



McHENRY COUNTY COLLEGE  
COMMUNITY SERVICES  
ADULT EDUCATION  
BUSINESS SERVICES  
COMPUTER SERVICES  
COUNSELING SERVICES  
DEVELOPMENTAL EDUCATION  
FINANCIAL SERVICES  
GENERAL SERVICES  
HEALTH SERVICES  
LIBRARY SERVICES  
LABORATORY SERVICES  
LIFE SERVICES  
NURSING SERVICES  
PLACEMENT SERVICES  
RECREATION SERVICES  
STUDENT SERVICES  
TECHNICAL SERVICES  
TRADITIONAL SERVICES  
WORKFORCE SERVICES

**McHenry County College**  
AQIP Systems Portfolio • November, 2009



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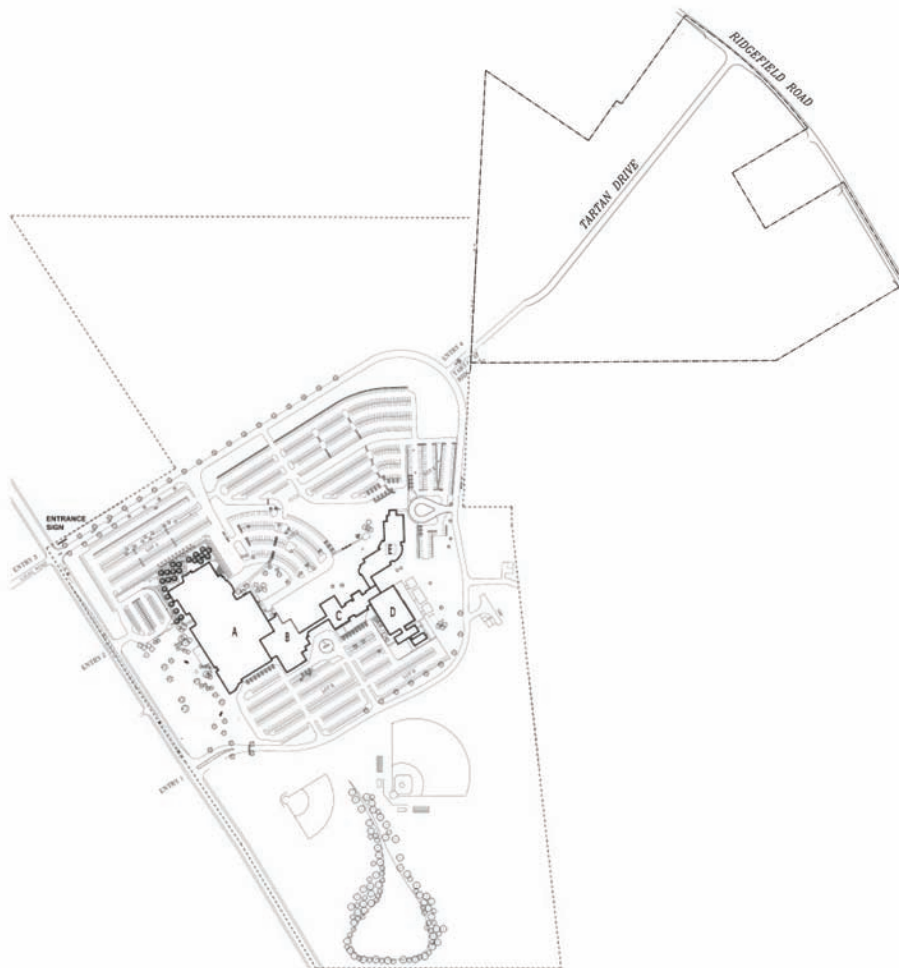
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**Glossary of Acronyms**

ABE	Adult Basic Education
ASE	Adult Secondary Education
ATC	Advising and Transfer Center
CAAP	Collegiate Assessment of Academic Proficiency
CAPC	Curriculum and Academic Policy Council
CATs	Classroom Assessment Techniques
CCSSE	Community College Survey of Student Engagement
CD&R	Curriculum Development and Review - Standing Committee of CAPC
CEU	Continuing Education Unit
CLC	Children's Learning Center
CP&R	Curriculum Promotion and Renewal - Standing Committee of CAPC
EAP	Employee Assistance Program
ERP	Enterprise Resource Planning system
ESL	English as a Second Language
FMCCF	Friends of McHenry County College Foundation
FY	Fiscal Year
GPA	Grade Point Average
IAI	Illinois Articulation Initiative
IBHE	Illinois Board of Higher Education
ICCB	Illinois Community College Board
ISBDC	Illinois Small Business Development Center
MAPP	Making Academic Progress Policy
MCC	McHenry County College
MCEDC	McHenry County Economic Development Corporation
NCCBP	National Community College Benchmarking Project
NOCTI	National Occupational Competency Testing Institute
PACE	Personal Assessment of the College Environment
RAP	Retired Adults Program
SEDOM	Special Education District of McHenry County
SLC	Sage Learning Center
SPAS	Student Placement, Advising, and Support - Standing Committee of CAPC
WIA	Workforce Investment Act
WIB	Workforce Investment Board



The College's main campus is located in Crystal Lake on U.S. Highway 14, a major arterial road that runs through McHenry County. The main campus site is approximately 169 acres and consists of five interconnected buildings which contain classrooms, laboratories, offices, a Cafeteria, Library, Bookstore, Children's Learning Center, and gymnasium. In addition to these buildings, the campus has a Fire Tower used by the Fire Science Department, wetland areas, a nature area with a walking path, a garden, several athletics fields (soccer, baseball, and softball), and six parking areas with more than 2,000 parking spaces.



**Figure O.3** MCC Main Campus

In addition to the College's main campus, MCC also has a satellite facility known as the Shah Center. The Shah Center is located in McHenry, approximately 10 miles from the main campus. The Shah Center hosts a variety of non-credit activities such as corporate training, small business development, and community outreach programs.

The District has an increasing population due to the commuter rails and highways that are accessible to the Chicago Metropolitan Area. The population of McHenry County has increased 22.5% since the 2000 census to 318,641. The Northeastern Illinois Planning Commission forecasts a population of 457,594 for McHenry County in 2030. 11% of residents in McHenry County are Hispanic which represents the fastest growing segment of the District's population.

The District's Equalized Assessed Value (EAV) increased from \$4,325,252,240 in 1999 to \$9,442,825,331 in 2008, reflecting expansion in industrial and retail business and housing starts within the District over the past ten years. However, the recent economic downturn has impacted the District, and unemployment in McHenry County peaked at 10.9% in June, 2009. Nevertheless, by 2030, there is a projected increase of more than 63,000 new jobs and 68,000 more houses in McHenry County.

The College's mission statement was reviewed by focus groups, which included representatives from all employee groups, trustees, students, and residents of the District. On October 18, 2001, the MCC Board of Trustees approved the new language for the College Vision, Mission and Goals.

### **VISION**

The community's first choice for a lifetime of learning.

### **MISSION**

At McHenry County College, we value learning and we put the interests of our students and community first. By providing high quality, affordable and accessible learning opportunities, we enable students to meet their educational, career and personal goals. By sharing our knowledge and resources, we support our community's educational, social, cultural and economic vitality.

**GOALS**

1. To prepare students to transfer successfully to colleges and universities,
2. To prepare students to enter and advance in their careers,
3. To prepare students with the literacy and basic skills to succeed and grow as learners, workers and members of society,
4. To promote personal development and lifelong learning for all students,
5. To enrich the educational, social, and cultural life of the community,
6. To address the community's workforce needs.

**O1** What are your goals for student learning and shaping an academic climate? What are your key credit and non-credit instructional programs, and educational systems, services, and technologies that directly support them?

McHenry County College is a comprehensive community college and an integral part of the Illinois system of higher education. MCC is dedicated to upholding:

- A policy of open admissions
- Comprehensive programming of educational offerings
- Maintenance of an informal student-oriented learning environment

MCC offers seven Associate Degrees:

- Associate in Science
- Associate in Arts
- Associate in Fine Arts-Art
- Associate in Fine Arts-Music
- Associate in General Education
- Associate in Engineering Science
- Associate in Applied Science
  - Accounting
  - Administrative Office Management
  - Automotive Technology
  - Automotive Technology-Management Option
  - Business Management
  - Computer Information Systems
  - Construction Management
  - Criminal Justice

- Digital Media
- Early Childhood Education
- Emergency Medical Technician – Paramedic
- Fire Science
- Health and Fitness Education
- Horticulture
- Manufacturing Management
- Marketing
- Network Security
- Nursing

Certificate programs are shorter (one year or less) than degree programs and focus primarily on skill proficiencies that prepare students for immediate employment in an entry-level position. MCC offers 48 certificate programs:

- Accounting
- Administrative Office Management
- Administrative Office Skills
- Advanced Automotive Technician
- Advanced Computer Skills
- Animation
- Automotive Maintenance Technician
- Baking & Pastry Assistant I
- Basic Nurse Assistant
- Business Management Principles
- Chef's Assistant I
- Computer Programmer
- Computer Skills
- Construction Codes
- Cyber Security
- Design Technology
- Early Childhood Education – 12 Hour Certificate
- Early Childhood Education – 32 Hour Certificate
- Emergency Medical Technician-Paramedic
- Emergency Medical Technician-Ambulance
- Entrepreneurship
- Firefighter II
- Fire Officer I
- Fitness Instructor Training
- Floral Design
- Game Development

- o Gardening
- o Geek Technology
- o Greenhouse
- o Help Desk
- o International Business Studies
- o Internet Game Programming
- o Landscape Management
- o Legal Administration
- o Manufacturing Process
- o Manufacturing Supervision
- o Manufacturing Design Technology
- o Marketing
- o Marketing Management
- o Medical Administration
- o Networking Specialist
- o Organizational Leadership
- o PC Support Specialist
- o Professional Selling
- o Tax Practitioner
- o Turf & Golf Course Management
- o Warehousing and Distribution
- o Webmaster

The College adopted new General Education Goals in Fall, 2007:

- 1. Critical Thinking:** To identify, define, analyze, synthesize, interpret, and evaluate ideas.
- 2. Information Literacy:** To locate, evaluate, and use resources effectively.
- 3. Effective Communication:** To develop, articulate, and convey meaning.
- 4. Ethical Awareness:** To identify and make responsible choices in a diverse world.
- 5. Technological Literacy:** To use tools skillfully.

College classrooms and learning environments include the technology required by the curriculum. For example, MCC has a number of computer labs, supplemental learning labs, science laboratories, an automotive lab, nursing labs, and a photography lab. MCC uses ANGEL as its Learning Management System to support online, hybrid, and web-enhanced courses.

**Table O.1** Services available to MCC students

Advising and Transfer Center	Academic Advisors assist students with academic planning, matching major to career goal, transfer guidance, and graduation requirements.
Athletics, Intramurals, and Recreation	Includes competitive, instructional, and recreational athletic and academic programs and support services.
Career Resource Center	Counselors serve the needs of students and district members who are exploring or changing careers.
Career Services	Services for students and alumni include job seeking assistance, interview skills and resume writing, internship opportunities and job postings, and career fairs.
Children's Learning Center	In addition to providing a positive learning environment for young children, the Children's Learning Center is a lab site for Early Childhood Education students.
Counseling	Professional counselors help students and members of the community with decisions on a wide range of career, personal concerns, and academic success issues.
Financial Aid, Scholarships, and Veterans Services	To remove economic barriers for students, MCC offers numerous federal, institutional, and private funds to financially assist students to reach their educational goals.
Fitness Center	For students and community residents, members are educated on how a professionally designed exercise program can reduce major health risk factors.
Library	The MCC Library provides resources and services which meet the information needs of the College community.
Multicultural Programs and Student Leadership	Coordinates individual and group activities to promote cross-cultural awareness on campus and create an environment supportive of diversity of all kinds.
Sage Learning Center	A tutoring center for all registered students seeking assistance in a variety of academic areas. Comprehensive support is provided in math and in English/writing.
Special Needs	Provides reasonable support for otherwise qualified students with disabilities.
Student Life	Provides quality student-centered programs, services and involvement opportunities which foster leadership, civic engagement and student development.
Testing Center	Proctors many kinds of tests for MCC students and community members.

**O2** What key organizational services, other than instructional programs, do you provide for your students and other external stakeholders? What programs do you operate to achieve them?

As part of its mission, MCC continually monitors the needs of the community. We are constantly striving to provide classes and training opportunities that keep pace with changes in our society, economy and on the employment front. We pride ourselves in being the area's resource for:

### Lifelong Learning

- Kids and College is an enrichment/remedial program for all students in grades pre-kindergarten through 12th grade. Emphasis is placed on supporting non-credit programming through input by local schools and the community. Classes are designed to help all students explore new interests, gain additional skills and start the process of lifelong learning.
- Continuing Education is a resource for individuals, organizations and businesses. Individuals who want to continue learning throughout life can register for a variety of personal development classes, seminars, or activities which do not carry college credit. A comprehensive schedule of these programs is available three times per year. The programs within Continuing Education are self-supported via fees that are paid by participants.
- The Retired Adults Program (RAP) offers stimulating and enriching educational opportunities for adults who are 50 years of age or older. A variety of classes and activities take place each month including seminars, lectures, lunches, videos and discussion groups.
- Trips & Tours offers trips ranging from one-day trips to extended travel. Examples of such trips are: Chicago Theatre, a weekend in Shipshewana, Indiana, and a week in Vermont.
- Adult Education provides instruction for adults who are seeking to enhance their lives through further education. The program serves adults who are ages 17 or older, who are not enrolled in high school, who have not yet completed their high school education and/or who are limited in their ability to communicate, read and write in English. Classes are offered at many partner locations around the county.

### Workforce and Economic Development

- The Center for Corporate Training offers both open enrollment and customized workforce training. Manufacturers may qualify for training subsidies provided through the Department of Commerce and Economic Opportunity Employer Training Investment Program. The Center offers a full schedule of quality and affordable training programs throughout the year. Topic areas include Computer Applications, Leadership and Professional Development, Safety, and Manufacturing Skills. To meet specific business needs, customized contract training can be provided on-site or at the Shah Center, whichever is more convenient for employers and their employees.
- The Illinois Small Business Development Center is a grant-funded program that provides businesses with the necessary tools to grow and succeed. Services include assistance with the development of business plans, marketing plans, Small Business Administration loan packages, and helping entrepreneurs access specialized services and resources. The ISBDC conducts seminars and workshops to improve business ownership skills, houses a small business resource library and business software for client use, and offers assistance for procurement of government contracts and international trade.
- Short-term, non-credit programs are available for individuals who want to improve career opportunities in areas of demand in the work place or who need continuing education hours to meet requirements for license or certification renewal. The Continuing Professional Education (CPE) program has been approved by the Illinois Department of Professional Regulation to provide continuing education for social workers, nursing home administrators, certified public accountants, certified counselors, and home inspectors. MCC also offers continuing education for building inspectors, contractors, water operators, 911 operators, electricians, police, EMS workers, crisis intervention workers, healthcare workers, and firefighters.

### Community Outreach

- The court-mandated Traffic Safety School program is intended for McHenry County traffic violators or individuals interested in improving defensive driving skills. The program has been proven to improve traffic skills, decrease the possibility of future traffic violations and the possibility of serious collisions.
- Parents, Children & Divorce offers families going through the process of divorce an opportunity to understand the impact divorce can have on children. The program assists parents in developing solutions to common and unique dilemmas families face during this process of change. Parents will have the opportunity to learn effective ways of communicating with each other and learn to make decisions that are in the best interest of their children.
- Complete with catering and breakout rooms, the MCC Conference Center features a 350-seat auditorium with stage and the latest presentation technology. The Conference Center is frequently reserved by outside groups interested in scheduling a meeting on-campus, and the Conference Center often co-sponsors events with non-profit organizations.
- The Lou Marchi Recycling Institute was established through an endowment to the College to promote recycling as an alternative waste disposal solution. The mission of the Institute is to provide programming on current recycling issues. The Institute publishes the new Green Guide Recycling Directory, which is a combination of the general recycling directory, the McHenry County Business Recycling Directory and a new Green Living section. The Green Guide, as well as information about household hazardous waste collection sites, and athletic shoe recycling is accessible on the Institute's web page (<http://www.mchenry.edu/recycling>).

### O3 What are the short- and long-term requirements and expectations of the current student and other key stakeholder groups you serve? Who are your primary competitors in serving these groups?

**Table O.2** Requirements and expectations of current students

Current Student Groups	Requirements and Expectations
Intend to transfer	Preparation for future education, ability to transfer credits earned at MCC, variety of course offerings, convenient location, affordability
Preparing for current or future job	Skills leading to employment, variety of program offerings, convenient location, affordability

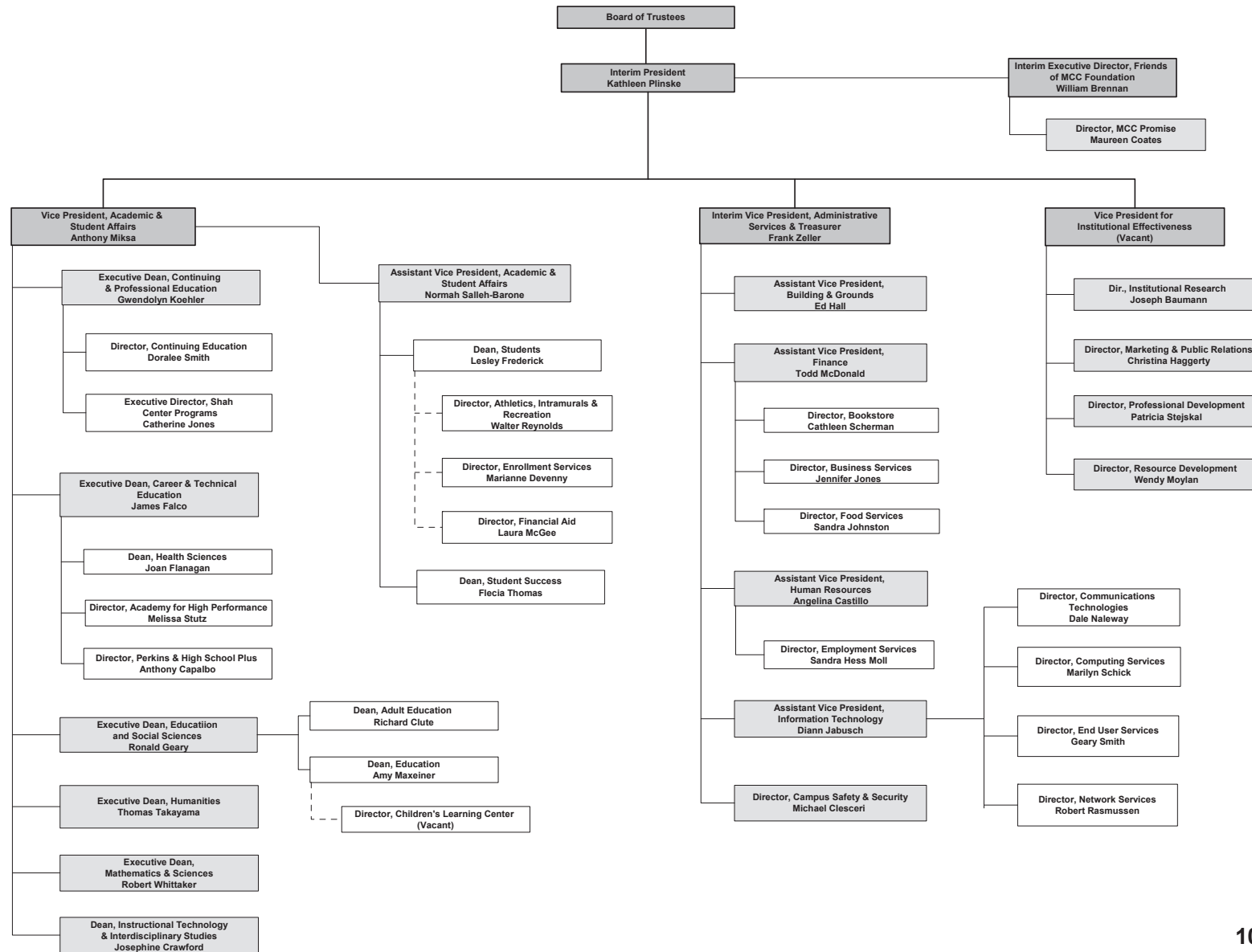
**Table O.3** Requirements and expectations of key stakeholders

Stakeholders	Requirements and Expectations
Alumni	Opportunities to remain connected, lifelong learning
Board of Trustees	Fiscal responsibility, adherence to policy
Business & Industry	Customized training, skilled workforce
Community	Educated workforce, fiscal responsibility, responsiveness to emerging needs, taxpayer value
Employers	Skilled workforce
Local K-12 Districts	Affordable access to higher education, curricular partnerships
Other Colleges and Universities	Students prepared to continue education, transfer and articulation agreements

The College's primary competitors include:

- Columbia College – Missouri (Crystal Lake)
- College of Lake County
- DeVry University
- Elgin Community College
- First Institute – Career Training
- Harper College
- Northern Illinois University
- Webster University – Elgin

**O4** What are your administrative, faculty, and staff human resources? What key factors determine how you organize and use them?



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**Figure O.4** McHenry County College Organizational Chart

MCC has approximately 650 full-time and part-time employees. The College has three collective bargaining units: the McHenry County College Faculty Association, the McHenry County College Adjunct Faculty Association, and the McHenry County College Staff Council.

**Table O.4** Distribution of employees by classification

	Full-Time	Part-Time
<b>Faculty</b>	104	250
<b>Administrators</b>	39	0
<b>Professional Staff</b>	48	76
<b>Classified Staff</b>	119	16
<b>Total</b>	<b>310</b>	<b>342</b>

**Table O.5** Highest degree earned by faculty and administrators

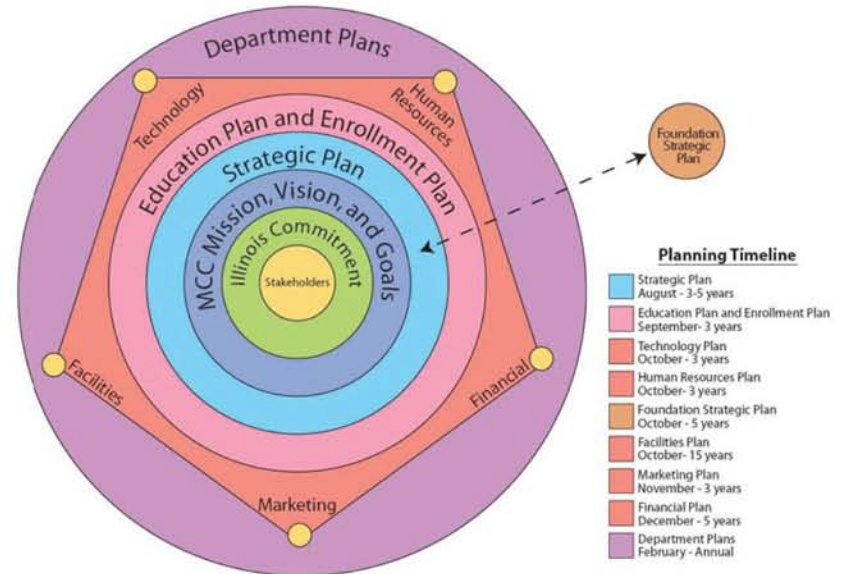
	Full-Time Faculty	Administrators
<b>Doctorate</b>	16 (15%)	5 (13%)
<b>Master</b>	80 (77%)	22 (56%)
<b>Bachelor</b>	5 (5%)	8 (21%)
<b>Associate</b>	1 (1%)	3 (8%)
<b>No Degree</b>	2 (2%)	1 (3%)

The College President reports directly to the Board of Trustees and provides overall leadership for the College. The Vice President for Academic and Student Affairs, the Vice President for Administrative Services/Treasurer, the Vice President for Institutional Effectiveness, and the Executive Director of the Friends of MCC Foundation report directly to the President (see Figure O.4).

**O5** What strategies align your leadership, decision-making, and communication processes with your mission and values, the policies and requirements of your oversight entities, and your legal, ethical, and social responsibilities?

As illustrated in Figure O.5, at the core of all College activities are the needs of stakeholders. The Illinois Commitment, adopted by the Illinois Board of Higher Education, is the state's strategic plan. MCC's mission, vision, and goals, in alignment with stakeholders' needs and the Illinois Commitment, provide an overall direction for all College planning. MCC's Strategic Plan, last updated in 2005, aligns with the College's mission, vision, and goals.

MCC Planning to Exceed Stakeholders' Expectations



**Figure O.5** McHenry County College Planning Model

The College's Education and Enrollment, Technology, Human Resources, Facilities, Marketing, and Financial Plans have been developed in alignment with and in support of the College's mission and Strategic Plan. Each department at the College is responsible for developing and updating an annual plan with objectives that align with the College mission and divisional goals. Departments must report progress toward meeting their stated objectives every five years as part of the Program Review process.

As stated in the College's mission, MCC is committed to providing high quality, affordable, and accessible learning opportunities to enable students to meet their educational, career, and personal goals. MCC is committed to an open-door philosophy and admits any high school graduate or any adult who is capable of profiting by continuing his or her education and who desires to do so. MCC also cooperates with area secondary schools in accepting high school students who desire and who are capable of using selected college educational experiences to complement their high school programs.

In accordance with its open admissions concept, the College gives all entering students an equal opportunity to enter courses and programs. MCC offers free Adult Education classes, including reading, General Education Development (GED), and English as a Second Language (ESL). Through the College's Special Needs program, MCC offers support for students who have a learning or physical disability. Furthermore, through the Sage Learning Center and Developmental Labs, MCC provides tutoring and academic assistance to students free of charge. In addition, the College provides career counseling services to all members of the community, and professional counseling services for students facing personal or psychological challenges.

MCC emphasizes social responsibility and community service through its annual United Way campaign, its College-wide recycling program, and support of Student Life activities, including semi-annual blood drives, semi-annual voter registration drives, and monthly multicultural programs. Community service is expected of new faculty and is considered in the tenure review process. Service learning is emphasized in certain courses, and with all students participating in the Phi Theta Kappa International Honor Society and the MCC Promise.

Finally, the collaboration between MCC and the Friends of McHenry County College Foundation underscores the College's commitment to community involvement. The Foundation is committed to providing financial support to the College in areas that emerged through the College's strategic planning process. The Foundation provides scholarships to students on both a merit and financial need basis. The Foundation's fundraising goals also stress the importance of technology, professional development and the visual and performing arts.

#### **O6** What strategies align your key administrative support goals with your mission and values?

McHenry County College is a comprehensive, public community college that is committed to a philosophy of open access as well as to providing high quality, affordable, and accessible learning opportunities for all district residents. As such, MCC aims to offer the wide range of support services necessary to meet the unique needs of students wherever they are on their path of lifelong learning. In addition, the College strives to contain costs and build a healthy institutional fund balance to avoid the need for significant increases in tuition or fees.

#### **O7** What determines the data and information you collect and distribute? What information resources and technologies govern how you manage and use data?

As part of a three-year Action Project, MCC is currently engaged in an ERP conversion. The College currently operates a decades-old legacy mainframe system that is based in COBOL. Accordingly, data extraction capabilities are limited, and user-generated reports are not widely available. Instead, the College's Computing Services staff, who specialize in COBOL, have the capability to design custom reports and data extracts for end users.

The primary priority for data collection and analysis are those elements required for annual reports to the Illinois Community College Board (ICCB) and the College's Program Review process. In addition, the College's Action Teams often identify data to be collected and analyzed, and work with Computing Services or the Office of Institutional Research. Furthermore, any employee may work directly with the Office of Institutional Research to collect, extract, and analyze data and information.

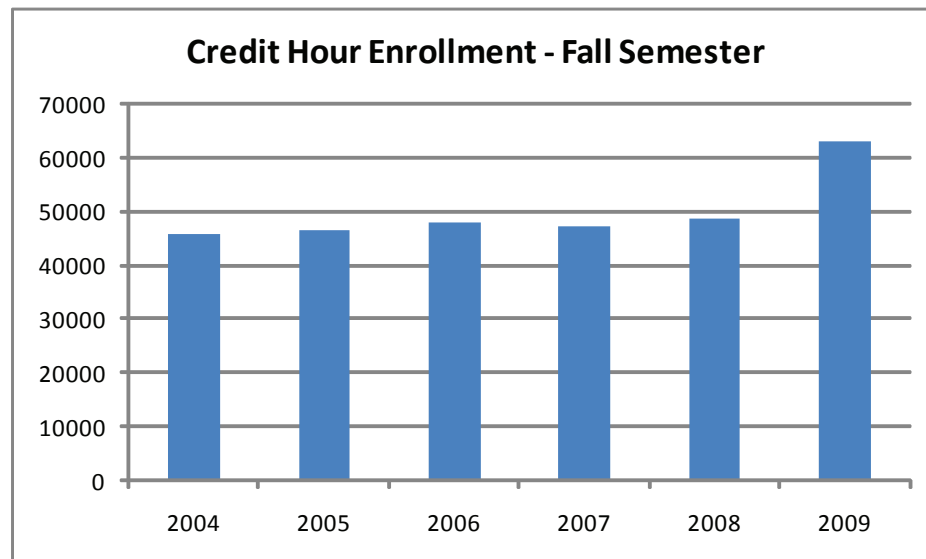
The College has completed an Action Project to create Key Performance Indicators (KPIs) and a Balanced Scorecard. While the Action Project was successful, due to the limitations of the current mainframe, all data must currently be manually entered and updated on the Balanced Scorecard. The College recognizes its data and information systems as an opportunity for improvement, and is working diligently to ensure a successful ERP conversion as quickly as possible.

**O8** What are the key commitments, constraints, challenges, and opportunities with which you must align your organization's short- and long-term plans and strategies?

As illustrated in Figure O.6, The College had been experiencing a steady increase in credit hour enrollment over the last five years, but in Fall 2009, enrollment increased by a record 29.4% as compared to Fall 2008.

While the demand for the College's programs and services is exciting, it also presents significant challenges. During the Fall, demand for parking exceeded the capacity of the on-campus lots, and students were required to park in overflow grass lots while dozens of employees participated in a voluntary off-campus parking shuttle program. And, because the College is located on the Crystal Lake watershed, any new construction projects must abide by a strict stormwater ordinance, rendering projects more costly and more complicated.

The College developed a Facilities Master Plan in 2005 to outline future expansion opportunities (see Figure O.7).



**Figure O.6** Fall 10th day credit hour enrollment

The College recently launched an Associate's degree program in Nursing, which has been extremely popular. However, the College offers a number of Biology courses that fill on or near the first day of registration. However, due to limited lab space, the College does not have many options for opening additional sections of high-demand science classes. Moreover, state funding has consistently declined over the last several years, and state funding for capital improvements is nearly impossible to secure. MCC has been working over the last several years to build a substantial fund balance to support the College's ERP conversion and fund small-scale campus remodeling projects in an effort to maximize classroom space.

The College has experienced a significant amount of turnover and transition over the last few years. The sunseting of an early retirement program on June 30, 2009 prompted many long-time employees to retire. Less than half of all administrators have been in their current positions for more than a year. While this transition brings challenges, it also brings opportunities. MCC's new administrative team brings a diversity and wealth of perspectives and experiences to the College, and the institution is poised to collectively develop an exciting vision for the future.

MCC has also made significant strides over the last four years in developing a culture of continuous improvement. Quality tools have become part of the standard repertoire for employees, and Action Projects have become part of doing business at the College. Accordingly, the institution will be well-positioned to utilize feedback from this Systems Appraisal to identify and act upon opportunities for improvement to better serve students and stakeholders.

**O9** What key partnerships and collaborations, external and internal, contribute to your organization's effectiveness?

MCC maintains a number of key relationships which are integral to the mission of the institution:

**Table O.6** Key MCC Partnerships

Partnership	Key Roles
District High Schools	Educational organizations that provide supply of students
Four-year colleges and universities	Educational organizations that supply and depend on supply of students
Other community colleges	Educational organizations that supply and depend on supply of students
Workforce Investment Board	Identification of community's training and education needs
McHenry County Economic Development Corporation	Identification of community's training and education needs
McHenry County Workforce Center	Identification of community's training and education needs
Local businesses and industries	Identification of community's training and education needs
Community Agencies	Community development and outreach
Advisory Committees	Identification of community's training and education needs
Friends of MCC Foundation	Resource development and alumni relations



**Figure O.7** MCC Facilities Master Plan