

Institution: **Ferris State University**

Name and Address of Site: **Ferris State University - Grand Rapids, Fountain Street, NE, Grand Rapids, MI 49503**

Date Reviewed: **April 12, 2007**

Reviewer: **Ernest I. Nolan**

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 institution 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: FSU - Grand Rapids is unlike other FSU outreach centers in the sense that it reports directly to the President rather than through academic channels. In the past several years, there has been an effort to follow the routine curriculum approval process as on campus, and the recently approved programs in the College of Professional and Technological Studies (e.g., digital animation and gaming) have followed this process. Most programs offered in Grand Rapids have equivalents on the Big Rapids campus and are overseen by the academic departments at the main campus.

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: Students and faculty members report that the necessary library, computer lab, advising, and other academic services are offered at FSU - Grand Rapids.

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 assessment of most programs offered at FSU - Grand Rapids is integrated with the processes conducted by the academic departments on the Big Rapids campus. The programs offered through the College of Professional and Technological Studies, which have no counterparts on the main campus, carry out their own assessment practices. In addition, annual student satisfaction surveys are used to identify areas for improvement in services and programs.

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: Students and program coordinators report that appropriate services are provided. Most of the students are working adults, who value the fact that they are in classes with other adult students. They appreciate the fact that FSU - Grand Rapids respects their time constraints and offers online as well as face-to-face 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: FSU at Grand Rapids shares a recently constructed building with Grand Rapids Community College (GRCC), which provides well appointed offices, classrooms, and specialized labs, such as the one for respiratory therapy. FSU students complete their General Education requirements through GRCC and, thereby, have access to appropriate science labs and other specialized facilities.

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: A review of sample marketing materials reveals that FSU - Grand Rapids accurately describes its programs, facilities, faculty, and requirements to prospective students. Students report that they were not disappointed in terms of their expectations corresponding to reality.

Institution: **Ferris State University**
Name and Address of Site: **FSU – Lansing, 419 N. Capitol Ave., Lansing, MI 48901**
Date Reviewed: **April 16, 2007**
Reviewer: **Ernest I. Nolan**

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 institution 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: FSU currently offers three programs at its Lansing site, all of which are overseen by the corresponding academic departments on the Big Rapids campus. Some classes, including online classes, are taught by full-time faculty members from the main campus; others are taught by adjuncts, which are screened and approved by the home departments. The respective deans feel confident that the quality of the off-campus programs compares favorably to the on-campus programs. The Lansing site is administered by the Southeast office, which is located in Flint. Faculty members attested to the responsiveness of that office in terms of following up on requests and handling concerns. Although the reviewer did not have the opportunity to meet with students at the Lansing site, the statement by the criminal justice program coordinator about visiting the site only once a month raised the question about whether students have ready access to program information and advising. All adjuncts are invited to attend professional development workshops on the Big Rapids campus conducted by the University Center for Extended Learning (UCEL), which oversees the University's 26 off-campus sites.

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: Through FSU's partnership with Lansing Community College (LCC), students can use all of the academic services available on that campus, including library services, the writing center, and computer labs. In addition, students are free to access services available on the Big Rapids campus. The FSU library employs a professional librarian expressly for off-campus programs.

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: Faculty members and the deans reported that assessment of the academic performance of students at off-campus sites is integrated with the departmental assessment programs. Attention is paid to the comparability of the off-campus sites to the assessment results on the main campus. UCEL conducts a student satisfaction survey on an annual basis to identify areas for continuous improvement.

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: Students have access to the services offered by LCC and can utilize services offered by the main campus by phone, via the Internet, or in person. Again, concern about the availability of the criminal justice program advisor should be addressed.

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: FSU uses the facilities of LCC, which the faculty praises for their functionality and attractiveness.

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 information in printed materials and on the UCEL website accurately describes the academic programs, availability of services, and delivery options offered at the Lansing site.

Institution: **Ferris State University**

Name and Address of Site: **Kendall College of Art and Design of Ferris State University
17 Fountain St. NW Grand Rapids, MI 49503**

Date Reviewed: **April 12, 2007**

Reviewer: **Ernest I. Nolan**

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 institution 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: Since Merging with Ferris State University in 2000-2001, Kendall College of Art and Design has operated as a fairly autonomous organization, keeping much of its character as a private art school while making the resources of a large state university available to its students. FSU regards Kendall as a specialized training ground for artists and designers and does not try to change the pedagogies, policies, or practices that are accepted and privileged in this kind of specialized environment. The Kendal faculty bargains through a separate union from the main campus, and the issue of parity of salaries between the campuses is in the forefront of faculty concern.

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: Kendal employs appropriate staff to make the necessary academic support services available to students. Faculty members share a concern about the quality of student writing skills and would like to see more services available in that area.

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: Through the work of an assessment committee, the faculty is engaged in assessment of student outcomes and utilizes measures that are appropriate within its specialized context.

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: Appropriate student support services are offered on the Kendal campus. Students may also use the services at the Big Rapids campus, which is about an hour away.

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: Kendal maintains an array of facilities to support the specialized programs it offered (e.g., work working/furniture making, metal working, jewelry making, computer graphics). It is systematically renovating the various areas of the building and, because it has doubled its student population since the merger, is looking at ways to expand and upgrade spaces for students and faculty members to work.

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: Promotional and marketing materials accurately describe the programs, faculty, services, and academic requirements for prospective students.

Institution: **Ferris State University**
Name and Address of Site: **FSU - Flint**
1401 E. Court Street, Mott Memorial Bldg., Rm. 1008, Flint, Mi 48503
Date Reviewed: **April 17, 2007**
Reviewer: **Ernest I. Nolan**

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 institution 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: FSU currently offers a range of undergraduate and master's programs in nursing, healthcare, education, business, and criminal justice at its Flint site, all of which are overseen by the corresponding academic departments on the Big Rapids campus. Some classes, including online classes, are taught by full-time faculty members from the main campus; others are taught by adjuncts, which are screened and approved by the home departments. The respective deans feel confident that the quality of the off-campus programs compares favorably to the on-campus programs. The Flint site houses the Southeast Michigan Region headquarters, which oversees the sites in Auburn Hills, Clinton Township, Dearborn, Flint, Garden City, Grand Blanc, Howell, Lansing, Midland, Port Huron, University Center, Utica, and Warren.

The reviewer met with large contingency of students (approx. 30) at the Flint site, which confirmed that the students in the criminal justice program are not happy with the fact that the criminal justice coordinator is available at the site only once a month. Students feel that they do not have ready access to program information and advising; several cited that they were not told of important submission deadlines for their internship, which will delay completing their plan of study by at least a year. That, and frequently cancelled classes, were the primary concerns voiced by the students. Overall they are very satisfied with the format of the program and value the FSU presence in Flint.

Adjuncts reported having attended professional development workshops on the Big Rapids campus conducted by the University Center for Extended Learning (UCEL) and attested to their value, especially the opportunity to interact with the departments on the main campus.

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: Through FSU's membership in the Mott Community College (MCC) University Center, students can use all of the academic services available on that campus, including library services, the tutoring, and computer labs. In addition, students are free to access services available on the Big Rapids campus via phone and the Internet and in person. The FSU library employs a professional librarian expressly for off-campus programs.

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: Faculty members and the deans reported that assessment of the academic performance of students at off-campus sites is integrated with the departmental assessment programs. Attention is paid to the comparability of the off-campus sites to the assessment results on the main campus. UCEL conducts a student satisfaction survey on an annual basis to identify areas for continuous improvement.

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: Students have access to the services offered by MCC and can utilize services offered by the main campus by phone, via the Internet, or in person. Again, concern about the availability of the criminal justice program advisor should be addressed.

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: FSU uses the facilities of the MCC University Center, which includes FSU, Eastern Michigan University, Rochester College, Cleary College, and Michigan State University. Several staff members questioned the wisdom of offering classes for Mott Middle College, a charter high school designed to encourage younger students to continue their education at MCC, in the same building as classes offered for university students because of the maturity level of the high school students and the fact that they increase the wear and tear on the classrooms and other spaces. Additionally, there is a concern about image, with prospective university students being put off by the presence of the high school students.

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 information in printed materials and on the UCEL website accurately describes the academic programs, availability of services, and delivery options offered at the Flint site.

SUMMARY RECOMMENDATION

Date completed: April 18, 2007

Institution: **Ferris State University**

Sites visited

Date visited

FSU - Grand Rapids

151 Fountain Street, NE, Grand Rapids, MI 49503

April 12, 2007

Kendall College of Art and Design of Ferris State University

17 Fountain St. NW Grand Rapids, MI 49503

April 12, 2007

FSU - Lansing

419 N. Capitol Ave. - Lansing, MI 48901

April 16, 2007

FSU - Flint

1401 E. Court Street, MMB Rm. 1008, Flint, MI 48503

April 17, 2007

Reviewer: **Ernest I. Nolan**

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.

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: