

**Institution: Northland Pioneer College**

**Name and Address of Site: Hopi Center, First Mesa, Polacea, AZ**

**Date Reviewed: April 7, 2008**

**Reviewer: David A. Johnson, Ph.D**

Instructions: For each item, check **adequate** or **attention needed**, and indicate in comments the site's strengths and/or opportunities for improvement. Reviewers will complete a second form summarizing findings for the sites visited, and recommending if any follow-up is required.

**1. Instructional Oversight.** What evidence confirms that the institutions effectively oversees instruction at the site? Consider, in particular, consistency of curricular expectations and policies, timely availability of coursework needed for program and graduation requirements, faculty qualifications, performance of instructional duties, availability of faculty to students, orientation of faculty/professional development, attention to student concerns.

**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** The institution described the oversight and administration instruction at all sites as through the office of the Vice President of Learning and the Instructional Deans. A review of actual operations at the Hopi Center is consistent with this statement. Deans coordinate programs and course offerings with the center manager and are responsible for certifying the faculty credentials throughout the institution making sure the standards for certification are the same for all locations. Deans, program chairs and department chairs visit the Hopi site to ensure consistency in program quality and course offerings. The programs and courses use the same course syllabi, books and tests further ensuring consistency. The institution has also developed effective faculty orientation sessions and end of course evaluations ensuring uniformity of courses taught throughout the institution. The institution through its technological based systems provides both availability and support for courses needed for programs and graduation. Site managers and advisors are available to address student concerns. It is the judgment of the reviewer that instructional oversight is excellent.

**2. Academic Services.** What evidence confirms that institution delivers, supports, and manages necessary academic services at the site? Consider, in particular, the level of student access (in person, by computer, by phone etc.) to academic advising/placement, remedial/tutorial services, library materials/services, and attention to student concerns.

**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** Site personnel are available during open hours for advising, counseling, library materials and service, and to address student concerns. Staff is trained to identify, address remedial needs and provide remediation through computer software and tutorial modes. There is clear evidence that the institution delivers, supports and manages academic services at the Hopi Center. The site would provide even better service if academic services were provided in a more private setting. Advisors currently do not have a private office for counseling and advising.

**3. Adequacy of Assessment of Student Performance.** What evidence confirms that the institution measures, documents and analyzes student academic performance sufficiently to maintain academic quality at the site? Consider, in particular, setting of measurable learning objectives, actual measurement of performance, and analysis and use of assessment data to maintain/improve quality.

**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** The institution has put together detailed syllabi with explicit learning objectives for each course offered at its campuses and centers. Assessment data however is limited. The institution has identified this deficiency and has taken positive action for remediation. The college has embraced The

Assessment Academy program of the Higher Learning Commission and is committed to a four year program to develop and carry out a college-wide assessment initiative. Assessment results will be available for the next comprehensive visit in October 2009.

**4. Student Services.** What evidence confirms that the institution delivers, supports, and manages necessary student services at the site? Consider, in particular, the level of access (in person, by computer, by phone, etc.) to admissions, registration/student records, financial aid, job placement services, and attention to student concerns.

**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** Student services are offered primarily through the NPC centers. Academic advising and tutoring are offered at the Hopi Center. Disability Resources, Career Services and Financial Aid are available from the center by telephone or appointment at the NPC centers. Financial Aid staff visit the Hopi Center on a regular basis. Official transcripts and letters of admission originate from a central office. The institution has taken significant care to ensure that students at the Hopi Center have access to all academic and student services.

**5. Facilities.** What evidence confirms that the facilities at the site meet the needs of the students and the curriculum? Consider, in particular, classrooms and laboratories (size, maintenance, temperature, etc.); faculty and administrative offices (location, visibility, privacy for meetings, etc.); parking or access to public transit; bookstore or text purchasing services; security; handicapped access; and other (food or snack services, study and meeting areas, etc.)

**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** The Hopi Center operates from a 9,500 square foot college-owned facility built in 2000. The facility has two general classrooms, an allied health classroom/lab, a science classroom/lab, a computer classroom/lab, an audio classroom and a video classroom. Also provided is a small library, a testing room, an open computer lab and a student lounge. A reception area and office space for the center manager and faculty is also available. The facility is well appointed and maintained. Private space needs to be set aside for academic and general advising. Adequate parking is available and the facility is handicapped accessible. NPC has taken steps to ensure that library resources, resources for the disabled, textbooks and other supplies are promptly available when needed.

**6. Marketing and Recruiting Information.** What evidence confirms that the information presented to students in advertising, brochures, and other communications is accurate?

**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** The following materials were reviewed: Class Schedule, Volume 36, No. 3; Class Schedule, Volume 36, No. 4; Brochure – “Strong Minds. Strong Communities”; Student Guide; Brochure – “Visual and Performing Arts Programs”; Brochure – “Performing Arts Center Events Calendar Spring 2008”; Brochure – “Nursing and Quick Facts.” In addition communication signs and announcements at the Hopi Site were examined. The institution has presented materials that accurately describe its relations with the Higher Learning Commission, its governing bodies and the programs it offers.

Institution: Northland Pioneer College

**Name and Address of Site:** St. Johns Center, 65 South 3<sup>rd</sup> West, St. Johns, AZ

**Date Reviewed:** April 8, 2008

**Reviewer:** David A. Johnson, Ph.D

Instructions: For each item, check **adequate** or **attention needed**, and indicate in comments the site's strengths and/or opportunities for improvement. Reviewers will complete a second form summarizing findings for the sites visited, and recommending if any follow-up is required.

**1. Instructional Oversight.** What evidence confirms that the institutions effectively oversees instruction at the site? Consider, in particular, consistency of curricular expectations and policies, timely availability of coursework needed for program and graduation requirements, faculty qualifications, performance of instructional duties, availability of faculty to students, orientation of faculty/professional development, attention to student concerns.

**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** The institution described the oversight and administration instruction at all sites as through the office of the Vice President of Learning and the Instructional Deans. A review of actual operations at the St. Johns Center is consistent with this statement. Deans coordinate programs and course offerings with the center manager and are responsible for certifying the faculty credentials throughout the institution making sure the standards for certification are the same for all locations. Deans, program chairs and department chairs visit the St. Johns site to ensure consistency in program quality and course offerings. The programs and courses use the same course syllabi, books and tests further ensuring consistency. The institution has also developed effective faculty orientation sessions and end of course evaluations ensuring uniformity of courses taught throughout the institution. The institution through its technological based systems provides both availability and support for courses needed for programs and graduation. Site managers and advisors are available to address student concerns. It is the judgment of the reviewer that instructional oversight is excellent.

**2. Academic Services.** What evidence confirms that institution delivers, supports, and manages necessary academic services at the site? Consider, in particular, the level of student access (in person, by computer, by phone etc.) to academic advising/placement, remedial/tutorial services, library materials/services, and attention to student concerns.

**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** Site personnel are available during open hours for advising, counseling, library materials and service, and to address student concerns. Staff is trained to identify, address remedial needs and provide remediation through computer software and tutorial modes. There is clear evidence that the institution delivers, supports and manages academic services at the Whiteriver Center.

**3. Adequacy of Assessment of Student Performance.** What evidence confirms that the institution measures, documents and analyzes student academic performance sufficiently to maintain academic quality at the site? Consider, in particular, setting of measurable learning objectives, actual measurement of performance, and analysis and use of assessment data to maintain/improve quality.

**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** The institution has put together detailed syllabi with explicit learning objectives for each course offered at its campuses and centers. Assessment data however is limited. The institution has identified this deficiency and has taken positive action for remediation. The college has embraced The Assessment Academy program of the Higher Learning Commission and is committed to a four year program to develop and carry out a college-wide assessment initiative. Assessment results will be available for the next comprehensive visit in October 2009.

**4. Student Services.** What evidence confirms that the institution delivers, supports, and manages necessary student services at the site? Consider, in particular, the level of access (in person, by computer, by phone, etc.) to admissions, registration/student records, financial aid, job placement services, and attention to student concerns.

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**Comments:** Student services are offered primarily through the NPC centers. Academic advising and tutoring are offered at the St. Johns Center. Disability Resources, Career Services and Financial Aid are available from the center by telephone or appointment at the NPC centers. Financial Aid staff visit the St. Johns Center on a regular basis. Official transcripts and letters of admission originate from a central office. The institution has taken significant care to ensure that students at the St. Johns Center have access to all academic and student services.

**5. Facilities.** What evidence confirms that the facilities at the site meet the needs of the students and the curriculum? Consider, in particular, classrooms and laboratories (size, maintenance, temperature, etc.); faculty and administrative offices (location, visibility, privacy for meetings, etc.); parking or access to public transit; bookstore or text purchasing services; security; handicapped access; and other (food or snack services, study and meeting areas, etc.)

**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** NPC leases 7,500 square feet of space from Apache County in St. Johns. Two general classrooms, along with a computer classroom/lab and a cosmetology classroom/lab, one audio classroom and one video classroom are supported by a library with bookstore services and a student lounge. The facilities are older than those at the Hopi and Whiteriver sites but well kept, spacious and well-equipped. The cosmetology lab is well-equipped and serves a large student population well. It is clear that the St. Johns facilities meet the needs of the students and the curriculum. Adequate parking is available and the facilities are handicapped accessible.

**6. Marketing and Recruiting Information.** What evidence confirms that the information presented to students in advertising, brochures, and other communications is accurate?

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**Institution:** Northland Pioneer College

**Name and Address of Site:** Whiteriver Center, 720 S. Chief, Whitewater, AZ

**Date Reviewed:** April 8, 2008

**Reviewer:** David A. Johnson, Ph.D

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**Judgment of reviewer - check appropriate box:**     adequate                       attention needed

**Comments:** The facility in Whiteriver consists of a main 8,500 square foot building and three modular buildings totally 3,600 square feet of space. All buildings have been built since 2001 and are ADA compliant, spacious and well maintained. The center has eleven classrooms, three are quipped for general use and the remaining for specialty use as classrooms/labs. Technology is obvious in all classrooms. A library, open computer lab, student lounge and three offices support the educational programs offered. The facilities are well maintained and provide excellent support to the programs offered at this center. The facilities are further enhanced by good parking, and study and meeting areas.

**6. Marketing and Recruiting Information.** What evidence confirms that the information presented to students in advertising, brochures, and other communications is accurate?

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**SUMMARY RECOMMENDATION**

Date completed: 4/8/08

Institution:      Northland Pioneer ?College

Sites visited

Date visited

Reviewer: David A. Johnson, Ph.D

Check one and only one

Overall, the pattern of this institution’s operations at its extended sites appears to be adequate, and no further review or monitoring by the Higher Learning Commission is necessary.

~~XX~~Overall, the pattern of this institution’s operations at its extended sites needs some attention, as detailed in the individual site visit comments, and the institution can be expected to follow up on these matters without monitoring by the Higher Learning Commission. The next scheduled comprehensive review can serve to document that the matters identified have been addressed.

The overall pattern of this institution’s operations at its extended sites is inadequate and requires Commission attention. The institution should address the concerns summarized below and

document that they have been remedied in a "Progress Report on adequacy of extended program sites" that will be listed in the institution's Statement of Affiliation Status.

Date progress report should be due:

Specific concerns that progress report should address: