

**Agenda**  
**Faculty Meeting**  
**February 23, 2010 – 3:45 p.m. – Lowrimore Auditorium**

**I. Call to order**

**II. Approval of Minutes from the November 24, 2009 meeting**

**III. Elections**

**Faculty Chair**

**At-Large Senate**

**IV. Reports from Committees**

**A. Executive Committee**

**B. Report from the Faculty Senate** (*See attachment for proposals. See the appendix for supporting materials.*)

1. from the Honors Program concerns the addition of HNRS 391
2. from the Department of Biology
  - A. concerns the addition of BIOL 214, Issues in Environmental Biology.
  - B – G. concern catalog changes relevant to the addition of BIOL 214.
  - H. concerns the deletion of ENVS 201.
3. from the Department of English, Modern Languages, and Philosophy
  - A. concerns the addition of ENG 341, Advanced Composition for Teachers.
  - B-K concern catalog changes relevant to the addition of ENG 341.
4. from the Department of Fine Arts
  - A-C concern catalog changes relevant to courses in the Music and Theatre programs.
5. from the School of Business
  - A. concerns the addition of MGT 356, Process Improvement and Quality Control.
  - B. concerns the addition of MGT 357, Management of Service Operations.
  - C. concerns the addition of MGT 468, Production Planning and Control.
  - D-E concern catalog changes relevant to the addition of these new courses.

## **V. Candidates for Professor Emeritus 2010**

Dr. Jesse “Mike” Jordan (1972)

Dr. Julia Krebs (1977)

The faculty emeritus criteria, FYI, are as follows:

The title Emeritus/a will be conferred on Assistant, Associate or Full professors upon retirement from a minimum of twelve years full-time faculty service. Emeritus/a candidates will be identified by department chairs or deans, forwarded to the chairperson of the general faculty, presented for approval by simple majority vote at a meeting of the general faculty, and submitted for concurrence to the president of the university. These criteria are retroactive: faculty having already retired are eligible for Emeritus status provided they meet the criteria above.

## **VI. Old Business**

## **VII. New Business**

## **VIII. Announcements**

## **IX. Adjournment**

**Attachment to the Faculty Agenda – February 23, 2010**

**1. Proposal from the Honors Program:**

**ADD**, on page 189, of the catalog,

**391 Honors Independent Study Workshop** (1) Optional for students planning to complete HNRS 491 (the Honors Independent Study) in the following semester. Students work with the Honors Director to decide on and plan for their Independent Study project, to select and begin work with their Study Director, and to prepare and submit an acceptable Proposal to the Honors Committee. Faculty from various disciplines will advise on research methodology and presentation. Carries elective, but not General Education, departmental, or school credit. Assessed as S (satisfactory) or U (unsatisfactory). May only be taken for credit once.

**2. Proposal from the Department of Biology:**

A. **ADD**, on page 80, of the catalog,

**214 Issues in Environmental Biology** (3) (Prerequisite: 106) This course utilizes the Case Study method to teach about major environmental issues facing the world today. These issues include climate change; loss of biodiversity; pollution; water supply and demand; endangered species; ecological footprint; and pesticide use. Students will work together to develop skills in group learning, speaking, and critical thinking, while learning the relevance of biology and environmental issues in their daily lives.

B. **CHANGE**, on page 79, of the catalog

**from** Natural Sciences ..... 61 – 65 hours  
**to** Natural Sciences ..... 60 – 65 hours

**from** One course from  
 Biology 210, Environmental Science 201 ..... 4  
**to** One course from  
 Biology 214, Biology 210.....3 or 4  
 Natural Sciences ..... 61 – 65 hours

C. **CHANGE**, on page 82 of the catalog, in the FOUR YEAR PLAN FOR BIOLOGY  
 MAJORS: ENVIRONMENTAL SCIENCE OPTION WITH CHEMISTRY  
 MINOR

## Senior Year - Spring Semester

**from** Science Electives ..... 8  
**to** Two Science Electives or  
 One Science Elective and Biology 214 ..... 7-8

**from** Total Credits 15  
**to** Total Credits 14-15

**D. CHANGE**, on page 86 of the catalog, under THE ENVIRONMENTAL  
 SCIENCE  
 OPTION IN CHEMISTRY

will **from** "... One hundred and twenty four to 126 semester hours of credit  
 be required ..."  
**to** "...One hundred twenty seven to 130 semester hours of credit  
 .....

**from** Core Courses for  
 Environmental Science Program ..... 39 or 40 hours  
**to** Core Courses for  
 Environmental Science Program ..... 38 - 40 hours

**from** ENVS 201 .....4  
**to** Bio 214 or Bio 210 ..... 3 or 4

**E. CHANGE**, on page 87, of the catalog,

hours **from** Chemistry Major / Environmental Science Emphasis ..... 38 or 39  
**to** Chemistry Major / Environmental Science Emphasis ..... 37 -  
 39 hours

**from** Total Hours Required for Graduation ..... 125-127 hours  
**to** Total Hours Required for Graduation ..... 127 - 130 hours

**F. CHANGE**, on pages 134-135, of the catalog under ENVIRONMENTAL  
 SCIENCE  
 OPTION IN PHYSICS

**from** "... Depending on the major selected, 124-126 semester hours  
 ....."

.....”  
**to** “.... Depending on the major selected, 131-134 semester hours

**from** Core Courses for  
 Environmental Science Program ..... 39 or 40 hours

**to** Core Courses for  
 Environmental Science Program .....40 or 42 hours

**from** Core Courses for Environmental Science Program  
 ENVS 210 ..... 4

**to** Core Courses for Environmental Science Program  
 Bio 214 or Bio 210 ..... 3 or 4

**from** Total Hours Required for Graduation ..... 127 – 129

**to** Total Hours Required for Graduation ..... 131 – 134

**G. ADD**, on page 186 of the catalog, the following under 6. One course (3 or 4 hours)

chosen from:

BIOL 214 Issues in Environmental Biology.....3

**H. DELETE**, on pages 85, 88, and 136,

The course description for Environmental Science Course (ENVS)

201 Environmental Science (4:3-3) .....

### **3. Proposal from the Department of English, Modern Languages, and Philosophy:**

**A. ADD**, on page 91, of the 2009-10 catalog, the following:

**341 Advanced Composition for Teachers (3)** (Prerequisite: A grade of C or higher in ENG 200) F, S, SU. Extensive work in analysis and composition of texts written by and for professional educators. Assignments involve careful reading and practice composing in various modes relevant to early-childhood, elementary, and middle-level teachers. Students also explore connections among writing, teaching, and learning as they examine the implications that their experiences as writers have for their work as teachers, particularly teachers of writing.

<p><b>Rationale:</b> New course offerings available to students in the professional writing program have made a writing course designed exclusively for early-childhood,</p>
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elementary, and middle-level education majors advantageous. This course is designed to reflect the richness and value of writing for potential educators. The course will allow these future educators to engage in reading, writing, and reflection that has direct relevance to their professional aspirations.

**B. DELETE**, on page 91 of the 2009-10 catalog, the following:

**220 Advanced Composition (3)** (Prerequisite: A grade of C or higher in ENG 200) F, S, SU. Extensive work in practical writing, including personal, informative, and analytical composition. The frequent assignments involve training in evaluation of writing and in both primary and secondary research techniques.

**C. CHANGE**, on page 90 of the 2009-10 catalog, the Creative Writing Minor requirements:

**FROM:**

ENG 370, Creative Writing: Poetry Workshop  
ENG 371, Creative Writing: Advanced Poetry Workshop

ENG 380, Creative Writing: Fiction Workshop  
ENG 381, Creative Writing: Advanced Fiction Workshop  
ENG 390, Creative Writing: Playwriting Workshop  
Plus ENG 220, Advanced Composition (strongly recommended) or an additional 300-level writing course

**TO:**

ENG 370, Creative Writing: Poetry Workshop  
ENG 371, Creative Writing: Advanced Poetry Workshop  
ENG 380, Creative Writing: Fiction Workshop  
ENG 381, Creative Writing: Advanced Fiction Workshop  
ENG 390, Creative Writing: Playwriting Workshop

Plus ENG 360, Literary Nonfiction (strongly recommended) or an additional 300-level writing course

**D. CHANGE**, on page 90 of the 2009-10 catalog, the Writing and Language Minor requirements:

**FROM:**

ENG 220, Advanced Composition  
ENG 306, Development of Modern English  
ENG 310, Modern English Grammar  
Plus three additional courses chosen from 300-level writing courses

**TO:**

ENG 306, Development of Modern English

ENG 307, Foundations of Professional Writing  
 ENG 310, Modern English Grammar  
 Plus three additional courses chosen from 300-level writing courses

**E. CHANGE**, on page 91 of the 2009-10 catalog, the Writing and Language Collateral requirements:

**FROM:**

ENG 220, Advanced Composition  
 ENG 306, Development of Modern English  
 ENG 310, Modern English Grammar  
 Plus one additional course chosen from 300-level writing courses

**TO:**

ENG 306, Development of Modern English  
 ENG 310, Modern English Grammar  
 Plus two additional courses chosen from 300-level writing courses

**F. CHANGE**, on page 170 of the 2009-10 catalog, the Early Childhood Education “Supporting Courses” requirements:

**FROM:**

<u>Supporting Courses</u>	
ART 217.....	3
ENG 220 .....	3
ENG 313—Block A.....	3
HLTH 312.....	3
MATH 370.....	3
PSY 315 .....	3

**TO:**

<u>Supporting Courses</u>	
ART 217.....	3
ENG 313—Block A.....	3
ENG 341 .....	3
HLTH 312.....	3
MATH 370.....	3
PSY 315 .....	3

**G. CHANGE**, on page 171 of the 2009-10 catalog, the Elementary Education “Supporting Courses” requirements:

**FROM:**

Supporting Courses

ART 217.....	3
ENG 220 .....	3
ENG 315 .....	3
HLTH 315.....	3
MATH 370.....	3
PSY 315 .....	3

**TO:****Supporting Courses**

ART 217.....	3
ENG 315 .....	3
ENG 341 .....	3
HLTH 315.....	3
MATH 370.....	3
PSY 315.....	3

**H. CHANGE**, on page 171 of the 2009-10 catalog, Middle Level English/Language Arts requirements:

**FROM:****Middle Level English/Language Arts 19 hours**

ENG 300 .....	3
ENG 220 .....	3
ENG 340 .....	3
ENG 310 .....	3
ENG 315 .....	3
MLE 321 .....	4

**TO:****Middle Level English/Language Arts 19 hours [NOTE: I've re-numbered these]**

ENG 300 .....	3
ENG 310 .....	3
ENG 315 .....	3
ENG 340 .....	3
ENG 341 .....	3
MLE 321 .....	4

**I. CHANGE**, on page 172 of the 2009-10 catalog, "COURSE SEQUENCE FOR EARLY CHILDHOOD EDUCATION MAJORS" Sophomore Year, Fall semester requirements:

**FROM:**

ENG 220	3
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MATH 270	3
Science and lab	4
EDUC 305	3
PSY 315	3
<b>Total Credits</b>	<b>16</b>

**TO:**

ENG 341	3
MATH 270	3
Science and lab	4
EDUC 305	3
PSY 315	3
<b>Total Credits</b>	<b>16</b>

**J. CHANGE**, on page 173 of the 2009-10 catalog, “COURSE SEQUENCE FOR ELEMENTARY EDUCATION MAJORS” Sophomore Year, Spring semester requirements:

**FROM:**

CS 150 (special section)	3
Science and lab	4
ENG 220	3
EDUC 312	3
EDUC 311	3
EDUC 313	1
<b>Total Credits</b>	<b>17</b>

**TO:**

CS 150 (special section)	3
Science and lab	4
ENG 3 41	3
EDUC 312	3
EDUC 311	3
EDUC 313	1
<b>Total Credits</b>	<b>17</b>

#### 4. Proposal from the Department of Fine Arts:

A. **CHANGE**, on page 108 of the current catalog, under **Music Courses (MU)**

**FROM:**

**121 Applied Voice** (1) Private instruction in vocal performance; includes development of technical skills and interpretation of standard literature.

**131 Applied Piano** (1) Private instruction in piano performance; includes development of technical skills and interpretation of standard literature.

**132 Applied Strings** (1) Private instruction in string instrument performance; includes development of technical skills and interpretation of standard literature.

**141 Applied Woodwind** (1:3) Private instruction in and solo performance of woodwinds: includes technical skills and interpretation of standard literature.

**142 Applied Brass** (1) Private instruction in brass instrument performance; includes development of technical skills and interpretation of standard literature.

**143 Applied Percussion** (1) Private instruction in percussion instrument performance; includes development of technical skills and interpretation of standard literature.

**156 Group Piano I** (1) An introduction to basic skills in piano playing, accompaniment, sight-reading, practical keyboard harmonization, and improvisation. The course provides a foundation for non-piano concentration music industry majors to prepare for the piano proficiency exam and offers a personal enrichment opportunity for non-majors who wish to study piano.

**TO:**

**121 Applied Voice** (1) (Prerequisite: Music Industry major, Music minor or permission of the department) Private instruction in vocal performance; includes development of technical skills and interpretation of standard literature.

**131 Applied Piano** (1) (Prerequisite: Music Industry major, Music minor or permission of the department) Private instruction in piano performance; includes development of technical skills and interpretation of standard literature.

**132 Applied Strings** (1) (Prerequisite: Music Industry major, Music minor or permission of the department) Private instruction in string instrument performance; includes development of technical skills and interpretation of standard literature.

**141 Applied Woodwind** (1:3) (Prerequisite: Music Industry major, Music minor or permission of the department) Private instruction in and solo performance of woodwinds.

**142 Applied Brass** (1) (Prerequisite: Music Industry major, Music minor or permission of the department) Private instruction in brass instrument performance; includes development of technical skills and interpretation of standard literature.

**143 Applied Percussion** (1) (Prerequisite: Music Industry major, Music minor or permission of the department) Private instruction in percussion instrument performance; includes development of technical skills and interpretation of standard literature.

**156 Group Piano I** (1) (Prerequisite: Music Industry major, Music minor or permission of the department) An introduction to basic skills in piano playing, accompaniment, sight-reading, practical keyboard harmonization, and improvisation. The course provides a foundation for non-piano concentration music industry majors to prepare for the piano

proficiency exam and offers a personal enrichment opportunity for non-majors who wish to study piano.

**Rationale:** The applied courses are instructed one on one for one half hour per student. A faculty full load for this instruction is low and all of the majors or minors have to be allowed to take these courses and can not be restricted by non-major registration. Group Piano is required for majors, minors and facilities are limited to less than the number of majors needing the course each semester offered.

**B. CHANGE**, on page 108 of the current catalog, under **Music Courses (MU)**

**FROM:**

**140 Wind Symphony** (1) The Wind Symphony is a concert organization offering the opportunity for students to prepare and perform the basic music literature for wind and percussion instruments. No more than 3 semester hours of ensemble music (Music 100, 120, 125, 130, 140, 150, and/or 160) may apply toward graduation requirements for non-majors.

**TO:**

**140 Concert Band** (1) The Concert Band is a concert organization offering the opportunity for students to prepare and perform the basic music literature for wind and percussion instruments. No more than 3 semester hours of ensemble music (Music 100, 120, 125, 130, 140, 150, and/or 160) may apply toward graduation requirements for non-majors.

**Rationale:**

The name change more appropriately describes the ensemble and what is offered.

**C. CHANGE**, on page 110 of the current catalog, under **THEATRE COURSES (THEA)**

**FROM:**

**301 Directing I** (3) AF. Work in directing for the theatre. Topics include the director as creative interpretative artist and the director and the actor. Students direct individual projects.

**TO:**

**301 Directing I** (3) AF. (Prerequisite: Theatre Arts major, Theatre minor or permission of the department) Work in directing for the theatre. Topics include the director as creative interpretative artist and the director and the actor. Students direct individual projects.

**Rationale:**

This course is offered on a limited schedule and requires other Theatre experiences and concept knowledge before attending. This is done through advising with majors. The class size is limited per accreditation standards and is required for all majors and minors.

**5. Proposal from the School of Business:**

- A. **ADD**, on page 159 of the 2009-10 Catalog, the following:

**MGT 356 Process Improvement and Quality Control (3)** (Prerequisite: MGT 355) S. A study of management philosophy, practices and analytical processes implemented in quality planning and administration of products and services. Topics include corporate culture, quality design, human factors and motivation, quality auditing, service quality, quality assurance, quality circles, and conformance to design.

- B. Page 159 of the 2009-10 Catalog  
**ADD**, on page 159 of the 2009-10 catalog, the following:

**MGT 357 Management of Service Operations (3)** (Prerequisite: MGT 355) S. This course focuses on the challenges of managing service operations. The major topics covered are those critical to achieving operational excellence, including the design and delivery of services, service productivity, revenue management, risk management, customer contact management, service quality and customer retention, capacity management, and demand management.

- C. Page 159 of the 2009-10 Catalog  
**ADD**, on page 159 of the 2009-10 catalog, the following:

**MGT 468 Production Planning and Control (3)** (Prerequisite: MGT 373) F. This course provides an in-depth study of the full spectrum of activities of production managers. Topics covered include forecasting, independent demand inventory management, just-in-time inventory management, materials requirement planning, capacity planning, production activity control, and master production scheduling. Emphasis will be given to the use of personal computers to support decision making.

- D. **CHANGE**, on page 151 of the 2009-10 catalog, the requirement for Management as described below

**FROM:**

b) Management  
.....18 hours

MGT 353 Human Resource Management.....3  
MGT Elective (300/400 level).....3  
MGT 454 Entrepreneurship and Small Business Management.....3  
.....3  
MGT 352 Organizational Behavior.....3  
MGT Elective.....3  
School Elective.....3

**TO:**

b) Management .....18 hours

MGT 352 Organizational Behavior.....3  
Or  
MGT 373 Management Science.....3

Plus six hours from:  
MGT 353 Human Resource Management.....3  
MGT 356 Process Improvement and Quality Control.....3  
MGT 357 Management of Service Operations.....3  
NPM 351 The Non-Profit Sector: Structure and Dynamics.....3

Plus six hours from:  
MGT 452 Advanced Human Resource Management.....3

MGT 454 Entrepreneurship and Small Business Management.....3  
MGT 460 International Management.....3  
MGT 467 Supply Chain Management.....3

MGT 468 Production Planning and  
Control.....3

School  
Elective.....3

**E. CHANGE**, on page 160 of the 2009-10 catalog, the Four Year Plan for  
Management Majors

**FROM:**

**Freshman Year**

Course	Fall		Spring	
	Sem. Hrs.	Course	Sem. Hrs.	Course
English 112	3	English 200	3	
Math 111	3	Math 140	3	
Art 101, Mu 101, or Thea 101	3	Computer Science 150	3	
BUS 150	3	POL Science 101 or 103	3	
Science and Lab	4	Science and Lab	4	
<b>Total Credits</b>	<b>16</b>	<b>Total Credits</b>	<b>16</b>	

Management majors are encouraged to take PSY 206/216 as one of the natural sciences  
required in the General Education program

**Sophomore Year**

Course	Fall		Spring	
	Sem. Hrs.	Course	Sem. Hrs.	Course
ACTG 201	3	ACTG 202	3	
ECON 203	3	ECON 204	3	
BUS 205	3	BUS 206	3	
SPCO 101	3	Literature	3	
Science and Lab	4	History	3	
<b>Total Credits</b>	<b>16</b>	<b>Total Credits</b>	<b>15</b>	

Apply for admission to the BBA program after accumulation of 55 hours.

Plan Junior and Senior classes carefully – the courses are not offered every semester

**Junior Year**

Course	Fall		Spring	
	Sem. Hrs.	Course	Sem. Hrs.	Course
Non-Bus Elective	3	Humanities Elective	3	
MGT 355	3	FIN 341	3	
English 305	3	MIS 327	3	
MKT 331	3	MGT 353	3	
	3	Non-Bus Elective	3	
MGT 351	<b>15</b>	<b>Total Credits</b>	<b>15</b>	
<b>Total Credits</b>				

### Senior Year

	Fall		Spring
Course	Sem. Hrs.	Course	Sem. Hrs.
Humanities Elective	3	BUS 458	3
MGT 454	3	MGT Elective (300/400-level)	3
MGT 352	3	Non-Bus Elective	3
MGT Elective	3	Non-Bus Elective	3
Business Elective	3		
<b>Total Credits</b>	<b>15</b>	<b>Total Credits</b>	<b>12</b>

**Total Hours Required for Degree 120**

### TO:

### Freshman Year

	Fall		Spring
Course	Sem. Hrs.	Course	Sem. Hrs.
English 112	3	English 200	3
Math 111	3	Math 140	3
Art 101, Mu 101, or Thea 101	3	Computer Science 150	3
BUS 150	3	POL Science 101 or 103	3
Science and Lab	4	Science and Lab	4
<b>Total Credits</b>	<b>16</b>	<b>Total Credits</b>	<b>16</b>

### Sophomore Year

	Fall		Spring
Course	Sem. Hrs.	Course	Sem. Hrs.
ACTG 201	3	ACTG 202	3
ECON 203	3	ECON 204	3
BUS 205	3	BUS 206	3
SPCO 101	3	Literature	3
Science and Lab	4	Non-Bus Elective	3
<b>Total Credits</b>	<b>16</b>	<b>Total Credits</b>	<b>15</b>

Apply for admission to the BBA program after accumulation of 55 hours.

Plan Junior and Senior classes carefully – the courses are not offered every semester

### Junior Year

	Fall		Spring
Course	Sem. Hrs.	Course	Sem. Hrs.
MGT 351	3	MGT 352 or MGT 373	3
MGT 355	3	MGT (300 Level) or NPM 351	3
English 305	3	MGT (300 Level) or NPM 351	3
	3	MIS 327	3
MKT 331	3	Non-Bus Elective	3
FIN 341	<b>15</b>	<b>Total Credits</b>	<b>15</b>

**Total Credits**

<b>Senior Year</b>			
<b>Course</b>	<b>Fall Sem. Hrs.</b>	<b>Course</b>	<b>Spring Sem. Hrs.</b>
Humanities Elective	3	BUS 458	3
MGT (400 Level)	3	Humanities Elective	3
MGT (400 Level)	3	History	3
Bus Elective	3	Non-Bus Elective	3
Non-Bus Elective	3		
<b>Total Credits</b>	<b>15</b>	<b>Total Credits</b>	<b>12</b>
<b>Total Hours Required for Degree 120</b>			

**Rationale for the Proposal**

Currently the management major focus is the behavioral aspects of an organization and other aspects of Human Resource Management like training, recruitment, and performance appraisals which requires emphasis upon the people skills. Currently all management majors are required to take MGT 352 Organizational Behavior, MGT 353 Human Resources Management, and Management 454 Entrepreneurship and Small Business Management. There are also five additional course offered to students who are interested in the people skills side of management: MGT 452 Advanced Human resources Management, NPM 351 Nonprofit Sector: Structure and Dynamics, and NPM 352 Managing the Nonprofit Organization.

Supply Chain and Operations Management focuses on manufacturing, planning and control for manufacturing and service organizations and emphasizes analytical and quantitative skills. Currently only two courses (MGT 373 Management Science and MGT 467 Supply Chain Management) are offered for the students who are interested in supply chain management.

Interviews with potential employers, survey of students, assurance of learning data and a comparison of the FMU management program to our aspirant, peer and competing schools (see Table 1) indicates a need for additional emphasis on the analytical and quantitative skills for management majors. Additionally, this focus will provide the students with the opportunity to become six sigma certified which is critical for employment in Supply Chain and Operations Management.

Three additional courses are proposed MGT 356, MGT 357 and MGT 468. **No additional faculty or equipment will be necessary to institute this change.**



**Table 1: Comparison with aspirant, peer and competing schools.**

Comparable Peers	Quality	Service	Process Control
Augusta State University	No	No	Yes
California State University, Bakersfield	Yes	No	No
Columbus State University	No	No	No
Colorado State University, Pueblo	Yes	Yes	No
Clarion University of Pennsylvania	No	No	Yes
Henderson State University	No	No	No
Lamar University	No	No	No
The University of Texas of the Permian Basin	Yes	No	Yes
	3	1	3
<b>Competitive Group</b>			
Coastal Carolina University	Yes	Yes	No
College of Charleston	No	No	No
South Carolina State University	Yes	No	No
Winthrop University	No	No	No
	2	1	0
<b>Aspirant Group</b>			
Appalachian State University	No	No	No
Georgia Southern University	Yes	Yes	Yes
North Carolina A&T State University	No	No	Yes
Rowan University	Yes	Yes	No
University of North Carolina Wilmington	Yes	Yes	Yes
North Kentucky University	Yes	No	No
University of West Georgia	No	No	Yes
Western Carolina University	Yes	Yes	Yes
	5	4	5
<b>Other Schools</b>			
Clayton State University	Yes	No	Yes
Kennesaw University	Yes	Yes	Yes
University of North Carolina at Charlotte	Yes	Yes	Yes
	3	2	3
Total	13	8	11
Percentage	57%	35%	48%
	<b>Quality</b>	<b>Service</b>	<b>Process Control</b>
Comparable Peers	38%	13%	38%
Competitive Group	50%	25%	0%
Aspirant Group	63%	50%	63%
Other Schools	100%	67%	100%