Higher Learning Commission
A commission of the North Central Association

230 South LaSalle Street, Suite 7-500 | Chicago, IL 60604-1411
312-263-0456 | 800-621-7440 | Fax: 312-263-7462 | ncahlc.org

Multi-Location Report Template for Institutions

Overview Statement

1. Provide a brief overview statement about current additional locations, and about the institution's general approach to off-campus instruction. List the current approved active additional locations. Be sure to include with each location the full address and all academic programs offered at the location.

   We currently have a five year lease at an off campus location named the Naperville Education Center (NEC). It is located at: 2244 W. 95th St., Naperville, IL 60564. We consider Naperville as our only true off-site campus. We consider our other sites as "partners", having established partnerships with entities such as community colleges and police departments. The partnership sites are not fully operated by Governors State University's faculty and staff. The programs offered at the NEC currently include the Bachelors of Arts in Criminal Justice and Bachelor of Arts in Psychology. All off campus instructors are held to the same standards as on campus instructors and for the most part teach at GSU's main campus.

2. What future growth does the institution anticipate (e.g., in the next six months, three years, 10-20 years) for additional locations?

   The School of Extended Learning (SXL) has hired a new Executive Director of Continuing Education and Learning Partnerships, Amy Barsha, who will start on June 1, 2013. Upon the arrival of the new Executive Director (ED) SXL will determine future plans based on the university's strategic plan.

Institutional Planning and Facilities

3. How does the institution ascertain that facilities at each location will meet the needs of the students and the curriculum?

   Facilities are visited and inspected prior to any agreements to hold classes at the site. Following agreements, they are periodically checked again. The NEC manager communicates with the property manager to maintain student/faculty accessibility and safety. The NEC manager is also in constant contact with the GSU ITS department for technical maintenance.

4. How does the institution ensure that the facilities at each location meet the needs of students and the curriculum?

   The classrooms at NEC are state of the art 'smart classrooms'. The NEC manager communicates with the property manager to maintain student/faculty accessibility and safety. The NEC manager is also in constant contact with the GSU ITS department for technical maintenance and support.

Instructional Oversight

5. How does the institution ensure that promotion, marketing, and enrollment for the additional location stay in balance with the institution's actual resources and technical capabilities?

   Launching new programs and recruiting for existing ones are done in close consultation with the department heads and the Executive Dean of the SXL. Thus, recruiting and marketing only take place when the department heads and the ED are comfortable that adequate resources are available to support those programs. All promotional and marketing materials are reviewed and approved by the GSU Office of Marketing and Communications. The enrollment at NEC is capped at 25 students per classroom. Resources are budgeted and approved by the GSU School of Extended Learning.

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6. What controls are in place to ensure that the information presented to students in advertising, brochures, and other communications is accurate?

   Before any information is released to the public, it goes through various checks and proof-readings which include the ED of SXL. For the Psychology programs at Naperville, all promotional material is reviewed by the Division Chair for Psychology and Counseling, the program coordinator(s), and/or the program advisor. The Naperville site manager is invited to attend all College of Education meetings, as well as program meetings in which the Naperville programming is going to be discussed so she can be as up to date as possible on our programs and future plans.

7. What is the process through which the institution assesses and adjusts, as necessary, funding and staffing for locations?

   Staffing and funding are determined in part by enrollment growth and program expansion and is based on need.

8. How does the institution effectively oversee instruction at an additional location?

   We have experienced significant growth in enrollment at both undergraduate and graduate levels since 2006. Although additional tenured/tenure track positions have been opened and filled (8 from 5), the number of lecturers has remained constant and adjunct hires increased. Although over-reliance upon temporary faculty has not declined, there have been efforts at improving the recruitment, development, and supervision of both temporary and permanent faculty. Our program level efforts include development of designated professors of record (POR), master text lists, syllabi templates, and review and approval process of all syllabi by a division curriculum committee.

   For the Psychology programs at Naperville, we try to have the same instructional oversight as on the main campus. Teaching observations are conducted at both campuses, except those at NEC are usually done by the program coordinator(s). As is in place on campus, all regular faculty are recommended and all adjunct faculty are required to have the POR (or program coordinator) added to the course Blackboard shell as a "back up" instructor to assist as well as step-in in case of emergency. Program coordinators review student evaluations with the Division Chair before rehiring (same process as on campus). On campus program assessment measures (e.g., program portfolios in the capstone course) are also collected from Naperville program students as well. At our various other locations, over 90% of the instructors are regular faculty and must hold to the same standard as on campus.

Institutional Staffing and Faculty Support

9. What evidence demonstrates that the institution has appropriately qualified and sufficient staff and faculty in place for the location?

   Since 2006, we have increased both the number of terminal degrees among the full-time faculty and the diversity of the faculty. The qualifications for faculty teaching at Naperville are no different from those teaching on campus. Because we strongly believe that the quality of faculty teaching at Naperville should be consistent with that on campus (as we want the program to grow), incentives are in place in the forms of instructional travel reimbursement and teaching smaller sections for regular program faculty. It would appear the incentives are working as the percentage of temporary faculty (lecturers and adjuncts) teaching at the NEC is lower than on the main campus (67% at NEC, 77% on campus: for the spring 2013 term).

10. What evidence demonstrates the institution supports and evaluates personnel at off-campus locations? Consider the processes in place for selecting, training, and orienting faculty at the location.

There is no difference from on-campus. Regular communication is constantly maintained with off-campus personnel either by phone or face to face. Also, annual evaluations are made. Faculty is given training by an on-sight manager or if one is not available, training is given by a location coordinator. See Question 8 for additional information on faculty evaluation.

Student Support

11. What evidence demonstrates that the institution effectively delivers, supports, and manages necessary academic and student services at off-campus locations?

The retention rates in the undergraduate psychology program have experienced fairly constant improvement (currently about 90%) since 2006, and that rate did not dip upon the inclusion of the NEC students into the calculations. Our other locations have also maintained a fairly constant retention or rate of increase.

12. What evidence demonstrates that the institution provides students with sufficient access (in person, by computer, by phone, etc.) to admissions, registration/student records, financial aid, and job placement services?

NEC students typically do not travel to GSU's main campus so they are directed to access resources by phone or online. When students must come to the main campus, the NEC manager works as an advocate for the student and reaches out to the correct department and relays the contact information to the student. Periodically, personnel from the Academic Resource Center, Career Services as well as the Library and Disability Services will make –off-campus site visits. The NEC manager maintains face to face contact with students and receives continuous verbal feedback to monitor climate and student needs. At our partnership locations, students can access the necessary departments by internet or phone and are usually given the dates of when someone from one or more of these offices will be at their location.

13. What evidence demonstrates that student concerns are addressed?

Students fill out evaluations at the end of each term, and a variety of surveys and feedback mechanisms are also distributed to the students. The NEC manager maintains face to face contact with students and receives continuous verbal feedback to monitor student needs. Students also have opportunity to call the main campus and speak with someone concerning their issue(s).

Evaluation and Assessment

14. How does the institution measure, document, and analyze student academic performance sufficiently to maintain academic quality at a location?

Students and instructors at the NEC location are held to the same academic policies and standards established for the main campus. They must make the same academic progress as main campus students in order to complete the program. The goal is to ensure that there is no distinction between students at off-campus sites versus the main campus. Thus, any evaluation techniques used for off-campus students are the same as those for on-campus students. These requirements are: Students failing to meet the required cumulative G.P.A. for academic good standing for the first time are placed on Probation I for the subsequent term. If a satisfactory G.P.A. is not achieved by the end of the Probation I term in which the student was enrolled for credit, the student shall be placed on Probation II for the next term. If a satisfactory G.P.A. is not achieved by the end of the Probation II term in which the student was enrolled for credit, the student shall be academically suspended from the university for one year.

At the end of the suspension period, students dismissed for the first time will be eligible for reinstatement and may reenter the university provided they apply and petition for readmission through the University Committee on Readmission and Special Admission before established

deadlines. The committee shall make recommendations to the appropriate division/department chairperson, who will make the final decision with input from program faculty. Reinstated students reenter the university with the cumulative G.P.A. they had upon suspension and are readmitted on academic probation extended. This status allows students to continue as long as their term G.P.A. meets the minimum requirement for their level (undergraduate/graduate) for academic good standing, and they do not receive any grades of incomplete.

15. How are the measures and techniques the institution uses for a location equivalent to those for assessment and evaluation at the main campus or other locations? If there are differences, why are these differences appropriate?

    There are no differences.

16. How does the institution encourage and ensure continuous improvement at a location?

    We ask for feedback from students and faculty about needs and improvements. There is also a coordinator for each site who advocates for any needs. Off-site locations are overseen by both the Division/Department whose program is being taught at the off-site locations and the School of Extended Learning and Continuing Education. The Division/Department in charge of the curriculum oversees staffing and curriculum and the School of Extended Learning and Continuing Education helps oversee the accommodations, safety, site budget, and general oversight of every-day functioning at site.