Core Component 1-E
Carl Sandburg College upholds and protects its integrity.

Integrity of Data

1.e.1 Process: One of the major changes made at CSC this past decade has been the Datatel Migration Project. The College began investigating administrative software systems in the spring of 2001 to improve services provided to its students, faculty, and staff, but also to create a more secure system of data as well as to respond to the last accreditation visit which indicated the College needed to become more “data driven” in its decision-making.

Outcome: After two years of research, the College determined the best approach was to join a consortium with some Iowa community colleges to jointly migrate to Datatel. By joining the consortium the colleges were able to share in training costs which greatly reduced the total cost each college had to pay.

Today, with Datatel’s administrative software program, “Colleague,” the College now has the ability to access its data in a format that is meaningful for end-users and decision-makers.

Evaluation: Continue with Datatel. In addition, the College needs to continue to evaluate the additional modules and software Datatel has to offer to ensure it is maximizing the Datatel system. The College is in the process of evaluating Datatel’s data warehousing and business intelligence solutions.

1.e.2 Process: With the reliance on electronic data filing systems it became clear CSC would need to perform an Information Technology Security Audit to support and protect the integrity of the software system.

Outcome: In response to ongoing threats against data and network security, the College commissioned a comprehensive security audit of its network and servers in the fall of 2006. Pearl Technology, a leading technology solutions firm based out of East Peoria, Illinois, was selected to perform the operations.
Pearl Technology spent two months performing thorough audits of wired and wireless networks as well as servers across the district and issued the following executive summary:

The College has:
- Corrected all the security vulnerabilities
- Instituted new network monitoring software (Solar Winds and NetMon)
- Acquired and installed new network hardware that has advanced protection protocols
- Instituted an IT security procedure to supplement the Board Policy on Computer and Internet Acceptable Use
- Reconfigured IT services with the title of administrative computing/IT security specialist
- Implemented monthly internal audits on network, servers and workstations
- Established twice monthly meetings of the IT security team

**Evaluation:** Continue to monitor the security of the network. This is an area that will continue to be a source of consideration in the future. The College is currently undergoing a new audit in the spring of 2010 to get further direction in this area.

**Integrity of Employment/Employee**

1.e.3 Process: Although sexual harassment training had been a part of employee orientation for many years, in 2002 the Carl Sandburg College board, administration, and faculty governance system formally drafted and adopted a Sexual Harassment Regulation. This formalized the process and included not just sexual harassment, but other forms of harassment as well. The Preventing Sexual Harassment online training began in 2007 and is a vital component of employee orientation and organizational development. All new employees are required to have sexual harassment training, and all existing employees require periodic renewed training.

**Outcome:** The average score by current and new employees is 91 percent. The College has had very few sexual harassment complaints over the years, but since the training, there has not been a single case reported.
Evaluation: Continue with this training. The College switched to online training approximately 3 years and it appears to be very effective.

1.e.4 Process: In 2008, Instructional Team discussed and implemented policy on campus book buyers. Book buyers purchase desk copies from faculty and sell them to students, undercutting the publisher. This in turn leads to publishers raising the price of their textbooks in an effort to be profitable. Instructional team believed it was necessary to issue a statement regarding book buyers to uphold and protect the integrity of the College.

Outcomes: Although this is difficult to monitor, the institution believes faculty who receive free books from publishers should no longer sell those books back for cash. Textbook prices are extremely high, and the College wanted to do anything it could do, as an institution, to discourage this practice and the high cost of textbooks.

Evaluation: Continue with this practice.

1.e.5 Process: The Employee Hiring Procedure/Process Map assures adherence to and consistency in the employment hiring process. Strict compliance to this process is especially important given the number of variables presented in the employee selection process.

Outcomes: The College consulted with legal counsel in developing hiring procedures designed to ensure fair and consistent hiring and to ensure legal compliance with the laws of the state. These procedures have been in place since 2003 and provide a cogent process from advertising of a position to its subsequent filling.

Evaluation: Continue with these procedures. However, this is an area that requires vigilance as new case law shifts the interpretation of many laws. The HR department works in concert with its labor representation, Seyfarth Shaw, located in Chicago for additional direction.
1.e.6 Process: New-hire employee orientation covers Carl Sandburg College’s mission statement, beliefs, strategies, focal points and goals, policies and procedures, professional negotiations agreements, risk management responsibilities, software, campus tour, and a variety of trainings. Many times orientation is the first connection an employee has to the College. This is an opportunity to present College information and create a positive experience for the new employee.

**Outcomes:** Approximately 13 new hires take place annually. Orientation is a four-hour process which provides information on the mission, focal points and goals of the College and Board of Trustees agendas, shares the organizational strategies and structure, and provides information policies, procedures, regulations, and professional agreement to create understanding of employee guidelines.

Additionally, the employee is introduced to Datatel, Docushare, the CSC Website, WebCT and mySANDBURG so they understand how information flows and how to access it. Training is conducted on sexual harassment, blood borne pathogens, and campus violence and emergency procedures. Explanation of benefit packages and salary structures are provided as well.

**Evaluation:** Continue with this process. The HR department evaluates this process on an annual basis to determine which items are most important to include in orientation and changes are made as needed.

1.e.7 Process: Background and Security Checks are required at the College. These checks are particularly important because all employees connect with students in some manner.

**Outcomes:** One hundred percent of all new full-time, permanent part-time, and adjunct hires have a background check. This is ensures all positions are treated equitably.

**Evaluation:** Continue with this process. The College recently switched to a more comprehensive service to conducts its background checks and this has proven beneficial.

1.e.8 Process: Annual employee evaluations are used with an established rating scale regarding categories of responsibility.
Outcome: One hundred percent of full-time staff and administrators are scheduled to be evaluated every year. This provides an opportunity for employees as well as supervisors to review performance and provide feedback. The evaluation document was reviewed by legal counsel in 2003, and significant changes were made to make the document a clearer and more useful tool for both employees and supervisors. Employee evaluations are something that can get pushed to the back burner. The Human Resources department does a good job in reminding supervisors of their responsibility and in monitoring compliance.

Additionally, every year all tenured faculty have one class where students are afforded the opportunity to evaluate the faculty member. This information is given to the faculty member at the beginning of the following semester. The faculty also has a committee, Faculty Assessment and Growth, which allows faculty every five years an opportunity to develop an assessment plan for themselves to ensure growth and development.

During the Self-Study process, it was discovered the Faculty Assessment and Growth Committee has not maintained the process in the last two years. Renewed efforts are in motion, and the committee is back on track with the process. In the last three years, 13 have started or gone through the process.

Evaluation: This is an area for improvement. While legally compliant the College needs evaluations to be more meaningful for employees’ improvement. Ideas included a modified likert scale, 360 degree feedback, and all evaluations conducted at the same time of year.

1.e.9 Process: Documentation of Equal Employment Opportunity policies, procedures, and regulations provides information for employees regarding their rights and responsibilities. Changes in the law are monitored and reposted as required.

Outcome: EOE Statements are on the Human Resource Bulletin Board in each facility. EOE statements are made in 100 percent of employment advertisements. The institution has had no complaints regarding its Equal Employment Opportunity at the College.
Evaluation: *Continue with this policy.*

1.e.10 Process: Policy, Regulation, and Procedures on *Nepotism* were developed and implemented in 2008. This policy has provided guidance in employment hiring.

Outcome: In an effort to ensure fairness and equity, the College believed it did not want an environment where employees would report to a family member. Family members are not prohibited from working at the institution, but are prohibited from working for a particular supervisor if s/he is a family member.

Evaluation: *Continue with this policy.*

1.e.11 Process: *HIPAA* (Health Insurance Portability and Accountability Act) ensures the confidentiality of employees in regard to health information.

Outcomes: Implementing this policy provides employees with assurance that CSC honors and protects their privacy.

Evaluation: *Continue with this policy.*

1.e.12 Process: The documentation of *Ethics and Gift Ban policies* and *regulations* provides understanding for employees of their rights and responsibilities in this area.

Outcomes: The regulation prohibits political activity during compensated time, limits gifts from prohibited sources, provides for an ethics officer, and provides a methodology for filing complaints. This regulation makes the College’s position on ethics and gift ban clear and is a guideline to be followed by employees.

Evaluation: *Continue with this policy.*

1.e.13 Process: The *Statement of Economic Interests* is filled out annually by administrators.
Outcomes: One hundred percent of administrators complete this every year. These documents are filed with the County Clerk. The signed statement of economic interest assures no conflict of interest between College and employee outside interests.

Evaluation: *Continue with this policy.*

**Integrity of Students**

1.e.14 Process: CSC believes it as important for students to feel free from harassment as it is for employees to do so. There is a separate policy, procedure, and regulation addressing Student Harassment and Sexual Harassment.

Outcomes: The policy is printed in the Catalog and in the Student Handbook. The College has had approximately ten complaints in the last five years from students. There have been four cases of sexual harassment alleged against a faculty member and two cases where a student has alleged harassment by another student. Each case was investigated promptly and resolution was achieved.

Evaluation: *Continue with this policy.*

1.e.15 Process: Carl Sandburg College articulates its Student Discipline Policy and Procedure in the hard copy and online versions of both the CSC Catalog and the Student Handbook.

Outcomes: Carl Sandburg College supports, upholds, and protects the integrity of students by outlining expected student behavior appropriate in higher education.

Evaluation: *Continue with this policy.*

1.e.16 Process: CSC has outlined a Student Grievance Policy and Procedure in the Student Life section of the Catalog.

Outcomes: The College has had very few student grievances filed. In the past five years, the College has had two cases of discrimination, which have been
filed with the Office of Civil Rights after resolution was not achieved at the College. Both cases were found in favor of the College.

However, there has been some instances of students who want to appeal their grade. This procedure does not lend itself well to that concern because a faculty member is the only person who can change a grade, but the procedures seems to be interpreted that a student can appeal to a higher level for a grade to be changed.

**Evaluation:** Continue with this procedure, but a review of the grade appeal component to determine how best to address grade appeals.

1.e.17 Process: An *Academic Dishonesty Policy and Procedure* is outlined in the Catalog, the Student Handbook, and on the online Library Resources page. A more complete version of the procedure is accessible to faculty online under the *mySANDBURG* Faculty Workshop tab.

**Outcomes:** There were 12 dishonesty reports in 2007-2008, six in 2008-2009, and 9 filed for fall of 2009.

**Evaluation:** Continue with this policy.

**Financial Integrity**

1.e.18 Process: Annually the College hires an outside accounting firm to audit its financial records. This is required by law.

**Outcomes:** The College complies with this regulation every year and submits the Audited Financial Statements to the Illinois Community College Board as well as to the Board of Trustees. Without fail, the College has had an unqualified opinion from the auditors every year. In addition, the College has been awarded the *Certificate of Achievement for Excellence in Financial Reporting* (CAFR Award) for the Comprehensive Annual Financial Report since 2003.
Evaluation: The College uses the RFP process to determine its auditing partner approximately every 5 years. The College has used different auditors depending on those results.

1.e.19 Process: Meeting ICCB, State of Illinois, District 518, County, and Federal Government regulations and in order to assure fiscal responsibility, Carl Sandburg College develops and publishes the following documents annually: budget, tax levy, prevailing wage, financial report, and external audit.

Outcomes: One hundred percent of these documents are produced annually in compliance with all state and local regulations and laws. The College’s budget receives the Meritorious Budget Award from the Association of School Business Officials International (ASBO) and the Distinguished Budget Presentation Award from the Government Finance Officers Association. The external audit is included in the Comprehensive Annual Financial Report and has received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association.

Evaluation: These documents allow the College to communicate verified financial information with all constituents. The College will continue to monitor its internal controls and implement additional ways to safeguard the integrity of handling finances.

1.e.20 Process: The Request for Purchase Policy assures the College is meeting ICCB/State of Illinois requirements for purchasing of materials and capital items by a public body.

Outcomes: In full compliance of the Purchase Policy, 100 percent of the items requiring Board of Trustee approval have been presented to the Board.

Evaluation: The regulation associated with the policy was updated in December 2008 to reflect current legislation. Regulation updates are communicated to the Board of Trustees, faculty, and staff through routine communication channels.
**Educational Integrity**

**1.e.21 Process:** *Accreditation Process* with Higher Learning Commission.

**Outcomes:** The College believes accreditation from the Higher Learning Commission is the highest recognition it can achieve and strives to uphold and attain the goals of the Higher Learning Commission.

**Evaluation:** *Continue with this accreditation. The College anticipates moving to the AQIP model following this accreditation process.*

**1.e.22 Process:** *Program Accreditation* is important in supporting and upholding the educational integrity of the College. This accreditation process provides students and constituents with confidence in the quality of Carl Sandburg College. Outside accreditation offers potential students a way of ascertaining the quality of the programs they are considering for enrollment.

**Outcomes:** The following are a list of accredited programs at CSC:

- National League of Nursing
- National Funeral Directors' Association
- American Dental Association

**Evaluation:** *Continue with accreditations. In addition, the College will be seeking accreditations for other allied health programs in the future. It is yet another measure of academic quality and the College wants its programs to be recognized and known for its quality.*

**Other Ways CSC Upholds and Protects Integrity**

**1.e.23 Process:** The College’s *Publication and Design Guidelines and Procedures* assures correct and consistent approval of publications through the Marketing and Public Relations Office.

**Outcomes:** These publication and design guidelines were a recommendation from Davison Dietsch McCarthy, a consulting firm employed in 1998 to review College marketing efforts and communication processes. This recommendation
was an effort to ensure a consistent and quality image was projected to the public through its marketing efforts.

**Evaluation:** *Continue with this policy.*

1.e.24 **Process:** *Observe to Serve* is a program developed by President Schmidt encouraging employees to take ownership of the College and electronically report any thing that may enhance the appearance of CSC.

**Outcome:** Since its inception over 60 items have been submitted to and responded to with the Observe to Serve program.

**Evaluation:** *The College is in the process of updating this program to distinguish between “Observe to Serve” requests and routine physical plant work orders. The College is also putting in place mechanisms so that end users are informed when their request has been fulfilled.*

1.e.25 **Process:** CSC provides an *Employee Assistance Program (EAP)* for all full-time employees. Detailed literature is given to the employee during the new hire orientation process and is also available in the Human Resources Department. Through the EAP program, faculty and staff have access to confidential, outside assistance 365 days/year for personal problems. Stress management classes, protecting your identity classes, etc. are free, and CSC employees are always encouraged to attend. Due to confidentiality this benefit is less visual, but certainly an equally important part of employee benefits.

**Outcomes:** Approximately 20 employees or 10 percent of the total employee population take advantage of this service every year. Additionally the EAP provider gives an evaluation survey to each employee to determine if the service met the employees’ needs. Overwhelmingly, employees who have taken advantage of the service believe it is very valuable.

**Evaluation:** *Continue with this program.*

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**Organizational Charts**

On the following pages organization charts have been included to help illustrate the flow of information. Although the communication process can get stymied at any level, the process is outlined to provide effective movement of information.