

## **COMMENTS / COMPLAINTS REGARDING THE PTA PROGRAM**

### **Quality Education**

Heartland Community College (HCC) believes that Outcomes Assessment is an ongoing process aimed at measuring and improving student learning. It involves making our expectations explicit and public; setting appropriate criteria and high standards for learning quality; systematically gathering, analyzing and interpreting evidence to determine how well performance matches those expectations and standards; and using the resulting information to document, explain and improve performance. Assessment helps us create a shared academic culture dedicated to assuring and improving the quality of higher education.

### **Comments / Complaints & Suggestions**

The PTA program at HCC engages in continuous and systematic assessment paralleling that of the college. The program welcomes public comment, suggestions and constructive criticism as part of our process. Community members who do not have formal affiliation with the college or program are welcome to provide feedback according to the following policy/guidelines:

- Comments must be submitted in writing and signed by the author. Anonymous submissions will not be accepted.
- The PTA Program Coordinator shall respond to all comments/concerns/complaints within 10 academic days.
- The PTA Program Coordinator shall make the Associate dean of health Sciences aware of all comments/concerns/complaints by the public.
- Records of all correspondence will be kept on file for a period of 5 years.
- In accordance with applicable state and federal laws the complainant(s) are protected from any and all retaliation following complaint submission.

Send comments to:

Heartland Community College

PTA Program Coordinator

Suite ICB 2813

1500 West Raab Road Normal, IL 61761