The HLC solicits third party comments through a survey process as part of a regional accreditation visit. Survey respondents are informed that any comments received would be forwarded to evaluation team visit members and were provided with a mechanism to submit a comment anonymously. Some respondents submitted their responses anonymously and as a result, MCC received a copy of the third party comments with some respondent personal identifier information redacted. We have been advised that this version of the responses is a public document under state law and we will be making this document available upon request.

However, survey respondents were not informed that MCC would receive a copy of their responses, since survey respondent identity is not necessary to prepare for the HLC accreditation visit. Because there is a general reasonable expectation of anonymity when providing survey responses, we are providing a version of the third party comments with all respondent personal identifiers redacted as part of the MCC process to prepare for the HLC visit.
Third-Party Comment

Institution: Longview Community College
Institution State: MO

Comments: While trying to get my son enrolled for classes we didn't encounter one single person that was helpful. If they aren't helpful during the admission process I can't imagine they would be helpful with ANYTHING after enrollment. It seems that they don't actually care about students at all. My suggestion to anyone thinking of enrolling here - don't bother. Go somewhere that will help you and actually be willing to help you succeed.
Institution: Metropolitan Community College

Institution State: MO

Comments: I love this school. It's conveniently located, the professors are great, advisors are knowledgable, and I feel like I am getting a great education.
Institution: Metropolitan Community College - Kansas City

Institution State: MO

Comments: I believe that MCCKC is in crisis due to neglect and mistreatment of the academic side of the house. While there are many specific problems with various origins, the worst of the problems is a general attitude of contempt for academia that comes from the central administration. I hope that the HLC team will engage in some serious inquiry, including interviewing faculty and staff, about conditions at MCC for teaching and learning. I would urge the team to look into the following matters.

1. The chief academic officer, Paul Long, was dismissed right before Christmas 2014. Although (or because?) he was the only academic voice at the administrative center he had long been marginalized by the Chancellor and was then fired (they can call it whatever they want) in large part because he expressed concerns about how the Chancellor and his Chief of Staff were preparing for accreditation.

2. This past spring faculty Senate endeavored to share with the Board of Trustees several concerns about the leadership and direction of the college. This attempt ended when a scheduled meeting between Senate executive committee and the board was summarily canceled and only the Senate President was allowed to meet with the board without any of her colleagues. What happened at that meeting has been described as bullying on the part of the Board, which demonstrated in its later public comments its utter contempt for and ignorance of academic work.

3. The Chief of Staff position was created by the Chancellor at the beginning of his tenure; this was not a position that had existed previously and from the beginning it indicated a distrust of leadership structure and academic traditions. There have been many issues over the years with the chief of staff. However, one problem stands out above the others. Some time ago, the Chief of Staff was also put in charge of Human Resources. This obvious ethical violation and conflict of interest has been pointed out multiple times to the Chancellor, who refuses to admit that there is any issue with the same person being his primary advisor/spokesperson and being privy to the sensitive, private information that is central to an HR department.

4. Important members of the MCC community, from officers and administrators to faculty and staff, have left MCC in
droves. The large majority of these people have left at least in part because their day-to-day work has been made intolerable by attitudes of hostility, mistrust, and disrespect. It would be very interesting to interview some of the people who have left. The “brain drain” has had further negative, ongoing consequences for the institution.

5. On a related matter, since the Chancellor assumed his position there has been an incredible increase in hiring of consultants while losing full-time employees. This sends a clear message that internal expertise is not valued. It would be very interesting to see an accounting of those expenses as well.

6. At a time of difficult financial constraints, teaching and learning seem to have been at the bottom of the barrel in terms of priorities. Meanwhile, large sums were spent on creating a police department.
Subject: Third-Party Comment  
Date: Wednesday, September 2, 2015 at 4:27:08 PM Central Daylight Time  
From: [Redacted]  
To: Third Party

Third-Party Comment

Institution: MCCKC - Longview  
Institution State: MO

Comments: I arrived in Missouri in the middle of the summer semester as a transfer from Texas. I found the registration/transfer process at Longview to be full of needless obstacles I had not experienced at prior schools. I was very persistent from the beginning of July visiting the advisers and financial aid counselors in person 2-3 times weekly and checking daily on the internet. Despite my best efforts, I feel I was cornered into enrolling into courses that were my best guesses, rather than educated decisions. As a result, I enrolled in classes that are not in my degree plan. This has cost me losses in time and effort. There is a lot of fear politics going on behind the scenes. The campuses do not work well together. I was sent away all summer long without answers to my questions, and sent on wild goose chases. The woman running the financial aid at the Longview campus is not liked by the students or her coworkers. Several of her coworkers call her dragon woman behind her back. She gives the impression that the financial aid money personally belongs to her! She is NOT there to help the students, and she should be. I had my file pulled from the Longview campus, and transferred to the Blue Ridge campus. In doing so, I immediately had needs addressed and problems solved that the Longview campus had been unable to accommodate. Someone needs to make the overall process smoother.
To: whom it may concern,

We were not able to login to the web address listed to provide a public comment for the survey.

My son has been a student at MCCC for one year now. We have been pleased with services provided at such a convenient location since it has been taken classes at the Whitman Center. The tuition is also affordable to help him get general classes completed to move on to the next level of education.

Our disappointments with MCCC have included an issue with a math class. He is now taking the same math class for the 3rd semester (pass for 3 times) because this particular class is only offered as a self-study type class. Math does not come easy to him and he ends up waiting until to talk to the teacher to ask
a question only to get stuck on
the next step. He had taken the issue
to the math department, but no change.
The other frustration is the process
of obtaining financial aid. We do not qualify for any grants
I never will but we have to go
through all the steps to get to
that answer each time and then
5 more steps to complete paperwork
to get a loan
It's more than frustrating

This is being sent outside of the
one month requirement for
review. However, I hope our
concerns are reviewed

Sincerely
Institution: Penn Valley and Longview Community College, MCC KC

Institution State: MO

Comments: I had a principles of accounting course at Penn Valley Community College in Kansas City. I have since transferred for this same class to Longview Community College. The teachers in both cases handed out a syllabus the first day of class (after I had paid fees and bought the book) which included this statement below about the BlackBoard Learning systems component: "I do not offer resets on homework, quizzes or exams for technological reasons including loss of internet activity, freeze ups, of your computer or accidental closing of the assignment, quiz or exam by the user. I am sorry if your laptop happens to blow up or melt down when you are completing your required course work, although that makes for a great story it will not result in me allowing you to complete the module, assignment, quiz, or exam again. The only time a reset is given is if there is a system wide BlackBoard or Connect outage. NO EXCEPTIONS"

Please Note: The statement above means the student is responsible for a system and the software that uses it as well as the course content. I leaned this after having paid for the course.

There are a computer based assignments due by 11:59 pm every Wednesday and Thursday. The computer programme with a question bank, not generated by MCC faculty I was told, is the entire assessment for the course, the instructors both said they do not have to write or grade the exams or homework or quizzes. My instructor at Longview confirmed this and both told students that the course is dictated to them. So, with this rapid test and repeat it becomes an endurance contest with two virtual exams/quizzes every two days--which the system, not the teacher, awards a grade. The instructor does no evaluative work under the system they have proscribed.

I can not possibly accept responsibility for a system I did not design. How can any student? I have never heard of any student responsibility that includes the burden for technology. What standard and customary practice exemplifies this? Imagine if I were to enter the school and find the lights out only to be told it was my fault and I have to pay for it or loose credit for attendance and fail the exam that was scheduled.
We accept the responsibility of the appropriate people, Cars are recalled by their manufactures, product and service deliverers are charged with liability for their work and insure themselves to meet those obligations. Crimes and shoddy workmanship are attributed to the actor and not someone else—if we are robbed, we are not responsible for the crime. If we buy a new car and the vehicle undergoes complete failure, we do not carry the burden of responsibility. We know where responsibility lies, we have laws that protect us from unreasonable liability

There is no attempt here to ascertain how much work is required for this 3 hour class nor how much the student can absorb and comprehend and in what time: Learn smart, homework problems, chapter quizzes and unit quizzes. I count 36 timed and graded assignments including the quizzes and the exams. It is an 18 week course, My first class which ended nearly 30 minutes early, had no information about the subject, so it is a 17 week course. My first class at Longview was a getting to know you social event—not accounting principles. In both cases the instructors spent an inordinate amount of time telling us how to work the system, The intrusion of software technology into the learning process has robbed us of very valuable time. The people who wrote the test are nowhere near the classroom, They are not involved in the process and they do not know what is and is not being well taught and comprehended. There is no feedback and as such, this is not a learning system.

The technology has made it easy to levy a test every few hours without any increased effort by the instructor who does not even know the test content or the questions—this is the hallmark of a competent professional? Is this an actual learning management system?

Please Note, this opportunity to comment was not offered in such a way that the students and community at large was not informed, there was, as far as I can tell, no real evidence of due diligence.
Institution: Metropolitan Community College

Institution State: MO

Comments: This institution has trouble getting and retaining adjunct chemistry teachers. One semester, my instructor did not even have a key to the room for the first six weeks, and she didn’t have the lab manual the first couple of weeks. She had never taught with our textbook before so she just read us the slides from the publisher. This semester, the organic chem teacher for the day time course wasn’t hired until 3 weeks before the semester. Also, they don’t regularly do student evaluations of the course at the end of the course. And, the ones that we actually do get to fill out, are not available anywhere. I’ve looked in the appropriate places. So we are stuck using word of mouth or ratemyprofessors.com to try to find out which teachers are any good. I’ve also have had several instructors with NO OFFICE and NO OFFICE HOURS. One of my professors this semester expects us to go to his office at a private college for office hours. The help in the science tutoring lab is hit or miss, and they can’t help with the math part of chemistry..which is just plain stupid. Gen chem is all math.
Institution: MCC-Kansas City

Institution State: MO

Comments: I have been enrolled at MCC for the past few years and have been attending consistently full time to earn an Associates Degree in Computer Aided Drafting. I have primarily taken courses at the Business and Technology Campus but did spend my first whole semester (three courses) at Penn Valley and one semester (one course) at Longview. I am currently in my final semester to complete my degree.

My experience at MCC has been nothing but fulfilling and enriching. I believe that the administration, faculty, staff, and employees are truly focused on providing an excellent education to students of all ages. The experiences that I assumed would be trying, such as enrollment and financial aid, were pleasantly uneventful. My courses were challenging and thorough. I gather this is because my instructors are well seasoned teachers and/or experienced professionals in the field relevant to my degree.

MCC provides nearly every opportunity for everyone in the Kansas City area to take advantage of their courses, services, and facilities. They encourage their students to play active parts in whatever extracurricular activities the student might find engaging. These opportunities boost new social skills and cultivate friendships that, in turn, strengthen the student. These accomplishments supplemented with a well-earned and invaluable degree create competent and well-rounded individuals who can further make our Kansas City an even better place to live.
Third-Party Comment

To: Third Party <thirdparty@hlcommission.org>;

Thu 8/27/2015 11:12 AM

Institution: MCC-Kansas City

Institution State: MO

Comments: To whom it concerns,

MCC-Kansas City has provided for me the past 3 semesters a quality educational experience. From faculty to staff, help is always there, whether it be education or through simple life guidance. The personal relations created through MCC-Kansas City has made me feel welcome but also more than prepared for my transfer to a university. The schooling is tough and teachers are excellent. MCC-Kansas City has more than prepared me for my future endeavors and I thank them for that.

Thu 8/27/2015 11:12 AM

To: Third Party <thirdparty@hlcommission.org>;

Thu 8/27/2015 11:12 AM
Institution:  Metropolitan Comunity College-Maple Woods

Institution State:  MO

Comments:  This school is a great school for higher learning. I have attended Maple Woods for a full year and have started my second year this semester. This school hires staff that is always interested in the learning of their students. Everyone is helpful in the progress of my and every other students graduation. Whenever you are in need of assistance, there are many teachers and people willing to help. Many colleges get bad names because of students who do not try, and then they try and blame the teachers. This school is a great school that gives you numerous tools to succeed. They also try and involve the students in any events happening on campus.
Institution: MCCKC-Longview

Institution State: mo

Comments: I really love my college. I feel that seeing everyone goes to class is my joy. My teachers are passionate, patience with me and with their students. They know my weakness and they want to improve it. I want to continue studying in Longview but in the 2017, I have to transfer to an university. Thanks for reading my comment.
Institution: metropolitan community college Longview campus

Institution State: Mo

Comments: I have been a student at Longview for awhile and had a wonderful experience. The support and caring I have received from the staff is second to none. The math 91 and 92 programs do need evaluated on their effectiveness and relevance to students that need extra help in math areas. It is too hands off in my opinion I need more guidance than an online program can provide. Thank you for your time.
Third-Party Comment

MCCKC is the reason that my life has turned around. The instructors are top-notch and they truly care about the student, and help in any way they can. I would recommend this school for any High school student looking for an advanced degree. The low cost and small classes, earn that student get more one on one with their professors.
Institution: Metropolitan Community College

Institution State: MO

Comments: MCC has redone their admissions office and made them look all shiny and new to lure students in. The reality of their campuses is that they are old and run down. Part of the Penn Valley campus actually gets water running down the walls INSIDE when it rains. The rest of the time it smells like mold.

I wasted an entire semester taking classes I did not need due to bad advising. They heard "medical" and put me on the track for nursing. The classes I need for my program are much more difficult than those required for nursing. The school is so poorly funded that we can't even have decent paper towels in the chemistry lab. The ones we have just push stuff around, not absorb it. But that doesn't matter...because the paper towel dispensers NEVER work.

The libraries are not open late enough for any student that works full time 8 to 5. That's sad. I wish I lived on the other side of the state line so I could go to their community college.
Third-Party Comment

Thu 8/27/2015 12:50 PM

To: Third Party <thirdparty@hlcommission.org>;

Third-Party Comment

metropolitan community college - penn valley campus

Institution State: mo

Comments: not sure if this is considered a service or not. but i'm a student and i do not like how the scholarship program works. being that, i've qualified for a few, but no one ever responds to let you know if you been approved or not. also when emailing with general questions, response time is long. i sent an email out over a week ago regarding a book for class, and no response. hope this comment will reach the right person, in hopes of fixing the delay time. thank you.
Institution: Longview Community College

Institution State: MO

Comments: While trying to get my son enrolled for classes we didn’t encounter one single person that was helpful. If they aren’t helpful during the admission process I can’t imagine they would be helpful with ANYTHING after enrollment. It seems that they don’t actually care about students at all. My suggestion to anyone thinking of enrolling here - don’t bother. Go somewhere that will help you and actually be willing to help you succeed.
Institution: Metropolitan Community Colleges

Institution State: MO

Comments: I attended Maple Woods Community College, which is part of the MCC network, for two years. While in high school, I was afforded the opportunity to take dual-credit courses at my school through Maple Woods at a very low, reduced cost. While attending Maple Woods I received high quality education. All of my professors were highly competent in the fields in which they taught. Maple Woods allowed me to get my college career off to the right start by offering me an affordable, quality education that no other institution could have offered me at the time. Because of Maple Woods, along with the A+ scholarship, I was able to receive my Associates of Arts and only had to pay for my textbooks.

Community Colleges are vital to the success of the communities they serve. Community Colleges offer an affordable start to an education, or an alternative for those seeking career training. Without Maple Woods I would not have been able to go to college, because I could not have afforded to do so. At Maple Woods I knew that I would learn in my classes and be able to take what I learned and apply it throughout the rest of my undergraduate coursework and career. In addition to this, I always felt safe on campus because of the MCC Police Department. Knowing that MCC had a full-service law enforcement agency on campus meant a lot more than just having "campus safety" or "security".

Maple Woods is a great institution of higher learning!