



November 2013

Academic Quality Improvement Program



# FEDERAL COMPLIANCE REPORT



**SECTION A  
CREDITS, PROGRAM LENGTH, AND TUITION**

***Credits***

Lincoln Land Community College (LLCC) offers college credit on a semester system. A semester (fall/spring) is 17 weeks in length (when including finals week) and a credit hour is defined as 50 minutes of instruction. LLCC offers a variety of credit courses ranging mostly from one to five credits. Detail in credit hour assignments are provided through the Credit Hour Assignment Worksheet found in Appendix A.1.

LLCC’s Course Credit Hour policy can be found in the Board Policy manual ([Board Policy 4.15](#)) as well as in Appendix A.2.

A complete listing of courses offered during the Fall 2012, Spring 2013, and Summer 2013 semesters are found in separate files named Courses Offered at LLCC - FL2012, Courses Offered at LLCC - SP2013, and Courses Offered at LLCC - SM2013.

***Program Length***

Lincoln Land Community College (LLCC) offers 43 programs available as one of five types of transfer Associate degrees and two non-transfer Associate degrees. The program length varies within each degree type.

<i>Transfer Degrees</i>	<i>Credit Hours Required</i>
Associate in Arts	60 - 64
Associate in Science	61 - 67
Associate in Arts in Teaching	61 - 63
Associate in Engineering Science	65
Associate in Fine Arts	64
<i>Non-Transfer Degrees</i>	<i>Credit Hours Required</i>
Associate in Applied Science	60 - 84
Associate in General Education	60

In addition to Associate degrees, LLCC offers 77 certificates that range from .5 to 42 required credit hours. Many of these certificates are part of a corresponding Associate in Science or Associate in Applied Science program. Before offered at LLCC, degree programs or certificates must have approval by the Illinois Community College Board and the Illinois Board of Higher Education.

LLCC’s Catalog is available electronically on the College’s website: [2012-2014 Catalog](#)

***Tuition***

Lincoln Land Community College’s tuition and fees are established according to [Board Policy 5.14](#). The in-district tuition rate is adjusted at the beginning of each academic year (fall term) to reflect the previous year’s state average, adjusted for cost of living. The state average is the average determined by the Illinois Community College Board. The cost of living adjustment used is the most recently available Higher Ed Price Index. The adjusted tuition is then rounded to the nearest one-half dollar. Rates for out-of-district and out-of-state students are established in accordance with the Illinois Public Community College Act and the Rules of the State Board.

For Summer/Fall 2013, tuition rates are:

Student Group	Rate per Credit Hour
District 526 Residents (under age 65)	\$99.00
District 526 Residents (age 65 and older)	Free
Out-of-District Residents (with chargeback authorization)	\$99.00
Out-of-District Residents within Illinois	\$198.00
Out-of-State and Foreign Residents	\$297.00

LLCC's Truck Driver Training program has a specific tuition fee structure set at the fee-based cost of \$3,500.

Some specific programs and courses have a variable tuition rate in excess of the standard in-district tuition rate. Courses with variable tuition include the following.

- All Welding (WEL) sections except 102: \$25 per credit hour
- Auto Body (AUB) sections: \$25 per credit hour
- Hospitality (HSP) sections 131, 132, 136, 139, 141, 142, 143: \$30 per credit hour
- All Air Conditioning, Refrigeration & Heating (ARH) sections except 210: \$25 per credit hour
- Electrical Maintenance (ELM) sections 103-117: \$25 per credit hour
- Distance Education (OL, OE and HY) sections: \$18 per credit hour
- Private Applied Music sections: \$200 per credit hour
- \*Healthcare sections: \$74.25 per credit hour fall 2013

\*For students enrolling in the Associate Degree Nursing (ADN), Occupational Therapy Assistant (OTA), or Radiography (RAD) program, a total tuition rate of 1.75 times the current in-district rate per credit hour will be charged. Students who enter the Surgical Technology (SGT), Respiratory Therapy (RCP) or Neurodiagnostic Technology (NDT) program starting in summer 2013 or later are charged this rate. This tuition rate was not applied to students who entered the SGT, RCP, or NDT program prior to summer 2013.

Programs and courses subject to a variable tuition rate have gone through financial analysis of the factors that contribute to the unit cost for that particular program. The identified programs have a very high unit cost compared to the unit cost of all other academic programs at the college.

Healthcare Sections - All Healthcare AAS degree program courses have a tuition cost that is equivalent to 1.75 times the rate of regular tuition. Factors that contribute to the higher unit cost include:

- Controlled cohort sizes
- Above average number of faculty and staff per student necessary for the program
- High number of contact hours for the course
- Costly program equipment and supplies
- Simulation experiences

LLCC charges an additional \$25 to \$30 per credit hour for Career and Technical Education (CTE) courses in auto body repair (AUB), welding (WEL), air conditioning, refrigeration, and heating (ARH), commercial electrical maintenance (ELM), and hospitality management and services (HSP) courses. Factors that contribute to the higher unit cost of these CTE program courses include:

- High number of contact hours for the course
- Costly program equipment and supplies

LLCC charges a total of \$200 per credit hour for private applied music courses because the courses are one-on-one instruction for music majors in instrumental, vocal, or keyboard.

LLCC charges an additional \$18 per credit hour for distance education courses. This extra charge is used to support initiatives that bolster student services and improve the quality of distance education courses. These initiatives include a Distance Education unit (8 full-time staff) dedicated to creating and supporting quality distance education courses, online tutoring, and a stable distance education platform.

## **SECTION B STUDENT COMPLAINTS**

Lincoln Land Community College's grievance and appeal process is overseen by the Vice President of Student Services office.

### ***Communicating the Policy and Procedure***

Students can find the grievance procedure on the LLCC website just two clicks off the homepage. Click "Current Students," and then "Students Rights and Responsibilities."

The grievance policy and procedure are formally communicated in the following locations.

- A. Board Policy 5.40 (see Appendix B.1 and B.2)  
Link: [Student Grievances and Appeals - Board Policy 5.40](#)
  
- B. Catalog, pp. 67-69  
Link: [LLCC 2012-2014 Catalog](#)
  
- C. Student Planner, pp. 192-193

### ***Informal Complaints***

Whenever possible, it is expected that a student first attempt to resolve his/her complaint informally through direct conversation with the other party. If the student cannot obtain satisfactory results from such a conference, he/she should then discuss the complaint with the appropriate supervisor, such as the Dean or the Associate Vice President.

The supervisor is expected to investigate the complaint(s) and try to reach a resolution. If the student is dissatisfied with the outcome, he/she may then discuss the complaint with the appropriate Vice President. The Vice President's decision is final for the informal process. If the student is dissatisfied with the outcome, he/she may then proceed to the formal grievance process.

### ***Formal Complaints or Grievances***

To pursue a formal complaint, the student should write a letter (petition of grievance) to the supervisor of the employee charged in the grievance. This letter should be as detailed as possible in explaining the reason(s) for the grievance.

The supervisor shall review the case, consulting with the persons directly involved, and shall respond to the student in writing within 10 business days of receipt of the letter.

If the student is not satisfied with that outcome, he/she may request a hearing before the Student Grievance and Appeal Committee. This pushes the formal complaint or grievance into the College's appeals process.

***Appeals Process***

A student’s dissatisfaction with the outcome of the formal complaint process must be submitted in writing to the Vice President supervising the organizational unit of the employee charged in the grievance. The written request must be submitted within ten business days of receipt of the supervisor’s response.

The Vice President shall then notify the Student Grievance and Appeal Committee chairperson of the request for a hearing, and the chairperson shall then convene the committee as soon as possible, but with due consideration for making the time as convenient as possible for the parties involved. The committee shall review the case and issue a recommendation to the Vice President. The Vice President may accept the recommendation or reject it and implement an alternative course of action. The student will be notified of both the committee’s recommendation and the Vice President’s decision.

A student may appeal the Vice President’s decision to the College President within ten business days of receiving notice of the decision. The President’s decision shall be final in the appeals process.

***Tracking Student Complaints***

Both the Vice President of Academic Services and the Vice President of Student Services (VPSS) receive formal student complaints, with the VPSS maintaining the College’s official log. The student complaint log is essentially continuous beginning with the 1998-1999 academic year, minus four years that cannot be accounted for given a change in leadership with the VPSS position. The following table summarizes the number and type of complaint for the past four academic years. The complaint log includes the date received, the student complaint, the resolution, and the date of resolution.

Year	Number of Complaints	Types of Complaints
2010-11 (partial year)	3	Tuition Refund Appeal – 1 Student Safety – 1 Alleged Harassment – 1
2011-12	8	Grade Appeal – 2 Alleged Harassment – 5 Dismissal from ADN Program – 1
2012-13	7	Tuition Refund – 1 Grade Appeal – 2 Registration Issue – 1 Alleged Harassment – 2 Special Needs Services – 1
2013-14 (partial year)	1	Veterans Funding/Financial Aid – 1

LLCC’s administrators do not necessarily wait until a trend emerges to enact change related to a student complaint. Rather, once a complaint is resolved, the administration discusses what action may prevent the incident from arising again. At times, this means reviewing the student handbook and changing a procedure. Or a small change is made to the new student orientation process or the initial academic advising session. In the event of a grade review, a student complaint is commonly viewed an opportunity to assist a faculty member with clearer language in the syllabus. The institution tends to view student complaints as teachable moments, and this approach has worked well for LLCC since the administration does not generally see a reoccurrence trend.

## SECTION C TRANSFER POLICIES

### ***Publication of Transfer Credit Policies***

Lincoln Land Community College discloses its transfer of credit policies and procedures on the College's website and in the Catalog. Information is also made available via the staff in Admissions and Records. Specifically, the College invests in two full-time and one part-time Student Records Evaluators to ensure that (a) the policies and procedures related to transfer are current and (b) both prospective and current transfer students are served in a timely fashion.

#### Transfer Credit Policy

- Web link: [Transfer Credit – Board Policy 4.9](#)
- Policy is provided in Appendix C.1

#### Transfer Credit Procedure

- Web link: [LLCC 2012-2014 Catalog](#)
- See Appendix C.2 for details on the procedures; the criteria used to make transfer credit decisions are highlighted below

### ***Criteria Used to Make Transfer of Credit Decisions***

The College adheres to recommendations established by the Council on Postsecondary Accreditation (COPA) and supported by the American Association of College Registrars and Admissions Officers (AACRAO) to ensure that courses accepted for transfer credit are of the same standard as those taken at LLCC. Staff in the LLCC Admissions and Records Office evaluates credit according to the following conditions:

#### Admission Status

- 1) The student must be admitted to LLCC.
- 2) Student intends to earn any LLCC degree.

#### Student Responsibilities

The student must request from each college/university attended (and the military) an official transcript, and the requested transcripts must be received by the Admissions and Records Office.

#### Regionally Accredited

LLCC only transcribes credit earned at colleges and universities accredited by any of the six regional accrediting associations.

#### Accepted Coursework

- 1) The following transcribed courses (with the credit issued) are evaluated for acceptance: courses with letter grades A, B, C, D, P for passing, or S for satisfactory; and correspondence and telecourses
- 2) Upper-division courses that are the equivalent of freshman- and sophomore-level courses can be evaluated to satisfy the requirements of an AAS degree program with the approval of the appropriate program director and/or department dean/associate dean.

#### Coursework Exceptions

- 1) Developmental coursework is not evaluated for credit.
- 2) Courses that are “waived” at other colleges/universities are not evaluated for credit.
- 3) Religious courses of a sectarian nature are not evaluated for credit.

### Non-United States Institutions

Coursework from non-United States institutions must be evaluated by an approved agency such as World Education Services ([www.wes.org](http://www.wes.org)) or Educational Credential Evaluators ([www.ece.org](http://www.ece.org)). Coursework is considered on a course-by-course basis and judged for equivalency to courses offered at LLCC. (See Appendix C.3 for Admissions Guide for International Students)

Military Credit: Credit earned in military service schools may be accepted as transfer credit at LLCC if the credit is applicable to the student's curriculum. Military evaluations are conducted through use of the Joint Services Transcript (JST transcript) for the Army, United States Marine Corps, and Navy members or the Community College of the Air Force (CCAF transcript) for Air Force members. (See Appendix C.4 for student handout)

### Credit for Prior Learning

- 1) Credit by examination, in the form of CLEP (College Level Examination Program), AP (Advanced Placement) or Proficiency, is evaluated for acceptance when properly submitted by the student (see listing in Catalog on p. 53 or Appendix C.2).
- 2) The College also transcribes credit in recognition of passage of certain state or national exams (see listing in Catalog, starting on p. 54, or Appendix C.2).

### Articulation Agreements

Lincoln Land Community College's articulation agreements are embedded within the course information for each respective academic program in the Catalog (see Appendix C.5 for an example) as well as listed on the College's [Articulation and 2+2 Agreements](#) page.

In addition to articulation agreements, LLCC facilitates the transfer of student credit through participation in the Illinois Articulation Initiative (IAI) and [u.select Illinois](#). Under the terms of IAI, students can fulfill lower division general education requirements at more than 100 colleges and universities within the State of Illinois by graduating from LLCC with an Associate of Arts or Associate of Science. Information on transfer credit is provided by LLCC's nine full-time advisors and counselors. IAI information is also communicated to students through the [Catalog](#), online at the Advising and Counseling's [Transfer](#) page, and through a student handout (see Appendix C.6) distributed by the Advising and Counseling staff.

## **SECTION D**

### **VERIFICATION OF STUDENT IDENTITY**

Lincoln Land Community College offers distance education courses and authenticates the identity of students through a secure sign-on process. Students must log onto the College's learning management system (Blackboard) to access their distance education/online courses. When logging in, each student must use a unique username and password to access the learning management system.

This unique username is generated after completing the admissions process. Students acquire their LLCC network username by activating their LLCC network account. Students activate their LLCC network account themselves through the College's WebAdvisor system. Students must provide their last name, full social security number, and their LLCC student ID number (issued through the registration process) to activate their LLCC network account. Those who do not know their LLCC ID number must obtain it from the Registration office by showing a state-issued photo identification card.

As part of the LLCC network account activation process, students are issued a temporary password. Students cannot access the LLCC Blackboard system using the temporary password. Rather, they must create a new password to fully complete the account activation process. In addition to these steps, students are asked to establish a security question (password hint) as part of creating a new password. Students are also instructed to reset their passwords regularly and not to share their login information.

Once a LLCC network account has been successfully activated, students can access the College's learning management system. Students must use their unique LLCC username and password each time they access the Blackboard system.

Test proctoring services are available for online faculty who wish to use them. Test proctoring services are provided for computer-based online exams as well as paper/pencil exams in the Flex Center on the College's main campus and at the Educational Service Areas in Jacksonville, Litchfield, Taylorville, and Beardstown. Online faculty members provide test proctoring guidelines and course rosters, including student ID numbers. The proctor verifies the student ID number and checks state-issued photo identification prior to providing access to the individual exams. Online exams are unavailable to students with a secure password that is known only to the proctoring staff.

Additional technologies available within Blackboard to assist in the verification of online student identification are timed test functionalities, randomization of test question pools, course statistics, and student login/course access reports.

LLCC also utilizes SafeAssign within Blackboard to help faculty members detect plagiarism in student papers and other written assignments. In addition to the use of SafeAssign, online faculty members are encouraged to become familiar with each student's writing style or "voice" and recognize if it changes dramatically during the duration of the course. Online faculty members are also encouraged to develop a variety of application-based assignments and projects that require students to present a deeper understanding of the subject.

**SECTION E**  
**TITLE IV PROGRAM AND RELATED RESPONSIBILITIES**

***General Program Responsibilities***

Lincoln Land Community College is eligible and fully certified to participate in Title IV programs as evidenced by the following documents:

- Approval Letter: Lincoln Land Community College – see Appendix E.1
- Eligibility and Certification Report (ECAR) – see Appendix E.2
- Program Participation Agreement (PPA) – see Appendix E.3

Lincoln Land Community College currently has no limitations, suspensions, or termination actions as the result of an audit or any other administrative action. No fines, letters of credit, or heightened monitoring have emerged from Department of Education reviews. There were no findings in the A-133 portion of the audited financial statements that identified any material weaknesses in the processing of financial aid. Lincoln Land Community College’s A-133 audit letter can be found in Appendix E.4.

***Default Rates***

Lincoln Land Community College’s default rates for the last six years, as calculated by the Department of Education (DOE), are noted below. LLCC’s default rate has consistently been within DOE’s range of acceptable standards. Consequently, it has not been necessary to create a Default Rate Management/ Corrective Plan.

Financial Aid Default Rates

Default Rate – LLCC with State Peers				
Fiscal Year	Lincoln Land	Rock Valley	Lake Land	Parkland
2009	19%*	17.7%*	20.0%*	18.1%*
2008	10.6%	13.7%	9.8%	9.6%
2007	14.2%	15.4%	10.8%	12.0%
2006	8.3%	14%	9.0%	13.1%
2005	6.4%	10.6%	8.8%	12.5%
2004	7.4%	12%	9.7%	10.6%

\* 3-year cohort rate

LLCC does not participate in a private loan program or provide loan services to students.

***Financial Responsibility Requirements***

All physical audit information is maintained with the Business and Fiscal Operations department. Audits of Lincoln Land Community College have historically resulted in a “clean opinion” with few, if any, reported findings. Any findings are addressed and corrective measures taken. A copy of the LLCC’s FY2012 A-133 audit letter is included in Appendix E.4. Financial ratios from the past three Annual Institutional Data Updates are as follows.

<b>Fiscal Year</b>	<b>Primary Reserve</b>	<b>Net Operating Revenue</b>	<b>Return on Net Assets</b>	<b>Viability</b>	<b>Composite Financial Indicator</b>
<b>2012</b>	.415	.034	.027	.762	2.3
<b>2011</b>	.370	.039	.057	.622	2.4
<b>2010</b>	.694	.083	.103	1.047	4.4

***Campus Crime Information, Athletic Participation and Financial Aid, and Related Disclosures***  
**Campus Crime Information**

Lincoln Land Community College is in full compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. The Lincoln Land Community College Police Department prepares, publishes, and distributes to all current and prospective LLCC students and employees, via the LLCC Police Department website and in hard copy (upon request in person or by mail), the College’s Annual Campus Security Report. This report contains information regarding College policies, LLCC Police Department procedures, and campus crime statistics. Annual crime statistics are reported to the Department of Education and are available on the LLCC Police Department webpage and in the Campus Security Report (see Appendix E.5 for Catalog excerpt). Methods of distribution include the following.

- Posted on the [LLCC Police Department](#) website
- Sending an email to students’ llcc.edu account announcing the reports availability and how to access it (i.e., using above url and/or stopping by the office to get a hard copy)
- Stocking hard copies of the report in pamphlet stands around campus
- Left in the College mailboxes of employees

Copies of the Annual Campus Security Report are available at the College’s Educational Service Areas. Hard-copies are also provided to the Human Resources department for distribution to prospective job candidates.

**Athletic Participation**

Lincoln Land Community College annually submits information to the Department of Education in response to the Equity in Athletics Disclosure Act (EADA). Athletic program participation rates and financial support data are presented to prospective recipients of athletic tuition waivers upon the offer of financial assistance. The information is also available to the general public through the Athletic Director’s office (see Appendix E.5 for Catalog excerpt).

Disclosure link: [LLCC Athletics - Participation Rates](#)

### Consumer Information

Lincoln Land Community College has one page that is the beginning source for locating the consumer information required by the Department of Education. This page is two clicks from the College's homepage: click "Future Students", then "Consumer Information and Student-Right-To-Know."

Link: [Consumer Information and Student-Right-To-Know](#)

More recent additions related to compliance with the Higher Education Opportunity Act of 2008 (HEOA) include the following:

Link: [Net Price Calculator](#)

Link: [Gainful Employment Information](#)

Link: Summary of Civil and Criminal Penalties for [Violation of Federal Copyright Laws](#)

Link: [Bookstore Textbook Listing](#) with ISBN and Retail Price by Class

### ***Student Right-to-Know***

#### Consumer Information

Lincoln Land Community College has one page that links students and the general public with information required for disclosure by the Department of Education. The majority of student right-to-know information is just two clicks from the College's homepage: click "Future Students," then "Consumer Information and Student-Right-to-Know."

Link: [Consumer Information and Student-Right-to-Know](#)

#### Graduation/Completion Rates

- Link: [Graduation and Transfer Out Rates](#)

#### Withdraw Process

- Catalog, p. 31
- *Forward Magazine/Course Schedule*, p. 8
- Link: [Forward](#)

#### Cost of Attendance

- *Forward Magazine/Course Schedule*, p. 8
- Link: [Forward](#)

#### Refund and Return of Title IV Funds

- Board Policy 5.3
- Appendix E.6

#### Academic Programs

- Catalog, beginning on p. 81
- Link: [Academic Departments](#)

#### Faculty

- Catalog, beginning on p. 375, (listing includes academic credentials)
- [LLCC Directory](#) (listing includes contact information only)
- Faculty directories are included on the home page of each [Academic Department](#)

#### Accrediting Agencies – Institutional and Programmatic

- Catalog, p. 2-3
- Link: [Accreditation](#)

#### Services for Disabled Students

- Catalog, p. 44
- Link: [Special Needs Services](#)

#### Enrollment in Study Abroad

- Catalog, p. 63
- Link: [Study Abroad Programs for Credit](#)

#### Transfer Out Rate

- Link: [Graduation and Transfer Out Rates](#)

#### ***Satisfactory Academic Progress and Attendance Policies***

Lincoln Land Community College's Satisfactory Academic Progress (SAP) policy is separate from the College's Academic Probation, Suspension, and Readmission policy. Satisfactory Academic Progress is communicated to students in Lincoln Land Community College's [Guide to Financial Aid](#), through the Catalog (p. 35-36), and via link on the [Financial Aid Eligibility](#) page. In addition, a hard copy (see Appendix E.7) is enclosed in the mailing of students' financial aid award letters.

Lincoln Land Community College has a formal attendance policy (see Appendix E.8 for Board Policy 4.12). Its essence is commonly communicated to students through the Catalog (p. 51-52), the Student Planner (p. 154), and references in course syllabi. In addition, the Financial Aid department emphasizes the importance of attendance and maintaining financial aid eligibility through their [Attendance Requirement](#) link.

***Contractual Relationships***

As reported in the most recent Annual Institutional Data Update (AIDU), Lincoln Land Community College has three contractual partners: University of Spa and Cosmetology Arts, Sangamon County Corrections, and Levi, Ray & Shoup, Inc.

Students receive college credit for the approved courses (see below) listed in each contract. The instruction, materials, and learning experiences are provided by the outside organization's personnel while meeting LLCC curriculum requirements. LLCC has agreed to conduct evaluations of the courses, furnish administrative cooperation through the Business and Technologies Department, award credit to those students demonstrating successful completion, monitor any training sessions provided by the outside organizations and provide employment application forms to ensure LLCC employment standards are met. In turn, all three organizations agree to adhere to LLCC admission standards; provide a course schedule; transmit registrations within a week of the end date for each course; provide a syllabus for each course; verify all registration and documents required by LLCC and the Illinois Community College Board; provide administrative personnel to ensure timely compliance with all registration and other procedural materials needed to ensure accountability; and pay a fee of \$1,000 (applies to Sangamon County Corrections and Levi, Ray & Shoup only) prior to starting classes.

The approved courses include training pertinent to each organization respectively. The LLCC course number, course title, and number of credit hours are listed in the contract. Changes can be made by the organization to add additional courses within the term of the contract only by written notification 30 days prior to the offering. Courses which do not match a course in the LLCC catalog will be given the course number of 299 and may only be offered once during the contract period.

A review of each contract is completed annually. The review process starts no later than 3 months prior to the implementation of the new contract. On or before the last day of June each year, LLCC approves or discontinues the contract. Either party may terminate the contract with a 60 day written notice.

Approved courses include the following:

Sangamon County Corrections – SLP 100: Security Officer Training: Classroom, SLP 101: Security Officer Training: Firearms, SLP 102: Introduction to Security, SLP 208: Applied Security Operations

University of Spa and Cosmetology – CMT 101: Hair Cutting, CMT 102: Hair Styling, CMT 103: Chemicals and Hair Treatment, CMT 104: Sanitation and Management, CMT 105: Esthetics, CMT 106: Nail Technology

Levi, Ray & Shoup, Inc. – Several computer applications, computer programming, computer networking, computer occupations, time management, and computer web design courses.

***Consortial Relationships***

As noted in the most recent Annual Institutional Data Update (AIDU), Lincoln Land Community College is not engaged in any consortial relationships with other entities not accredited by a federally recognized accrediting agency.

**SECTION F**  
**REQUIRED INFORMATION FOR STUDENTS AND THE PUBLIC**

2013-2014 Lincoln Land Community College Catalog

Link: [LLCC 2012-2014 Catalog](#)

*Forward Magazine/Course Schedule* (a LLCC publication that includes the class schedule, admissions information, the academic calendar, tuition rates and student fees, and information about withdrawing from the college/tuition refunds)

Link: [Forward](#)

2013-2014 Student Planner/Handbook

Not available in electronic form; distributed in hard copy to students each fall and spring semester

Institution's Academic Calendar

- Link: [Academic Calendars](#)
- Catalog, pp. 6-13
- *Forward Magazine/Course Schedule*, p. 4

Grading

- Catalog, pp. 57-60

Admissions

- Link: [Admissions and Registration](#)
- Catalog, pp. 24-26
- *Forward Magazine/Course Schedule*, p. 5

Academic Program Requirements

- Catalog, pp. 84-214

Tuition and Fees

- Link: [Admissions – Tuition and Fees](#)
- *Forward Magazine/Course Schedule*, p. 8

Refund Policies

- Link: [Admissions - Tuition and Fees](#)
- *Forward Magazine/Course Schedule*, p. 8

**SECTION G**  
**ADVERTISING AND RECRUITMENT MATERIALS AND OTHER PUBLIC INFORMATION**

***Institutional Accreditation***

Lincoln Land Community College discloses its institutional accreditation through the Higher Learning Commission on the College's website and Catalog (p. 2). This information includes a mailing address, phone number, and web address for contacting the Higher Learning Commission. LLCC's accreditation status is also included in the College's *Forward* magazine/class schedule. This publication includes the web address for contacting the Higher Learning Commission.

Link: [Mark of Affiliation](#) on College's Website

***Programmatic Accreditation***

LLCC's affiliation with programmatic accrediting organizations is also communicated to internal and external constituents via the College's [website](#) and Catalog (p. 2-3). This listing includes contact information (address and phone number) for each organization.

***Communication of Accreditation(s) in College Publications and Recruitment Materials***

Lincoln Land Community College communicates with its constituency groups in a variety of ways. Of the following communications, please note that LLCC's accreditation status with the Higher Learning Commission is only communicated in the *Forward* magazine/class schedule.

**General Public/District 526 Residents**

- The *Forward* magazine/class schedule distributed to approximately 154,000 households twice annually
- Advertising with local television, radio, and other media; billboards; bus ads; newspapers and magazines in the District 526 circulation area
- Social media including Facebook and Twitter
- News and events on the College's website

Link: [Forward Magazine](#)

Link: [Annual Report](#)

**Prospective Students**

In addition to the methods previously mentioned as used with District 526 residents, communication with prospective students includes:

- Targeted direct mail (high school students, adult learners)
- Program brochures
- College fairs, community events, high school and business visits, and classroom presentations
- Group visits to campus by school and community groups

Link: [LLCC Viewbook](#)

**Current Students**

Weekly email notices containing information related to registration, tuition due dates, campus events

**Alumni, Donors, and Friends**

The Lincoln Land Community College Foundation maintains regular contact with alumni, donors, and friends through direct-mail campaigns and special events such as the annual gala, fundraisers, and recognition receptions.

## Section H

### Review of Student Outcome Data

Lincoln Land Community College's Institutional Research (IR) office systematically collects data related to student retention, persistence, and program completion. Compiled student persistence data includes course retention rates, semester to semester retention, Fall to Fall retention, transfer rates, and GRS rates. Completion data includes annual completers by academic program. Much of this information is summarized in the [LLCC Fact Book](#). Additionally, the IR office prepares [enrollment trend reports](#) depicting five-year student retention and success rates by instructional method, course location, program classification, and student demographics.

The processes and methodologies utilized in collecting and analyzing data related to student retention, persistence, and completion align with those established at the state and national level. The Illinois Community College Board (ICCB) coordinates the majority of IPEDS submissions for state community colleges. Therefore, LLCC conforms to IPEDS guidelines in calculating certain measures such as completers (150% of normal time), graduation rates (GRS), full-time equivalent (FTE) students, and student-to-faculty ratios. But IPEDS does not collect student performance data at intermediate stages of completion, such as course, semester to semester, and Fall to Fall retention. Here, LLCC aligns practice with the standards outlined by the National Community College Benchmarking Project (NCCBP). For example, the College uses NCCBP's guidelines to define student "success" in course.

LLCC has Key Performance Indicators (KPIs) for student persistence and completion which are monitored via the College's [dashboard](#). The President's Cabinet established goals for each indicator that are ambitious yet appropriate to LLCC's mission, student populations, and educational programs. In addition, an Enrollment Management task force emerged with the College's newly created Shared Governance Council in 2010. They began work in the Fall of 2011, creating clustered priorities in five areas: post-secondary transition, introduction to college, persistence/progression, graduation/completion/transition, and institutional support. The task force has created a conceptual framework that aligns the emerging enrollment management plan with goal one (Student Success and Access) and goal six (Operational Strength) of the College's strategic plan. Items from the enrollment plan have been prioritized and are being further explored, including establishing benchmarks for the items that are selected for action.

While the Strategic Enrollment task force is examining data at an aggregate level, the College's five-year and annual academic program review processes uses such data to inform decisions at the course and program level. The IR office provides each academic program review team with student enrollments, term retention by course (tenth day head count and end of term head count), and completions/graduates by degree or major as an initial step in the program review process. The academic program review team then summarizes their interpretation of the data and documents considerations to be addressed.

Assessment of general education student learning outcomes occurs through a three-pronged approach: standardized testing, e-portfolio, and general education assessment rubrics (GEAR). The Collegiate Assessment of Academic Proficiency (CAAP) was selected by discipline-specific faculty as the College's standardized testing instrument. Three CAAP modules (critical thinking, mathematics, and reading) are used to sample students enrolled in 200-level course sections. Testing is completed in the Spring on a three year rotation. The College now has data from two CAAP administrations.

The use of portfolios has a longer history at LLCC. Paper portfolios had been used initially in three specific programs that feature cohorts of students. The College began piloting a commercial e-portfolio

process called TaskStream in Fall 2012. This pilot will continue for two years, expanding the number of programs involved with subsequent semesters.

The GEAR [rubrics](#) were designed and approved by the Academic Assessment team. The GEAR project is in an early stage of data collection. A GEAR data collection cycle starts by designating one or two outcomes for the semester. It actually takes three semesters to obtain results for an outcome. Faculty are recruited for participation through the use of CurricUNET where the general education student learning outcomes are linked at the course level. Faculty submit student work from all students in a section for an assignment they believe is appropriate to be scored using that particular general education rubric. Other faculty are then recruited to score the student work. Results are reported back to the submitting faculty members who are asked to report any changes based on the feedback.

Assessment of course and program outcomes is evidenced through faculty completing [Course Assessment Summary](#) (CAS) and [Program Assessment Summary](#) (PAS) reports. Such reports include the student learning outcomes, when the student learning outcomes were measured, the assessment method used, a reflection on the results, changes that will be made as a result of reviewing the data, and any budgetary implications. These CAS/PAS reports are submitted to the respective Department Assessment Coordinator who then creates a summary report containing identified changes and budgetary requests for all department faculty members. These summary reports are subsequently submitted to the CELT Director and Academic Deans for review and consideration. Additionally, these CAS/PAS reports are embedded in both the annual and five-year academic/discipline program review process, a holistic data-informed approach aimed at reviewing each academic program/discipline for both formative and summative purposes. These program/discipline review processes assist the faculty and Academic Deans in recommending improvements and strategies for consideration in the College's annual planning and budgeting process.

The Student Services departments utilize the Council for the Advancement of Standards or CAS to establish goals related to achievement and improvement. Areas in Student Services use the CAS guidelines to conduct a full program review every five years. In this review, each criterion is measured against quantitative and qualitative evidence, resulting in a post self-assessment action plan that identifies strengths as well as weaknesses. The CAS process culminates with a comprehensive action plan for implementing program changes, identifying the needed resources, and establishing dates for completion.

The College evaluates the success of its graduates in two ways. CTE students are tracked into the workforce via the Career and Technical Education (CTE) [Follow-up Study](#). Conducted annually, this survey instrument gathers data that informs the College's academic program review process for CTE programs. Data collected includes educational status, employment status, salary, employment start-ups, geographic location of employment, and satisfaction with employment as well as components of the completed educational program. In addition to success in attaining employment, the licensure and certification [pass rates](#) of graduates are incorporated into academic program review for programs of study requiring state or national licensure for employment.

**SECTION I  
STANDING WITH STATE AND OTHER ACCREDITING AGENCIES**

***State Recognitions***

Lincoln Land Community College’s state recognitions are listed in the Catalog (p. 2) and on LLCC’s [webpage](#). State recognitions include the following.

Illinois Board of Higher Education	Office of the State Board of Education
Illinois Community College Board	Universities of the State of Illinois
Illinois Department of Veterans' Affairs	

***College Program Accreditations***

Nine academic programs at Lincoln Land Community College maintain programmatic accreditation. Copies of the most recent comprehensive evaluation reports from the external accreditation organization will be available onsite for review. Associated action letters are included in Appendix I.

<b>Program</b>	<b>Name of External Accreditation Agency</b>	<b>Outcome of Accreditation</b>	<b>Date of Last Accreditation</b>	<b>Date of Next Accreditation</b>
Airframe and Powerplant Mechanics	FAA; Federal Aviation Administration	Undergo annual FAA inspections to maintain affiliated status		
Associate Degree Nursing Program	NLNAC; National League for Nursing Accrediting Commission Now called ACEN; Accreditation Commission for Accreditation in Nursing	Accreditation for a period of eight (8) years	Fall 2008	Fall 2016
Associate Degree Radiography Program	Joint Review Committee on Education in Radiologic Technology	Accreditation for a period of eight (8) years	December 2009	December 2017
Child Development Center	National Association for the Education of Young Children	Accreditation for a period of five (5) years	July 2012	October 2017
Electroneurodiagnostic Technology Program	CAAHEP; Commission on Accreditation of Allied Health Education Programs	Accreditation for a period of ten (10) years	May 19, 2006	March 2016
Occupational Therapy Assistant Program	ACOTE; Accreditation Council for Occupational Therapy Education	Accreditation for a period of ten (10) years	May 17, 2011	2020/2021
Respiratory Care Program	CoARC; Commission on Accreditation for Respiratory Care	Accreditation for a period of ten (10) years. Changed to a ten year accreditation cycle.	2003	Visit scheduled for September 2013
Surgical Technology Program	CAAHEP; Commission on Accreditation of Allied Health Education Programs	Initial accreditation for a period of five (5) years	May 17, 2013	Spring 2018
Welding Program	American Welding Society	Adhere to provisions outlined by the AWS and submit an annual fee to maintain affiliated status		

**SECTION J**  
**PUBLIC NOTIFICATION OF OPPORTUNITY TO COMMENT**

Public notification of the comment window was posted in several local newspapers within the Lincoln Land Community College District during the week of August 4<sup>th</sup> (see Appendix J.1 for the notice and a listing of the media outlets.) At the same time, the notice was posted prominently on the LLCC's homepage as well as that of the LLCC Foundation (see screen shots in Appendix J.2). Additionally, the notice was sent to LLCC alumni (i.e., those registered with the LLCC Alumni Association) via email on August 8<sup>th</sup>, published in the LLCC Foundation's August edition of *Circle of Friends* (i.e., the LLCC Foundation newsletter), and included in the Greater Springfield Chamber of Commerce's e-newsletter.

The text in each communication appeared as follows:

**LLCC seeks public comment in preparation for evaluation visit**

Lincoln Land Community College (LLCC) seeks comments from the public about the college in preparation for a periodic evaluation by its regional accrediting agency. LLCC will host a visit November 6-8, 2013 with a team representing the Higher Learning Commission of the North Central Association. LLCC has been accredited by the Commission since 1973. The team will review the institution's ongoing ability to meet the Commission's Criteria for Accreditation.

Comments addressing substantive matters related to the quality of the institution or its academic programs may be submitted in writing to the following address:

Third-Party Comment on Lincoln Land Community College  
The Higher Learning Commission  
230 South LaSalle Street  
Suite 7-500, Chicago, IL 60604-1411

Comments may also be submitted on the Commission's website at [www.ncahlc.org](http://www.ncahlc.org). All comments must be received by Oct. 7, 2013.