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Strategic Planning Overview
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Strengths and Challenges

Strengths

	vs. Comparison
13. The campus is safe and secure for all students.	+
36. Tuition paid is a worthwhile investment.	+
14. My academic advisor is knowledgeable about my program requirements.	+
20. Students are made to feel welcome here.	+
45. Campus item: The interactions I've had with staff on this campus have been positive.	
44. Campus item: It is an enjoyable experience to be a student on this campus.	
15. Financial aid counseling is available if I need it.	+
28. This campus provides online access to services I need.	
39. On the whole, the campus is well-maintained.	+

Challenges

- 40. There are sufficient courses within my program of study available each term.
- 8. The quality of instruction I receive in most of my classes is excellent.
- 9. I am able to register for the classes I need with few conflicts.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 25. Faculty provide timely feedback about my academic progress.
- 2. Classes are scheduled at times that are convenient for me.
- 46. Campus item: CMCC's current online course offerings meet my needs.

Benchmarks

Higher Satisfaction vs. National Community Colleges Form B

- 13. The campus is safe and secure for all students.
- 36. Tuition paid is a worthwhile investment.
- 14. My academic advisor is knowledgeable about my program requirements.
- 20. Students are made to feel welcome here.
- 15. Financial aid counseling is available if I need it.
- 5. Financial aid awards are announced in time to be helpful in college planning.
- 19. Registration processes and procedures are convenient.
- 32. I am able to take care of college-related business at times that are convenient for me.
- 38. Most classes deal with practical experiences and applications.
- 39. On the whole, the campus is well-maintained.

Lower Satisfaction vs. National Community Colleges Form B

- 2. Classes are scheduled at times that are convenient for me.

Higher Importance vs. National Community Colleges Form B

- 15. Financial aid counseling is available if I need it.
- 5. Financial aid awards are announced in time to be helpful in college planning.