Accountability
Board of Trustees Meeting, July 25, 2017

BACKGROUND

Key Performance Indicators (KPI)

Rock Valley College (RVC) has identified KPI to inform the college community about institutional health and development. The College KPI are presented in five categories aligned to Illinois Board of Higher Education (IBHE) Public Agenda Goals. College KPI categories include *Educational Attainment, Access, and Success*; *Affordability*; *Educational Quality*; *Accountability*; and *Addressing Regional Economic Needs*.

External Accreditation Outcomes and an Overview of Program Review are two KPI aligned to the College category of *Accountability*. This category is aligned to the IBHE Public Agenda Goal to provide the state and region with an educated workforce and engaged citizenry.

External Accreditation Outcomes

Accreditation provides assurance that programs and institutions meet established standards of quality. One type of accreditation is regional, institutional accreditation, which evaluates the overall institution. At RVC, regional accreditation is provided through the Higher Learning Commission (HLC). In this report, status updates are provided on accreditation efforts through the HLC. The other type of accreditation is specialized accreditation, which evaluates the quality of specific programs and is often provided through professional organizations. Data collected from College departments and programs are provided to report on the status of specialized accreditation.

Overview of Program Review

Each year, the College conducts Program Review in compliance with Illinois Community College Board's (ICCB) statewide system of review of instructional programs. This system has been designed in such a way that it can be integrated with and inform planning and quality improvement efforts of the College. "Guidelines, templates, and schedules have been developed to assist the colleges in reviewing four (4) major instructional program areas:

1. Career and Technical Education,
2. Academic Disciplines,
3. Cross-Disciplinary Instruction, and
4. Student and Academic Support Services." (ICCB Program Review Manual 2017-2021)

RESULTS

External Accreditation Outcomes

Table 1 identifies RVC External Accreditation Outcomes for institutional and specialized accreditation. The review cycle, current status, and time of next review are also provided based on data currently available. In addition, the Nursing program is seeking initial accreditation from the Accreditation Commission for Education in Nursing (ACEN).

Table 1: External Accreditation Outcomes as of July 2017

Accrediting Body	RVC Programs	Accreditation Cycle	Status	Next Review
Regional, Institutional Accreditation				
Higher Learning Commission	All programs and operations	10-year cycle with annual reporting Focused monitoring visit in January, 2015 indicated no further monitoring.	Accredited; self-study and site visit completed	Annual interim reports with assurance review and comprehensive evaluation in 2018 and 2024.
Specialized Accreditation				
Accreditation Review Council on Education in Surgical Technology and Surgical Assisting	Surgical Technology	10-year cycle	Accredited	2021
American Welding Society	Welding Technology	Annual self-audit; site visit every 3rd year	Accredited facility	2020
Commission on Dental Accreditation	Dental Hygiene	7-year cycle self-study with annual updates	Accredited	2024
Commission on Accreditation for Respiratory Care	Respiratory Care	10-year cycle self-study with annual updates	Accredited	2021
Federal Aviation Administration	Aviation Technology	Semi-annual site visit determined by FAA	Operations approved	Visits set by FAA
Bureau of Apprenticeship Training (USDOL/ETA/OATELS-BAT)	Apprenticeship Programs	Facility accreditation, curriculum modified via advisory committees	Accredited	Ongoing through advisory committees
Illinois Department of Financial and Professional Regulation, Board of Nursing	Associate Degree in Nursing LPN Bridge Program	State directed by National Standards with annual follow-up (based on national licensure exam pass rate > 75%)	Continued process; approved	Summer, annual
Illinois Department of Public Health	Nursing Assistant (C.N.A.)	None; mandatory reporting after completion of each C.N.A. cohort	Continued process; approved	Each 8 or 16 weeks per cohort
National Automotive Technicians Education Foundation	Automotive Technology	Curriculum reviewed every 5 years; instructors need 20 hours in CEs	Certified	2021
Automotive Service Excellence	Automotive Technology	Instructors certified every 5 years	Certified	Ongoing
Office of the State Fire Marshall	Fire Science	Curriculum meets required guidelines of State Fire Marshall's office		
American Society for Clinical Pathology	Phlebotomy	Curriculum meets required guidelines of ASCP; coordinator needs 20 hours in CEs, + certification requirements every 2 years Continued process; approved		2020
Accrediting Council for Collegiate Graphic Communications, Inc.	Graphic Arts	6-year cycle	Accredited	2018

Overview of Program Review

The 2017 ICCB Program Review included the review of the following (See Table 2 for details):

- Ten (10) A.A.S. degrees and fifteen (15) certificates in the College's Career and Technical Education (CTE) programs;
- One (1) academic area, representing five (5) disciplines; and
- Three (3) areas within student and academic support services.

Table 2: Overview of RVC Programs Completing Program Review in FY17

Career and Technical Education (CTE) Programs	- Media Production Specialist Certificate - Graphic Arts A.A.S. Degrees and Certificate - Computer and Information Systems A.A.S. Degree and related certificates - Web Programming and Design A.A.S. Degree and related certificates - Cisco Networking A.A.S. Degree and related certificates - Data Assurance and IT Security A.A.S. Degree and related certificates - Electronic Engineering Technology A.A.S. Degree and related certificates - Criminal Justice A.A.S. Degree - Electrician Apprenticeship A.A.S. Degree and Certificate
Academic Disciplines	- Written and Oral Communications - Speech - Mass Communication - English - Literature - Journalism
Cross-Disciplinary Instruction	None required for FY17
Student and Academic Support Services	- Admissions and Welcome Center - Recruitment and Outreach - Records and Registration

Highlights from the 2017 Program Review include the following:

- <u>Media Production Specialist Certificate and Mass Communication</u>: With four national television affiliates and over two dozen independent audio/video production companies in the region, graduate employability is a strength of the Media Production Specialist Certificate Program. Local jobs have led to advancement opportunities for RVC alumni in larger markets all over the world.

  The Mass Communication Department has plans to propose a Multimedia Journalism Certificate with the re-purposing of Journalism courses already in the RVC College Catalog and the creation of two new courses. The department also is interested in the potential for adding animation courses to its curriculum.

- Graphic Arts A.A.S. Degrees and Certificate: Since the last program review, the Graphic Arts Programs have completed a self-study and received accreditation by the Accrediting Council for Collegiate Graphic Communications, Inc. (ACCGC). RVC is the only two-year institution in the country accredited by ACCGC and the only two-year college in the area that offers graphic arts courses. The department has plans to update the three degree programs to maintain alignment with industry needs and potentially eliminate press operation from the curriculum.

- Computer Programs: All four clusters of computer programs reviewed are engaged with community outreach and recruitment, involved with advising students, and conservative with spending while still keeping current with technology. The programs are developing multi-year equipment replacement plans and utilizing volume licensing to minimize costs.

  The outlook for computer careers is positive with projected job growth in many fields, and the department is working on several initiatives to keep the curriculum current as industry needs evolve. First, the Computer and Information Systems Program is exploring the addition of a Mobile App Certificate. Second, the Web Programming and Design Program added courses in VMware VSphere (PCT 211), Programming iOS Apple Mobile Devices (CIS 280), and Programming Android for Mobile Devices (CIS 245). Third, the Cisco Networking Program has considered adding a wireless technology curriculum. Until state and college budgets improve, the department is temporarily filling this gap with the addition of an information storage management course. Finally, the Data Assurance and IT Security Program has updated its courses by adding lessons and labs regarding new technologies and standards.

- Speech: Fundamentals of Communication (SPH 131) is required as part of the General Education Core Curriculum (GECC). The department has agreed upon a common text for this course, which has reduced text book costs for students. The department also has designed two cornerstone speech assignments to facilitate student learning outcomes assessment across sections. When the department moves into the renovated Classroom Building I this fall, faculty and students will have access to a Speech Lab where they can practice speeches, view famous speeches from American history, and critique recorded speeches.

- Composition and Literature: The English (ENG) Program is well positioned to provide writing remediation, fulfill GECC requirements, and help students achieve their transfer and learning goals. Introduction to College Writing (ENG 099), Composition I (ENG 101), Composition II (ENG 103), and Introduction to Technical Writing (ENG 110) are deeply integrated with nearly every instructional program on campus. In 2015, the department reviewed the other ENG courses to assess need and decided to replace Advanced Composition (ENG 201) with Language, Power, and Public Life (ENG 200). The department plans to request annual reports on enrollment and other indicators to ensure that offerings continue to meet student needs. The department also plans an ongoing review of Literature course offerings to determine the optimal mix of courses that will fill each semester.

- Recruitment and Outreach: The Recruitment Office provides hands on assistance to students throughout the enrollment process. Since the last review, office staff have continued to build rapport with the internal and external community, been trained to advise new students as they plan their first semester, and created new outreach initiatives to better serve prospective students from a variety of sources (e.g., middle schools, private schools, and home schools). Plans for the future include implementation of Ellucian Recruit to improve targeted student communications and positively impact new student enrollment. Implementation of this technology also will streamline processes and reduce the manual input of data.

- Records and Registration: The Office of Records and Registration provides enrollment support and services from initial enrollment through graduation. Since the last review, the office has implemented processes to create better service for potential and current students. For example, the amount of time required for transcript evaluation has been reduced from four to six weeks to one week. Also, the hours of operation have recently been extended during the summer months to accommodate a larger population of students with differing needs. Plans for future improvement include researching the possibility of implementing fees and vouchers, increasing faculty awareness of the importance of Enrollment Verification Rosters (EVR) and grading communication, and collaborating with Academic Advising and Recruitment to implement micro-majors through Ellucian Advise.

FINDINGS AND CONCLUSIONS

External Accreditation Outcomes and Overview of Program Review are examined as institutional KPI to provide information about the College's efforts in the area of *Accountability*. Specifically, data within this summary report support decision making about program improvements and efforts to provide the state and region with an educated workforce and engaged citizenry. These data suggest that RVC offers programs that provide educational opportunities that are consistent with state and national standards and address the accountability standards articulated by external accrediting bodies and the ICCB Program Review process.