

AQIP PROJECTS – Reflections

Please Note: Number in () indicates multiple responses to that specific category/process

What is KCC's most valuable accomplishment?

- Category 1 - Helping students learn (7)
- Teaching and training students.
- Full and part-time faculty development (2) —vastly improved quality and quantity.
- Teaching/learning orientation for faculty. (2)
- Being more student centered.
- Student centric ideas, i.e. WebAdvisor, off-campus availability of resources, recruitment.
- Teaching and Learning center concept (3)
- Technology increases—smart rooms, voicemail, online courses. Student learning should be the most important, but these may have positive impacts on student learning for years to come.
- Model classrooms and increased number of online and weekend classes;
- Model classrooms contribute to the overall effort toward helping students learn.
- Smart classrooms
- updated technology; model classroom.
- Increase in the number of online and weekend classes.
- Online learning.
- The growth of on-line courses and good leadership in this area.
- MLT Program offered completely online.
- Putting master syllabus on-line; easier access.
Inservice breakout sessions.
- Online courses ; New building
- Improving the resources for learning and work-related technology processes.
- Helping the students, meeting their needs, and getting enrollment up; upgrading technology within the college.
- Keep finding out more about our students. CCSSE and ACT very valuable.
Third floor model classroom is very important. ; Technology has greatly improved.
Online classes are a great help.

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Category 3

- Increase in market share of high school students (2)
- Recruitment of high school students (4)
- Increase in enrollment from high school market share.
- High school recruitment over 27%.
- Increasing the student enrollment share of graduating seniors from local high schools.
- High school recruitment results

- Recruitment – if we don't have students, we don't have jobs.

- Recruitment: surpassed goals for the year.
Professional development.

- High school marketing; model classrooms; internet access enhancements.

- IT advancements; increase in high school student enrollment 16-27%.

- Better marketing strategies.

- Enrollment management efforts on student recruitment and retention. Without students and credit hours everything else fails. That is why I believe this is our most valuable accomplishment.

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Category 4 - Valuing people

- Climate survey which zones in on the heartbeat of the college. The college is only as good as the employees within it.
- Climate survey (2)

- Training available to staff as needed to increase job performance.

- Valuing people (mentoring program)

- Getting people to work for such small salaries.

- Health benefits
- Benefits package is improving—improving family support is helpful.
On campus and support training has been helpful, i.e. leadership conference
Website – great outreach! Aids further online student involvement.

- In my department, PPD gets better communication in working better in team.

- S.S.A.C.

- HR seems to be working in perfect function. Good job, Vicki.

- Increased technology on campus;
Increased benefits;
Very active cultural diversity committee.

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Category 6 - Supporting institutional operations

- Voicemail/phones, WebCT, WebPage and online registration/grades.
- Improving phone and computer systems.
- Getting voicemail so we can receive messages quicker than through the email.
- Up-to-date technology (supporting institutional operations)
- Better phone system
- Email communication
- Upgraded technology – from voicemail to online classes, to smart classrooms; our college has moved very fast into the new century. KCC is on the cutting edge, and we are very proud.

- Put KCC online; updated ITS systems; listening to us about the needs.
- State-of-the-art technology for staff, faculty and students; Recruitment efforts.

- Upgraded Technology (11)
- Technology updates and availability.
- Improved technology for instructors as well as students (online courses)
- Information technology
- Upgrade of technology; student processes are easier.
- The area of technology upgrades and computer help assistance.
- Updated technology and enough IT staff to implement it.
- Upgrading IT support services.
- Technology—training—support
- Updating equipment and providing training (telephone, computer software, smart rooms).
- The improvement of ITS and its maintenance of systems.
- Update in technology extremely effective and useful for everyone—students and
- Technology – equipment, training and support. Thank you!
- Technology and professional development

- KCCConnect (3)
- Improvements in technology including KCCConnect.
- WebAdvisor (2)
- WebAdvisor (KCCConnect--even though I'm not sure how it is supposed to be pronounced.)

- Advising and registration; program groups.
- Advising and registration.
- Advisors designated for specific disciplines.
- The improvements in advising because this impacts the students the most.
- Recognizing that advisement and enrollment processes needed improvement.

- For students, specific courses for specific programs. For staff, voicemail and email.

- Supporting institutional operations. KCCConnect and the upcoming online registration have been long overdue. The student ID system needed updating as well. ITS and the AQIP team should be proud they've accomplished so much in this area.

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Category8

- Going with the AQIP accreditation.
- Simply completing the AQIP document with detailed analysis and implementation plans.
- I think that the high level of work done on the many projects is astounding!

- The most valuable accomplishment to date is the actual institutional decision to proceed with AQIP process for accreditation. The reason being, it is a continuous movement toward institutional evaluation and improvement. An individual accomplishment would be the recruitment % increase.

- Entering into a continuous process improvement process was very powerful. We made quality improvements in the last 3 years that exceeded our expectations. These projects have improved the quality of the work environments for staff and increased the focus on student learning. Most valuable: orientation process for new faculty; faculty development; college-wide training for all levels.

- Getting David Holstein involved in college (academic) initiatives! (There is always a personal agenda.)

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What still needs to be done to accomplish the project goals?

- Helping the students to get what goal they want to accomplish.
- Student learning—continue to upgrade.
- Communication to students of needed information.; Value people.
- I believe that the college and its students should be put first, not admin. Resume (i.e. Dr. Weber).
- When does the student come first?

- Get students to understand their stake in the learning process, who is really responsible for the learning outcome. Who does it benefit most? Students seem to miss that point.

- Student Services should be in a location that is more convenient and accessible to students.

- Finding better methods of communicating to and with students to find out what they need.
- Understanding student and other stakeholder needs—I think the strict adherence to the rules is a problem. I've heard complaints about the registration process from many students. I had a friend who was 3 credit hours from her bachelors degree at Eastern Illinois University. She wanted to take Financial Accounting here in the summer and transfer them down to finish. She had to take the ASSET test! They recommended she take math first when she had already taken 2 semesters of calculus. Understand that with ONU and a rising percentage of Kankakee area students receiving 4-year degrees, concessions must be made to them to keep them interested in KCC.

- More support for faculty and students for technology.
- In order to maintain the level of technology, adequate staff need to be hired and maintained in order for KCC to continue providing the highest level of technology to its students and staff.
- Training all staff on how to use the technology.
- Get a trainer back.

- Continued development of model classrooms and related technical support.
- More smart classrooms and morale of staff and faculty (valuing people). Allowing faculty to try ideas a few times before saying it doesn't work and it is OK to do; taking suggestions seriously; having an attitude that you value these suggestions and actually incorporate them; value people by allowing their discipline on their business card/doors and having departments; use quantitative and qualitative data; more available training for technology generally and WebCT.

- More money available for faculty to attend conferences to improve teaching and to get rejuvenated to teach.

- Advisors' time is split too many ways.
- Please do not report that certain things have been implemented when they have not (i.e. Advisors only 33% of salary = not true).

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Really value employees and try not to stretch them in too many directions especially lower administrators.

- Still need more advisors giving 33% of their time; look at hiring more advisors.
- Improved counseling/advising.
- Registration
- Continue progress to offer online registration.
- WebAdvisor
- Online registration ; Communication use

- Assessment

- More outreach to underserved communities.
- There are many other populations that could use a “recruitment” project; adult makes 24-37; seniors; programs with low enrollments.

- #1 Priority – increase enrollment; focus on the basic mission.
- Stem decline in adult student enrollment.
- We still need to work on recruitment and retention. We need to offer more choices of classes for students.
- Enrollment (adult market; occupational market) and staff morale.
- Retention of students and continual upgrading of technology.
- We have done a great job of recruiting high school students. We need to look at what services or programs we can provide to the older student. Diversity has too great a priority. We are 85% Caucasian. The Evan Alexis situation was bad for students. If quality cannot be hired, best person for the position, we make the institution weaker. We sell quality instruction. If we compromise this, we become a degree mill with no credibility. The loss of Peg Reeves, Thom Dolliger and very soon Nadine Clem, Jim Grimes and Al Widhalm with no visual plan does not lead to quality services.

- More for valuing people—students and employees;
Faculty development – more full-time is needed, less adjunct.
- On the handout of Current Initiatives, Category 4 of Valuing People does not speaking to valuing faculty—only administrators and supportive staff.

- I would like to know what is the purpose of the staff advocacy advisors, because it is not working.
- The last three years have been very exciting—that’s why I am surprised that the climate survey items on taking feedback and suggestions were rated as a high disagree. I feel very proud of the college at this time; in prior years I felt we were falling behind.

- Valuing people across the college. Interdepartmental cooperation and consideration.
- Ongoing teamwork.
- Valuing people
Training staff to use the current software/technology
Communication across campus

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- Valuing people (5)
- People still don't feel valued. Big gap between how administrators and supportive staff are treated and listened to.
- Valuing people – This institution needs to treat all employees as KCC employees, not separate them because they are grant funded. We can't value some people more than others and still consider all staff to be a part of this family.
- Having an AQIP objective about valuing people is important and based on the results of the climate survey, the college is failing miserably.
- Valuing people (staff). Any company, operations or institution's most valuable asset is their staff. Staff need to feel and be regarded as "valued" with recognition and opportunity without bias or as an agenda for the institution. Regard and acknowledge competence, contributions and commitment.
- Valuing people – it's more than benefits and training.
- Valuing people – Feelings and morale of employees are more important than processes and structure. The manner in which a message is delivered affects employee's attitudes and teamwork. (Example: The dismissal of Marilyn Hunn is still reverberating through the ranks.)
- Valuing people has been mostly about training, and that's good, but we do miss the opportunity to value people on a lot of other levels.
- Valuing people: Morale should be much higher than it is if there have been so many improvements.
- Recognition of staff.
- Making atmosphere more trusting.
- True sincerity in caring about others, not just yourself.
- Listen to employees' input on changes that are made in their areas.
- Improve on areas highlighted by the climate survey (valuing people).
- Staff recognition program (other than fall dinner paid by board).
- Valuing people still needs to work. Although there have been improvements in benefits and compensation, the paths to higher levels remain unclear, and people remain afraid for their futures. There is no such thing as job security. Without it, people keep their institutional commitment to themselves. I think clearer and more timely (more often) communication between and within departments top-down and bottom-up to ease the insecurity is in order.
- There seems to be a decline in valuing people and listening to the needs of faculty.
- A lot has been done in terms of valuing students. Work still needs to be done in terms of valuing staff (i.e. flexible work schedules, why employees feel they do not have opportunities for advancement, job sharing, etc.)
- Continue to work on initiatives to understand and value people. Don't make decisions at the higher level without considering how it will impact the lives of those the decisions are made about.
- Listening more to support staff and administration concerns.
- Take suggestions seriously and implement them.
- Valuing people – listen to ideas and discuss areas toward mutual agreement where they may be implemented.

Support and encourage faculty development for both full and part-time teachers.

Continued development of cooperation and communication among faculty.

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- Show employees they are valued through action vs. words. Adequate, fair compensation; better benefits related to family coverage, dental, and vision; clearly defined career path, training (internal as well as external); and other measures that can achieve this objective.
- Under prior administrations, faculty was often viewed as the enemy. I think under the current administration, this view has lessened. But some who worked under previous administrations and who still work in sensitive areas of the college seem to persist in this view.
- Valuing people is not done across the board. Faculty and staff need to be able and willing to provide information to students. Trainer needed.

- More diversity when it comes to committee. As Dr. Marwick called the name of the new committee members, it was noted no minority was addressed.
- Broaden diversity initiatives across the college community.
- I think it is necessary to host and make faculty/staff accountable for diversity/cultural sensitivity training. A “real expert” brought to our campus to put things in perspective in terms of acknowledging, valuing, understanding differences.

- Give big raises.
- Pay people what the market pays. I.T. people are below normal wages.
- Give big raises.

- Communication & action!
- Better communication about what is going on at KCC.
- Better communication between the administration and faculty. Main reason is why the administration does the things they do, Example, today.
- Communication needs to be improved.
- Communications--too many decisions made behind closed doors, resulting in poor decisions or ones that lead to conflict.
- Communication follow-through by the AQIP leadership to share accomplishments. The plan is in place, but not utilized very often.
- Communication between top administration and staff still needs to work.

- Better communication across campus and off-campus;
Provide technology for off-campus sites that has staff.
- Have off sites at the same level of effectiveness in terms of technology as campus.

- Category 6 – Supporting institutional operations.

- Provide software to individuals.

- Perhaps continued data collection and evaluation.
- What are we doing with the data and improving the areas, such as valuing people? Great to do the survey, now need to follow through.

- Add more part-time staff to key areas.

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- Climate needs to be regulated.

- Overall, develop strategies to succeed at planned priorities.
- Follow-through has been good; however, we can always improve. Following through on each goal is the best thing we can do to reach our goals.
- The commitment of the committee and institution to continue to push toward and constantly evaluate our improvement in the areas identified.
- The implementation plans need to be designed to identify activities, timelines, persons responsible, benchmarks, anticipated outcomes and measures of accomplishments.
- Hold people accountable and track it.
- People still need to see the importance in doing research to back up practice.

- Category 9 - Building relationships
- Building relationships—basic trust building needs to be a priority so that all other areas improve!
- Building relationships—especially with faculty and staff.
- Relationships with external partners.
We still need to provide KCC's placement testing to local high school sophomores to align the college and secondary schools academic outcomes to expectations.

- To improve more folks for more well-rounded ideas instead of one-sided.

- More support 24/7 for online students and faculty.
Trust staff and faculty—feels like we're moving in a time clock mentality.

- Manpower and commitment for change!
- We need to either add additional faculty or hire only competent part-time instructors.
Increase compensation to new faculty so as to attract qualified teachers.
- Some areas are seriously understaffed. It is next to impossible to try to meet the needs of the students on a timely basis.

- Many other great accomplishments.

- AQIP is forever; we need to get more people involved!
- Some people have worked very hard on AQIP projects and truly believe in the process. However, it seems they have to “squeeze” their work into the day and constantly defend the process (a deflector is necessary to ward off all the negative comments and vibes—sometimes from fellow AQIP members!)
- AQIP has been positive for the most part, but some perception has been due to some misunderstandings and lack of early information like a few had a secret.
- All others need to be continued at current level of determination and commitment.