous MSU recipients have gone on to receive state and national outstanding advising awards.



# OFFICE OF ACADEMIC ASSISTANCE

Program Coordinator: Lori Roessler  
Email: [LoriRoessler@MissouriState.edu](mailto:LoriRoessler@MissouriState.edu)  
Web: [www.missouristate.edu/sdpa/151761.htm](http://www.missouristate.edu/sdpa/151761.htm)

Location: University Hall 122  
Phone: 417 836-5034



## MISSION

The mission of the Office of Academic Assistance is to assist students any way possible to ensure they have a positive and productive educational experience that will carry them to graduation. This office has an open door policy and encourages students, family, faculty, and staff to stop by or call for assistance.

## SERVICES OFFERED

- Act as a liaison between parents of freshmen students and university personnel (faculty, advisors, etc.) to assist parents who are enrolled in the PIE program requesting academic information about their student.
- Assist and advise students who want to create individualized major
- Assist returning students with academic renewal
- Act as alternate student ombudsman
- Coordinate scholastic action appeal hearings for undeclared students
- Approve dual enrollment requests



# ACADEMIC STANDARDS AND OPPORTUNITIES

Program Coordinator: Jessica Silvey  
Email: [JessicaSilvey@MissouriState.edu](mailto:JessicaSilvey@MissouriState.edu)  
Web: [www.missouristate.edu/sdpa/123769.htm](http://www.missouristate.edu/sdpa/123769.htm)

Location: University Hall 115  
Phone: 417 836-8346

## SERVICES OFFERED

Academic Integrity  
General Education course substitutions  
General Education Transfer Re-evaluations or Preapprovals Scholastic

For the following services, contact: Peggy Jones      Location: Carrington Hall 200  
Email: [PeggyJones@MissouriState.edu](mailto:PeggyJones@MissouriState.edu)      Phone: 417-836-5526

### Standards and Revision of Records

- Reduced course load due to disability

### Grade change from I or F to W due to extenuating circumstances

- Non attendance
- Illness
- Failure to drop
- Other documented circumstance

### Degree appeals (exceptions for University Policies regarding degree audit)

- 20 out of 30
- 40 hours upper division
- General education waivers
- Residency waivers
- Posthumous Degrees
- Course substitutions
- Exceptions to repeat policy prior to Fall 2010
- Major or Minor requirement waivers (with support of Department Head or Dean)
- KIN waiver if not approved by Department
- Graduation with honors



# ACHIEVEMENT CENTER FOR INTERCOLLEGIATE ATHLETICS

Assistant Athletics Director: Monica M. Jones  
Email: [MonicaJones@MissouriState.edu](mailto:MonicaJones@MissouriState.edu)  
Web: [www.missouristate.edu/acia](http://www.missouristate.edu/acia)

Location: Forsythe Athletics Center 239  
Phone: 417 836-6829



## MISSION

To advocate and promote the fundamental principle of life-long learning by creating a culture that encourages and fosters Accountability, Responsibility, and Preparation, which leads to the graduation of Missouri State student-athletes.



## ACHIEVEMENT CENTER STUDENT SUPPORT GOALS:



### ●●● INFORMATION

Provide information on program requirements, courses, registration, and other academic procedures to all student-athletes.

### ●●● GUIDANCE

Provide guidance and academic support strategies for all student-athletes.

### ●●● MONITOR

Monitor the academic progress and performance of all student-athletes.

### ●●● COMMUNICATE

Communicate with coaches concerning academic policies and student performance.

### ●●● ASSISTANCE

Provide assistance and information about academic issues to assist in the operation of the University's Intercollegiate Athletic program.

These goals are accomplished through the following program initiatives: ●●●●

### ●●● ACCOUNTABILITY

- Individualized course registration
- Time management workshops
- Monitoring NCAA degree progress

### ●●● RESPONSIBILITY

- Objective-based study hall
- Course scheduling
- Community service

### ●●● PREPARATION

- Individual/group tutoring
- Career development workshops
- Life skills programs



# THE AMERICAN DEMOCRACY PROJECT

CASL Director: Katherine Nordyke  
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Web: [www.missouristate.edu/adp](http://www.missouristate.edu/adp)  
ADP Student Coordinator: Bailey Keith

Location: Plaster Student Union 131  
Phone: 417 836-5774

Email: [Bailey193@live.missouristate.edu](mailto:Bailey193@live.missouristate.edu)



## ABOUT THE PROJECT

The American Democracy Project (ADP) is a multi-campus initiative focused on higher education's role in preparing the next generation of informed, engaged citizens for our democracy.

The project began in 2003 as an initiative of the American Association of State Colleges and Universities (AASCU), in partnership with *The New York Times*. Since its inception, ADP has hosted 10 national and 15 regional meetings, a national assessment project, and hundreds of campus initiatives including voter education and registration, curriculum revision projects, campus audits, special days of action and reflection (MLK Day of Service, Constitution Day), speaker series, and many recognition and award programs.





The American Democracy Project initiatives are housed under the citizenship division of the Office of Citizenship and Service-Learning (CASL). The CASL Office works hand-in-hand with the Public Affairs Support Office and the Office of Student Development and Public Affairs to ensure that Missouri State University's participation in the ADP initiatives align with the university's Public Affairs mission.

The following are initiatives Missouri State takes part in:

### ●●● THE CAMPUS & COMMUNITY CIVIC HEALTH INITIATIVE

The Campus & Community Civic Health Initiative is a newly created effort to measure and improve campus and community civic health. Missouri State is one out of twenty-five universities to partake in this project. As a part of this initiative, MSU is working to assess and evaluate the civic footprint of the campus and community through the Provost Ad-Hoc Committee on Democracy Engagement.

### ●●● DELIBERATIVE POLLING®

Deliberative Polling® employs social science to determine what people would think about an issue if they became more engaged and informed.

### ●●● E-CITIZENSHIP

eCitizenship is an initiative among thirty-five universities with the main goal being to provide insights into and strategies for engaging undergraduates in the use of social networks and technology tools for civic purposes.

### ●●● THE GLOBAL ENGAGEMENT INITIATIVE

The Global Engagement Initiative emerged from ADP's partnership with The Center for Strategic and International Studies (CSIS), and their Seven Revolutions program. The program identified seven areas of change expected to be most revolutionary:

1. Population
2. Resource management
3. Technology
4. Information
5. Economic integration
6. Conflict and security
7. Governance

Missouri State University's student organization, the Global Engagement Corps (GEC), was the first student-led organization, which works to encourage the development of globally competent citizens and to promote strategic, forward thinking among current and future student leaders through education and service to make a difference in communities and addressing 7 Revolution issues around the world.



Members of GEC partnered with Habitat for Humanity to help build a house for a local Springfield family.

# OFFICE OF ASSESSMENT

Director: Dr. Keri Franklin  
Email: [kfranklin@MissouriState.edu](mailto:kfranklin@MissouriState.edu)  
Web: [www.missouristate.edu/assessment](http://www.missouristate.edu/assessment)

Location: Carrington Hall 422  
Phone: 417 836-6300



Dr. Keri Franklin  
Director



Kelly Cara  
Assessment Research  
Coordinator

## MISSION

Our goal is to support and improve student learning for both academic and non-academic programs at the university, college, department, and program-level.

## OFFICE OF ASSESSMENT OBJECTIVES

- Collaborate with faculty, staff, students, and administrators to develop meaningful, manageable, and sustainable assessment
- Assist faculty and staff to develop program-level assessments
- Carry out university assessment processes such as the Quality Initiative Project for the Higher Learning Commission and General Education

### How We Will Meet Those Objectives:

- Workshops for faculty and staff
- Consultations with faculty and staff tailored for specific programs
- Pull together and disseminate assessment results across the university through the website, a bi-annual newsletter, and meetings
- Create and maintain assessment website that can be utilized as a resource for the campus community and external audiences

### Office of Assessment Outcomes:

- Develop an infrastructure to sustain a culture of assessment
- Help report and publicize to the campus, accreditors, and the community the impact we have on student learning
- Make faculty and staff members aware of the resources we offer and existing assessment data on campus that might be useful to their programs
- Assist faculty and staff to develop and use assessment results to improve student learning and guide future planning
- Promote faculty and staff perceptions that assessment supports student learning
- Utilize and promote both quantitative and qualitative assessment methods that can support student learning

# BEAR CLAW

(CENTER FOR LEARNING & WRITING)

Director of Student Learning Services:  
Michael Frizell  
E-Mail: [MichaelFrizell@MissouriState.edu](mailto:MichaelFrizell@MissouriState.edu)  
Location: Duane Meyer Library 112  
Phone: 417 836-5006  
Phone: 417 836-6398 (main)  
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[PASS.missouristate.edu](http://PASS.missouristate.edu)  
[absentprof.missouristate.edu](http://absentprof.missouristate.edu)  
[writingcenter.missouristate.edu](http://writingcenter.missouristate.edu)

Director of the Learning Commons:  
Diana Garland, Ed D  
E-Mail: [DianaGarland@MissouriState.edu](mailto:DianaGarland@MissouriState.edu)  
Location: Duane Meyer Library 113  
Phone: 417 836-4229



## MISSION

To enrich Missouri State University's academic environment by fostering student, faculty, and staff success through interconnected programs and services to advance the Public Affairs mission of the university.

## SERVICES OFFERED

- Subject Area Tutoring
- Workshops (Absent Professor Program)
- Peer Assisted Study Session (PASS) Program
- Writing Center
- Computer Lab, Assistive Technology

## ABOUT THE BEAR CLAW



The Bear CLAW is an interactive space on the first floor (southeast corner) in Meyer Library designed to provide students academic assistance through a variety of means. The Bear CLAW unites the resources and expertise of the faculty, staff, library personnel, computer information technology, and more.



## SUBJECT AREA TUTORING



The Bear CLAW provides a space for students to receive assistance from peer tutors who can help them be successful in their courses. Subject area tutoring covers a wide range of undergraduate courses and includes new courses as the need arises. One-on-one appointments and drop-in tables are available as the need arises.

### ●●● SUBJECT AREA TUTORS

All subject area tutors are peer tutors, students at either the graduate or undergraduate level, and are recommended from faculty within the department of the course they want to tutor. Tutors participate in ongoing training to help students take responsibility for learning and to become academically independent. Subject area tutoring covers a wider range of undergraduate courses and hiring for new courses continues throughout the fall and spring semesters as the need arises.

Subject areas of high demand will find drop-in tables staffed by two to four peer tutors on a regular schedule published on the Bear CLAW website. Currently, drop-in tables cover Mathematics, Natural Sciences, and Business Courses. Additionally, online tutoring through Adobe Connect® is available for online courses. Online tutoring is a new program and is currently offered for two lower level Mathematics courses. AskAMathTutor@MissouriState.edu is also available for students desiring to email a question to a Mathematics tutor for asynchronous tutoring.

Groups or individuals wishing to earn on-campus service hours may set-up a program to assist within subject area tutoring or an individualized tutoring service project.



## THE ABSENT PROFESSOR PROGRAM



Operating as part of the Bear CLAW (Center for Learning and Writing), the Absent Professor Program provides effective workshops by either substituting for faculty who cannot attend class or by providing workshops focusing on student success that supplement course material. The program benefits students by utilizing top scholarship recipients to guide struggling students on the skills necessary to navigate their major.

### ●●● THE ACADEMIC LIFE SKILLS SERIES

Each semester, prefects in the Absent Professor Program assist in creating presentations and workshops on various topics for student success including study skills, test taking, and citation methods. Prefects also present to classes and campus organizations on effective strategies to succeed in college and overview the various services of the Bear CLAW. During office hours, prefects collaborate to create various resources needed to sustain and expand the program such as training guides to assist future prefects in the program, survey forms for post-session feedback, and more as needed. Within the office hours, prefects will also be available for drop-in and scheduled appointments with students to advise on student success strategies. Successful prefects have strong interpersonal and collaborative skills, capacity for accepting feedback and training, and a desire to assist students using research based methods.

### ●●● ABSENT PROFESSOR PREFECTS

The ideal Prefect should be someone who is a junior, senior, or graduate-level student with a GPA of at least 3.35, who has successfully completed COM 115, and is keenly interested in teaching as a profession. Undergraduate applicants must have completed at least one year at Missouri State University. Additionally, two letters of reference, with at least one letter coming from a faculty member, must be submitted with the official application.

- Must be comfortable with speaking to groups 100+
- Must be able to make decisions when no specific directions are given
- Must be able to do research and present about areas outside of your field of study
- Must be organized and responsible
- Must be able to communicate in a timely manner, as when there is a need to schedule a presentation quickly
- Must be flexible and able to improvise (i.e. sometimes there will not be a laptop available, sometimes more or less people show up than advertised, you will be asked when you get there to shorten or lengthen your lecture, the room/building will be locked, etc.)





Peer Assisted Study Session (PASS) is a series of review sessions for students taking historically difficult courses. PASS is provided for all students who want to improve their understanding of course material and improve their grades. Attendance at sessions is **voluntary**. For the student, it's a chance to get together with people enrolled in the same class to compare notes, to discuss important concepts, to develop strategies for studying the subject, and to test themselves before the professor does, so that when he/she does, they'll be ready. At each session, students will be guided through this material by a PASS leader, a competent student who has previously taken the course.

To facilitate their sessions, on the first day of class, students will fill out a short survey to let the PASS leader know when students may be available. Each PASS leader will set up two or more review sessions a week at times that are best for the majority of those in the course. **Students can attend one or all of them** and each one will be different because they will have new material to discuss. PASS review sessions are informal.

### ●●● THE ROLE OF THE PASS LEADER

The ideal PASS Leader is a model student who has recently taken the class from the same instructor and received a high final grade.

The PASS Leader neither re-lectures nor introduces new material; rather, the PASS Leader's responsibility is to organize and add structure to the sessions.

### ●●● THE ROLE OF FACULTY IN PASS

For PASS to achieve its highest potential effectiveness, faculty are asked to provide a few minutes at the start of each lecture for brief PASS updates. On the first or second day of class, the PASS Leader makes an initial announcement, introducing PASS and describing the availability of sessions. Subsequent weekly announcements remind students of the schedule and encourage participation.

The PASS sessions integrate the review of lecture notes, textbook readings, outside supplemental readings, along with appropriate modeling of learning strategies. "How to learn" is embedded into PASS sessions along with "what to learn." Through practice and mastery of effective learning strategies, students can adopt and transfer these strategies to other subject and content areas. Collaborative learning strategies are used in PASS sessions as a means of creating an active learning environment for student participants.



To enable student success through improved writing skills, the Writing Center is a free academic support service providing members of the education community a place to share work in progress with knowledgeable, attentive readers. The staff of trained writing consultants, all active writers, strive to empower individual writing through personalized consultation on any writing project.

### ●●● THE WRITING CONSULTANTS

The Center hires energetic and enthusiastic writing consultants to assist students in all levels of writing from all disciplines. Hiring begins after midterm each semester.

Students look to consultants for assistance and come to the Writing Center to learn something; therefore, the consultant's goal is to work with the student. This is accomplished with interaction, as opposed to one-sided discourse. The consultant should ask questions about the assignment and about the student's goals before reading over a paper or draft and should feel comfortable asking the student to make notes on the draft, as opposed to taking control and writing notes for the student.

Undergraduate and graduate students, staff, and faculty use the service to workshop papers for their courses, master's theses, creative writing, speeches, presentations, course syllabi, and articles intended for publication.

### ●●● E-MAIL CONSULTATION

If you are **enrolled at a satellite location, in an online class, or a dual-credit course**, an e-mail writing consultant is an alternative way to obtain advice regarding your manuscript (e.g., a paper for a course, a thesis chapter, an article for a journal, a letter, an application essay, creative writing). Your paper may be in any stage of the writing process. Faculty may also use this service.

### ●●● INTERNET CONSULTATION

The Online Writing Center functions like the Writing Center located in the Bear Claw in Meyer Library, only the consultations are held using Adobe Connect®, instead of a sit-down meeting. Much like an in-person appointment in the Writing Center, you'll have an interactive, collaborative learning session with a consultant. During this session, your consultant will work with you to answer questions, encourage problem solving, and create a stronger piece of writing. Like the E-Mail consultation, you must be **enrolled at a satellite location, in an online class, or a dual-credit course** to use this service.



## ABOUT THE WRITING FELLOWS PROGRAM ●●●●●●●●

Writing Fellows are Missouri State writing consultants. They hold one-on-one consultations with students in specific writing-intensive courses across the curriculum. Each student in the class is required to meet with his or her assigned Writing Fellow at least twice to discuss the assignment, writing strategies, and ways to revise and edit the draft into a polished paper the professor will then grade. Writing Fellows work closely with the professor teaching the class to clarify writing expectations.

Writing Fellows are not just English majors! The Writing Fellows Program actively recruits students with experience writing academic papers in all fields. We seek students with a keen interest in writing, language, and communication. We hire strong writers with excellent interpersonal communication skills.



## ABOUT THE COMPUTER LAB & ASSISTIVE TECHNOLOGY ●●●●●●●●

While working with staff in the Bear CLAW, many students choose to work on one of the 57 computers in the space. Computers are equipped with the same software you will find in any other campus computer lab. The organization of the space in the Bear CLAW is conducive to working at a computer for a small group or working with tutors or consultants on individual projects. Small groups may also reserve the presentation booth and equipment for group work.

The Bear CLAW has an Assistive Technology Center workstation located on the south wall of the Bear CLAW. This station is open any time the Library is open. The following software is available at the Bear CLAW station: Dolphin, EasyReader, Duxbury, JAWS, Kurzweil 3000, OpenBook, Victor Reader, Zoomtext, CCTV. Additional assistance in the Bear CLAW may be provided if needed through a plan through Access Technology and/or the Disability Resource Center.

# CITIZENSHIP AND SERVICE-LEARNING (CASL)

Director: Katherine Nordyke  
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Web: [www.missouristate.edu/casl](http://www.missouristate.edu/casl)

Location: Plaster Student Union 131  
Phone: 417 836-5774



## MISSION

The Office of Citizenship & Service-Learning (CASL) serves both the community and the University as a facilitator of their respective resources for the benefit of both academic endeavors of the University and service goals of the community's agencies – locally, nationally, and globally; engaging students in community-based problem-solving and addressing social justice issues. As such, the CASL office seeks to support faculty in their careers of scholarship, which includes their activities in both teaching and research; ensure and enhance the quality of students' service-learning experience; and, develop and maintain long-term, reciprocal, positive relationships with our community partners.

The CASL office works with the entire University community to fulfill Missouri State's Public Affairs mission and to strengthen its role as a metropolitan university.

## ABOUT CASL

The Office of Citizenship and Service-Learning (CASL) was established by Missouri State University's Faculty Senate in 1996 to serve the University and community. CASL works with three constituents: faculty, students, and community partners (government, nonprofit and public benefit agencies).

## ABOUT CASL



CASL is one vehicle by which Missouri State carries forward its mission in public affairs and fulfills its designation as a metropolitan university. The CASL office seeks to enhance experiential learning that results in engaged citizenship and improved academic learning that benefits our democracy. In doing so, CASL helps the University share its resources - i.e., its faculty, staff and students with the community, impacting the community for the betterment of all.

## SERVICES



### ●●● FOR COMMUNITY PARTNERS

To our community partners, we facilitate a stable, long-term reciprocal relationship for the good of our community.

### ●●● FOR FACULTY

To Missouri State faculty, we support faculty scholarship, including both teaching and research interests.

### ●●● FOR STUDENTS

To facilitate experiences in communities – locally, nationally, and globally, which allows students to apply theories and concepts gained in the classroom to the “real-world” by engaging in community-based problem-solving and addressing social justice issues. Students also gain skills in critical thinking, communication, leadership, and cultural competence through these community experiences.



# EJOURNAL OF PUBLIC AFFAIRS

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## ABOUT THE EJOURNAL

Missouri State University, in affiliation with the American Democracy Project (ADP), publishes the eJournal of Public Affairs. The eJournal's website allows for the exchange of ideas, resources, and activities related to civic-engagement scholarship, practice, and pedagogies.

This multidisciplinary, open-access journal provides college and university faculty, students, staff, and community partners with a forum for publishing their scholarly work related to engagement in the public arena and, in particular, to the following themes:



- Considerations of citizenship and what it means to be a citizen, including global citizenship and eCitizenship
- Scholarship of Teaching and Learning, problem solving, and leadership related to citizenship and civic engagement
- Assessment of civic-engagement projects
- The relationship between social media (e.g., Facebook, Twitter, YouTube) and civic engagement

The Editorial Board, composed of distinguished public affairs scholars, guides the editorial staff in maintaining article quality through a national peer-review process. The eJournal of Public Affairs is a continuous publication, publishing new issues as the editors accept articles.

# FACULTY CENTER FOR TEACHING AND LEARNING (FCTL)

Interim Assistant Director: Nancy Gordon  
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Web: www.missouristate.edu/fctl

Location: Duane Meyer Library 204  
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## MISSION & PROMISE

**Our Mission** is to serve the entire instructional community, which includes tenured and tenure track faculty, adjuncts, instructors, per course faculty, and teaching assistants.

**Our Promise:** Assist faculty and instructors in meeting their instructional goals.

## ABOUT THE FCTL

We aim to promote the enhancement of teaching and learning environments across different teaching modalities, improve student learning outcomes by providing guidance and support toward the understanding and implementation of best practices, and provide support in the creation and implementation of assessment plans for programs and classrooms.

The FCTL is a place for the instructional community to come together and share knowledge, learn from one another, and find resources and support to help grow and develop as faculty members. Our goal is to foster teaching and learning excellence at Missouri State University.



## ABOUT THE FCTL



The FCTL supports the instructional community by offering a variety of teaching and learning opportunities such as workshops, seminars, individual consultations, and peer reviews, as well as the many resources available on our website. These resources cover several areas including, but not limited to: course design, teaching with technology, best practices for teaching and learning, and assessment of learning outcomes.

Our work is empirically driven and inspired by research on teaching and learning. We work to align teaching theory with the practice of teaching across modalities: large lectures, small seminars, labs, blended, online, and face-to-face.

## SERVICES



### ●●● CLASSROOM TECHNOLOGY

Classroom Instructional Technologies (CIT) serves the University's classroom instructional technology needs. It is comprised of two areas: Classroom Coordination and Technical Services. A Classroom Coordinator is available to assist Colleges and Departments in assessing classroom technology needs and recommending appropriate solutions to meet the teaching and learning objectives of the particular area. Equipment Lending houses various pieces of technology that are available for checkout by faculty, students, and staff for use in or out of a classroom in support of either academic or university authorized usage. CIT also has electronic technicians on staff who use state-of-the-art diagnostic equipment to repair and maintain instructional technology in various classrooms.

### ●●● INSTRUCTIONAL DESIGN & CONSULTATION

Instructional designers consult with faculty and other members of the instructional community to create engaging, interactive, and instructionally sound programs. Instructional designers work with faculty to find the appropriate technology required for their course goals and then support them in how to best use the technology in their teaching. The instructional designers in the Faculty Center also develop and deliver workshops on teaching through technology and facilitate the Digital Professor Academy for faculty wanting to learn more about course redesign and instructional technology.

### ●●● ACADEMIC MEDIA PRODUCTION

The unit strives to provide faculty with instructional technology and media solutions in support of teaching, learning, and research. Our facilities include a dedicated Mediasite Suite for lecture and PowerPoint capture, as well as a multifunctional media production studio. Our production staff includes a Graduate Assistant from the COE Education Technology program and selected students from the Electronic Arts program (Film, Journalism, and Media).

# FIRST-YEAR PROGRAMS

Director: Dr. Mike Wood

Email: [MikeWood@MissouriState.edu](mailto:MikeWood@MissouriState.edu)

Web: [www.missouristate.edu/firstyearprograms](http://www.missouristate.edu/firstyearprograms)

Location: University Hall 205

Phone: 417 836-8343



## MISSION

First-Year Programs is committed to assist new students in achieving a successful transition to Missouri State University's community of scholars.

This mission is realized through the following means:

- Promoting a deeper understanding of the Public Affairs Mission and its wider societal impact through a critical analysis of a common reader
- Helping students build the necessary skills to be academically successful
- Assisting students to establish campus connections and form a supportive network of faculty, staff, and other students
- Developing ethical leaders and positive role models through the Peer Leader program
- Offering professional development opportunities for instructors to collaborate and enhance their pedagogical skills

Through the administration of GEP 101: First-Year Foundations, Peer Leader program, and instructor professional development, First-Year Programs serves as an academic cornerstone to assist students in attaining the University's guiding purpose, which is "to develop educated persons."



**Service-Learning:** This term may be defined as “participating in a community service work in connection with an academic course. Thus, it is a form of experiential education related to other experience-based approaches such as internships, active learning, participatory action research, and problem-based learning” (Vogelgesang, Ikeda, Gilmartin, & Keup, 2002, p. 15).

**Curricular-Learning Communities:** “In higher education, curricular-learning communities (CLCs) are classes that are linked or clustered during an academic term, often around an interdisciplinary theme, and enroll a common cohort of students. A variety of approaches are used to build these learning communities, with all intended to restructure students’ time, credit, and learning experiences to build community among students, between students and their teachers, and among faculty members and disciplines” (As cited in Laufgraben, Shapiro, & Associates, 2004, p. 5-6)

**Living-Learning Communities:** Living-Learning Communities (LLCs) involve an intentional restructuring of the residential environment so as to build community and integrate academic work with out-of-class experiences (Smith et al., 2004).



MISSOURI STATE UNIVERSITY



FIRST YEAR EXPERIENCE

# PUBLIC AFFAIRS SUPPORT

Director: Mary Ann Wood  
Email: [MaryAnnWood@MissouriState.edu](mailto:MaryAnnWood@MissouriState.edu)  
Web: [www.publicaffairs.missouristate.edu](http://www.publicaffairs.missouristate.edu)

Location: Duane Meyer Library 202J  
Phone: 417 836-5073



## MISSION

To promote the Public Affairs mission of the University through various events, activities, and support.

## ABOUT PUBLIC AFFAIRS SUPPORT

This office facilitates community relations such as serving on and providing communications to community boards, developing and maintaining community partnerships, and involving community partners in a variety of special events.

The Office of Public Affairs Support has direct supervision over planning, organizing, publicizing, and producing public events coordinated through the Office of the Provost such as the Public Affairs Conference, Public Affairs Convocations, and other events as assigned directed toward the community at large.



## SERVICES



### ●●● PROVIDE RESOURCES

Provide resources for faculty, staff, students, and the community to promote events associated with the University's Public Affairs mission.

### ●●● DEVELOP & COORDINATE

Develop, coordinate, promote, and provide leadership for public affairs events that support the mission of the University sponsored by the Office of the Provost.

### ●●● INFORM & EDUCATE

Inform and educate the community on the University's Public Affairs mission.

### ●●● PROVIDE OPPORTUNITIES

Provide volunteer opportunities for students, faculty, and staff in Public Affairs activities.



## OTHER ACTIVITIES



Other activities that are managed through the Office of Public Affairs Support include:

- Missouri Public Affairs Academy
- The Public Affairs Grant Program
- Public Affairs Week
- Missouri Public Affairs Hall of Fame
- The Excellence in Community Service Faculty/Staff Awards
- Other public affairs-related activities sponsored by the Office of the Provost

# STUDENT ORIENTATION, ADVISEMENT & REGISTRATION (SOAR)

Director: Joseph Morris  
Email: [JoeMorris@MissouriState.edu](mailto:JoeMorris@MissouriState.edu)  
Web: [www.missouristate.edu/soar](http://www.missouristate.edu/soar)

Location: Plaster Student Union 417  
Phone: 417 836-7641



## MISSION

The Student Orientation, Advisement and Registration program at Missouri State University is dedicated to developing four areas of competence in our new students. As a result of participating in SOAR, our students should feel:

- Confident about their decision to attend Missouri State University and their ability to succeed.
- Comfortable being new members of the diverse Missouri State community. Connected to students, faculty, and staff, as well as the institution.
- Curious about academic opportunities and intellectual pursuits.

By attaining competence in these areas, students will possess the knowledge and skills necessary to begin a successful academic career at Missouri State.



*Student Orientation, Advisement and Registration*

## WHAT OCCURS DURING SOAR?



During SOAR, students have the opportunity to:

- Participate in discussions about student life, academics, campus safety, and living on-and off-campus
- Attend sessions about student life at Missouri State, including topics such as technology, housing, student activities, and safety
- Meet with a faculty or professional academic advisor
- Register for their first semester of classes
- Obtain their BearPass Card (Missouri State student ID card), text books, and parking permit
- Take necessary placement exams
- Meet and connect with current students, faculty, and staff at Missouri State
- Learn about Missouri State's Public Affairs mission and what it means to be a Bear!

## FACULTY INVOLVEMENT



Research conducted nationally and at Missouri State University suggests that the interaction of faculty and students during orientation has a positive influence on students' engagement in the classroom and their retention at the University.

This influence is especially important during the critical first few weeks on campus when many students decide whether to remain at the institution for future semesters.

Faculty members have a number of options for participating in SOAR programs.

- Serving as an academic advisor and representative of your department or college
- Presenting information to students and/or family members about your department, your college, tips for participating and succeeding in the classroom, and other relevant subjects
- Providing our office with information about your departments or programs so that we may keep our participants informed



For more information about SOAR, please visit [www.missouristate.edu/soar/facstaffFAQs.htm](http://www.missouristate.edu/soar/facstaffFAQs.htm).

# STUDENT OMBUDSMAN

Ombudsman: Dr. Kris Sutliff  
Email: [KrisSutliff@MissouriState.edu](mailto:KrisSutliff@MissouriState.edu)  
Web: [www.missouristate.edu/sdpa/73064.htm](http://www.missouristate.edu/sdpa/73064.htm)

Location: Sicheluff Hall 215  
Phone: 417 836-5107



Dr. Kris Sutliff  
English Department  
Sicheluff 215

## ABOUT THE OMBUDSMAN

The student Ombudsman serves as a neutral party who provides assistance to Missouri State students. The Ombudsman provides information, receives informal academic complaints, facilitates communication, and aids in resolving academic concerns.

The Ombudsman supplements, but does not replace, formal procedures. Use of the student ombudsman is voluntary, and is not a required step in any university grievance.

What can the Ombudsman do for you?

- Listen and discuss students' questions, concerns, and complaints
- Assist students in evaluating and assessing options
- Serve as a referral source
- Informally investigate students' concerns
- Identify and explain relevant university policies and procedures
- Identify trends, issues and concerns of students consistent with confidentiality outlined below

What *can't* the Ombudsman do?

- Impose remedies or sanctions, or to enforce any policy, rule, or procedure
- Participate in any formal investigation or university adjudication. Formal investigations will be conducted by other university offices
- Accept notice on behalf of the University

**Confidentiality:** The Ombudsman provides a safe and confidential setting for students where they can be candid and forthright. The Ombudsman does not divulge a name of the student, unless it is a health or safety emergency or as otherwise required by law.



# ADDITIONAL INFORMATION



## FACULTY SENATE



Location: Carrington Hall 314C  
Email: [FacultySenate@MissouriState.edu](mailto:FacultySenate@MissouriState.edu)  
Web: [www.missouristate.edu/FacultySenate](http://www.missouristate.edu/FacultySenate)

Phone: 417 836-5257  
Fax: 417 836-5560

The Faculty Senate is the representational body for the over 700 full-time faculty at Missouri State University. As part of a shared governance model, the Senate oversees curricular issues and provides the administration and Board of Governors with faculty perspectives and recommendations on other matters of concern to faculty. The voting membership includes a representative from every department as well as a representative from each of the professional ranks.

### Meetings

The Faculty Senate meets monthly beginning at 3:30 p.m., usually on the second Thursday of the month in PSU 313, unless otherwise specified.

Exceptions for 2013-2014:

- October meeting is on the third Thursday due to Fall Break
- December meeting is on the first Thursday due to last day of classes
- January meeting is on the third Thursday due to spring semester beginning on January 13
- March meeting is on the third Thursday due to Spring Break

Meetings of the Missouri State Faculty Senate are open to members of the Board of Governors, the administration, the faculty, the staff, the student body, and other interested persons.

## FOR MORE FACULTY AND STAFF INFORMATION AND RESOURCES VISIT:

[www.missouristate.edu/facultystaff/](http://www.missouristate.edu/facultystaff/)  
[www.missouristate.edu/provost/facultyresources.htm](http://www.missouristate.edu/provost/facultyresources.htm)







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[www.missouristate.edu/sdpa](http://www.missouristate.edu/sdpa)

