



# **Kankakee Community College Federal Compliance Materials Packet**

Academic Quality Improvement Program  
The Higher Learning Commission - NCA

**Submitted: March 28, 2007**

## 1.Student loan default rate

Our latest default rate for borrowers who went into default within two years of going into repayment is 14.0%.

Entered Repayment	Default Rate
2004	14.0%
2003	5.4%
2002	8.6%
2001	8.8%
2000	6.5%

KCC's default rate is higher than the overall National Average (about 5%). The trigger for the Department of Education to be concerned is a default rate of 20%. If our default rate were to exceed 20 % we would develop a default management plan, submit it to the Department of Education for approval and implement the plan when it was approved. Around 1990, our default rate was about 28%. By the time our plan was approved, our default rate fell below the 20% threshold and we were not required to implement the plan.

Our current Institutional Loan Policy (see Appendix A) is what is left of the old default management plan and has been working for us quite well over the past 15 years. The 2004 default rate is of some concern to the Director of Financial Aid. However, the number of borrowers who entered repayment is so small that it only took 5 defaulters to raise our default rate from 5.4 to 14.0. This will bear close scrutiny over the next few years to see if it was an anomaly or an indicator that something has changed.

There have been no problems with renewal of eligibility, program audits or other USDE actions.

## 2.Commission policy 1.C.7, Credits, Program Length, and Tuition.

The [Illinois Community College Board manual](#) provides definitions and guidelines for credits, program length and tuition parameters. As an example:

### b) Course Credit Hour Determination.

- 1) Credit hours for courses for which ICCB credit hour grants are to be claimed shall be determined on the basis of an expected 45 hours of combined classroom/laboratory and study time for each semester hour or 30 hours of such time for each quarter credit hour.
- 2) Courses with students participating in lecture/discussion-oriented instruction will be assigned one semester credit hour or equivalent for each 15 classroom contact hours of instruction per semester or equivalent. It is assumed that two hours of outside study will be invested for each classroom contact hour.

3) Courses in which students participate in laboratory/clinical-laboratory-oriented instruction will be assigned one semester credit hour or equivalent for each 30-45 classroom contact hours of instruction per semester or equivalent. It is assumed that one hour of outside study will be invested for each two laboratory contact hours.

4) Students who participate in non-clinical internship, practicum, or on-the-job supervised instruction shall receive one semester credit hour or equivalent for each 75-149 contact hours per semester or equivalent and students who participate in clinical practicum experiences shall receive one semester credit hour or equivalent for each 30-60 contact hours per semester or equivalent. It is assumed that one hour of outside study time will be invested from each two clinical practicum contact hours.

KCC calculates credit hours as described by the ICCB. Fall/spring terms consists of 16 weeks of classes plus a final exam week. Credits are computed by the standard formulas:

Lecture: One credit is computed as (1 x 50 minutes x 15 weeks).

Lab: One credit is computed as (2 x 50 minutes x 15 weeks).

Clinical: One credit is computed as ((2 or 3) x 50 minutes x 15 weeks).

Independent studies: One credit is computed as (5 x 50 minutes x 15 weeks).

Programs, including total program length, are approved by the ICCB. The ICCB requires that each community college evaluate its programs in order that all programs are evaluated every five years. KCC keeps a five year calendar of program reviews. We inform the ICCB of reviews scheduled the following year are identified and presented annually in August to the ICCB. Completed program reviews are kept on file by the dean of instruction.

Tuition rate parameters are set by the Illinois Community College Act and described in the ICCB manual. KCC does not charge higher or lower tuition for some programs. KCC charges tuition that is lower than the state average. The ICCB collects tuition information in its annual [data book](#). Table IV-9 of the data book contains the “PER CAPITA COSTS, CHARGEBACK RATES, AND STUDENT TUITION AND FEE RATES AT ILLINOIS PUBLIC COMMUNITY COLLEGE DISTRICTS.”

Dist. No.	District	FY 2004 Per Capita Costs	FY 2005 Chargeback Rates	FY 2005 Student Tuition & Fee Rates
520	Kankakee	\$263.23	\$83.72	\$60.00
STATE AVERAGES		\$297.38	\$140.25	\$63.92

Continuing in that report, tables 10-13 compare KCC costs to other Illinois community colleges. This report shows that KCC costs are near or under the state average in most categories.

Table IV-9 - Per Capita Costs, Chargeback Rates, and Student Tuition and Fee Rates at Illinois Public Community College Districts

Table IV-10 - 2003 Operating Tax Extensions for Real Estate and Other Property Tax and 2004 Corporate Personal Property Replacement Tax Revenues

Table IV-11 - 2003 Tax Levy Rates (Per \$100 of EAV)

Table IV-12 - Fiscal Year 2004 Net Instructional Unit Cost by Funded Instructional Categories in Illinois Public Community Colleges

Table IV-13 - Fiscal Year 2004 Net Instructional Unit Cost by Funded Instructional Categories in Illinois Public Community Colleges - Unrestricted Costs

Tuition costs are found in both the printed and online college catalog. The online version link is <http://www.kcc.edu/students/academics/Pages/academiccatalog.aspx> in the section on Admissions/Registration Tuition/Financial Aid. In and out of district rates are also found at <http://www.kcc.edu/prospective/paying/cost/Pages/tuitionandfees.aspx> along with a definition of in-district.

### **3.Commission policy III.A.1, Professional Accreditation**

Three KCC programs carry professional accreditation or approval. None of the three programs carries more than 1/3 of KCC's programs. None of the three contains more than 1/3 of KCC's enrollment.

The Medical Laboratory Technology program receives accreditation from the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS). The last accreditation cycle ended in March 2005. The program was not cited for any non-compliance of accreditation standards.

The Respiratory Therapist Program receives accreditation from the Commission on Accreditation of Allied Health Education Programs through the recommendation of the Committee for Accreditation of Respiratory Care (CoARC). The program received full accreditation in 1998 for 10 years.

KCC's Respiratory Therapist Program received a letter on April 12, 2006 referring to our 2004 annual report stating that we did not meet the threshold for "RRT Credentialing Success". The 2004 group of students (minus one) did not take the Registry exams. Students took the CRT exam. It is only necessary to be a CRT to become licensed in the state of Illinois and a number of hospitals do not have a pay differential for the two credentials. Therefore, there is little incentive for the student to take two extra tests to become an RRT. CoARC wanted a method for assuring that the students are receiving RRT level training and have suggested using the NBRC (National Board for Respiratory Care) Self-Assessment Exams to show that we are meeting these expectations. Since we can not "force" the students to take the RRT exams after graduation, these exams would show the accrediting agencies that we are

fulfilling the requirements. We will begin using these exams in the Fall semester (2007).

Paralegal/Legal Assistant studies received American Bar Association approval in August 2005. The ABA approved the program and provided 12 recommendations for continuous improvement before the 2012 site visit. Most initial approval applications and site visits result in 15-18 recommendations.

#### **4.Commission policy IV.B.4 Organizational Records of Student Complaints**

As part of our review of the portfolio feedback report, we have clarified internal responsibilities for student complaints and added an analysis and reporting process. The brief version of responsibilities appears below. The logs for comments and complaints for the public suggestion boxes, academic appeals and non-academic complaints (with submission form) are in appendices B, C and D. Items related to complaints submitted by faculty/staff have not been attached.

##### **Complaints & Grievances table – spring 2007:**

<b>Type</b>	<b>Responsibility for tracking</b>	<b>Written Policies or Procedures</b>	<b>Comments</b>
Candid comments via suggestion boxes	Administrative Assistant to the President	President's Office Operations Manual	Comments are given to the President's cabinet for resolution.
Equal Employment Opportunity (EEO) related complaints	Director, Human Resources	Personnel Handbook and Faculty/Admin handbook should have matching sections. Written procedures for appeals of title/job description for both supportive and administrative staff.	These are for employee complaints and affirmative action issues. There are also policies related to appeals which are not currently in the employee handbooks. Note: Currently, the Faculty/Admin handbook is being updated but cross-checks with the Personnel Handbook have not occurred.
Grade related complaints	Dean of Instruction	In the Student Catalog	These are forwarded from division chairs. Most are handled by the division chairs.
Student complaints	Dean of Student Services	In the Board Policy Manual. Also in the student catalog	Records include informal (phone, 'chat', hallway) complaints as well as formal (written) complaints.
Faculty complaints (grievances)	Vice-President of Instruction and Student Services	In the faculty contract	
Web page	Administrative	Via the web page	Items sent to appropriate

comments	assistant in marketing		person. Most are questions. Beginning Jan 2007, appropriate comments and complaints will be forwarded to the president's office.
Security	Head of Security		Security issues do not get forwarded. Appropriate comments and complaints are sent to the dean of student services

**Comments and Complaints Analysis Process (approved spring 2007)**

1. Each system of comments/complaints will have a summary tracking system which will record basic information regarding issues and resolutions.
2. At the end of each fiscal year
  - a. Each system will create a summary report documenting the basic types of complaints, quantifying issues/resolutions and checking for repeating themes.
  - b. each report can include recommendations resulting from the analysis of repeating themes for the fiscal year
  - c. each report can include recommendations resulting from the analysis of repeating themes across fiscal years
  - d. each report can include recommendations for process and policy changes related to the specific system of comments/complaints
3. The report will be presented to the President's Cabinet in the fall
4. The President's Cabinet will act on recommendations

**5.Third Party Comments**

As required for the AQIP Quality Checkup, Kankakee Community College has invited third party comments from our constituents. Constituent groups were discussed by the President's Cabinet consisting of the President, Vice-Presidents, Deans and director of marketing. The director of marketing then determined the most appropriate avenue of distribution for the Invitation.

On February 19, 2007, KCC's board of directors was updated on the site visit and provided a copy of the Invitation. Appendix E is the general press release, sent February 23 this year. The release went to every media outlet in the college's district, which includes all the radio stations and newspapers. Ad space was purchased in the Daily Journal and Watseka Times Republic which are the two primary newspapers in the college's district.

Copies of the Invitation from the following print resources have been sent to Karen Solinski at the Higher Learning Commission:

- Daily Journal newspaper on Tuesday, Feb. 27 – This is the primary Kankakee County newspaper.
- Watseka Times Republic newspaper on Wednesday, Feb. 27 - This is the primary Iroquois County newspaper.

- Herscher Pilot newspaper on Thursday, March 1
- Update - the college newsletter on March 5
- KCC web site the week of March 5  
<http://www.kcc.edu/faculty/aqip/Invitation/index.asp>
- Daily Journal newspaper article on March 11
- Herald (Bradley/Bourbonnais) newspaper article on March 13

## **6. Title IV compliance**

Files related to Title IV compliance are found in the following areas:

### Director of Financial Aid

- program participation agreement (PPA)
- Eligibility and Certification Renewal (ECAR)
- the default rate for the most recent three years as established by the USDE
- information about compliance with the administrative or recordkeeping requirements of Title IV
- information about compliance with financial responsibility standards
- limitation, suspension, or termination (LST) actions (none)
- audits by the Inspector General of the USDE (none)
- deficiencies or corrective actions demanded by the USDE or other governmental agencies
- release of completion/graduation rates

### Dean in Instruction

- program reviews
- student grievance files

### Dean of Student Services

- campus crime-reporting
- student grievance files

### Director of Marketing

- sample marketing materials

### MIS Specialist

- completion/graduation rates

## **7. Sample of advertising and recruitment materials**

FY2007 publications which refer to the HLC do not include the commission's address and phone number. That oversight will be corrected in FY2008 publications. Sample advertising and recruiting materials will be available to the AQIP site visitors.

Appendix A  
KANKAKEE COMMUNITY COLLEGE  
Loan Policy for Stafford Student Loans

1. A student must have earned 6 semester hours of credit at KCC with at least a 2.0 GPA before a loan will be approved. Subsequent loans will be approved only if the student is making financial aid satisfactory progress. Hours earned in remedial classes do not count toward the 6 hour minimum.
2. Loans will not be approved for any first time borrower who is on financial aid satisfactory progress WARNING.
3. At Kankakee Community College the maximum amount a dependent student may borrow through the Federal Stafford Loan Program is \$8,000. At the freshman level (up to 30 semester hours earned toward the degree) the total of both subsidized (**Sub**) and unsubsidized (**Unsub**) loans may not exceed \$3,500. At the sophomore level the total of both Sub and Unsub loans may not exceed \$4,500. Loan maximums include previous loans at other institutions.
4. At Kankakee Community College the maximum loan amount an independent student (and dependent students whose parents have been denied a PLUS loan) may borrow is \$16,000. Total loans at the freshman level (up to 30 semester hours earned toward the degree) may not exceed \$7,500 (the Subsidized/Unsubsidized (**Sub/Unsub**) eligibility of \$3,500 plus the additional Unsubsidized eligibility of \$4,000), and total loans at the sophomore level may not exceed \$8,500 (the Sub/Unsub eligibility of \$4,500 plus the additional Unsub eligibility of \$4,000). Loan maximums include previous loans at other institutions.
5. Student borrowers attending less than full time will have their academic year loan maximums prorated according to the following table:

Academic Level	Type of Loan	Academic Load			
		Full-Time	3/4-Time	1/2-Time	<1/2-Time
Preparatory	Sub or Unsub	\$2,625	\$1,970	\$1,312	\$0
	Unsub	\$4,000*	\$3,000*	\$2,000*	\$0
Freshman**	Sub or Unsub	\$3,500	\$2,625	\$1,750	\$0
	Unsub	\$4,000*	\$3,000*	\$2,000*	\$0
Sophomore	Sub or Unsub	\$4,500	\$3,375	\$2,250	\$0
	Unsub	\$4,000*	\$3,000*	\$2,000*	\$0

\* Unsubsidized loans are available only to independent students and dependent students whose parents have been denied a PLUS loan. See items 4 and 5 above.

\*\* Loan limits for Freshmen include any amount borrowed at the preparatory level

Maximums for loans processed for periods of enrollment less than a full academic year will be prorated based on the following schedule: fall only - 50%, spring only - 50%, spring and summer only - 75%.

6. Loan checks for first time borrowers at KCC will be held until at least 30 days after the first day of classes.
7. Monies and other forms of assistance received from outside agencies for living expenses are considered resources available to defray the cost of indirect educational expenses such as room and board.
8. If you believe that your circumstances warrant a modification to any of the above policies, except number 6 which cannot be appealed, you may submit a specific request in writing including a complete explanation of your circumstances including documentation if appropriate to the Director of Financial Aid.

## Appendix A

### Are You Getting The Best Deal On Your Student Loan?

Benefits differ from lender to lender. Below are listed several types of benefits and some examples of each. It is in your best interest to select a lender you are comfortable with and that is offering you reasonably comparable benefits to other lenders.

#### Up Front Savings

- Reduction in the Guarantee Fee – There is a 1% guarantee fee allowable on a loan. Will you pay the entire fee or will it be reduced or eliminated?
- Interest Rebate on Original Principle – The Stafford Student Loan has a fixed interest rate of 6.8%. When you enter repayment will your interest rate be the full rate allowable under the law or will you pay a lower interest rate?
- Interest Credit on PLUS Loans – If your parents are taking out a PLUS Loan, will they pay the full interest rate allowable under the law or will they pay a lower interest rate?

#### Repayment Savings

- Interest Rate Reduction – After making a certain number of on-time payments, some lenders will automatically reduce the interest rate on the remaining balance for the term of the loan. Does your lender offer this?
- Interest Rate Reduction for Electronic Payment – Some lenders offer an interest rate reduction when a student has their loan payments for their Stafford Loan withdrawn from their bank account electronically during repayment. Does your lender offer this?
- What special conditions must you meet in order to receive a particular benefit? Are these conditions reasonable?

#### Other

- If you consolidate the loan, do you still receive any of the above benefits?
- If you will be involved with both a Stafford an alternative loan, are combined billing options offered?
- How do the terms and conditions being offered by one lender compare with the terms and conditions being offered by other lenders?

This is not meant to be an all-inclusive list of benefits offered from every lender. It is meant to be a representative list and it's purpose is to get you to think about whether or not you are getting the best deal and to stimulate you to ask questions of your lender rather than just put one down on your application.

If you have any questions regarding your loan, you are encouraged to make an appointment with someone in the Financial Aid Office to discuss your concerns.

8/06



Kankakee Community College - Student Grievance Summary Appendix C  
Submitted to the Dean of Instruction

YEAR	TYPE OF APPEAL	AREA	STEP RESOLVED	RESOLUTION
2000	Requested a higher grade	NURS	Dean of Instruction	Upheld faculty decision
2001	Requested a higher grade	CDEV	Division Chair	Upheld faculty decision
2002	Claimed discrimination by instructor due to personality conflict	PLAS	Division Chair	Student decided not to proceed
2003	Requested a higher grade and claimed discrimination by instructor	ENGL	Dean of Instruction	Student failed to respond to requests
2003	Requested a higher grade	PSYC	V. P. For Instruction & Student Serv.	Upheld faculty decision
2003	Personality conflict with project partner	COSC	Dean of Instruction	Upheld faculty decision
2003	Claimed discrimination by instructor due to personality conflict	COSC	Dean of Instruction	Student failed to respond to requests
2004	Requested a higher grade	NURS	Division Chair	Upheld faculty decision
2004	Requested policy for missing a quiz due to father's funeral in Arizona be revised for this particular situation.	NURS	Division Chair	Upheld faculty decision
2004	Student for threatening behavior towards another student and disrupting class.	NURS	V. P. For Instruction & Student Serv.	Student suspended one day
2004	Civil rights action threatened due to being advised student was accepted in LPN program and then advised not accepted.	NURS	Affirmative Action Officer	No further action from student's lawyer
2004	Student requested chargeback and claims staff did not make the necessary accommodations	READ	V. P. For Instruction & Student Serv.	Student received chargeback
2005	Requested a higher grade	HIST	Division Chair	Upheld faculty decision
2005	Requested a higher grade	ENGL	Division Chair	Upheld faculty decision
2005	Requested a higher grade	ENGL	Division Chair	Upheld faculty decision
2005	Requested a higher grade	ENGL	Division Chair	Upheld faculty decision
2005	Requested a higher grade	ENGL	Division Chair	Reversed faculty decision
2005	Requested a higher grade and claimed bias	ELTR	Division Chair	Upheld faculty decision
2005	Requested a higher grade	CDEV	Acting Dean of Instruction	Upheld faculty decision
2006	Requested proficiency exam for failed class	SPAN	Dean of Instruction	Upheld faculty decision
2006	Requested a higher grade	ENGL	Division Chair	Upheld faculty decision
2006	Requested a higher grade	PSYC	Division Chair	Reversed faculty decision
2006	Requested a higher grade	PSYC	Division Chair	Upheld faculty decision
2006	Requested a higher grade	ENGL	Dean of Instruction	Upheld faculty decision
2006	Requested a higher grade	ENGL	Division Chair	Error in registrar's office - higher grade given

Kankakee Community College - Student Grievance Summary Appendix C  
 Submitted to the Dean of Instruction

2006	Requested a higher grade	PSYC	Division Chair	Upheld faculty decision
2006	Requested a higher grade	ENGL	Division Chair	Upheld faculty decision
2006	Requested a higher grade	ARTS	Division Chair	Upheld faculty decision
2006	Requested a higher grade due to instructor's absences due to illness	HUMS	V. P. For Instruction & Student Serv.	Upheld faculty decision and offered retake of course
2006	Requested higher grade	HUMS	Dean of Instruction	Reversed faculty decision
2006	Requested higher grade	HUMS	Division Chair	Reversed faculty decision

Appendix D

**Student Complaint Counts**  
**via the Dean of Student Services' office**

**July 2006 – February 2007**

The full report is utilized during the analysis phase. Sample report form attached.

Academic complaint	2
Academic/financial aid issue	1
Athletic related	1
Classroom disruption	2
Financial aid	2
Inappropriate behavior of instructor	1
Inappropriate behavior/sexual harassment/harassment	3
Loud cafeteria noises	2
Metro bus schedule	1
Nursing program re-entry/program problems	5
Plagiarism	1
Student Services advisor	1
Tardiness of student	1
Unfair treatment by instructor	4
Verbal threats	1
Violation of Academic Regulations	7

Appendix D (cont.)  
KANKAKEE COMMUNITY COLLEGE  
NON-ACADEMIC COMPLAINT/GRIEVANCE/APPEAL FORM

Student name \_\_\_\_\_

Student ID number \_\_\_\_\_

Address \_\_\_\_\_

Telephone (Home) \_\_\_\_\_ (Work) \_\_\_\_\_

Date Complaint/Grievance/Appeal Filed \_\_\_\_\_

Individual named in Complaint/Grievance/Appeal \_\_\_\_\_

KCC department related to this incident (if applicable) \_\_\_\_\_

*Return completed complaint form to the Dean of Student Services in L201.*

**DESCRIPTION OF COMPLAINT**

1. The nature of the complaint/grievance/appeal \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. The facts on which it is based \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. The actions requested to resolve the problem \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

The above statements are true. I understand that any misrepresentation of the facts can result in formal disciplinary action. (Photo ID is required at the time of submission).

Signature of student \_\_\_\_\_ Date \_\_\_\_\_

Use additional paper if necessary. Attach additional information to this form. Students must initiate the complaint procedure within 30 days of the occurrence of the action being grieved. A college day is defined as any day excluding Saturdays, Sundays, breaks in the academic year, or any holiday recognized by the college. Board Approved \_\_\_\_\_

Appendix E

Date: Feb. 23, 2007  
For Release: Immediate

Reviewers from the Higher Learning Commission of the North Central Association of Colleges and Schools will conduct a site visit at Kankakee Community College from April 25 to 27.

The commission is one of six accrediting agencies in the United States which provides institutional accreditation on a regional basis. KCC has held Higher Learning Commission accreditation since 1974.

"For the past five years, KCC has been engaged in a process of continuous quality improvement, addressing institutional growth and criteria for accreditation," said Judy Marwick, KCC's vice president for Instruction and Student Services. "During the site visit, the reviewers will ask questions and share advice to help KCC move forward on its quality improvement journey."

The Higher Learning Commission evaluates and recognizes institutions as a whole. There are other agencies which provide accreditation for specific programs. Overall, the commission accredits approximately 1,100 institutions of higher education in a 19-state region. It is recognized by the U.S. Department of Education. Institutional accreditation is voluntary.

As part of the accreditation process, the public is invited to submit comments about KCC to "Public Comment on Kankakee Community College"; The Higher Learning Commission; 30 N. LaSalle St. Suite 2400; Chicago, IL 60602.

Comments must address substantive matters related to the quality of the institution or its academic programs, and will not be treated as confidential. Signed comments must be received by March 23, 2007, and should include the name, address and telephone number of the person providing the comments. The commission cannot guarantee that comments received after the due date will be considered.

The decision of the Higher Learning Commission regarding KCC's re-accreditation is expected in 2009.

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Appendix E

Kankakee Community College invites comments from the public about the college in preparation for its periodic evaluation by its regional accrediting agency. Reviewers from the Higher Learning Commission of the North Central Association of Colleges and Schools will conduct a site visit at the college on April 25-27, 2007. The team will review the institution's quality improvement process and the college's ongoing ability to meet the commission's criteria for accreditation.

The public is invited to submit comments regarding the college:

**Public Comment on Kankakee Community College**  
The Higher Learning Commission  
30 North LaSalle Street, Suite 2400  
Chicago, IL 60602

Comments must address substantive matters related to the quality of the institution or its academic programs. Comments must be made in writing and signed. Comments cannot be treated as confidential.

**All comments must be received by March 23, 2007.**