

QUESTIONS FOR REFLECTION

Expectations Matter (Chapter 4)

1. What are the expectations that your institution explicitly communicates to students, faculty, and staff? What are the implicit expectations the institution communicates? How do the explicit and implicit expectations align?
2. How clear, consistent, coherent, and explicit are expectations for different constituent groups (that is, students, staff, faculty) at your institution? How are those expectations linked to your institution's mission and values and focused on students and learning? Where and how are these communicated?
3. Are expectations for student performance set at appropriately high levels, given students' academic preparation? Are academic challenges for students balanced with appropriate support?
4. How do you and your institution encourage and support individuals and groups in setting and meeting their own expectations?
5. What methods (for example, honor codes, traditions, rituals, formal events, trainings, social media) does your institution use to uphold, reinforce, and celebrate expectations?
6. How do you address gaps between desired institutional expectations and actual performance?