## Removing Barriers for Underrepresented Students

This chart illustrates the major barriers MJC students face and strategies to remove them.

### Academic Barriers

- **Students do not have adequate resources to be successful**
  - 52% of students are unprepared for college-level courses
  - There is insufficient academic support for underprepared students

### Procedural Barriers

- **Students do not have a simple, centralized way to find help for college-related questions**
  - Students stand in multiple lines on 2 campuses to complete registration processes
  - Many transactional services for students have not been updated or streamlined in years
  - There is no knowledge base for students to find answers to frequently asked questions

### Physical Barriers

- **The college budget does not have funding to renovate office space to serve students more effectively**
  - Walls and windows separate students & staff in multiple college offices
  - Coordination between offices needs to be revised. Students must hand-carry requests for basic academic transactions
  - Students do not have easy access to online support services

### Strategies

- **Coordinate and improve academic services**
  (assessment, placement, pre/co-requisites, and accelerated classes)

- **Develop a structure to deliver non-credit and not-for-credit learning support**

- **Develop policies and procedures to establish competency-based credit options for life/career experience**

- **Establish a college-wide Service Desk** with face to face, telephone and online assistance

- **Develop policies and processes** that allow students to find help with petition transactions at a single point of contact

- **Provide in-depth training** for financial aid, admissions, and business office staff to simplify processes for students

- **Improve access to Student Services on both campuses**
  (Admissions/ Records/ Financial Aid/ Business Services)

- **Develop online tutoring, counseling and other services** for students who cannot easily come to campus

- **Renovate the Assessment Center** to improve student access