Assessment and Action Plan—Academic Degree Programs

School/College:

Academic Degree Program Title: Mary Ann Shaw Center for Public and Community Service (Shaw Center)

Degree Awarded:

Web Address: www.shawcenter.syr.edu

Description of Academic Degree Program: The Shaw Center mission is "to promote, support, facilitate, and recognize public and community service as a fundamental part of the Syracuse University teaching and learning experience." Our mission is operationalized by creating "purposeful, ongoing leaning opportunities with a goal of improving (student) knowledge, skills and competence." (Lifelong Learning) These rigorous experiential learning opportunities connect faculty, students and community through reciprocal partnerships that meet emerging societal needs by supporting traditional academic work and developing essential life skills. Critical thinking, written communication, and team work are examples of skills students learn. Shaw Center Leadership Interns and SU Literacy Corps Tutors, representing every college and class at Syracuse University, work together under the supervision of Shaw Center professional staff and in consultation with faculty and community scholars to learn how to integrate and apply knowledge in real world settings.

PHASE 1			PHASE 2		PHASE 3	
Student Learning Outcomes What are students expected to be able to do as a result of the program?	**Measures** What direct and indirect assessment measures will be used?	**Criteria** How will competency be determined?	**Results** What was learned in the assessment process?	**Interpretation** What do results mean to the program?	**Action** Based on the results and interpretation from Phase 2, what action will be taken?	**Follow-Up** How will you determine if the change made a difference?
Students engaged in Shaw Center initiatives will demonstrate lifelong learning skills.	1. Service Learning (SL): Pre and Post Evaluations (students who experienced but overcame barriers to complete project/hours) 2. Interns and Tutors: Senior Exit Interviews	Using the AAC&U "Lifelong Learning VALUE Rubric," a 1-4 scale, 50% of SL students & 80% of interns & tutors will achieve a "capstone" (4) rating.				
Students engaged in Shaw Center initiatives will demonstrate critical thinking skills.	1. Literacy Corps: Tutor Reports (Reflective Reports completed twice a semester). 2. Nutrition: Intern Reflections 3. Transportation: Final Report	Using the AAC&U "Critical Thinking VALUE Rubric," a 1-4 scale: 80% of students will achieve a "capstone" (4) rating.				
Students engaged in Shaw Center initiatives will demonstrate written communication skills.	1. Interns: Final Reports Program Curricula	Using the AAC&U "Written Communication VALUE Rubric," a 1-4 scale, minimally 50%				

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		of interns will achieve "capstone" (4) rating.				
Students leading Shaw Center initiatives will demonstrate the ability to work collaboratively in teams.	1. Interns: Observations of interns leading team meetings 2. Interns: Meeting Agendas 3. Interns: Meet deadlines for tasking 4. Interns: Managing Conflict	Using the AAC&U "Teamwork VALUE Rubric," a 1-4 scale, 80% of interns will achieve "capstone" (4) rating.				

Recommendations for improving the degree program assessment processes:

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