

January Exercise Feedback- Best Things about CBC

Personnel & Campus Culture	Affordability	Service Area (Geographical)	Community Connections	Organizational Strengths
The staff is helpful and knowledgeable	Affordability	Geographic opportunities	“Success does happen”	Nimbleness/ organizational agility
Human responders are very helpful (phone)	Student faculty affordability	Small/family orientated (rural)	Community connections (educational partners)	“Success does happen”
The faculty and students		Service area is diverse		
Faculty/Staff care				
Faculty/student ratio				
Faculty/staff ratios				

January Exercise Feedback- Challenges at CBC

Communication	Operations	Student Readiness & Advising	Student Readiness & Instruction	Student Enrollment	Personnel & Campus Culture
Cross department communication	Written processes & procedures	Advising recommendation vs. requirements	Preparedness of incoming students	Increase enrollment	Low employee Motivation & Morale
SVCS Communication	Onboarding position training	Modality advisement	Online engagement	Projected decline of enrollment	Competitive salary
Difficulty reaching human responder by phone	Deferred maintenance – aged facilities	Advisor/degree plan	Advisor/degree plan	Shrinking K-12 enrollment	(un)Qualified candidates for positions
Returning calls	Training/ onboarding position procedure	Success coaches/advisors not properly answering student questions	Too many classes at the same time	Neighboring Comm. Colleges recruiting/offerings	“Not my job” attitude
Contact via phones (Student & Employee)	Standardized procedures	Student engagement			
Long contact return time	Transportation services for athletes				
Communication with students via phone or email	Website navigation/broken links				
Class department communication & training	Technology – no history or background				

Communication

Cross department communication
SVCS Communication
Difficulty reaching human responder by phone
Returning calls
Contact via phones (Student & Employee)
Long contact return time
Communication with students via phone or email
Class department communication & training

STEP #1: What are the challenges or areas of improvement for this aspect of the institution?

ITEM	Description	RANK
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STEP #2: Now, review the above challenges or areas of improvement, and rank them in order of priority with 1 being the highest priority for the institution.

Operations

Written processes & procedures
Onboarding position training
Deferred maintenance – aged facilities
Training/ onboarding position procedure
Standardized procedures
Transportation services for athletes
Website navigation/broken links
Technology – no history or background

STEP #1: What are the challenges or areas of improvement for this aspect of the institution?

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STEP #2: Now, review the above challenges or areas of improvement, and rank them in order of priority with 1 being the highest priority for the institution.

Student Readiness & Advising

Advising recommendation vs. requirements
Modality advisement
Advisor/degree plan
Success coaches/advisors not properly answering student questions
Student engagement

STEP #1: What are the challenges or areas of improvement for this aspect of the institution?

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Student Readiness & Instruction

Preparedness of incoming students
Online engagement
Advisor/degree plan
Too many classes at the same time

STEP #1: What are the challenges or areas of improvement for this aspect of the institution?

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STEP #2: Now, review the above challenges or areas of improvement, and rank them in order of priority with 1 being the highest priority for the institution.

Student Enrollment

Increase enrollment
Projected decline of enrollment
Shrinking K-12 enrollment
Neighboring Comm. Colleges recruiting/offerings

STEP #1: What are the challenges or areas of improvement for this aspect of the institution?

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Personnel & Campus Culture

Low employee Motivation & Morale
Competitive salary
(un)Qualified candidates for positions
“Not my job” attitude

STEP #1: What are the challenges or areas of improvement for this aspect of the institution?

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STEP #2: Now, review the above challenges or areas of improvement, and rank them in order of priority with 1 being the highest priority for the institution.

Personnel & Campus Culture

The staff is helpful and knowledgeable
Human responders are very helpful (phone)
The faculty and students
Faculty/Staff care
Faculty/student ratio

STEP #1: What are the challenges or areas of improvement for this aspect of the institution?

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Affordability

Affordability
Student faculty affordability

STEP #1: What are the challenges or areas of improvement for this aspect of the institution?

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STEP #2: Now, review the above challenges or areas of improvement, and rank them in order of priority with 1 being the highest priority for the institution.

Service Area (Geographical)

Geographic opportunities
Small/family orientated (rural)
Service area is diverse

STEP #1: What are the challenges or areas of improvement for this aspect of the institution?

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Community Connection

“Success does happen”

Community connections (educational partners)

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Organization

Nimbleness/ organizational agility
“Success does happen”

STEP #1: What are the challenges or areas of improvement for this aspect of the institution?

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