



 Academic Quality Improvement Program
Commission Reaffirmation

Federal Compliance Requirement

Supporting Documents:

Document Description	Link
University Website	http://www.ccsj.edu/
Academic Plans by Degree	http://www.ccsj.edu/advising/checklists.html
University Catalog (2011-2012)	http://www.ccsj.edu/academics/resources/catalogs.html
Student Planner	http://www.ccsj.edu/aqip/documents/Academic Planner DRAFT.pdf
Student's Rights and Responsibilities	http://www.ccsj.edu/aqip/documents/rightsrespon1213.pdf
Consumer Information Disclosure	http://www.ccsj.edu/facultystaff/cid.html
Incident Report	http://www.ccsj.edu/students/security.html
Withdrawal Policy	http://www.ccsj.edu/aqip/documents/Withdrawal.pdf
Marketing Materials Samples	http://www.ccsj.edu/aqip/advertising.html
Strategic Plan	http://www.ccsj.edu/aqip/documents/2012 Strategic Plan Update.pdf
Planning Documents	http://www.ccsj.edu/aqip/documents/Annual Planning Document 2012 (artifact for AOIP).pdf
HLC Accreditation confirmation	http://www.ccsj.edu/aqip/documents/HLC Accreditation Statement.pdf
On-line Accreditation confirmation	http://www.ccsj.edu/aqip/documents/Statement of Affiliation 2011.pdf
NCATE Accreditation Affiliation	http://www.ccsj.edu/aqip/documents/NCATE approval march 2012.pdf
NCATE Institutional Report	http://www.ccsj.edu/news/ncate9.html
Orientation Agenda	http://www.ccsj.edu/aqip/documents/Oreitation.pdf
Public Notification	http://www.ccsj.edu/aqip/documents/Public Notification.pdf
Tuition and Fees	http://www.ccsj.edu/businessoffice/tuition.html
Learning House Contract	http://www.ccsj.edu/aqip/documents/Learning House 2011.pdf
Transfer Policy	http://www.ccsj.edu/aqip/documents/transfers.pdf
Blackboard Resources	http://www.ccsj.edu/blackboard/students.htm
SAP Policy	http://www.ccsj.edu/financialaid/sap.html



EVALUATION OF FEDERAL COMPLIANCE PROGRAM COMPONENTS

The team verifies that it has reviewed each component of the Federal Compliance Program by reviewing each item below. Generally, if the team finds substantive issues in these areas and relates such issues to the institution's fulfillment of the Criteria for Accreditation, such discussion should be handled in appropriate sections of the Assurance Section of the Team Report or highlighted as such in the appropriate AQIP Quality Checkup Report.

1. Credits, Program Length, and Tuition: *The institution has documented that it has credit hour assignments and degree program lengths within the range of good practice in higher education and that tuition is consistent across degree programs (or that there is a rational basis for any program-specific tuition).*

Calumet College of St. Joseph (CCSJ) publishes all information regarding credits and program length in its [annual catalog](#) and [Academic Plan checklists](#). These documents are available both in print and online (link). All courses are assigned credits using the convention of the “semester system” in accordance with Indiana Commission of Higher Education <http://www.in.gov/che/2337.htm>.

CCSJ currently offers over 20 fields of study through one year certificates, two year associate degrees, four year baccalaureate degrees and master degrees. Degrees are delivered in traditional, accelerated and online format. <http://www.ccsj.edu/academics/index.html>

Program	Delivery	Credit Hours for Completion	Program Length (based on full-time status)	<u>Tuition</u>
Certificate	Traditional	30	1 year	\$14,680 year \$465 cr. hr.
Associate	Traditional	60	2 years	\$14,680 year \$465 cr. hr.
Bachelors	Traditional	124	4 years	\$14,680 year \$465 cr. hr.
Degree Completion	Accelerated	124 (transfer credits + program credits)	18 months	\$515 cr. hr.
Graduate	Traditional Hybrid On-line	33-36	18 -24 months	\$630 cr. hr.



2. Student Complaints: *The institution has documented a process in place for addressing student complaints and appears to be systematically processing such complaints as evidenced by the data on student complaints for the three years prior to the visit.*

Overview:

CCSJ students have a variety of rights. Student Rights and Responsibilities, as well as the associated policies and procedures, are disseminated in their entirety in the [CCSJ Student Planner](#).

CCSJ has a systematic process of recording and disseminating accurate information to students to ensure consistency of expectations. Students are consistently informed of steps needed to submit a complaint or an appeal via the [Student Planner](#) and course syllabi. Each new student receives a Student Planner and an overview of the Planner during mandatory orientation sessions ([GENL 100- College Survival](#)) prior to the start of each term. Current students can obtain a free [Student Planner](#) from the CCSJ Book Store. In addition, the Student Planner is available on our website under [Student Life](#).

Student concerns are categorized into four major areas: Academic grade appeals, discrimination/harassment, grievances or complaints and other. In addition, a process is in place for student concerns such as requests for readmission, requests to take a course at another institution, and for reasonable accommodation. The following student concerns have been collected and resolved for the 2011 – 2012 academic year.

Student Concerns	Number
Academic Grade Appeals	7
Discrimination/Harassment	0
Grievance	2
Other	17

Academic Grade Appeals:

If a student receives a grade that s/he believes to be unjustified for a course, the student first consults with the instructor. Failing resolution at this initial stage, the student presents a written complaint that proceeds in the following order until a resolution is achieved: program director, department chair, Vice President of Academic Affairs, and finally, the Grade Appeal Task Force. Students who are removed from the program due to failure to meet requirements can also appeal through the aforementioned process.

Equal Opportunity Complaints, Including Sexual Harassment:

CCSJ does not discriminate on the basis of age, race, color, religion, sex, disability, sexual orientation or national origin in the admission to or participation in any educational program or activity, or in any employment policy or practice. Complaints involving alleged discrimination are directed to the Human Resource Office. Students who believe they have been subjected to sexual harassment are directed to immediately report their concerns to a faculty or administrator with whom they feel comfortable.

Student Grievances or Complaints:



 Academic Quality Improvement Program
Commission Reaffirmation

When a complaint is registered against faculty, staff, or instructor, the complainant is instructed to forward concern via letter to the program director or chair. The program director or chair then conducts a review of the complaint. Depending on the severity of the complaint or if the complaint is unresolved it is forwarded to the Vice President of Academic Affairs to render a final decision. Records of formal student complaints are secured by the Vice President of Academic Affairs.

3. Transfer Policies: *The institution has demonstrated it is appropriately disclosing its transfer policies to students and to the public. Policies contain information about the criteria the institution uses to make transfer decisions.*

The Office of Admissions and Registrar's Office award transfer credit to students pursuing degrees according to the guidelines referenced on [pages 13-15](#) of the Calumet College of St. Joseph College Catalog. CCSJ reserves the right to accept or reject credits earned at other institutions of higher education. In general, it is institution policy to accept credits earned at college and universities fully accredited by the Higher Learning Commission, a member of North Central Association. If the course work completed at a school not regionally accredited, the recommendations by the American Association of Collegiate Registrars and Admission Officers or the American Council on Education are utilized to make determination in this regard.

The unit of credit at CCSJ is based on a semester hour system. The College allows a maximum of 94 credits of courses at the 100 and above level from a four-year accredited institution and allows a maximum of 66 credits from a two-year accredited institution. These credits are used towards a student's major requirements needed for graduation.

Additionally, the College-wide residence requirement provides that the final 30 credit hours earned must be taken "in residence" while enrolled as a student. A course grade of "D-" or better must be earned to be accepted for transfer.

4. Verification of Student Identity: *The institution has demonstrated that it verifies the identity of students who participate in courses or programs provided to the student through distance or correspondence education.*

Calumet College of St. Joseph provides asynchronous delivery of courses over the Internet via Blackboard Learning System and The Learning House in two programs: the Master of Science in Quality Assurance and the Master of Science in Management, which utilizes the Moodle platform. Additionally, students and faculty interact through synchronous chat rooms as well as traditional email.

[Blackboard](#) is a comprehensive online course management system used to support supplemental distance learning or total distance education at Calumet College of St. Joseph. Blackboard requires each user to provide a unique username/password combination for course access. This username/password combination is associated with demographic information supplied at the time of application to the College.

The student's unique identity is maintained throughout his/her enrollment, for access to the Blackboard



 Academic Quality Improvement Program
Commission Reaffirmation

portal, to the College's portal, for email addresses and primary communications with the student. If a student's password must be reset, the student contacts the Computer Services Department for the portal and the Instructional Technologist for Blackboard or Moodle password reset. The student's identity is verified by asking key demographic information only known by the student.

Prior to utilizing the Blackboard Learning System, all students and faculty are required to attend an orientation session hosted by the Instructional Technologist of Calumet College of St. Joseph. After the orientation session, the student enters Blackboard via CCSJ's website (<http://www.ccsj.edu/blackboard>) where the student enters login information in order to access connection to their course(s).

The Moodle Platform is hosted by [The Learning House, Inc.](#), an online education solutions partner that that assists Calumet College of St. Joseph in developing our two online graduate degree programs and courses. Learning House hosts Moodle in a high-performance, secure and reliable operating environment that is monitored is 24/7. Additionally, they work with Acxiom, Inc. and Video Proctor to provide robust solutions to authenticating the identity of online students.

Prior to being provided access to the Moodle platform, all students and faculty are required to attend an orientation session taught by the Instructional Technologist of Calumet College of St. Joseph. Consistent with Blackboard, the students' unique identity in Moodle is maintained throughout his/her enrollment. Students are issued a username and password combination which is used to obtain access to their courses (<http://ccsj.learninghouse.com/>). In accordance with the assignment of usernames and passwords, if a student's password must be reset, the student contacts Calumet College of St. Joseph's Instructional Technologist. The student's identity is verified by the Instructional Technologist.

According to The Learning House, they utilize software from Acxiom that collects, synthesizes and maintains a database of public and nonpublic proprietary records that is used to verify a student's identity. Acxiom generates the challenge questions on demand without prior input from the student, which ensures that students cannot share their secrets to circumvent the identity verification process.

Acxiom integrates authentication questions into Moodle exams. When students login to begin an exam, they are redirected to an Acxiom-managed Web interface where they are asked directory information (name, current address, birthday and phone number) as well as a set number of challenge questions. Examples of challenge questions include prior street address, prior phone number, and maiden name or alias.

School Administrators can access the Acxiom administration site to retrieve results. Administrators analyze the number of questions answered correctly and the time it took to answer questions in order to verify that the enrolled student is the person who took the exam.

Another option for verifying student identities utilized by The Learning House is Video Proctor. Video Proctor verifies students' identities through video recording and photo identification.

Video Recording: Video Proctor records quizzes and exams, allowing instructors and administrators to access a report for each student that includes image sampling and time stamps. Instructors and



administrators can also access a complete and comprehensive video review of each student's entire testing period. This video can be archived for future reference.

Photo Identification: Students are prompted to identify themselves using photo identification, such as their driver's licenses or school identification cards. Video Proctor takes a single image and stores it in an encrypted image database that is available to authorized administrators and reviewers. The Photo ID function provides a verifiable layer of identity verification and serves as an additional tool in online exam identification.

5. Title IV Program and Related Responsibilities: *The institution has presented evidence on the required components of the Title IV Program. The team has reviewed these materials and has found no cause for concern regarding the institution's administration or oversight of its Title IV responsibilities.*

- **General Program Requirements:** *The institution has provided the Commission with information about the fulfillment of its Title IV program responsibilities, particularly findings from any review activities by the Department of Education. It has, as necessary, addressed any issues the Department raised regarding the institution's fulfillment of its responsibilities in this area.*
- **Financial Responsibility Requirements:** *The institution has provided the Commission with information about the Department's review of composite ratios and financial audits. It has, as necessary, addressed any issues the Department raised regarding the institution's fulfillment of its responsibilities in this area.*
- **Default Rates, Campus Crime Information and Related Disclosure of Consumer Information, Satisfactory Academic Progress and Attendance Policies:** *The institution has demonstrated, and the team has reviewed, the institution's policies and practices for ensuring compliance with these regulations.*
- **Contractual Relationships:** *The institution has presented evidence of its contracts with non-accredited third party providers of 25-50% of the academic content of any degree or certificate programs.*

General Program Requirements: Calumet College of St. Joseph has not been subject to reviews related to the U. S. Department of Education Title IV program. The institution has never been suspended, terminated, fined, or received heightened monitoring actions from the department.

Financial Responsibility Requirements: Calumet College of St. Joseph is authorized to operate as a postsecondary institution in the State of Indiana as a recipient of state funds under the State Student Assistance Commission of Indiana (SSACI). CCSJ has complied with A-133 audit requirements and has not been subject to any limitations, suspensions, or terminations. Any compliance issues identified through the annual audits have been minimal and satisfactorily resolved. Copies of annual financial statements and single audit results are available upon request.



Default Rates, Campus Crime Information and Related Disclosure of Consumer Information, Satisfactory Academic Progress and Attendance Policies:

- **Default Rates**-Below is a table of Calumet College of St. Joseph official 2 year cohort default rate for the past three years according to the [National Student Loan Database](#) (NSLDS):

Calumet College of St. Joseph	FY2007	FY2008	FY2009
Default Rate	8.0%	6.3%	9.2%
Total in Default (Numerator)	31	23	31
Total in Repayment (Denominator)	384	360	334

While CCSJ maintains a default rate higher than most 4-year private colleges in Indiana, we are in range with the 4-year public universities in Northwest Indiana, with Indiana University Northwest reporting a FY2009 rate of 6.7% and Purdue Calumet reporting a FY2009 rate of 6.3%. The entire State of Indiana FY 2009 default rate was 8.4% while the national FY2009 default rate for private 4 years or more sits at 4.5%. We remain within the federal guidelines of maintaining a rate below 25%.

Calumet College of St. Joseph expects default rates to rise in coming years because federal guidelines are moving from a 2 year rate to a 3 year rate. We have initiated a default management program provided by the Department of Education that includes entrance and exit counseling, financial literacy for borrowers, and timely and accurate reporting to NSLDS. Other default prevention and management activities are being analyzed by the Director of Financial Aid and the Coordinator of Student Accounts.

- **Campus Crime Information and Related Disclosures of Consumer Information**- Calumet College of St. Joseph publishes crime information on the [CCSJ website](#) and three years of statistics on the U S [Department of Education website](#) in compliance with the Crime Awareness and Campus Security Act of 1990. Hard copies of this information are available by October 1st of every year. The table below reflects actual crimes that have been reported. Like most private commuter campus we have low crime rates based on the fact that we do not have student housing. Out of twenty-one categories, there have only been reports in three crime categories. See [CCSJ website](#) for full report.



Crime Statistics

Category	2003	2004	2005	2006	2007	2008	2009	2010	2011
Theft	2	3	4	2	5	4	3	2	1
Burglary	0	0	1	1	0	0	0	0	0
-Forcible Entry	0	0	1	1	0	0	0	0	0

- Calumet College provides consumer information the following way:

[CCSJ Main Webpage](#), has a direct link to all consumer information that leads to the [Consumer Information Disclosure](#).

- **Satisfactory Academic Progress and Attendance Policies-** Calumet College of St. Joseph has a financial aid satisfactory academic progress (SAP) policy as mandated by the Higher Education Act of 1968 policy available in the Federal Student Aid Handbook under Satisfactory Academic Progress Policy 34 CFR 668.34. [CCSJ's SAP policy](#) is available on our website under the financial aid link. The SAP standards are available in the student catalogue on page 32. A hard copy of the policy and/or a copy of the policy and procedure document related to our SAP requirements are available upon request.

CCSJ SAP is monitored for quantitative and qualitative compliance each semester. All students not in good financial aid standing are notified via mail and email of the SAP policy as part of that notification. A student with a warning status is directed to Academic Advising to initiate “intrusive advising” and the development of an academic plan as part of the College’s ongoing retention efforts. Students with a suspension status must complete the appeal process. Appeals are reviewed by a committee that includes a representative from the office of Financial Aid, Academic Support Program and Academic Advising. Approved appeals require students to sign an agreement to meet specified conditions and those students are then placed on probation status until they can return to good standing. All appeals that are denied results in the financial aid representative notifying the student of the conditions by which the student can again qualify for federal student aid at the institution. Students are limited to two approved appeals over the life of their undergraduate academic career at the institution.

While, Calumet College of St. Joseph does not have a formal attendance policy, each program or department has attendance guidelines that are outlined in the course syllabi. In addition, all instructors report no shows by the third week of class each semester so that financial aid can be adjusted accordingly.



Also, as of the 2011 fall term, all first-time, full-time students' attendance is tracked in all linked cohort courses as an early intervention tool designed to ensure persistence and retention

Based on new federal regulations, a new grade of FW was added as an option. This grade is given to all students who begin attending but stop at any point in the semester. In essence, such students' failure is due to a lack of completion or an approved withdrawal. Financial Aid will then return Title IV funds based on the midpoint of the semester.

Course attendance requirements are outlined in the [Student Catalogue on page 36](#). In addition, each syllabus reiterates the attendance requirements.

Contractual Relationships: Calumet College of St. Joseph currently does not have contracts with non-accredited third party providers of 25-50% of the academic content of any degree or certificate programs.

6. Institutional Disclosures and Advertising and Recruitment Materials: *The institution has documented that it provides accurate, timely and appropriately detailed information to current and prospective students and the public about its accreditation status with the Commission and other agencies as well as about its programs, locations and policies.*

Calumet College of St. Joseph discloses its [accreditation status](#) regarding the Higher Learning Commissions and other accrediting agencies in its printed [Catalog](#) which is also available online - as well as on its Website.

In addition to maintaining general institutional accreditation through the Higher Learning Commission, Calumet College of St. Joseph holds the following program-specific accreditations:

- Education Program – NCATE – National Council for the Accreditation of Teacher Education (obtained in March 2012).

The College publishes information regarding its programs, locations and policies in its [annual printed Catalog](#) which is also available online in PDF format at as well as on its [Website](#).

Semester specific information regarding locations, programs and courses is published twice yearly in the "Schedule of Classes." This document provides information for current and prospective students relative to the College's accreditation status, tuition, fees, withdrawals, services available as well as other pertinent information. In addition, [the schedule of classes](#) can be obtained online.

Additional program- and location-specific materials are published on a regular basis for a variety of programs, and will be available for review during the Quality Checkup Visit.



7. Relationship with Other Accrediting Agencies and with State Regulatory Boards: *The institution has documented that it discloses its relationship with any other specialized, professional or institutional accreditor and with all governing or coordinating bodies in states in which the institution may have a presence. Note that if the team is recommending initial or continued status, and the institution is currently under sanction or show-cause with, or has received an adverse action from, any other federally recognized specialized or institutional accreditor in the past five years, the team must address this in the body of the Assurance Section of the Team Report and provide its rationale for recommending Commission status in light of this information.*

CCSJ is accredited to offer masters, baccalaureate and associate degrees, certificates, and diplomas by the Higher Learning Commission, a member of North Central Association and has been approved by the Indiana Department of Education and the National Council for Accreditation of Teacher Education ([March 2012 Visit](#)) for preparing and licensing elementary and secondary teachers.

8. Public Notification of an Evaluation Visit and Third Party Comment: *The institution has made an appropriate and timely effort to solicit third party comments. The team has evaluated any comments received and completed any necessary follow-up on issues raised in these comments. Note that if the team has determined that any issues raised by third-party comment relate to the team's review of the institution's compliance with the Criteria for Accreditation, it must discuss this information and its analysis in the body of the Assurance Section of the Team Report.*

In advance of the accreditation team arriving at CCSJ, the institution submitted public notification via [CCSJ website](#), [Facebook](#) and [local newspaper](#).