

Preparing for the HLC Comprehensive Review Campus Visit, Early 2023

A team of reviewers will visit campus in May of 2023. During that time, they will ask to formally meet with a number of campus leaders and constituencies. They'll also take opportunities to informally interact with people they meet on campus. These lists provide examples of questions that the review team may ask. We should expect additional Mount Mercy-specific questions. Interactions with the team can reinforce claims we have made in our Assurance Argument and provide additional evidence that we meet the Criteria for Accreditation.

What do I do during the HLC team visit?

Go about your regular work and school responsibilities. Please be aware, though, that our peer reviewers want to communicate with the campus community as a whole, and you are all members of that community. Be honest about your experience at Mount Mercy. Be polite and helpful—as you always are!—when you meet someone new on campus and/or if you get emails or phone calls asking to arrange a meeting. Meet with them and answer their questions to the best of your knowledge.

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 Mount Mercy's Quality Assurance argument?
4. Are you familiar with Mount Mercy's mission? Do you know where you would find the official mission statement?
5. How does your department contribute to Mount Mercy's mission?
6. How do you contribute to the university's mission?
7. What are the university's current strategic planning priorities?
8. What are Mount Mercy's greatest strengths?
9. What are the biggest challenges facing Mount Mercy? What are some challenges specific to your department?
10. What makes Mount Mercy unique in Iowa and among higher education universities in general?
11. How would you describe the campus climate for diversity?
12. What is it like to work at Mount Mercy? How is morale on campus?
13. Do you think that academics are the top priority at Mount Mercy? 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 Mount Mercy? Do you see these as positive or not?
16. In what ways does Mount Mercy contribute to the public good?
17. What concerns do you have about the future of Mount Mercy?

Questions for Faculty

Responses to these questions will obviously vary depending on your specific role within your department or unit. Please take time to review your own departmental mission and to consider the ways in which you help it contribute to the university community.

1. What are the characteristics of a Mount Mercy education?
2. What is your department's vision for the future? How does this relate to the university's vision?
3. Can you describe the tenure and promotion process? What is your impression of the process?
4. Describe shared governance and how faculty participate in decision-making at different levels of the university (department, college, institution).
5. How would you describe the relationship between faculty and administration? What works and what needs improvement?
6. Describe the relationship between Mount Mercy's various delivery programs. What collaborations currently exist?
7. What resources are available to support faculty (e.g., library, internal grants, external grant support, faculty development, travel, etc.)? Are these sufficient in meeting faculty needs?
8. 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?
9. How are your students doing once they graduate?
10. Are you involved in research? How does the university's focus on research further Mount Mercy's mission?
11. What opportunities do students in your program have to gain experience with research? Community or civic engagement? Diversity or multiculturalism?
12. What is the purpose of Mount Mercy's general education program? In what ways does the program achieve its goals for students? How could it be improved?
13. For some common faculty issues (workload, salary, sabbatical leaves, etc.), what works well and what needs to be improved?
14. What is the role of faculty in ensuring academic quality?
15. Does your department offer courses or programs via distance education? If so, how does the department ensure the quality of the curriculum regardless of how or where it is delivered?

Questions for Staff

Responses to these questions will obviously vary depending on your specific role within your department or unit. Please take time to review your own departmental mission and to consider the ways in which you help it contribute to the university community.

1. How does your department support the academic mission of the university?
2. What is it like to be a staff member at Mount Mercy?
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 Mount Mercy? What is your impression of the evaluation process?
5. How are staff involved in campus decision-making processes? Do you think that 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 Mount Mercy? What do you like best about your job? What would you change if you could?

8. How do units 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? How does your department assess or evaluate effectiveness?

Questions for Students

Answers to the following questions will vary depending on who's responding. Please take some time to consider the questions and think about how you would respond if asked. Be honest about your own experiences at Mount Mercy University.

1. Why did you choose to enroll at Mount Mercy? Have your expectations been met?
2. What do you think is special about a Mount Mercy education?
3. Would you recommend Mount Mercy to other students?
4. What do you like best about Mount Mercy? What would you change if you could?
5. Have you experienced any problems getting the courses you need in a timely manner?
6. Describe your experiences with academic advising.
7. 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.
8. Do you use any of the following: library, tutoring services, dining services, the health center, recreational facilities? If yes, what has been your experience?
9. How is the relationship between students and faculty?
10. What opportunities do you have to conduct research? Participate in community or service learning experiences? Interact with people and cultures different from your own? Gain real world experience related to your educational and career goals?
11. If you have transferred in credits, what was the experience like for you?
12. Do you think the university is clear in its communication with students about topics such as financial aid, student conduct, costs, and graduation requirements? What improvements would you recommend?