

QUALITY HIGHLIGHTS

Joliet Junior College

June 2007

Introduction:

In November 2004, Joliet Junior College (JJC) submitted its *Systems Portfolio*, and the resulting *Systems Appraisal Feedback Report* arrived in March 2005. The college president had also announced his retirement for May 2006. The Feedback Report had identified succession planning as a strategic issue, and the team attending JJC's second Strategy Forum in Fall 2005 also identified the changes brought by a change in administration as one of its top three challenges in the upcoming months. A number of retirements and relocations of senior administrators followed the departure of the retiring president.

In addition to the administrative changes, JJC also had two major planning documents, the Master Facilities Plan and the Strategic Plan, scheduled to expire in 2007. The new president would be faced with major planning initiatives as well as reviewing and proposing a new organizational structure and staffing key administrative positions. The departing vice president for academic affairs was one of the leaders for the college's AQIP activities, and the Quality Checkup Visit was already scheduled for May 2-4, 2007.

The new president, Dr. Gena Proulx, came to JJC in July 2006. By the end of her first month, she had communicated with Dr. Stephan Spangehl, our AQIP liaison at the Higher Learning Commission, attended the Continuous Quality Improvement Network (CQIN) Summer Institute, and begun working with the remaining AQIP leadership on campus to prepare for the Quality Checkup Visit. By January 2007, Dr. Proulx and the AQIP leadership began an extensive communications outreach to the Board of Trustees and internal and external stakeholders to prepare the campus community for the AQIP Quality Checkup Visit and to inform everyone of the progress on various AQIP projects and activities.

Status of the JJC Systems Portfolio:

Because of the extensive leadership changes at JJC, the *Systems Portfolio* has had only minor changes made since its initial submission. It became apparent that several chapters in the existing portfolio had become virtually irrelevant and needed complete rewriting. The two major planning initiatives are progressing steadily, and the processes are in place but the documents are not completed. A re-visioning of assessment of student learning has led to the creation of a new position answering to the Vice President for Institutional Advancement and Research. This person, when hired, will be able to devote much more time to assessment, which had previously been the work of a committee of faculty representatives.

In preparation for the Quality Checkup Visit, an extensive Quality Program Summary was drafted and posted at www.jjc.edu/aqip along with the other AQIP documents JJC has prepared. This summary provides substantial updated information for integrating into the revised *Systems Portfolio*. In addition, the *President's Annual Report* and other materials from her Webpage on the JJC Website will be used to revise the portfolio. A plan for revision has also been developed, as indicated in the table below. Individuals leading this revision are identified and ready to begin the process. The rationale column explains the reasons for sequencing the chapters as indicated.

Table 1. Plan for Revising the Systems Portfolio

Timeline	Section of Portfolio	Persons Responsible	Rationale
September 2007	5. Leading and Communicating	President/Senior Leadership Team (SLT) Community Relations (CRO)	This chapter will need a complete rewrite because of the changes in institutional leadership structure.
October 2007	8. Planning Continuous Improvement	VP of Business Affairs Office of Institutional Advancement & Research (OIA)	Both the Strategic Plan and the Master Facilities Plan should be complete, so the processes and information can be applied to this chapter.
November 2007	3. Understanding Students' and Other Stakeholder's Needs	OIA HR Academic Departments/chairs	This chapter will mostly need updating. New surveys will generate more results.
December 2007	4. Valuing People	HR CRO	This chapter should be relatively easy to revise; it will mostly need updating. New processes in place for evaluation and satisfaction of employees will need to be addressed.
January 2008	9. Building Collaborative Relationships	VPs of Academic Affairs and Student Affairs and others involved in outreach to high schools, transfer institutions, business and industry, workforce preparation	This chapter previously did not have enough input from a range of campus services. It will need substantial revising.
February 2008	7. Measuring Effectiveness	OIA Assessment Committee	This chapter should be saved until fairly late in the revision process so that more recently selected measures can be included and current results will be available.
March 2008	6. Supporting Institutional Operations	Business Office	Revising in March will align with the budget process, and most operational planning and requests will be complete.
April 2008	1. Helping Students Learn	VPs of Academic Affairs and Student Affairs OIA	This chapter is the longest and most challenging. It will need a complete review, with

		Departments and Chairs Assessment Committee Curriculum Committee	a focus on measures and data. It should be saved until more information is available and other chapters are complete.
May 2008	2. Accomplishing Other Distinctive Objectives		We failed at distinguishing “other” last time around. “Other” can only be whatever we value that has not been covered elsewhere. This brief chapter will need a complete rewrite.
September 2008	Institutional Overview	OIAR	This introductory part of the portfolio needs to be as up-to-date as possible, so revising should come last. It will also need a substantial rewrite. A new guide for preparing the Institutional Overview is posted on the AQIP Website.
Oct-Nov 2008	Editing and review; add any new data to “results” sections. Check all graphics.	OIAR	
November 2008	Final document submitted		

Status of Quality Action Projects:

JJC will submit third-year reports on the current three Quality Action Projects. Three others have been retired. At this time, the current projects will undergo further review to provide funding to implement recommendations. JJC is also exploring admission to the Higher Learning Commission’s Academy for Assessment of Student Learning and participation in the Policy Center on the First Year of College. Participation in the Academy would provide a selected assessment team with the support needed to further our goals in helping students learn. The Policy Center would be beneficial for implementing the goals of the Quality Action Project devoted to student advising and orientation, and it would also support some of the proposals of the older project on developmental education. Both of those projects have some shared goals and recommendations and need a review in tandem to move forward with plans.

Retired Action Projects:

AQIP Category	Title
Helping Students Learn	Developing and Implementing a Technology Plan for Improving Teaching and Learning
Helping Students Learn	Refining the Mission of a Comprehensive Developmental Education Program
Valuing People	Fostering a Positive Institutional Culture to Reinforce the College as a Premiere Learning Community

Current Action Projects:

AQIP Category	Title
Helping Students Learn	Planning and Implementing Suitable Advising and Orientation for Students
Valuing People	Creating a culture that encourages, supports, and promotes professional development
Valuing People	Centralizing and improving the campus communication structure