



Jackson College Board of Trustees

Monitoring Report: EL – 10 Access to Education

[FULL COMPLIANCE]

Note: Board Policy is indicated in bold typeface throughout the report.

I present this monitoring report to the Jackson College Board of Trustees which addresses the Board's Policy EL-10: "Access to Education". I certify that the information contained herein is true and represents compliance, within a reasonable interpretation of the established policy, unless specifically stated otherwise below. Please note that all of my interpretations of the policy remain unchanged from the previous report, unless otherwise noted.

A handwritten signature in black ink, appearing to read "Daniel J. Phelan".

02.17.25

Daniel J. Phelan, Ph.D.
President and CEO

Date

POLICY STATEMENT:

The CEO shall not allow conditions that unnecessarily restrict learner or potential learner access to education.

Further, without limiting the scope of the above statement by the following list, the CEO shall not:

- 1. Cause or allow the setting of tuition and/or fees that do not provide for a reasonable balance of fiscal responsibility between students and taxpayers, that does not consider forecasted enrollment, the level of anticipated State appropriations, union contracts, obligations, major strategic initiatives, requirements for total cost recovery, or a contribution to the overhead of the College.**

INTERPRETATION:

Compliance will be demonstrated when:

- Billing contact hours have been forecasted;
- Local property tax revenues have been estimated;
- State appropriations have been estimated;
- Requirements to meet union contracts have been calculated;
- Projected costs for obligations, major strategic initiatives, and requirements for total cost recovery have been estimated;

- f) Contribution to overhead has been calculated; and
- g) Tuition and fee comparisons against community colleges within our comparison group (i.e., ASC Group 2) have been completed using the President's Tuition and Fee Philosophy calculation.

This interpretation is reasonable because it ensures a widely accepted process for determining an appropriate tuition and fee structure for the College by the State's community colleges.

EVIDENCE:

- a) On 01.21.25, the College CFO confirmed that, as part of the annual budget planning process for FY '25, a review of billing contact hour trends was completed to forecast enrollment.
- b) On 01.21.25, the College CFO confirmed that, as part of the annual budget planning process for FY '25, estimated local property taxes were contemplated in the calculations.
- c) On 01.21.25, the CFO confirmed that, as part of the annual budget planning process for FY '25, estimated state appropriations were contemplated.
- d) On 01.21.25, the CFO confirmed that the financial contract requirements of both unions were considered during the FY '25 budget planning process.
- e) On 01.21.25, the CFO confirmed that projected costs for major strategic initiatives were estimated and included as part of the FY '25 budget planning process.
- f) On 01.21.25, the CFO confirmed that projected expenses/overhead were considered as part of the FY '25 budget planning process.
- g) On 01.21.25, the CFO confirmed that, as part of the FY '25 budget planning process, a review of Michigan peer group (i.e., Michigan ACS Group 2: Jackson, Kellogg, Lansing, Monroe, and Washtenaw) community college tuition and fee rates were contemplated.

2. Allow learners and potential learners to be uninformed of plans for future tuition and/or fee increases to allow learners in educational programs to do long-term financial planning.

INTERPRETATION:

Compliance will be demonstrated when:

- a) The College has a current communication process in place to share new tuition and fees rates with students.

This interpretation is reasonable because it ensures prompt and consistent communication methods with students to inform them of tuition and fee changes.

2025 EVIDENCE:

- a) On 02.11.25, the Director of Business and Student Financial Services confirmed that the following processes occurred for communicating new tuition rates and fees following Board approval:
 - May 2024: Students were notified of pending Board action by CFO.
 - May 2024: Communication was made to Student Services staff with the new rates for use in advising current and future students.

- June 2024: Confirmation of new rates with marketing and reviewed the webpage update.
- July 2024: New rates communicated to students and accounts were rebilled.
- May 2024: The College's Board of Trustee minutes, annually recording Board action regarding tuition and fee setting, were placed on the College's web page.

3. Be without a consistent method that provides for appropriate recognition of learning outside of Jackson College provided educational programs.

INTERPRETATION:

Compliance will be demonstrated when:

- a) The College has a current policy in place to recognize and award prior learning and competencies for students, using accepted higher education methods.
- b) The College has a current policy in place to recognize the transfer in of credits from other institutions.

This interpretation is reasonable because the College takes into consideration a quality-based recognition of knowledge and competency that has occurred outside of the College's own instructional programs in a manner that is broadly accepted in higher education.

EVIDENCE:

- a) On 02.04.25, the Chief Student Services Officer (CSSO) confirmed the College's Credit for Prior Learning policy is current. This policy was last reviewed in November 2024 and is reviewed biennially.
- b) On 02.04.25, the CSSO confirmed the College's Transfer Credit Evaluation policy is current. This policy was last reviewed in December 2024 and is reviewed biennially.

4. Permit academically qualified learners to be without an environment that enables them to complete their educational programs.

INTERPRETATION:

Compliance will be demonstrated when:

- a) The College provides reasonable support services for students with financial, mental, physical and other related barriers to ensure they have opportunities for academic success.
- b) The College provides ongoing, personalized support toward the advancement of students' academic goals.
- c) The College provides clear communication to students about how they can receive financial aid assistance.
- d) The College leverages additional resources from the College's Foundation, and other sources to assist students with limited means.

This interpretation is reasonable because it ensures needed support services and information are available to students who might otherwise be precluded from achieving success.

EVIDENCE:

- a) On 02.04.25, the CSSO confirmed that the College operates a Center for Student Success, housed in Bert Walker Hall on the Central Campus, which provides accommodations for students with disabilities, physical and mental health referral, and temporary assistance with transportation, as well as the Federal TRIO program.
- b) On 02.04.25, the CSSO confirmed that the Center for Student Success also provides tutoring support and houses the Federally funded TRIO Program. The TRIO Program provides additional opportunities for academic and personal development, assists students with basic college requirements, and works to motivate students toward the successful completion of their postsecondary education.
- c) On 02.04.25, the CSSO confirmed with the Director of Admissions and New Student Engagement and the Director of Student Success Services that there is a communication plan in place to provide students with information on applying for financial aid. Specifically, as part of the admission process and New Student Orientation, information is sent to the student providing them with the next steps on applying for financial aid and meeting with their assigned Financial Aid Specialist.
- d) On 02.04.25, the CSSO confirmed that students who have limited financial aid, require additional funding, or are in need of emergency support are referred to the Center for Student Success or the Student Resources Coordinator who works with the Jackson College Foundation, Harriett's Hub, and community resources to provide assistance to help support the student's situation.

5. Permit activities, circumstances, or decisions that jeopardize the ability of learners to enroll in available courses or programs to obtain the instructional hours required to complete their course of studies.

INTERPRETATION:

Compliance will be demonstrated when:

- a) The College has 'teach-out plans' when programs of study are cancelled which ensures that no student is academically/instructionally stranded.
- b) Students are offered alternative courses when a course is cancelled.
- c) A current policy is in place that allows students, called to active military duty, support and guidance to withdrawal from classes in order to serve their country.
- d) Prior learning and/or competency assessments are available to students.
- e) The College provides a wide variety of ground-based, internet-based, and hybrid educational options for students.

This interpretation is reasonable because it provides reasonable options, consistent with peer institutions, for learners on those occasions wherein learning may be disrupted.

EVIDENCE:

- a) On 02.04.25, the CSSO confirmed that, during the monitoring period, the following instructional programs were closed (see following table). Notification was made to the Higher Learning Commission (HLC) as required.

The following table summarizes the closed programs and the date that the Higher Learning Commission was notified.

| Program | Date of HLC Notification |
|--|---------------------------------|
| Patient Care - Certificate | 10.23.24 |
| Medical Insurance Coder Biller - Certificate | 12.10.24 |

- b) On 02.01.24, the CSSO confirmed that a process is in place for when a class is cancelled. More specifically, when a course is cancelled, a class roster is retrieved, and each student receives a call from their Student Success Navigator to inform them of the cancellation. The Navigator then works with the student to select an alternative class within their program requirements.
- c) On 02.04.25, the CSSO confirmed that the policy Military Withdrawal due to Orders was reviewed in September 2024, in accordance with its biannual review schedule. The policy is up to date and accessible on our website.
- d) On 02.04.25, the CSSO confirmed that the Credit for Prior Learning was reviewed and updated in November 2024. The Policy allows the College to provide credit for experiential learning. Additionally, competency assessments are available to students through our Credit by Examination policy.
- e) On 02.04.25, the CSSO confirmed that there are a variety of course options for students. Students can register for on campus in-person (face-to-face) courses, online (internet based) courses, and hybrid courses which are comprised of both in-person and online requirements.

The Jackson College Board of Trustees assessed this monitoring report and found that it demonstrated full compliance with a reasonable interpretation of the policy at the regular Jackson College Board meeting on February 17, 2025.