

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 35. The quality of instruction I receive in my program is excellent.
- 42. Nearly all faculty are knowledgeable in their field.
- 3. Classes are scheduled at times that are convenient for me.
- 41. Major requirements are clear and reasonable.
- 24. There is a commitment to academic excellence at this institution.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 20. Registration processes are reasonable and convenient for adults.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 5. Classroom locations are safe and secure for all students.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 45. I am able to complete most of my enrollment tasks in one location.
- 27. This institution has a good reputation within the community.

#### **Challenges**

- 21. Tuition paid is a worthwhile investment.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 22. Security staff respond quickly in emergencies.
- 49. There are sufficient options within my program of study.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. National Adult Students**

- 35. The quality of instruction I receive in my program is excellent.
- 42. Nearly all faculty are knowledgeable in their field.
- 3. Classes are scheduled at times that are convenient for me.
- 21. Tuition paid is a worthwhile investment.
- 24. There is a commitment to academic excellence at this institution.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 26. Faculty provide timely feedback about my progress.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.

#### **Lower Satisfaction vs. National Adult Students**

- 19. My academic advisor is knowledgeable about requirements in my major.
- 28. My academic advisor is accessible by telephone and e-mail.

#### **Higher Importance vs. National Adult Students**

- 16. I am able to register for classes I need with few conflicts.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 5. Classroom locations are safe and secure for all students.
- 22. Security staff respond quickly in emergencies.
- 18. Parking lots are well-lighted and secure.