Table:

**Strengths:**
- Adding Bear Bistro
- Building & grounds improvements
- New media/tech area
- Clean safe campus
- Technology upgrades support
- Updating health services
- Balanced approach to campus development
- Budgeting process
- Hiring process
- Meeting needs to community
- Offsite campus
- Great value
- Great grant development program

**Common Themes**
- Students should not be able to opt out of developmental classes based on their entrance exam
- Set minimum reading/math levels for all programs
- Cannot use remedial level courses for an associates
- Aptitude test for programs (part of entrance exam)
Table:

Strengths:
- Engaging community partnerships
- Good facilities
- MCC’s positive perception by the greater Flint community
- Gateway for university education (2+2, 3+1)
- Good staff attitude
- Engaged leadership at E.C. level
- Changes in Gen. Ed. requirements
- Payment period extensions
- Future Degree Audit implementation
- Improved communication processes for internal and external information (ex: financial aid reports)
- 24 hour help desk
- Formal/informal process to make quality (AQIP) suggestions throughout the years(s)
- Add computer skills components to placement testing process

Recommendation:
- A college-wide developmental support system for incoming students testing into developmental English and math and increase orientation activities to include study skills and learning strategies
- Improvements to advisor program (maybe online) to allow student access that allows faculty to make changes
- Clarify roles of main campus vs. outlying centers (programs, credit, non credit, etc.)
Table:

Strengths:

- Student focused
  1. Transferability- 2+2, 3+1, articulation agreements, easy transfer of credits to 4-year schools
  2. Affordable tuition
- Collaboration
  1. Workforce development
  2. Articulation agreements
- Student/perspective
  1. Comprehensive services
  2. Public safety
  3. Health services
  4. Academic services
  5. Learning activities
  6. Student activities
  7. Diverse academic climate
  8. Accessible hours
- Core strengths
  1. Convenient and centralized
  2. Faculty willing to add courses
- Speakers bureau
Table A:

Strengths:

- Admissions-financial aid workshops and kiosks
- Bistro-sense of place nutrition
- ITS help desk
- WiFi for students and staff
- Student clubs
- Website cross functional team and all departments, updating
- Articulation agreements with colleges and high schools
- Internships
- Program coordinators/student employment center to post jobs
- Advisory groups for programs
- Online business transactions, administration, registration, payment, financial aid, grades, BlackBoard
- Facilities equipment/technology
- Supportive faculty
- Employee background checks increased (federal jobs)
- Transitions-student positive about entire experience to get through program
- Adaptability-more students
- Caring people
- Keep current with industry discipline
- Curriculum development add new programs needed (autopsy assistant, media entertainment)
- Intermodal transportation RFID
- Hybrid cars
- MCC and state legislator relationships collaboration
- Grant development

Recommendation:

- We recommend we perform quality process mapping to measure and implement process improvements for the student intake experience
Table B:

Strengths:
- Academic programs for our students
- Dual enrollment for H.S. Students
- Always making improvements (simulation center-continuing education)
- Community involvement
- Employee commitment to the college
- Classroom diversity
- Quality of faculty and staff (experience, credentials, etc.)
- Overall value of college (cost, quality, etc.)
- Liberal employment opportunities
- Reputation=steady enrollment
- Small class size-personal attention
- Efficiency of mail center
- Security/emergency response
- University center located on campus

Processes:
- WFD
- Payroll process
- IT self serve options for class set-up
- IT support on site
- Collaboration amongst staff, faculty, etc. (informal)
- Formalized process
  1. Program advising and class scheduling (multi-semester schedule) guarantees higher level of classes will run once scheduled.
  2. Will allow students to complete AAS programs in 2 years
Table C:

Strengths:
- Fish bowl in CM
- Bistro expansion-student space
- SLBC-intake area
- Affordable tuition
- Clean & safe
- Employer comments on student training
- Collaboration-credit & non-credit
- Emergency response team
- Instructors
- Courses-quality-offering five locations
- Faculty prepare students well
- Quality of teaching
- Staff support of faculty & core missions
- Cross functional – Mott faculty achieve goals together
- Students feel welcome here
- Remote campus for middle college (flint central)
- Green college
- CO-OP
- Comprehensive & integrated enrollment management system
- Lap top classrooms
- First impression of external/internal callers
- Validation of program of study
- Signage on campus
- New fitness center
- Radio/TV station-MCCTV

Recommendation:
- We recommend that MCC develop & implement a student run TV and Radio station
Table G:

**Strengths:**

- Diversity
- Overall commitment to student success
- Striving to improve (surveys, AQIP, student surveys)
- Listening—giving students a voice
- Strong public safety
- Learning center, math lab, writing center, peer tutoring
- Teachers going above and beyond to assist students
- Student success
- Blended, hybrid, online choices, Friday/Saturday classes, etc.
- Bistro
- Financial aid
- Librarians
- CTL
- Grounds
- GRIT
- Emergency response teams
- Email ID

**Opportunity Conversation:**

- Be proactive—not reactive
  1. Making enrollment
  2. More efficient, supportive
  3. Connected and timely for students who need the support
Table F:

Strengths:

- Community focused
- Instructors care about students-personally involved in student success-both academically & personally
- Accessible-open to everyone
- Facilities-organization of classes/majors, maintaining and planning
- Technology planning
- Financial planning-forecasting and planning, proactive
- Professional development for faculty and staff
- Student services-two study areas for students to study, mini-grants to help students during times of crisis
- Computers available or student use
- Accessibility of faculty and staff for student
- Versatility of courses offered
- Reputation among employers and other schools
- Practical hands on experience that students receive
- Professional experience of faculty
- Marketing
  1. Billboards (more in more strategic places)
  2. Commercials
  3. Website (updated more often)
  4. Facebook-other new marketing ideas
  5. Highlight the exceptional programs that we do have to attract a highly motivated, well prepared student.
  6. Market over tuition value
- Customer response system
  1. Track student from time of recruitment all the way through academic career
  2. Student development-help students recognize their learning styles & study skills
- Health services
  1. Clinic
  2. Work with other clinics and hospitals in area
  3. Parking
Recommendation:

- We recommend using a case management approach to the student experience that tracks a student from the recruitment process through alumni status and uses a cross-departmental integrated college communications system. This system will help identify student concerns issued and help identify student learning styles, approaches and obstacles with the intent of building a successful student.
- We recommend that we reinstate a student/staff health services clinic. This clinic would become a referral service for students/staff with medical needs to local healthcare providers. This clinic would also provide basic preventative services (TB testing) this would especially benefit our consumers with no to poor insurance.
Table I:

**Strengths:**

- Specific example of a recent change that has resulted in MCC being more student focused/centered
  1. EYNU transfer agreement
  2. Articulation/transfer agreements (in general)
  3. Entertainment and media arts
  4. Change in Gen. Ed. requirements and certificate requirements

- Where is collaboration thriving
  1. Online initiatives
  2. Transfer/articulation
  3. Programs with GASC & UM of Flint (health sciences and fine arts)
  4. Cost-cutting measures

- Strengths from students/employers
  1. Helpful staff
  2. Genuine interest in student concerns
  3. Commitment to student achievement & success of Bear Bistro
  4. Higher quality of education than school they transferred to

- Core Strengths
  1. Commitment to student success/achievement
  2. Champion student efforts
  3. Dedicated and open-minded to quality change
  4. Commitment to college district and campus community
  5. Across-the-board commitment to fiscal responsibility

**Recommendation:**

- We recommend the enhanced assessment of the psychological, emotional & academic readiness of incoming students for college-level work and the placement of “at-risk” students, including students of Mott Middle College, into the appropriate developmental courses and support programs.
Table D:

**Strengths:**
- Bistro-center of meetings, open place to be with other people
- Student life-brings students together
- Integration of workforce-students with academic programs credits carry to further education
- Open labs-longer hours, more locations/campuses, meets needs of less fortunate
- Bookstore-much faster and streamlined, less confused
- New IT, tools, projectors, PC’s
- Student services available-cosmetology, dental office, health services
- Lead major community initiatives that often might be lead by other institutions
- Abilities programs, Hispanic Cultural Center, Technology and assistance even outside the local area
- Good collaboration within many divisions
- IT support access to technology, in general, is very high-training in technology good as well
- Personable faculty
Table J:

Strengths:
- Bistro/study areas creating community
- Campus wide commitment to students
- Commitment to technology
- Commitment to community involvement
- Faculty/staff/administration commitment to each other and other places in the institution
- Connections to 4-year institutions
- Online services-classes, registration, support
- Counseling assistance

Recommendation:
- We purpose creating a registration list