QUALITY CHECKUP REPORT

Illinois Valley Community College

Oglesby, Illinois

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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. It was also evident that the Commission’s Five Criteria for Accreditation were also being met by Illinois Valley Community College.

It appeared to the visitors that the institution was actively engaged in environmental scanning, strategic planning, the implementation of actions projects, and institutional research.

Communication in most groups supported that the content of the Systems Portfolio was accurate. In addition, the College administration concurred that the results of the Systems Portfolio Feedback Report were fair.

The College has been transparent with the process internally and has an opportunity to share the Systems Portfolio and results with the greater community.

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

No accreditation issues were identified.

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 the Commission and AQIP’s expectations.

Illinois Valley Community College has carefully considered the recommendations and Strategic Issues from the Systems Appraisal. The attention and efforts to meet the strategic challenges were apparent in all group meetings and the conversations conducted with stakeholders.

While leadership transitions have slowed review of its Systems Appraisal opportunities, the institution has invested its planning efforts in reinforcing its strengths, actively using Action Projects to foster institutional change, integrated data into its planning, and has developed an assessment plan.

Illinois Valley Community College is committed to enhancing data collection and analysis that supports its Continuous Quality Improvement Initiatives. IVCC needs to be commended for
engaging in an environmental scanning process that was inclusive of the internal and external communities and has served as the impetus to the next strategic planning process.

The new leadership team is committed to addressing the opportunities identified in the Feedback Report. Nine Category Champions have been identified to commence the Systems Portfolio updating process.

The team would suggest that the IVCC target its OO’s as improvement priorities as it moves forward in its planning efforts.

**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 the Commission and AQIP’s expectations.

The checkup team observed behaviors that indicated a commitment to quality improvement. Our observations included:

- Engagement in strategic planning,
- Engagement in an environmental scanning,
- Engagement in assessment,
- Establishment of an Institutional Research Department,
- Establishment of key action projects,
- Institutional values are clearly defined, and
- Peer comparisons were being done (IPEDS, CCSSE, state data).

Since the February 2008 Strategy Forum, three new Action Projects have been developed and committees are meeting on a regular basis to ensure progress is being made on each. In addition, the make-up of the senior level leadership team continues to evolve and is committed to continuous quality improvement. Finally, the Strategic Planning Leadership Team is viewed as the driving engine of Continuous Quality and continues to mature in this role.

**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 issues, documentation, and performance were acceptable and comply with the Commission and AQIP expectations.

Illinois Valley Community College has an acceptable default rate and a process for continuous review of rates and program audits.

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.

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 issues, documentation, and performance were acceptable and comply with the Commission and AQIP expectations.

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 issues, documentation, and performance were acceptable and comply with the Commission and AQIP expectations.

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 issues, documentation, and performance were acceptable and comply with the Commission and AQIP expectations.

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 issues, documentation, and performance were acceptable and comply with the Commission and AQIP expectations.

There were no 3rd party comments to review.

More specifically, It is the team’s judgment that the administration, faculty, staff and students at Illinois Valley Community College were aware of the student complaint processes as outlined in the Student Handbook. An academic log was found to be in appropriate order in the office of the Interim Vice President of Instruction. It is recommended that Student Services maintain an open file of student complaints.

Administration outlined the processes referenced in the System’s Portfolio 3P6 and 3P7. This includes gathering, disseminating and acting on comments that are collected regularly from the student comment boxes and from the Internet. The process is effective and action is taken in a timely manner to address issues brought forward. Senior level administration and students indicated that inadequate parking had been identified as an issue that is currently being addressed as a result of these processes. Administration agreed that an opportunity exists for the College to track and respond to trends in student and stakeholder complaints over the long term.

In addition, the College has been successful in measuring student satisfaction through the Community College Survey of Student Engagement (CCSSE) and the Noel Levitz Student Satisfaction Survey. Both instruments allow the institution to benchmark among peer institutions.

It is evident that student complaints are isolated and do not affect overall institutional integrity.

**Other USDE compliance-related issues**

None noted.

**Other AQIP issues**

The team would make two suggestions for the institution; integration of AQIP with their strategic planning efforts and to have broader faculty involvement in the next Strategy Forum and on Action Projects.