



2011 Quality Check-Up Visit Mott Community College

Flint, Michigan / <http://aqip.mcc.edu/>

FEDERAL COMPLIANCE MATERIALS PACKET 2011 QUALITY CHECK-UP VISIT / NOVEMBER 16-18, 2011

The following Federal Compliance Materials Packet has been prepared for the 2011 Quality Check-Up Visit for Mott Community College scheduled for November 16-18, 2011. As described in the AQIP *Quality Checkup Guide*, this packet contains narrative descriptions about and links to evidence regarding MCC's Federal Compliance Review issues. The format and level of detail provided in this packet are modeled on Mott Community College's 2009 AQIP Systems Portfolio. In most cases, evidence is provided directly as a component of the report; external links to evidence are provided in the form of hyperlinks to MCC web resources.

A1 Credits, Program Length, and Tuition. Mott Community College is in compliance with the credits and program length components of the Commission's Federal Compliance Program as outlined in Chapter 8.2 of the *Handbook for Accreditation*. All transcribed courses at Mott Community College are measured in semester credit hours. Program and degree requirements are expressed in credit hours. A credit hour is defined as "credit given for a course completion toward graduation." Tuition and instructional time are expressed in contact hours. Contact hours at Mott Community College are defined as: "The amount of course class time used to calculate tuition charges." These definitions, as well as other definitions helpful to students, are published in MCC's Glossary of College and Financial Aid Terms, which may be accessed here:

http://www.mcc.edu/mcc_glossary.php

Credits. Semester credit hour information for all MCC courses is listed in multiple publications, most centrally in the Mott Community College Catalog. The catalog is published and distributed in limited printed copies; the Catalog is primarily a web-based PDF document. The Catalog lists both the credit and contact hours for every course offered. In most cases, credit and contact hours are the same for each course. Some courses—especially those with clinical, laboratory, or workplace components—have slightly more contact hours than credit hours. The section of the catalog dealing with course descriptions and credit hours may be accessed here:

http://www.mcc.edu/course_cat/pdf_catalog/2011-2013-Course_Descript.pdf

Program Length. A comprehensive list of all programs offered at MCC is maintained on the college web site and in the Catalog. The length of MCC's Programs of Study are within the range of good practice in higher education and are similar to programs at other local, regional, and national peers. All new programs at MCC undergo environmental scanning as part of the process of program creation. The section of the Catalog dealing with MCC's Programs of Study may be accessed here:

http://www.mcc.edu/course_cat/pdf_catalog/2011-2013-Prog_Study.pdf

Mott Community College offers four separate types of Associate degrees; degree titles, descriptions and credit hour length are provided in Table A1-1 below:

<p>Associate of Arts (AA Degree)</p> <p>62 Credits</p>	<p>The Associate of Arts (AA) degree is designed primarily for students who plan to transfer to a four year college or university and pursue a major in the humanities, fine arts and/or social sciences, or who plan to earn a degree in a professional field such as law, journalism or teaching. This degree meets the MACRAO Articulation Agreement requirements, satisfying the basic first two years of a Bachelor's Degree.</p>
<p>Associate of Science (AS Degree)</p> <p>62 credits</p>	<p>The Associate of Science (AS) degree is designed primarily for students who plan to transfer to a four-year college or university with a major in natural or physical sciences, mathematics, or in preparation for professional fields such as medicine, dentistry, dietetics, environmental science, natural resources or engineering.</p>
<p>Associate of Applied Science (AAS Degree)</p> <p>62-84 credits</p>	<p>The Associate of Applied Science (AAS) degree is designed to prepare students for immediate employment in specialized areas in health, business, technology, human services, and industry. Although this degree prepares students to enter the world of work, many AAS graduates do transfer to four-year institutions to continue their education while working.</p>
<p>Associate of General Studies (AGS Degree)</p> <p>62 Credits</p>	<p>The Associate of General Studies (AGS) degree is often selected by students in Fine Arts who are required to spread their general education credits over four years due to the art and music studio requirements. This degree provides a general background for students seeking a general educational experience preparing to enter the world of work or for life enrichment.</p>

Figure A1-1 Degrees Offered at Mott Community College

Each of these degrees contains General Education course requirements for completion. General Education requirements at MCC were recently revised and went into effect in the summer of 2009. Credit hour requirements for general education in Associate of Arts (AA) and Associate of Science (AS) degrees appear in Table A1-2 below:

<p><u>Associate of Arts (AA) and Associate of Science (AS) – Traditional Transfer</u></p>	
<p>Requirements -100 level or above courses from the following distribution:</p>	
<p>6 credit hours</p>	<p>Composition</p>
<p>8 credit hours</p>	<p>Humanities or Fine Arts (excluding performance classes in music or theatre and studio classes in art)</p>
<p>8 credit hours</p>	<p>Social Sciences</p>
<p>8 credit hours</p>	<p>Science & Math:</p>
	<p>3-4 credits in 100 level Math course or Test Out by placing into MATH-120 or higher on the MCC placement test.</p>
	<p>4 credit hours Natural Science w/Lab</p>
<p>2 credit hours</p>	<p>Information Technology excluding lecture only classes</p>

Figure A1-2 MCC General Education Course Requirements for AA and AS Degrees

Credit hour requirements for general education in Associate of Applied Science (AAS) and Associate of General Studies (AGS) degrees appear in Table A1-3 below:

<u>Associate of Applied Science (AAS) and Associate of General Studies (AGS)</u>	
A minimum of 18 General Education credits are required. The following are requirements for all students earning this degree:	
100 level or above courses from the following distribution:	
3 credit hours	Composition
3 credit hours	Humanities
3 credit hours	Social Sciences
3-4 credit hours	100 level Math course or Test Out by placing into MATH-120 or higher on the MCC placement test.
Additional General Education credits should be selected according to your degree program from Fine Arts (excluding performance classes in music or theatre and studio classes in art) Humanities, Social Science, Math, Science, and Information Technology.	

Figure A1-3 MCC General Education Course Requirements for AAS and AGS Degrees

In addition to General Education and Programs of Study documentation, MCC publishes program length information as part of Federal Student Aid Gainful Employment Disclosure. Information provided to students about program length complies with the US Department of Education, Gainful Employment Programs disclosure reporting requirement. For the purposes of this disclosure, program length assumes that the student successfully completes a full time load (12 credits) in a continuous succession of Fall and Winter terms, and that the student requires no developmental course work.

Tuition. Information regarding current tuition and fees is published in numerous places for student information and centrally located on the web page for the Cashier’s Office. Mott Community College does not currently have any program-specific tuition. Detailed information regarding student costs, including a tuition calculator and specific information about polices, payment options, and appeals may be accessed here:

http://www.mcc.edu/cashier/cashier_tuition.shtml

Figure A1-4 below outlines the current cost of attendance for Mott Community College. These rates are set by the Mott Community College Board of Trustees.

Mott Community College Cost of Attendance for 2011-2012	
In-district rate	\$98.68 per contact hour
Out-of-district rate	\$147.72 per contact hour
Out-of-state rate	\$197.13 per contact hour
Student Services fee	\$98.68 per semester
Technology fee	\$5.65 per contact hour

Figure A1-4 Cost of Attendance for 2011-2012 Academic Year

These costs, as well as many program-specific costs, are clearly outlined for prospective students on MCC’s web site. In addition to general information about tuition and fees, some programs maintain

specific communication to prospective students regarding tuition. An example of a Pre-Admission Information Sheet prepared for the Physical Therapy Assistant Program may be accessed here: <http://www.mcc.edu/pdf/academics/preadmisinf.pdf>

A2 Student Complaints. Procedures for the collection and analysis of student and stakeholder complaints are well-documented in formal procedures at MCC. These processes include provisions for courses of action and communication. The first step in pursuing all concerns should be an informal discussion with the faculty or staff member. If the student’s concerns cannot be resolved through informal discussions, there are formal procedures to be followed by the student and college in responding to student complaints. The procedures for student academic complaints against faculty are a part of the collective bargaining agreement with faculty at Mott Community College.

If a student with an academic concern wishes to formally pursue resolution of that concern, the Academic Complaint Process is initiated within 45 calendar days of the cause of concern. The following table outlines MCC’s Student Academic Complaint process:

Step 1	Student contacts faculty member regarding concern in an attempt to resolve the matter.
Step 2	If the concern remains unresolved, the student should contact and meet with the appropriate Dean before completing the Student Academic Complaint Form.
Step 3	The Dean will attempt to resolve the concern informally with the student and faculty member.
Step 4	If the concern remains unresolved after meeting with the Dean, and the student wishes to pursue the matter, the Student Academic Complaint form is to be completed within 10 business days and forwarded to the appropriate Dean.
Step 5	Either party may appeal the written decision of the Dean by asking within 5 business days that the complaint be forwarded to the Vice President of Academic Affairs.

Figure A2-1 Student Academic Complaint Process

The entire formal procedure for student complaints against faculty and Student Academic Complaint Forms are available in division offices. Students who wish to begin a formal complaint process about an MCC staff member should first meet with the staff person’s immediate supervisor. The supervisor will inform the staff member of the complaint and attempt to resolve it. If the complaint is not resolved, the student should submit a written complaint to the supervisor. The written complaint must include the name of the staff member against whom the complaint is being filed and must be signed and dated by the student.

Code of Conduct Complaints. Any person—including students—may file a complaint against a student for alleged violations of the Student Code of Conduct. While no formal, written complaints have been filed by students against other students in recent years, comprehensive information about investigations, charges, hearings, sanctions, suspension and appeal is published on the Student Discipline web page here:

http://www.mcc.edu/18_policies/student_st_discipline.shtml

Specific Student Complaint Information. There are three primary institutional processes for handling formal, written, and non-trivial student complaints. The first of these is the Student Academic Complaint Process described in Figure A2-1 above, which is administered under the Vice President for Academic Affairs. Specifically, these complaints are handled by the Executive Director of Academic Operations. Figure A2-2 below is a general accounting of specific student complaints handled in Academic Affairs from 2007-2011:

Year	#	Nature of Complaint	Follow Up	Disposition
2007-2008	1	Grade dispute	Review of instructor syllabus/grading scale	Dismissed by VPAA - facts supported fair grading practice
	1	Dispute over removal from Nursing Eligibility list	Review of program eligibility process	Dismissed by VPAA - facts support that the Eligibility process was followed
2008-2009	2	Grade Dispute	Review of instructor syllabus/grading scale	Review showed grades were calculated correctly
	2	Reinstatement into occupational program	Review of program guidelines/readmit conditions	Dismissed by VPAA; program guidelines upheld
2009-2010	0	None	None	None
2010-2011	1	Reinstatement into occupational program	Review of program Clinical Disciplinary Policy	Dismissed by VPAA - facts support that the Clinical Disciplinary Policy was followed
	2	Grade Dispute/Instructor Classroom Policies	Review of instructor syllabus/grading policies	Dismissed by VPAA - facts support that students violated instructor policies and grade per policies stated in syllabus

Figure A2-2 Formal Student Complaints in Academic Affairs (2007-2011)

Because there were no formal academic complaints filed during the 2009-2010 academic year, an additional year was added to the information provided. The physical records for the above complaints are housed in the office of the Executive Director of Academic Operations in the Curtice-Mott Complex, Room CM 1007.

At the present time, one academic complaint is being processed outside of the system described above. In April of 2010 a student who was removed from the Nursing Program did not file a complaint using the Student Academic Complaint Procedure, but instead filed a law suit against the college. The lawsuit alleges that MCC denied the student due process during the Health Sciences academic dismissal process and requests that the student be allowed to take final exam and receive a grade for the course in question. Outside counsel is handling this matter for MCC, as the case is pending. Physical information about the case is housed in the office of the Dean of Health Sciences in the Curtice-Mott Complex, Room CM 2313.

The second institutional process for handling formal, written student complaints exists in Student Services. These additional complaints processed outside of Academic Affairs are administered under the Vice President for Student and Administrative Services. Specifically, these non-academic complaints are handled by the Executive Dean of Student Services. Figure A2-3 below is a general accounting of formal student complaints handled in Student Services from 2008-2011:

Year	#	Nature of Complaint	Follow Up	Disposition
2008-2009	2	Processes/ Procedures	Review of stated processes and institutional actions take	Processes were clarified and students were presented with viable options to resolve their respective issues; however, neither student chose to follow through with the options presented
2009-2010	2	Student Account Discrepancies	Review of account balances	Inaccurate account balances on records were corrected to reflect accurate balances.
2010-2011	6	Financial Aid Records	Ongoing Financial Aid Office administrative work	Files were completed, updated and resolved.
	1	Disability Accommodation	Attempt made to hire/schedule ASL interpreters for classes	Request to have ASL interpreters at all classes could not be fully accommodated due to the lateness of the request.
	1	Privacy Violation	Review of facts related to accusation against Student Life Coordinator	Considered resolved as allegation could not be substantiated.
	1	Discrimination	Ongoing	Complaint related to denial of Disabilities Accommodation being reviewed by the Office of Civil Rights.

Figure A2-3 Formal Student Complaints in Student Services (2008-2011)

The physical records for the above complaints are housed in the office of the Executive Dean of Student Services in the Pahl College Center, Room PCC 1130.

The Human Resources Office administers the organization's processes for handling serious complaints such as civil rights, sexual harassment claims, union grievances and other employee-related complaints. Human Resources keeps detailed records about all official complaints, including those filed by students and including complaints processed with the Michigan Department of Civil Rights (MDCR) and the Equal Opportunity Employment Commission (EEOC). Student initiated complaints filed in Human Resources for the past three years appear in Figure A2-4 below:

Year	#	Nature of Complaint	Follow Up	Disposition
2008-2009	1	Student complaint regarding sexually explicit content of film shown in class by part-time instructor	Investigated by Dean	Faculty member coached by Dean
2009-2010	0	None	None	None
2010-2011	1	General performance of part-time instructor	College attorney investigated. Formal improvement process initiated which covered three semesters/sessions	Employee terminated 11/15/10
	1	Inappropriate sexually explicit communication with student by part-time instructor	HR investigated complaint	Employee resigned 11/15/10 in lieu of termination
	1	Alleged discrimination in connection with termination of student employment	Investigated by College attorney	Open file with MDCR, EEOC
	1	ADA Accommodations	Investigated by College attorney	Open file with EEOC
2011-2012	1	Allegation that instructor hit student	HR investigated complaint. Physical contact was physically gentle and playful in nature	Supervisor conducting ongoing coaching sessions, employee also attending CTL training
	1	Student complaint that part-time faculty member was requiring the purchase of a textbook not in syllabus and taking cash directly from students	HR investigated complaint. Complaint was substantiated. Students not receiving learning content approved through College curriculum process	Employee terminated 10/10/11

Figure A2-4 Formal Student Complaints Filed in Human Resources (2008-2012)

Because there were no formal academic complaints filed during the 2009-2010 academic year, an additional year was added to the information provided. The process for reporting and investigating complaints of Sexual and Unlawful Harassment involving employees, students, and any other individuals associated with the College may be accessed here:

http://www.mcc.edu/hr/pdf/procedure_reporting_harassment.pdf

A3 Transfer Policies. As a comprehensive community college, Mott Community College has well established and documented policies for the transfer of academic credit, both in terms of acceptance of credits from other institutions and transfer to other institutions. One helpful resource for students is the MCC Transfer Guide, which may be accessed here:

http://www.mcc.edu/course_cat/pdf_catalog/2011-2013-Trans_Guide.pdf

Transferring Credit to MCC. Mott Community College generally accepts freshman and sophomore college level credits from a regionally accredited college or university in which the student has received a C or better grade, with the exception of religion courses and military science courses. Students must submit an official college transcript of course work to the Office of Records & Registration. MCC will only accept official college transcripts by mail. The college accepts transfer credits but not grade points. Transfer students accepted by MCC with advanced standing must complete a minimum of 30 credits of satisfactory work at MCC to be eligible for graduation with an associate degree or a minimum of 20 credits of satisfactory work to be eligible for graduation with a certificate of achievement. The applicability of vocational/technical courses to MCC program course requirements will be determined by the program coordinator or advisor. No more than 50 percent of credits required in specialized coursework, unique to a program, can be transferred from another institution to be applied toward graduation from MCC. At least 50 percent of credits in specialized areas must be earned at MCC to entitle the student to graduate from MCC. To be eligible for graduation, transfer students must earn a minimum of 30 credits from MCC.

The office of Counseling & Student Development maintains a Transfer Counseling web page with links to current transfer resources and services at MCC. This web resource may be accessed here:

http://www.mcc.edu/9_casd/casd_trans_counseling.shtml

Transferring Credit from MCC. Counselors and Advisors assist students and help develop their plans for transferring to four year colleges. Students may take up to two years towards a four-year degree at Mott Community College and then transfer to a four-year college or university. Students considering transfer should see a Counselor or Advisor to assist them with their transfer planning. MCC also participates in agreements through the Michigan Association of Collegiate Registrars and Admissions Officers (MACRAO). The following resources are available to assist with transfer planning:

Transfer Guides	http://www.mcc.edu/articulation/trans_index.shtml
Articulation Agreements	http://www.mcc.edu/articulation/coll_index.shtml
Course Equivalency Lists	http://www.mcc.edu/9_casd/casd_courseequal.shtml
MACRAO Agreements	http://www.mcc.edu/9_casd/special_agreements.shtml
Michigan Transfer Network	http://www.michigantransfernetnetwork.org/

Figure A3-1 Transfer Credit Resources at MCC

These and other special initiatives regarding transfer credit are available to students. Among these are the following:

- **Transfer Advisement Days.** Representatives from most Michigan public and private colleges and universities visit the MCC campus each semester. Information Transfer Advisement Days is available for students in Counseling and Student Development (CASD). Dates and times are sent to students' MCC email accounts and are also on the Transfer Advisement Days webpage. Additional college transfer support is available for disadvantaged students.

- **University Center.** Located on the MCC Main Campus, this unique partnership allows students to earn a bachelor's or master's degree from a major university without leaving Flint.
- **University of Michigan-Flint Transitions Program.** This program identifies and recruits a select group of students at Mott Community College and encourages them to pursue a baccalaureate degree. The Transitions Program provides a series of support services that encourages persistence at MCC, directs students through the transfer process and continues with follow-up services to support academic achievement and graduation from the University of Michigan-Flint.
- **Mott2UM-Flint Concurrent Enrollment Program.** A new partnership was launched between Mott Community College and the University of Michigan-Flint called the Mott2UM-Flint Concurrent Enrollment Program. With a single admissions application, students can take advantage of the resources and course selection at the University of Michigan-Flint and Mott Community College. Mott2UM-Flint offers tuition savings and maximum flexibility on the path to a University of Michigan-Flint bachelor's degree.
- **Mott2O - MCC to Oakland University Partnership Program.** The Mott2O community college partnership program is one of the first of its kind in the state of Michigan. With a single admissions application, students can take advantage of the resources and course selection at Oakland University and Mott Community College. Mott2O offers tuition savings and maximum flexibility on the path to an OU bachelor's degree.
- **Official Evaluation of Credits Transferred to MCC.** Mott Community College generally accepts freshman and sophomore college level credits from a regionally accredited college or university in which the student has received a C or better grade, with the exception of religion courses and military science courses. Students must submit an official college transcript of course work to the Office of Records & Registration. Transfer students accepted by Mott Community College with advanced standing must complete a minimum of 30 credits of satisfactory work at MCC to be eligible for graduation with an associate degree or a minimum of 20 credits of satisfactory work to be eligible for graduation with a certificate of achievement.

Because so many MCC students intend to transfer to four-year colleges and universities, a large number of articulation agreements have been developed and maintained. These agreements are kept current by ongoing communication with the partner institution, and a special database is managed for this purpose. These articulation agreements are featured prominently on MCC's web site and are available for students and advisors to use for academic planning. The agreements can be accessed here: http://www.mcc.edu/articulation/coll_index.shtml

A4 Verification of Student Identity. Mott Community College has offered a variety of distance education courses for nearly 30 years. These courses are supported by the office of e-Learning. Participation in e-Learning courses requires identity verification and sign on through MCC's student computer platforms: WebAdvisor, Blackboard, and Webmail. These platforms have unique username and password protection.

In addition, students must first complete a free preparatory session called DLES-100 before participating in e-Learning courses. Students intending to take e-Learning IMM, CMM or WWW courses MUST successfully pass a DLES session. These sessions are offered online prior to each semester. Students register as they would for a normal class. The sessions run at numerous and various times. Failure to pass this course at 80% or higher will result in blocking the student from registering for e-Learning courses. A \$25.00 retake fee is required after the initial attempt failed. A complete list of the policies regarding e-Learning at MCC can be accessed in the following publication here: <http://e-learning.mcc.edu/eLearningHandbook.pdf>

Students on academic probation are not eligible to enroll in any e-Learning sections.

A5 Title IV Program and Related Responsibilities. Mott Community College is in compliance with all Title IV Federal Student Aid programs and related responsibilities. Title IV administration is conducted by the Office of Student Financial Services, which coordinates grants, direct lending/loans, work study, scholarships, and related student aid. The documents referenced in Chapter 8.2 of *The Handbook of Accreditation* are available for inspection; the physical location of these documents is outlined in Figure A5-1 below:

Document Name	Physical Location
Program Participation Agreement (PPA)	Student Financial Services, Prahll College Center Room PCC LL11
Eligibility and Certification Renewal (ECAR)	Student Financial Services, Prahll College Center Room PCC LL11
Program Reviews	Student Financial Services, Prahll College Center Room PCC LL11
Limitation, Suspension, or Termination Actions (LST)	MCC has received no LST Actions
Fiscal Operations Report and Application to Participate (FISAP)	Student Financial Services, Prahll College Center Room PCC LL11
Federal Awards Audit (A-133)	Accounting, Curtice-Mott Complex Room CM 1026

Figure A5-1 Documents Relevant to Title IV Compliance

Findings and responses from recent State and Federal program reviews and audits are detailed in Figures A5-2 and A5-3 below. MCC has received no Limitation, Suspension, or Termination (LST) actions.

General Program Requirements. The Executive Director of Student Financial Services, in coordination with other Student Services and Accounting staff, maintains compliance and disclosure for State and Federal student financial aid programs. Figure A5-2 below lists Program Review and Performance Audit information for the Federal Family Education Loan (FFEL) program and State of Michigan student financial aid programs held June 9-11, 2009 at Mott Community College.

Required Action	Response
<p>Finding #1: Separation of Duties</p> <p>Required Action: Mott Community College is required to differentiate between the programmatic functions administered in the financial aid office and those administered in the fiscal office. Your response to this report must include a summary of your procedures for the necessary separation of duties.</p>	<p>During a review of the entire Financial Aid process that began in February 2009, the separation of duties between award determination and disbursement of funds was brought forward as an issue that needed to be addressed. As of the 2009-10 Aid Year, the disbursement of funds has been removed from the Student Financial Services Office and is being transitioned to the Business Office.</p>

<p>Finding #2: Late Refund</p> <p>Required Action: Mott Community College is required to pay any refund that is due within forty-five days of the student's withdrawal date.</p>	<p>The College acknowledges not meeting the 45-day return of funds deadline for file identified. In reviewing the underlying cause, it was determined that all steps were completed to send the return on 7/11/08. There was a transmission error that occurred in this isolated case. When the error was discovered on 7/30/09, it was immediately rectified. As an enhancement of the review process, additional checks and balances are being put into place to ensure that return of Title IV funds are made within the federal requirement of 45 days from the date that the student withdraws from classes.</p>
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Figure A5-2 State Audit Findings for FFEL (October 9, 2009)

The most recent findings of Federal audits and program review, along with MCC's response and action taken, appear in Figure A5-3 below:

Required Action	Response
<p>Finding #1: Additional Locations not Reported to the Department</p> <p>Required Action: Mott Community College must immediately report to the Department all locations, where 50% or more of an educational program is being offered.</p>	<p>On February 24, 2010 the ECAR was updated, adding the following locations: Lapeer Extension Center (Lapeer, MI); Livingston Regional Technology Center (Howell, MI); Northern Tier Center (Clio, MI).</p>
<p>Finding #2: Untimely Return of Title IV Funds</p> <p>Required Action: Since this finding and resulting actions have already been addressed, no further corrective action is required at this time.</p>	<p>None.</p>
<p>Finding #3: Dependency Override not Justified/Adequately Documented</p> <p>Required Action: Mott Community College must review the records of the cited student and determine if unusual circumstances exist that meet the requirements set forth in GEN 03-07. If it is determined that the student's file does meet these requirements, the student's file must be properly documented.</p>	<p>According to the guidelines outlined in the Program Review Report, Student #2 did not meet the criteria to be categorized as an independent student. Parental data could not be obtained for reprocessing.</p>

<p>Finding #4: Incorrect Federal Pell Grant Disbursement/Enrollment Status not Verified</p> <p>Required Action: In response to this finding Mott Community College must review the enrollment status of the cited student and determine if any exceptions apply that would entitle the student to the amount that was disbursed. If an exception is noted, documentation must be provided to substantiate eligibility.</p>	<p>Student #25 was enrolled for 6 credit hours for the 2009/4 Spring term. MCC disbursed based on half time enrollment. A return of Title IV funds was then calculated on July 8, 2009 bringing the student's actual disbursement down to \$942.90.</p>
<p>Finding #5: Student Eligibility Requirements not Met/Conflicting Information not Resolved</p> <p>Required Action: Since this finding and resulting actions have already been addressed, no further corrective action is required at this time.</p>	<p>Further review of the students' records show that neither had attained a bachelor's degree before their attendance at MCC. Copies of 09-10 ISIRs and the National Student Clearinghouse were submitted.</p>
<p>Finding #6: Individual Student Account Ledger not Updated to Reflect all Title IV Transactions</p> <p>Required Action: Mott Community College must correct the account ledger for the cited student to ensure that all Title IV transactions and other transactions including cash payments, are posted on the student's account ledger. The corrected account ledger must accurately record all charges and payments that have been applied to the account of the cited student.</p>	<p>Corrected ledger resubmitted.</p>
<p>Finding #7: Federal Funds not Identified on Bank Account</p> <p>Required Action: Mott Community College must provide notice to the bank that the account contains federal funds, and the words "Federal Funds" must be included in the name of the checking account.</p>	<p>Mott Community College has provided notice to our bank that the account contains federal funds. We have also added the words "Federal Funds" to the title of our bank account.</p>

Figure A5-3 Federal Audit Findings for Program Review Report (September 3, 2009)

Financial Responsibility Requirements. Mott Community College complies with all financial responsibility requirements, including all information required for Department of Education financial compliance and disclosure, such as the Fiscal Operations and Application to Participate (FISAP), Federal

Awards Audits (A-133). These documents are prepared and located in the Accounting department and are listed in Figure A5-1 above.

Default Rates. The Higher Education Opportunity Act (HEOA) of August 2008 made a number of changes to Title IV student aid programs, including changes to the monitoring timelines used to calculate Federal Family Education Loan (FFEL) default rates. Specifically, HEOA changed how school cohort default rates (CDRs) will be calculated, beginning with borrowers who enter repayment in the 2009 federal fiscal year. Beginning with the 2009 cohort, an additional year’s data has been factored into the numerator for figuring the CDR. This has resulted in significant increases in the CDR for most schools, including Mott Community College.

U.S Department of Education official cohort default rates are released to Mott Community College once per year electronically via the eCDR process. Table A5-4 below lists 2-Year Official default rates for FFEL, including the numerator, denominator, and percentage default rate.

Fiscal Year	Rate Type	Numerator	Denominator	Rate	Process Date
2009	2 Year Official	255	1588	16%	7/30/2011
2008	2 Year Official	181	1427	12.6%	7/31/2010
2007	2 Year Official	157	1319	11.9%	8/01/2009

Figure A5-4 Default Rates for Family Federal Education Loan (FFEL) 2007-2009

According to the Department of Education, a Cohort Default Rate (CDR) is the percentage of a school's borrowers who enter repayment on certain Federal Family Education Loan (FFEL) Program or William D. Ford Federal Direct Loan (Direct Loan) Program loans during a particular federal fiscal year, October 1 to September 30, and default or meet other specified conditions prior to the end of the next fiscal year.

Campus Crime Information and Related Disclosure of Consumer Information. The Department of Public Safety is responsible for security and emergency response at Mott Community College, including data gathering and disclosure in compliance with The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, or Clery Act. Staffing by sworn police officers with full powers of arrest is provided 24 hours per day, 7 days a week. Officers patrol the main campus, the four extension centers and the area encompassing a one mile radius around the main campus, including the Flint Cultural Center and Kearsley Park. The Department of Public Safety will actively investigate any crime information it receives concerning or involving a member of the campus community. If the College is notified of a situation in which a campus community member is the victim of a crime, the department may issue a Campus Safety Crime Alert, detailing the incident and providing tips so that other community members may avoid similar incidents.

The Mott Community College Department of Public Safety maintains a Daily Crime Log for all MCC campus locations. The Daily Crime Log reflects all crimes and other serious incidents that occurred on campus by the date reported, location, nature of the incident, as well as the disposition of the complaint. The Public Safety Department posts specific incidents in the Daily Crime Log within two business days of receiving a report. The Daily Crime Log is available for public inspection at each of its extension locations or at the public safety web site here:

http://www.mcc.edu/16_pubsafety/ps_dailycrimelogs.shtml

In addition to the Daily Crime Log, an Annual Security Report is also prepared and disseminated to the public. The 2011 Annual Security Report for Mott Community College may be accessed here (campus crime statistics begin on page 27 of the report):

http://www.mcc.edu/16_pubsafety/reports/annual_security_report.pdf

Mott Community College also complies with recent regulations published in the Federal Register which require institutions to report certain information about students who enrolled in Title IV eligible educational programs that lead to gainful employment in a recognized occupation. These "Gainful Employment" regulations require institutions to notify the Department if they wish to add an additional program to an approved list of Title IV eligible programs, as well as regularly publish information on its website. Gainful Employment disclosure for required programs is maintained at the web address here:

http://www.mcc.edu/gainful_employ_disclosure/index.php

Satisfactory Academic Progress. Satisfactory Academic Progress (SAP) is maintained for students who complete 67% of their coursework successfully, maintain a cumulative GPA of 2.0 or better and do not exceed the maximum timeframe of 93 attempted credits. A comprehensive explanation of SAP at Mott Community College is maintained by the Financial Aid office here:

http://www.mcc.edu/financial_aid/fa_academic.shtml

Attendance Policies. Attendance is taken in all classes. Instructors will announce their attendance policy during the first class session, and their policies are on file in their dean's office. Students are expected to attend class, since they are held responsible for the requirements of the course. Absence from class(es) does not excuse the student from course requirements. To be eligible to receive Title IV Financial Aid, students must be enrolled in and attending classes.

Mott Community College requires faculty to monitor attendance on a regular basis to justify the disbursement of federal financial aid. As a general rule, changes in attendance patterns will mean changes in financial aid awards. Students not attending classes may be held liable for all charges incurred. A summary of the On-Line Absence Reporting System at MCC may be accessed here:

http://www.mcc.edu/pdf/faculty/Federal_Absence_Reporting_Summary.pdf

Contractual Relationships. MCC has no relationships with third-party, non-accredited providers of academic content for any of its degree or certificate programs.

A6 Institutional Disclosures and Advertising and Recruitment Materials. Mott Community College makes all appropriate institutional disclosures and operates an Admissions & Recruitment department, as well as a Marketing & Public Relations department. Advertising is administered by the Executive Director of Public Information; recruitment activities are administered by the Interim Coordinator of Recruitment and Outreach Activities.

Advertising. At Mott Community College, formal marketing is seen as one aspect of community outreach. MCC does purchase advertising in such venues as print media, electronic media, billboards and web-based media, but perhaps the most powerful marketing tool we have is the deep involvement of faculty and staff in the lives of their students and the community they serve. Paid advertising is carefully designed to reach all aspects of the community with a demographic target of Genesee County ages 18-34. MCC purchases advertising in the main community daily newspaper (although that now prints only four days a week), three different African-American urban weekly newspapers, a half dozen suburban weekly newspapers and a variety of specialty community magazines (i.e. Everything Arab,

Downtown Revival, etc.). MCC utilizes all four area broadcast television stations and both the urban and suburban cable television systems. On radio, MCC purchases ads on seven stations, ranging from “urban contemporary” to “country” formats. Billboards are located throughout the county, although space availability requires that the majority are in the urban center as many suburban communities sharply restrict billboards. Recent examples of billboard for the “Smart Choice / New Start” campaign can be seen here:

http://www.mcc.edu/13_news/images_newsevents/MCC-Billboard-Winter_10a.jpg

http://www.mcc.edu/13_news/images_newsevents/MCC-Billboard-Winter_10b.jpg

http://www.mcc.edu/13_news/images_newsevents/MCC-Billboard-Winter10c.jpg

Aside from “paid” media, MCC also works extensively on “earned” media (i.e. news coverage). Every month scores of stories about the college appear in all media on topics ranging from descriptions of college programs and innovations to college athletics and commentary on current issues by appropriate faculty.

This year MCC began a new experiment; a large full-color glossy magazine delivered to every postal patron in Genesee County. This 14-page magazine profiles students and alumni in specific career programs, describing the value of MCC’s program and the career prospects in each field. The current issue of Career Focus may be accessed here:

<http://viewer.zmags.com/publication/9d2b83f9>

Rapidly changing patterns of media consumption (especially by those 25 and under) make reaching our audience a challenge. We have worked with a variety of local websites for links and display ads but our chief focus has been building and maintaining a strong college website. MCC departments also use facebook, YouTube, and other social media to reach student populations.

Recruitment. Promotional campaigns and recruitment activities provide opportunities for increased visibility for Mott Community College. MCC provides several opportunities for prospective students to connect with the College at an early age by hosting or participating in events such as the high school counselors’ luncheon, on-campus programs for specific academic program presentations, on-campus tours, Science Olympiad, Fine Arts Summer Camp, college fairs, high school visits and Upward Bound programs. Consequently, there are continuous initiatives, efforts and opportunities to build and maintain relationships with K-12 and higher educational personnel as well as with community agencies and churches throughout the surrounding counties (Genesee, Lapeer, Shiawassee, Tuscola, and Oakland).

MCC has a web page designated for prospective students. On this page a prospective student will find up to date information on numerous topics. By clicking on the “MCC Answer” icon prospective students are able to access many different sources of information, engage in a “live chat” with an MCC staff person and provide feedback about the page itself. The emphasis is on high school students, as well as non-traditional student populations. Recruitment efforts include high school visits, community outreach, college fairs and on-campus tours.

Specific information made available to prospective students may be accessed here:

<http://www.mcc.edu/prospective.shtml>

A7 Relationships with Other Accrediting Agencies and with State Regulatory Boards. A number of programs at MCC—especially occupational programs with state board and licensure requirements—

have ongoing accreditation relationships with agencies and regulatory boards. Program-level accreditation is managed by divisional deans and academic faculty with the support of Academic Affairs and the department of Planning, Research & Quality. The following table lists accreditation and regulatory status by program:

Program(s)	Accrediting Agency or Regulatory Board	Status
Dental Assisting	Commission on Dental Accreditation of the American Dental Association State of Michigan	Accredited through 2013
Nursing	League of Nursing Accrediting Commission National Bureau of Health Professions Dept. of Licensing and Regulatory Affairs	Accredited through 2012
Dental Hygiene	Commission on Dental Accreditation of the American Dental Association	Accredited through 2013
Occupational Therapy Assistant	Accreditation Council for Occupational Therapy Education (ACOTE) American Occupational Therapy Association (AOTA)	Accredited through 2018
Physical Therapist Assistant	Commission on Accreditation in Physical Therapy Education (CAPTA)	Re-accreditation site visit completed. Awaiting final letter.
Respiratory Therapy	Commission on Accreditation for Respiratory Care (CoARC) & Bureau of Health Professions	Re-accreditation site visit completed. Awaiting final letter.
Accounting, Business Health Services Management, General Business, Marketing Management, Small Business Management	Accreditation Council for Business Schools and Programs (ACBSP)	Accredited through 2017
Culinary Arts, Baking & Pastry Arts	American Culinary Federation (ACF)	In application process for Fall of 2012
Cosmetology, Nail Technology, Esthetician	Michigan Department of Regulatory Affairs	Licensed through 2012
Corrections	Michigan Corrections Officer Training Council	Ongoing
Early Childhood Education	National Association for the Education of Young Children (NAEYC)	Accredited through 2017

Figure A7-1 Program-Level Accreditation and Regulatory Status

A8 Public Notification of an Evaluation Visit and Third Party Comment. A request for public comment—including a link to the HLC Third-Party Comment web form—appeared in the “Highlights” section of MCC’s home web page starting on Monday, October 3, 2011. In addition, a quarter-page ad was placed in the *Flint Journal*, Genesee County’s largest printed newspaper on Tuesday, October 4, 2011. During the same week, this ad was also placed in the *CPSA Courier* and a number of out-county papers, including five separate publications operated by View Newspapers: *Swartz Creek View*, *Flint*

Township View, Davison Index, Burton View, and Grand Blanc View. Web sites for the appropriate publications appear in Table A8-1 below:

Publication	Web Address	Date(s) of Publication
Flint Journal	http://www.flintjournal.com/	October 4, 2011
CPSA Courier	http://cpsacourier.com/	October 9, 2011
View Newspapers	http://www.viewnewspapers.net/	October 6, 2011

Figure A8-1 Appropriate Publications for Public Notification/Third-Party Comment

In combination with MCC’s web site, these publications represent the largest written communication outlets for the Mott Community College service district. The text used for the ad appears as Figure A8-2 below:

Mott Community College
Notice of AQIP Quality Checkup Visit

As part of its ongoing accreditation and continuous quality efforts, Mott Community College will be visited by representatives from the Higher Learning Commission in November of 2011. This is called a Quality Checkup Visit, and is part of the Academic Quality Improvement Program (AQIP). Members of the public are welcome to submit third-party comments regarding Mott Community College directly to the Higher Learning Commission. Comments may be submitted at the following web address:
<http://www.ncahlc.org/Information-for-the-Public/third-party-comment.html>

Comments may also be sent by US Mail directly to the Commission:
 Public Comment on Charles Stewart Mott Community College
 The Higher Learning Commission
 230 South LaSalle Street, Suite 7-500
 Chicago, IL 60604-1411

Comments are due in the Commission office no later than one month before the date the visit is scheduled to begin (October 16, 2011). The Commission cannot guarantee that comments received after the due date will be considered. Note: An individual with a specific dispute or grievance with an institution should request the separate Policy on Complaints from the Commission office. The Higher Learning Commission cannot settle disputes between institutions and individuals, whether faculty, students, or others. Complaints will not be considered as comments.

Figure A8-2 Third-Party Comment Ad Placed in Appropriate Publications

Federal Compliance Packet Glossary

AA	Associate of Arts
AAS	Associate of Applied Science
ACBSP	Accreditation Council for Business Schools and Programs
ACF	American Culinary Federation
ACOTE	Accreditation Council for Occupational Therapy Education
ADA	Americans with Disabilities Act
AGS	Associate of General Studies
AOTA	American Occupational Therapy Association
AQIP	Academic Quality Improvement Program
AS	Associate of Science
ASL	American Sign Language
CAPTA	Commission on Accreditation in Physical Therapy Education
CDR	Cohort Default Rate
CM	Curtice Mott (Complex)
CMM	Computer Multi-Media (course prefix)
CoARC	Commission on Accreditation for Respiratory Care
CPSA	Concerned Pastors for Social Action
CTL	Center for Teaching and Learning
DLES	Distance Learning Educational Systems (course prefix)
ECAR	Eligibility and Certification Renewal
EEOC	Equal Employment Opportunity Commission
FFELP	Federal Family Education Loan Program
FISAP	Fiscal Operations and Application to Participate
GPA	Grade Point Average
HEOA	Higher Education Opportunity Act
HLC	Higher Learning Commission
HR	Human Resources
IMM	Interactive Multi-Media (course prefix)
ISIR	Institutional Student Information Record
LST	Limitation, Suspension, or Termination Actions
MACRAO	Michigan Association of Collegiate Registrars and Admissions Officers
MCC	Mott Community College
MDCR	Michigan Department of Civil Rights
NAEYC	National Association for the Education of Young Children
PCC	Prahl College Center
PDF	Portable Document Format
SAP	Satisfactory Academic Progress
VPAA	Vice President for Academic Affairs
WWW	Internet Course (course prefix)

List of Figures

This document uses a number of tables, charts, and lists to represent a variety of numerical and textual information. Figures have been used to simplify the presentation of numerical data and lists; we have also used figures to highlight certain textual elements that warrant special emphasis or are referenced in other portions of the document.

A1 Credits, Program Length and Tuition

- A1-1 Degrees Offered at Mott Community College
- A1-2 MCC General Education Course Requirements for AA and AS Degrees
- A1-3 MCC General Education Course Requirements for AAS and AGS Degrees
- A1-4 Cost of Attendance for 2011-2012 Academic Year

A2 Student Complaints

- A2-1 Student Academic Complaint Process
- A2-2 Formal Student Complaints in Academic Affairs (2007-2011)
- A2-3 Formal Student Complaints in Student Services (2008-2011)
- A2-4 Formal Student Complaints Filed in Human Resources (2008-2012)

A3 Transfer Policies

- A3-1 Transfer Credit Resources at MCC

A5 Title IV Program and Related Responsibilities

- A5-1 Documents Relevant to Title IV Compliance
- A5-2 State Audit Findings for FFEL (October 9, 2009)
- A5-3 Federal Audit Findings for Program Review Report (September 3, 2009)
- A5-4 Default Rates for Family Federal Education Loan (FFEL) 2007-2009

A7 Relationships with Other Accrediting Agencies and with State Regulatory Boards

- A7-1 Program-Level Accreditation and Regulatory Status

A8 Public Notification of an Evaluation Visit and Third Party Comment

- A8-1 Appropriate Publications for Public Notification/Third-Party Comment
- A8-2 Third-Party Comment Ad Placed in Appropriate Publications