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March 20, 2020

Dr. Gena Glickman
President
Massasoit Community College
One Massasoit Boulevard
Brockton, MA 02302

Dear President Glickman:

I write to inform you that at its meeting on March 6, 2020, the New England Commission of Higher Education considered the report submitted by Massasoit Community College and took the following action:

that the progress report submitted by Massasoit Community College be accepted;

that the interim (fifth-year) report scheduled for consideration in Fall 2021 be confirmed;

that, in addition to the information included in all interim reports, as well as the matters specified in our letter of July 12, 2017, the institution give emphasis, in the Fall 2021 report, to its continued success in addressing the matters specified for attention in the Spring 2020 progress report;

that the comprehensive evaluation scheduled for Fall 2026 be confirmed.

The Commission gives the following reasons for its action.

The report submitted by Massasoit Community College was accepted because it was generally responsive to the concerns raised by the Commission in its letter of July 12, 2017.

The Commission commends Massasoit Community College (Massasoit) for its thoughtful and detailed progress report. We are pleased to learn that the College has begun a new comprehensive strategic planning process that includes a “phase three” concept paper on “[c]reating a culture of evaluation and data-driven improvement for all areas of the College.” The housing of data reports and institutional research material in the Massasoit portal, and the creation of an academic program review template, with updated comprehensive calendar, speak to the multiple efforts designed by the College to set the foundation for assessing institutional effectiveness and student learning outcomes – and to use the assessment process and comprehensive review to build institutional capacity for improvement.

The Commission takes favorable note that the first institutional goal set by the Board of Trustees is “increasing enrollment, retention, and graduation rates.” The Commission is pleased to learn that a restructuring has brought the offices of Student and Academic Affairs under the leadership of the Provost, making implementation strategies for this goal more integrated and comprehensive. Although enrollment has continued to be a challenge for the College (down 15.4% since 2013 to 4,658.8 FTE in FY2018), we note with favor that Massasoit’s enrollment decline has been less than the national average of 19.3% during the same time period. The Commission also commends Massasoit’s multiple retention efforts. The “Success Toolkit” report, for example, is used to monitor and analyze student success in programs. In addition, curricular modifications, like the developmental math pathway, reduce the completion time required while maintaining an equivalent success rate to the traditional developmental classes. The Commission also acknowledges that Massasoit’s enhanced strategies in enrollment and retention have led to an improvement in graduation rates, now at 17% at three years and 23% at four years for the 2014 cohort.

We also appreciate the “preview” provided by Massasoit Community College about the progress made to date on the areas requested for consideration in the Fall 2021 interim report. Over the last three years, Massasoit has been strengthening its financial stability as evidenced by an increase in the Primary Reserve Ratio (from 14.2% to 18.9%) and Viability Ratio (from 1.44 to 1.91). The Commission also takes favorable note that Massasoit has created an Advising Task Force and is developing an advisor training program and SLOs for academic advising.

Commission policy requires an interim (fifth-year) report of all institutions on a decennial evaluation cycle. Its purpose is to provide the Commission an opportunity to appraise the institution’s current status in keeping with the Policy on Periodic Review. In addition to the information provided in all interim reports and the matters specified in our letter of July 12, 2017, we look forward, in Fall 2021, to learning of Massasoit’s continued success in addressing the matters specified for attention in the Spring 2020 progress report. The Commission recognizes that these matters do not lend themselves to rapid resolution and will require the College’s sustained attention over time; hence, we ask that further information be provided in the interim report.

Finally, the scheduling of a comprehensive evaluation in Fall 2026 is consistent with Commission policy requiring each accredited institution to undergo a comprehensive evaluation at least once every ten years.

The Commission expressed appreciation for the report submitted by Massasoit Community College and hopes that its preparation has contributed to institutional improvement. It appreciates your cooperation with the effort to provide public assurance of the quality of higher education in New England.

You are encouraged to share this letter with all of the institution’s constituencies. It is Commission policy to inform the chairperson of the institution’s governing board of action and the head of the state system on its accreditation status. In a few days we will be sending a copy of this letter to Mr. Robert W. Harnais and Dr. Carlos E. Santiago. The institution is free to release information about the report and the Commission’s action to others, in accordance with the enclosed policy on Public Disclosure of Information about Affiliated Institutions.

Dr. Gena Glickman
March 20, 2020
Page 3

If you have any questions about the Commission's action, please contact Barbara Brittingham,
President of the Commission.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Quigley". The signature is fluid and cursive, with the first letter "D" being large and prominent.

David Quigley

DQ/jm

Enclosure

cc: Mr. Robert W. Harnais
Dr. Carlos E. Santiago