



Higher Learning Commission
A commission of the North Central Association

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February 16, 2015

President Michael Mastroianni
Rock Valley College
3301 N. Mulford Rd.
Rockford, IL 61114-5699

Dear President Mastroianni:

The interim report you submitted to our office has now been reviewed. A staff analysis of the report is enclosed.

On behalf of the Commission, staff accepts the report on migration to student complaints system. No further reports are required. The Standard Pathway Comprehensive Evaluation is scheduled for 2018 – 2019. The institution's next reaffirmation of accreditation is scheduled for 2024 – 2025.

Also enclosed is a copy of the institution's Statement of Affiliation Status, which reflects the actions taken by the Commission. For more information on the interim report process contact Lil Nakutis, Accreditation Processes Specialist, at lnakutis@hlcommission.org. Your HLC staff liaison is Karen Solomon (ksolomon@hlcommission.org); (800) 621-7440 x 127.

Thank you.

HIGHER LEARNING COMMISSION

STAFF ANALYSIS OF INSTITUTIONAL REPORT

DATE: February 16, 2015

STAFF: Karen Solomon

REVIEWED BY: Steven Kapelke

INSTITUTION: Rock Valley College, Rockford, IL

EXECUTIVE OFFICER: Michael Mastroianni, President

PREVIOUS COMMISSION ACTION RE: REPORT: An interim report due 1/5/2015 on migration to student complaints system.

ITEMS ADDRESSED IN REPORT: The office of the Commission received the institution's report on the above topic on 1/5/2015.

STAFF ANALYSIS: Rock Valley College's interim report describes the steps taken to address concerns regarding the migration of student complaints that emerged from the institution's comprehensive evaluation in February 2014. In its report, the team provides this rationale for its recommendation on student complaints: "While Rock Valley College has a clearly defined procedure to review and resolve complaints in a timely manner, the administration acknowledges in its 2014 Federal Compliance Report that it has no centralized log of those complaints for the purpose of review and actions...The college recognizes that segregation of student complaint files is inefficient and informed the team that all complaints plan to be moved to an electronic record-keeping system, Maxient, by June 30, 2014" The interim report also provides supporting information in its appendices (A-F).

The report states that the transition involving the move of student complaints to Maxient has been completed and describes changes to its former procedures the institution has made in implementing these, which include the following:

- Written documentation is now required at the beginning of the complaint process, which guaranteed that the complaint would be entered into the Maxient system
- The student then meets with the Dean of Students to review the written complaint, acknowledge her/his understanding of the process, and agree to follow the College's procedures for resolution
- The appropriate administrator conducts an investigation of the complaint and responds to the student in writing within 30 days
- New appeal procedures and deadlines have been installed, including communication of appeal results to the student within 30 days of the appeal.

In its appendices, the report provides a formal flow chart of current complaint procedures for both formal and informal complaints, which was crafted based on discussions between senior academic and student life administrators. This was shared among the Deans Council, the Academic Council,

the Student Development Council and other key constituent groups. It isn't clear in the report if or how students were notified of the changes when they were enacted; however the documentation from the 2014-15 Student Handbook describes the revised process in detail.

To ascertain that student life and academic affairs administrators and administrative staff members were able to use Maxient effectively, the Office of the Dean of Students conducted comprehensive training in the use of the software in recording and monitoring student complaints. The report notes that this training was conducted on a one-on-one basis, in the staff member's workspace. Initial training was completed in Fall 2014, and according to the report, additional training is available as needed.

A summary report compiled from Maxient in December, 2019 shows that 18 formal complaints had been logged through Maxient since the migration of the complain system was implemented, with 13 of the 18 having been made in the Fall 2014 semester. Having analyzed this summary data, the institution believes that it can further refine the student complaint process and the use of the software—for example, by eliminating duplication and identifying complaints that are no longer active.

Table 1, below, provides a graphic of the Maxient summary data from November 22, 2014. (Please note that the report itself shows the report date of December 19, 2014.)

Table 1: Count of Case Type Occurring from April 1, 2014 to December 19, 2014

Case Type	Number
Academic Integrity	26
Behavior Intervention Team	26
RSO	11
Student Complaint	18
Student Conduct	70
Title IX	7
TOTALS	158

Source: Maxient, Conduct Manager Summary Report, 11.22.2014

STAFF COMMENT: The Rock Valley College interim report provides sufficient evidence to show that the institution's student complaint system has been effectively moved to the Maxient software system and that appropriate steps have been taken to communicate the attendant changes in procedure to campus personnel. The institution is to be commended for its attention to this matter.

STAFF ACTION: Accept the report on migration to student complaints system. No further reports are required. The Standard Pathway Comprehensive Evaluation is scheduled for 2018 – 2019. The institution's next reaffirmation of accreditation is scheduled for 2024 – 2025.

STATEMENT OF AFFILIATION STATUS

Rock Valley College
3301 N. Mulford Rd.
Rockford, IL 61114-5699

Affiliation Status: Candidate: 04/06/1967 - 03/30/1971
Accreditation: 03/31/1971

Nature of Organization

Control: Public
Degrees Awarded: Associates, Certificate

Conditions of Affiliation:

Stipulations on Affiliation Status: Prior Commission approval is required for substantive change as stated in Commission policy.

Approval of New Additional Locations: Prior Commission approval required.

Approval of Distance and Correspondence Courses and Programs: Approved for distance education courses and programs. The institution has not been approved for correspondence education.

Accreditation Activities: Standard Pathway, Comprehensive Evaluation: 2018 - 2019
Year 4 Comprehensive Evaluation

Summary of Commission Review

Year of Last Reaffirmation of Accreditation: 2014 - 2015

Year for Next Reaffirmation of Accreditation: 2024 - 2025

Last Date of Information Change: 02/16/2015

Accreditation Note:
None.

Name Change: