

## **Criterion Five: Engagement and Service**

*Criterion Statement:*

**As called for by its mission, the organization identifies its constituencies and serves them in ways both value.**

**Core Component - 5A. The organization learns from the constituencies it serves and analyzes its capacity to serve their needs and expectations.**

*Examples of Evidence:*

- The organization's commitments are shaped by its mission and its capacity to support those commitments.
- The organization practices periodic environmental scanning to understand the changing needs of its constituencies and their communities.
- The organization demonstrates attention to the diversity of the constituencies it serves.
- The organization's outreach programs respond to identify community needs.
- In responding to external constituencies, the organization is well served by programs such as continuing education, outreach, customized training, and extension services.
- Other

**Core Component - 5B. The organization has the capacity and the commitment to engage with its identified constituencies and communities.**

*Examples of Evidence:*

- The organization's structures and processes enable effective connections with its communities.
- The organization's co-curricular activities engage students, staff, administrators, and faculty with external communities.
- The organization's educational programs connect students with external communities.
- The organization's resources—physical, financial, and human—support effective programs of engagement and service.
- Planning processes project ongoing engagement and service.
- Other

**Core Component - 5C. The organization demonstrates its responsiveness to those constituencies that depend on it for service.**

*Examples of Evidence:*

- Collaborative ventures exist with other higher learning organizations and education sectors (e.g., K-12 partnerships, articulation arrangements, 2+2 programs).
- The organization's transfer policies and practices create an environment supportive of the mobility of learners.
- Community leaders testify to the usefulness of the organization's programs of engagement.
- The organization's programs of engagement give evidence of building effective bridges among diverse communities.
- The organization participates in partnerships focused on shared educational, economic, and social goals.
- The organization's partnerships and contractual arrangements uphold the organization's integrity.
- Other

**Core Component - 5D. Internal and external constituencies value the services the organization provides.**

*Examples of Evidence:*

- The organization's evaluation of services involves the constituencies served.
- Service programs and student, faculty, and staff volunteer activities are well received by the communities served.
- The organization's economic and workforce development activities are sought after and valued by civic and business leaders.
- External constituents participate in the organization's activities and co-curricular programs open to the public.
- The organization's facilities are available to and used by the community.
- The organization provides programs to meet the continuing education needs of licensed professionals in its community.
- Other

“Engagement and Service” Members

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Link to the Criterion Groups:

<http://www.ndsu.edu/ndsu/accreditation/criteria.shtml>

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