

Day 2: Did you know about the various performance improvements CMU has made, based on feedback from the campus community?

[HLC Criterion 5.D.1, 2] Documented evidence of operations performance results in learning and improvements in institutional effectiveness, capabilities, and sustainability at all organizational levels.

CMU does not lack for examples of how it learns from its operational experiences and applies that learning to improve its institutional effectiveness, capabilities, and sustainability in all areas. Many examples were described in the discussion on Day 6. Some efforts are more systematic and on-going while others emerge from an operational concern and last only until resolved. As an example of the latter, the University provides opportunities beyond formal surveys for contributing suggestions for improvement, such as that through an electronic [student suggestion box](#) on the University's web portal (MAVzone). Students who submit a message are sent a response if contact information is provided, and improvements are made when appropriate.

The following illustrates the degree to which Colorado Mesa University is a community that applies what it learns from a close monitoring of its operations:

Academic Affairs and Academic Support

- [Program-level data](#) are compiled annually for each academic program. These reports are distributed to each academic department head by the President and Vice President for Academic Affairs and are the basis for discussions about the need for more faculty, courses that might need to be reviewed for low enrollment, or other program concerns.
- [Faculty salaries](#) by academic rank are reviewed in alternating years, compared with both regional and national peers, and adjusted as appropriate. This process has kept CMU more competitive in both the recruitment and retention of faculty.
- Staff in Tomlinson Library offer instruction to students on library resources and their appropriate use throughout the academic year. At the conclusion of the sessions, students and faculty members are asked to evaluate the usefulness of the session to their assignment, with the [feedback](#) used to improve sessions scheduled the following term.

Student Services

- In Spring 2014, the Working Group on Student Well-being made [recommendations](#) that included integrating the Student Health Clinic with behavioral health, thereby creating a more holistic Student Wellness Center (SWC) to treat “the whole person.” Beginning in Academic Year 2015-16, the University was awarded a \$102,000 grant for each of three years from the Substance Abuse and Mental Health Services Administration, matched by CMU, to support the institution's efforts in this area. Implementation of the clinic began in Fall 2016, with nearly 8,000 student visits (a total of health visits with individual and group behavioral health sessions) logged in AY 2016-17.

- Because CMU is sensitive to student expenses, Residence Life staff annually analyze comparative data for Colorado peer institutions that includes tuition, fees, and charges for on-campus room and board. CMU ranks [third lowest](#) among all Colorado 4 year-institutions for tuition and fees, while hovering in the [middle](#) of the grouping for room and board. Recognizing that students are price sensitive, the University lowered the rates for several residence halls (400 beds) for AY 2017-18.

Information Technology

- CMU continues to enhance student access to online information and services. Last Spring, [input from student focus groups](#) was solicited and will be used to enhance the functionality of the University's web portal, MAVzone. At present, the University is researching web portal options to improve navigation of information and applications launched from the portal and the website, add search capabilities of MAVzone content, and enhance access from mobile devices to address student comments provided.
- CMU has continually expanded its wireless network through the addition of access points for more than a decade. In FY 2016, CMU began a multi-year project to upgrade its core wireless infrastructure. CMU has improved wireless performance by more than doubling network speeds through these upgrades.

Facilities Services

- To maintain an attractive and functional campus, Facilities Services compiles a [facilities audit](#) annually from campus administrators. The list summarizes small-scale projects in need of repair or replacement which then are prioritized and budgeted.
- After observing the efficiency of its [geothermal exchange](#) systems, CMU has expanded its use from an original system that included one drill field serving one building to a system comprised of six separate drill fields, over one mile of 18" diameter high density polyethylene connecting pipe, numerous roof top cooling towers, boilers, and one 800,000-gallon heat sink (El Pomar Natatorium). All the aforementioned resources combine to heat and cool over 1,000,000 square feet of campus buildings, while saving CMU an average of \$600,000 per year in energy costs. The success of these systems has led CMU to look for other alternative energy sources.

Finance and Administration

- CMU conducts an annual food service survey that provides valuable feedback on the contractor's performance that includes student comments about dining services at the University. Recent changes, based on survey results, include the addition of food services as part of the renovation and expansion of Tomlinson Library and changes in vendors in the University Center.

Financial Aid

- CMU has been successful in recruiting students who are highly academically prepared by awarding them a merit scholarship through the [MavScholars Program](#). From 2010 to 2015, acceptance of this award has risen to 60.2%. Three out of every four MavScholars have returned for their second year. [MavWorks](#), an institutional work-study program,

has also been shown to increase retention rates, now at over 70%, and [higher than the retention rate](#) than that for students receiving either federal or state work study funds.

Intercollegiate Athletics

- Intercollegiate Athletics conducts an [exit survey](#) with student-athletes just prior to graduation. Results have contributed to the decision to add the Assistant Athletic Director for Student Success position as well as the addition of Wifi connectivity to CMU buses so students can do homework while traveling.

To learn more, log into MAVzone and click on the document link found in the CMU Assurance Argument for HLC channel (top left on the Home tab) for the full text of CMU's Assurance Argument. Links to supporting evidence are identified by underlined words but are not available through the PDF version.

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