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January 15, 2021

Dr. Lucille A. Jordan
President
Nashua Community College
505 Amherst Street
Nashua, NH 03063

Dear President Jordan:

I write to inform you that at its meeting on November 19, 2020, the New England Commission of Higher Education considered the report submitted by Nashua Community College and took the following action:

that the report submitted by Nashua Community College be accepted;

that the interim (fifth-year) report scheduled for consideration in Spring 2023 be confirmed;

that the comprehensive evaluation scheduled for Spring 2028 be confirmed

The Commission gives the following reasons for its actions.

The report submitted by Nashua Community College was accepted because it was responsive to the concerns raised by the Commission in its letter of December 5, 2018.

The Commission commends Nashua Community College (NCC) on the significant progress the institution has made in achieving its enrollment, retention, and financial goals. Although NCC was unable to meet its goal to increase enrollment by 2%, student retention increased from 55% in AY2016 to 69% in AY2019. We understand that numerous initiatives contributed to this increase in retention including: the “Guided Pathways for Success” program that encourages students to take 15 credits per term; the *BetterHelp* online tool and the internal Concern, Assessment, Response, and Evaluation (CARE) team that provides guidance, resources, and support to students; and the early warning system, *Navigate*, that identifies students early in the semester who are at risk. We also note with favor that the number of students in the dual-enrollment program, “Running Start,” increased by 105 from Fall 2018 to Fall 2019. We appreciate that Nashua Community College’s financial position is strong even given the negative impact of the COVID-19 pandemic. We understand that NCC projects over a \$1.2 million total reserve for FY2021 and has restructured debt thereby achieving \$300,000 in savings for FY2021 as well. Additionally, NCC has restructured the previously vacant CFO

position to create a new position, Chief Accounting Officer (CAO), which now includes additional duties related to the management of the business office. The CAO position has been staffed with a long-standing employee who had previously served in the role of Business Office Manager and Bursar. The College will also continue to benefit from the services of a financial consultant with whom the institution has engaged for the past ten years. The Commission notes with approval that “this combination of an experienced college president, a capable financial consultant, and a newly appointed CAO gives NCC the advantage of being able to assess financial matters through various lenses and perspectives.”

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. We refer you to our letter of December 5, 2018, which specifies matters to be addressed in the Spring 2023 interim report.

Finally, the scheduling of a comprehensive evaluation Spring 2028, is consistent with Commission policy requiring each accredited institution to undergo a comprehensive evaluation at least once every ten years.

We remind you that the *Standards for Accreditation* have the mid-course review, and the new Standards went into effect on January 1, 2021. Therefore, all reports submitted after that date should reference the 2021 Standards.

The Commission expressed appreciation for the report submitted by Nashua 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. Jeremy Hitchcock and Dr. Susan Huard. 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.

If you have any questions about the Commission’s action, please contact Lawrence M. Schall, President of the Commission.

Sincerely,



George W. Tetler

GWT/sjp

Enclosure

cc: Mr. Jeremy Hitchcock
Dr. Susan Huard