

June 15, 2018

**ELECTRONIC DELIVERY**

██████████  
Campus President  
Delta Technical College-Ridgeland  
113 Market Ridge Road  
Ridgeland, Mississippi 39157

*School #B072378*  
*Warning*

Dear ██████████

At the May 2018 meeting, the Accrediting Commission of Career Schools and Colleges (“ACCSC” or “the Commission”) considered the Management Training & Professional Development Report submitted by Delta Technical College-Ridgeland (“DTC-Ridgeland”) located in Ridgeland, Mississippi. Upon review of the February 27, 2018 Commission letter and the school’s response, the Commission voted to place DTC-Ridgeland on **Warning** and to refer this matter for review in conjunction with the school’s Application for Renewal of Accreditation and on-site evaluation scheduled for June 26-27, 2018. The reasons for the Commission’s decision are set forth below.

**History of the Commission’s Review**

- At the November 2014 meeting, the Commission granted DTC-Ridgeland renewal of accreditation for a period of five (5) years going forward from October 2013. Additionally, the Commission determined DTC-Ridgeland had met the requirements for the addition of the CDL Training Course (Diploma) program within the school’s scope of accreditation and had met the requirements for the satellite location (#SL460475) located in Richland, Mississippi. The Commission, however, placed the school on Management Training and Professional Development Plan Reporting. The Commission determined that given the critical role that the school director plays in the success of the school, further monitoring was warranted in order to ensure the school plans for and provides sufficient management and administrative training on an ongoing basis.
- At the August 2015 meeting, the Commission voted to defer final action on the school’s application for a new non-degree program, Industrial, Commercial, Residential Electrician (Diploma), and Management Training and Professional Development Report until February 2016. The Commission noted continuity of management at DTC-Ridgeland appeared to be an ongoing issue. The Commission noted that the current director had only been with the campus since November 2014 and is the second Director in a year and the sixth Director in less than three years.
- At the February 2016 meeting, the Commission determined that DTC-Ridgeland had met the requirements for the addition of the Industrial, Commercial, Residential Electrician (Diploma) program and voted to continue DTC-Ridgeland on Management Training and Professional Development Plan Reporting. Given the historical and ongoing nature of the issue, and considering the importance of leadership at the institution, the Commission determined that additional monitoring was warranted to ensure long-term solutions have been put in place.
- At the December 2016 meeting, the Commission voted again to continue DTC-Ridgeland on Management Training and Professional Development Plan Reporting. The Commission noted the only positions included on the submitted Retention Chart were the Director and Director of Education. Additionally, the Commission noted the current Director and Director of Education had only held those positions since November 2016. In addition, the Commission found since 2011 the average tenure for the Director position was just over nine (9) months and since 2012 the average

tenure for the Director of Education position was five (5) months according to the information provided by the school.

- At the November 2017 meeting, the Commission voted again to continue DTC-Ridgeland on Management Training and Professional Development Plan Reporting. The Commission noted that the supplied management personnel retention chart did not include initial date of employment for the current position and that the campus president had been with the organization for a period of only seven (7) months since December 2016. Additionally, the Commission noted that the current Director of Admissions and Director of Education have only held their positions since January 2017. In addition, it was unclear how the school had calculated and reached its first and second quarter turnover rate averages.

### **May 2018 Review**

DTC-Ridgeland must demonstrate continuity of management and administrative capacity is ensured through the reasonable retention of management and administrative staff (*Section I (A)(4), Substantive Standards, Standards of Accreditation*) and that members of school management and administrative employees participate in ongoing development and training activities that support their particular roles in the school (*Section I (A)(3), Substantive Standards, Standards of Accreditation*). In review of the school's response to the February 27, 2018 Commission letter, DTC-Ridgeland provided a management retention chart for all management and administrative level staff for the period of August 1, 2017 through March 31, 2018. In review of the aforementioned chart, the Commission found that the Education Director (sic) resigned as of March 22, 2018 after 14 months in the position, and that an interim Director of Education (sic) started on March 16, 2018. Additionally, the Commission noted that the Registrar resigned after 10 months and it appeared that the school was without an individual acting in that capacity from December 18, 2017 until February 12, 2018. Furthermore, the Commission noted the turnover rate for staff in the August 1, 2017 through March 31, 2018 timeframe is reported to be 37.50%.

In addition, the Commission directed DTC-Ridgeland to submit an update of the school's efforts to increase retention for management and administrative staff to ensure greater retention going forward. Key areas identified in 2018 included multiple styles of meetings connecting administrative staff and keeping all parties informed and in strong communication with each other. Additionally, executive team members conducted outreach efforts with staff and placed an emphasis on retention of employees. The school further noted that the departure of the previous director of education was "under amicable terms to pursue a new opportunity" and that the school promoted from within for the replacement.

While the Commission recognized the school's efforts toward improving management and administrative staff retention, the Commission cannot overlook the school's reported high staff turnover rate since 2014. Despite the school's effort and the Commission's formal monitoring in this area, DTC-Ridgeland has been unable to demonstrate consistent improvement or the reasonable retention of key management and administrative staff as required by accrediting standards. The Commission continues to be concerned regarding the length of time that the school has reported high turnover rates of key positions and recognized that the school's efforts over time to improve these rates have not shown that the school is able to maintain momentum in achieving a stable staffing solution.

Accordingly, the Commission directs DTC-Ridgeland to compile and make available the following information for the on-site evaluation team scheduled to conduct its review on June 26-27, 2018:

- a. A Management Personnel Retention Chart for **all** management/administrative level staff at DTC-Ridgeland for the period of June 15, 2017 to June 15, 2018 using the following format:

Name	Title	Initial Date of Employment	Initial Date of Employment for Current Position	Tenure of Service		Termination Date (if applicable)	Reason for Leaving/Termination (if applicable)
				Yrs.	Mos.		

- b. The school’s plan to increase retention for management and administrative staff including any new initiatives developed by the school, the average tenure of managers based on the data submitted in the above chart, and a summary of the impact of the strategies employed to ensure greater retention going forward;
- c. The school’s turnover rate for management and administrative staff for the time period June 15, 2017 to June 15, 2018;
- d. Evidence of any training for any new management and administrative staff hired since the response to the February 27, 2018 Commission Letter; and
- e. Any addition information that the school believes will be useful to the Commission in making a determination regarding the school’s compliance with accreditation standards regarding the retention of management staff and ongoing development and training activities for management staff.

**Warning Restrictions:**

Pursuant to *Section VII (K)(7), Rules of Process and Procedure, Standards of Accreditation*, the Commission will not consider substantive changes, a change of location/relocation, or additions (i.e., separate facilities, new programs) to a school or its separate facilities while the school is under a Warning.

**Notification to Students:**

The Commission requires the school to inform current and prospective students in writing that the school has been placed on Warning and to provide a summary of the reasons for the Warning Order (*Section VII (K)(7) Rules of Process and Procedure, Standards of Accreditation*).

**Response Requirements:**

By applying for accreditation, a school accepts the obligation to demonstrate continuous compliance with the *Standards of Accreditation*. While the Commission employs its own methods to determine a school’s compliance with accrediting standards, the burden rests with the school to establish that it is meeting the standards. The Commission’s deliberations and decisions are made on the basis of the written record and thus a school must supply the Commission with complete documentation of the school’s compliance with accrediting standards.

Since DTC-Ridgeland is in the process of renewal of accreditation, the Commission will incorporate the review of this matter with its renewal of accreditation on-site evaluation on June 26-27, 2018. The Commission expects DTC-Ridgeland to provide the on-site evaluation team with the most current updates available on the aforementioned matter. DTC-Ridgeland will be given opportunity to address any findings in this regard as part of the school’s response to the Team Summary Report.

For further assistance or additional information, please contact [REDACTED] or [REDACTED]

Sincerely,



Michale S. McComis, Ed.D.  
Executive Director

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