

Noel Levitz
Strategic Planning Overview
May 2021

Strengths and Challenges

Strengths

	vs. Comparison
13. The campus is safe and secure for all students.	+
14. My academic advisor is knowledgeable about my program requirements.	+
20. Students are made to feel welcome here.	+
28. This campus provides online access to services I need.	
29. There are convenient ways of paying my school bill.	+
42. Campus item: The Learning & Advising Center is a helpful resource.	

Challenges

2. Classes are scheduled at times that are convenient for me.	
25. Faculty provide timely feedback about my academic progress.	
1. The campus staff are caring and helpful.	
34. Faculty are usually available to students outside of class (During office hours, by phone, or by email).	
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.	
16. My advisor helps me apply my program of study to career goals	+
40. There are sufficient courses within my program of study available each term.	
46. Campus item: CMCC's current online course offerings meet my needs.	

Benchmarks

Higher Satisfaction

- 3. My academic advisor is available when I need help.
- 29. There are convenient ways of paying my school bill.
- 32. I am able to take care of college-related business at times that are convenient for me.
- 16. My advisor helps me apply my program of study to career goals.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 36. Tuition paid is a worthwhile investment.
- 20. Students are made to feel welcome here.
- 13. The campus is safe and secure for all students.
- 14. My academic advisor is knowledgeable about my program requirements.

Lower Satisfaction

- 8. The quality of instruction I receive in most of my classes is excellent.

Higher Importance

- 3. My academic advisor is available when I need help.
- 14. My academic advisor is knowledgeable about my program requirements.