

QUALITY CHECKUP REPORT

Kankakee Community College

Kankakee, IL

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Quality Checkup team members:

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Background on Quality Checkups conducted by the Academic Quality Improvement Program

The Higher Learning Commission's Academic Quality Improvement Program (AQIP) conducts Quality Checkup site visits to each institution during the fifth or sixth year in every seven-year cycle of AQIP participation. These visits are conducted by trained, experienced AQIP Reviewers to determine whether the institution continues to meet The Higher Learning Commission's *Criteria for Accreditation*, and whether it is using quality management principles and building a culture of continuous improvement as participation in the Academic Quality Improvement Program (AQIP) requires. The goals of an AQIP Quality Checkup are to:

1. Affirm the accuracy of the organization's online Systems Portfolio and verify information included in the portfolio that the last Systems Appraisal has identified as needing clarification or verification (System Portfolio Clarification and Verification);
2. Review with organizational leaders actions taken to capitalize on the strategic issues and opportunities for improvement identified by the last Systems Appraisal (Systems Appraisal Follow Up);
3. Alert the organization to areas that need its attention prior to Reaffirmation of Accreditation, and reassure it concerning areas that have been covered adequately (Accreditation Issues Follow Up);
4. Verify federal compliance issues such as default rates, complaints, USDE interactions and program reviews, etc. (Federal Compliance Review); and
5. Assure continuing organizational quality improvement commitment through presentations, meetings, or sessions that clarify AQIP and Commission accreditation work (Organizational Quality Commitment).

The AQIP peer reviewer(s) trained for this role prepare for the visit by reviewing relevant organizational and AQIP file materials, particularly the organization's last *Systems Appraisal Feedback Report* and the Commission's internal *Organizational Profile*, which summarizes information reported by the institution in its *Annual Institutional Data Update*. The report provided to AQIP by the institution is also shared with the evaluator(s). Copies of the Quality Checkup report are provided to the institution's CEO and AQIP liaison. A copy is retained by the Commission for the institution's permanent file, and will be part of the materials reviewed by the AQIP Review Panel during Reaffirmation of Accreditation.

Clarification and verification of contents of the institution's *Systems Portfolio*

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

The agenda was organized to cover all nine categories and was very helpful in conducting the visit. Institutional representatives shared information through policy documents and engaged discussion of issues raised with the systems portfolio review. Discussions confirmed a commitment to the academic quality improvement process by the faculty, staff, administration, and board of trustees. The *Systems Appraisal Feedback Report* listed 50 Os and 8 OOs. The college is actively involved in addressing the opportunities identified in the report.

Review of specific accreditation issues identified by the institution's last *Systems Appraisal*

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

It is clear that the faculty, staff, and administration of Kankakee Community College have worked diligently to address all feedback received from the *Systems Appraisal Feedback Report*. The specific accreditation issues addressed included assessment of student learning and long-term strategic planning.

The AQIP Leadership Team and Project Teams reviewed Kankakee Community College's assessment process. The process is evolving and includes classroom, course, and general education assessments.

A four-year strategic plan has been developed under the leadership of the President. A four-year planning and review cycle is now in place. With the CQI culture in place, this plan will be a living document and help guide the college.

Review of the institution's approach to capitalizing on recommendations identified by its last Systems Appraisal in the *Strategic Issues Analysis*.

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Kankakee Community College is making significant strides toward identifying critical data to assist in the academic quality improvement process as evidenced by stakeholder input and campus conversations.

Review of organizational commitment to continuing systematic quality improvement

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Kankakee Community College has developed a culture of continuous quality improvement. Faculty, staff, administration, and the Board of Trustees use common terminology and are actively involved in actions projects and systemic process improvement.

USDE issues related to default rate (renewal of eligibility, program audits, or other USDE actions)

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

The team reviewed documents related to the USDE default rate. The documents showed that the default rate in 2004 was 14%, representing an increase of 8.6% from 2003. This increase is as a result of 5 defaulters and is being closely monitored by the Director of Financial Aid.

In December 5, 2006 the USDE re-approved eligibility and full certification for the distribution of federal financial aid at Kankakee Community College. The next renewal date is June 30, 2012. All other documentation was readily available and acceptable.

Compliance with Commission Policy IV.A.8, Public Notification of Comprehensive Evaluation Visit

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

A newly revised and well defined grievance procedure has been approved by the administration and will be presented to the Board of Trustees in May 2007 for final approval with an anticipated implementation date of July 2007.

Compliance with Commission policy 1.C.7, Credits, Program Length, and Tuition

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

The college catalog lists all general fees, contains a refund policy, along with listing refund dates and amounts. The length of classes and course requirements are listed as well.

The web site reflects that for the spring of 2007, total tuition is \$60 per credit hour for in-district students and for in-state out of district students the rate is \$168.42. Total tuition of state students is \$306.18 and for senior citizens it is \$6.00 per credit hours.

Compliance with Commission policy IV.B.2, Advertising and Recruitment Materials

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Recruitment materials were informative, detailed, and displayed throughout the campus. Sample printed brochures identified coursework, cost, and in some instances student completion and placement rates were available.

Compliance with Commission policy III.A.1, *Professional Accreditation*, and III.A.3, *Requirements of Organizations Holding Dual Institutional Accreditation*

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

The college has only one institution wide accreditation relationship, and that is with the Higher Learning Commission. It does however have specialty accreditation for the Medical Laboratory Technologist and Respiratory Therapist Programs.

The Statement of Affiliation Status indicates that Kankakee Community College is accredited through 2008-2009.

Compliance with Commission policy IV.B.4, *Organizational Records of Student Complaints*

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

The college has a student grievance procedure in place. A newly revised and well defined grievance procedure has been approved by the administration and will be presented to the Board of Trustees in May 2007 for final approval with an anticipated implementation date of July 2007.

Written documentation was provided for the team to review which included logs indicating the student complaints and their outcomes. Evidence that the public was informed on the crime statistics was available. However, the report indicates no crime on campus from 2003 through 2005.

Other USDE compliance-related issues

None noted.

Other AQIP issues

The team acknowledges and appreciates the wide participation of institutional representatives, community stakeholders, and students.

The team would like to compliment Kankakee Community College on the welcoming environment, quality of the materials presented, and clean and attractive physical plant.

The team would like to express appreciation for the extensive involvement and participation of the AQIP Leadership Team throughout the site visit.

Kankakee Community College is making significant strides in creating a campus culture of continuous quality improvement. There is a genuine commitment to becoming a learning organization that is forward-thinking and focused on quality.