3.D - Core Component 3.D

The institution provides support for student learning and effective teaching.

1. The institution provides student support services suited to the needs of its student populations.
2. The institution provides for learning support and preparatory instruction to address the academic needs of its students. It has a process for directing entering students to courses and programs for which the students are adequately prepared.
3. The institution provides academic advising suited to its programs and the needs of its students.
4. The institution provides to students and instructors the infrastructure and resources necessary to support effective teaching and learning (technological infrastructure, scientific laboratories, libraries, performance spaces, clinical practice sites, museum collections, as appropriate to the institution’s offerings).
5. The institution provides to students guidance in the effective use of research and information resources.

Argument

MCC Student Services are available to students in person on each campus Monday through Friday. Assistance is also provided through MCC’s call center MCC Connect. Students can reach the call center for support though processes such as admissions, financial aid, and information technology (IT) help. MCC Connect also provides access to telephone advising for our students' who do not want to go to a campus location. MCC Connect is staffed seven days per week with the exception of a few holidays.

MCC Connect technicians currently undergo a three and one-half week training to learn about all the functions, practices, and processes of the College. Additionally, the training allows for practice, shadowing, roleplaying, and assessments. Refresher training is also offered multiple times each semester to keep the technicians' skills current.

The Student Services Department meets once a month for three hours to participate in training that includes new and relevant topics for all student services staff members with the intent of making processes more efficient and to ensure accurate, consistent information is disseminated to students.

MCC provides student assistance programs to all of our students. Deer Oaks is a premier student assistance company that is dedicated to helping students improve their health and wellbeing through quality, cost effective services. Its integrated student assistance and work life program provides a holistic approach to addressing personal issues that affect student wellbeing and academic performance. The program offers twenty-four hour access with services that include short term face to face, telephonic and online counseling. In addition, students can also login to a dedicated website with access to live chat (LiveCONNECT), in the moment counseling via an online counseling portal and thousands of articles and resources to support balance with work/college/life.

MCC provides services to veterans, widows, and their dependents who may be eligible for education assistance from the U.S. Department of Veteran Affairs. Advisors help with applications for educational benefits, student job placement, tutorial assistance, and services for disabled veterans. MCC also has a dedicated Veteran Services Coordinator that coordinates services for students on all four campuses.
Each campus has a provides the following student services:

- Advising
- Financial Aid Assistance
- Placement Testing
- Disability Support Services
- Library Services
- Academic support through the Student Success Center

Academic Support

Mohave Community College has had a strategic focus on student success and completion for a few years. In 2015-16 based on tutoring center analytics, MCC created the Student Success Center. The mission of the Student Success Center at MCC is to create an environment that fosters academic, personal, and professional success. The program helps students develop the learning strategies necessary to reach their academic potential and teach students how to apply these skills in college and in life. The Center partners with MCC faculty and staff to empower students to assume responsibility for their education, to be self-motivated and successful in their chosen field, and to function as a productive member of society. MCC offers both in person and online tutoring free of charge for students. SmartThinking is the online tutoring service that is offered free of charge and can be accessed through the learning management system.

The Student Success Center has a four-prong approach to services: tutoring, advising, outreach and intervention. Each of the southern campuses have a coordinator and tutors to provide continuity of services to students. Tutors are trained to address learning difficulties and use techniques that address learning style differences. A centralized Success Center administrator oversee operations and continually collects and analyzes data to assist in the continuous improvement of the centers.

The Student Success Center (SSC) staff is proactive in identifying students, using various indicators, who may be at risk and reach out to offer support before students may recognize the need for assistance. This year SSC staff implemented program to monitor transitional math students in real time. The goal is to intervene with support resources if a student's grade falls below a C level at anytime during the semester. Additionally, transitional math students in danger of failing the final exam were offered a reteach/retest opportunity at the close of the semester to improve course completion.

Testing Center

MCC offers testing services on each campus. Computerized placement testing for reading, writing, and math assists advisors with appropriate placement of students into courses. For basic skills students, the Test of English Language Acquisition for Adults or the Adult Basic Education (ABE) test and/or the Test of Adult Basic Education (TABE) are offered. MCC also offers College Level Examination Program (CLEP) and other licensure and certification exams such as teacher certification testing.

MCC utilizes ACCUPLACER testing to ensure student preparedness and placement into appropriate college level courses. After placement testing the student meets with an advisor. The advisor helps the students to create an educational plan, develop a class schedule, explore majors, and connect with campus resources. To prepare students for their academic career, first time students are required to take a student success course. This course is designed to enhance college readiness skills including the development of successful study habits, time management, learning styles, utilizing college resources,
academic success strategies, and establishing student expectations.

If a student needs to improve their math test scores they are given an option to re-take the placement test using a self-paced alternative called mymathtest.

MCC has at least one academic advisor on campus from 9-6 Monday through Thursday and from 8 to 5 on Friday is available for academic advising. During the months of August and January, MCC Connect advising hours are expanded to provide phone advising on Saturdays. Advisors are also available at certain times during the day in the Student Success Center to provide easier access for students. Phone advising through MCC Connect is available for students unable to make it to a campus location. During community events, a mobile advising lab is set up to assist community members with information on educational programs at MCC. Students in some pre-college or transitional classes have access to advising through an Embedded Advisor. An embedded advisor attends a class session every 4 weeks to answer any questions and also remind students of the academic support that is available, as well as student support programs available and how to access important information through the student information system. In addition to staff advisors, faculty members are also assigned students for advising.

The College has committed to provide solid infrastructure and industry-quality resources for all of its programs. This commitment is reflected through both program-specific and teaching-focused technology and supplies. In 2010, MCC established the Center for Excellence in Learning and Teaching (CELT). CELT strongly supports and encourages innovative teaching methodologies that integrate technology in order to foster an active and engaged learning environment. Technology-enriched classrooms include video streaming classrooms and classrooms with SMART Technology systems. Additional technology includes simulated learning systems such as simulation labs for nursing, radiologic technology, surgical technology, welding, auto collision, and dental hygiene. Biology and physical therapy assistant courses utilize anatomy software programs to assist students in their understanding of human anatomy. CELT also offers professional development activities throughout the year. The Learning and Teaching with Technology Expo (LATTE) is offered annually for faculty and staff to showcase best practices and new innovations in teaching with technology.

Scientific engagement and instruction at MCC is facilitated by the use of modern teaching laboratories. Each laboratory provides students with state-of-the-art instrumentation and equipment which allows for the proper exploration and investigation of various biological, chemical and physical process and mechanisms. Complex and technologically demanding laboratory experiments are accomplished through the use of scientific instrumentation such as gas chromatographs, 3-D Printers, thermocyclers, and various biological, chemical and physical assays and instruments. Each science laboratory is also equipped with SMART technology systems that further enhance the delivery of scientific and experimental laboratory material.

Student success is at the heart of each allied health program, and MCC provides the necessary materials to expose students to the current clinical situation in the industry. MCC supports all of the allied health programs with the necessary components to ensure a successful program. This is accomplished by employing a sufficient number of professional instructors to ensure an acceptable student to teacher ratio; providing adequate and, in many cases, superior technological infrastructure; providing modern laboratory space and up-to-date equipment; providing for adequate performance space from the lab to the testing centers; and having a sufficient number of contracted clinical practice sites for hands-on clinical practicums. Common elements of infrastructure are available in all programs and at all locations.

Many of the allied health programs have SMART technology. Use of SMART technology provides
interactive capabilities for students and instructors. Many of the laboratory rooms are also equipped with recording capabilities that include drop cameras, computer stations in simulated operating rooms, and web cameras that enable student and instructors to review student performance. These serve as learning and assessment tools for students and faculty.

The allied health laboratories have current technology that is specific to the field of study. For example, the surgical technology program has anesthesia machines, laparoscopic towers and automated operating room beds for students to practice and test their skills. Nursing and licensed practical nursing programs have simulator manikins that provide preprogrammed diagnoses for students to practice their skills. Other equipment monitors vital signs such as oxygen saturation monitors, automated and sphygmomanometers, electronic ear temperature monitors, intravenous stands, blood glucose monitors, training stethoscopes, speculums and patient mobility devices. Additional items include hospital beds, headboards with faux O₂ masks, suction devices and medication carts.

In the medical assisting program, students have simulation injection training arms and buttocks, suture training arms, and phlebotomy/IV training arms. EKG equipment and many other devices to assess glucose levels, pregnancy, and lab values are available for student skill training. Their laboratories are also equipped with mobility aids and other various diagnostic equipment such as stethoscopes and sphygmomanometers.

Similarly, the physical therapist assistant program possesses equipment such as mobility aides, patient diagnostic equipment, such as stethoscopes and sphygmomanometers. Other field-specific equipment include electro-modality equipment like ultrasound, electrical simulation and laser units. Automated patient positioning tables and augmented training programs such as the Wii for rehabilitation are used. The laboratories also include exercise equipment such as treadmills, bikes, and Pilates reformer.

The radiologic technology program is well-equipped for training of the radiology technologist. Learning laboratories have radiographic tables, digital flat panel x-ray detector and x-ray tube. Desktop computers are available for student use for x-ray interpretation.

Dental hygiene and dental assisting programs have operatories with electronic microscopes, loupemounted cameras, x-ray equipment, panorex s-ray machine, scan-x-developers and ultrasonic instrumentation units. The labs are also equipped with simulator manikins for anesthesia training.

Many of the allied health rooms have technology available for electronic medical record or electronic health record documentation. In dental hygiene, computers are available in each operatory to document patient care. The physical therapist assistant program uses computers and access to the testing room for simulated patient and electronic medical record documentation. Nursing and licensed practical nursing also train using electronic health record documentation. All allied health programs have access to student resources like Zoom, Khan’s Academy, Turnitin, YouTube, Quizlet.com, Embedded Librarian, and SmartThinking.

Each MCC location has its own library, which is available for student use in order to enhance the learning process. The libraries are open six days per week with evening hours available four days per week. Student computers and printers are available, and each computer is loaded with software such as Microsoft Word and Adobe. The libraries have Wi-fi throughout the buildings with access to research databases (for example, EBSCO, Credo, eBray), inter-library loan, course book reserves, instructor-provided materials, study rooms, and staff to provide assistance with research and information literacy skills.
Many programs include clinical sites, and the programs contract with these sites for clinical practicums, as appropriate. Each department is responsible for negotiating and maintaining their own clinical database. These contracts are reviewed by MCC administration. Students are then assigned to a clinical site and are supervised during their clinical rotations. Some programs provide preceptors (nursing and surgical technology), while other programs rely on clinical site employees to be the clinical instructor (physical therapist assistant). Students are monitored throughout their rotations, and a tool is used to grade student performance. Examples include Web Clinical Performance Instrument (WebCPI), which is used in the physical therapist assistant program. The student and instructor fill out the grading tool at the midway and conclusion points of the practicum. It is then reviewed and graded against course objectives.

Scientific laboratory space and equipment is prolific at each location. Because each program focuses on specific vocational needs, the variety of equipment in the laboratories is germane to that profession. The scientific laboratory space provided is adequate in size and housed in either new or recently remodeled and upgraded spaces. Square footage ranges from 209 sq. ft. x-ray room to a 3000 sq. ft. Surgical Technology Building. Multiple adequately-sized rooms used for purposefully for laboratory psychomotor instruction as well as student practice areas and computerized testing are numerous at each location. MCC is proud of the very successful allied health programs, and this is evident with the size and varying types of classrooms provided, as well as the variety and quality of instructional materials that have been purchased for each program.

Like the allied health programs, each of the career and technical programs utilize a laboratory space that has been designed to reflect industry levels of quality.

The automotive service laboratory contains four bays with 3 two-post and 1 four-post lift. It includes equipment related to the industry that addresses wheel alignment, tires maintenance, brake repair, air conditioning, engine performance and repair. The space also includes student instructional spaces for demonstrations and hands-on activities. It provides work carts for students to give students the feel of the shop environment.

The automotive collision laboratory has recently been redesigned into four areas. It also contains four bays, and the layout focuses on procedures and processes. It contains a designated welding space, a location for intake/release of project vehicles, a location for frame/body work, a location for finishing, and a detached, fully-functioning paint booth.

The culinary program utilizes a fully stocked industrial kitchen with capacity for 12-15 students. It contains the equipment necessary for both standard cooking and baking tasks. The lab extends into a connected classroom with student stations for additional training purposes. In Lake Havasu City, MCC has partnered with the Western Arizona Vocational Education/Joint Technical Education District (WAVE/JTED) to introduce college-level courses. The partnership was introduced in 2015-16 with dual enrollment courses being taught at the newly-built WAVE Center. In 2016-17, dual enrollment courses have continued, and evening courses have been added to provide continued opportunities for students in Lake Havasu City.

The heating, ventilation, and air conditioning (HVA) laboratory in Bullhead City contains a large assortment of training aids specific to the industry. The space has also been designed to help prepare students for installations and basic fabrication. In Lake Havasu City, the HVA laboratory is still in development, but it is slated to have the same functionality as the Bullhead City lab by the end of 2016-17 academic year. Equipment includes industry-recognized equipment and instructor designed training aids.
In Bullhead City, Welding is being developed through a partnership with the Colorado River Union High School District (CRUHSD) and is located at River Valley High School in their welding shop. Students can receive a full certificate at that location and then can travel to Kingman to complete their degree if they desire. The welding equipment can support up to 8 students per course. In Kingman, the WLD program is fully developed and contains 24 welding booths, a small machine shop, and additional instructional spaces. Students can complete training in SMAW, GMAW, GTAW, and FCAW welding processes as well as test for American Welding Society (AWS) tests that are industry recognized. The Kingman facility is an AWS Accredited Testing Facility.

Sources

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- Web Page - Advising
- Web Page - MCC Connect
- Web Page - Student Support Services Deer Oaks
- Web Page - Testing Services
- Web Page - Veteran and Military Services
- Web Page - What is ACCUPLACER - Student Assessment - College Board ACCUPLACER®