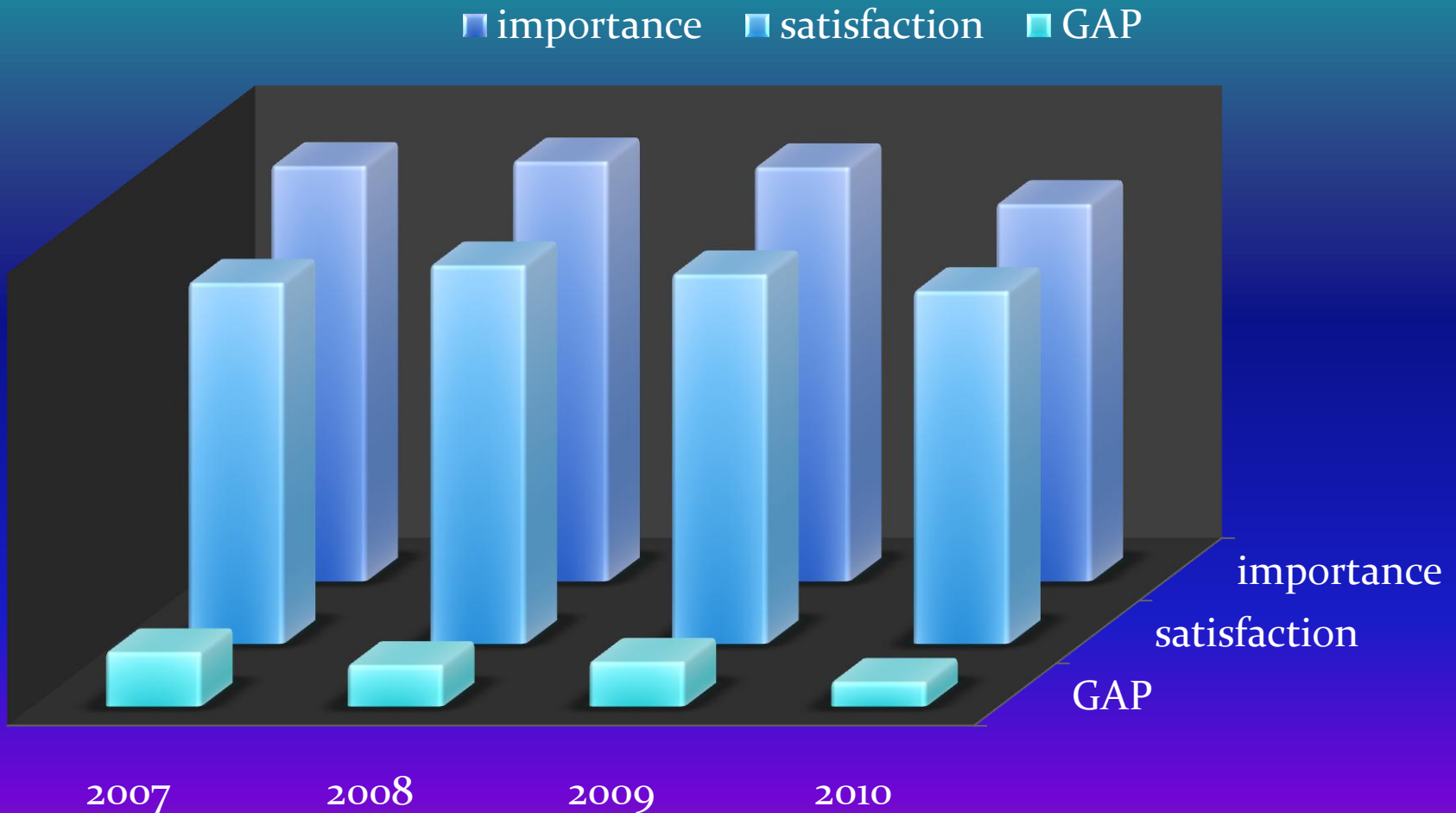


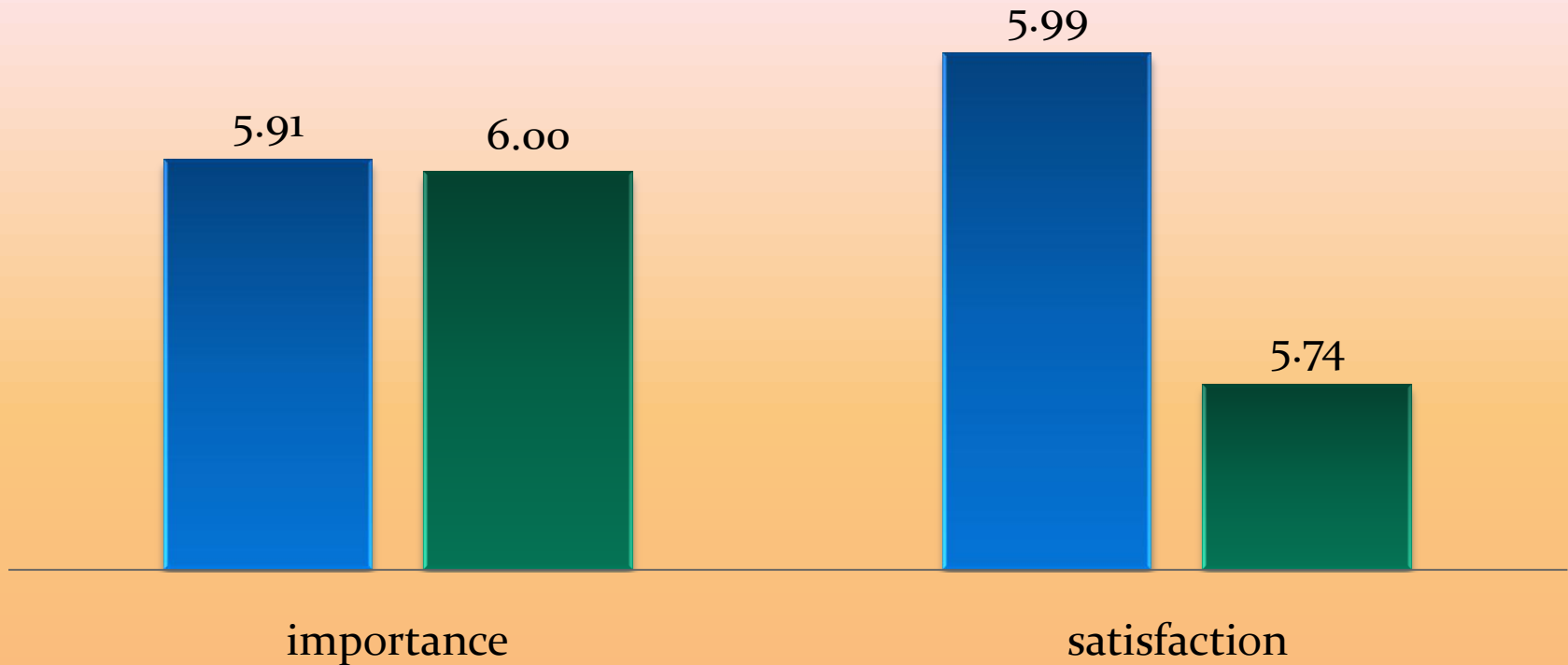
# Procedure for purchasing textbooks online is convenient



# Challenge:


## This institution has a good reputation

■ CLC 2009 ■ CLC 2010



# Challenges:

## Important to students and satisfaction is low:

- The quality of online instruction is excellent. (Question #20) 

Also a challenge for schools nationwide and MnSCU

- Adequate financial aid is available. (Question #9)

Also for MnSCU

- There are sufficient offerings within my program of study. (Question #12)

Also for schools nationwide and MnSCU

- Tuition paid is a worthwhile investment. (Question #6)

Also for MnSCU

CLC - Quality	2010	2009	2008
Importance	6.50	6.61	6.57
Satisfaction	5.47	5.33	5.60
Gap	1.03	1.28	.97

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### New Challenge for 2010:

- Program requirements are clear and reasonable. (Question #7)
-

# N-L Suggestions for what to do with our challenges?

- Attempt to respond on no more than 3-5 for any given academic year
- Some challenges can be grouped together under a broader umbrella
- Determine some activities that are program-wide and those that may be specific to demographic groups or departments on campus
- Consider conducting focus groups to better understand the issue from the student perspective, and to begin the problem-solving process (online chat opportunities)
- Establish next steps and timelines for initiatives
- Inform the campus of the plan
- Work the plan
- Inform the campus when changes have been made
  - “This change brought to you by the satisfaction survey”

# Suggestions for approaching initiatives

- Areas that can be fixed with appropriate information
  - Example: Tuition paid is a worthwhile investment. Faculty provide timely feedback.
- Short-term/quick response items
  - Example: Information given on how to get started in an online course.
- Areas that need to be part of a long-term strategic plan
  - Example: Sufficient offerings in the program of study.