STANDARD TEN: PUBLIC DISCLOSURE

Supporting documents for Standard 10 consist mainly of URLs, since UNH has very few printed materials. The URLs are found in the Data First chart for this standard, appended to the Self Study in the Standard 10 Supporting Documents file. The URLs are generally not linked to the narrative below because of the sheer numbers of documents and references to same in the narrative.

Description

Guided by its public land-grant charter to serve the citizens of our state, the University of New Hampshire clearly articulates, for all to read, our program, policy, faculty, staff, and student information. We strive to make information easy to find and easy to read. Virtually all websites invite readers to contact individuals by e-mail and/or by telephone to gain further information that may not be provided. Although we still print brochures for various programs and events, all of our information is best accessed online, including the University of New Hampshire Catalog and the time and room schedule which are no longer printed in hard copy.

The University's public website publishes all information specified in Standard 10. Timely posting allows students and prospective students to make informed decisions about their education. UNH complies with all reasonable requests for information; for example, we regularly provide information for the press on such items as faculty numbers and types, salary information, and non-confidential student data.

UNH provides notice as to the availability, upon request, of its publications and its most recent audited financial statement or a fair summary thereof.

Our current UNH Catalog describes the ways in which UNH is consistent within its mission. The catalog constitutes a record of the obligations and responsibilities of both students and the institution. Current information about admission and attendance can be found in the catalog and on the Admissions' website. Archived editions of the catalog ensure that alumni, returning, and former students have adequate access to relevant information. All forms of print and electronic communications officially representing our institution are consistent with catalog content and accurately portray the conditions and opportunities available at UNH.

On the website, UNH's foundational information is easily found and regularly updated, including the following: the university's mission, objectives, and expected educational outcomes; its status as a public institution; requirements, procedures, and policies related to admissions and the transfer of credit; a list of institutions with which we have articulation agreements; student fees, charges and refund policies; rules and regulations for student conduct; procedures for student appeals and complaints; items related to attending or withdrawing from the university; academic programs, courses currently offered, and other available educational opportunities.

Academic policies, procedures, and requirements for degrees or other forms of academic recognition are also posted. The Provost's site provides a good gateway for accessing services for students, faculty, academic programs, and other important information. Operational and academic units at UNH maintain websites which detail programs and services. Once the Law School is fully integrated into UNH, links to its website will be available from the Provost's site in the same way that colleges are currently linked. The search function on the UNH website provides an efficient means of accessing these sites and other sites for related information. For example, a search for the UNH School of Law provides sites that include particular programs at the law school such as the study of public interest law at the Rudman Center.

Faculty listings can be found on departmental webpages and through the on-line faculty/staff directory. Each department is responsible for publishing a list of its current faculty, distinguishing between those who are tenure-track and those who are lecturers, clinical faculty, or research faculty, and/or full- and part-time status, showing degrees held and the institutions granting them. A number of departmental websites include faculty vitae and photographs. The names and positions of administrative officers and the names and principal affiliations of members of the governing board are also included on the university website. Biographies of Board members are posted on the University System of New Hampshire website. (USNH)

UNH publishes the locations, and programs available at various instructional locations, including study abroad, along with a description of the programs and services available at each location. UNH has no stand-alone programs operating overseas. UNH Manchester (UNHM) maintains its own website, linked to the overall UNH website. The UNHM site describes programs, services, and personnel unique to that campus. The Law School currently maintains its own website.

The Time and Room Schedule, maintained by the Registrar's office, lists courses taught in each semester. The University Catalog contains the full complement of courses that rotate on a bi- or tri-annual basis. The catalog omits those programs, courses, services, and personnel not available during a given year, thus it does not list as current any courses not taught for two consecutive years that will not be taught during the third consecutive year. All relevant departments are asked to update each publication in a timely manner. Whenever the teaching of a course has lapsed for more than three years, the sponsoring department must petition the college to retain the course. Approvals are required by department/division chairs, appropriate deans, and the Vice President for Academic Affairs. The time and room schedule, generated by academic departments, is published each semester and in the summer, essentially updating course offerings for the year, including instructors.

The university publishes a description of the size and characteristics of the student body, the campus setting, the availability of academic and other support services, the range of co-curricular and non-academic opportunities available to students, and all learning and physical resources from which a student can reasonably be expected to benefit. For example, the following statement and linked sites are among the helpful resources described on the website of the Vice President for Student Affairs and Services:

> We believe that by providing you with experiences, opportunities and support that encourage you to reach your academic and personal potential we are helping to prepare you to participate effectively—and to lead—in a changing world. The scope of our work includes Enrollment Services, Student Affairs and Public Safety. Our offices can assist you (and your

family) as you navigate UNH. If you have questions or concerns and are uncertain where to turn, please let us know, because we believe we can help you. (http://www.unh.edu/vpsas/)

Information is updated by semester, and is available to the public on the UNH website.

The university, through its colleges and departments, its general education and writing requirements, and its academic and co-curricular enrichment programs publishes its goals for students' specific learning outcomes and, more broadly, their educations. We monitor our students' success, through, among other data, rates of retention and graduation, and other measures appropriate to the specific missions of individual units. (See standards 4 and 6.) We have, readily available, valid documentation for any statements and promises regarding such matters as program excellence, learning outcomes, success in placement, and achievements of graduates or faculty.

Financial information important to students and their families is available on our website. This includes information about the total cost of education, the availability of financial aid, the expected amount of student debt upon graduation, and UNH's student loan default rate. In addition, we provide information regarding the typical length of study and a variety of student financial support options. As noted above, this type of information is designed to help students and their families make informed financial decisions as they consider UNH as their University of Choice.

The university provides ready access to its current accredited status, including links to our previous NEASC self-studies and reports. Professional accreditations are listed on departmental websites (for example, business, education, engineering, health professions).

Appraisal

The University of New Hampshire is committed to public disclosure and posting of timely, accurate information. We view ourselves as the "University of Choice" where students and their families have full access to information that will help them decide whether or not UNH should be their choice for higher education.

One challenge has been to put updating protocols in place regarding website information and design. With one exception (faculty listings), our information is up to date, and we have both formal and informal processes to monitor changes over time. Visitors to the University website can find all relevant information easily, and all consumer information required by federal law, is "three-clicks" away, or less, from our main page.

Projections

Directed by the Provost, Human Resources will work with University Communications to bring accurate faculty listings onto a single webpage in 2014, to be updated annually.

Over the next two years, the Provost's office will require the updating of protocols for website information and content templates from all operations and academic units. From there on, any change in or breach of protocol will be reported for potential action to the Office of the Provost.

Institutional Effectiveness

With one exception (see Appraisal and Projections), the University maintains a systematic process of both regular and periodic reviews to ensure that its print and electronic publications are complete, accurate, available, and current. When we find areas that are deficient, we develop plans for improvement. In addition, we encourage members of the community to make suggestions for improved communication: examples include new websites to provide accurate and complete information about UNH summer programs, fellowships, and professionally-oriented "toolboxes" that collect courses in professional communication, information technology, and entrepreneurship that are useful for all students, regardless of major, as they look for jobs.

STANDARD TEN DATA FIRST FORMS