

WHAT WE HAVE LEARNED FROM THE SYSTEMS PORTOLIO

Category One – Helping Students Learn

Category One Strengths:

- Teaching and Learning Modules for new full and adjunct faculty. (Best Practices)
- A number of occupational programs, such as Health programs, have incorporated assessment of learning objectives into their courses and programs.
- We have developed online courses, and more are under development. Student retention and success rates are greater or equal to those of courses taught in a traditional delivery mode.
- Online Medical *Laboratory* Technology is moving toward becoming a *regional* program.
- New diversity courses have been created: African American Studies, Racial and Cultural Relations.
- New teaching and learning center has been helpful to faculty.
- Model classrooms – several are now in use; more may be prepared.
- Master syllabus – new formatting; may still be under development.
- Orientation course – new classroom format as well as hybrid and online course are being piloted.
- Moving toward alignment of co-curricular activities and curriculum.

Category One Weaknesses (Opportunities for Improvement):

- No process is in place to incorporate general education objectives into course outcomes.
- Have not yet instituted an effective system for the assessment of student learning across the institution. Work on development of systems for improvement in Student Learning programs.
- Need to continue working with faculty and administrators so they develop an understanding of assessment tools and techniques.
- No formal process in place to determine when to bring up new programs or to evaluate their effectiveness.
- We do not yet have systematic comparison of our processes with those of other colleges.
- Data collection is taking place, but we need to develop processes to inform institutional decisions.

WHAT WE HAVE LEARNED FROM THE SYSTEMS PORTOLIO

Category Two – Other Significant Objectives

Category Two Strengths:

- TRiO Grants: Educational Talent Search, Upward Bound, Student Support Services: One of only five colleges and universities in Illinois to have all three grants.
- Work-Study and Campus Employment: provide opportunities to students for work study, community service, off-campus tutoring. (might be included in Category 6 for discussion)
- Health-Care Scholarship Programs: Twenty nine students in local hospitals' Nursing Scholarship programs with job opportunities upon degree completion.
- Job-shadowing: Students gain a better understanding of the career and if it is something they really want to pursue.
- Development of copyright policy and a training CD.
- New programs starting – Homeland Security and Emergency services program.
- We have articulation agreements with four-year institutions.
- Visiting Instructor Program – Visiting Administrator Program
- Started new initiative for h.s. graduates: Summer Academy (Kankakee H.S.)

Category Two Weaknesses (Opportunities for Improvement):

- WebCT training: Process needs to be reviewed for training of users and for upgrade to newer versions of WebCT.

WHAT WE HAVE LEARNED FROM THE SYSTEMS PORTOLIO

Category Three – Understanding Student’s and Other Stakeholders’ Needs

Category Three Strengths:

- Position of Director of Marketing and Public Information has responsibility for implementation and data collection of the identified recruiting/outreach activities
- The college administers numerous grant programs and services to build relationships with current and prospective students
 - Current Students – Academic Skills Center, Learning Assistance Center, TRIO, Special Populations Services, Transfer Services
 - Community Members and Prospective Students – Educational Talent Search, Upward Bound, Youth Program Services
- Smart Classrooms / Labs – Classrooms in the WDC have state-of-the-art computers in smart-room technology.
- Increase in the number of student activities and more family-oriented activities
- Strong tradition of successful athletic programs
- Career Services provide resume and job-shadowing services.

Category Three Weaknesses (Opportunities for Improvement):

- Lack of consistent data collection and analysis, and data collected from Clarus is getting old.
- Reinforcing the need for use of the Quality Improvement Guide (*system for coming up with ideas, getting support for them, and monitoring the projects*) at all levels
- Analyze reasons for recent decline in enrollment and develop solutions.
- Website does not yet include all that we can provide for student needs. *Process for updating website needs review; entire website process may need review to include not only responsibility for maintenance, but overall monitoring, collection and reporting of data, measuring success.*

WHAT WE HAVE LEARNED FROM THE SYSTEMS PORTOLIO

Category Four – Valuing People

Category Four Strengths:

- Increased Health Insurance Benefits for full-time staff – *and there is now a health insurance and wellness committee*
- Supervisory Training Provided on an on-going basis by Human Resource Staff
- Teaching and Learning modules offered to adjunct faculty members
- Increased efforts to provide effective communication campus-wide: *specifically “need to know” reporting of committee meeting minutes; AQIP leadership sending information to Media for Update*
- Climate Surveys conducted for support staff and administrators
- Yearly Evaluations for administrators (and soon others) are requiring alignment of goals and objectives with Institutional Priorities
- Creation of a diversity plan for KCC with the support of upper administration
- Revised an employee mentoring program
- Started College Council

Category Four Weaknesses (Opportunities for Improvement):

- Recognition of all staff categories (full-time, part-time)
- Part-time staff do not receive benefits
- Supervisory Training conducted by Human Resources staff
 - Perceived inconsistent enforcement of policies and procedures which allows support staff employees to not follow policies and procedures (*i.e., time cards, length of breaks, arriving late/leaving early, etc.*)
- Climate Surveys analysis and feedback can be improved.
 - *Opportunity for improvement – complete the analysis of data for measurements of success*
 - *To date, feedback only to small groups*

WHAT WE HAVE LEARNED FROM THE SYSTEMS PORTOLIO

Category Five – Leading and Communicating

Category Five Strengths:

- Leadership Academy (Best Practices)
- There are several key groups that provide feedback to the president and vice presidents for decision-making.
- A yearly cycle for data collection and integration into decision-making has been developed (but needs testing).

Category Five Weaknesses (Opportunities for Improvement):

- Leadership succession is not developed.
- Need specific data and its analysis to support or refute recommendations.
- Seek more data from stakeholders before making decisions.
- Get consistent feedback from pertinent stakeholders before making decisions or putting them into effect. *Need do follow-up with data to complete loop and make further adjustments as needed.*
- Perception from supportive staff is that communication is still haphazard even though processes are being developed. Disbursement of information: *devise a process for administrators, including Admin Council, to inform college at large of their activities, meetings.*
- Need comparative data with other educational institutions. *Comparative data exists, but need to research what is there and what is still needed.*

WHAT WE HAVE LEARNED FROM THE SYSTEMS PORTOLIO

Category Six – Supporting Institutional Operations

Category Six Strengths:

- We do or have initiated data-gathering in critical areas.
- We have begun to institutionally support priorities.
- Academic skills center, LRC collection development, Career Planning, Student activities
- Throughout the college there is an orientation toward being of service to the student.
- A new group advising system is being piloted in which specific advisors are assigned to students according to reported curriculum code.
- New building.

Category Six Weaknesses (Opportunities for Improvement):

- There is no system in place for identification of support service needs for students.
- We gather data but do not systematically analyze and use the information.
- Projects are being carried out throughout the college, but results are not shared. *Data often stays within the division or department with little cross-departmental decision-making or communication.*
- Often data gathering is in a project mode (one time) rather than a process mode (beginning/end/analyze/revise; create new goals).
- Web advisor, Web registration behind schedule (although progressing).

WHAT WE HAVE LEARNED FROM THE SYSTEMS PORTOLIO

Category Seven – Measuring Effectiveness

Category Seven Strengths:

- New gatekeeper process is in place and functioning.
- Data warehouse is under development.
- We are beginning to align individual objectives with institutional objectives.
- We have procedures manuals throughout the college.

Category Seven Weaknesses (Opportunities for Improvement):

- Need process descriptions (and awareness) across the college.
- Need to establish measures for processes: 1) for decision-making, and 2) to know whether the processes are working.
- Need to develop data comparison between institutions and other entities. (*We need to make better use of what is already available. Fact sheet. Data and characteristics book. ICCB website.*)
- Need to develop core indicators for the institution.

WHAT WE HAVE LEARNED FROM THE SYSTEMS PORTOLIO

Category Eight – Planning Continuous Improvement

Category Eight Strengths:

- Planning process that is mapped out and easy to understand.
- College is working toward ensuring that faculty, staff and administrators continue to receive professional development during their employment at KCC.

Category Eight Weaknesses (Opportunities for Improvement):

- Core functions of the college have not been clearly identified.
- Selection of short and long term strategies for the college is not systematized.
- There is no record of previous measuring and analysis of data. *(Need to check for formal annual reports from president from past years.)*

WHAT WE HAVE LEARNED FROM THE SYSTEMS PORTOLIO

Category Nine – Building Collaborative Relationships

Category Nine Strengths:

- Community views KCC as a valuable resource.
- KCC's external collaborative relationships represent the diversity of the community.
- The college utilizes feedback from the key collaborative relationships to develop new programs and to meet the changing needs of the community employers and workforce.
- Vocational programs utilize the external relationships in building stronger programs through advisory committees.
- Corporate and Continuing education supply the workforce of the district with opportunities that benefit both parties, and evaluate the changing needs through surveys and interest focus groups. *Community businesses save money when using Corp and Con Ed for training needs.*
- Collaborations with Park District such as the golf course, new fitness center and ice rink, park grounds.
- Adult Ed, GED, and beginning ESL classes provide needed services in the community.

Category Nine Weaknesses (Opportunities for Improvement):

- Greater need for development of internal collaborative relationships between employees and students.
- Need for collaborative relationships between KCC and peer colleges to compare data and look for needed areas of improvement.
- Need for method of showing how integral KCC employees are to the community they serve: recording employee involvement in community - key collaborative relationships that may exist that are not known, such as through the recording of volunteering and involvement in yearly evaluations.