

GENERAL QUESTIONS FOR EVERYONE

1. What do you know about accreditation?
2. What do you know about the Higher Learning Commission?
3. Have you seen or read ISU's Assurance Argument?
4. How would you describe ISU's mission? Do you know where you would find the official statement?
5. How does your department contribute to ISU's mission?
6. How do you contribute to the ISU's mission?
7. What are ISU's current strategic planning priorities?
8. What are ISU's greatest strengths?
9. What are the biggest challenges facing ISU? How about challenges specific to your department?
10. What makes ISU unique in compared to our neighboring university peers?
11. How would you describe the campus climate for diversity?
12. What is it like to work at ISU? How is morale on campus?
13. Do you think academics are the top priority at ISU? Why or why not?
14. Describe any campus processes that could be improved or made more efficient.
15. What kind of changes are taking place at ISU in the next year? Do you see these as positive or not?

GENERAL QUESTIONS FOR FACULTY

1. What are the characteristics of a ISU education?
2. What is your department's vision for the future? How does this relate to ISU's vision?
3. Talk about shared governance and how faculty participate in decision---making at different levels of the college (committees, All Hands, Academic Council, department meetings, advisory boards/committees).
4. How would you describe the relationship between faculty and administration? What works and what needs improvement?
5. Describe the relationship between ISU's departments and divisions. What collaborations currently exist?
6. What resources are available to support faculty (e.g., library, faculty professional development, travel, etc.)? Are these sufficient in meeting faculty needs?
7. Is your department actively involved in assessing student learning? How has your department used its assessment findings? What evidence do you have that students achieve your program's intended learning outcomes?
8. How are your students doing once they graduate?
9. Are you involved in research? How does the research further ISU's mission?
10. What opportunities do students in your program have to gain experience with research? Community or civic engagement? Diversity or multiculturalism?
11. What is the purpose of ISU's general education program? In what ways does the program achieve its goals for students? How could it be improved?

12. For some common faculty issues (workload, salary, paid leaves, etc.), what works well and what needs to be improved?
13. What is the role of faculty in ensuring academic quality?
14. Does your department offer courses or programs via online education? If so, how does the department ensure the quality of the curriculum regardless of how or where it is delivered?

GENERAL QUESTIONS FOR STAFF

1. How does your department support the academic mission of the university?
2. What is it like to be a staff member at ISU?
3. What opportunities do you have for professional development? Are staff members treated equitably in their access to these opportunities?
4. How are staff evaluated at ISU? What is your impression of the evaluation process?
5. How are staff involved in campus decision-making processes? Do you think staff have sufficient input into decisions that affect them?
6. How would you describe the relationship between staff and administration? What works and what could be improved?
7. What are some important benefits about working at ISU? What do you like best about your job? What would you change if you could?
8. How do departments across campus work collaboratively? What works well and what could be improved?
9. Do you feel that the work you do is valued by administration? Faculty? Other staff members? Students?
10. How does your department contribute to student learning and development?
11. How does your department assess or evaluate effectiveness?
12. Have you read ISU's Assurance Argument?
13. What do you know about accreditation by the Higher Learning Commission?
14. What distinguishes ISU from neighboring institutions?
15. What are ISU's greatest strengths?
16. What are the biggest challenges facing ISU?
17. What is it like to work at ISU/ISU Tech?
18. How is morale on campus?
19. Do you believe academics are the top priority at ISU? Why or why not?
20. Describe any campus processes that could be improved or made more efficient.
21. What kind of changes are taking place at ISU? Do you see these as positive or not?

\Student Accreditation Questions

For Students - General Questions

1. Why did you choose to enroll at ISU? Have your expectations been met?
2. What do you think is special about an ISU education?
3. Would you recommend ISU to other students?

4. What do you like best about ISU? What would you change if you could?
5. What is it like to be a student at ISU?
6. Have you experienced any problems getting the courses you need in a timely manner?
7. Describe your experiences with academic advising.
8. How is the relationship between students and faculty?
9. Do you believe academics are the top priority at ISU? Why or why not?
10. Do you know where to go for help with the following? (a) academic support; (b) career planning; (c) personal counseling; (e) making a complaint; (f) technology support.
11. Do you use any of the following: library, tutoring services, dining services, Student Health, Wellness Center, and the Health Promotions Center? If yes, what has been your experience?
12. What opportunities do you have to conduct research? Participate in community or service learning experiences? Internships? Interact with people and cultures different from your own? Gain real world experience related to your educational and career goals?
13. What distinguishes ISU from neighboring institutions?
14. What are ISU's greatest strengths?
15. What are the biggest challenges facing ISU?
16. Describe any campus processes that could be improved or made more efficient.
17. What kind of changes are taking place at ISU? Do you see these as positive or not?
18. If you have transferred in credits, what was the experience like for you?
19. What do you know about accreditation by the Higher Learning Commission?

For Students – Criterion-Based Question

Criterion 1 - Mission

1. Do you know the ISU mission statement? How would you describe it?
2. Do you know where you would find the official mission statement?
3. Do you support the mission of ISU?
4. Are you familiar with the core values of ISU?
5. Do you support the core values of ISU?
6. How does ISU support students who meet the admissions criteria?
7. How does ISU support students who are underprepared or struggling?
8. How do ISU's processes/activities reflect attention to human diversity?
9. How does ISU support the community at large?
10. Are marketing materials accurate and up to date?
11. Why did you choose to attend ISU? Have your expectations been met? Would you make the same choice if you were given the opportunity again?
12. What do you think is special about a ISU education?
13. What do you like best about ISU?
14. What would you change about ISU if you could?
15. Would you recommend ISU to other students?

16. Do you know the ISU/ISU Tech mission statement? How would you describe it?
17. Do you know where you would find the official mission statement?
18. Do you support the mission of ISU/ISU Tech?
19. Are you familiar with the core values of ISU/ISU Tech?
20. Do you support the core values of ISU/ISU Tech?
21. How does ISU/ISU Tech support students who meet the admissions criteria?
22. How does ISU/ISU Tech support students who are underprepared or struggling?
23. How do ISU/ISU Tech's processes/activities reflect attention to human diversity?
24. How does ISU/ISU Tech support the community at large?
25. Are marketing materials accurate and up to date?
26. Why did you choose to attend ISU University? Have your expectations been met? Would you make the same choice if you were given the opportunity again?
27. What do you think is special about a ISU education?
28. What do you like best about ISU/ISU Tech?
29. What would you change about ISU/ISU Tech if you could?
30. Would you recommend ISU to other students?
- 31.

Criterion 2 – Integrity and Ethics

1. Describe the campus climate at ISU.
2. Does ISU have academic and financial requirements which are presented clearly and completely to students and the public?
3. Do you understand the transfer guidelines? The academic requirements to complete your degree?
4. Have you experienced any problems getting the courses you need in a timely manner?
5. Describe your experiences with academic advising.
6. Do you believe ISU supports freedom of expression?
7. Do you know where to go for help with the following?
 - Academic support
 - Career planning
 - Personal counseling
 - Making a complaint
 - Technology support
8. Does ISU have policies and procedures in place to address ethical conduct in research for both faculty and students?
9. Describe the campus climate at ISU/ISU Tech.
10. Does ISU/ISU Tech have academic and financial requirements which are presented clearly and completely to students and the public?
11. Do you understand the transfer guidelines? The academic requirements to complete your degree?
12. Have you experienced any problems getting the courses you need in a timely manner?
13. Describe your experiences with academic advising.
14. Do you believe ISU supports freedom of expression?

15. Do you know where to go for help with the following?:

Academic support

Career planning

Personal counseling

Making a complaint

Technology support

16. Does ISU have policies and procedures in place to address ethical conduct in research for both faculty and students?

17.

Criterion 3 – Quality, Resources, and Support in Teaching and Learning

1. Are you familiar with the university student learning outcomes?
 2. Do you support the university student learning outcomes?
 3. Are you supportive of the general education requirements at ISU University?
 4. Do you know your departmental program student learning outcomes?
 5. Are the classes offered by your department taught by qualified faculty including adjuncts?
 6. Does ISU provide sufficient technology support?
 7. What is your experience with the following university services?
 - ISU Libraries
 - Tutoring
 - Dining and residence halls
 - Student Health Services
 - Recreational facilities
 - University Counseling Center
 8. What characterizes the relationship between students and faculty?
 9. What opportunities do you have to conduct research? Participate in community or service learning experiences? Interact with people and cultures different from your own?
 10. Are ISU students provided with sufficient and relevant co-curricular experiences?
 11. Does ISU have sufficient and appropriate classrooms to instruct students?
 12. Are facilities appropriately maintained at ISU?
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- Are you familiar with the university student learning outcomes? (ISU)
 - Do you support the university student learning outcomes? (ISU)
 - Are you supportive of the general education requirements at ISU University? (ISU)
 - Do you know your departmental program student learning outcomes? (ISU/ISU Tech)

- Are the classes offered by your department taught by qualified faculty including adjuncts? (ISU/ISU Tech)
- Does ISU provide sufficient technology support?
- What is your experience with the following university services?:

Library

Tutoring

Dining

Health Center

Recreational facilities

Counseling Services

- What characterizes the relationship between students and faculty?
- What opportunities do you have to conduct research? Participate in community or service learning experiences? Interact with people and cultures different from your own?
- Are ISU/ISU Tech students provided with sufficient and relevant co-curricular experiences?
- Does ISU/ISU Tech have sufficient and appropriate classrooms to instruct students?
- Are facilities appropriately maintained at ISU/ISU Tech?

Criterion 4 – Evaluation and Improvement in Teaching and Learning

1. Did you transfer credit to ISU? If so, what was your experience with the process?
2. Do you think ISU is clear in its communication with students about topics such as financial aid, student conduct, costs, and graduation requirements? What improvements would you recommend?
3. Are ISU instructors appropriately qualified?
4. Did you transfer credit to ISU? If so, what was your experience with the process?
5. Do you think ISU is clear in its communication with students about topics such as financial aid, student conduct, costs, and graduation requirements? What improvements would you recommend?
6. Are ISU instructors appropriately qualified?

Criterion 5 – Resources, Planning, and Institutional Effectiveness

1. Describe the role of the **Associated Students of the University of Wyoming (ASISU)**.
2. How are students given the opportunity to provide input into important initiatives?

3. How are students given the opportunity to provide input into proposed tuition increases?
4. Are academic programs relevant and current?
5. Are the computer software systems and applications helpful in assisting students with registration? With advising? With knowledge of campus events?
6. Describe the role of the ISU Student Government Association. (ISU)
7. How are students given the opportunity to provide input into important initiatives?
8. How are students given the opportunity to provide input into proposed tuition increases?
9. Are academic programs relevant and current?
10. Are the computer software systems helpful in assisting students with registration? With advising? With knowledge of campus events?

NOTE: These are the types of questions HLC Team Members may ask at sessions or in conversation with ISU stakeholders during the campus visit. No one person would be expected to know the answer to all of these questions. However, hopefully you will feel comfortable addressing those that relate to your area or to the institution as a whole. Learn how you can help support ISU's HLC reaccreditation.

Mission:

- As you understand it, what is ISU's mission?
- How is the spirit of the mission reflected in what you do?
- How do faculty, staff, and administration work toward accomplishing ISU's mission and goals?
- In what ways does ISU demonstrate commitment to the public good?
- In what ways is ISU accomplishing its mission? In what ways is not accomplishing its mission?
- Does your college have a mission statement?
- Are your department and divisional policies and procedures consistent with ISU's mission?
- In what ways does your department or division support mission fulfillment?
- What are ISU's problem areas?
- What concerns do you have about the future of ISU?

Public Information/Transparency:

- Do students actually receive what ISU promises in the catalog, recruitment materials, and website?
- Are ISU's stated goals the ones that are funded and supported? How is this apparent?
- Can students get the courses they need to complete a degree in a timely fashion?
- Do you believe that your daily reality matches all the documentation the team was sent?
- Does the website and do recruitment materials describe or depict an accurate portrayal of ISU? (is the information accurate, timely, representative?)
- When a policy, process or program is being examined or proposed, is it publicized to the appropriate constituencies?
- Does ISU have appropriate policies and procedures in place?
- Do you know where to get a class schedule or a financial report? Is this common knowledge?

- Do people know where to voice a concern or lodge a complaint?

Academic Assessment/Continuous Quality Improvement:

- Tell us about your department, school, or college's assessment program? How was it developed? Is it well known throughout the institution?
- How are faculty/staff involved in course or program assessment?
- How has course/program assessment within your unit changed over recent years?
- Is your unit or is ISU more effective now than it was 5---10 years ago?
- What improvements have resulted from assessment?
- How do program assessment results impact your budget and planning processes?

Students:

- Why did you choose ISU?
- Would you recommend this university to other students?
- Are you getting the education you wanted?
- Do you know how to get academic advice?
- Do you know how to get personal counseling?
- Can you get all the courses you need, when you need them?
- Do you use the library? Tutoring? Other learning support services? How are they?
- Have you found all the information (printed material, verbal, other) that you received about ISU to be accurate?
- Are you treated fairly?
- Do you know where to go with a complaint?
- How are student complaints handled?
- What services are available to assist academically underprepared students by your program/department?
- What would you change about ISU if you could?
- How well are students served here?
- What kind of education does the above---average student receive?
- How are transfer students treated at ISU?
- How are non---traditional students treated at ISU?
- What services are available to assist academically underprepared students at ISU? Within your department/school?
- How does an academically underprepared student fare at ISU?

Diversity:

- Describe ISU's diversity efforts regarding student recruitment and retention, faculty recruitment and retention?
- Does ISU offer programming in support of diverse populations?
- Describe your department/units' diversity efforts related to student recruitment, faculty recruitment and support.
- What opportunities have you had working and collaborating in a diverse, multicultural and inclusive settings?
- What is ISU doing to assure a campus environment that is welcoming, inclusive, and increasingly diverse?

Research:

- In what ways do faculty and students contribute to scholarship, creative work, and the discovery of knowledge at ISU?
- How does ISU encourage or support student or faculty research, creative activity, discovery?
- How does ISU ensure that faculty, students, and staff acquire, discover, and apply knowledge responsibly?

Faculty ----- Teaching and Learning:

- How does ISU provide support for student learning and effective teaching?
- How does ISU assure quality in its educational programs?
- What is your role in assuring students' learning?
- Do faculty have the necessary infrastructure and resources to support effective teaching and learning (i.e., technology, laboratories, libraries, performance spaces, museum collections)?
- Are instructors evaluated regularly in accordance with established institutional policies and procedures?
- How do co---curricular activities/programs contribute to the educational experience of students?
- How do student receive academic advising?

Recruitment and Retention:

- Tell us about significant changes in your department or unit over the past 5---10 years.
- How have your students been impacted by these changes?
- Tell us about the trends in enrollment over the past 10 years. Is enrollment rising/falling/stabilized? What are the reasons for this?
- What programs are growing?
- What programs are not growing?
- What enrollment projections are you making for the future?
- Describe ISU's retention efforts.
- How do you recruit students (undergrad or grad)?
- How do you describe the institution to prospective students?
- Describe your student demographics

Student Affairs/Student Services:

- How do you use data to inform improvements in the delivery of student services?
- What do you know about the most common complaints students have about your college or university?
- What areas need improvements?
- Describe your financial aid process.
- How are students treated in the Financial Aid Office?
- What are Student Affairs' most serious challenges?
- What are you most proud of in Student Affairs?
- What are you most concerned about in Student Affairs?

Planning & Development (Resource Management):

- Is there equity among departments relative to funding, staffing, space, support service?
- How are planning and budgeting tied together?
- In what ways can ISU be expected to continue to accomplish its mission?
- Do you have any concerns for the future of ISU?
- How is quality documented and maintained for various constituencies or delivery mechanisms?
- Is enrollment rising/falling/stabilized? What are the reasons for this?
- What kinds of changes are taking place within the university? Do you see these changes as positive or negative? How will these changes impact ISU?
- What is the most significant change since you have been here?

Campus Climate:

- What are the best attributes of this university?
- How are resources distributed within your department and within your college/school?
- What are ISU's (department's/units) strengths, weaknesses, opportunities and threats?
- What is your impression of the campus climate?
- Is the morale of the faculty and staff positive?
- What kinds of changes are taking place within the university? Do you see these changes as positive or negative? How will these changes impact ISU?
- What is the most significant change since you have been here?
- Do you have any concerns for the future of ISU?

General Education:

- What do you hope the general education program will achieve?
- How does ISU assure its General Education program is high quality?

Involvement:

- Are the faculty and staff participating in the life of the university and in the planning for the future?
- Do students have an opportunity to provide the administration with input?
- Does staff have an opportunity to provide the administration with input?
- What is the mechanism for communication with the Chancellor?
- How does the Board of Regents help or hinder ISU's accomplishment of its mission?

The HLC Process:

- Did you know an HLC Accreditation Team was coming?
- Are you aware of how the accreditation process works?
- Have you read any of ISU's accreditation materials??
- Do you believe that the narrative accurately represents ISU? What, if anything, would you add? What, if anything, would you change?
- How were you involved in the accreditation process?

Other Questions:

- If someone gave ISU \$1 million, how would you recommend it be spent?

- If you could select a representative picture for ISU's next viewbook or catalog, what would it be?
- What can you say that would help the team to make a fair evaluation of ISU?