

Lorain County Community College

**Academic Quality
Improvement Program (AQIP)
Quality Checkup Visit**

**Federal
Compliance
Report
Site Visit**

March 2008

January 2008



*Lorain County
Community College*

www.lorainccc.edu

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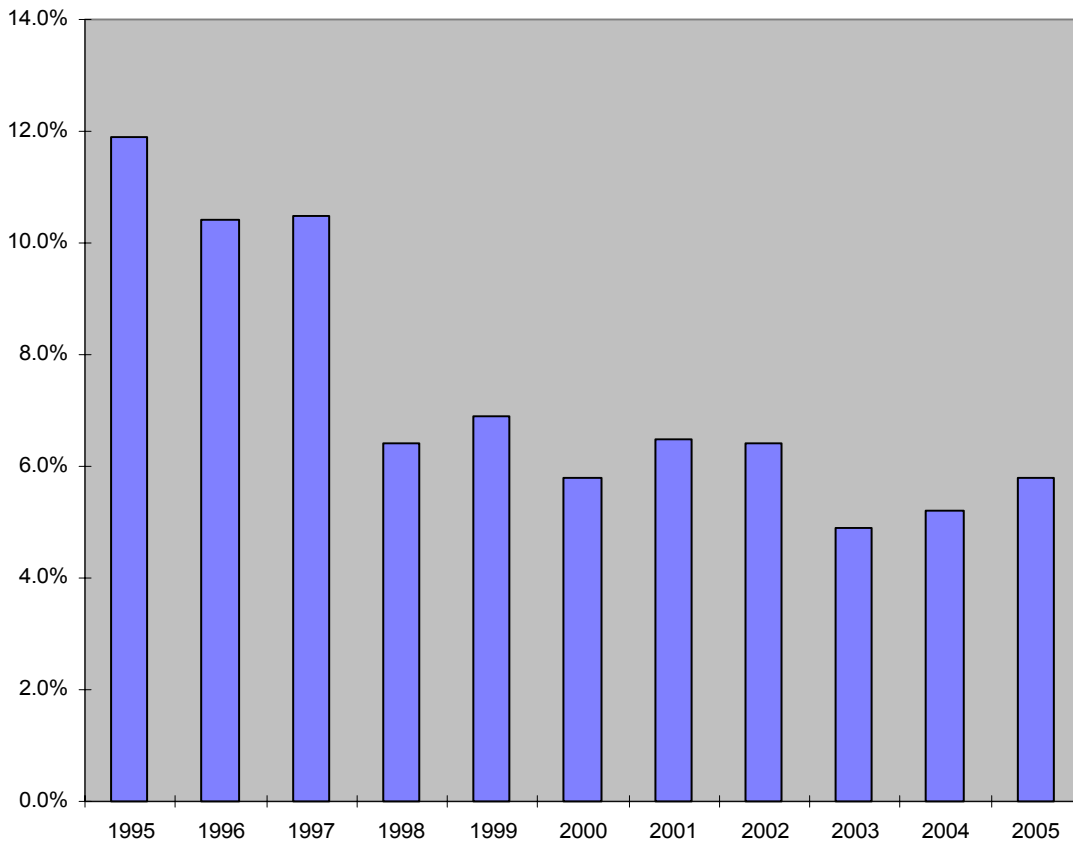
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Student Loan Default Rate

Lorain County Community College (LCCC) participates in the Federal Family Education Loan Program (FFELP) including the Federal Stafford Loan Program for students and the PLUS Loan Program for parents. Each year, the U. S. Department of Education calculates a cohort default rate for loans made to students have who received Stafford Loans while attending LCCC. The cohort default rate is the percentage of a school’s borrowers who enter repayment during a particular federal fiscal year, October 1 to September 30, and default prior to the end of the fiscal year. The cohort default rate for LCCC over the last ten years is:

1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
11.9%	10.4%	10.5%	6.4%	6.9%	5.8%	6.5%	6.4%	4.9%	5.2%	5.8%

**LCCC Default Rate History
1995- 2005**



LCCC's cohort default rate for 2003, 2004, and 2005 is below the national average for those years. The national average for those three years was 7.6% for 2003; 8.1% for 2004; and 7.9% for 2005*. LCCC is committed to keeping its default rate as low as possible. LCCC's default prevention plan includes:

- Requiring Entrance Loan Counseling from all borrowers each and every time they borrow. This is a stricter policy than required.
- LCCC requires all student loan borrowers to maintain a minimum 2.0 LCCC cumulative grade point average to continue borrowing funds.
- Loan disbursements are held until 30 days after the start of the term and are disbursed to students commencing attendance in classes.

LCCC is committed to borrower choice. We process student loan applications from any lender the student chooses. LCCC processed loans with 4 different Loan Guaranty Agencies with 15 different lenders during the 2006 Fiscal Year. LCCC has four student computer stations in which staff will readily assist students in the on-line student loan process (completing Entrance Counseling and completing the Master Promissory Note).

The College remains in good standing with the U. S. Department of Education. LCCC's Program Participation Agreement reapplication date is September 30, 2009 and the Approval Expiration Date is December 31, 2009.

*= Direct Loan and Federal Family Educational Loan Programs Institutional Default Rate Comparison of Fiscal Year 2003, 2004, and 2005 Cohort Default Rates. Retrieved January 14, 2008 from <http://www.ed.gov/offices/OSFAP/defaultmanagement/instrates.html>.

Credits, Program Length, and Tuition

Credits

LCCC equates its learning experiences with semester credit hours using practices common to institutions of higher education. Semester credits are based upon standards from the *Ohio Board of Regents Operating Manual for Two-Year Campus Programs* (p. 500.01)

http://regents.ohio.gov/academic_programs/2yr/2yrmanual.pdf.

1 credit hour =

1 classroom hour is a nominal hour (50 minutes of instruction)/week in a fifteen week semester

LCCC's fall and spring semester courses are offered in a 15 week format with a 16th week exam period. Classes are 50 minutes of instruction per credit for 15 weeks equaling 750 minutes plus a 1.5 hour exam. LCCC also offers 10, 8, 7, and 5 week sub-term semester courses that equate to the traditional 15 week 750 minute format.

Program Length

LCCC uses practices common to institutions of higher education in the length of its programs in comparison to similar programs found in accredited institutions of higher education. The College is regulated by the Ohio Board of Regents and follows defined standards in the *Ohio Board of Regents Operating Manual for Two-Year Campus Programs* (http://regents.ohio.gov/academic_programs/2yr/2yrmanual.pdf).

LCCC offers Associate Degree and Certificate Programs.

- Associate of Arts
- Associate of Science
- Associate of Arts in Teacher Education
- Associate of Applied Business (14)
- Associate of Applied Science (26)
- Associate of Individualized Studies
- Associate of Technical Studies
- One Year Technical Certificate (14)
- Short-Term Technical Certificate (11)

Associate Degree program requirements include:

- A minimum of sixty semester credits not to exceed a maximum of seventy-three semester credits.
- Academic credit is awarded for successful completion of courses and is expressed in conventional semester credit hours.

One Year Technical Certificate program requirements include:

- Students receive a One Year Technical Certificate for the completion of thirty to thirty-seven semester credits of coursework, with no more than twenty-two semester credit hours being technical courses.
- Students completing a one-year technical certificate program are able to complete an associate degree at LCCC.

Short-Term Technical Certificate program requirements include:

- The completion of fewer than thirty semester credits of a prescribed course of study.
- Certificate designed for a specific employment situation.

Curriculum Guides for the Associate Degrees and Certificates can be found in the LCCC Annual 2007-2008 Catalog (p. 13-56) and on-line at <http://www.lorainccc.edu/Academic+Programs/>.

LCCC also offers non-credit course and program options to students.

Tuition

The College uses practices common to accredited institutions of higher education for its program-specific tuition in terms of programs costs. Each spring the College's District Board of Trustees approves all tuition rates and fees for the following academic year.

LCCC's tuition and fee rates are the second lowest in the State for a full-time student. The Table below is from the Ohio Board of Regents *Fall 2007 Survey of Student Charges for Academic Year 2007-2008* and highlights LCCC with the second lowest tuition and fees for Ohio community colleges.

TABLE 9
ANNUALIZED FULL-TIME UNDERGRADUATE FEES, COMMUNITY COLLEGES*
2007 - 2008

<u>COMMUNITY COLLEGES</u>	<u>IN-DISTRICT</u>	<u>OUT-OF-DISTRICT</u>	<u>OUT-OF-STATE</u>
Cincinnati State	\$3,867	\$3,867	\$7,476
Clark State	\$3,485	\$3,485	\$6,432
Columbus State	\$3,555	\$3,555	\$7,875
Cuyahoga	\$2,416	\$3,194	\$6,541
Edison State	\$3,450	\$3,450	\$6,420
Jefferson	\$2,700	\$2,880	\$3,690
Lakeland	\$2,726	\$3,333	\$7,095
Lorain	\$2,400	\$2,890	\$5,837
Northwest State	\$4,080	\$4,080	\$7,350
Owens State	\$2,972	\$2,972	\$5,552
Rio Grande ¹	\$3,482	\$4,052	Not Applicable
Sinclair	\$2,025	\$3,308	\$6,525
Southern State	\$3,390	\$3,390	\$6,528
Terra State	\$3,590	\$3,590	\$5,636
Washington State	\$3,555	\$3,555	\$6,975

* Based on fall 2006 full-time charges or 15 credit hours and either 2 semesters or 3 quarters. Amounts shown include both instructional and general/facilities fees

1. Rio Grande Community College does not accept out-of-state students. Out-of-state students may be admitted to the University of Rio Grande, a private institution with which the community college is affiliated.

OHIO BOARD OF REGENTS

http://regents.ohio.gov/financial/tuition/Tuition_08.pdf (December 17, 2007)

LCCC Tuition and Fee Rates for fall 2007:

- Lorain County Resident \$ 92.30 per credit hour*
- Out-of-County Ohio Resident \$111.15 per credit hour*
- Out-of-State and/or International Resident \$224.50 per credit hour*

*These dollar amounts include a general fee of \$3.00 and a technology fee of \$1.75.

The College also has a “blanket tuition and fee” program that allows students to register for thirteen to eighteen credit hours and pay for only thirteen credit hours (LCCC Spring 2008 Class Schedule, p.69; <http://www.loraincc.edu/tuition>). Approximately twenty-four percent of LCCC’s students use the blanket tuition and fee program.

Laboratory fees may be assessed to cover additional costs related to specific courses. These fees are listed in the Class Schedule listings. The Class Schedules for fall, spring and summer semesters are published and can also be found at <http://www.lorainccc.edu/Academic+Programs/>. As part of the annual budget process, the Controller’s office requests a review and requisite adjustments to laboratory fees to ensure these fees are minimal.

<p style="text-align: center;">Professional Accreditation, or III.A.3, Requirements of Organizations Holding Dual Institutional Accreditation.</p>

Professional Accreditation

The Higher Learning Commission (HLC) of the North Central Association of Colleges and Schools (NCA) accredits LCCC to award the associate of arts, the associate of science, the associate of arts in teacher education, the associate of applied business, the associate of applied science, the associate of individualized studies, the associate of technical studies, and certificates. The HLC is located at 30 North LaSalle Street, Chicago, Illinois 60602, phone (312) 263-0456.

- The College is approved by the Ohio Board of Nursing (OBN) to conduct two programs in nursing: Associate Degree Nursing and Practical Degree Nursing Programs.
- The LCCC Practical Nursing and Associate Degree Nursing Programs have accreditation from the National League for Nursing Accrediting Commission (NLNAC), 61 Broadway, 33rd Floor, New York, NY 10006, phone (212) 363-5555, Ext. 153 or e-mail at www.nlnac.org.
- The Nurse Aide Training Competency Evaluation Program (NATCEP) is approved by the Ohio Department of Health, 246 North High Street, Columbus, OH 43215, phone (614) 752-8285 or e-mail at NATCEP@gw.odh.state.oh.us.
- The Clinical Laboratory Science Technology program is fully accredited by the National Accrediting Agency for Clinical Laboratory Science (NAACLS), 8410 West Bryn Mawr Avenue, Suite 670, Chicago IL 60631-3415.
- The Phlebotomy program is approved by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS), 8410 West Bryn Mawr Avenue, Suite 670, Chicago, IL 60631-3415, phone (773) 714-8880 or e-mail at info@naacsls.org.
- The Radiologic Technology program is fully accredited by the Joint Review Committee on Education in Radiologic Technology, 20 North Wacker Drive, Suite 2850, Chicago, IL 60606-3182, phone (312) 704-5300 or e-mail at www.jrcert.org.

- The Diagnostic Medical Sonography and Surgical Technology programs are accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), 1361 Park Street, Clearwater, Florida 33756, phone (727) 210-2350 or e-mail at www.caahep.org.
- The Medical Assisting Program at LCCC is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Curriculum Review Board of the American Association of Medical Assistants Endowment (AAMAE). Commission on Accreditation of Allied Health Education Programs. 1361 Park Street, Clearwater, Fl 33756, phone (727) 210-2350.
- The Emergency Medical Services courses (EMSB and EMSP) are accredited by The Ohio Department of Public Safety, Charles D. Shipley Building, 1970 West Broad Street P.O. Box 182081 182073, Columbus, OH 43218-2081 2073, phone (614)466-2550 or e-mail at ASKEMS@dps.state.oh.us.
- The Physical Therapist Assisting program is accredited by the Commission on Accreditation in Physical Therapy Education, American Physical Therapy Association, 1111 North Fairfax Street, Alexandria, Virginia 22314-1488, phone (800) 999-2782 or e-mail at www.apta.org.
- The Dental Hygiene program is accredited by the Commission on Dental Accreditation of the American Dental Association, 211 E. Chicago Avenue, Chicago, IL 60611-2678, phone (312) 440-4653 or e-mail at www.ada.org.
- The Computer Maintenance and Networking program will be accredited by ABET pending their final vote July 2008. ABET, Inc., 111 Market Pl., Suite 1050, Baltimore, MD 21202, phone (410) 347-7700, Fax (410) 625-2238, or e-mail at www.abet.org
- The Applied Electronics program will be accredited by ABET pending their final vote July 2008. ABET, Inc., 111 Market Pl., Suite 1050, Baltimore, MD 21202, phone (410) 347-7700, Fax (410) 625-2238, or e-mail at www.abet.org

The College holds memberships with: American Association of Community Colleges; Ohio Association of Two-Year Colleges; National Association of College and Admissions Counselors; National Association of College Stores; American Association of Collegiate Registrars and Admissions Officers; NAFSA: Association of International Educators; Society of Manufacturing Engineers; National League of Nursing; National Association of Student Personnel Administrators; Association of College Unions-International; National Association for Campus Activities; Northeast Ohio Council on Higher Education; National Science Teachers Association; Midwest Alliance in Nursing; Ohio Coalition of Associate Degree Early Childhood Programs; Phi Theta Kappa Society; North Central Association and the National Council of LaRaza. The College is also authorized by the Immigration and Naturalization Service of the United States to accept and certify non-immigrant foreign students.

Dual Institutional Accreditation

LCCC does not hold dual institutional accreditation.

Organizational Records of Student Complaints

LCCC provides students an opportunity for appeals, grievances, and complaints for academic and non academic issues as outlined in the policies and procedures found on the College website, the LCCC catalog, and the current Student Handbook. Each policy outlines how a student may initiate an appeal and the process the College uses to reach resolution.

The HLC of the NCA Records

In response to the HLC's federal requirements to maintain an organizational account of student complaints and disposition of those complaints, LCCC maintains the HLC/NCA log on the secured, shared drive of the College's computer network. Authorization is given to approved individuals in Enrollment Services, office of the Provost/Vice President for Academic and Learner Services, and the President's office. Each unit is responsible for entering transactions and resolutions as related to the policy. The database may be sorted by informal and formal complaints, grievances, and concerns that include academic and non-academic issues.

Academic Concerns

Grade and Course Expectation Appeals - Students concerned about unfair treatment must first raise the question with the faculty member. If further review is necessary, the student may appeal to the academic dean responsible for the course. The dean's decision may then be appealed to the Provost/Vice President for Academic and Learner Services.

Records of the appeals are entered on the HLC/NCA log. Each office, Enrollment Services, Academic and Learner Services, and the President's Office enter documentation at the point of involvement.

Academic Probation and Dismissal – A student is notified of academic dismissal by the Dean of Enrollment Services. Readmission is subject to the recommendation of a College counselor. A student who has been readmitted to the college after the first dismissal is expected to demonstrate solid evidence of academic advancement. A student who has been academically dismissed the second time may be readmitted only by consultation and by approval of the Dean of Enrollment Services. After the third academic dismissal, the student can request readmission only by writing to the Provost/Vice President for Academic and Learner Services. Students cannot be readmitted following their fourth academic dismissal.

A reinstatement form for the student is completed which includes the decision rendered by the Provost/Vice President for Academic and Learner Services.

Academic and Non Academic Issues

Student Grievance Procedure - Students are advised to discuss the grievance informally with the person who is the source of the grievance. If not resolved, a designated College administrator or designee will review the grievance. If the grievance is not resolved at this level, the formal grievance procedure begins. A written complaint is to be submitted to the College administrator designated. After a written response is generated, the student may appeal the decision to the appropriate vice president. Should the student desire to request a final review of the vice president's decision, the student may submit a signed statement of appeal to the president.

Student grievances are entered on the HLC/NCA log.

Code of Student Conduct - Students violating the Code of Student Conduct will be advised in writing of the finding and of the sanctions imposed by the Dean of Enrollment Services. The process for appealing an academic or non-academic disciplinary decision requires the student appeal to follow sequential levels beginning with the level at which the decision was rendered. At the vice president level, the appeal is submitted to the Provost/Vice President for Academic and Learner Services. The last step in the appeal process is to submit the appeal to the Student Conduct Committee.

The office of Enrollment Services maintains disciplinary files for Code of Student Conduct violations. This information is kept in a separate log.

Appeals to the Provost/Vice President for Academic and Learner Services and Student Conduct Committee are entered on the HLC/NCA log.

Non-Academic Complaints and Appeals

Request for Tuition Refund - The schedule for refunds is listed on the LCCC website, in the LCCC catalog, in the LCCC Student Handbook, and in the course schedule. Requests for tuition refund must be made in writing to the Refund Committee. Appeals of the Refund Committee's decision may be made to the Provost/Vice President for Academic and Learner Services.

Requests for tuition refunds are not entered on the HLC/NCA log but are recorded on a separate log.

Third-Party Comment

LCCC has attempted to reach as many of its students, stakeholders, and constituents as possible about its upcoming Quality Checkup visit by the HLC/NCA. The College has used a variety of media to reach those who may desire to comment about LCCC's quality. This includes the College's website, two daily newspapers in the county and nine weekly newspapers that cover specific communities within Lorain County.

A notice was posted on January 7 on the front page of the College's website under "Announcements." The College's website receives and estimated 20,000 hits per week. To read and review this announcement go to:

<http://www.lorainccc.edu/About+Us/Press+Releases+2008/AQIP+Comments.htm>

A press release was sent to the daily and weekly newspapers on January 7. However since press releases are used at each newspaper's discretion the College also placed ads in each of these newspapers. The ads are scheduled to run in the *Chronicle Telegram* and *Morning Journal* on Sunday, January 13 and 20. In the weekly newspapers it is scheduled to run the weeks of January 14 and 21. Estimated circulation of these papers is 182,000.

A copy of the press release and ad are attached.

Title IV Compliance

The following documents will be available for inspection:

Document	Location	Comments
Program Participation Agreement	Financial Services Center – CC106D	Expires 12/31/2009
Eligibility and Certification Approval Report	Financial Services Center – CC106D	Expires 12/31/2009
Campus Crime Information	www.lorainccc.edu/crimes ats	
Fiscal Operations Report	Financial Services Center – CC106D	

Advertising and Recruitment Materials

The College's public website www.lorainccc.edu is a primary means of advertising the institution's programs and services. A seven-person office, Marketing and Outreach Initiatives assisted by the Web Content Manager, is responsible for all College publications including credit and non-credit schedules, program brochures, direct mail campaigns, print, television and radio ads, e-marketing campaigns and outreach initiatives to the area schools and community.

A variety of marketing materials will be available during the Quality Checkup visit.

The following statement is provided on-line and in the LCCC College Catalog (page 10 of 2007-2008 catalog):

“The Higher Learning Commission of the North Central Association of Colleges and Schools accredits Lorain County Community College to award the associate of arts, the associate of science, the associate of applied science and certificates.”