



HLC: 20 Days and Counting...Did You Know?
October 29, 2013

Did you know that 85 percent of seniors indicated on a 2012 survey that they would choose CMU again if they had to make the decision a second time?

Self-Study Report, Core Component 5.D. Introduction: The culture of Colorado Mesa University (CMU) is one that emphasizes learning from all stakeholders of the institution in order to improve the performance of operational units as well as the entire institution. Improvements have come about, not only from formal reviews of policies and procedures, but just as importantly from recommendations by faculty and staff in offices across campus. The commitment to continuous quality improvement is consistent with an overall philosophy of supporting students to be successful in whatever ways are possible and placing a high priority on positive customer service by support units. Results from surveys document an improvement in student satisfaction that is illustrated by responses, such as: 1) 85 percent of seniors indicate they would choose CMU again if they were to make the decision again (National Survey of Student Engagement, p. 2, col. 2); and 2) students are made to feel welcome on this campus (Student Satisfaction Inventory, p. 3). The University's Office of Institutional Research and Assessment (OIRA) administers numerous surveys throughout the year and conducts data analyses for insights into what is working at the operational level and what is in need of improvement. Regular updates to the Board of Trustees, through tracking mechanisms such as the Success Matrix and Financial Dashboard, document performance at the institutional level for monitoring levels of success.

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.

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 web-version of the report in MAVzone).