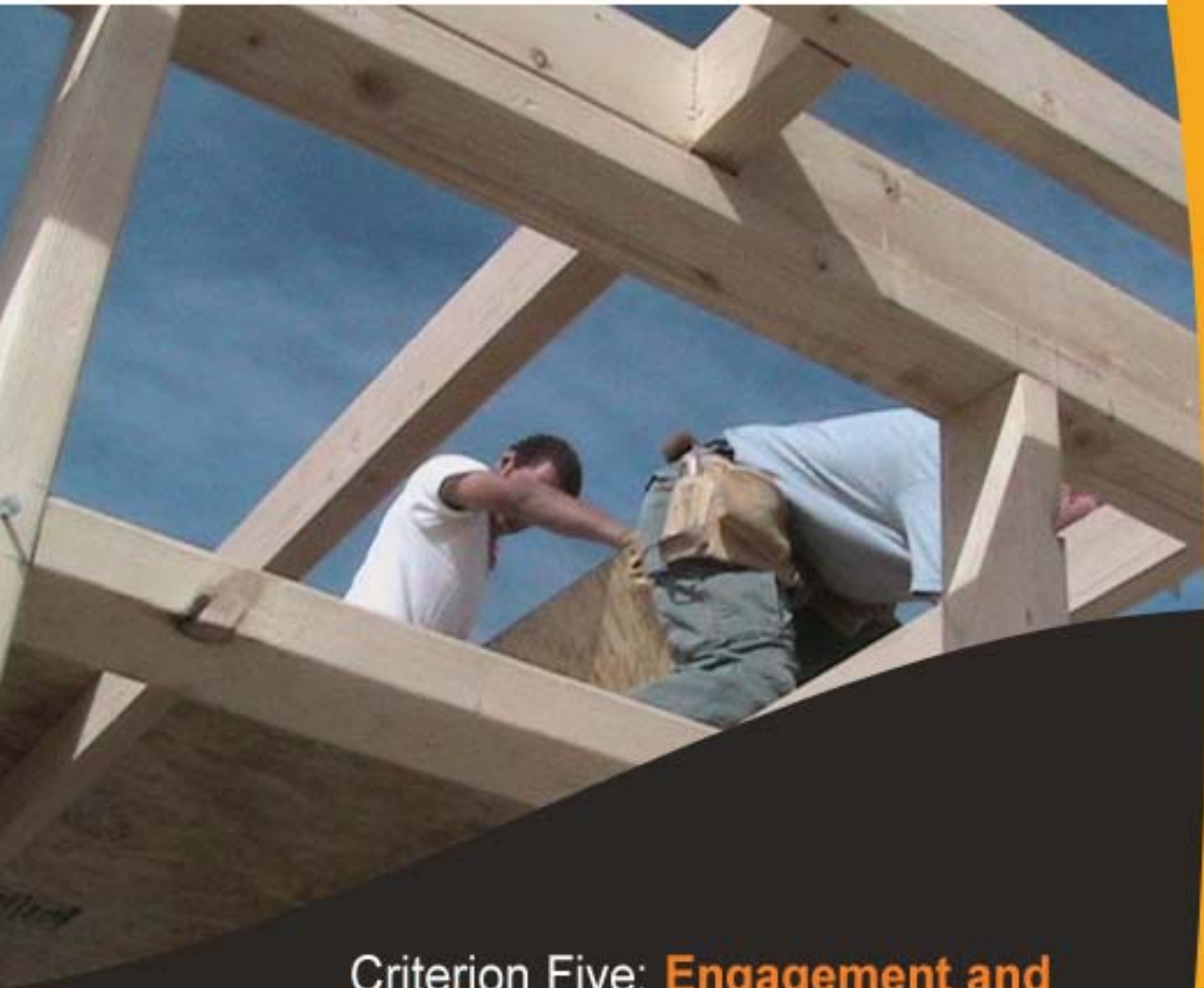




Chapter 7

MNU Self Study



Criterion Five: **Engagement and Service**

CHAPTER SEVEN: CRITERION 5 - ENGAGEMENT AND SERVICE

As called for by its mission, MidAmerica Nazarene University identifies its constituencies and analyzes its capacity to serve their needs and expectations.

**“Prepared to Lead,
Compelled to Serve”**



MNU's tag line
(above) is a new
initiative.

Introduction

A guiding principle of MidAmerica Nazarene University is the commitment to liberal arts education in the Wesleyan-Holiness tradition. MidAmerica sees its responsibility to serve its constituencies as an expression of its mission and the central value of that vision is to make a difference by preparing students for a life of service and leadership.

MidAmerica Nazarene University identifies its constituencies as anyone who helps it accomplish and is affected by the accomplishment of its goals. The constituencies include not only students, faculty, staff, and administration but also, as our mission states, the church, the community, the nation, and the world.

The University is committed to the development of students and strives to meet the needs of the whole person by providing services and programs for intellectual, social, and spiritual development. These needs are met through the general education program, the major fields of preparation, residential and community life programs, chapel, intercollegiate/intramural athletics, internships, service projects, campus social events, and a wide range of other activities designed for student growth.

CONNECTED

MidAmerica Nazarene University recognizes the Biblical mandate that “faith without works is dead” by being actively engaged in the community. MidAmerica believes it makes a difference in the lives of students by also making a difference in the local and worldwide community. However, meeting the needs of varying constituencies can be a challenge. Therefore, the University seeks to design diverse programs that contribute to a wide range of societal interests from business ethics, to teaching in public and private schools, to working in the medical field, to sending workers around the world in order to improve the lives of individuals. MidAmerica seeks to serve by being involved in the campus community, the local community, and the community across the nation and world.

DISTINCTIVE

Core Component 5A

MidAmerica Nazarene University learns from the constituencies it serves and analyzes its capacity to serve their needs and expectations.

COMPONENT OVERVIEW

MidAmerica Nazarene University interacts with its constituent groups to better understand and respond to their needs. The University has limited resources and therefore carefully uses its assets in ways that best serve the needs of its various stakeholders. The University identifies needs and

*“Each one should use whatever gift he has received **to serve** others, faithfully administering God's grace in its various forms.”*

1 Peter 4:10

discovers methods best suited to meeting them through environmental scanning, events, surveys, program reviews, and various communications with constituent groups such as focus groups, needs assessments, and career assessment. This section will address the assessment of needs and the University's response.

Discovering Needs and Expectations

National Instruments

SSI

Use of the Student Satisfaction Inventory (SSI) contributes to overall retention and student success programming. From 1994 to 2008, the University has surveyed 10% to 20% of students in the traditional, undergraduate program on six (6) different occasions. MNU began administering the SSI annually beginning in 2007 in order to more effectively meet its strategic goals. The aim of this research project is to quantify the gap between students' expectations and their satisfaction across each area of their experience. This "performance gap" is then used to guide administrators, faculty and staff in assessing policies, services, and student learning so that improvements can be made where appropriate. Findings from the inventory have also been used for institutional planning and assessment since the data illuminate student needs and perceptions in the context of nationally-normed, comparative results. The inventory evaluates the following components: (a) Academic Advising; (b) Campus Climate; (c) Campus Life; (d) Campus Support Services; (e) Concern for the Individual (f) Instructional Effectiveness; (g) Recruitment and Financial Aid; (h) Registration; (i) Safety and Security; (j) Service Excellence; and (k) Student Centeredness.

NSSE

The National Survey of Student Engagement (NSSE) measures the extent to which students engage themselves in activities and experiences that contribute to learning. While most of the items focus on classroom learning as well as academic practices outside of the classroom, several items address either educational, social, or personal behaviors in co-curricular contexts. Examples include residential areas and other informal settings where student interaction and choices can be assessed. As such, it is anticipated that the NSSE will provide MNU with benchmark data regarding a full range of factors that influence student learning and development. The first NSSE administration will take place during the Fall of 2008.

Program Reviews

The program review process helps each academic unit at MidAmerica understand the role of its curriculum, offerings and services in meeting stakeholder needs. As a part of each program review, the office conducts various types of information gathering such as interviews, surveys, and focus groups to determine if that department is meeting the needs of its internal and external constituents. A full discussion of MNU's program review process is included in Core Component 4C, p. 156.

LEARNING - FOCUSED



Academic unit Program Reviews are available in the resource room and at <http://mnuprogramreview.wiki.zoho.com>.

CONNECTED

Advisory Boards and Student Research

Some stakeholder needs have been discovered and addressed through the use of advisory boards and student research. For example, Graduate Studies in Management has used an advisory board which consists of members of the business community and graduates of the program to find new needs and ways of filling them. The advisory board was asked to review the research of a graduate student who conducted a survey to determine if there would be interest in a one year graduate program in business. The survey found that there was community and industry interest in such a degree. The advisory board under the guidance of the chair of the Graduate Studies in Management, along with the graduate faculty, worked together to determine courses for the degree. At the same time it was determined that half of the courses would be taken online. Offering half the program online was also a new step for the University in responding to needs of the community.¹

FUTURE-FOCUSED

The Religion Division has also used advisory group results to make important changes to better serve University constituents. The faculty used information from the International Course of Study Advisory Committee of the International Church of the Nazarene to make changes in the course requirements for the degree in religion. Changes were made to allow students to meet the requirements for ordination in the Church. Thus, these changes were made to more effectively serve one of the University's key stakeholders, the Church. The Religion Division also made changes to its degree in missions to better serve students, the nation and the world. These changes reflect current trends and will equip students to work in this field.²

Board of Trustees

The primary constituency that the University serves is the geographic educational region determined by the Church of the Nazarene. The University's Board of Trustees consists of representatives selected by church districts from across this geographic region. A key purpose of the board is to hold the University accountable to the educational needs of the Church of the Nazarene and this geographic area. Reports from each vice-president of the University are evaluated by the board and their meetings provide a means to evaluate if the University is staying true to its mission. The meetings also provide a mechanism to convey information from the University back to its stakeholders.

CONNECTED

Accrediting Agencies

A number of divisions or programs including athletic training, business, education, fine arts, and nursing are also accredited by special outside bodies specific to their respective field of study. Information is gathered from these associations concerning current trends so that students are better prepared to serve in their chosen profession. Special accreditation helps each department to be accountable to an outside constituent which in turn serves students.³

LEARNING - FOCUSED

1 Advisory board minutes are located in the GSM responses to criterion five committee questions, Tab #1. Available in the physical resource room.
2 Religion and Philosophy's responses to criterion five committee questions, pp. 77-78. Available in the physical resource room.
3 See Fine Arts responses to criterion five committee questions, p. 37. Available in the physical resource room.

Serving Needs and Expectations

Programs Serving External Constituencies

MidAmerica Nazarene University seeks to serve its external constituencies in various ways. One way is by preparing a skilled workforce. MNU graduates work in varied professions across the nation and around the world. Another important way in which the University serves the external community is by providing educational opportunities. The University also serves the community by producing cultural events including music and theatrical performances and by sending traveling performance groups to churches across the educational zone.

DISTINCTIVE

The S.T.E.L.L.A.R. Grant is a Title III grant written by MidAmerica Nazarene to help Olathe School District teachers better meet the needs of their growing English Language Learners (ELL) population.

The Fine Arts Department serves the community through the Bell Cultural Events Center. The Music Department, along with the Graduate Department of Education presented workshops entitled “A Musical Answer to NCLB (No Child Left Behind).” This was well received by area public school music educators. They have also held summer music workshops for the Lillenas Music Conference, which draws church musicians from many denominations throughout America. During the Christmas season, the department presents Handel’s Messiah performed by University students, community volunteers, and professional musicians. The Concert Band, the Jazz Ensemble, Heritage Choir, the Steel Drum Ensemble, the Taiko Ensemble, and Musica Latina performed over 60 concerts in the 2006-2007 academic year. Heritage Choir traveled to Europe and presented concerts in Germany, Switzerland, and France.⁴

CONNECTED

Through the Students in Free Enterprise (SIFE) program, business students conduct training for local public schools in areas such as personal finance, ethics, and marketing. This group has also competed at the regional and national level in SIFE competitions, winning first place honors in regional competitions in 2001 and 2005. Professors from the Business Administration Division also speak to local business groups, conduct customized training for businesses, and consult with local businesses.

Modalities of Service

MidAmerica Nazarene University has recognized and planned for changes that are occurring in the ways educational needs are met. Offering additional modalities allows the University to reach students in new and varied settings and enhances the opportunity of the University to fulfill its mission and better meet the needs of stakeholders. Increased online and off site programming allows MidAmerica to offer transformational education without the limitations of place and time. This approach provides flexibility for a growing constituency of students who are full-time employees, and affords them the opportunity to participate in classes at a time that is convenient

DISTINCTIVE

⁴ The Division of Fine Arts’ Program Review is available in the physical resource room and at <http://mnuprogram-review.wiki.zoho.com/Program-Review-Reports.html>.

for them.

In 2008, the University opened a new educational site in Liberty, Missouri to provide greater access to an underserved graduate and adult market north of Kansas City. As part of this comprehensive site visit, MidAmerica is seeking approval to increase the number of degree programs offered in Liberty. Currently, the bachelor of arts degree completion program and Master of Education degree are offered at this location.

Graduate Studies in Education is able to address the diversity of their constituencies by offering programs on campus and off-site in Kansas City, Kansas and North Kansas City, Missouri. In addition, the Master of Education degree is offered as a blended online program with HLC approval to take it 100% online. This program serves students across the Midwest and overseas. Two recent students lived and worked in Korea while pursuing their degree.⁵

Graduate Studies in Management offers the Master of Arts in Organizational Administration in a one year blended delivery format that is designed to meet the needs of student stakeholders. Each student takes two courses at a time. One course is taught in the one-night-a-week format and the second course is taught online. The success of this new program may lead to an online format for the Master of Business Administration degree.

FUTURE-FOCUSED

The University also offers some traditional undergraduate courses online. Currently these offerings are limited to summer school, and there is the need for academic affairs to develop a cohesive plan for additional online programming. Currently, many classes use Blackboard™ and other online components to facilitate course delivery. This will be used as a springboard for future development of online classes.

CONNECTED

The Department of Science has developed a specific administrative unit to collaborate with local school districts to provide advanced training for teachers to meet graduate and state licensure requirements. Division of Science faculty members developed and taught curriculum for the Mid-America College Coalition Science Project. These courses were taught at various high school locations and included: *Life Sciences for Middle School Teachers* and *Using Life Sciences in the Classroom*. This project was undertaken in collaboration with three other local colleges and universities.⁶

The Relicensing Institute serves the Kansas City educational community. The purpose of this department is to provide continuing education for area elementary and secondary teachers to meet state licensing requirements. The University offers ten to twenty courses each semester with at least ten students enrolled in each course. Some courses are offered online, but most are taught on

⁵ Graduate Studies in Education's Program Review is available in the physical resource room and at www.mnuprogramreview.wiki.zoho.com.

⁶ Division of Science and Mathematic's Program Review is available in the physical resource room and at www.mnuprogramreview.wiki.zoho.com.

campus. This department recently changed their curriculum to become more content specific and better meet the needs of the external stakeholders including the State of Kansas and local school district.

Service To Alumni

MNU strives to connect with and attend to the needs of its alumni in a variety of venues throughout the academic year. One of the key events each year is Homecoming weekend. On average, 300 alumni return to the University each year to celebrate with their friends and former classmates through a variety of athletic events and activities. The Alumni office also hosts alumni gatherings in various cities throughout the country. The president of the University attends these events, usually accompanied by one of the public relations travel groups and other University officials. Many alumni participate in alumni athletic events such as baseball, softball, and basketball. In 2006, approximately 575 alumni attended the alumni basketball game.

CONNECTED

The University website hosts a wealth of campus knowledge for alumni and friends. Alumni can learn about the most current news and events happening at the University. In addition, an online directory is available to alumni, which allows them to look up classmates, access the campus calendar, search for job openings, and learn about donation opportunities. An e-newsletter, sent to alumni approximately ten times per year, highlights newsworthy occasions at the University, recognizes outstanding athletic events and makes alumni aware of future events. In a recent survey sent to the recipients of the e-newsletter, 94% said they enjoy getting the newsletter and 84% said they felt more connected to the University by receiving the e-newsletter.

The Alumni Association maintains an elected council that represents the population of MNU's alumni. The council meets four times a year to evaluate past events, plan and devise new occasions and represent the needs and desires of the Alumni to the University. The president of the Alumni Council serves as an official member of the Board of Trustees.

MidAmerica Nazarene University's alumni are a strong asset to the fundraising of the University. The following chart demonstrates the giving of alumni from fiscal year 1999 to 2007.

Table 5a-1: Alumni Contributions By Year

| Fiscal Year | Total alumni contributions |
|-------------|----------------------------|
| 1999 | \$283,332.61 |
| 2000 | \$252,668.92 |
| 2001 | \$204,097.92 |
| 2002 | \$196,326.96 |
| 2003 | \$234,221.33 |
| 2004 | \$366,336.33 |
| 2005 | \$759,576.42 |
| 2006 | \$324,647.44 |
| 2007 | \$445,755.24 |

It is important for the alumni to make connections with current students throughout the year. The Phi Delta Lambda Breakfast and Spread the Word activities during commencement are activities to welcome new graduates into the Alumni Association. Current students and alumni interact through Mock Interview Night and homecoming weekend. The alumni office and the annual giving office are bringing back the AIM Scholarship (Alums in the Making). This scholarship allows select students to work with the alumni director and the alumni council to gain insight on the working of the alumni council. This is a great way to encourage students to become involved once they graduate.

Core Component 5B

MidAmerica Nazarene University has the capacity and the commitment to engage with its identified constituencies and communities.

MNU consistently demonstrates its ability and willingness to connect with its constituencies and communities, both on campus and off campus. Students are the first community that is intended to benefit from engagement with MNU. In addition to the student community, the University purposefully engages its professional, religious and regional communities in a beneficial way.

Engagement Through Student Communication

MidAmerica Nazarene University proactively seeks to maintain channels of clear, ongoing communication between students and University leaders. Students attend required Chapel services twice weekly in which the mission and vision of MNU is rehearsed, addressed and discussed. Each year, the University President and VPAA address the chapel in addition to the Chaplain who speaks on a regular basis. Community leaders also address chapel each year.

In addition, students meet with the President’s Cabinet multiple times each semester for a “Pepsi Break” morning forum. At these forums, students and administrators come prepared to raise concerns, consider a variety of perspectives, and seek consensual understanding. In addition to these

DISTINCTIVE

CONNECTED

distinctive communication platforms, MNU also communicates daily with students through a variety of means such as regular e-mail, public service announcements through OCIC, KMNU and TV2 broadcasts.

Engagement Through Service Learning

MidAmerica Nazarene University's Christian motto – “To Learn, To Serve, To Be” – calls students, faculty and administrators to ongoing engagement in service to others for the dual sake of social good and personal transformation. In a variety of ways, MNU provides occasion for service learning through curricular and co-curricular offerings such as the *Go Global* program, study abroad programs and division mission trips.⁷ These opportunities enable students to learn about other cultures, serve other cultures, and sharpen their preparedness for vocational endeavor and are distinctively marked by the presence of students and faculty members working alongside one another. For a full discussion of *Go Global* and related off campus programs please see Core Component 3C, [pp. 120-123](#).

DISTINCTIVE

AIDS Awareness and Fundraising

This was an emphasis of the Chapel program throughout the 2006-2007 academic year. Students learned through peer instruction about AIDS and raised \$10,000 in order to gain a matching grant of \$90,000 toward AIDS education and relief.

Prolonged Internships and Practicums

Extended service opportunities are required in a variety of majors. For example, the Ministerial Student Scholarship Program provides \$300,000 in funds each year to 40 interns.

Volunteer Work

Ongoing local service programs are carried out by faculty and student at institutions such as the Kansas City Urban Youth Center, the Kansas City Rescue Mission, schools and churches.

Engagement Through Campus Life

MidAmerica Nazarene University clubs and organizations provide platforms for student learning and leadership development. One facet of this development is encouraging students to become engaged with the campus community. For a full discussion of student participation opportunities please see Core Component 4B, pp. 149-152.

Engagement through Partnerships and Conferences

MidAmerica Nazarene University sponsors occasions for dialogue with external professional and cultural communities. For example, in 2007, MNU intentionally cultivated relationships with off campus constituencies through two conferences:

⁷ The University Chaplain's Annual Report is contained in the criterion five folder in the virtual resource room.

Soulforce/Equality Riders

When MidAmerica learned of Soulforce's desire to visit its campus, the campus community banded together to offer hospitality to the Equality Riders. For additional discussion of the Soulforce event please see Core Component 4A, pp. 141-142. Students, faculty and administrators shared meals with the Equality Riders, assigned hosts to each guest, and provided many venues in which to both receive Soulforce presentations and foster dialogue. One Equality Rider reflected upon his visit with the MNU community:

"My impressions of the campus were wonderful. The administration did a good job getting dialog (sic) going before our arrival, so students were very eager to talk to us. My host was wonderful (Hi Courtni!) and even thought some of the students seemed to be a little too courteous and thus apprehensive to ask us some tough questions, I still feel like the stop was totally worth it, and judging from the comments I got from some other Riders, they really appreciated feeling what it was like to visit a welcoming campus."

Postmodern Youth Ministry

In response to a request from Nazarene Youth International (NYI) USA/Canada, MNU sponsored a conference for regional academics and practitioners about the intersection between youth ministry and postmodern culture. However, instead of directing the conference alone, MNU partnered with Nazarene Theological Seminary and Youth Front, Inc. Youth Front is a local youth ministry agency that networks youth ministers and congregations across the Midwest. YouthFront enjoys a national reputation as an agency that understands the changing character of adolescence, culture, and church. By partnering with other institutions, MNU sought to offer a resource to the community while simultaneously renewing its own paradigm for understanding and teaching the practice of youth ministry.

Career Center partnering with employer and Chamber of Commerce

The Career Development Center helps the University stay connected with its external communities by partnering with area employers to bring job opportunities to MNU students and alumni. The CDC hosts a teacher career fair each year on campus where school districts interview MNU graduates for fall teaching positions. Approximately twenty school districts are involved in this event each year. Some of the school districts also offer mock interviews to MNU graduates to prepare them for actual interviews. The CDC partners with the community in planning and sponsoring three career fairs for other majors each year as well. The Olathe Chamber of Commerce, second largest Chamber in the KC area, offers internships each year to MNU students as well as making new employers to the area aware of the labor pool available to them through MNU students. The director of career services attends a human resources roundtable monthly meetings with HR personnel from area companies to exchange ideas on employment issues. As a result of these meetings, many business connections have been established which have benefited MNU graduates. Several area businesses have helped sponsor



Job placement statistics are available in the virtual resource room.

student oriented events on campus in order to promote their company. Employers often recruit in the Campus Center over the lunch hour to identify candidates to fill their business needs.

Campus Safety

The MidAmerica Nazarene University Campus Safety Department has initiated partnerships with the Olathe Police Department, the Olathe Fire Department and Brevient Technologies to enhance the security of the Campus Community. The Olathe Police Department helps to patrol our campus and responds to any calls for service. Campus Safety officers carry two-way radios with frequencies that allow safety officers to monitor police communications as well as the capability to communicate directly with the Olathe police dispatcher and patrol officers. The radios also feature an emergency call button that will immediately alert police department dispatch personnel that a safety officer is in distress. The Olathe Police Department is collecting information about University buildings for a database that is part of the Federal Crisis Management System. The system provides emergency responders with immediate access to vital information in the event of a critical incident on campus. Also, MidAmerica's partnership with the Olathe Fire Department includes a memorandum of understanding regarding planned responses to disasters that could occur on the campus and or in the city. Safety officers and other University personnel attend certification training with members of the city's community emergency response team. MidAmerica Nazarene University uses resources made available by Brevient Technologies to maintain an emergency text-messaging system that allows instant messages to be sent to campus community members in the event of a safety threat on campus. Brevient Technologies provides this community service through one of its subsidiaries, Jyngle.

Core Component 5C

MidAmerica Nazarene University demonstrates its responsiveness to those constituencies that depend on it for service.

MidAmerica Nazarene University recognizes that the needs of its student body are quite diverse. This section of the report will address opportunities and services that MidAmerica provides to ensure that it responds appropriately to those constituencies that it has a responsibility to.

Responsiveness through Technology

MNU maintains a variety of programs and services to meet the needs of students through technology. Prospective students and applicants are tracked through the contact management database, GoldMine™, and can utilize an online profile to track the progress of their application to the University. Currently enrolled students in all programs are provided with real-time access to their academic record, student account, and financial aid information through a web interface with the administration software system, Banner™. Faculty use Banner™ to access student information to advise students and provide support. Many instructors use Blackboard™, a learning management system, in their classes to support the teaching and learning process.

Responsiveness through Special Programs of Service

Programs for Teachers

MidAmerica helps to meet the needs of local teachers and school districts by participation in the Midwest Associated Colleges Consortium (MACC). MACC offers an alternative delivery model to Kansas teacher licensure, which provides special advantages both to Kansas school districts in northeast Kansas and to potential students who qualify for the program. The MACC consortium is made up of MidAmerica Nazarene University, University of Saint Mary, and Baker University. The Kansas counties typically served by this program include: Johnson, Miami, Douglas, Wyandotte, Leavenworth, and Shawnee. Through this program an accredited school district can employ qualifying non-licensed persons to teach in shortage teaching disciplines where the district has had a difficult time finding qualified applicants.

Programs for International Students

Since 1977, MNU has maintained a collaborative venture with European Nazarene University (EuNC) in Büsingen, Germany. MidAmerica offers the baccalaureate program in Europe to EuNC students through a contractual relationship with EuNC. MNU also has a transfer program with European Nazarene College (EuNC) and there is a clear process which students from EuNC must go through in order to be accepted by MNU and study in the United States. This process includes official documents relating to expenses being paid by the student. It also includes TOEFL scores, health history, and immunization records. English tests are given to determine if a remediation is needed.

Beyond its relationship with EuNC MidAmerica also enrolls students from all over the world at its Olathe, Kansas campus. During the academic year of 2007-2008, MidAmerica Nazarene University had thirty-seven international students. TOEFL is required for all entering international students. A paper based exam score must be at least 500 or a computer based exam must be at least 170 in order to be accepted into the University. The international student advisor is the main resource and first contact for international students. As students choose a major, they are assigned to an advisor in their selected academic division. An orientation week is provided for all students new to the University and special topics are included for international students. Each student is shown where all University offices are located and what services they offer. The Student Development Office helps each student with housing. The coordinator for global studies and service learning helps international students by serving as advisor for the International Club. This faculty member lived in Europe for ten years and was raised in Haiti by missionary parents and understands many of the issues international students face. The International Club holds various activities for students, some just for international students and some that are open to all students. One example of an open event was when the international students cooked dishes from their various countries and invited the campus to attend.

Retention Program

The Retention program at MidAmerica provides a vitally important system for responding to students-at-risk. The director must develop close professional and personal relationships, serve as an ombudsperson for students experiencing difficulty in understanding or navigating University procedures and follow up on students. The director is assisted by a faculty member who serves as the primary advisor for undecided students and helps bridge the gap in getting students connected with a major and an academic division. The retention program gives students a place to go for help with problems and questions and gives the faculty a place to refer students to for help. Please see Chapter 1, pp. 12-13 and Core Component 3C, p. 118 for additional information regarding retention.

Summer Orientation And Registration (SOAR)

During the summer, incoming Freshmen choose one of two weekends in June to visit the campus with their parents. They stay with roommates and attend activities designed to answer questions, facilitate the development of relationships, and enroll in classes. The student may stay in their dorm room and meet their roommate. Many activities are scheduled for that weekend which often includes a Royals' game and other activities for students to meet and get to know each other. A dinner is held on Friday night, hosted by the Admissions Department. Professors are invited to sit at various tables in order to meet students, their parents, and answer questions. On Saturday morning, professors from each department meet with each student and go over their schedule for their first semester. This allows the student to see what classes they will have for their first semester and to answer questions about the major. Students who have not selected a major yet meet with a professor who explains options and helps them prepare a schedule that includes general education courses. Placement and CLEP tests are also given on this weekend. Students receive information about the Career Development Office where they can take various tests and assessments to help in career preparation.

Champions of Character

The National Association of Intercollegiate Athletics (NAIA) Champions of Character implemented a program that is designed to instill an understanding of character values in sports and provide practical tools for student-athletes, coaches and parents to use in modeling exemplary character traits. The program currently reaches thousands of students on nearly 300 college and university campuses in North America and extends into their surrounding communities.

The NAIA Champions of Character program has established five core values that go well beyond the playing field to the daily decisions of MNU's students. These character values include respect, responsibility, integrity, servant leadership and sportsmanship. Coaches, parents, administrators and community partners all have a role in developing students of character. The NAIA Champions of Character program rewards colleges and universities that implement the five core values in their school and MidAmerica Nazarene University has been honored with this award every year for the past five years.

The athletic department of MidAmerica Nazarene University has gone beyond grasping the character values of the Champions of Character initiative by implementing a banquet at the beginning of the fall semester for all of its student-athletes. A special guest speaker that promotes character comes in to speak and this has been a great way for MNU athletic teams to launch the new school year.

Study abroad programs

Students are encouraged to engage in off campus study and service programs. These programs of engagement, in many instances, are made available through collaborative ventures with other higher learning organizations and help to build bridges among diverse communities. For more information regarding these programs please see Core Component 3C, pp. 120-123.

Special non-traditional programs

Non-traditional students who need to complete their college degree may enroll in the bachelor's degree completion program through the Division of Innovative Adult Education. The division offers evening and weekend schedules which allow adult students to complete their undergraduate degree in as little as 50 weeks. In addition, an accelerated Associate of Arts degree completion program was added in 2004. Additionally, the Division of Nursing began offering a revamped RN to BSN (Bachelor of Science in Nursing) degree program in fall 2007 in a format that tailored to the needs of registered nurses already employed in the workforce.



Information regarding the non-traditional programs may be viewed at www.mnu.edu/adult/

Responsiveness through Mabee Library

Mabee Library and Learning Resources Center not only serves the academic needs of faculty and students, but also the research needs of the greater metropolitan community. The library provides access to both print and non-print media. Electronic resources, such as research databases, are accessible to faculty and currently enrolled students 24-hours per day, seven days per week from any location with access to the Internet. New databases are evaluated for content and overall curriculum support on a trial basis and are added if appropriate and as the budget allows. As new programs are added, the library seeks to add research databases and other resources to support the curriculum, if the budget allows.

MidAmerica Nazarene University's Mabee Library provides access to a variety of resources and services that support learning and research. Mabee Library is a member of the Private Academic Libraries of Kansas consortium and Christian Libraries consortium. The Christian Libraries consortium has also partnered with the Westchester Academic Library Directors Organization. These consortiums allow for greater access to electronic resources and other resources through discounted pricing. The library subscribes to a least one database per academic department. The library's collection consists of 112,539 items, including both print and audiovisual materials. The library subscribes to approximately 225 print journals, magazines, and newspapers. In addition, access is provided to approximately 50 electronic journals.

Reference service is available to assist students in doing research for class assignments and term papers. Library faculty are responsible for presenting course-oriented information literacy sessions as well as general library instruction sessions and tours. Sessions for one-on-one research instruction may also be scheduled. Reference librarians interact with students and faculty via e-mail, instant message, telephone, and face-to-face. From May 1, 2006, to April 20, 2007, the library's annual year to date statistics report indicated that the traffic count was 6,684 (number of people entering the library), and average of 557 per month. The total number of circulation transactions was 29,194 (which included 864 from the outside community). There were 395 interlibrary loan requests, and online databases were searched 88,744 times, an average of 7,395 per month.

The Nazarene pastors on the educational region of MidAmerica Nazarene University have full access to the library's print and electronic resources. Members of the community-at-large have access to the library's audiovisual, non-subscription databases, and print resources by registering for a patron card.

Core Component 5D

Internal and external constituencies value the services MidAmerica Nazarene University provides.

Internal and external constituents value the services of MidAmerica Nazarene University. This appreciation is communicated through participation in volunteer activities, feedback through surveys and focus groups, use of campus facilities for community events, solicitation of university employees for community advisory boards, attendance at events and enrollment in continuing education courses.

Evaluation of Service

MNU evaluates the services it offers to constituencies through a variety of means at the office, program, and division levels of the University:

Focus Groups

- Business and community leaders
- Business division alumni
- Current students and alumni

Surveys

- Students in clinical rotation
- Hospital supervisors of clinical rotation
- Graduate education alumni
- Alumni surveys

Letters of Support

- Internship employers



Internship and employer feedback letters are available in the virtual resource room.

Constituents are surveyed, participate in focus groups, and provide feedback through letters. Appreciation for and critique of services are expressed through these means so that the university can adjust and improve its offerings.

Faculty/Staff Participation in Advisory Boards

A number of faculty, staff and administration serve on advisory boards at the request of community organizations which indicates this constituency values MidAmerica Nazarene University and its resources. The university president serves on the Olathe Chamber of Commerce Board, the Executive Committee of Kansas Independent College Association/Fund Board of Trustees, and he is the chair of the Heart of America Athletic Conference Council of Presidents. Additionally the executive director of the Pioneer Athletic Association serves on the Olathe Sports Commission; the director of marketing serves on the Convention and Visitor's Bureau Advisory Board; graduate education faculty serve on the Kansas City School District Leadership Council, Kansas Professional Development Council, the Johnson County Library Board and the Kansas City, Kansas District Task Force. Many other organizations are also served in this manner by MidAmerica Nazarene University educators.

Attendance at Events

Events are well attended by constituents of the university. Community appreciation nights at MidAmerica's basketball games are popular and have become a tradition over recent years for many in Olathe. The free nights are promoted through the local school district, *The Olathe News*, service groups, churches, the Chamber of Commerce and other organizations. For example, on February 17, 2007, attendance at the game resulted in standing room only in the nearly 2,800-seat Bell Family Arena.

In November 2005, the Ministry Resource Center held a seminar for Kansas City Metro churches and lay leaders of all denominations titled "*The Church in a Changing Culture*" with renowned speaker Brian McLaren. Nearly 350 attended this day-long event.

MAX (MidAmerica Xtreme) is a regional youth event for teens on the North Central region of the Church of the Nazarene, held each spring. MAX routinely attracts 900 attendees.

In 2007, an inaugural Martin Luther King, Jr. Prayer Breakfast was held at MidAmerica Nazarene University and over 100 civic, education and church leaders from the community, as well as MNU faculty and students, attended the event. Rev. Tony Cobbins, senior pastor of Canaan Worship Center in Kansas City, Mo., was the featured speaker. During the 2007-08 academic year, the University offered an ongoing cultural learning links series co-sponsored by the City of Olathe designed to increase dialogue and understanding related to the top five minority populations in Olathe.

Sporting events, plays, musical performances and many other events are attended by students,

alumni, the local and regional public and others.

Continuing Education

MidAmerica Nazarene University offers continuing education for licensed professionals in education and counseling. The teacher relicensure program offers year-round courses that allow teachers to obtain coursework toward the highly qualified provision of the No Child Left Behind legislation or for professional development and the program is taught by local practitioners and university personnel. Teachers from across the Kansas City Metro area enroll in the courses offered by the relicensure program.⁸

The certificate in play therapy offers a 17-month program for licensed mental health professionals seeking to become a registered play therapist. Training directors and instructors in the program are registered play therapist supervisors. These professionals are experienced and have held state office in the Kansas Association for Play Therapy. One currently serves on the board for the national Association for Play Therapy. Therapists from the local community and a few from across the nation enroll in this program.

MidAmerica Nazarene University faculty and staff also show they value the University's offerings by making use of the institution's tuition remission benefit. Between 2004-2007, the following number of employees have taken courses and/or earned degrees from the University: Traditional undergraduate; six (6), MHR degree completion program; five (5), and Graduate programs; twelve (12).

Community Evaluation of Services

MidAmerica Nazarene University enjoys a high level of involvement with the various communities it serves. Students, faculty, and staff participate in volunteer activities such as service learning activities which have been well received by the community. Food and clothing drives, blood drives, work with the homeless via the Kansas City Rescue Mission, and mission trips to inner city areas are examples of faculty and student volunteer activities. A number of students went to New Orleans to help with flood relief following Hurricane Katrina, and actions such as these reflect the compassionate culture of MidAmerica Nazarene University.⁹ Many students and faculty are also engaged in short-term mission trips in locations world wide. See Core Component 3C, pp. 120-123, for a full discussion of MNU's mission trips.

Feedback is sought in a variety of ways. Alumni surveys, exit surveys, course evaluations, and reports are solicited and submitted. There is also a great amount of anecdotal evidence reported through employers who consistently seek to hire our students and routinely speak very highly of our graduates. Oral feedback and expressions of appreciation are frequently received from many constituents.

⁸ Statistics can be viewed in the 2009 Data Book, p.10 in the resource rooms.

⁹ Student Development responses to criterion five committee questions, p.2. Available in the physical resource room.

Community Value of Graduates

Many of the graduates find work in the local community. The University consistently hears comments from local employers that they appreciate our graduates due to their good work ethic and moral values. The job placement board is never empty. Employment placement for many areas, such as teacher education, nursing and accounting are consistently high. Olathe Medical Center values the contribution that MNU makes to their workforce, both from the standpoint of student clinical rotations and the contribution by the numerous MNU graduates working in their facility. The Center awards \$10,000 worth of scholarships to MNU nursing students every fall, and have also contributed significant sums of money toward faculty salaries in the past.¹⁰

Campus Services

Health Services provides routine medical services as well as some skilled medical services for students and those in the campus community. The campus nurse completed the requirements to become a nurse practitioner in the summer of 2007. This expanded the University's ability to provide medical care for students by enabling the campus nurse to prescribe medication and provide other medical services on a full-time basis.

Use of Facilities

MNU's facilities are available for student groups, churches, banquet facilities, music recitals and sports teams. Several local Christian high schools use MNU's facilities for athletic events and other school related activities. The Kansas State Board of Nursing, the Olathe School District, and the Johnson County Health Department have utilized Hager Lecture Hall for their continuing education programs. Off campus congregations use classroom space on a weekly basis for Sunday School, Bible studies and youth meetings. The computer lab has been used for community training. With the opening of our new Bell Cultural Arts Center, many concerts and cultural events are now available to the community. More requests are made for campus facilities than can be accommodated. A partial list of groups, many of whom utilize the campus repeatedly, include:

Fellowship of Christian Athletes
Living Hope Church of the Nazarene
Panera Bread
Pathway Community Church
Olathe Parks and Recreation
Olathe Parks and Recreation
M.S. Society
Kansas Peace Officers Association
Johnson County Health Department
Nazarene Headquarters - Cross Cultural Orientation
Kansas Soccer Referees Association

¹⁰ Nursing Division's responses to the criterion five committee questions, p. 10. Available in the physical resource room.

MidAmerica Nazarene University's Play Therapy Certificate program runs a state-of-the-art play therapy center which is utilized by the public. Children and families have responded so well to the center that it has run to capacity since it opened in 2005. There is a waiting list for families to get into therapy at the center.

Conclusion

With regard to Criterion Five, MidAmerica Nazarene University has demonstrated that it serves its constituencies as a function of its mission. The institution's motto: "To Learn, To Serve, To Be," calls students, faculty and administrators to ongoing engagement in service to others for the dual sake of social good and personal transformation. MidAmerica has identified its constituencies as anyone who helps it accomplish and is affected by the accomplishment of its goals. Therefore, the University has implemented a variety of instruments to gather information regarding the needs of its various stakeholders and to determine the effectiveness of services provided. The University has provided significant service learning opportunities for its students and has engaged in collaborative ventures and partnership within the local community, and around the nation and world. Finally, the University has served constituents by providing educational programs which enhance the community, especially through adult and graduate program offerings. Using the mission of MidAmerica Nazarene University as its foundation, the University demonstrates its willingness and capacity to engage with its constituents to determine and meet their needs.

Strengths

1. MidAmerica Nazarene University has a distinction of serving the Church of the Nazarene and its stated educational region. The University has a close relationship with the church and serves it in the many ways stated above.
2. The University serves its constituencies through educational programs which enhance the community, especially through adult and graduate program offerings. The success of these programs has led the University's push for new ways to provide educational opportunities for students.
3. The University supports its mission by providing opportunities for students and others to serve civilization locally, nationally, and internationally. These programs provide growth opportunities for students while providing needed services for others.
4. The community values the graduates of MidAmerica and finds them to be well prepared for their respective careers.

Opportunities for Improvement

1. In all areas of academic programming there is room for the creation of additional online offerings and programs to improve convenience and modalities of service for the learner. For those online programs and students already in place, the University must extend outreach and opportunities

for service and engagement.

2. MidAmerica maintains very few honors programs to challenge its brightest students and programs must be put in place to address the needs of this underserved population.
3. There needs to be a more concerted effort university wide to discover and address the needs of parents. MNU makes significant efforts to do so at the beginning and end of the University experience, but there is room for improvement in between. The *Accent* magazine keeps parents informed while their student is enrolled at MidAmerica, however, other tools need to be employed by the University to serve this constituency group. For example, the Student Development office may form a Parent council to facilitate better communication.
4. Finally, the University needs to continue to look for and improve methods for measuring its value to the community.