HIGHER LEARNING COMMISSION SITE VISIT REPORT
FOR OFF-CAMPUS SITES OF
SOUTHEAST MISSOURI STATE UNIVERSITY

UNIVERSITY SITES:

Southeast Missouri State University – Kennett* (Established in 2000)
1230 First Street
Kennett, MO 63857

Degree programs offered:
BS Agribusiness
BS Interdisciplinary Studies
BGS General Studies
BSE Elementary Education
BSE Exceptional Child Education
BS Criminal Justice
BS Child Development
BSE Middle School Education
Teaching Assistant Certificate
MA School Administration

Southeast Missouri State University – Malden* (Established in 1988)
700 N. Douglas
Malden, MO 63863

Degree programs offered:
BS Agribusiness
BS Interdisciplinary Studies
BGS General Studies
BS Criminal Justice
BSE Elementary Education
BSE Early Childhood Education
BSE Middle School Education
Teaching Assistant Certificate
MA Counseling
MA Secondary Education

Southeast Missouri State University – Sikeston* (Established in 1998)
2401 N. Main
Sikeston, MO 63801
Degree programs offered:
BS Agribusiness
BS Interdisciplinary Studies
BGS General Studies
BS Child Development
B.S. Criminal Justice
BSE Early Childhood Education
BSE Middle School Education
Teaching Assistant Certificate

Perryville Higher Education Center (Established in 1995)
(Operated in a partnership with Mineral Area College)
108 S. Progress Drive
Perryville, MO 63775

Degree programs offered:
None from Southeast, BSE Elementary Education discontinued

Three Rivers Community College (Started offering in 1997)
(Operated in cooperation with Three Rivers Community College)
2080 Three Rivers Blvd.
Poplar Bluff, MO 63901

Degree programs offered:
BSE Elementary Education (presently on hold)
BSE Middle School Education
BS Social Work
BS Agribusiness (planned for Fall 2011)
MSE School Administration

St. Louis Community College, Florissant Valley Campus (Started offerings in 1998)
(Operated in cooperation with St. Louis Community College)
3400 Pershall Road
St. Louis, MO 63135

Degree programs offered:
BS Technology Management
MS Technology Management

*Centers identified for the site visits
INSTRUCTIONAL OVERSIGHT Explain the institution's systems for assuring appropriate oversight of instruction at its off-campus sites generally and at the sites to be evaluated specifically. The institution's explanation should include, but need not be limited to, answers to the following questions.

- How does the institution oversee and administer the instruction of educational programs and institutional policy at the sites?

  All the sites are administered though the Associate Provost of Extended Learning. This office oversees the institutional policies, staff, and budgets for the sites. The sites at Kennett, Malden, Sikeston, and Perryville have facilities owned/leased by the University and have a Director at each site who oversees the daily operation. The sites at the Florissant Valley campus of St. Louis Community College in St. Louis, Missouri and the site at Three Rivers Community College in Poplar Bluff, Missouri presently have full time Academic Advisors who advise students and work with the community college staff to coordinate our program offerings on their campus. Because of budget cuts, we will be reduced to part-time Academic Advisors at the St. Louis and Poplar Bluff sites starting this spring or summer. The courses for all the sites are scheduled by the Director of Extended Learning in coordination with main campus department chairs and directors at the sites.

- What personnel and structure at the main campus or system office provide overall institutional oversight of such instruction and assurance of consistency of similar programs offered at multiple sites?

  The Director of Extended Learning develops the class schedule at each of the sites each semester with input from the site administrator(s). However, all courses, degree programs, and faculty come under the purview of the main campus colleges and departments. The University Board of Regents and Missouri Coordinating Board of Higher Education also approve all degree programs to be offered at the sites. The departments also approve, hire, and assign faculty to teach the courses and evaluate the faculty using the same policies, procedures and processes used on the main campus.

- How does the institution assure timely availability of coursework required for the particular degree programs offered at each degree site?

  General Education (University Studies) courses are offered on a regular basis on an established rotation so students can complete the requirements over a two year period. There are two types of degree delivery systems used, cohort group and ongoing. For cohort group programs, the course rotation is pre-established before the cohort begins classes. For the ongoing programs, the Director of Extended Learning works with the appropriate chair(s) to establish a rotation that will allow students to complete the major courses within an established period of time.
• How does the institution ensure that faculty hired to work at its off-campus sites are appropriately qualified and performing in accordance with institutional expectations?

All faculty hired to teach at the sites are hired or approved by the appropriate academic department chairperson and must meet the same standards as main campus faculty.

• How does the institution assure that faculty across sites have a consistent understanding of their role and are similarly oriented to it?

Faculty hired to teach at the sites are considered academic department faculty and are provide orientation, communications, and are evaluated by the chairperson like any other department full or part-time faculty member.

ACADEMIC SERVICES Explain the services provided to support the academic program generally across the institution’s multiple off-campus sites and at the specific sites being evaluated. The institution’s explanation should include, but need not be limited to, answers to the following questions.

• How are the services delivered, managed, and quality assurance maintained at the sites?

Courses, degree programs, and faculty at the sites are assigned with the approval of the appropriate department. Therefore, departmental policies and procedures relating to course syllabi, textbooks, classroom materials and supplies, and faculty expectations and evaluation are applied. Site Directors report issues to chairpersons as needed. The sites also follow all other main campus policies and procedures relating to the academic calendar, reporting absences, reporting grades, student conduct, etc.

• Describe the reporting and feedback mechanisms that address concerns or problems by students and faculty at the sites.

Student problems can come forward from the site via the director or academic advisors if they are issues the students do not want to discuss with the faculty member or issues best addressed by site staff. Faculty issues can come forward by the faculty discussing them with the site director, academic advisor, or through their chairperson. Depending on the problem, feedback can come from the site director, academic advisor, or chairperson. Other issues may require the involvement of the others. Faculty issues may require the involvement of the appropriate college dean and Director or Associate Provost for Extended Learning. Student issues may require input from not only a dean, Director or Asso. Provost, but also from Student Development
staff or the Dean of Students. Every attempt is made to resolve the issues as quickly as possible by the individuals best able to address the concern or problem.

- How do students at the sites connect with advisors, placement coordinators, and tutors?

  Students must meet with the site academic advisor each semester to discuss progress and goals. At the advising appointment, students are provided a pin number that will allow them to enroll on-line for the next semester.

  The University has a career development process, Career Linkages, built into the curriculum that requires the student, over their academic career at Southeast to complete four proficiency checks that are recorded on their transcript. These proficiencies are to insure that students graduate with appropriate career planning knowledge, a professional resume and cover letter, and are registered with Missouri Great Hires. Students attending the off campus sites also complete this process before graduating.

  Tutors are available at the Sikeston, Malden, and Kennett sites to assist students with key courses that typically cause problems, based on availability of students qualified to provide the tutoring. As on the main campus, most tutoring is for general education classes (University Studies). Students at the Perryville, St. Louis, and Poplar Bluff sites take their general education (University Studies) courses from the community college available at that site: Perryville (Mineral Area College), St. Louis (St. Louis Community – Florissant Valley) and Poplar Bluff (Three Rivers Community College).

- How are library and computer services made available to students at the site?

  Kent Library has a well-developed instructional website that serves as a gateway to the full spectrum of resources and services available to students at the off-campus sites. Over 70 library subscription databases, such as Academic Search Premier, CREDO, ARTstor, and Naxos Music Library, provide students access to approximately 40,000 fulltext periodicals titles, 1,000 fulltext academic reference books, and several hundred thousand images and sound recordings. Databases available through EBSCOHost Mobile expand resource access to smartphones and PCs with a slow connection, such as dial-up. While the online catalog enables students to identify print items owned by Kent Library, the catalog also provides easy identification and access to online resources such as periodicals, reference books, and government documents. Additionally, the collections of Kent Library and over 60 Missouri libraries are available to students through the statewide consortium MOBIUS. Items are delivered to the off-campus sites, simplifying access to students. Items not available from these libraries can be acquired via Interlibrary Loan. Students in UI100 and SC105 classes receive information literacy instruction through formal programs with those courses. All students and courses have access to a wealth of materials developed by the Kent Library faculty, such as the online tutorial Searchpath, focused research guides, and
other Web materials. Virtual information literacy instruction, made possible by a FIPSE technology grant, will soon be offered. Students can also easily obtain reference assistance from Kent Librarians and staff via email and phone. And finally, the Kent Library web page, "Help & Information for Distance Learners" http://library.semo.edu/get/distance/index.shtml, was specifically developed to highlight services and provide quick information for students taking courses at the Regional Campuses or via the Web.

The sites at Kennett, Malden, and Sikeston have instructional and open computer labs for student use. The computers and network system is linked to the University's network system and is maintained by the Department of Information Technology or local contracted services. The computers are replaced on the same schedule as the main campus computers. Computers at the Perryville site are the responsibility of Mineral Area College, our partner there. Students at Poplar Bluff and St. Louis sites, have access to the community college computer labs at those two sites.

- According to what schedule are these services available (e.g. twenty-four hours a day, weekdays only, etc.) and by what mode (e.g., phone, e-mail, in person, another location or campus, etc.)?

Courses are delivered via face to face, ITV, Webinars and blended formats. There are day classes M-F and evening classes M-Th.

Director and Advisor office hours for the Sikeston, Malden, Kennett and Perryville locations is 8:00-6:00 M-T and 8:00-12:00 on Fridays. Supervisory staff is also available in the evenings M-Th until 10:00. The office hours at the Poplar Bluff and St. Louis sites match the 8:00-5:00 hours of community college hosts.

Library services are available on-line and by telephone during main campus library hours. We also have one day delivery of library materials via a courier service that travels between the Malden, Kennett, Sikeston, Perryville, and Poplar Bluff sites on a daily basis.

There is an open computer lab at the Malden, Kennett, Sikeston, and Perryville sites that are available to students from 8:00-10:00 M-T and 8:00-12:00 Fridays. The community college hosts at Poplar Bluff and St. Louis allow our students to access their open computer labs during their scheduled times.

ASSESSMENT OF STUDENT PERFORMANCE Explain the institution's systems for assessing student performance across its multiple off-campus sites and at the sites being evaluated specifically. The institution's explanation should include, but need not be limited to, answers to the following questions.
• How does the institution assure that students attending these sites, in particular, the site(s) being visited, are learning and meeting the educational objectives of their programs?

All courses and degree programs offered and faculty teaching at the sites are under the supervision of the main campus departments. Each department has an approved learning outcomes based assessment plan and student data from the off-campus courses and programs are included in their assessment data and reports.

• How does the institution go about measuring the learning at the sites?

This depends on the approved procedures established in each department's assessment plan. The same measurement techniques are used at the off-campus sites by each department that are used for their main campus programs to measure learning outcomes.

• How does it feed back what it learns from assessment at a particular site into strategies to improve teaching and learning at that site? How does it ensure that students attending sites have similar learning to that of students on the main campus?

All department learning outcomes based assessment plans are required to have, and demonstrate the use of feedback. Assessment reports are submitted every third year and reviewed by a campus Assessment Committee. As mentioned above, the off-campus programs are assessed by the same tools and standards as main campus programs.

STUDENT SERVICES Explain the institution's systems for providing student services at its multiple off-campus sites. The institution's explanation should include, but need not be limited to, answers to the following questions.

• How are the services delivered, managed, and quality assurance maintained at the sites?

Via ITV, student services staff provide an orientation (Southeast At Your Service) to the off-campus sites each fall. This orientation gives students an overview of the services available and a puts a face to each office. Directors and staff of various student services offices on the main campus work extremely hard to provide quality services to students at the off-campus sites. The site directors and academic advisors are trained to provide some of the services and serve as a liaison with student service offices on the main campus as needed.

• Describe the reporting and feedback mechanisms that address concerns or problems by students and faculty at the sites.
Feedback and concerns of students and faculty can be handled via student or faculty communication to the site director or academic advisor. If they cannot handle the problem, they report it to the appropriate student service office. If results are not satisfactory they will contact the Office of Extended Learning and that office will attempt to resolve the problem.

- How do students at the sites connect with admissions, registration, business office, student records and financial aid?

The academic advisors at each site are the first point of contact for student issues with these offices if the issues cannot be resolve via on-line or telephone.

- According to what schedule are these services available at the sites (e.g. twenty-four hours a day, weekdays only, etc.) and by what mode (e.g., phone, e-mail, in person, another location or campus, etc.)?

Main campus student services offices are available via telephone and email during 8:00-5:00 M-F office hours and their web pages are available 24 hours a day.

Director and advisor office hours for the Sikeston, Malden, Kennett and Perryville locations is 8:00-6:00 M-Th and 8:00-12:00 on Fridays. Supervisory staff is also available in the evenings M-Th until 10:00. The office hours at the Poplar Bluff and St. Louis sites match the 8:00-5:00 hours of community college hosts.

FACILITIES Describe the facilities generally available at the institution's multiple off-campus sites and at the specific sites being visited. Include classroom and laboratory space as well as space for faculty and administrative needs. The institution's description should include, but need not be limited to, answers to the following questions.

- How does the institution determine what the needs of students, faculty and administration are at a particular site being planned and how does it go about identifying and improving space to meet those needs?

The modern facilities at Kennett, Malden, Sikeston, and Perryville, owned by the University or its Foundation, are specially designed facilities to deliver university level instruction to those communities. Square footage varies from 25,000-45,000. All the sites have standard classrooms with technology enhancements as well as computer labs, science labs, and ITV equipped classrooms that match the quality of the main campus. There is also staff and faculty office space at each site. The community college hosts at Poplar Bluff and St. Louis Community College provide us excellent classroom, laboratory, and office space for our programs at those locations.

- How does it continue to assess whether existing space at the sites is adequate for its educational and other needs or whether space may need to be improved or upgraded?
The facilities at Kennett, Malden, Sikeston, and Perryville are managed by Facilities Management (FM) from the main campus. FM works with the Extended Learning staff and local advisory committees to assess space needs and develop plans and identify funding for needed improvements. At the Poplar Bluff and St. Louis sites, we discuss needs with the host community colleges.

- How does the institution assure it has dealt with appropriate transportation and parking issues at the sites?

The sites at Kennett, Malden, Sikeston, and Perryville have large parking lots under control of the center director that meet the needs of students attending the sites. Students attending the Poplar Bluff and St. Louis sites, are allowed to use host community college parking and there has never been an issue of inadequate parking available for them.

- How do students at the sites acquire appropriate textbooks and other materials in a timely fashion either at the site or elsewhere?

Textbooks at all the sites are supplied by the main campus book store. The university courier service transports books to and from the Kennett, Malden, Sikeston, Perryville, and Poplar Bluff sites. Texts are mailed to the St. Louis students directly.

- How does the institution address ADA and other related issues at the sites?

All building and classrooms utilized at the sites are fully handicapped accessible. The main campus Learning Enrichment Center works with students needing special classroom accommodations. Staff from the Learning Enrichment Center meet annually with Extended Learning staff from the sites to discuss issues surrounding meeting student needs.

- How does the institution receive and address comments or suggestions from faculty and students about individual facilities?

Faculty and student suggestions and comments would first go to the director or academic advisor at each site. The issue would be referred on the main campus Extended Learning Office or to Facilities Management depending on the complexity, urgency, or importance of the issue.

**MARKETING AND RECRUITMENT** Explain the institution’s strategies for marketing and recruitment of students to its multiple off-campus sites and to the particular sites being evaluated. Provide samples of marketing and recruitment literature for the evaluator to review while at the sites. The institution’s description should include, but need not be limited to, answers to the following questions.
• How does the institution confirm that marketing and recruitment information accurately provides sufficient information about individual sites?

All marketing for the sites is coordinated through University Relations. An annual plan is developed for promotion using the University web site, radio advertising, print advertising, brochures and billboards. The main web page for the sites is at http://www.semo.edu/extlearn/satellite.htm. A copy of the current plan and example of materials will be supplied to the evaluator during the visit.

• How does the institution ensure that students have the appropriately applicable information for the site they are attending?

Information is available on the web site, posted in buildings at each site, and in printed materials available from the academic advisor at each site. Web site and printed materials are reviewed annually and updated as needed.

• How does the institution answer questions or address comments from individuals about the information related to the site?

All materials have contact information for individuals with questions. The contact information (telephone number, email address, or mail address) directs them to each site and staff at the site respond to the requests, if possible. If not, the request is forwarded to the appropriate office on the main campus.

STREAMLINED APPROVAL RENEWAL (Only applicable for currently approved users of MACRO.) Please address whether the institution meets the following hallmarks:

• The institution has been accredited for at least 10 consecutive years and is in good standing with the Commission with no record of any action during that period for sanction, show-cause, or monitoring of quality issues at existing sites or campuses.

Yes

• The institution has more than three approved off-campus sites offering 50% or more of an instructional program leading to a degree?

Yes

• The institution's opening or closing of sites fits its mission?

Yes
• The institution is offering programs at sites that are an extension of existing programs or has prior Commission approval to offer new programs at the site?

Yes

• The institution has demonstrated appropriate academic controls; regular evaluation by the institution of its sites; a pattern of adequate faculty, facilities, resources, and academic/support systems; financial stability; and long-range planning for future expansion?

Yes