



HLC: 10 Days and Counting...Did You Know?
November 8, 2013

Did you know that there has been a dramatic increase in the use of academic and student support services and that students have been very satisfied with the quality of those services?

Self-Study Report, Evidence Item 4C3-1. Advising and Academic Services developed new academic and student support programs and has made revisions to existing departments to address the results of retention and completion rate data. Advising and Academic Services (AAS) encompasses the offices of Advising, Career Services, Educational Access Services, Testing Center, and the Tutorial Learning Center. Each area has continually surveyed students to learn how to best accommodate them in order to increase retention rates, and the staff conduct exit surveys with students who withdraw completely from the University. Based on recommendations from the Working Group to Improve Student Academic Success (WGISAS) as well as on departmental surveys, changes were made in Academic Services offices that has led to a substantial increase in the use of services by students. While some of the growth was due to a larger number of admitted students, increased awareness of the services – from word-of-mouth, presentations in Freshman Year Initiative courses, marketing and emailing students, improved facilities, updated technology, and more efficient procedures – have all contributed to the increase in the use of services. For detailed usage reports, see Advising Center, Career Services, Educational Access Services, Testing, and Tutorial Learning Center. Finally, as described in Evidence Item 3D3-1, the Office of Student Success is CMU's most recent addition to academic support services to enhance student retention and completion in summer 2013. Based on surveys and data collected in all the service areas, changes were made to better assist students with the goal of strengthening CMU's retention efforts.

To learn more:

- Click here to [read](#) more of the PDF version of the report.
- Click here to [read](#) the related core-component in the web-version of the report.

Results from the Student Satisfaction Inventory (SSI) indicate that CMU fulfills the needs of its students. Student satisfaction is one way to track how successful the University is in meeting the needs of its diverse student body. Among other measures, CMU uses the Noel-Levitz Student Satisfaction Inventory (p. 3) to gauge student satisfaction. Some of CMU's noteworthy strengths are 1) a knowledgeable and available faculty, 2) a safe and secure campus that is well-maintained, and 3) an environment in which students feel welcome and find it enjoyable to be a student. Students also strongly agree that computer labs are adequate and accessible and that the institution has a good reputation within the community. An indicator of University's success in providing quality education is that its SSI scores equal or exceed the national four-year public averages in every item making up the instructional effectiveness scale.

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Please note that in the Self-Study Report, maroon text indicates the HLC's criteria for accreditation, while CMU's response is in black text, with links to supporting documentation identified by blue text (available only in the web-version of the report in MAVzone).