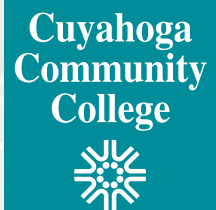# Removing Policy/Procedural Barriers for Increased Access and Student Success

29th Annual Strategic Enrollment Management Conference Gallery

Karen Miller, Provost & Chief Academic Officer, Cuyahoga Community College, OH

Randy Weber, Vice President of Student Success & Engagement, Johnson County Community College, KS
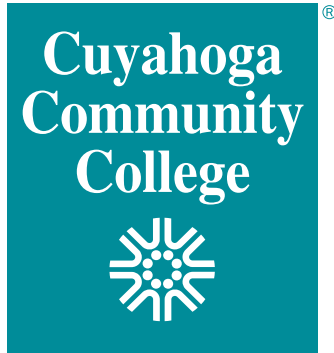
MONDAY, NOVEMBER 4, 2019

JOHNSON COUNTY
COMMUNITY COLLEGE®

Serving the Kansas City Metropolitan in Overland Park, KS
A suburban, commuter **single-campus college**

Spring enrollment: 16,000 credit students
29% full-time
71% part-time

Population: 2.1 million in the KC Metro
580,000 in Johnson County
where Overland Park is located

Cuyahoga Community College (Tri-C)

Serving NE Ohio with the **lowest tuition rates** in the state

4 campuses, 2 corporate colleges, a District Office, University Center and various other sites

Serving: **Over 900,000** residents since we opened
55,000+ students annually
21,000 credit students

Nationally ranked in degrees awarded in nursing and health careers

85% of graduates continue to live and work in NE Ohio
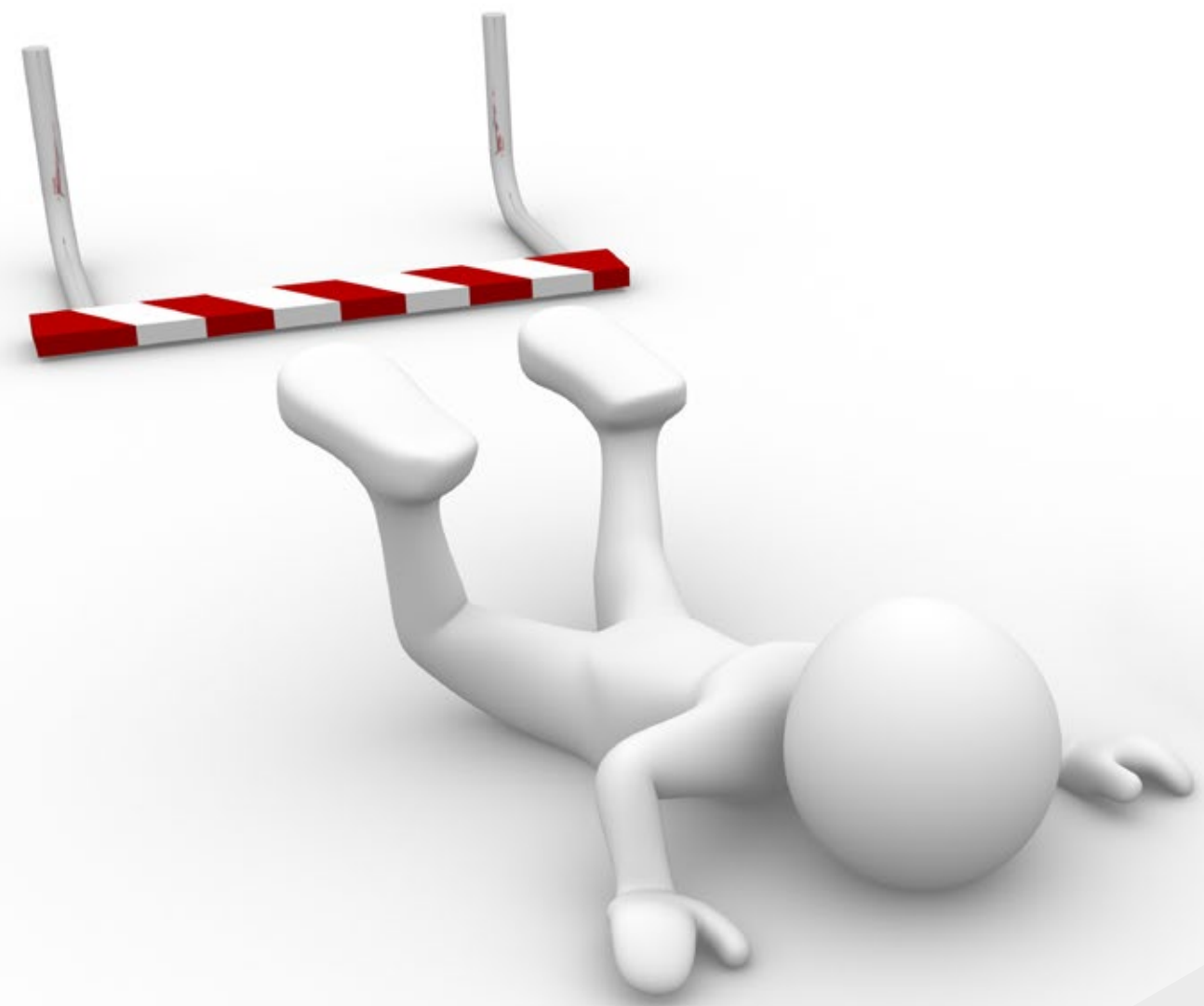
For continued student success and completion, some current policies and procedures need to change to support what we need to accomplish.

ENTRY BARRIERS

Transcripts were required from other colleges

PRIOR STATE:	CURRENT STATE:
Transcripts were required for all degree-seeking students, with all letter grades transferring, including F grades.	Transcripts are no longer required.

JOHNSON COUNTY
COMMUNITY COLLEGE

The College was not connected to community members

PRIOR STATE:	CURRENT STATE:
Community members in some underserved areas found it confusing to navigate the variety of programs and access services due to the overwhelming size of the campuses.	Access Centers were created in community partner organizations.

Cuyahoga
Community
College®

Enrollment for summer visiting / transient students was not easy or consistent

PRIOR STATE:	CURRENT STATE:
Evaluations of prerequisites and overrides were not consistent at each campus.	A fully online enrollment process was created for visiting students and only a confirmation consent form from the home institution advisor is needed to enroll.

Cuyahoga Community College

Do policies and procedures support goals for entering students?

How can we change policies and procedures to help with the entry for students?

PERSISTENCE AND SUCCESS BARRIERS

Students continuing enrollment after suspension appeal received no required support

PRIOR STATE:	CURRENT STATE:
Students on academic suspension were required to submit a Suspension Appeal to enroll.	Students on academic suspension may continue enrollment by participating in the Success Opportunity Semester program that introduces campus resources and requires frequent interactions with an advisor.

JOHNSON COUNTY
COMMUNITY COLLEGE

Academic standing requirements impede success

PRIOR STATE:	CURRENT STATE:
Academic probation included students "institutional" and "overall" GPA.	A student's "institutional" GPA is the only GPA considered for academic probation.

JOHNSON COUNTY
COMMUNITY COLLEGE

Student enrollment blocked due to holds

PRIOR STATE:	CURRENT STATE:
A hold on a student account meant the student had to complete registration in-person.	Students can now remove the hold on their account by meeting with an advisor and completing a College Readiness Plan.

JOHNSON COUNTY
COMMUNITY COLLEGE

Student success in developmental math was low

PRIOR STATE:	CURRENT STATE:
Students were not reaching college-level math.	ALEKS was implemented as assessment and math tutoring software.

Cuyahoga Community College®

Process for students to receive credit for prior learning was complicated

PRIOR STATE:	CURRENT STATE:
Prior learning credit information was not centralized.	Prior learning credit processes were updated and the Deans of Academic Affairs on each campus were designated as contacts.

Cuyahoga
Community
College®

Students were unprepared for an online learning environment

PRIOR STATE:	CURRENT STATE:
Success rates in online classes were lower than rates for in-person classes.	My Online Readiness Experience (MORE) is used for onboarding and technology readiness.

Cuyahoga Community College®

Do policies and procedures support students success and continuation at the College?

What policies and procedures need to be updated?

COMPLETION

Graduation application requirements were not clear

PRIOR STATE:	CURRENT STATE:
Students believed a graduation application was only required if you wanted to walk at commencement.	An automatic "opt in" graduation policy by the Records Office allows students who meet all degree requirements to be awarded their certificate or degree.

JOHNSON COUNTY
COMMUNITY COLLEGE

Graduation GPA requirements delayed success

PRIOR STATE:	CURRENT STATE:
A GPA of 2.0 at JCCC and prior institutions was required to graduate.	Only 2.0 GPA on courses from JCCC is required to graduate.

JOHNSON COUNTY
COMMUNITY COLLEGE

Confusing pathways led to low completion

| PRIOR STATE:	CURRENT STATE:
Degree and certificate requirements were printed in a catalog and listed under various disciplines.	An online course catalog allows for browsing by area of interest to easily find the sequence of courses needed.

Cuyahoga Community College

Do policies and procedures help student complete their educational plans?

What opportunities exist to help students complete their educational plans?
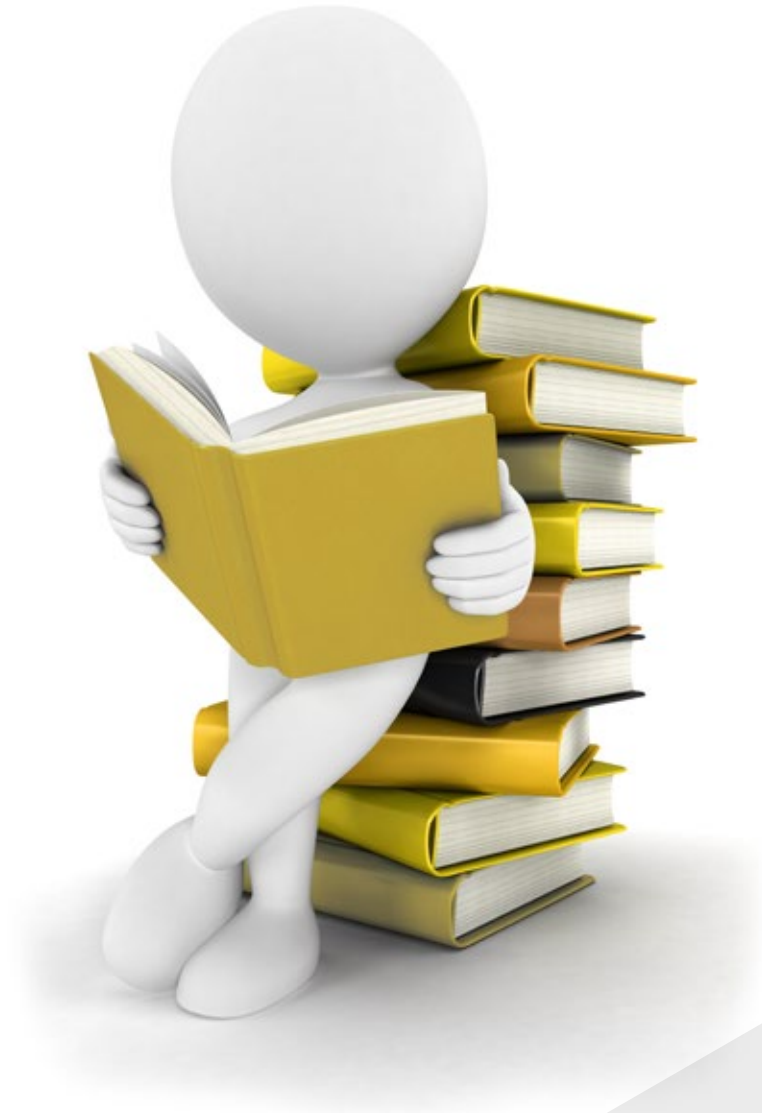
KEY TAKEAWAYS

It is imperative that processes are aligned with goal achievement.

Make sure changes under consideration are allowable by internal/external agencies and stakeholders.

Be mindful of the people who have been gatekeepers for processes being changed.