

AQIP

December 4, 2009

Table E :

Strengths:

- Well maintained facilities
- Dedicated employees
- Support services for students
- ITS-support
- Advertising-MCC
- Promoting from within
- Genuine concern for students
- Strong community connection

Table K:

Strengths:

- Information Center (call center)
- Large number of both academic and occupational programs
- Opportunities for student interaction physical space/ cultural change
- Addition of certificate programs-keeping up with needs
- MCC open to the community
- Classrooms well equipped for student learning/technology, cleanliness, etc.
- Articulation agreements expanding and 3+1 vs. 2+2 (university center)
- Community open to MCC-supportive
- Provide safe environment
- New fresh ideas/programs with individuals experienced in field
- Responsive to ER needs (e.g. enrollment/registration)

Table Q:

Strengths:

- College listens to students
- Team work
- 1st shift and uniforms/cleaner campus
- Facilities visible
- Better service/more social
- College going green
- Expanded public safety
- Wifi everywhere

Recommendation:

- Facilities workers have input when buildings are built or remodeled, because we must clean and maintain them

Table O:

Strengths:

- Developing “culture”/ services for students, not only academics
- Degree audit process
- 18-mo focus on Science/Math
- Everyone is student centered
- Presidential forums
- Not much “us vs. them” (adversarial)
- Strong sense of community
- Many “secret” services being offered to community (dental, cosmetology)
- Student learning opportunities outside the classroom (CLEF, clubs, activities)
- Pride in our campus—good “stewards” (helps students learn about pride in their campus) Whole community is proud of our campus
- Excellent lab facilities (science)
- Facilities people helping community with improvement in nearby buildings
- Safe campus

Recommendation:

- Streamline admissions and registration (7 hour wait!)
- Better advising process
- More formal interaction with high school counselors
- Integrate/coordinate student progress from initial admission to graduation
- Fix misuse of prerequisite overrides
- Need for developmental courses and proper advising into them
- Improve parking (especially at beginning of semester and for services to community) dental and cosmetology
- Idea: tear down Whittier for parking
- Student Assistance Plan (like EAP)
- Increase cultural opportunities on campus
- Grease the skids
 1. Admissions
 2. Financial Aid
 3. Academic Prep (placement)
 4. Course sequencing and registration (Advising)
 5. Tech prep

6. Interventions/mentoring
7. Preparation for graduation
8. Employment preparation

Table M:

Strengths:

- Information Center (20200)
- Good food at meetings
- Emergency response
- Dedication of faculty
- Teamwork (helpful staff & faculty)
- Admissions process
- Advising process
- Public safety
- More programs for students
- Class scheduling
- Grading System
- Campus well cared for
- Employee retention and satisfaction
- Friendly employees
- Strong support staff
- Great reputation in the community

Processes (that work):

- Interview process/hiring process
- Communication between coordinators and advisors
- Advising
- WFD

Table P:

Strengths:

- 2-day suspended until 12/9
- Bear Bistro is greatly appreciated for food and lounge areas
- Study zones in more buildings
- Library updates
- Wi-Fi availability (campus wide)
- ITS merger and willingness to support programs
- External collaboration with health care, with WFD and economical development
- Library collaboration-Palnet (Baker, Kettering)
- University Center and art agreements (2 places on campus for students to meet)
- Mott Middle College-Students taking classes
- Art/Design working with local organizations
- Student referrals, more happening
- Students are proud of availability and quality of technology (as compared to other schools)
- “Thanks” from 4-year university faculty for preparing students so well and students who transferred there
- Students say that Mott has someplace to go (offices, Deans, counselors, etc.) to meet needs
- Advisory committees to occupational programs say Mott students are will prepared
- Faculty are highly competent in their fields
- Always looking to/practicing continuous improvements
- Genuine concern for student success and students feel this

Recommendation:

- We recommend creating a culture of right to student “success” (rather than “right to fail” that begins with addressing student’s developmental learning needs (reading, writing, math). First in order to better prepare them for college classes, this could include: requiring students to take developmental classes to a certain level, requiring students to meet with counselor/advisor each semester until developmental level met.
- Create an Academic Advisor coach
- Communicate what levels are needed for success to K-12

Table I:

Strengths:

- Dedication to students needs
- Very welcoming-listened to
- Public safety-very helpful
- Facilities and grounds, updates-great improvements
- Departments helpful when you call/needed
- People
- Well known in the community by other institutions & businesses
- Visibility
- Faculty support, workshops
- Open to change, expanding
- Collaborates well with other institutions
- Students able to obtain skills
- Teachers encouraging

Processes:

- New program development (always changing, updating)
- Food service & events office-well done, smooth process
- Close relationship with college & Foundation
- Online registration-Great, works well

Recommendation:

- Financial Aid-make faster, easier
 1. Make faster
 2. Inconsistent information being given
- Retention
 1. Readiness-students under prepared
 2. Mandatory placement
- Mentors
 1. Student/staff faculty
 2. Assign new students to one
- Parking-more
- Improved custodian services
- Better collaboration between departments and programs
 1. Work together better
 2. Grading consistency (between disciplines)
- Better communication between departments and stake holders
 1. What all is going on-programs, etc.

Table J:

Strengths:

- Math empowerment lab
- Degree audit program
- New ITS area and combines support
- Student friendly expanded tutoring services
- New forensics program that includes inter-department collaboration (criminal justice, chemistry, biology)
- Collaboration with 3 Community colleges and local plants for development of the Volt
- Datatel programmers and other departments with implementation of new applicants
- Financial aid workshops through admissions
- Maintenance and facilities collaboration
- Diversified classes
- Use of computer labs
- Friendly faculty and staff
- Faculty as experts in their fields
- Staff and administrators good at making student friendly atmosphere
- Employee groups well diversified, great mix of backgrounds
- Maintenance department maintains safe environment
- Physical quality of campus in good condition (smart rooms)
- Modern updating
- Budgeting
- Large degree of Academic Freedom
- Student success

Table F:

Strengths:

- Everyone's focus on student success
- MCC has ability to acquire resources
- Committed to meeting needs of community
- Caring faculty & staff
- Staying current with available technology
- Outstanding library innovation and collaboration
- Providing great technology resources to students (wireless)
- Flexibility in course offerings/scheduling
- Improving quality of satellite campuses
- Affordable tuition rates
- Bear Bistro
- Relocating student services to one location
- Tutoring services
- Awesome webpages

Recommendation:

- We recommend a process be developed so that every student who registers for a class has a high probability of success and is willing and able to contribute to a positive academic environment.

Table H:

Strengths:

- Quality of Faculty
- Collaboration within divisions
- General overall concern for college and students
- Facilities-attractive, clean especially Bistro (home away from home for kids)
- Enrollment
- Professional Development Opportunities
- Opportunities for students to get extra help-writing center, computer lab, tutorial services, math empowerment center
- College's commitment to improvement to cutting edge technology
- Highly qualified faculty, staff and administrators
- Student's say they get direct answers rather than being sent from office to office
- Wireless access is great
- Faculty are available, approachable, "nice"
- Low tuition
- College wide communication
- Executive level-team approach, very collaborative attitude at the top

Opportunity Conversation:

- Encourage higher academic standards among faculty and students (minimalist attitude towards academic achievement)
- Improve student behaviors-civility appropriate use of technology in class
- Build a college culture with norms that promote student learning, focus and success
- Create fitness center
- Create developmental student cohort groups-give faculty release time to create and oversee collaboration, hire more full time faculty
- Registration by credit hours earned, higher priority to students with more credits
- Bigger classrooms/high quality furniture/flexible classroom/spaces for group work
- Develop a process to help developmental students be better prepared for college
- Work to improve retention rate for all students
- Need more staff in ITS

- A regular faculty meeting not mediated by administrators-teaching-conversation-days-run by faculty to promote collaboration and creativity
- Pull in facilities people to generate ideas about classroom space, financial aid people, ITS people

Recommendation:

- We recommend the creation of a regular teaching-learning centered meeting led by faculty but pulling in staff from across campus to foster collaboration, creativity and innovation to improve student learning and retention.

Table G:

Strengths:

- Bear Bistro and nutrition for students
- Wi-Fi access
- Student services contained in on central area
- Facilities (online help) request service
- Technology-communicate more effectively
- EMS
- Student resources for student success learning center, tutoring, Ellen’s Closet
- Security of buildings (personnel and access to emergency points)
- Very team and family oriented staff
- Smaller campus allows for easier access to classes
- Professional Development workshops (anyone can give a workshop)
- “College Town” initiative with FIA
- Student interaction with higher administration through student forums
- Well qualified faculty and staff (due to rigorous HR interview process)
- Parking structure improvements
- Beautiful well maintained campus
- Variety of academic offerings
- Collaboration between HR and the various employee groups
- Students say faculty are approachable and friendly
- Diversity (all walks of life, age groups, ethnic groups) open to enrollment intellectual levels

Table N:

Strengths:

- Leadership
- Very experienced and knowledgeable staff
- Staff/faculty very friendly
- Progress toward 1 stop student services
- Great recruiting/advertising
- PR in general is excellent
- Staff-pride in our work, great communication, helpful to other staff
- Food service/Bistro great positive change
- Seems to be better cross functional teams for process improvement projects
- Good reputation with local employers

Recommendation:

- We recommend process improvement from the initial contact with a student up to the point of advising

Table A:

Strengths:

- Affordable
- Transferable credits
- Diversity in programs
- Student services central location and student life
- Call center
- Accessibility (location & faculty)
- 4-year program available on campus
- Safe-learning environment
- Easy transition for high school
- User friendly for working students
- Bear Bistro
- Library improvement (aesthetically & internally)
- Faculty and staff “like what you do”
- Computer lab
- Service learning
- Bear Bistro

Processes:

- Advising, orientation and placement testing
- Recruiting day and established relationships with employers in the community
- Community events participation
- Reputation “good”
- Advertising of MCC in the media

Table Discussion:

- Inter-disciplinary communication between disciplines
- G-mail

Recommendation:

- We recommend to better prepare our students for success through accountability & occupational dedication

Table D:

Strengths:

- Advising-works with large volume of students and sends them to appropriate areas
- Curriculum development-responds to economy and status of community to provide programs and re-training
- Recruiting-MCC seeks out best qualified individuals for positions
- Planning-look toward present needs and future
- Projects-interdepartmental collaboration development throughout college
- Quality team work
- Staff-good attitude, and asset
- College is inviting/friendly
- Interdepartmental/college-wide communication
- Excellent facility/grounds upkeep
- Technology fee improvements
- Curriculum/program revisions to address community needs
- Attitude to plan for the future
- Campus size allows for personalized customer service
- Extension sites give extended exposure
- Departments help to give students direction
- Interaction and connection to community
- Quality and affordable education
- Enhancing the current coordination of student information and records via establishment of central database (computerized and bridging the gap)

Table B:

Strengths:

- Gen. Ed. Requirements-more student friendly
- Quality instructors, administrators, staff and faculty
- Computing services
- Campus security
- Maintaining facilities, improvements
- CPSC
- Workforce development
- Student friendly administration
- Strong purchasing/accounting departments
- 2 + 2 program
- Participation of community activities and outreach
- Courses scheduled, offerings and content meet community needs
- Move of art department to VADC-more centralized
- Student Ombudsman

Recommendation:

- Make 1st semester experience to provide student opportunity to be socialized into college culture
- Better communication process between departments
- Student conduct behavior
- Mentoring 1st year students
- Better communication between departments
- Faculty/student campus projects community and a resource
- Advising improvements as needed
- Admissions processes could be improved
- Financial aid development/options
- More resources towards retention (student services, academics)

Table C:

Strengths:

- The increase in staffing to help to process large quantities of financial aid students
- Facilities: nice, well-kept grounds & paving, always improving
- Bear Bistro-thank you for the food
- Public safety-very helpful, respond quickly, support staff/faculty & students, helps us do our jobs better
- Community activities/involvement (dental, cosmetology, halloween party, lecture series). Community meetings, political shindigs)
- Academic rigor-seems to be better than other community colleges
- CTL-provides support/training
- Employees-dedicated, good-willed, collegiality, positive attitudes, hard working)
- Student life opportunities

Recommendation:

- We recommend that MCC opens a discussion among all agencies involved in the advising/admission, registration process (IT, advising, faculty) to implement positive change in the process and to provide a more improved, coordinated effort/process