

APPENDIX C: Complete Constellation Results

TABLE 7a: Importance Means for All AQIP Constellation Statements
(listed in order of most to least important)

| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| 43. | Technology is up-to-date and well-supported. | 7.27 | 1.87 | 85.05 | 1.66 |
| 32. | Mott CC trusts Faculty and staff to do their work effectively. | 6.91 | 2 | 85.66 | 1.65 |
| 30. | Mott CC's hiring processes make certain the people it employs possess necessary credentials, skills, and values. | 6.79 | 2.32 | 86.67 | 4.2 |
| 40. | Administrators ensure that Faculty and staff have the resources they need to do their work. | 6.75 | 2.2 | 85.25 | 1.42 |
| 41. | Appropriate maintenance ensures that both facilities and equipment can be used effectively. | 6.74 | 2.19 | 84.44 | 1.91 |
| 9. | Mott CC makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials. | 6.68 | 2.45 | 93.13 | 6.07 |
| 75. | Students have convenient access to the information and resources necessary to support their learning. | 6.63 | 2.41 | 82.83 | 6.1 |
| 8. | Mott CC intentionally promotes excellence in teaching. | 6.62 | 2.45 | 93.33 | 6.28 |
| 28. | Mott CC makes certain that Faculty and staff get the training and professional development their work requires. | 6.58 | 2.28 | 86.06 | 1.88 |
| 74. | Programs and services are designed to meet the needs of those Mott CC serves. | 6.55 | 2.33 | 82.83 | 5.61 |
| 81. | Divisions/departments work effectively as teams. | 6.46 | 2.41 | 82.02 | 4.43 |
| 48. | Mott CC ensures that students have easy access to the people and services they require to be successful. | 6.46 | 2.36 | 84.04 | 4.81 |
| 73. | Mott CC's basic education or developmental offerings effectively prepare students for courses and programs. | 6.42 | 2.57 | 83.43 | 7.75 |
| 34. | Administrators communicate a clear vision for Mott CC's future. | 6.42 | 2.35 | 86.06 | 3.99 |
| 33. | Faculty and staff are recognized for their contributions and accomplishments. | 6.41 | 2.19 | 85.66 | 1.65 |
| 42. | Support services harmonize with Mott CC's focus on education and learning. | 6.35 | 2.39 | 85.05 | 5.22 |
| 10. | Faculty and staff have a shared understanding of Mott CC's educational goals for students. | 6.26 | 2.4 | 93.33 | 5.19 |
| 6. | When making institutional decisions, administrators consider the impact on students and learning. | 6.26 | 2.54 | 94.34 | 5.78 |
| 53. | Faculty and staff have access to the data and information that they need to improve the quality of the work they do. | 6.25 | 2.45 | 83.64 | 6.04 |
| 71. | Advising processes work effectively to get students in appropriate courses and programs. | 6.24 | 2.82 | 83.43 | 9.93 |
| 77. | Communication occurs effectively up, down, and across different units of the organization. | 6.23 | 2.62 | 83.03 | 5.11 |
| 13. | Mott CC has processes to ensure that students are prepared for the programs and courses in which they enroll. | 6.23 | 2.6 | 91.92 | 7.03 |
| 35. | Mott CC's core values stress the centrality of learning. | 6.22 | 2.58 | 85.45 | 7.33 |
| 44. | Budgeting processes ensure resources are effectively allocated. | 6.2 | 2.81 | 84.44 | 10.53 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|-------------|----------------|----------------------|---------------------|
| 5. | Student Services divisions/departments provide programs and services that complement Mott CC's academic curricula. | 6.19 | 2.51 | 94.34 | 7.49 |
| 76. | Divisions/departments have the data and information they need to make improvements. | 6.18 | 2.56 | 82.83 | 8.29 |
| 12. | Mott CC regularly evaluates the effectiveness and relevance of its courses and programs. | 6.16 | 2.62 | 91.92 | 9.23 |
| 70. | Students have good access to faculty outside of scheduled classes. | 6.15 | 2.73 | 83.43 | 11.14 |
| 80. | Planning processes improve Mott CC's effectiveness. | 6.12 | 2.59 | 82.42 | 8.58 |
| 72. | Mott CC supports civic, social, and/or environmental issues in the area it serves. | 6.1 | 2.4 | 83.03 | 6.57 |
| 78. | Mott CC actively encourages innovation. | 6.1 | 2.53 | 82.42 | 6.86 |
| 22. | Mott CC measures how effectively it serves its students. | 6.09 | 2.57 | 87.27 | 7.17 |
| 55. | Divisions/departments set specific targets for the goals they want to achieve. | 6.08 | 2.36 | 83.84 | 6.26 |
| 56. | Mott CC has well-understood strategies to ensure it will continue to be effective in the future. | 6.08 | 2.61 | 83.43 | 8.96 |
| 36. | A clear understanding of Mott CC's priorities guides Faculty and staff in their work. | 6.05 | 2.33 | 85.66 | 3.54 |
| 57. | Divisions/departments set specific targets for improving their work. | 6.04 | 2.53 | 83.64 | 7 |
| 65. | Mott CC builds effective relationships among faculty, staff, and administrators. | 6.04 | 2.44 | 83.43 | 3.63 |
| 31. | Mott CC seeks out the views of Faculty and staff on ways to improve operations and performance. | 6.04 | 2.6 | 85.66 | 4.01 |
| 60. | Mott CC allocates resources effectively in support of its plans and future goals. | 6.02 | 2.64 | 82.83 | 10 |
| 7. | Mott CC clearly communicates its learning expectations to both current and prospective students. | 5.99 | 2.54 | 94.14 | 7.72 |
| 45. | Mott CC effectively identifies the support service needs of its Faculty and staff, units, and divisions/departments. | 5.98 | 2.62 | 84.65 | 8.35 |
| 50. | Mott CC regularly measures its progress toward achieving its goals. | 5.97 | 2.66 | 84.04 | 10.1 |
| 66. | Mott CC's key partnerships with other institutions and organizations are well-known. | 5.97 | 2.49 | 83.43 | 7.26 |
| 29. | Evaluations regularly provide Faculty and staff with concrete feedback on ways to improve. | 5.97 | 2.49 | 86.46 | 4.21 |
| 18. | Mott CC regularly solicits feedback to improve offerings and services to the communities it serves. | 5.96 | 2.51 | 89.29 | 7.24 |
| 67. | Mott CC creates and builds relationships with external organizations that provide services to our students. | 5.94 | 2.46 | 82.83 | 7.32 |
| 37. | Administrators empower Faculty and staff by clearly delegating areas of authority. | 5.93 | 2.47 | 85.45 | 5.2 |
| 21. | Mott CC responds rapidly to the changing needs of students. | 5.93 | 2.62 | 87.07 | 6.96 |
| 4. | Mott CC uses student assessment results to improve teaching and learning. | 5.92 | 2.64 | 94.95 | 8.51 |
| 69. | The faculty and staff feel they are in a partnership with administrators. | 5.91 | 2.53 | 83.03 | 3.65 |
| 39. | Organizational and committee structures support good decision-making. | 5.91 | 2.53 | 84.85 | 7.38 |
| 62. | Faculty and staff share a vision of what Mott CC will be like in the next 5-10 years. | 5.9 | 2.64 | 83.03 | 6.33 |
| 52. | Mott CC regularly assesses whether students achieve program and | 5.9 | 2.71 | 83.43 | 10.89 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|---|------|---------|---------------|--------------|
| | course goals. | | | | |
| 19. | The results of Mott CC's non-educational work strengthen the overall institution. | 5.89 | 2.43 | 88.89 | 7.04 |
| 64. | Mott CC builds relationships with the institutions and organizations from which its students come. | 5.89 | 2.57 | 83.03 | 8.52 |
| 49. | Divisions/departments can show their contribution to meeting Mott CC's overall goals. | 5.89 | 2.55 | 83.64 | 8.94 |
| 15. | Mott CC maintains a climate that encourages students to express their ideas, even unusual or unpopular ones. | 5.88 | 2.5 | 91.72 | 6.83 |
| 14. | Mott CC identifies specific targets for improving student learning. | 5.87 | 2.75 | 91.52 | 10.38 |
| 63. | Mott CC encourages its Faculty and staff to collaborate with others on new projects. | 5.86 | 2.57 | 82.63 | 6.84 |
| 20. | Mott CC carefully defines and analyzes the unique needs of different groups of people it might serve. | 5.85 | 2.54 | 87.47 | 7.16 |
| 47. | Student needs are identified regularly so that appropriate support services can be provided. | 5.85 | 2.7 | 84.04 | 9.38 |
| 11. | Processes are in place to determine which new educational offerings to develop. | 5.83 | 2.88 | 92.12 | 12.5 |
| 51. | The processes for gathering and analyzing data serve the needs of Faculty and staff and divisions/departments effectively. | 5.8 | 2.62 | 83.84 | 9.64 |
| 54. | Faculty and staff know the key measures of Mott CC's success. | 5.78 | 2.53 | 83.64 | 8.21 |
| 68. | Mott CC meaningfully involves its Faculty and staff in institutional work. | 5.69 | 2.51 | 83.23 | 7.52 |
| 23. | Measured student satisfaction with Mott CC improves steadily. | 5.69 | 2.77 | 87.47 | 12.01 |
| 82. | Mott CC balances individual and collective work effectively. | 5.64 | 2.56 | 81.41 | 8.93 |
| 16. | People working here understand the significance of Mott CC's objectives that are <i>not</i> directly related to educating students. | 5.58 | 2.32 | 89.09 | 4.76 |
| 61. | Mott CC measures its progress in accomplishing institutional strategies. | 5.56 | 2.81 | 82.83 | 13.9 |
| 25. | Mott CC makes improvements based on the complaints it receives. | 5.55 | 2.66 | 86.67 | 9.79 |
| 17. | Mott CC's non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy. | 5.54 | 2.44 | 88.48 | 7.99 |
| 38. | Mott CC analyzes the effectiveness of its decision-making processes. | 5.53 | 2.77 | 85.25 | 11.37 |
| 59. | Mott CC has processes to ensure it is innovative and agile. | 5.48 | 2.83 | 82.63 | 12.71 |
| 58. | Mott CC compares its own performance with that of other higher education institutions. | 5.41 | 2.85 | 83.23 | 13.83 |
| 26. | Mott CC has effective processes to use the feedback it gets from its students and its other stakeholders. | 5.4 | 2.76 | 87.07 | 12.53 |
| 27. | Mott CC regularly evaluates the effectiveness of human resource and personnel processes. | 5.39 | 2.82 | 86.67 | 12.59 |
| 46. | Support services are regularly evaluated to identify improvement opportunities. | 5.34 | 2.92 | 83.64 | 14.49 |
| 24. | Mott CC maintains strong relationships with former students. | 5.03 | 2.55 | 86.87 | 10.7 |

TABLE 7b: Importance Means by Staff Type
(Listed in order of most to least important)

| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| | Administrator | | | | |
| 30. | Mott CC's hiring processes make certain the people it employs possess necessary credentials, skills, and values. | 7.09 | 1.52 | 90 | 0 |
| 43. | Technology is up-to-date and well-supported. | 7.04 | 1.41 | 88 | 0 |
| 44. | Budgeting processes ensure resources are effectively allocated. | 7.04 | 1.9 | 88 | 0 |
| 8. | Mott CC intentionally promotes excellence in teaching. | 7 | 1.76 | 96 | 0 |
| 4. | Mott CC uses student assessment results to improve teaching and learning. | 6.96 | 1.98 | 98 | 0 |
| 9. | Mott CC makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials. | 6.94 | 2.08 | 96 | 2.08 |
| 6. | When making institutional decisions, administrators consider the impact on students and learning. | 6.81 | 2.09 | 96 | 0 |
| 56. | Mott CC has well-understood strategies to ensure it will continue to be effective in the future. | 6.64 | 2.01 | 88 | 0 |
| 55. | Divisions/departments set specific targets for the goals they want to achieve. | 6.64 | 1.57 | 88 | 0 |
| 75. | Students have convenient access to the information and resources necessary to support their learning. | 6.63 | 2.04 | 86 | 2.33 |
| 60. | Mott CC allocates resources effectively in support of its plans and future goals. | 6.61 | 1.79 | 88 | 0 |
| 40. | Administrators ensure that Faculty and staff have the resources they need to do their work. | 6.59 | 1.97 | 88 | 0 |
| 34. | Administrators communicate a clear vision for Mott CC's future. | 6.58 | 1.78 | 90 | 0 |
| 41. | Appropriate maintenance ensures that both facilities and equipment can be used effectively. | 6.51 | 1.68 | 86 | 0 |
| 12. | Mott CC regularly evaluates the effectiveness and relevance of its courses and programs. | 6.5 | 2.14 | 96 | 2.08 |
| 35. | Mott CC's core values stress the centrality of learning. | 6.47 | 2.29 | 90 | 2.22 |
| 80. | Planning processes improve Mott CC's effectiveness. | 6.45 | 2.03 | 88 | 2.27 |
| 61. | Mott CC measures its progress in accomplishing institutional strategies. | 6.44 | 1.78 | 86 | 0 |
| 50. | Mott CC regularly measures its progress toward achieving its goals. | 6.43 | 1.96 | 88 | 0 |
| 5. | Student Services divisions/departments provide programs and services that complement Mott CC's academic curricula. | 6.42 | 2.02 | 96 | 0 |
| 63. | Mott CC encourages its Faculty and staff to collaborate with others on new projects. | 6.39 | 1.97 | 88 | 0 |
| 22. | Mott CC measures how effectively it serves its students. | 6.37 | 2.32 | 92 | 2.17 |
| 57. | Divisions/departments set specific targets for improving their work. | 6.36 | 2 | 88 | 2.27 |
| 54. | Faculty and staff know the key measures of Mott CC's success. | 6.36 | 2.02 | 88 | 0 |
| 74. | Programs and services are designed to meet the needs of those Mott CC serves. | 6.34 | 2.18 | 88 | 2.27 |
| 53. | Faculty and staff have access to the data and information that they need to improve the quality of the work they do. | 6.31 | 2 | 84 | 0 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|-------------|----------------|----------------------|---------------------|
| 19. | The results of Mott CC's non-educational work strengthen the overall institution. | 6.29 | 2.06 | 96 | 2.08 |
| 62. | Faculty and staff share a vision of what Mott CC will be like in the next 5-10 years. | 6.29 | 2.21 | 88 | 0 |
| 76. | Divisions/departments have the data and information they need to make improvements. | 6.25 | 2.02 | 88 | 2.27 |
| 21. | Mott CC responds rapidly to the changing needs of students. | 6.24 | 2.19 | 92 | 0 |
| 32. | Mott CC trusts Faculty and staff to do their work effectively. | 6.23 | 1.93 | 88 | 2.27 |
| 77. | Communication occurs effectively up, down, and across different units of the organization. | 6.23 | 2.47 | 88 | 2.27 |
| 81. | Divisions/departments work effectively as teams. | 6.23 | 2.35 | 86 | 2.33 |
| 33. | Faculty and staff are recognized for their contributions and accomplishments. | 6.22 | 1.77 | 90 | 0 |
| 39. | Organizational and committee structures support good decision-making. | 6.2 | 1.86 | 88 | 0 |
| 64. | Mott CC builds relationships with the institutions and organizations from which its students come. | 6.19 | 2.23 | 86 | 2.33 |
| 7. | Mott CC clearly communicates its learning expectations to both current and prospective students. | 6.19 | 2.34 | 96 | 0 |
| 65. | Mott CC builds effective relationships among faculty, staff, and administrators. | 6.18 | 1.98 | 88 | 0 |
| 51. | The processes for gathering and analyzing data serve the needs of Faculty and staff and divisions/departments effectively. | 6.18 | 2.05 | 88 | 2.27 |
| 23. | Measured student satisfaction with Mott CC improves steadily. | 6.17 | 2.1 | 92 | 2.17 |
| 67. | Mott CC creates and builds relationships with external organizations that provide services to our students. | 6.14 | 1.73 | 88 | 0 |
| 28. | Mott CC makes certain that Faculty and staff get the training and professional development their work requires. | 6.11 | 2.22 | 88 | 0 |
| 73. | Mott CC's basic education or developmental offerings effectively prepare students for courses and programs. | 6.11 | 2.36 | 88 | 4.54 |
| 11. | Processes are in place to determine which new educational offerings to develop. | 6.1 | 2.49 | 96 | 4.17 |
| 10. | Faculty and staff have a shared understanding of Mott CC's educational goals for students. | 6.1 | 2.28 | 96 | 2.08 |
| 66. | Mott CC's key partnerships with other institutions and organizations are well-known. | 6.09 | 1.74 | 88 | 0 |
| 48. | Mott CC ensures that students have easy access to the people and services they require to be successful. | 6.09 | 2.22 | 88 | 2.27 |
| 45. | Mott CC effectively identifies the support service needs of its Faculty and staff, units, and divisions/departments. | 6.07 | 1.78 | 88 | 0 |
| 13. | Mott CC has processes to ensure that students are prepared for the programs and courses in which they enroll. | 6.06 | 2.48 | 96 | 2.08 |
| 17. | Mott CC's non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy. | 6.06 | 2.05 | 96 | 2.08 |
| 36. | A clear understanding of Mott CC's priorities guides Faculty and staff in their work. | 6.02 | 2.07 | 90 | 0 |
| 18. | Mott CC regularly solicits feedback to improve offerings and services to the communities it serves. | 6.02 | 2.08 | 96 | 2.08 |
| 42. | Support services harmonize with Mott CC's focus on education and learning. | 6 | 2.19 | 88 | 2.27 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|---|------|---------|---------------|--------------|
| 71. | Advising processes work effectively to get students in appropriate courses and programs. | 6 | 2.58 | 86 | 6.98 |
| 49. | Divisions/departments can show their contribution to meeting Mott CC's overall goals. | 5.98 | 2.29 | 86 | 4.65 |
| 58. | Mott CC compares its own performance with that of other higher education institutions. | 5.98 | 1.92 | 88 | 0 |
| 31. | Mott CC seeks out the views of Faculty and staff on ways to improve operations and performance. | 5.96 | 2.27 | 90 | 2.22 |
| 69. | The faculty and staff feel they are in a partnership with administrators. | 5.93 | 2.11 | 88 | 0 |
| 78. | Mott CC actively encourages innovation. | 5.93 | 2.43 | 88 | 2.27 |
| 59. | Mott CC has processes to ensure it is innovative and agile. | 5.93 | 2.32 | 88 | 2.27 |
| 37. | Administrators empower Faculty and staff by clearly delegating areas of authority. | 5.89 | 1.77 | 90 | 0 |
| 47. | Student needs are identified regularly so that appropriate support services can be provided. | 5.88 | 2.28 | 86 | 2.33 |
| 52. | Mott CC regularly assesses whether students achieve program and course goals. | 5.86 | 2.27 | 86 | 4.65 |
| 68. | Mott CC meaningfully involves its Faculty and staff in institutional work. | 5.84 | 2.03 | 88 | 2.27 |
| 70. | Students have good access to faculty outside of scheduled classes. | 5.83 | 2.35 | 84 | 7.14 |
| 29. | Evaluations regularly provide Faculty and staff with concrete feedback on ways to improve. | 5.82 | 2.33 | 90 | 0 |
| 20. | Mott CC carefully defines and analyzes the unique needs of different groups of people it might serve. | 5.78 | 2.1 | 92 | 0 |
| 72. | Mott CC supports civic, social, and/or environmental issues in the area it serves. | 5.77 | 2.43 | 88 | 4.54 |
| 38. | Mott CC analyzes the effectiveness of its decision-making processes. | 5.69 | 2.18 | 90 | 2.22 |
| 26. | Mott CC has effective processes to use the feedback it gets from its students and its other stakeholders. | 5.67 | 2.19 | 92 | 4.35 |
| 25. | Mott CC makes improvements based on the complaints it receives. | 5.67 | 1.93 | 92 | 0 |
| 46. | Support services are regularly evaluated to identify improvement opportunities. | 5.65 | 2.11 | 86 | 2.33 |
| 14. | Mott CC identifies specific targets for improving student learning. | 5.64 | 2.61 | 94 | 6.38 |
| 27. | Mott CC regularly evaluates the effectiveness of human resource and personnel processes. | 5.61 | 2.05 | 92 | 4.35 |
| 15. | Mott CC maintains a climate that encourages students to express their ideas, even unusual or unpopular ones. | 5.51 | 2.19 | 94 | 2.13 |
| 24. | Mott CC maintains strong relationships with former students. | 5.46 | 1.64 | 92 | 0 |
| 82. | Mott CC balances individual and collective work effectively. | 5.46 | 2.25 | 82 | 4.88 |
| 16. | People working here understand the significance of Mott CC's objectives that are <i>not</i> directly related to educating students. | 5.44 | 1.98 | 96 | 2.08 |
| | | | | | |
| | | | | | |
| | Faculty (full-time) | | | | |
| 43. | Technology is up-to-date and well-supported. | 7.39 | 1.68 | 88.33 | 0 |
| 30. | Mott CC's hiring processes make certain the people it employs possess necessary credentials, skills, and values. | 7.13 | 1.99 | 90 | 0 |
| 28. | Mott CC makes certain that Faculty and staff get the training and | 7.11 | 1.87 | 90 | 0 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| | professional development their work requires. | | | | |
| 8. | Mott CC intentionally promotes excellence in teaching. | 7.09 | 1.86 | 95 | 0 |
| 9. | Mott CC makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials. | 7 | 1.87 | 95 | 0 |
| 41. | Appropriate maintenance ensures that both facilities and equipment can be used effectively. | 6.95 | 2.08 | 88.33 | 0 |
| 40. | Administrators ensure that Faculty and staff have the resources they need to do their work. | 6.91 | 2.13 | 89.17 | 0 |
| 32. | Mott CC trusts Faculty and staff to do their work effectively. | 6.91 | 2 | 90.83 | 0 |
| 75. | Students have convenient access to the information and resources necessary to support their learning. | 6.84 | 1.9 | 85 | 0.98 |
| 73. | Mott CC's basic education or developmental offerings effectively prepare students for courses and programs. | 6.8 | 2.03 | 85.83 | 0 |
| 71. | Advising processes work effectively to get students in appropriate courses and programs. | 6.77 | 2.2 | 85.83 | 0.97 |
| 74. | Programs and services are designed to meet the needs of those Mott CC serves. | 6.77 | 1.81 | 83.33 | 1 |
| 70. | Students have good access to faculty outside of scheduled classes. | 6.76 | 1.93 | 85.83 | 1.94 |
| 48. | Mott CC ensures that students have easy access to the people and services they require to be successful. | 6.72 | 1.97 | 86.67 | 0 |
| 42. | Support services harmonize with Mott CC's focus on education and learning. | 6.67 | 2.05 | 89.17 | 0.93 |
| 12. | Mott CC regularly evaluates the effectiveness and relevance of its courses and programs. | 6.61 | 1.91 | 93.33 | 0.89 |
| 81. | Divisions/departments work effectively as teams. | 6.56 | 1.88 | 83.33 | 0 |
| 34. | Administrators communicate a clear vision for Mott CC's future. | 6.52 | 2.09 | 90.83 | 0 |
| 33. | Faculty and staff are recognized for their contributions and accomplishments. | 6.49 | 2.04 | 90.83 | 0 |
| 5. | Student Services divisions/departments provide programs and services that complement Mott CC's academic curricula. | 6.47 | 1.97 | 95 | 0 |
| 52. | Mott CC regularly assesses whether students achieve program and course goals. | 6.47 | 1.94 | 86.67 | 0.96 |
| 53. | Faculty and staff have access to the data and information that they need to improve the quality of the work they do. | 6.46 | 2.03 | 86.67 | 0.96 |
| 13. | Mott CC has processes to ensure that students are prepared for the programs and courses in which they enroll. | 6.43 | 2.27 | 93.33 | 0.89 |
| 22. | Mott CC measures how effectively it serves its students. | 6.42 | 2.05 | 90 | 0 |
| 35. | Mott CC's core values stress the centrality of learning. | 6.4 | 2.19 | 90 | 1.85 |
| 10. | Faculty and staff have a shared understanding of Mott CC's educational goals for students. | 6.39 | 1.94 | 95 | 1.75 |
| 14. | Mott CC identifies specific targets for improving student learning. | 6.34 | 2.05 | 91.67 | 0 |
| 29. | Evaluations regularly provide Faculty and staff with concrete feedback on ways to improve. | 6.3 | 2 | 90 | 0 |
| 18. | Mott CC regularly solicits feedback to improve offerings and services to the communities it serves. | 6.29 | 2.13 | 91.67 | 1.82 |
| 76. | Divisions/departments have the data and information they need to make improvements. | 6.27 | 2.25 | 84.17 | 4.95 |
| 78. | Mott CC actively encourages innovation. | 6.21 | 2.07 | 84.17 | 1.98 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|-------------|----------------|----------------------|---------------------|
| 77. | Communication occurs effectively up, down, and across different units of the organization. | 6.21 | 2.21 | 85 | 0.98 |
| 36. | A clear understanding of Mott CC's priorities guides Faculty and staff in their work. | 6.21 | 2.17 | 90 | 0.93 |
| 31. | Mott CC seeks out the views of Faculty and staff on ways to improve operations and performance. | 6.21 | 2.47 | 89.17 | 0 |
| 50. | Mott CC regularly measures its progress toward achieving its goals. | 6.16 | 2.32 | 86.67 | 4.81 |
| 80. | Planning processes improve Mott CC's effectiveness. | 6.16 | 2.13 | 84.17 | 2.97 |
| 45. | Mott CC effectively identifies the support service needs of its Faculty and staff, units, and divisions/departments. | 6.15 | 2.36 | 88.33 | 2.83 |
| 39. | Organizational and committee structures support good decision-making. | 6.15 | 2.22 | 89.17 | 0.93 |
| 15. | Mott CC maintains a climate that encourages students to express their ideas, even unusual or unpopular ones. | 6.15 | 1.97 | 92.5 | 0.9 |
| 6. | When making institutional decisions, administrators consider the impact on students and learning. | 6.14 | 2.3 | 96.67 | 0.86 |
| 60. | Mott CC allocates resources effectively in support of its plans and future goals. | 6.09 | 2.38 | 85 | 5.88 |
| 20. | Mott CC carefully defines and analyzes the unique needs of different groups of people it might serve. | 6.08 | 2.25 | 90.83 | 1.83 |
| 56. | Mott CC has well-understood strategies to ensure it will continue to be effective in the future. | 6.08 | 2.27 | 85.83 | 3.88 |
| 72. | Mott CC supports civic, social, and/or environmental issues in the area it serves. | 6.08 | 2.26 | 84.17 | 3.96 |
| 44. | Budgeting processes ensure resources are effectively allocated. | 6.08 | 2.77 | 88.33 | 9.43 |
| 11. | Processes are in place to determine which new educational offerings to develop. | 6.05 | 2.22 | 93.33 | 1.79 |
| 55. | Divisions/departments set specific targets for the goals they want to achieve. | 6.05 | 1.9 | 86.67 | 0.96 |
| 7. | Mott CC clearly communicates its learning expectations to both current and prospective students. | 6.04 | 2.15 | 96.67 | 1.72 |
| 51. | The processes for gathering and analyzing data serve the needs of Faculty and staff and divisions/departments effectively. | 6.04 | 2.19 | 86.67 | 1.92 |
| 37. | Administrators empower Faculty and staff by clearly delegating areas of authority. | 6.04 | 2.2 | 89.17 | 0.93 |
| 47. | Student needs are identified regularly so that appropriate support services can be provided. | 6.01 | 2.38 | 87.5 | 4.76 |
| 21. | Mott CC responds rapidly to the changing needs of students. | 6 | 2.17 | 90 | 0 |
| 68. | Mott CC meaningfully involves its Faculty and staff in institutional work. | 6 | 2.1 | 85.83 | 0.97 |
| 19. | The results of Mott CC's non-educational work strengthen the overall institution. | 5.99 | 2.02 | 90.83 | 2.75 |
| 4. | Mott CC uses student assessment results to improve teaching and learning. | 5.96 | 2.13 | 96.67 | 0.86 |
| 64. | Mott CC builds relationships with the institutions and organizations from which its students come. | 5.93 | 2.16 | 85 | 0.98 |
| 57. | Divisions/departments set specific targets for improving their work. | 5.92 | 2.24 | 86.67 | 0.96 |
| 61. | Mott CC measures its progress in accomplishing institutional strategies. | 5.88 | 2.29 | 85 | 4.9 |
| 66. | Mott CC's key partnerships with other institutions and organizations | 5.83 | 2.21 | 85 | 1.96 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| | are well-known. | | | | |
| 65. | Mott CC builds effective relationships among faculty, staff, and administrators. | 5.8 | 2.3 | 85.83 | 0 |
| 69. | The faculty and staff feel they are in a partnership with administrators. | 5.78 | 2.46 | 85 | 0.98 |
| 49. | Divisions/departments can show their contribution to meeting Mott CC's overall goals. | 5.78 | 2.29 | 85.83 | 4.85 |
| 63. | Mott CC encourages its Faculty and staff to collaborate with others on new projects. | 5.77 | 2.32 | 84.17 | 0.99 |
| 62. | Faculty and staff share a vision of what Mott CC will be like in the next 5-10 years. | 5.7 | 2.4 | 85 | 0.98 |
| 23. | Measured student satisfaction with Mott CC improves steadily. | 5.69 | 2.66 | 90 | 9.26 |
| 67. | Mott CC creates and builds relationships with external organizations that provide services to our students. | 5.66 | 2.37 | 85 | 5.88 |
| 59. | Mott CC has processes to ensure it is innovative and agile. | 5.66 | 2.29 | 84.17 | 2.97 |
| 82. | Mott CC balances individual and collective work effectively. | 5.66 | 2.1 | 83.33 | 2 |
| 26. | Mott CC has effective processes to use the feedback it gets from its students and its other stakeholders. | 5.64 | 2.47 | 90.83 | 5.5 |
| 54. | Faculty and staff know the key measures of Mott CC's success. | 5.62 | 2.24 | 86.67 | 5.77 |
| 38. | Mott CC analyzes the effectiveness of its decision-making processes. | 5.6 | 2.67 | 89.17 | 7.48 |
| 17. | Mott CC's non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy. | 5.58 | 2.19 | 90.83 | 3.67 |
| 16. | People working here understand the significance of Mott CC's objectives that are <i>not</i> directly related to educating students. | 5.57 | 1.94 | 91.67 | 0.91 |
| 25. | Mott CC makes improvements based on the complaints it receives. | 5.57 | 2.44 | 90.83 | 5.5 |
| 58. | Mott CC compares its own performance with that of other higher education institutions. | 5.49 | 2.34 | 85.83 | 4.85 |
| 46. | Support services are regularly evaluated to identify improvement opportunities. | 5.39 | 2.98 | 87.5 | 14.29 |
| 27. | Mott CC regularly evaluates the effectiveness of human resource and personnel processes. | 5.35 | 2.81 | 90 | 10.19 |
| 24. | Mott CC maintains strong relationships with former students. | 5.26 | 2.24 | 90.83 | 4.59 |
| | | | | | |
| | | | | | |
| | Faculty (part-time/adjunct) | | | | |
| 43. | Technology is up-to-date and well-supported. | 7.16 | 1.88 | 82.83 | 0 |
| 32. | Mott CC trusts Faculty and staff to do their work effectively. | 7.02 | 1.98 | 83.84 | 1.2 |
| 70. | Students have good access to faculty outside of scheduled classes. | 6.91 | 1.99 | 80.81 | 1.25 |
| 8. | Mott CC intentionally promotes excellence in teaching. | 6.88 | 2.19 | 92.93 | 2.17 |
| 75. | Students have convenient access to the information and resources necessary to support their learning. | 6.86 | 2.25 | 79.8 | 2.53 |
| 9. | Mott CC makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials. | 6.86 | 2.23 | 92.93 | 3.26 |
| 30. | Mott CC's hiring processes make certain the people it employs possess necessary credentials, skills, and values. | 6.79 | 2.47 | 84.85 | 5.95 |
| 28. | Mott CC makes certain that Faculty and staff get the training and professional development their work requires. | 6.73 | 2.29 | 83.84 | 2.41 |
| 71. | Advising processes work effectively to get students in appropriate | 6.65 | 2.51 | 80.81 | 5 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|-------------|----------------|----------------------|---------------------|
| | courses and programs. | | | | |
| 73. | Mott CC's basic education or developmental offerings effectively prepare students for courses and programs. | 6.65 | 2.18 | 80.81 | 2.5 |
| 74. | Programs and services are designed to meet the needs of those Mott CC serves. | 6.64 | 2.31 | 80.81 | 3.75 |
| 10. | Faculty and staff have a shared understanding of Mott CC's educational goals for students. | 6.64 | 2 | 92.93 | 1.09 |
| 41. | Appropriate maintenance ensures that both facilities and equipment can be used effectively. | 6.62 | 2.17 | 81.82 | 1.23 |
| 40. | Administrators ensure that Faculty and staff have the resources they need to do their work. | 6.61 | 2.25 | 82.83 | 1.22 |
| 81. | Divisions/departments work effectively as teams. | 6.59 | 2.52 | 79.8 | 5.06 |
| 48. | Mott CC ensures that students have easy access to the people and services they require to be successful. | 6.54 | 2.08 | 81.82 | 1.23 |
| 7. | Mott CC clearly communicates its learning expectations to both current and prospective students. | 6.52 | 2.06 | 93.94 | 3.23 |
| 6. | When making institutional decisions, administrators consider the impact on students and learning. | 6.45 | 2.41 | 93.94 | 4.3 |
| 35. | Mott CC's core values stress the centrality of learning. | 6.45 | 2.45 | 83.84 | 4.82 |
| 57. | Divisions/departments set specific targets for improving their work. | 6.38 | 2.57 | 79.8 | 7.59 |
| 55. | Divisions/departments set specific targets for the goals they want to achieve. | 6.38 | 2.29 | 81.82 | 3.7 |
| 78. | Mott CC actively encourages innovation. | 6.37 | 2.39 | 79.8 | 3.8 |
| 29. | Evaluations regularly provide Faculty and staff with concrete feedback on ways to improve. | 6.37 | 2.35 | 84.85 | 3.57 |
| 12. | Mott CC regularly evaluates the effectiveness and relevance of its courses and programs. | 6.34 | 2.5 | 91.92 | 7.69 |
| 76. | Divisions/departments have the data and information they need to make improvements. | 6.32 | 2.72 | 79.8 | 8.86 |
| 13. | Mott CC has processes to ensure that students are prepared for the programs and courses in which they enroll. | 6.3 | 2.43 | 91.92 | 5.49 |
| 42. | Support services harmonize with Mott CC's focus on education and learning. | 6.27 | 2.42 | 82.83 | 4.88 |
| 52. | Mott CC regularly assesses whether students achieve program and course goals. | 6.25 | 2.33 | 79.8 | 5.06 |
| 14. | Mott CC identifies specific targets for improving student learning. | 6.24 | 2.43 | 91.92 | 5.49 |
| 34. | Administrators communicate a clear vision for Mott CC's future. | 6.24 | 2.46 | 83.84 | 4.82 |
| 33. | Faculty and staff are recognized for their contributions and accomplishments. | 6.24 | 2.4 | 82.83 | 2.44 |
| 31. | Mott CC seeks out the views of Faculty and staff on ways to improve operations and performance. | 6.2 | 2.58 | 81.82 | 3.7 |
| 80. | Planning processes improve Mott CC's effectiveness. | 6.19 | 2.79 | 79.8 | 8.86 |
| 50. | Mott CC regularly measures its progress toward achieving its goals. | 6.18 | 2.4 | 81.82 | 6.17 |
| 53. | Faculty and staff have access to the data and information that they need to improve the quality of the work they do. | 6.15 | 2.48 | 81.82 | 4.94 |
| 65. | Mott CC builds effective relationships among faculty, staff, and administrators. | 6.14 | 2.56 | 79.8 | 5.06 |
| 66. | Mott CC's key partnerships with other institutions and organizations are well-known. | 6.13 | 2.38 | 80.81 | 5 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|-------------|----------------|----------------------|---------------------|
| 5. | Student Services divisions/departments provide programs and services that complement Mott CC's academic curricula. | 6.13 | 2.52 | 93.94 | 7.53 |
| 63. | Mott CC encourages its Faculty and staff to collaborate with others on new projects. | 6.11 | 2.43 | 79.8 | 5.06 |
| 22. | Mott CC measures how effectively it serves its students. | 6.11 | 2.38 | 85.86 | 5.88 |
| 49. | Divisions/departments can show their contribution to meeting Mott CC's overall goals. | 6.1 | 2.55 | 81.82 | 7.41 |
| 20. | Mott CC carefully defines and analyzes the unique needs of different groups of people it might serve. | 6.08 | 2.44 | 84.85 | 5.95 |
| 15. | Mott CC maintains a climate that encourages students to express their ideas, even unusual or unpopular ones. | 6.07 | 2.48 | 91.92 | 6.59 |
| 77. | Communication occurs effectively up, down, and across different units of the organization. | 6.05 | 2.79 | 79.8 | 7.59 |
| 4. | Mott CC uses student assessment results to improve teaching and learning. | 6.05 | 2.2 | 93.94 | 1.07 |
| 11. | Processes are in place to determine which new educational offerings to develop. | 6.04 | 2.6 | 90.91 | 7.78 |
| 21. | Mott CC responds rapidly to the changing needs of students. | 6.04 | 2.56 | 85.86 | 7.06 |
| 69. | The faculty and staff feel they are in a partnership with administrators. | 6.03 | 2.29 | 79.8 | 2.53 |
| 72. | Mott CC supports civic, social, and/or environmental issues in the area it serves. | 6.01 | 2.53 | 80.81 | 7.5 |
| 18. | Mott CC regularly solicits feedback to improve offerings and services to the communities it serves. | 6 | 2.51 | 88.89 | 6.82 |
| 62. | Faculty and staff share a vision of what Mott CC will be like in the next 5-10 years. | 5.99 | 2.66 | 79.8 | 7.59 |
| 56. | Mott CC has well-understood strategies to ensure it will continue to be effective in the future. | 5.97 | 2.65 | 80.81 | 10 |
| 64. | Mott CC builds relationships with the institutions and organizations from which its students come. | 5.9 | 2.68 | 79.8 | 10.13 |
| 36. | A clear understanding of Mott CC's priorities guides Faculty and staff in their work. | 5.9 | 2.55 | 83.84 | 4.82 |
| 47. | Student needs are identified regularly so that appropriate support services can be provided. | 5.9 | 2.62 | 81.82 | 8.64 |
| 67. | Mott CC creates and builds relationships with external organizations that provide services to our students. | 5.87 | 2.41 | 78.79 | 6.41 |
| 82. | Mott CC balances individual and collective work effectively. | 5.84 | 2.66 | 79.8 | 10.13 |
| 54. | Faculty and staff know the key measures of Mott CC's success. | 5.83 | 2.7 | 81.82 | 8.64 |
| 19. | The results of Mott CC's non-educational work strengthen the overall institution. | 5.83 | 2.43 | 87.88 | 6.9 |
| 23. | Measured student satisfaction with Mott CC improves steadily. | 5.81 | 2.56 | 85.86 | 9.41 |
| 39. | Organizational and committee structures support good decision-making. | 5.74 | 2.79 | 82.83 | 10.97 |
| 68. | Mott CC meaningfully involves its Faculty and staff in institutional work. | 5.71 | 2.68 | 79.8 | 7.59 |
| 44. | Budgeting processes ensure resources are effectively allocated. | 5.68 | 3.07 | 82.83 | 15.85 |
| 59. | Mott CC has processes to ensure it is innovative and agile. | 5.68 | 3.02 | 79.8 | 15.19 |
| 51. | The processes for gathering and analyzing data serve the needs of Faculty and staff and divisions/departments effectively. | 5.68 | 2.75 | 81.82 | 11.11 |
| 60. | Mott CC allocates resources effectively in support of its plans and | 5.67 | 2.82 | 77.78 | 12.99 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| | future goals. | | | | |
| 45. | Mott CC effectively identifies the support service needs of its Faculty and staff, units, and divisions/departments. | 5.61 | 2.84 | 82.83 | 13.41 |
| 38. | Mott CC analyzes the effectiveness of its decision-making processes. | 5.54 | 2.81 | 82.83 | 12.2 |
| 37. | Administrators empower Faculty and staff by clearly delegating areas of authority. | 5.52 | 2.86 | 83.84 | 9.64 |
| 16. | People working here understand the significance of Mott CC's objectives that are <i>not</i> directly related to educating students. | 5.44 | 2.36 | 87.88 | 4.6 |
| 61. | Mott CC measures its progress in accomplishing institutional strategies. | 5.38 | 2.93 | 79.8 | 16.45 |
| 58. | Mott CC compares its own performance with that of other higher education institutions. | 5.31 | 3.12 | 80.81 | 18.75 |
| 27. | Mott CC regularly evaluates the effectiveness of human resource and personnel processes. | 5.26 | 2.86 | 83.84 | 14.46 |
| 26. | Mott CC has effective processes to use the feedback it gets from its students and its other stakeholders. | 5.23 | 3.04 | 83.84 | 18.07 |
| 17. | Mott CC's non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy. | 5.22 | 2.52 | 87.88 | 10.34 |
| 25. | Mott CC makes improvements based on the complaints it receives. | 5.16 | 2.98 | 82.83 | 15.85 |
| 46. | Support services are regularly evaluated to identify improvement opportunities. | 4.89 | 3.17 | 81.82 | 22.22 |
| 24. | Mott CC maintains strong relationships with former students. | 4.68 | 2.67 | 82.83 | 15.85 |
| | | | | | |
| | | | | | |
| | Staff | | | | |
| 43. | Technology is up-to-date and well-supported. | 7.32 | 2.07 | 84.23 | 3.74 |
| 32. | Mott CC trusts Faculty and staff to do their work effectively. | 7.04 | 2.01 | 83.78 | 2.69 |
| 40. | Administrators ensure that Faculty and staff have the resources they need to do their work. | 6.75 | 2.28 | 84.23 | 2.67 |
| 41. | Appropriate maintenance ensures that both facilities and equipment can be used effectively. | 6.72 | 2.37 | 83.78 | 3.76 |
| 30. | Mott CC's hiring processes make certain the people it employs possess necessary credentials, skills, and values. | 6.54 | 2.55 | 85.58 | 6.84 |
| 33. | Faculty and staff are recognized for their contributions and accomplishments. | 6.49 | 2.29 | 83.78 | 2.69 |
| 74. | Programs and services are designed to meet the needs of those Mott CC serves. | 6.43 | 2.62 | 82.43 | 9.84 |
| 34. | Administrators communicate a clear vision for Mott CC's future. | 6.41 | 2.59 | 84.23 | 6.95 |
| 75. | Students have convenient access to the information and resources necessary to support their learning. | 6.39 | 2.78 | 82.43 | 11.47 |
| 81. | Divisions/departments work effectively as teams. | 6.38 | 2.63 | 81.53 | 7.18 |
| 9. | Mott CC makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials. | 6.36 | 2.86 | 92.34 | 11.71 |
| 48. | Mott CC ensures that students have easy access to the people and services they require to be successful. | 6.35 | 2.7 | 83.33 | 9.73 |
| 44. | Budgeting processes ensure resources are effectively allocated. | 6.33 | 2.83 | 83.33 | 10.81 |
| 28. | Mott CC makes certain that Faculty and staff get the training and professional development their work requires. | 6.32 | 2.46 | 85.14 | 3.17 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|-------------|----------------|----------------------|---------------------|
| 77. | Communication occurs effectively up, down, and across different units of the organization. | 6.29 | 2.81 | 82.43 | 7.1 |
| 42. | Support services harmonize with Mott CC's focus on education and learning. | 6.27 | 2.61 | 83.78 | 8.6 |
| 72. | Mott CC supports civic, social, and/or environmental issues in the area it serves. | 6.22 | 2.43 | 82.43 | 8.2 |
| 53. | Faculty and staff have access to the data and information that they need to improve the quality of the work they do. | 6.18 | 2.75 | 83.33 | 10.81 |
| 8. | Mott CC intentionally promotes excellence in teaching. | 6.17 | 2.9 | 92.79 | 13.11 |
| 73. | Mott CC's basic education or developmental offerings effectively prepare students for courses and programs. | 6.15 | 3 | 82.43 | 15.3 |
| 13. | Mott CC has processes to ensure that students are prepared for the programs and courses in which they enroll. | 6.12 | 2.88 | 90.99 | 12.38 |
| 6. | When making institutional decisions, administrators consider the impact on students and learning. | 6.12 | 2.81 | 93.69 | 10.58 |
| 65. | Mott CC builds effective relationships among faculty, staff, and administrators. | 6.1 | 2.59 | 82.88 | 5.98 |
| 67. | Mott CC creates and builds relationships with external organizations that provide services to our students. | 6.07 | 2.69 | 82.43 | 10.38 |
| 76. | Divisions/departments have the data and information they need to make improvements. | 6.05 | 2.77 | 82.43 | 11.47 |
| 37. | Administrators empower Faculty and staff by clearly delegating areas of authority. | 6.05 | 2.57 | 83.78 | 6.99 |
| 36. | A clear understanding of Mott CC's priorities guides Faculty and staff in their work. | 6.04 | 2.41 | 83.78 | 5.38 |
| 10. | Faculty and staff have a shared understanding of Mott CC's educational goals for students. | 6.03 | 2.78 | 92.79 | 9.71 |
| 45. | Mott CC effectively identifies the support service needs of its Faculty and staff, units, and divisions/departments. | 6.01 | 2.83 | 83.33 | 11.35 |
| 5. | Student Services divisions/departments provide programs and services that complement Mott CC's academic curricula. | 6 | 2.86 | 94.59 | 13.33 |
| 56. | Mott CC has well-understood strategies to ensure it will continue to be effective in the future. | 5.98 | 2.91 | 82.43 | 13.66 |
| 60. | Mott CC allocates resources effectively in support of its plans and future goals. | 5.97 | 2.87 | 82.88 | 13.59 |
| 35. | Mott CC's core values stress the centrality of learning. | 5.97 | 2.89 | 83.33 | 12.97 |
| 80. | Planning processes improve Mott CC's effectiveness. | 5.96 | 2.84 | 81.53 | 13.26 |
| 78. | Mott CC actively encourages innovation. | 5.93 | 2.84 | 81.53 | 12.15 |
| 66. | Mott CC's key partnerships with other institutions and organizations are well-known. | 5.93 | 2.84 | 82.88 | 13.04 |
| 69. | The faculty and staff feel they are in a partnership with administrators. | 5.9 | 2.77 | 82.88 | 6.52 |
| 57. | Divisions/departments set specific targets for improving their work. | 5.89 | 2.79 | 82.88 | 11.41 |
| 31. | Mott CC seeks out the views of Faculty and staff on ways to improve operations and performance. | 5.88 | 2.76 | 85.14 | 6.88 |
| 62. | Faculty and staff share a vision of what Mott CC will be like in the next 5-10 years. | 5.86 | 2.86 | 82.43 | 10.38 |
| 55. | Divisions/departments set specific targets for the goals they want to achieve. | 5.85 | 2.74 | 82.88 | 11.96 |
| 22. | Mott CC measures how effectively it serves its students. | 5.84 | 2.94 | 86.04 | 13.09 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|---|-------------|----------------|----------------------|---------------------|
| 49. | Divisions/departments can show their contribution to meeting Mott CC's overall goals. | 5.83 | 2.76 | 83.33 | 12.97 |
| 71. | Advising processes work effectively to get students in appropriate courses and programs. | 5.82 | 3.26 | 82.88 | 17.93 |
| 39. | Organizational and committee structures support good decision-making. | 5.78 | 2.73 | 83.33 | 11.35 |
| 64. | Mott CC builds relationships with the institutions and organizations from which its students come. | 5.78 | 2.82 | 82.88 | 13.59 |
| 21. | Mott CC responds rapidly to the changing needs of students. | 5.77 | 2.97 | 85.58 | 12.63 |
| 19. | The results of Mott CC's non-educational work strengthen the overall institution. | 5.76 | 2.72 | 87.39 | 10.82 |
| 18. | Mott CC regularly solicits feedback to improve offerings and services to the communities it serves. | 5.74 | 2.8 | 87.39 | 11.86 |
| 12. | Mott CC regularly evaluates the effectiveness and relevance of its courses and programs. | 5.73 | 3.03 | 90.99 | 16.34 |
| 47. | Student needs are identified regularly so that appropriate support services can be provided. | 5.72 | 3.01 | 83.33 | 14.05 |
| 15. | Mott CC maintains a climate that encourages students to express their ideas, even unusual or unpopular ones. | 5.72 | 2.83 | 91.44 | 11.33 |
| 54. | Faculty and staff know the key measures of Mott CC's success. | 5.7 | 2.73 | 82.43 | 11.47 |
| 7. | Mott CC clearly communicates its learning expectations to both current and prospective students. | 5.69 | 2.94 | 93.24 | 14.97 |
| 25. | Mott CC makes improvements based on the complaints it receives. | 5.67 | 2.79 | 85.58 | 12.11 |
| 16. | People working here understand the significance of Mott CC's objectives that are <i>not</i> directly related to educating students. | 5.67 | 2.57 | 87.39 | 7.73 |
| 50. | Mott CC regularly measures its progress toward achieving its goals. | 5.65 | 3.06 | 83.33 | 17.3 |
| 29. | Evaluations regularly provide Faculty and staff with concrete feedback on ways to improve. | 5.65 | 2.8 | 85.14 | 7.94 |
| 63. | Mott CC encourages its Faculty and staff to collaborate with others on new projects. | 5.64 | 2.87 | 81.98 | 12.64 |
| 20. | Mott CC carefully defines and analyzes the unique needs of different groups of people it might serve. | 5.62 | 2.83 | 86.49 | 12.5 |
| 4. | Mott CC uses student assessment results to improve teaching and learning. | 5.62 | 3.1 | 94.59 | 17.62 |
| 51. | The processes for gathering and analyzing data serve the needs of Faculty and staff and divisions/departments effectively. | 5.61 | 2.9 | 82.88 | 15.22 |
| 11. | Processes are in place to determine which new educational offerings to develop. | 5.56 | 3.35 | 91.89 | 22.06 |
| 82. | Mott CC balances individual and collective work effectively. | 5.54 | 2.82 | 81.08 | 13.33 |
| 70. | Students have good access to faculty outside of scheduled classes. | 5.52 | 3.27 | 83.33 | 21.62 |
| 17. | Mott CC's non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy. | 5.51 | 2.61 | 86.49 | 10.94 |
| 23. | Measured student satisfaction with Mott CC improves steadily. | 5.51 | 3.06 | 86.49 | 17.19 |
| 14. | Mott CC identifies specific targets for improving student learning. | 5.49 | 3.17 | 91.44 | 19.21 |
| 68. | Mott CC meaningfully involves its Faculty and staff in institutional work. | 5.46 | 2.74 | 82.88 | 12.5 |
| 46. | Support services are regularly evaluated to identify improvement opportunities. | 5.45 | 2.95 | 82.88 | 14.13 |
| 38. | Mott CC analyzes the effectiveness of its decision-making processes. | 5.44 | 2.96 | 83.78 | 15.59 |

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| | Statement:(What is held in highest value/importance?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|---|-------------|----------------|----------------------|---------------------|
| 52. | Mott CC regularly assesses whether students achieve program and course goals. | 5.43 | 3.22 | 83.33 | 20.54 |
| 27. | Mott CC regularly evaluates the effectiveness of human resource and personnel processes. | 5.4 | 3 | 85.58 | 15.26 |
| 26. | Mott CC has effective processes to use the feedback it gets from its students and its other stakeholders. | 5.25 | 2.91 | 86.04 | 16.23 |
| 58. | Mott CC compares its own performance with that of other higher education institutions. | 5.25 | 3.17 | 81.98 | 20.33 |
| 61. | Mott CC measures its progress in accomplishing institutional strategies. | 5.23 | 3.17 | 82.43 | 21.31 |
| 59. | Mott CC has processes to ensure it is innovative and agile. | 5.15 | 3.11 | 81.98 | 19.78 |
| 24. | Mott CC maintains strong relationships with former students. | 4.91 | 2.81 | 86.04 | 14.66 |

TABLE 8a: Performance Means for All AQIP Constellation Statements
(listed in order of done most well to done least well)

| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| 43. | Technology is up-to-date and well-supported. | 5.73 | 2.04 | 84.65 | 1.91 |
| 32. | Mott CC trusts Faculty and staff to do their work effectively. | 5.54 | 2.13 | 85.45 | 2.84 |
| 75. | Students have convenient access to the information and resources necessary to support their learning. | 5.27 | 2.3 | 82.83 | 7.8 |
| 72. | Mott CC supports civic, social, and/or environmental issues in the area it serves. | 5.26 | 2.35 | 82.83 | 8.54 |
| 8. | Mott CC intentionally promotes excellence in teaching. | 5.25 | 2.35 | 93.33 | 8.01 |
| 9. | Mott CC makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials. | 5.22 | 2.34 | 92.93 | 8.26 |
| 41. | Appropriate maintenance ensures that both facilities and equipment can be used effectively. | 5.21 | 2.11 | 85.05 | 2.14 |
| 30. | Mott CC's hiring processes make certain the people it employs possess necessary credentials, skills, and values. | 5.17 | 2.38 | 86.26 | 5.39 |
| 74. | Programs and services are designed to meet the needs of those Mott CC serves. | 5.07 | 2.15 | 82.63 | 7.09 |
| 33. | Faculty and staff are recognized for their contributions and accomplishments. | 5.05 | 2.21 | 85.45 | 1.89 |
| 73. | Mott CC's basic education or developmental offerings effectively prepare students for courses and programs. | 5.04 | 2.36 | 82.83 | 8.78 |
| 42. | Support services harmonize with Mott CC's focus on education and learning. | 4.92 | 2.19 | 84.44 | 6.46 |
| 5. | Student Services divisions/departments provide programs and services that complement Mott CC's academic curricula. | 4.91 | 2.32 | 94.14 | 9.44 |
| 40. | Administrators ensure that Faculty and staff have the resources they need to do their work. | 4.9 | 2.13 | 85.05 | 1.66 |
| 15. | Mott CC maintains a climate that encourages students to express their ideas, even unusual or unpopular ones. | 4.86 | 2.41 | 91.11 | 9.76 |
| 48. | Mott CC ensures that students have easy access to the people and services they require to be successful. | 4.84 | 2.25 | 83.84 | 6.51 |
| 19. | The results of Mott CC's non-educational work strengthen the overall institution. | 4.83 | 2.32 | 88.28 | 9.61 |
| 28. | Mott CC makes certain that Faculty and staff get the training and professional development their work requires. | 4.82 | 2.25 | 86.26 | 2.58 |
| 35. | Mott CC's core values stress the centrality of learning. | 4.8 | 2.33 | 85.05 | 9.26 |
| 70. | Students have good access to faculty outside of scheduled classes. | 4.79 | 2.61 | 83.43 | 14.29 |
| 4. | Mott CC uses student assessment results to improve teaching and learning. | 4.77 | 2.4 | 94.34 | 12.21 |
| 66. | Mott CC's key partnerships with other institutions and organizations are well-known. | 4.72 | 2.34 | 83.43 | 8.96 |
| 53. | Faculty and staff have access to the data and information that they need to improve the quality of the work they do. | 4.71 | 2.18 | 83.23 | 7.04 |
| 55. | Divisions/departments set specific targets for the goals they want to achieve. | 4.65 | 2.32 | 83.23 | 9.22 |
| 12. | Mott CC regularly evaluates the effectiveness and relevance of its courses and programs. | 4.62 | 2.4 | 91.52 | 12.36 |
| 79. | Mott CC actively encourages innovation. | 4.62 | 2.28 | 82.22 | 8.35 |

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| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|-------------|----------------|----------------------|---------------------|
| 67. | Mott CC creates and builds relationships with external organizations that provide services to our students. | 4.6 | 2.31 | 82.83 | 11.46 |
| 34. | Administrators communicate a clear vision for Mott CC's future. | 4.59 | 2.2 | 85.66 | 4.72 |
| 10. | Faculty and staff have a shared understanding of Mott CC's educational goals for students. | 4.59 | 2.22 | 92.93 | 6.96 |
| 64. | Mott CC builds relationships with the institutions and organizations from which its students come. | 4.58 | 2.36 | 82.83 | 12.44 |
| 18. | Mott CC regularly solicits feedback to improve offerings and services to the communities it serves. | 4.56 | 2.35 | 88.69 | 10.48 |
| 49. | Divisions/departments can show their contribution to meeting Mott CC's overall goals. | 4.54 | 2.31 | 83.03 | 12.65 |
| 17. | Mott CC's non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy. | 4.52 | 2.3 | 88.89 | 11.14 |
| 7. | Mott CC clearly communicates its learning expectations to both current and prospective students. | 4.51 | 2.38 | 93.74 | 11.64 |
| 57. | Divisions/departments set specific targets for improving their work. | 4.51 | 2.27 | 83.03 | 9.24 |
| 20. | Mott CC carefully defines and analyzes the unique needs of different groups of people it might serve. | 4.5 | 2.33 | 87.27 | 9.26 |
| 81. | Divisions/departments work effectively as teams. | 4.5 | 2.19 | 82.02 | 4.93 |
| 6. | When making institutional decisions, administrators consider the impact on students and learning. | 4.49 | 2.29 | 93.94 | 7.53 |
| 50. | Mott CC regularly measures its progress toward achieving its goals. | 4.47 | 2.44 | 83.64 | 14.49 |
| 14. | Mott CC identifies specific targets for improving student learning. | 4.46 | 2.44 | 90.5 | 12.95 |
| 80. | Planning processes improve Mott CC's effectiveness. | 4.45 | 2.33 | 82.22 | 12.04 |
| 76. | Divisions/departments have the data and information they need to make improvements. | 4.38 | 2.28 | 82.22 | 10.56 |
| 36. | A clear understanding of Mott CC's priorities guides Faculty and staff in their work. | 4.38 | 2.04 | 85.45 | 4.73 |
| 39. | Organizational and committee structures support good decision-making. | 4.32 | 2.24 | 84.65 | 9.79 |
| 13. | Mott CC has processes to ensure that students are prepared for the programs and courses in which they enroll. | 4.32 | 2.39 | 91.92 | 9.67 |
| 56. | Mott CC has well-understood strategies to ensure it will continue to be effective in the future. | 4.31 | 2.36 | 83.23 | 12.38 |
| 37. | Administrators empower Faculty and staff by clearly delegating areas of authority. | 4.3 | 2.21 | 85.45 | 5.91 |
| 22. | Mott CC measures how effectively it serves its students. | 4.3 | 2.29 | 86.87 | 10 |
| 68. | Mott CC meaningfully involves its Faculty and staff in institutional work. | 4.29 | 2.24 | 82.83 | 9.27 |
| 52. | Mott CC regularly assesses whether students achieve program and course goals. | 4.28 | 2.46 | 83.23 | 15.29 |
| 63. | Mott CC encourages its Faculty and staff to collaborate with others on new projects. | 4.28 | 2.32 | 82.02 | 8.87 |
| 45. | Mott CC effectively identifies the support service needs of its Faculty and staff, units, and divisions/departments. | 4.25 | 2.2 | 84.04 | 9.62 |
| 82. | Mott CC balances individual and collective work effectively. | 4.24 | 2.16 | 81.01 | 10.97 |
| 11. | Processes are in place to determine which new educational offerings to develop. | 4.22 | 2.51 | 91.31 | 15.04 |
| 51. | The processes for gathering and analyzing data serve the needs of | 4.2 | 2.3 | 83.23 | 12.13 |

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| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|---|------|---------|---------------|--------------|
| | Faculty and staff and divisions/departments effectively. | | | | |
| 61. | Mott CC measures its progress in accomplishing institutional strategies. | 4.17 | 2.5 | 82.22 | 18.43 |
| 29. | Evaluations regularly provide Faculty and staff with concrete feedback on ways to improve. | 4.17 | 2.25 | 86.06 | 4.69 |
| 16. | People working here understand the significance of Mott CC's objectives that are <i>not</i> directly related to educating students. | 4.16 | 2.09 | 88.89 | 7.27 |
| 60. | Mott CC allocates resources effectively in support of its plans and future goals. | 4.13 | 2.32 | 82.83 | 14.15 |
| 54. | Faculty and staff know the key measures of Mott CC's success. | 4.1 | 2.2 | 83.43 | 10.17 |
| 23. | Measured student satisfaction with Mott CC improves steadily. | 4.09 | 2.5 | 86.87 | 17.21 |
| 58. | Mott CC compares its own performance with that of other higher education institutions. | 4.08 | 2.62 | 82.02 | 20.44 |
| 31. | Mott CC seeks out the views of Faculty and staff on ways to improve operations and performance. | 4.08 | 2.2 | 85.86 | 4.71 |
| 44. | Budgeting processes ensure resources are effectively allocated. | 4.07 | 2.39 | 84.04 | 13.94 |
| 21. | Mott CC responds rapidly to the changing needs of students. | 4.03 | 2.23 | 87.27 | 8.8 |
| 65. | Mott CC builds effective relationships among faculty, staff, and administrators. | 4.02 | 2.1 | 83.03 | 3.65 |
| 71. | Advising processes work effectively to get students in appropriate courses and programs. | 3.98 | 2.5 | 83.43 | 12.11 |
| 47. | Student needs are identified regularly so that appropriate support services can be provided. | 3.95 | 2.32 | 83.64 | 14.25 |
| 25. | Mott CC makes improvements based on the complaints it receives. | 3.93 | 2.38 | 86.67 | 13.75 |
| 59. | Mott CC has processes to ensure it is innovative and agile. | 3.8 | 2.46 | 82.22 | 18.18 |
| 24. | Mott CC maintains strong relationships with former students. | 3.77 | 2.34 | 86.46 | 15.42 |
| 27. | Mott CC regularly evaluates the effectiveness of human resource and personnel processes. | 3.72 | 2.45 | 86.06 | 16.9 |
| 38. | Mott CC analyzes the effectiveness of its decision-making processes. | 3.71 | 2.29 | 85.05 | 14.01 |
| 77. | Communication occurs effectively up, down, and across different units of the organization. | 3.69 | 2.14 | 82.42 | 5.15 |
| 26. | Mott CC has effective processes to use the feedback it gets from its students and its other stakeholders. | 3.64 | 2.38 | 86.26 | 17.56 |
| 62. | Faculty and staff share a vision of what Mott CC will be like in the next 5-10 years. | 3.63 | 2.18 | 82.02 | 10.1 |
| 69. | The faculty and staff feel they are in a partnership with administrators. | 3.61 | 2.16 | 82.83 | 3.9 |
| 46. | Support services are regularly evaluated to identify improvement opportunities. | 3.54 | 2.38 | 83.03 | 19.71 |

TABLE 8b: Performance Means by Staff Type
(Listed in order of done most well to done least well)

| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| | Administrator | | | | |
| 41. | Appropriate maintenance ensures that both facilities and equipment can be used effectively. | 5.77 | 1.57 | 88 | 0 |
| 43. | Technology is up-to-date and well-supported. | 5.7 | 1.65 | 88 | 0 |
| 30. | Mott CC's hiring processes make certain the people it employs possess necessary credentials, skills, and values. | 5.51 | 2.13 | 90 | 2.22 |
| 40. | Administrators ensure that Faculty and staff have the resources they need to do their work. | 5.34 | 1.93 | 88 | 0 |
| 19. | The results of Mott CC's non-educational work strengthen the overall institution. | 5.19 | 1.89 | 96 | 2.08 |
| 8. | Mott CC intentionally promotes excellence in teaching. | 5.19 | 1.76 | 96 | 2.08 |
| 44. | Budgeting processes ensure resources are effectively allocated. | 5.16 | 2.23 | 88 | 2.27 |
| 32. | Mott CC trusts Faculty and staff to do their work effectively. | 5.16 | 1.65 | 90 | 2.22 |
| 33. | Faculty and staff are recognized for their contributions and accomplishments. | 5.13 | 1.9 | 90 | 0 |
| 75. | Students have convenient access to the information and resources necessary to support their learning. | 5.12 | 2.04 | 86 | 6.98 |
| 72. | Mott CC supports civic, social, and/or environmental issues in the area it serves. | 5.11 | 2.21 | 88 | 6.82 |
| 60. | Mott CC allocates resources effectively in support of its plans and future goals. | 5.09 | 1.51 | 88 | 0 |
| 9. | Mott CC makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials. | 4.96 | 1.84 | 96 | 4.17 |
| 66. | Mott CC's key partnerships with other institutions and organizations are well-known. | 4.95 | 1.64 | 88 | 0 |
| 64. | Mott CC builds relationships with the institutions and organizations from which its students come. | 4.93 | 1.87 | 86 | 4.65 |
| 6. | When making institutional decisions, administrators consider the impact on students and learning. | 4.92 | 1.94 | 96 | 0 |
| 50. | Mott CC regularly measures its progress toward achieving its goals. | 4.86 | 1.69 | 88 | 0 |
| 56. | Mott CC has well-understood strategies to ensure it will continue to be effective in the future. | 4.82 | 1.51 | 88 | 0 |
| 67. | Mott CC creates and builds relationships with external organizations that provide services to our students. | 4.81 | 1.58 | 86 | 2.33 |
| 74. | Programs and services are designed to meet the needs of those Mott CC serves. | 4.8 | 1.89 | 88 | 4.54 |
| 42. | Support services harmonize with Mott CC's focus on education and learning. | 4.73 | 1.9 | 88 | 2.27 |
| 61. | Mott CC measures its progress in accomplishing institutional strategies. | 4.72 | 1.72 | 86 | 2.33 |
| 55. | Divisions/departments set specific targets for the goals they want to achieve. | 4.72 | 2.21 | 86 | 6.98 |
| 34. | Administrators communicate a clear vision for Mott CC's future. | 4.69 | 1.84 | 90 | 0 |
| 35. | Mott CC's core values stress the centrality of learning. | 4.69 | 2.18 | 90 | 2.22 |
| 73. | Mott CC's basic education or developmental offerings effectively prepare students for courses and programs. | 4.64 | 2.19 | 88 | 6.82 |
| 15. | Mott CC maintains a climate that encourages students to express their ideas, even unusual or unpopular ones. | 4.64 | 2.14 | 94 | 4.25 |
| 48. | Mott CC ensures that students have easy access to the people and services they require to be successful. | 4.57 | 1.91 | 88 | 4.54 |
| 49. | Divisions/departments can show their contribution to meeting Mott CC's overall goals. | 4.56 | 2.1 | 86 | 6.98 |
| 53. | Faculty and staff have access to the data and information that they need to improve the quality of the work they do. | 4.55 | 1.58 | 84 | 0 |
| 68. | Mott CC meaningfully involves its Faculty and staff in institutional | 4.54 | 1.86 | 88 | 2.27 |

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| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| | work. | | | | |
| 57. | Divisions/departments set specific targets for improving their work. | 4.54 | 1.72 | 88 | 4.54 |
| 17. | Mott CC's non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy. | 4.52 | 1.99 | 96 | 2.08 |
| 4. | Mott CC uses student assessment results to improve teaching and learning. | 4.51 | 1.73 | 98 | 4.08 |
| 58. | Mott CC compares its own performance with that of other higher education institutions. | 4.51 | 1.87 | 86 | 2.33 |
| 28. | Mott CC makes certain that Faculty and staff get the training and professional development their work requires. | 4.51 | 2.05 | 90 | 0 |
| 7. | Mott CC clearly communicates its learning expectations to both current and prospective students. | 4.48 | 1.83 | 96 | 2.08 |
| 63. | Mott CC encourages its Faculty and staff to collaborate with others on new projects. | 4.45 | 2.06 | 88 | 0 |
| 18. | Mott CC regularly solicits feedback to improve offerings and services to the communities it serves. | 4.45 | 2.02 | 94 | 4.25 |
| 37. | Administrators empower Faculty and staff by clearly delegating areas of authority. | 4.44 | 1.8 | 90 | 0 |
| 39. | Organizational and committee structures support good decision-making. | 4.43 | 1.61 | 88 | 0 |
| 5. | Student Services divisions/departments provide programs and services that complement Mott CC's academic curricula. | 4.39 | 1.81 | 96 | 4.17 |
| 80. | Planning processes improve Mott CC's effectiveness. | 4.39 | 1.57 | 88 | 2.27 |
| 76. | Divisions/departments have the data and information they need to make improvements. | 4.35 | 1.62 | 86 | 2.33 |
| 45. | Mott CC effectively identifies the support service needs of its Faculty and staff, units, and divisions/departments. | 4.34 | 1.63 | 88 | 0 |
| 51. | The processes for gathering and analyzing data serve the needs of Faculty and staff and divisions/departments effectively. | 4.32 | 1.81 | 88 | 4.54 |
| 31. | Mott CC seeks out the views of Faculty and staff on ways to improve operations and performance. | 4.31 | 1.99 | 90 | 2.22 |
| 36. | A clear understanding of Mott CC's priorities guides Faculty and staff in their work. | 4.16 | 1.81 | 90 | 0 |
| 65. | Mott CC builds effective relationships among faculty, staff, and administrators. | 4.14 | 1.56 | 88 | 0 |
| 12. | Mott CC regularly evaluates the effectiveness and relevance of its courses and programs. | 4.13 | 1.95 | 96 | 6.25 |
| 79. | Mott CC actively encourages innovation. | 4.11 | 2 | 88 | 4.54 |
| 82. | Mott CC balances individual and collective work effectively. | 4.05 | 1.67 | 84 | 4.76 |
| 70. | Students have good access to faculty outside of scheduled classes. | 4.02 | 1.87 | 84 | 9.52 |
| 81. | Divisions/departments work effectively as teams. | 4 | 1.8 | 86 | 2.33 |
| 54. | Faculty and staff know the key measures of Mott CC's success. | 3.98 | 1.5 | 88 | 2.27 |
| 52. | Mott CC regularly assesses whether students achieve program and course goals. | 3.98 | 2.14 | 86 | 9.3 |
| 27. | Mott CC regularly evaluates the effectiveness of human resource and personnel processes. | 3.93 | 2.06 | 92 | 6.52 |
| 25. | Mott CC makes improvements based on the complaints it receives. | 3.93 | 1.93 | 92 | 4.35 |
| 10. | Faculty and staff have a shared understanding of Mott CC's educational goals for students. | 3.92 | 1.94 | 96 | 2.08 |
| 20. | Mott CC carefully defines and analyzes the unique needs of different groups of people it might serve. | 3.89 | 1.61 | 92 | 0 |
| 11. | Processes are in place to determine which new educational offerings to develop. | 3.88 | 2.08 | 96 | 6.25 |
| 23. | Measured student satisfaction with Mott CC improves steadily. | 3.83 | 1.88 | 92 | 6.52 |
| 14. | Mott CC identifies specific targets for improving student learning. | 3.81 | 2.08 | 94 | 8.51 |
| 38. | Mott CC analyzes the effectiveness of its decision-making processes. | 3.73 | 1.53 | 90 | 0 |
| 69. | The faculty and staff feel they are in a partnership with administrators. | 3.73 | 1.85 | 88 | 0 |
| 47. | Student needs are identified regularly so that appropriate support services can be provided. | 3.72 | 1.69 | 86 | 6.98 |
| 13. | Mott CC has processes to ensure that students are prepared for the | 3.71 | 1.86 | 96 | 6.25 |

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| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| | programs and courses in which they enroll. | | | | |
| 22. | Mott CC measures how effectively it serves its students. | 3.69 | 1.9 | 92 | 6.52 |
| 16. | People working here understand the significance of Mott CC's objectives that are <i>not</i> directly related to educating students. | 3.67 | 1.83 | 96 | 4.17 |
| 59. | Mott CC has processes to ensure it is innovative and agile. | 3.64 | 1.79 | 88 | 2.27 |
| 46. | Support services are regularly evaluated to identify improvement opportunities. | 3.56 | 1.82 | 86 | 6.98 |
| 26. | Mott CC has effective processes to use the feedback it gets from its students and its other stakeholders. | 3.46 | 1.91 | 92 | 8.7 |
| 62. | Faculty and staff share a vision of what Mott CC will be like in the next 5-10 years. | 3.32 | 1.32 | 88 | 0 |
| 77. | Communication occurs effectively up, down, and across different units of the organization. | 3.32 | 1.64 | 88 | 2.27 |
| 21. | Mott CC responds rapidly to the changing needs of students. | 3.3 | 1.76 | 92 | 2.17 |
| 29. | Evaluations regularly provide Faculty and staff with concrete feedback on ways to improve. | 3.29 | 1.49 | 90 | 0 |
| 24. | Mott CC maintains strong relationships with former students. | 3.26 | 1.93 | 92 | 10.87 |
| 71. | Advising processes work effectively to get students in appropriate courses and programs. | 3.02 | 1.77 | 86 | 9.3 |
| | | | | | |
| | | | | | |
| | Faculty (full-time) | | | | |
| 8. | Mott CC intentionally promotes excellence in teaching. | 5.87 | 1.85 | 95 | 0.88 |
| 70. | Students have good access to faculty outside of scheduled classes. | 5.85 | 2.17 | 85.83 | 4.85 |
| 75. | Students have convenient access to the information and resources necessary to support their learning. | 5.61 | 2.07 | 85 | 2.94 |
| 43. | Technology is up-to-date and well-supported. | 5.57 | 1.95 | 86.67 | 0.96 |
| 30. | Mott CC's hiring processes make certain the people it employs possess necessary credentials, skills, and values. | 5.57 | 2.18 | 89.17 | 0 |
| 28. | Mott CC makes certain that Faculty and staff get the training and professional development their work requires. | 5.54 | 2.05 | 89.17 | 0 |
| 32. | Mott CC trusts Faculty and staff to do their work effectively. | 5.53 | 2.12 | 90 | 0 |
| 9. | Mott CC makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials. | 5.51 | 2.04 | 95 | 1.75 |
| 4. | Mott CC uses student assessment results to improve teaching and learning. | 5.38 | 1.98 | 95.83 | 1.74 |
| 5. | Student Services divisions/departments provide programs and services that complement Mott CC's academic curricula. | 5.34 | 1.69 | 95.83 | 0 |
| 15. | Mott CC maintains a climate that encourages students to express their ideas, even unusual or unpopular ones. | 5.32 | 1.92 | 90.83 | 2.75 |
| 33. | Faculty and staff are recognized for their contributions and accomplishments. | 5.3 | 2.1 | 90 | 0 |
| 72. | Mott CC supports civic, social, and/or environmental issues in the area it serves. | 5.3 | 2.27 | 84.17 | 5.94 |
| 73. | Mott CC's basic education or developmental offerings effectively prepare students for courses and programs. | 5.27 | 2.21 | 85 | 1.96 |
| 12. | Mott CC regularly evaluates the effectiveness and relevance of its courses and programs. | 5.25 | 1.91 | 92.5 | 1.8 |
| 74. | Programs and services are designed to meet the needs of those Mott CC serves. | 5.23 | 1.92 | 83.33 | 4 |
| 41. | Appropriate maintenance ensures that both facilities and equipment can be used effectively. | 5.18 | 2.08 | 88.33 | 0 |
| 19. | The results of Mott CC's non-educational work strengthen the overall institution. | 5.11 | 1.9 | 89.17 | 3.74 |
| 18. | Mott CC regularly solicits feedback to improve offerings and services to the communities it serves. | 5.08 | 1.95 | 90 | 2.78 |
| 52. | Mott CC regularly assesses whether students achieve program and course goals. | 5 | 2.09 | 85.83 | 2.91 |
| 79. | Mott CC actively encourages innovation. | 4.94 | 2.01 | 84.17 | 3.96 |

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| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|---|------|---------|---------------|--------------|
| 14. | Mott CC identifies specific targets for improving student learning. | 4.93 | 2.08 | 90.83 | 1.83 |
| 42. | Support services harmonize with Mott CC's focus on education and learning. | 4.92 | 1.97 | 87.5 | 1.9 |
| 48. | Mott CC ensures that students have easy access to the people and services they require to be successful. | 4.85 | 2.02 | 85.83 | 1.94 |
| 81. | Divisions/departments work effectively as teams. | 4.83 | 1.97 | 83.33 | 1 |
| 53. | Faculty and staff have access to the data and information that they need to improve the quality of the work they do. | 4.83 | 1.83 | 85.83 | 0.97 |
| 35. | Mott CC's core values stress the centrality of learning. | 4.82 | 2 | 88.33 | 3.77 |
| 50. | Mott CC regularly measures its progress toward achieving its goals. | 4.81 | 2.08 | 85.83 | 6.8 |
| 10. | Faculty and staff have a shared understanding of Mott CC's educational goals for students. | 4.8 | 1.73 | 94.17 | 1.77 |
| 55. | Divisions/departments set specific targets for the goals they want to achieve. | 4.77 | 1.96 | 85 | 1.96 |
| 66. | Mott CC's key partnerships with other institutions and organizations are well-known. | 4.74 | 2.11 | 85 | 2.94 |
| 22. | Mott CC measures how effectively it serves its students. | 4.74 | 1.92 | 89.17 | 0.93 |
| 64. | Mott CC builds relationships with the institutions and organizations from which its students come. | 4.72 | 2.02 | 84.17 | 2.97 |
| 49. | Divisions/departments can show their contribution to meeting Mott CC's overall goals. | 4.71 | 1.9 | 85 | 6.86 |
| 20. | Mott CC carefully defines and analyzes the unique needs of different groups of people it might serve. | 4.71 | 2.02 | 90 | 2.78 |
| 7. | Mott CC clearly communicates its learning expectations to both current and prospective students. | 4.7 | 2.17 | 95.83 | 4.35 |
| 40. | Administrators ensure that Faculty and staff have the resources they need to do their work. | 4.68 | 1.94 | 88.33 | 0 |
| 29. | Evaluations regularly provide Faculty and staff with concrete feedback on ways to improve. | 4.65 | 2.04 | 89.17 | 0 |
| 34. | Administrators communicate a clear vision for Mott CC's future. | 4.64 | 1.97 | 89.17 | 0 |
| 80. | Planning processes improve Mott CC's effectiveness. | 4.62 | 1.92 | 84.17 | 4.95 |
| 17. | Mott CC's non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy. | 4.61 | 1.97 | 90.83 | 5.5 |
| 67. | Mott CC creates and builds relationships with external organizations that provide services to our students. | 4.6 | 2.1 | 84.17 | 6.93 |
| 63. | Mott CC encourages its Faculty and staff to collaborate with others on new projects. | 4.56 | 1.93 | 82.5 | 1.01 |
| 68. | Mott CC meaningfully involves its Faculty and staff in institutional work. | 4.56 | 1.85 | 85.83 | 0.97 |
| 39. | Organizational and committee structures support good decision-making. | 4.55 | 1.87 | 88.33 | 0.94 |
| 57. | Divisions/departments set specific targets for improving their work. | 4.53 | 1.92 | 85.83 | 1.94 |
| 61. | Mott CC measures its progress in accomplishing institutional strategies. | 4.52 | 2.1 | 84.17 | 8.91 |
| 76. | Divisions/departments have the data and information they need to make improvements. | 4.46 | 2.11 | 84.17 | 5.94 |
| 6. | When making institutional decisions, administrators consider the impact on students and learning. | 4.43 | 2.02 | 96.67 | 0.86 |
| 16. | People working here understand the significance of Mott CC's objectives that are <i>not</i> directly related to educating students. | 4.42 | 1.75 | 90.83 | 1.83 |
| 71. | Advising processes work effectively to get students in appropriate courses and programs. | 4.41 | 2.22 | 85.83 | 1.94 |
| 45. | Mott CC effectively identifies the support service needs of its Faculty and staff, units, and divisions/departments. | 4.41 | 1.85 | 86.67 | 2.88 |
| 58. | Mott CC compares its own performance with that of other higher education institutions. | 4.41 | 2.1 | 85 | 7.84 |
| 56. | Mott CC has well-understood strategies to ensure it will continue to be effective in the future. | 4.4 | 1.93 | 85.83 | 2.91 |
| 82. | Mott CC balances individual and collective work effectively. | 4.4 | 1.73 | 80.83 | 5.15 |
| 51. | The processes for gathering and analyzing data serve the needs of Faculty and staff and divisions/departments effectively. | 4.38 | 1.87 | 85 | 0.98 |

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| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|-------------|----------------|----------------------|---------------------|
| 13. | Mott CC has processes to ensure that students are prepared for the programs and courses in which they enroll. | 4.37 | 2.29 | 92.5 | 0.9 |
| 36. | A clear understanding of Mott CC's priorities guides Faculty and staff in their work. | 4.36 | 1.83 | 89.17 | 0.93 |
| 11. | Processes are in place to determine which new educational offerings to develop. | 4.31 | 2.04 | 91.67 | 2.73 |
| 23. | Measured student satisfaction with Mott CC improves steadily. | 4.26 | 2.34 | 89.17 | 13.08 |
| 59. | Mott CC has processes to ensure it is innovative and agile. | 4.19 | 1.96 | 85 | 5.88 |
| 37. | Administrators empower Faculty and staff by clearly delegating areas of authority. | 4.19 | 1.91 | 88.33 | 0.94 |
| 21. | Mott CC responds rapidly to the changing needs of students. | 4.12 | 1.84 | 90 | 0.93 |
| 54. | Faculty and staff know the key measures of Mott CC's success. | 4.08 | 2.01 | 85.83 | 6.8 |
| 60. | Mott CC allocates resources effectively in support of its plans and future goals. | 4.01 | 2.11 | 84.17 | 8.91 |
| 31. | Mott CC seeks out the views of Faculty and staff on ways to improve operations and performance. | 3.98 | 1.92 | 88.33 | 0 |
| 24. | Mott CC maintains strong relationships with former students. | 3.92 | 1.98 | 90 | 7.41 |
| 25. | Mott CC makes improvements based on the complaints it receives. | 3.88 | 2.1 | 90 | 10.19 |
| 47. | Student needs are identified regularly so that appropriate support services can be provided. | 3.84 | 1.87 | 85.83 | 8.74 |
| 26. | Mott CC has effective processes to use the feedback it gets from its students and its other stakeholders. | 3.71 | 2.18 | 89.17 | 10.28 |
| 44. | Budgeting processes ensure resources are effectively allocated. | 3.7 | 2.2 | 87.5 | 12.38 |
| 77. | Communication occurs effectively up, down, and across different units of the organization. | 3.7 | 1.88 | 84.17 | 1.98 |
| 65. | Mott CC builds effective relationships among faculty, staff, and administrators. | 3.63 | 1.91 | 85.83 | 0 |
| 62. | Faculty and staff share a vision of what Mott CC will be like in the next 5-10 years. | 3.58 | 1.84 | 83.33 | 3 |
| 27. | Mott CC regularly evaluates the effectiveness of human resource and personnel processes. | 3.5 | 2.27 | 87.5 | 13.33 |
| 38. | Mott CC analyzes the effectiveness of its decision-making processes. | 3.43 | 2.06 | 88.33 | 10.38 |
| 46. | Support services are regularly evaluated to identify improvement opportunities. | 3.19 | 2.24 | 86.67 | 24.04 |
| 69. | The faculty and staff feel they are in a partnership with administrators. | 3.18 | 1.93 | 84.17 | 1.98 |
| | | | | | |
| | | | | | |
| | Faculty (part-time/adjunct) | | | | |
| 32. | Mott CC trusts Faculty and staff to do their work effectively. | 6.22 | 2.09 | 82.83 | 2.44 |
| 70. | Students have good access to faculty outside of scheduled classes. | 6.08 | 2.07 | 80.81 | 2.5 |
| 8. | Mott CC intentionally promotes excellence in teaching. | 5.98 | 2.1 | 92.93 | 2.17 |
| 75. | Students have convenient access to the information and resources necessary to support their learning. | 5.84 | 2.28 | 79.8 | 3.8 |
| 43. | Technology is up-to-date and well-supported. | 5.84 | 2.24 | 82.83 | 0 |
| 9. | Mott CC makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials. | 5.78 | 2.17 | 91.92 | 3.3 |
| 73. | Mott CC's basic education or developmental offerings effectively prepare students for courses and programs. | 5.66 | 2.13 | 80.81 | 2.5 |
| 4. | Mott CC uses student assessment results to improve teaching and learning. | 5.56 | 2.13 | 92.93 | 4.35 |
| 7. | Mott CC clearly communicates its learning expectations to both current and prospective students. | 5.55 | 2.17 | 92.93 | 6.52 |
| 74. | Programs and services are designed to meet the needs of those Mott CC serves. | 5.54 | 2.25 | 79.8 | 5.06 |
| 10. | Faculty and staff have a shared understanding of Mott CC's educational goals for students. | 5.5 | 2.16 | 92.93 | 3.26 |
| 30. | Mott CC's hiring processes make certain the people it employs possess necessary credentials, skills, and values. | 5.48 | 2.58 | 84.85 | 8.33 |
| 28. | Mott CC makes certain that Faculty and staff get the training and | 5.48 | 2.29 | 84.85 | 3.57 |

Constellation Appendices

| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| | professional development their work requires. | | | | |
| 35. | Mott CC's core values stress the centrality of learning. | 5.47 | 2.35 | 83.84 | 7.23 |
| 48. | Mott CC ensures that students have easy access to the people and services they require to be successful. | 5.39 | 2.24 | 81.82 | 3.7 |
| 72. | Mott CC supports civic, social, and/or environmental issues in the area it serves. | 5.34 | 2.64 | 79.8 | 12.66 |
| 14. | Mott CC identifies specific targets for improving student learning. | 5.33 | 2.2 | 90.91 | 5.55 |
| 41. | Appropriate maintenance ensures that both facilities and equipment can be used effectively. | 5.33 | 2.25 | 82.83 | 0 |
| 5. | Student Services divisions/departments provide programs and services that complement Mott CC's academic curricula. | 5.3 | 2.31 | 91.92 | 7.69 |
| 42. | Support services harmonize with Mott CC's focus on education and learning. | 5.28 | 2.26 | 82.83 | 6.1 |
| 15. | Mott CC maintains a climate that encourages students to express their ideas, even unusual or unpopular ones. | 5.28 | 2.44 | 90.91 | 8.89 |
| 81. | Divisions/departments work effectively as teams. | 5.23 | 2.57 | 78.79 | 6.41 |
| 12. | Mott CC regularly evaluates the effectiveness and relevance of its courses and programs. | 5.23 | 2.4 | 90.91 | 8.89 |
| 40. | Administrators ensure that Faculty and staff have the resources they need to do their work. | 5.21 | 2.32 | 82.83 | 1.22 |
| 20. | Mott CC carefully defines and analyzes the unique needs of different groups of people it might serve. | 5.18 | 2.44 | 84.85 | 8.33 |
| 33. | Faculty and staff are recognized for their contributions and accomplishments. | 5.15 | 2.37 | 82.83 | 3.66 |
| 57. | Divisions/departments set specific targets for improving their work. | 5.12 | 2.55 | 78.79 | 8.97 |
| 11. | Processes are in place to determine which new educational offerings to develop. | 5.07 | 2.53 | 90.91 | 11.11 |
| 29. | Evaluations regularly provide Faculty and staff with concrete feedback on ways to improve. | 5.07 | 2.59 | 84.85 | 5.95 |
| 6. | When making institutional decisions, administrators consider the impact on students and learning. | 5.07 | 2.21 | 92.93 | 5.43 |
| 76. | Divisions/departments have the data and information they need to make improvements. | 5.05 | 2.53 | 78.79 | 10.26 |
| 79. | Mott CC actively encourages innovation. | 5.04 | 2.32 | 78.79 | 6.41 |
| 55. | Divisions/departments set specific targets for the goals they want to achieve. | 5.03 | 2.37 | 80.81 | 6.25 |
| 13. | Mott CC has processes to ensure that students are prepared for the programs and courses in which they enroll. | 5 | 2.34 | 91.92 | 5.49 |
| 49. | Divisions/departments can show their contribution to meeting Mott CC's overall goals. | 5 | 2.65 | 80.81 | 13.75 |
| 36. | A clear understanding of Mott CC's priorities guides Faculty and staff in their work. | 4.97 | 2.34 | 83.84 | 6.02 |
| 34. | Administrators communicate a clear vision for Mott CC's future. | 4.95 | 2.42 | 83.84 | 6.02 |
| 21. | Mott CC responds rapidly to the changing needs of students. | 4.93 | 2.37 | 85.86 | 7.06 |
| 80. | Planning processes improve Mott CC's effectiveness. | 4.92 | 2.68 | 78.79 | 14.1 |
| 71. | Advising processes work effectively to get students in appropriate courses and programs. | 4.91 | 2.63 | 80.81 | 7.5 |
| 19. | The results of Mott CC's non-educational work strengthen the overall institution. | 4.91 | 2.37 | 87.88 | 10.34 |
| 66. | Mott CC's key partnerships with other institutions and organizations are well-known. | 4.89 | 2.44 | 79.8 | 7.59 |
| 50. | Mott CC regularly measures its progress toward achieving its goals. | 4.88 | 2.52 | 80.81 | 12.5 |
| 53. | Faculty and staff have access to the data and information that they need to improve the quality of the work they do. | 4.88 | 2.36 | 80.81 | 6.25 |
| 22. | Mott CC measures how effectively it serves its students. | 4.88 | 2.26 | 85.86 | 7.06 |
| 17. | Mott CC's non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy. | 4.87 | 2.43 | 87.88 | 12.64 |
| 18. | Mott CC regularly solicits feedback to improve offerings and services to the communities it serves. | 4.85 | 2.47 | 88.89 | 10.23 |
| 64. | Mott CC builds relationships with the institutions and organizations | 4.79 | 2.65 | 78.79 | 16.67 |

Constellation Appendices

| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|---|------|---------|---------------|--------------|
| | from which its students come. | | | | |
| 23. | Measured student satisfaction with Mott CC improves steadily. | 4.78 | 2.61 | 85.86 | 14.12 |
| 52. | Mott CC regularly assesses whether students achieve program and course goals. | 4.76 | 2.4 | 79.8 | 10.13 |
| 63. | Mott CC encourages its Faculty and staff to collaborate with others on new projects. | 4.75 | 2.43 | 77.78 | 7.79 |
| 31. | Mott CC seeks out the views of Faculty and staff on ways to improve operations and performance. | 4.72 | 2.52 | 83.84 | 4.82 |
| 82. | Mott CC balances individual and collective work effectively. | 4.71 | 2.43 | 78.79 | 12.82 |
| 65. | Mott CC builds effective relationships among faculty, staff, and administrators. | 4.69 | 2.31 | 78.79 | 3.85 |
| 37. | Administrators empower Faculty and staff by clearly delegating areas of authority. | 4.67 | 2.69 | 83.84 | 10.84 |
| 16. | People working here understand the significance of Mott CC's objectives that are <i>not</i> directly related to educating students. | 4.63 | 2.23 | 87.88 | 5.75 |
| 47. | Student needs are identified regularly so that appropriate support services can be provided. | 4.6 | 2.6 | 81.82 | 13.58 |
| 54. | Faculty and staff know the key measures of Mott CC's success. | 4.58 | 2.47 | 79.8 | 8.86 |
| 39. | Organizational and committee structures support good decision-making. | 4.55 | 2.68 | 81.82 | 16.05 |
| 56. | Mott CC has well-understood strategies to ensure it will continue to be effective in the future. | 4.48 | 2.69 | 79.8 | 15.19 |
| 67. | Mott CC creates and builds relationships with external organizations that provide services to our students. | 4.46 | 2.56 | 79.8 | 16.45 |
| 68. | Mott CC meaningfully involves its Faculty and staff in institutional work. | 4.45 | 2.59 | 78.79 | 12.82 |
| 69. | The faculty and staff feel they are in a partnership with administrators. | 4.4 | 2.36 | 78.79 | 3.85 |
| 51. | The processes for gathering and analyzing data serve the needs of Faculty and staff and divisions/departments effectively. | 4.36 | 2.58 | 80.81 | 15 |
| 45. | Mott CC effectively identifies the support service needs of its Faculty and staff, units, and divisions/departments. | 4.32 | 2.54 | 82.83 | 15.85 |
| 77. | Communication occurs effectively up, down, and across different units of the organization. | 4.29 | 2.6 | 78.79 | 8.97 |
| 59. | Mott CC has processes to ensure it is innovative and agile. | 4.25 | 2.88 | 77.78 | 20.78 |
| 38. | Mott CC analyzes the effectiveness of its decision-making processes. | 4.2 | 2.55 | 81.82 | 16.05 |
| 61. | Mott CC measures its progress in accomplishing institutional strategies. | 4.12 | 2.76 | 77.78 | 23.38 |
| 60. | Mott CC allocates resources effectively in support of its plans and future goals. | 4.11 | 2.64 | 79.8 | 18.99 |
| 62. | Faculty and staff share a vision of what Mott CC will be like in the next 5-10 years. | 4.1 | 2.63 | 78.79 | 12.82 |
| 26. | Mott CC has effective processes to use the feedback it gets from its students and its other stakeholders. | 4.06 | 2.75 | 82.83 | 21.95 |
| 58. | Mott CC compares its own performance with that of other higher education institutions. | 4.06 | 2.94 | 77.78 | 25.97 |
| 27. | Mott CC regularly evaluates the effectiveness of human resource and personnel processes. | 4 | 2.63 | 82.83 | 20.73 |
| 44. | Budgeting processes ensure resources are effectively allocated. | 3.95 | 2.63 | 81.82 | 20.99 |
| 25. | Mott CC makes improvements based on the complaints it receives. | 3.95 | 2.67 | 82.83 | 18.29 |
| 24. | Mott CC maintains strong relationships with former students. | 3.85 | 2.5 | 82.83 | 18.29 |
| 46. | Support services are regularly evaluated to identify improvement opportunities. | 3.56 | 2.65 | 79.8 | 26.58 |
| | | | | | |
| | | | | | |
| | Staff | | | | |
| 43. | Technology is up-to-date and well-supported. | 5.79 | 2.09 | 84.23 | 3.74 |
| 32. | Mott CC trusts Faculty and staff to do their work effectively. | 5.34 | 2.21 | 83.78 | 4.84 |
| 72. | Mott CC supports civic, social, and/or environmental issues in the area it serves. | 5.22 | 2.32 | 82.43 | 8.74 |
| 41. | Appropriate maintenance ensures that both facilities and equipment | 5.03 | 2.16 | 84.23 | 4.81 |

Constellation Appendices

| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|--|------|---------|---------------|--------------|
| | can be used effectively. | | | | |
| 9. | Mott CC makes certain that students acquire the knowledge and skills required by their academic programs before awarding them credentials. | 4.86 | 2.6 | 92.34 | 15.12 |
| 33. | Faculty and staff are recognized for their contributions and accomplishments. | 4.84 | 2.28 | 83.78 | 2.69 |
| 75. | Students have convenient access to the information and resources necessary to support their learning. | 4.84 | 2.41 | 82.43 | 12.57 |
| 74. | Programs and services are designed to meet the needs of those Mott CC serves. | 4.83 | 2.26 | 82.43 | 10.38 |
| 42. | Support services harmonize with Mott CC's focus on education and learning. | 4.78 | 2.33 | 83.33 | 10.27 |
| 40. | Administrators ensure that Faculty and staff have the resources they need to do their work. | 4.78 | 2.17 | 84.23 | 3.21 |
| 30. | Mott CC's hiring processes make certain the people it employs possess necessary credentials, skills, and values. | 4.72 | 2.41 | 85.14 | 7.94 |
| 73. | Mott CC's basic education or developmental offerings effectively prepare students for courses and programs. | 4.7 | 2.52 | 81.53 | 16.02 |
| 48. | Mott CC ensures that students have easy access to the people and services they require to be successful. | 4.63 | 2.42 | 83.33 | 10.81 |
| 5. | Student Services divisions/departments provide programs and services that complement Mott CC's academic curricula. | 4.6 | 2.66 | 94.59 | 16.67 |
| 53. | Faculty and staff have access to the data and information that they need to improve the quality of the work they do. | 4.59 | 2.41 | 83.33 | 12.43 |
| 67. | Mott CC creates and builds relationships with external organizations that provide services to our students. | 4.58 | 2.45 | 82.88 | 14.13 |
| 8. | Mott CC intentionally promotes excellence in teaching. | 4.58 | 2.63 | 92.79 | 16.02 |
| 66. | Mott CC's key partnerships with other institutions and organizations are well-known. | 4.54 | 2.55 | 83.33 | 15.13 |
| 19. | The results of Mott CC's non-educational work strengthen the overall institution. | 4.53 | 2.58 | 86.94 | 14.51 |
| 35. | Mott CC's core values stress the centrality of learning. | 4.5 | 2.48 | 83.33 | 15.13 |
| 15. | Mott CC maintains a climate that encourages students to express their ideas, even unusual or unpopular ones. | 4.46 | 2.62 | 91.44 | 15.27 |
| 55. | Divisions/departments set specific targets for the goals they want to achieve. | 4.39 | 2.5 | 83.33 | 15.13 |
| 34. | Administrators communicate a clear vision for Mott CC's future. | 4.36 | 2.29 | 84.23 | 8.02 |
| 79. | Mott CC actively encourages innovation. | 4.33 | 2.41 | 81.53 | 12.71 |
| 64. | Mott CC builds relationships with the institutions and organizations from which its students come. | 4.29 | 2.49 | 83.33 | 17.84 |
| 17. | Mott CC's non-educational activities and objectives harmonize or fit with its fundamental mission, vision, and philosophy. | 4.28 | 2.46 | 87.39 | 15.98 |
| 49. | Divisions/departments can show their contribution to meeting Mott CC's overall goals. | 4.22 | 2.4 | 82.88 | 16.85 |
| 57. | Divisions/departments set specific targets for improving their work. | 4.2 | 2.41 | 82.43 | 14.75 |
| 20. | Mott CC carefully defines and analyzes the unique needs of different groups of people it might serve. | 4.2 | 2.51 | 86.49 | 15.63 |
| 28. | Mott CC makes certain that Faculty and staff get the training and professional development their work requires. | 4.19 | 2.21 | 85.14 | 4.23 |
| 10. | Faculty and staff have a shared understanding of Mott CC's educational goals for students. | 4.19 | 2.39 | 92.34 | 12.68 |
| 36. | A clear understanding of Mott CC's priorities guides Faculty and staff in their work. | 4.17 | 2.04 | 83.78 | 7.53 |
| 37. | Administrators empower Faculty and staff by clearly delegating areas of authority. | 4.16 | 2.23 | 84.23 | 8.02 |
| 18. | Mott CC regularly solicits feedback to improve offerings and services to the communities it serves. | 4.15 | 2.51 | 87.39 | 16.49 |
| 6. | When making institutional decisions, administrators consider the impact on students and learning. | 4.15 | 2.48 | 93.69 | 13.94 |
| 80. | Planning processes improve Mott CC's effectiveness. | 4.13 | 2.5 | 81.53 | 17.68 |
| 4. | Mott CC uses student assessment results to improve teaching and | 4.12 | 2.66 | 94.14 | 23.44 |

Constellation Appendices

| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|---|------|---------|---------------|--------------|
| | learning. | | | | |
| 12. | Mott CC regularly evaluates the effectiveness and relevance of its courses and programs. | 4.11 | 2.61 | 90.99 | 21.29 |
| 13. | Mott CC has processes to ensure that students are prepared for the programs and courses in which they enroll. | 4.11 | 2.53 | 91.44 | 17.24 |
| 81. | Divisions/departments work effectively as teams. | 4.09 | 2.11 | 81.98 | 7.14 |
| 44. | Budgeting processes ensure resources are effectively allocated. | 4.08 | 2.34 | 82.88 | 14.13 |
| 45. | Mott CC effectively identifies the support service needs of its Faculty and staff, units, and divisions/departments. | 4.08 | 2.35 | 82.88 | 13.04 |
| 56. | Mott CC has well-understood strategies to ensure it will continue to be effective in the future. | 4.03 | 2.56 | 82.43 | 19.67 |
| 39. | Organizational and committee structures support good decision-making. | 4.03 | 2.33 | 83.78 | 14.52 |
| 76. | Divisions/departments have the data and information they need to make improvements. | 4.02 | 2.34 | 81.98 | 15.38 |
| 50. | Mott CC regularly measures its progress toward achieving its goals. | 4 | 2.68 | 83.33 | 23.24 |
| 51. | The processes for gathering and analyzing data serve the needs of Faculty and staff and divisions/departments effectively. | 3.99 | 2.49 | 82.88 | 19.02 |
| 7. | Mott CC clearly communicates its learning expectations to both current and prospective students. | 3.98 | 2.52 | 93.24 | 19.81 |
| 68. | Mott CC meaningfully involves its Faculty and staff in institutional work. | 3.97 | 2.32 | 82.43 | 14.21 |
| 82. | Mott CC balances individual and collective work effectively. | 3.97 | 2.31 | 81.53 | 14.92 |
| 14. | Mott CC identifies specific targets for improving student learning. | 3.95 | 2.66 | 90.09 | 23.5 |
| 54. | Faculty and staff know the key measures of Mott CC's success. | 3.92 | 2.31 | 83.33 | 14.59 |
| 60. | Mott CC allocates resources effectively in support of its plans and future goals. | 3.92 | 2.39 | 82.43 | 18.58 |
| 25. | Mott CC makes improvements based on the complaints it receives. | 3.92 | 2.49 | 86.04 | 16.23 |
| 22. | Mott CC measures how effectively it serves its students. | 3.92 | 2.48 | 85.58 | 17.37 |
| 65. | Mott CC builds effective relationships among faculty, staff, and administrators. | 3.9 | 2.14 | 82.88 | 6.52 |
| 16. | People working here understand the significance of Mott CC's objectives that are <i>not</i> directly related to educating students. | 3.89 | 2.21 | 87.39 | 11.86 |
| 11. | Processes are in place to determine which new educational offerings to develop. | 3.89 | 2.73 | 90.99 | 25.25 |
| 63. | Mott CC encourages its Faculty and staff to collaborate with others on new projects. | 3.85 | 2.47 | 82.43 | 15.85 |
| 61. | Mott CC measures its progress in accomplishing institutional strategies. | 3.84 | 2.69 | 82.43 | 25.68 |
| 70. | Students have good access to faculty outside of scheduled classes. | 3.78 | 2.72 | 83.33 | 25.95 |
| 58. | Mott CC compares its own performance with that of other higher education institutions. | 3.77 | 2.86 | 81.53 | 29.83 |
| 47. | Student needs are identified regularly so that appropriate support services can be provided. | 3.76 | 2.5 | 83.33 | 19.46 |
| 31. | Mott CC seeks out the views of Faculty and staff on ways to improve operations and performance. | 3.76 | 2.18 | 85.14 | 7.94 |
| 24. | Mott CC maintains strong relationships with former students. | 3.75 | 2.53 | 85.58 | 20 |
| 23. | Measured student satisfaction with Mott CC improves steadily. | 3.73 | 2.61 | 85.58 | 23.68 |
| 52. | Mott CC regularly assesses whether students achieve program and course goals. | 3.73 | 2.62 | 83.33 | 25.95 |
| 21. | Mott CC responds rapidly to the changing needs of students. | 3.72 | 2.35 | 86.04 | 15.71 |
| 46. | Support services are regularly evaluated to identify improvement opportunities. | 3.71 | 2.44 | 82.88 | 17.39 |
| 29. | Evaluations regularly provide Faculty and staff with concrete feedback on ways to improve. | 3.68 | 2.16 | 84.68 | 7.98 |
| 27. | Mott CC regularly evaluates the effectiveness of human resource and personnel processes. | 3.64 | 2.55 | 86.04 | 19.89 |
| 38. | Mott CC analyzes the effectiveness of its decision-making processes. | 3.61 | 2.43 | 84.23 | 18.72 |
| 62. | Faculty and staff share a vision of what Mott CC will be like in the next 5-10 years. | 3.51 | 2.28 | 81.98 | 15.38 |

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| | Statement:(What is done well and not so well?) | Mean | Std Dev | Response Rate | % Don't Know |
|-----|---|-------------|----------------|----------------------|---------------------|
| 71. | Advising processes work effectively to get students in appropriate courses and programs. | 3.5 | 2.56 | 82.88 | 20.65 |
| 77. | Communication occurs effectively up, down, and across different units of the organization. | 3.47 | 2.1 | 81.98 | 6.04 |
| 69. | The faculty and staff feel they are in a partnership with administrators. | 3.46 | 2.18 | 83.33 | 5.95 |
| 26. | Mott CC has effective processes to use the feedback it gets from its students and its other stakeholders. | 3.45 | 2.41 | 85.58 | 22.11 |
| 59. | Mott CC has processes to ensure it is innovative and agile. | 3.4 | 2.62 | 81.53 | 28.18 |