

The Higher Learning Commission (HLC) Self-Study Process

The Informal Interview: Questions for the Hallway

The following is a list of questions that HLC On-Site Reviewers have asked in the past, regardless of the institution they were visiting. It is not intended to be an exhaustive list. There are some questions that are somewhat overlapping. Undoubtedly, there will be additional questions.

Assessment

1. Is the spirit of your mission/purposes/values (for your particular department) reflected in what you do?
2. Are your departmental and divisional policies and procedures consistent with your mission statements?
3. What do you think about your assessment program? How was it developed? Is it well known throughout the institution?
4. How are faculty/staff involved in assessment?
5. How has assessment within your division changed over the years?
6. What evidence exists that your institution, division and department are more effective than they used to be 5 - 10 years ago?
7. How are you more efficient than you use to be?
8. What improvements have resulted from assessment?
9. How do assessment results impact your budget and planning processes?
10. How are planning and budgeting tied together?

Diversity

1. Describe your institution's and division's diversity efforts – relative to student recruitment, student support services, employee recruitment and special programming.

General Education

1. What do you hope the General Education program will achieve?

Governance

1. How does the Board help or hinder the institution's accomplishment of the mission?
2. When there are open seats on the Board, is there interest in the appointment process?
3. What is the mechanism for communication with the Board?

Institutional Integrity

1. Do students actually receive what the catalog and other publications promise?
2. Are the institution's stated goals the ones that are actually funded and supported? How is this apparent?
3. Can students get the courses they need in order to complete a degree in a timely fashion?
4. Do you believe that your daily reality matches all the documentation the team was sent?
5. Does the viewbook describe or show images that do not accurately reflect the reality of the institution? For instance, does it show only buildings, not students? Sunshine, not snow? Old programs, not current?

Mission and Purposes

1. What do you understand the mission of your institution to be?
2. Do you feel that faculty, administration, and support personnel are all working toward accomplishing the institution's mission and purposes? Do you believe your Board has the same perception?
3. How is your institution accomplishing its mission and purposes? How is it not accomplishing its mission and purposes?
4. What is your division doing to pursue the institution's mission?

6. What are your institution's problem areas?
7. What concerns do you have about the future of your institution?

Other questions that may provide helpful insight

1. If someone gave the institution \$1 million and you could decide how to spend it, what would you want to do with it?
2. If you were to select a picture for the yearbook, or the next catalog, what would it be?
3. What can you say that would help the team to make a fair evaluation of this institution?

Planning and Development

1. In what ways can your institution be expected to continue to accomplish its mission?
2. Do you have any concerns for the future of your institution?
3. What is your impression of the campus climate?
4. Is the morale of the faculty and staff positive?
5. Are the faculty and staff participating in the life of the university and in the planning for the future?
6. Is enrollment rising/falling/stabilized? What are the reasons for this?
7. What kinds of changes are taking place within the university? Do you see these changes as positive or negative? How will these changes impact the institution?
8. What is the most significant change since you have been here?

Public Information

1. When a policy, process or program is being examined or proposed is it publicized to the appropriate constituencies?
2. Do you know where to get a class schedule or a financial report? Is this common knowledge?

Student Affairs

1. Tell us about significant changes (within FSU and Student Affairs) over the last 10 years.
2. How have students been impacted by these changes?
3. What do you know about the effectiveness of your student services?
4. Tell us about your trends in enrollments over the past 10 years.
5. What programs are growing?
6. What programs are not growing?
7. What enrollment projections are you making for the future?
8. Describe your institution's retention efforts.
9. How do you recruit students?
10. How do you describe this university to prospective students?
11. What is your role in assuring students' learning?
12. Describe your student demographics?
13. What are the best attributes of this university?
14. How do you use data to inform improvements in delivery of student services?
15. What areas need improvements?
16. What do you know about the most common complaints students have about your college/university?
17. Describe your financial aid processes.
18. How are students treated in the Financial Aid Office?
19. How long does it take a student to get financial aid?
20. What are Student Affairs' most serious challenges?
21. What are you most proud of within Student Affairs?
22. What are you most concerned about within Student Affairs?
23. How do you distribute resources within your department and within your division?

24. What are your institution's (and division's, and department's) strengths, weaknesses, opportunities and threats?

Students

1. Why did you choose this institution?
2. Would you recommend this university to other students?
3. Are you getting the education you wanted?
4. Do you know how to get academic advice?
5. Do you know how to get personal counseling?
6. Can you get all the courses you need, when you need them?
7. Do you use the library? Tutoring? Other learning support services? How are they?
8. Have you found all the information (printed material, verbal, other) that you received about the institution to be accurate?
9. Are you treated fairly?
10. Do you know where to go with a complaint?
11. How are student complaints handled?
12. Do students have an opportunity to provide the administration with input about the institution?
13. What would you change about your university if you could?
14. How well are students served here?
15. What kind of education does the above-average student get?
16. How are transfer students treated at Ferris?
17. How are non-traditional students treated at Ferris?
18. What services are available to assist academically under-prepared students at Ferris?
19. How does an academically under-prepared student fare at Ferris?
20. Is there equity among departments relative to funding, staffing, space, support service?

21. Is there equity for day/night/weekend/distance education/off-campus classes?
22. How is quality documented and maintained for all these different constituencies or delivery mechanisms?

The HLC Self-Study Process

1. Did you know an HLC Self-Study team was coming?
2. Are you aware of how the institutional accreditation process works?
3. Have you read your institutional Self-Study?
4. Do you believe that the Self-Study accurately represents your college? What, if anything, would you add? What, if anything, would you change?
5. How were you involved in the Self-Study process?