



May 8, 2015

Dr. David T. Harrison
President
Columbus State Community College
P.O. Box 1609
550 E. Spring St.
Columbus, OH 43216-1609

Dear President Harrison:

Attached is a copy of the Multi-Location Visit Report completed following the visit to Columbus State Community College. As detailed in the report, the pattern of operations at the locations appears to be adequate and no further review or monitoring is necessary.

Within the Multi-Location Visit Report, you will find brief comments on the instructional oversight, academic services, student services, facilities, marketing and recruitment information and adequacy of assessment of student performance. Please consider these comments as advice for continued improvement of the additional locations.

Per HLC policy, completion of these visits and fulfillment of the requirement will be noted in your institution's history record and the completed report will be included in your institution's permanent file.

If you have any questions or comments regarding the Multi-Location Visit or the attached report, please contact Pat Newton-Curran (pnewton@hlcommission.org).

Sincerely,

Higher Learning Commission

Multi-Location Visit Report

Institution:	Columbus State Community College
Ad. Location #1:	Reynoldsburg Regional Learning Center: 6699 East Livingston Ave., Reynoldsburg, OH 43068
Ad. Location #2:	Electric Trades Center: 947 Goodale Blvd, Columbus, OH 43212
	(please include Additional Locations Name, Street, Town, State, Zip Code)
Date Reviewed:	Reynoldsburg Regional Learning Center: - April 9, 2015 Electrical Trades Center : - April 14, 2015
Evaluator Name, Institution, & Title:	Dale R. Brougher, The University of Findlay, Professor

Instructions: In order to document effective administrative systems for managing multiple additional locations, please complete the following. For each item, check **adequate** or **attention needed**, and indicate in Comments the institution's strengths and/or opportunities for improvement in controlling and delivering degree programs off-campus. If comments pertain to a specific location, they should be included along with the identity of that location.

Overview Statement. Provide information about current additional locations and the institution's general approach to off-campus instruction. Describe the growth pattern at the institution since the last review of off-campus instruction. Provide information about the involvement of external organizations or other higher education institutions.

Judgment of reviewer. Check appropriate box: adequate attention needed

Comments:

Columbus State Community College (CSCC) has a main campus at 550 East Spring Street, Columbus, OH, and a Delaware Campus at 5100 Cornerstone Drive, Delaware, OH. In addition, CSCC is defined by its relationships developed with partners as it strives to meet education and training needs throughout Columbus, the central Ohio region. It currently has five additional locations. Two of these sites are "Regional Learning Centers (RLC)," staffed and equipped to focus more on associate degree level educational opportunities. Three other sites are of the "Industry Outreach" (IO) model focus on training as well as associate degree credit producing curricula. The visit to multiple sites included a visit to a Regional Learning Center, Reynoldsburg Regional Learning Center, and an Industry Outreach model in the Electrical Trade Center.

Institutional Planning. What evidence demonstrates that the institution effectively plans for growth and maintenance of additional locations? Identify whether the institution has adequate controls in place to ensure that information presented to students is adequate. Describe whether the financial planning and budgeting process has proven effective at additional locations.

Judgment of reviewer. Check appropriate box: adequate attention needed

Comments:

- The college has clear and well-defined models in the Regional Learning Centers and the Industry Outreach models. Depending on the need within the area of the site, different resources are provided.
- The structure of the college is dependent on the two main campuses. While the students are able to complete much of their course work at both models, they always have the opportunity to take classes at other locations, including the two main campuses.
- Faculty and staff are hired to serve the college, not specific sites. Therefore, the college can provide an efficient offering of courses for the students while also providing qualified faculty and staff.
- In each of the locations visited, and based on interviews with the President and other administrators, the college has, and continues to seek, partnerships with business and school systems to provide the education and training needed.

Facilities. What evidence demonstrates that the facilities at the additional locations meet the needs of the students and the curriculum? Consider, in particular, classrooms and laboratories (size, maintenance, temperature, etc.); faculty and administrative offices (site, visibility, privacy for meetings, etc.); parking or access to public transit; bookstore or text purchasing services; security; handicapped access; and other (food or snack services, study and meeting areas, etc.)

Judgment of reviewer. Check appropriate box: adequate attention needed

Comments:

- At both sites the technology provided to the students was adequate for the programs provided. At each site, students commented that their wish list would include more technology, but in each case they were not complaining about the lack of technology. At the Reynoldsburg site students had access to the internet and banks of computer, but would have liked additional hours of access. At the Electrical Training Center there was great appreciation for the technology already available, but they dreamed of opportunity to work on more cost prohibitive equipment.
- At both the Reynoldsburg and ETC sites, the facilities were contemporary and well maintained. In Reynoldsburg, the building is part of the local high school, which provided great opportunity to meet dual enrollment needs. The ETC site is in partnership with the Electrical Trades Apprenticeship Program and also serves to provide the FIRE Applied Associate of Science degree.
- There was one facilities item that each site is encouraged to address. At the Reynoldsburg site, there is a significant limitation of space for students to reside before or after classes and to work collaboratively. A common space for the students beyond a few tables and chairs in a hallway would be of assistance to the student-learning environment. At the ETC site, there is almost a total absence of signage indicating that the building does house the programs offered by CSCC. The addition of a sign at the front of the building would facilitate communication with the community, students, and persons in the trade.

Instructional Oversight. What evidence demonstrates that the institution effectively oversees instruction at the additional locations? Consider, in particular, consistency of curricular expectations and policies, availability of courses needed for program and graduation requirements, faculty qualifications, performance of instructional duties, availability of faculty to students, orientation of faculty/professional development, attention to student concerns.

Judgment of reviewer. Check appropriate box: adequate attention needed

Comments:

- CSCC provided multiple levels of oversight and supervision of the education that it provides. While the curriculum is managed/controlled by the administration and faculty who primarily work out of the main campus, implementation and supervision of the curriculum is also accomplished on site via the site specialist, supervisor, and the coordinator of off campus programs.
- Each program provides for a review of the curriculum that is based on campus policy as well as professional requirements. At the ETC, the Electrical Trades Apprenticeship Program, as well as the CSCC faculty and administration, oversee the program. At Reynoldsburg, the curriculum is not as technically oriented and is therefore, governed more by the administration and faculty on the main campus.

Institutional Staffing and Faculty Support. What evidence demonstrates that the institution has appropriately qualified and sufficient staff and faculty in place for the location, and that the institution supports and evaluates personnel at off-campus locations? Consider the processes in place for selecting, training, and orienting faculty at the location.

Judgment of reviewer. Check appropriate box: adequate attention needed

Comments:

- Faculty affirmed their role at CSCC and spoke clearly of their freedom to teach courses within the limits of course objectives and embedded course expectations. While it depends on the program, faculty are provided a syllabus and given varied freedom in what is presented.
- Faculty has the resources necessary to provide the training/education that CSCC claims to offer. A tour of both sites, as well as examples of resources provided, serve as evidence that the teaching resources are in place.
- The faculty at both sites are CSCC faculty, whether they are full-time or adjunct faculty. They are hired by the college to teach courses or perform instructional services that are part of the academic and training experiences offered by CSCC. It does not matter if the person has only taught at one site. They are eligible to teach at any of the college's delivery sites.
- All full and adjunct faculty are evaluated annually with a prescribed number of courses needing to be evaluated dependent on faculty status. The chair of the program evaluates faculty with input from the supervisor at the site.

Student Support. What evidence demonstrates that the institution delivers, supports, and manages necessary student services at the additional locations? Consider, in particular, the level of student access (in person, by computer, by phone, etc.) to academic advising/placement, remedial/tutorial services, and library materials/services. Also, consider the level of access to admissions, registration/student records, financial aid, and job placement services, as well as attention to student concerns.

Judgment of reviewer. Check appropriate box: adequate attention needed

Comments:

- It was clear that students' learning needs were being addressed in a timely manner. While students desired to have more courses offered on the sites, they were very much aware that it was an extension of the main campus and they were appreciative of what was offered on site.
- Both sites depend heavily on the library resources that are available online through the college's library system. There is no physical library at either site. Other than the students requesting additional time to access the library online from college computers, there were no complaints regarding the availability or quality of information.
- Students at both institutions commented on the quality advisors that are available on site. This is not always the case at each CSCC site, but when an advisor is not on site, the students can get assistance from the advising staff on the main campus.

Evaluation and Assessment. What evidence demonstrates that the institution measures, documents, and analyzes student academic performance sufficiently to maintain academic quality at the additional locations? How are measures and techniques employed at a location equivalent to those for assessment and evaluation on the main campus? Consider, in particular, the setting of measurable learning objectives, the actual measurement of performance, and the analysis and use of assessment data to maintain/improve quality.

Judgment of reviewer. Check appropriate box: adequate attention needed

Comments:

- The college provides for an assessment process across all sites. The multiple sites of CSCC all function under the same assessment system that has been established on campus.
- The college provides for the assessment of student learning to meet partner expectations. Additional assessment of programs that are provided in partnership with other groups such as the ETC provides additional assessment that is tailored to the education.

Continuous Improvement. What evidence demonstrates that the institution encourages and ensures continuous quality improvement at its additional locations? Consider in particular the institution's planning and evaluation processes that ensure regular review and improvement of additional locations and ensure alignment of additional locations with the mission and goals of the institution as a whole.

Judgment of reviewer. Check appropriate box: adequate attention needed

Comments:

- CSCC has a clear understanding of how it will serve the central Ohio area. The strategic plan and decision made in the past five years indicate that the institution is focused on continuous improvement. For example, relocating from a previous site to the Reynoldsburg School building is an effort to make strategic decisions that involve partnering with the community that enhances their opportunity to serve students and meet needs.
- Evaluation is an on-going process that characterizes the programs at each site that was visited. The leadership of the various programs such as the FIRE and Apprenticeship programs meet several times a year with the department chair and College program coordinator and address student performance and any need to update the curriculum.

Marketing and Recruiting Information. What evidence confirms that the information presented to students in advertising, brochures, and other communications is accurate?

Judgment of reviewer. Check appropriate box: adequate attention needed

Comments:

- The Electrical Trades Center recruits students and provided the marketing needed. Students at the Reynoldsburg site spoke of the constant contact that they have with staff, advisors or faculty. When the students were asked at both sites whether they were receiving what was advertised, they unanimously affirmed the education and experience.
- The only concern regarding advertising was the lack of signage at the Electrical Trades Center. There was no sign indicating that the site was a location affiliated with the CSCC. The administration was encouraged to provide evidence that the college was located at the site.

SUMMARY RECOMMENDATION

- X Overall, the pattern of this institution's operations at its additional locations appears to be adequate, and no further review or monitoring by the Higher Learning Commission is necessary.

Notification for Additional Locations Approval Form
(MACRO Web Application Approval)

Please complete these four questions
ONLY if an institution has been granted access to the
Notification for Additional Locations approval process.

- Yes No The institution has been accredited by the Commission, prior to seeking access to the streamlined process, for at least 10 consecutive years with no record of any action during that period for sanction, show-cause, or monitoring of issues related to the quality of instruction or to the oversight of existing additional locations or campuses.
- Yes No The institution has demonstrated success in overseeing more than three locations.
- Yes No The institution has no other Commission or other legal restrictions on additional locations and/or programs offered off campus,
- Yes No The institution has appropriate systems at the institution to ensure quality control of locations that include clearly identified academic controls; regular evaluation by the institution of its locations; a pattern of adequate faculty, facilities, resources, and academic/support systems; financial stability; and long-range planning for future expansion.