

## Executive Summary-Parent Services

### **Strengths:**

- Chief Student Affairs Office advocates and supports institutional assessment efforts.
- Leadership in the Parent Services Program.
- Program is well organized in the areas of functional work responsibilities, management, and accountability systems.
- Staff selection, training, and evaluation.
- Staff members are qualified through education and experience.
- Adequate staffing to accomplish daily operations.
- Staff is knowledgeable about legal responsibilities and implementation.
- Program policies are non-discriminatory.
- Strong internal and external working relationships.
- Commitment to diversity.
- Strict adherence to ethical standards.

### **Areas needing improvement/change:**

- No written mission statement for Parent Services.
- Current goals are very limited.
- Assessment of programs and services has been slight.
- Program has been focused on the maintenance of existing programs, rather than a concerted effort for improvement, or the development of new programs.
- Volunteer Parent Association Advisory Board (PAAB) members are selected on the basis of interest, rather than specific criteria or qualifications that promote their selection.

- Need more intentional and developed training for PAAB members.
- Currently, program mission and goals are financially driven.
- Funding is not adequate to promote development of new or enhanced programs.

Inhibiting factors:

There were two primary factors that inhibited this process. First of all, no CAS Document exists for the assessment of Parent Services-related programs. Thus, we needed to adapt the general document to fit our needs. Secondly, the document assumes that the focus of the program being assessed is students. Obviously, the primary focus of the Office of Parent Services is parents/family members. We were able to make some changes to make the document more relatable, but on a limited basis. This resulted in many low or "INA" ratings.

## **Recommendations**

### **Compliance:**

- 1) A written mission statement and goals must be developed and widely disseminated.
- 2) Assessment tools must be developed to evaluate all aspects of the program.
- 3) Options should be explored to provide parents/family members with opportunities to develop relevant skills.
- 4) Develop intentional skill building and information training for PAAB members.
- 5) Explore options and interest selecting PAAB members based upon specific criteria (relevant education, work experience, and interests).
- 6) Annually review policies and procedures related to PAAB Scholarship and special fund grants.
- 7) Develop assessment and evaluation processes for PAAB members.
- 8) Explore options for committed and alternative (external) funding sources for program.

9) Program should include more intentional and visible support for diversity policies.

**Enhancement:**

1) Search to improve programs and services should be concerted and consistent.

2) Explore options for expanding parent's/family member's knowledge base of student development and Parent Services.

3) Explore options for placing *Parent's Guide to Illinois State University* on the Parents Services Web page.

4) Research possibilities for hiring "full time" student staff for reception and clerical duties.

5) Utilize mission statement and goals for adequate evaluation of facilities and technology usage.

6) Encourage staff members to take advantage of training opportunities in legal areas.

7) Improve efforts for reaching the parents/family members of transfer students.

8) Identify and establish relationships with external entities whose operations are relevant to program's mission and goals.