



# HIGHER LEARNING COMMISSION

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June 13, 2022

Dr. Thomas Newsom  
President  
Southeastern Oklahoma State University  
425 West University Boulevard  
Durant, OK 74701-3347

Dear President Newsom:

Attached is a copy of the Multi-Location Visit Report completed following the visit to Southeastern Oklahoma State University. As detailed in the report, the pattern of operations at the locations appears to be adequate and no further review or monitoring is necessary.

Within the Multi-Location Visit Report, you will find brief comments on the instructional oversight, academic services, student services, facilities, marketing and recruitment information and adequacy of assessment of student performance. Please consider these comments as advice for continued improvement of the additional locations.

Per HLC policy, completion of these visits and fulfillment of the requirement will be noted in your institution's history record and the completed report will be included in your institution's permanent file.

If you have any questions or comments regarding the Multi-Location Visit or the attached report, please contact Pat Newton-Curran ([pnewton@hlcommission.org](mailto:pnewton@hlcommission.org)).

Sincerely,

Higher Learning Commission



## Multi-Location Visit Peer Review Report

**Institution:** Southeastern Oklahoma State University

**Additional Locations Visited:**

Location Name	Location Address ( <i>street, city, state and ZIP code</i> )	Date Reviewed
McCurtain County Campus	2805 N. E. Lincoln Road, Idabel, OK 74745	April 7, 2022
Rose State College Aviation Program	6420 SE 15 <sup>th</sup> Street, Midwest City, OK 73110	April 13, 2022

**Peer Reviewer**

Name: Jeanetta D. Sims

Institution: University of Central Oklahoma Title: Dean

**Instructions**

In order to document effective administrative systems for managing multiple additional locations, please complete the following. For each item, check **adequate** or **attention needed**, and indicate in Comments the institution’s strengths and/or opportunities for improvement in controlling and delivering degree programs off-campus. If comments pertain to a specific location, they should be included along with the identity of that location.

Submit the completed report as a PDF file at [hlcommission.org/upload](http://hlcommission.org/upload). Select “Final Reports” from the list of submission options to ensure the institution’s materials are sent to the correct HLC staff member. The report is due within 30 days after the last additional location is visited.

**Overview Statement**

Provide information about current additional locations and the institution’s general approach to off-campus instruction. Describe the growth pattern at the institution since the last review of off-campus instruction. Provide information about the involvement of external organizations or other higher education institutions.

**Judgment of reviewer.** Check appropriate box:

Adequate

Attention Needed

### Comments:

Southeastern Oklahoma State University approaches the additional locations at the McCurtain County Campus and Rose State College Aviation Program as an opportunity to expand its academic offerings and fulfill its institutional mission. The strategy and structure for providing instruction at the additional locations is to ensure local autonomy while providing useful resources, back-office processes, and other forms of support by the main campus in Durant, Oklahoma. Enrollment and growth have shifted to primarily online offerings amid COVID-19. Southeastern has adapted to support students and maintain offerings at each location, particularly by adjusting for online delivery and student support amid the pandemic. The McCurtain County Campus location functions in partnership with Eastern Oklahoma State College, and the Rose State Aviation Program location exists through the collaborative effort of Rose State College and Tinker Airforce Base.

### Institutional Planning

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What evidence demonstrates that the institution effectively plans for growth and maintenance of additional locations? Identify whether the institution has adequate controls in place to ensure that information presented to students is adequate. Describe whether the financial planning and budgeting process has proven effective at additional locations.

**Judgment of reviewer.** Check appropriate box:

Adequate

Attention Needed

### Comments:

Southeastern Oklahoma State University plans for growth and maintenance of the additional locations through budget processes that involve master planning for capital improvements and deferred maintenance. Local Site Directors at each of the additional locations who know their respective needs have oversight of their budgets and are in regular communication with Physical Plant, Information Technology, and Academic Affairs concerning any needs or issues that arise. Academic Affairs leadership prepares annual budgets through soliciting feedback from the MCC Director and OKC Site Director which enables each to share needs and address concerns. Frequent meetings throughout the year permit regular communication to occur. The financial planning and budgeting processes were communicated across multiple areas (e.g., Physical Plant, Academic Affairs, Site Directors, Faculty) as being in alignment and as effective. Specifically, the McCurtain County Campus location often serves as a pilot location for Southeastern's institution-wide enhancements.

To ensure information presented to students is accurate and adequate, Site Directors offer feedback and contribute to the development of marketing materials. Though 100% turnover has occurred in the communication and marketing office over the past couple of years, Southeastern's new promotional materials have been re-designed to maintain consistent messaging and to reference each of the additional locations with continuity on the materials. Re-designed promotional materials along with greater print quality for each of the Rose State Aviation Program brochures should certainly be incorporated into Southeastern's re-branding and new marketing efforts to deliver on the strategy of consistency in sharing all of Southeastern's additional locations.

## Facilities

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What evidence demonstrates that the facilities at the additional locations meet the needs of the students and the curriculum? Consider, in particular, classrooms and laboratories (size, maintenance, temperature, etc.); faculty and administrative offices (site, 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:

Southeastern provides adequate classroom space, computer labs, faculty office space, and student meeting spaces in both additional locations. Technology in the classrooms have been updated to accommodate virtual instruction. Most recently data switches in the McCurtain County Campus location were replaced in March 2022 to mirror the data center setup in Durant, which is further evidence of attention to budget, planning, and routine maintenance. The McCurtain County location contains additional space for TRiO Programs, two science labs, and a library with sufficient rooms for student testing. Along with using the leased space from Rose State College, students in the Rose State Aviation Program location have access to the Rose State College library and the new student center with a bookstore, coffee shop, and commons area access. The McCurtain County campus has building capacity and is situated on sufficient acreage to expand offerings in this additional location footprint. For this location, restroom renovations and interior signage in the main building as well as exterior road re-surfacing to the annex building can be completed to improve the facilities and further position the campus as a well-maintained place for growth.

## Instructional Oversight

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What evidence demonstrates that the institution effectively oversees instruction at the additional locations? Consider, in particular, consistency of curricular expectations and policies, availability of courses 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:

Southeastern Oklahoma State University's leadership in Academic Affairs and department chairs meet regularly with the Site Directors and with faculty concerning curriculum, courses, and student performance. In addition, online courses are improved and faculty professional development is offered through Quality Matters, which exists for online courses. Faculty in each of the additional locations reported attending departmental meetings along with having access to or having attended training through the instructional resources provided in Durant. Along with ensuring faculty credentials, the Vice

President of Academic Affairs has established the expectation for onsite or virtual office hours to accompany course instruction with faculty in both additional locations sharing examples of providing student support and availability during times most convenient to the students being served (e.g., over the weekend or early a.m. for students who reside or are stationed outside of the United States). Southeastern has provided ample space for faculty to hold onsite office hours and meetings with students when needed, and the Site Director works with department chairs to coordinate scheduling and other academic oversight associated with the additional locations.

## Institutional Staffing and Faculty Support

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What evidence demonstrates that the institution has appropriately qualified and sufficient staff and faculty in place for the location, and that the institution supports and evaluates personnel at off-campus locations? Consider the processes in place for selecting, training, and orienting faculty at the location.

**Judgment of reviewer.** Check appropriate box:

Adequate

Attention Needed

### Comments:

The Site Directors at the McCurtain County Campus and Rose State Aviation Program have solid experience and a strong tenure in providing coordination and support in their respective additional locations. Site Directors serve as advisors, handle scheduling, and interact directly with students, among other duties. In the McCurtain County Campus location, the Site Director has a nearly 20-year tenure. In the Rose State Aviation Program, the Site Director's insight, listening skills, and follow-through enabled an opportunity to capitalize on an innovative new offering over a competitor institution. Faculty who teach in the degree programs being offered at the additional locations have sufficient faculty qualifications. Faculty at the additional locations are hired using the same stipulations, credentials, and faculty qualifications required in Academic Affairs at the Durant location for each of their respective departments. The number of faculty is sufficient for the course offerings and student demand with the level of support sufficient for the associated number of students. The Site Directors play a pivotal role in monitoring and providing support to faculty at each additional location. Access to the Center for Instructional Development and Technology, mini-grants, and other training opportunities exist for faculty at the additional locations in the same way these opportunities are accessible to faculty at the main location in Durant, Oklahoma. To provide additional support and access for faculty given the distance from Durant, faculty at the additional locations reported having access to online training and one-on-one Zoom meetings.

## Student Support

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What evidence demonstrates that the institution delivers, supports, and manages necessary student services at the additional locations? Consider, in particular, the level of student access (in person, by computer, by phone, etc.) to academic advising/placement, remedial/tutorial services, and library materials/services. Also, consider the level of access to admissions, registration/student records, financial aid, and job placement services, as well as attention to student concerns.

**Judgment of reviewer.** Check appropriate box:

Adequate

Attention Needed

### Comments:

Southeastern Oklahoma State University provided evidence of its commitment to providing necessary services in a manner that supports students and fulfills its mission at each of the respective additional locations. The peer reviewer confirmed the nature of delivery and support associated with the course offerings through meeting face-to-face with students in three classes. Students affirmed having adequate access to advisement and financial aid along with the convenience of not having to drive to Durant (when they live near the McCurtain County Campus) or of not having to drive a greater distance to a different location (when they work at Tinker near the Rose State Aviation Program location). At the McCurtain County Campus, students appreciated having access to a quiet place with adequate Wi-Fi for tests and exams, the use of lobby areas for studying, and the tradition of Thursday night meals, along with the ability to schedule advisement appointments to plan out their studies. An area of interest and desire for some students in this additional location is to improve the process for securing books from Southeastern's Durant campus bookstore as efficiently as books are ordered and received from Amazon. At the Rose State Aviation Program, students appreciated the Site Director and Site Coordinator for providing optimal class sequencing and quick responses to email communication. They value the expertise of their faculty in bringing relevant, practical experiences to their in-class instruction. An area of interest noted in this additional location is to have offerings that are less spread out for students and to improve the students' abilities at enrolling without the holds that prevent their enrollment. In both additional locations, students confirmed having access that includes and is not limited to: availability of faculty, space for meeting with faculty, onsite and/or online library access, financial aid support, enrollment services support, and online tutoring.

### Evaluation and Assessment

What evidence demonstrates that the institution measures, documents, and analyzes student academic performance sufficiently to maintain academic quality at the additional locations? How are measures and techniques employed at a location equivalent to those for assessment and evaluation on the main campus? Consider, in particular, the setting of measurable learning objectives, the actual measurement of performance, and the analysis and use of assessment data to maintain/improve quality.

**Judgment of reviewer.** Check appropriate box:

Adequate

Attention Needed

### Comments:

Southeastern Oklahoma State University provided evidence that department chairs and associated faculty in each of the additional locations actively interact with Site Directors to maintain academic quality and assurance of student learning. The processes for assessment efforts are equivalent to those on Southeastern's Durant campus. The government contracts associated with the delivery of programs at the Rose State Aviation Program location creates an added component of oversight and performance measurement. For programs in the McCurtain County Campus location, the NCATE-accredited program follows assessment and performance measurements that are accreditation-specific; for non-accredited programs, assessment plans are tied to their respective disciplines in alignment with the Durant campus.

## Continuous Improvement

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What evidence demonstrates that the institution encourages and ensures continuous quality improvement at its additional locations? Consider in particular the institution's planning and evaluation processes that ensure regular review and improvement of additional locations and ensure alignment of additional locations with the mission and goals of the institution as a whole.

**Judgment of reviewer.** Check appropriate box:

Adequate

Attention Needed

### Comments:

Southeastern Oklahoma State University provided evidence of regular meetings among individuals in Academic Affairs, Physical Plant, Business Affairs, Marketing, Admissions, Financial Aid, Online and Distance Advising, the Registrar's Office, Information Technology, the Library, Student Success, and the Center for Instructional Development and Technology with the Site Director and teams at each of the additional locations. The President underscored the mission-critical contribution that each additional location makes in changing lives through higher education (for students at the McCurtain County Campus location) and in meeting the 2<sup>nd</sup> largest growing workforce need in Oklahoma (for the Rose State Aviation program location); both locations are viewed as in alignment with institutional goals.

Southeastern's leadership teams shared examples of planning and budgeting through addressing areas related to technology, drainage, curriculum, and HVAC, among others. Given the pandemic, in-person travel to each of the additional locations from Durant has been less frequent than desired with limited access to Tinker Airforce Base, which only allowed essential personnel. As access re-opens, this can be improved through scheduled visits with greater frequency and through replacing scheduled Zoom meetings with one or more members from Durant joining virtual meetings on site at one of the additional locations.

## Marketing and Recruiting Information

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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:

Southeastern Oklahoma State University provided evidence that information shared in brochures, fliers, and publications are consistent with the feedback given directly to the peer reviewer from students' during the additional location visits. Content of the newly re-designed brochures and promotional materials are consistent with the information shared during the additional location visits. Students affirmed that the information they received through admissions, advertisements, and advisement is

consistent with their on-site experiences at each additional location; specific areas of interest from student feedback are noted in the area of “Student Support.”

### Summary Recommendation

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Select one of the following statements. Include, as appropriate, a summary of findings.

- Overall, the pattern of this institution’s operations at its additional locations 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 additional locations needs some attention as defined in this report. 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. **[Identify specific areas needing organizational attention.]**
- The overall pattern of this institution’s operations at its additional locations is inadequate and requires attention from the Higher Learning Commission. **[Identify the specific concerns and provide a recommendation for HLC follow-up monitoring.]**

#### Summary of Findings:

Overall, Southeastern Oklahoma State University demonstrated effective administrative systems in place for managing the multiple additional locations at the McCurtain County Campus and Rose State Aviation Program. Site Directors play an integral role in delivering on the strategy of accomplishing local, autonomous oversight of each additional location with evidence provided of frequent and routine communication to key individuals at Southeastern’s main campus in Durant, Oklahoma. Faculty understand the unique student needs and distinctive contribution made at their respective additional location. A few areas of interest related to marketing brochures, signage, facilities, and student feedback have been provided. All individuals, including the President, Vice President of Academic Affairs, department chairs, those in supporting academic areas, and others in administrative and operational areas, provided evidence that aligned with an institutional value around the contributions to Southeastern’s mission and about the importance of student impact at each additional location.

### Notification Program for Additional Locations Approval Form

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Complete this form **only** if an institution has been granted access to the Notification Program for Additional Locations. The Institutional Status and Requirements Report for the institution will indicate whether the institution has access to the Program under “Location Stipulation.”

The institution has been accredited by HLC for at least 10 consecutive years with no record of any action during that period for sanction or show-cause.

Yes     No



HLC has not required monitoring of issues related to the quality of instruction or to the oversight of existing additional locations or campuses in the past 10 years.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The institution has demonstrated success in overseeing at least three locations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The institution has no other HLC or other legal restrictions on additional locations and/or programs offered off campus.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The institution has appropriate systems to ensure quality control of locations that include clearly identified academic controls; regular evaluation by the institution of its locations; a pattern of adequate faculty, facilities, resources and academic/support systems; financial stability; and long-range planning for future expansion.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No