



# HEARTLAND

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# COMMUNITY COLLEGE

## ***Federal Compliance Packet***

**November, 2011**



**Academic  
Quality Improvement  
Program**

The Higher Learning Commission **NCA**

## **1. Credits, Program Length, and Tuition**

### **Credits**

The college standards for offering college credit are based on regulations set forth by the Illinois Community College Board. System rules are located at the following website:

<http://www.iccb.org/pdf/manuals/systemrules10-08.pdf>.

Heartland Community College equates a unit of credit to a semester hour, which is the amount of credit usually earned by attending a non-laboratory class for one hour a week for 16 weeks. In laboratory courses, one semester hour of credit is granted for every two or three hours of laboratory work. This description is published on page 16 of the [2010—2012 College Catalog & Student Handbook](#). HCC also offers 12-, 8-, and 4-week courses that equate to the traditional 16-week course length. Courses conducted entirely or partially online include the same content and have the same expected learning outcomes; they also carry the same credit hours as those classes that are conducted in the traditional face-to-face format.

### **Program Length**

Heartland Community College awards associate degrees and certificates in accordance with units of instruction approved by the Illinois Community College Board. Furthermore, HCC follows the criteria for approval for all units of instruction, which address general education requirements and appropriate credit hour ranges. HCC follows the guidelines for establishing program length set forth by the Illinois Community College Board (<http://www.iccb.org/pdf/manuals/systemrules10-08.pdf>).

Heartland Community College offers five Associate Degree programs:

- Associate in Arts (AA)
- Associate in Science (AS)
- Associate of Arts in Teaching (AAT)
- Associate in Engineering Science (AES)
- Associate in Applied Science (AAS)

Associate degrees at HCC vary in length from 60 to 62 semester hours. Graduation requirements for the Associate in Arts (AA), Associate in Science (AS), Associate in Arts – Teaching (AAT), and Associate in Engineering Science (AES) are outlined in detail on pages 20-22 of the [2010—2012 College Catalog & Student Handbook](#). Graduation requirements for the Associate in Applied Science (AAS) degree at HCC can be found on page 21 of the catalog.

Furthermore, to pursue a program leading to transfer to a university (AA, AS, AAT, or AES degree), students must meet the 1993 Illinois Board of Higher Education minimum admission requirements.

Heartland Community College also offers 51 certificate programs ranging in length from 6 to 44 semester hours, each in accordance with ICCB guidelines. Certificate programs are offered in eleven distinct career and technical disciplines, including:

- Communications technologies
- Computer and information sciences
- Engineering technologies
- Family and consumer sciences
- Law enforcement and protective services
- Construction trades
- Mechanics and repair technologies
- Precision production
- Visual and performing arts
- Health professions
- Business

Pages 29 and 30 of the [2010—2012 College Catalog & Student Handbook](#) detail all of the College's units of instruction and page references for program and course descriptions. Program and course descriptions are also provided on the College's website, within their respective [academic departments](#).

Heartland Community college also offers [Adult](#) and [Community Education](#) programs and courses, as well as [Corporate Education](#) programs in support of local labor market needs, additional information for which is located on the College's website. Adult Education programs include English as a Second Language (ESL) classes; Adult Basic Education (ABE) classes; and GED preparation classes; Skills for Success, a free, 8-week employment assistance program; and Project READ, a basic skills tutoring program offered at Heartland's Lincoln, Illinois site.

### **Tuition and Fees**

Heartland Community College bases tuition for credit courses on residency in Illinois Community College District 540. Some courses carry a lab/course fee. Tuition rates (effective beginning with the Summer 2011 term) are as follows:

- In-district -- \$123.00 per semester hour
- Out-of-district -- \$246.00 per semester hour
- Out-of-state/Out-of-country -- \$369.00 per semester hour
- Student Center Fee -- \$2.00 per semester hour
- Student Life Fee -- \$6.00 per semester hour
- Fees for Community Education and Corporate Education are set on a per-course basis. Please consult the respective Web sites or schedule books for more information
- The College retains the right to assign additional charges associated with administration, collection fees, and any other charges incurred by the College in resolving unpaid balances.

Estimated student expenses for the 2011-12 academic year are as follows:

### **Student Living with Parent(s)**

<b>Expense</b>	<b>Cost*</b>
<a href="#">Tuition and Fees</a> (12 credit hours per semester x 2 semesters )	\$3,144
Books and Supplies	1,100
Miscellaneous Expenses (including transportation and personal)	1,600
Living Expenses (including rent, utilities and food)	2,700
<b>Total Estimated Expenses</b>	<b>\$8,544</b>

### **Student Living Away from Home**

<b>Expense</b>	<b>Cost*</b>
<a href="#">Tuition and Fees</a> (12 credit hours per semester x 2 semesters )	\$3,144
Books and Supplies	1,100
Miscellaneous Expenses (including transportation and personal)	1,600
Living Expenses (including rent, utilities and food)	6,500
<b>Total Estimated Expenses</b>	<b>\$12,344</b>

*\*All expenses are estimates, based on full-time enrollment (12 credit hours per semester) for both Fall 2011 and Spring 2012 semesters.*

### **Materials for Review**

Materials related to Credits, Program Length, and Tuition will be available for review onsite during the AQIP Quality Checkup Visit.

## **2. Student Complaints**

Heartland Community College appreciates input from students and views student complaints as a valuable piece of our institutional improvement efforts. As the goal for informal and formal complaints is to resolve student concerns at the most direct point of contact, all staff are encouraged to resolve complaints as they encounter them and offer student support whenever possible to avoid further issues stemming from miscommunication and/or lack of information.

Students, staff and community members have several contact points for lodging informal complaints: secretaries and other frontline staff, faculty, Instructional Chairs, Deans and Directors. For many complaints, the area directly involved with the student concern responds to the complaint and remedies the situation as appropriate.

### **General Policy**

HCC's current policy on Student Feedback is found on page 211 of the [2010—2012 College Catalog & Student Handbook](#) reads:

“As part of the Continuous Quality Improvement (CQI) program at Heartland, students are encouraged to comment on the College's activities, programs and services. Opportunities for feedback include student evaluations of faculty and services and suggestion boxes located throughout all facilities.”

Additionally, HCC has adopted an [online comment box](#) available on the College's website. These complaints and suggestions are sent to the College's IT department and then forwarded to the appropriate campus program for response and follow-up.

### **Academic Division Procedures**

The student complaint processes within HCC's academic divisions vary, but all follow this basic structure:

- *If a student has an instructor-related complaint, they are first encouraged to speak with the instructor.* All divisions stress the importance of students communication concerns first with instructors, and most divisions require that a student discuss concerns with his/her instructor before an administrator will meet with the student.
- If, after speaking with the instructor, the student is still dissatisfied and if there have been instructor/student emails traded, the student is asked to forward these emails with an explanation of the nature of the complaint to the area chair or dean for review and follow up. The chair or dean will typically speak with both instructor and student before determining a course of action.
- If the student is not satisfied with the outcome of this review, he/she may bring the complaint to the next level administrator (either the Dean or Vice President of Instruction).
- If the student is still unsatisfied with the administrative recommendation – the student can choose to move through the appeals process as outlined in the Catalog/Handbook.

HCC follows formal processes for Student Appeals and sexual harassment complaints are described here and are also described on pages 190 and 209, respectively, of the [2010—2012 College Catalog & Student Handbook](#).

### **Student Appeals Procedure**

Students, faculty and staff are always encouraged to make every attempt to resolve problems/concerns at the point of origin. However, if resolution cannot be achieved in this manner, a formal appeal should be filed.

Appeals may be initiated by either students or faculty/staff for any of the following reasons:

- Grade challenges
- Resolving differences between students and faculty/staff
- An exception to a college policy
- Academic dismissal
- An exception to a graduation requirement
- Academic integrity violations

There are specific procedures relating to cases of sexual harassment, financial aid appeals and disciplinary action.

In FY10 there were a total of 187 student appeals presented to the appeals committee. Of those 48, or 25.67%, were approved.

In FY 11 there were a total of 203 student appeals presented to the appeals committee. Of those, 72 or 35.48%, were approved.

A complete breakdown of type of appeal and results is available for discussion during the AQIP checkup visit in November, 2011.

*A. Procedures for Appealing Grades and Resolving Differences Between Students and Faculty/Staff Members*

The student may be assisted by the Vice Chair of the Curriculum and Academic Standards Committee (or a designated alternative) throughout the appeals process:

1. Discussions regarding the concern are encouraged first between the student and the faculty/staff member.
2. If the result of these discussions is not satisfactory to either party, another discussion should be held with the faculty/staff member's supervisor, who will then make a decision based on the discussions.
3. If the results of Step 2 are unsatisfactory still, either party may appeal to the Student Appeals Committee via a written request to the Dean of Student Affairs and Enrollment Services. The Dean will convene a meeting, at which the committee will hear the appeal and render a decision based on the evidence presented. Grade appeals must be initiated in writing no later than the end of the following semester. A spring semester appeal would be initiated for the previous fall semester; a fall semester appeal would be initiated for an earlier spring or summer semester.
4. If either party is not satisfied with the decision of the Student Appeals Committee, either may initiate a written appeal to the Vice President of Instruction within ten working days of the Student Appeal Committee's decision. The Vice President of Instruction will

make a decision based on the evidence presented. The decision of the Vice President will be final.

### *B. Procedures for Exceptions to College Policies and Academic Dismissals*

The following are steps to appeal an existing College policy or academic dismissal:

1. Students should first discuss the specific situation and appropriate college policy with an academic advisor.
2. If the student is not satisfied following the discussion in Step 1, the student may appeal to the Student Appeals Committee by sending a written request to the Dean of Student Affairs and Enrollment Services. As chair of the Student Appeals Committee, the Dean will convene a meeting, at which time the committee will hear the appeal and render a decision based on the evidence presented.
3. If the student is not satisfied with the committee's decision, a written appeal to the Vice President of Instruction may be made. This appeal must be initiated within ten working days of the Student Appeals Committee's decision. The decision of the Vice President will be final.

### *C. Procedures for Exceptions to Graduation Requirements*

The following are steps to appeal an exception to a graduation requirement:

1. Students should discuss the specific situation and appropriate College policy with an academic advisor.
2. If the student is not satisfied following the discussion with the academic advisor, the student may appeal his/her request by sending a written request to the Vice President of Instruction. The decision of the Vice President of Instruction will be final.

### *Appealing Financial Aid Status*

The student may appeal their denial status by submitting a written request to the financial aid appeals committee explaining the exceptional circumstances as to why the satisfactory academic progress standards were not met. Appropriate documentation to support the exceptional circumstances expressed in the appeal must also be submitted. Medical problems, serious illness, death of a family member, relocation or employment changes *may* be considered as 'exceptional circumstances'. The committee will review the appeal and provide a written explanation of the decision to the student. The deadline for submitting appeals is the day before the start of the term when reinstatement of aid is being requested. Appeals received after this day will not be considered until the following term. If the decision is not satisfactory, the student may appeal to the Dean of Enrollment Services for further review. If the decision is still not satisfactory, the student may appeal this decision to the office of the Vice President of Instruction. The Vice President's decision on the appeal will be final.

The policy does not preclude a student from enrolling in subsequent semesters and having financial aid reinstated by the financial aid office once all progress standards are met.

### *Disciplinary Procedures*

Students may be disciplined up to, and including, temporary or permanent removal from the College for acts of gross misconduct or disobedience, violation of the Student Code of Conduct, the Academic Integrity Policy or for any and all other actions or unlawful conduct that would interfere with the educational process, disrupt the normal activities of the College or infringe upon the rights of others.

Any such violations may result in disciplinary action being taken against the student. Students will be notified by the Dean of Student Affairs and Enrollment Services of any disciplinary charges. The Dean of Student Affairs and Enrollment Services may require the student to discuss the charges in a private meeting. Should the charges not be resolved in this meeting, either the student or the Dean of Student Affairs and Enrollment Services may request a hearing before the Student Appeals Committee.

The student may have a representative of his/her choice present at the hearing. After consideration of all facts presented, the Student Appeals Committee will render a decision regarding disciplinary measures. The Dean of Student Affairs and Enrollment Services will inform the student of the committee's decision. The student may appeal the committee's decision to the Vice President of Instruction.

### **Harassment and Sexual Harassment**

"Heartland Community College is committed to maintaining a working and learning environment that is free from all forms of harassment including, but not limited to, sexual harassment and harassment based on gender, sexual orientation, religion, race, ethnicity, national origin, age or disability. The College prohibits any form of harassment in the classroom, in the workplace, in any academic setting at the College and at all college-sponsored events and activities.

This policy applies to all employees and all students at the College as well as any individual representing the College in an official manner, whether paid or unpaid by the College. Under certain circumstances, this harassment policy also applies to third parties such as subcontractors, sales representatives, repair persons or vendors of the College.

Every student, employee and official College representative has the responsibility to refrain from any type of harassment in the College environment as well as the right to work and learn in an environment as well as the right to work and learn in an environment free from harassment. Any student, employee or official representative who harasses a College student, employee or official representative will be held liable for his or her individual conduct and will be subject to disciplinary action up to and including expulsion or discharge.

All complaints will be investigated, with confidentiality maintained to the extent possible."

### **Academic Integrity**

HCC is in the process of reviewing and revising its policy and procedures related to Academic Integrity. The current policy is outlined in the Student Handbook, but as the charter for the current AQIP Action Project outlines, the College is revising its approaches to focus on integrity rather than on academic dishonesty.

### **Materials for Review**

Materials related to Heartland's student complaint processes will be available for review onsite during the AQIP Quality Checkup Visit. Documents related to the new academic integrity policies and procedures will also be available for the November AQIP visit.

## ***3. Transfer Policies***

### **Transfer Credit Acceptance**

Heartland Community College clearly discloses in its [2010—2012 College Catalog & Student Handbook](#) its policies and practices for:

- Requesting an official transcript evaluation (p. 12)
- Acceptance of military credit (p. 13)
- Acceptance of transfer credit (p. 13)
- Awarding Advanced Placement Program credit (p. 13)
- Awarding of proficiency credit (p. 15)

### **Transfer Credit Articulation**

Heartland Community College provides answers to general transfer-related inquiries to students on the [Transfer Information page](#) of the College's website.

HCC is a participant in the [Illinois Articulation Initiative \(IAI\)](#), a statewide agreement that facilitates transfer of the completed Illinois general education core curriculum between participating institutions. This agreement is in effect for students entering an associate or baccalaureate degree-granting institutions as first time freshman.

Numerous HCC courses have been approved to meet IAI requirements in Communications, Fine Arts, Humanities, Social and Behavioral Sciences, Life and Physical Sciences, and Mathematics. Several other courses have been approved as elective, emphasis, or concentration courses that can be applied toward completion of the Associate in Arts and Associate in Science degrees. Pages 23 – 25 of the [2010—2012 College Catalog & Student Handbook](#) detail these specific courses.

Through participation in u.select, HCC also offers students the ability to learn how courses transfer between participating colleges and universities. The u.select system is free to HCC students, and is described on [the College's website here](#).

Heartland Community College also has formal agreements with colleges and universities to help students meet their educational goals through. These agreements are referenced on the College's [Transfer Agreements](#) page.

### **Materials for Review**

Materials related to Heartland's transfer policies will be available for review onsite during the AQIP Quality Checkup Visit.

## ***4. Verification of Student Identity***

Heartland Community College uses the following methods for verifying student identity in distance education courses: issuance of student/user IDs and passwords or passphrases; physical proctoring for exams at HCC's Testing Center; and writing style software for anti-plagiarism (SafeAssign and Turnitin).

## ***5. Title IV Program and Related Responsibilities***

### **General Program Requirements**

The Department of Education has not conducted any review activities of the College's Title IV program. The most recent external annual audit was conducted in accordance with the requirements of OMB Circular A-133 for the fiscal year ended June 30, 2011 by McGladrey & Pullen, LLP. In their opinion, the College: "complied, in all material respects, with the compliance requirements referred to [above] that could have a direct and material effect on each of the District's (College's) major federal programs for the year ended June 30, 2011."

The Student Financial Aid Cluster (Title IV programs) was identified by our auditors as a "major federal program" for purposes of their audit. For the fiscal year ended June 30, 2011, the College expended \$11,283,191 in federal awards. The student financial aid cluster subtotal was \$9,783,857 or 86.7% of the total federal awards.

During the course of their fiscal year 2011 audit, their auditing procedures "disclosed one instance of noncompliance with those requirements that is required to be reported in accordance with OMB Circular A-133." Their compliance testing of Pell grant eligibility revealed that one student (from a sample of 27) was over-awarded by \$694. This was caused by a College procedure which enabled the student to be awarded Pell grant funds for one class

before the class had actually begun. The student in question was enrolled in a second 8-week class and had been awarded for Pell based on “three quarter-time status” which included his full semester and second 8-week class. However, the second 8-week class was automatically dropped when the student did not pass the first 8-week prerequisite class.

The College corrected the student’s federal Pell award for that semester. The College also implemented a new procedure to ensure that disbursements to students who are enrolled in courses that start later in a semester are not disbursed federal funds on those courses until they have started. The College also reviewed the full year’s Pell activity to ensure there were no other similar cases and found none.

During the prior year’s (fiscal year 2010) audit, there was one compliance finding related to the procedure for drawing down federal funds. That finding was corrected by the College and it was found to have not been repeated during fiscal year 2011.

### **Financial Responsibility Requirements**

The Department has not conducted any reviews of the College’s composite ratios or financial audits. A financial audit is conducted annually and is required by the Illinois Community College Board and federal requirements such as OMB Circular A-133. The College received an unqualified audit opinion for their financial statements as of June 30, 2011. The comprehensive annual financial report is available on the College website at [www.heartland.ed/bs/bo/](http://www.heartland.ed/bs/bo/)

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

Heartland Community College participates in the William D. Ford Direct Loan Program including Subsidized and Unsubsidized Loans for students and PLUS Loans for parents. HCC began participation in the Direct Loan program in 2008-09. The school did not offer federal loans to students prior to that point. Each year the U. S. Department of Education calculates a cohort default rate for loans made to students who have received student loans while attending HCC. *The cohort default rate for Federal Fiscal Year (FFY) 2009 for HCC was 12.9%.* There is no prior cohort default history, as FFY 2009 was the first default rate released for HCC. Subsequent default rates will be released each September.

A cohort default rate can affect an institution’s eligibility to participate in all federal financial aid programs. Heartland Community College provides students with information regarding the importance of responsible borrowing and personal consequences of loan default through the following means:

- New student orientation provides information on the process of applying for financial aid as well as the impact and obligation of various types of financial aid;
- Students must actively accept offered student loans as part of their financial aid package;

- Students must complete entrance loan counseling each year before a loan will be disbursed;
- In person pre-loan counseling is offered in which students complete a budget worksheet, provide earning projections based on their specific career plans, and review of previous borrowing history and discuss repayment options with a financial aid officer;
- All student loan borrowers are provided with extensive exit loan counseling materials every semester, regardless if their program of study was completed or if enrollment dropped below half time status.

Updated campus crime statistics and policies are provided to students and the general public on the [Heartland Community College website](#), and include information specific to Student-Right-to-Know and Clearly Act disclosure requirements. Additional consumer information disclosures defined under the [Higher Education Opportunity Act \(Public Law 110-315\)](#) are also located on [the College's website](#).

Policies pertaining to Satisfactory Academic Progress for financial aid are detailed on pages 202-203 of the [2010—2012 College Catalog & Student Handbook](#) and are also available as a .pdf file on the [Financial Aid section](#) of the College's website. The policy fully outlines the means by which the policy's three key criteria – Completion Rate, Grade Point Average requirements, and Maximum Time Limit Requirements – are evaluated and the outcomes that derive for those students placed in denial status. The policy further outlines the means by which students can appeal SAP decisions and attain reinstatement of good academic standing.

### **Contractual Relationships**

Heartland Community College currently holds no contracts wherein non-accredited third-party entities provide 25-50% of the academic content of any degree or certificate programs.

### **Materials for Review**

The 2011 external and ICCB audit reports and other materials demonstrating compliance with the Higher Education Reauthorization Act will be available for review onsite during the AQIP Quality Checkup Visit.

## ***6. Institutional Disclosures and Advertising and Recruitment Materials***

Heartland Community College uses a variety of mediums to deliver information supporting its advertising and recruitment efforts aimed at the College's diverse audience.

The College's Marketing and Public Information Office oversees the creation and distribution of class schedules, recruiting materials, academic catalogs, program brochures, news releases, radio ads, television ads, online ads, postcards, posters, social media updates and an

assortment of other unique and market-specific applications. Delivery methods for these advertising and recruitment materials include direct/saturation mailings, targeted mailings, on- and off-campus public displays and messaging.

Heartland’s public web site – [www.heartland.edu](http://www.heartland.edu) – is a primary means of advertising the College’s programs, services, campus and site locations, opportunities, and events.

Information about accreditation status with the Higher Learning Commission is located in a prominent place on the College’s website. A statement referring to Heartland’s accreditation program and accreditation status – as well as the College’s Nursing and Radiography programs – is located on the “Quick Facts” page (<http://www.heartland.edu/about/facts.jsp>), and is noted below for easy reference:

#### **Accreditation**

Heartland Community College is recognized by the Illinois Community College Board and is accredited by the Higher Learning Commission and a member of the North Central Association, 30 North LaSalle Street, Suite 2400, Chicago, Illinois 60602-2504, (800) 621-7440. Heartland has chosen the [AQIP \(Academic Quality Improvement Program\) path](#) to maintain its accreditation and was accepted as an AQIP college in October 2005.

- The College's [Nursing Program](#) is accredited by the National League for Nursing Accrediting Commission (NLNAC), 3343 Peachtree Road NE, Suite 850, Atlanta, GA 30326, (404) 975-5000.
- The College's [Radiography Program](#) is accredited by the Joint Review Committee on Education in Radiologic Technology (JCERT).
- The College’s [Emergency Medical Services](#) (EMS) and [Certified Nursing Assistant](#) (CNA) programs are approved by the Illinois Department of Public Health.
- The College's [Child Development Lab](#) (CDL) is an accredited learning lab facility through the National Association of Education of Young Children (NAEYC).

In addition, a similar accreditation notice appears on page 9 of Heartland’s [2010—2012 College Catalog & Student Handbook](#).

#### **Materials for Review**

A collection of materials related to Heartland’s advertising and recruitment efforts can be available to review onsite during the AQIP Quality Checkup visit.

### ***7. Relationship with Other Accrediting Agencies and with State Regulatory Boards***

Heartland Community College currently has no relationships with any other specialized, professional, or institutional accreditors or with any other governing or coordinating bodies in states other than Illinois.

## **8. Public Notification of an Evaluation Visit and Third Party Comment**

Based on the Higher Learning Commission's recommendations, Heartland Community College has identified a large group of constituents, including but not limited to:

- Students
- Parents
- Alumni
- Taxpayers
- Donors
- Community Groups
- Workforce partners
- District Legislators

The above groups were included based on historical input and ongoing feedback from internal and external HCC stakeholders.

Targeting such a diverse constituency required a strategy for widespread solicitation. Avenues selected for this purpose included:

- **Constituent Publications/Organizations**
  - HCC Alumni Newsletter
  - HCC Employee Newsletter
  - McLean County Chamber of Commerce
  - Town of Bloomington
  - Town of Lincoln
  - Town of Normal
  - Town of Pontiac
  - [more to be determined]
- **News Media**
  - *Lincoln Daily News*  
Lincoln, IL
  - *The Pantagraph*  
Bloomington, IL
  - *Pontiac Daily Leader*  
Pontiac, IL
- **On-Campus Presence**
  - Digital Signage
- **Radio**
  - WGLT (89.1 FM)  
Normal, IL
  - WJBC (1230 AM; 93.7 FM)  
Bloomington, IL
- **Website/Portal**
  - HCC Website (Public)
  - HCC Student/Employee Portal (all-staff, all-student)

A news release (below) was sent to the organizations outlined above.

### **Heartland Community College seeks public comment**

Heartland Community College seeks comments from the public in preparation for a quality checkup site visit November 16-18 as part of the College's regular accreditation process through the Higher Learning Commission of the North Central Association of Colleges and Schools.

The Higher Learning Commission is one of six accrediting agencies in the United States that provides institutional accreditation on a regional basis. Institutional accreditation evaluates an entire institution and accredits it as a whole. Other agencies provide accreditation for specific programs.

Heartland Community College engages in a specific continuous improvement process known as the Academic Quality Improvement Program. An evaluation team will visit the College in November to reaffirm the accuracy of HCC's online systems portfolio—an overview of the systems the college uses to accomplish its comprehensive mission and objectives.

The public is invited to submit comments regarding the College to: Public Comment on Heartland Community College, The Higher Learning Commission, 30 N. LaSalle St., Suite 2400, Chicago, IL 60602. Comments also may be submitted online at [www.ncahlc.org](http://www.ncahlc.org) by clicking on the "HLC and the Public" link, and then clicking on the "third-party comment process" link. Comments must address substantive matters related to the quality of the institution or its academic programs. All comments must be signed—digitally or otherwise—and include the name, address and telephone number of the commenter. Comments will not be treated as confidential. The Higher Learning Commission cannot settle disputes between institutions and individuals, whether those are faculty, students or others. Complaints will not be considered third-party comments. Full comment guidelines also are listed at [www.ncalh.org](http://www.ncalh.org).

Heartland Community College was established in 1990 as the most recent public community college in Illinois, joining the nation's third largest community college system. Today, Heartland Community College has evolved into a national model for student success and progressive collaboration practices. Heartland Community College District 540 serves sections of Tazewell, McLean, Ford, Livingston, Woodford and DeWitt counties, offering top-notch transfer credits; outstanding healthcare and technical programs; leading-edge workforce training; and lifelong learning opportunities to a population of more than 205,000. Heartland's three campuses include extension centers located in the downtown hubs of Pontiac and Lincoln, as well a main campus in Normal that resides on 256 acres of land—including 96 recently acquired acres to plan for future strategic and incremental growth.

For more information about Heartland Community College, visit [www.heartland.edu](http://www.heartland.edu).

In addition, HCC purchased ads in the following publications:

- *Lincoln Daily News*  
Lincoln, IL
- *The Pantagraph*  
Bloomington, IL
- *Pontiac Daily Leader*  
Pontiac, IL

**Materials for Review**

Materials related to the solicitation of Third-Party Comments will be available to review onsite during the AQIP Quality Checkup visit.