



## **INSTITUTIONAL IMPROVEMENT SERVICES**

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### **4.1 INSTITUTIONAL IMPROVEMENT SERVICES**

#### **4.1.1. Types of Services**

The Commission on Secondary Schools shall make two types of services available to member and non-member institutions:

- Services provided as a part of membership dues to candidate and accredited institutions
- Services provided for a fee to member and non-member institutions

**4.1.1.1. Scope of Services Provided as a Part of Membership Dues and Required Fees:**  
The following services shall be provided, free-of-charge, to accredited and candidate institutions as a part of annual membership dues.

- a.) Listing of the institution's name and pertinent information in all Commission directories and on the Commission website as an accredited or candidate member
- b.) Official notice of accreditation and a personalized accreditation certificate for display
- c.) Unlimited attendance at workshops offered on overview and awareness of accreditation protocols and other required aspects of the accreditation process (although attendance at each session may be limited due to space)
- d.) Attendance at chair training workshops (by invitation only)
- e.) Technical assistance from staff via phone, mail, and email
- f.) Consultation with schools preparing for accreditation and the phases of continuous school improvement
- g.) A maximum of one onsite visit and/or presentation on accreditation-related topics once every three years by CSS staff or Commission representative
- h.) All necessary technical reviews of objectives required by strategic planning accreditation protocols
- i.) Provision of CSS-developed accreditation self-study and planning materials (up to two copies per institution) and permission to make additional copies as needed for accreditation purposes
- j.) Research and development necessary to develop and maintain current, useful, and relevant accreditation self-study and planning materials
- k.) Use of both the CSS and the MSA logo
- l.) Maintenance of federal recognition for Title IV HEA programs; to keep on file with the U.S. Secretary of Education the Commission's policies and procedures; to provide regular updates to the Secretary on accredited institutions accredited for Title IV purposes (for postsecondary, Title IV institutions only)
- m.) Official letters, upon request of the institution, verifying membership status to other individuals and organizations. (e.g. College Board, National Board for Professional Teaching Standards, state education and certification departments, armed services recruiters, etc.)
- n.) Provision of evaluation teams to evaluate the institution on behalf of CSS; training of team chairs

- o.) Provision of print and online newsletters and articles about accreditation
- p.) Opportunity to participate in Commission on Secondary Schools governance by electing Commission representation, responding to Commission input/needs assessment surveys, and participation on advisory committees.
- q.) Opportunity for professional development and enrichment by serving on evaluation teams
- r.) Processing of accreditation maintenance reports and visits
- s.) A voice in establishing the Standards for Accreditation
- t.) Opportunity to gain continuing education units for required teacher/administrator certification mandates
- u.) Maintenance of historical records of institutional accreditation

4.1.1.2. Scope of Services Provided for a Fee: The following services may be provided, for a fee, to non-member, accredited and/or candidate institutions.

- a.) Attendance at workshops offered on topics related to institutional improvement, but not required for successful completion of the accreditation process
- b.) Onsite visits and presentations by staff that exceed those outlined in services covered by membership dues
- c.) Facilitation of “Plan-to-Plan” documents and other sessions to outline a framework for institutional improvement efforts
- d.) Facilitation of strategic planning
- e.) Design and development of assessment tools
- f.) Design, development, and interpretation of satisfaction and perception surveys
- g.) Conducting curriculum audits
- h.) Designing and writing tailor-made institutional improvement protocols
- i.) Conducting Board training sessions
- j.) Designing head of institution evaluation instruments
- k.) Other institutional improvement services, as appropriate

4.1.2. Limitations on Providing Services for a Fee to Member Institutions

The Commission may provide additional services for a fee to member institutions if the following conditions are met:

- a.) All such services shall be approved in advance by the Executive Director. In cases where the Executive Director is the service-provider, the Executive Director shall report to the Commission at its next regularly scheduled meeting on such activities.
- b.) Staff providing the service shall not serve as the institution’s Agent of Responsibility.
- c.) The service provided is clearly beyond the scope of typical accreditation services.
- d.) Staff is prohibited from providing any service for a fee that could be construed as actually writing segments of the institution’s self-study or strategic plan. Staff shall take extra care to ensure that institutions with whom CSS has a services for a fee relationship follow the typical “checks and balances” review process with review by the appropriate advisory committee, the Membership and Accreditation Committee and the full Commission before any accreditation action is taken.
- e.) During accreditation discussions regarding the institution, the service-provider (staff who is currently providing or already provided the service) shall abstain

