

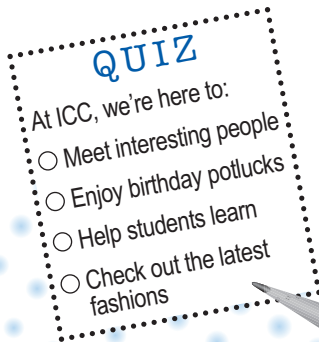
ILLINOIS CENTRAL COLLEGE

BLUEbook

What's UP with The BLUEbook?

We've written the BLUEbook to be easy to understand and read. We've based our approach on current research on "cognition" or how we think. Basically, we remember things better when we converse with people. Our brains don't really know the difference between real talking and what reads like talking. So with apologies to the Modern Language Association, we're going to write as if we were talking to you.

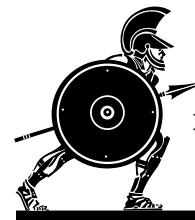
So that's why the BLUEbook might look a little different from other organizational materials you've seen. We hope this approach works for you.



Illinois Central College is a community college.

The word “community” has two key meanings for us. First, it means we exist to serve our community, the people of District 514. Second, it means we are a community of employees who serve a common purpose. We’re here, first and foremost, to help our students learn, and through learning, positively change their lives and our world. It’s that simple.

This book details who we are, what’s important to us, and what we believe. It is your responsibility to read and understand the concepts in the book.



Community –
from the
Latin *collegium*,
“association
partnership”
which came
from *collega*, “partner
in office.”

Our Mission

Through learning, minds change.

We believe by changing minds,
we can change the world.

We created our mission from the thoughts and words of our employees. In 2007 we interviewed faculty and staff on how they would describe the College's mission. In short, the College expressed the belief that through learning, minds change and that when minds change, so does the world.

Those interviewed were not saying that our mission was to "convert" students to a specific way of thinking. Rather, changing minds meant creating an openness to:

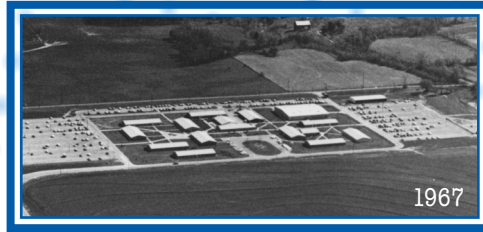
- Diverse people and ideas
- Creativity and innovation
- Critical thinking and problem solving

Our mission is to help our students learn, expand the horizons of their thinking, and make a positive impact on our world.

A college
education
isn't just for
rich people.



These words, part of the *Report of the President's Commission on Higher Education* for President Harry S. Truman published in 1947, created the foundation upon which community colleges and Illinois Central are built.



Historic Foundation

Illinois Central College was established through a vote of area citizens in 1966. Illinois Central College (named for the Illinois Central Railroad) began offering classes on September 18, 1967. The East Peoria site, located on 400 acres, is home to:

- The Kenneth L. Edwards Library Administration Building
- The Academic Building
- The Agricultural and Industrial Technologies Building
- The CougarPlex
- The Performing Arts Center
- The Caterpillar Building
- The Horticulture Land Lab



In 1973, ICC opened a “storefront” in downtown Peoria. Two buildings, the Perley Building and the Thomas K. Thomas Building, made up the downtown campus. ICC’s presence at this location will be phased out over the next few years.

ICC North, located at 5407 N. University Street in Peoria, opened in December 2002. Since then the campus has grown to attract almost as many students as the East Peoria site.

In 2004, the Illinois Central College Educational Foundation opened a residential facility for students, located on the East Peoria site.

Finally, in 2008, ICC added ICC Pekin at the Riverway Business Park, 225 Hannah Drive in Pekin.



BOARD OF TRUSTEES

Don Brennan
Michael Everett
Diane Lamb
Frank Mackaman
James K. Polk
Gale Thetford
Susan Portscheller
Student Trustee
(elected annually)

Board of Trustees Philosophy

ICC is governed by elected officials known as the Board of Trustees. The Board of Trustees' approved philosophy can be found in its entirety in the ICC Catalog. The importance of the student is expressed in the Board's philosophy statement, as detailed in this excerpt:

The student is the center of all that is done at Illinois Central College. The College strives to provide students the knowledge, skills, and understanding for successful and satisfying careers and for intelligent participation in, and preservation of, a free and democratic society. This includes the development of a higher sense of values and the desire for continuous education throughout life. To achieve these purposes, the College encourages excellence in teaching and close communication between instructor and student.

*everyone
is Welcome*

Our Diversity Pledge

Our College is committed to inclusion, broad-minded thinking, and global understanding. To that end we encourage diversity within our College and community. Our Diversity Pledge summarizes this intent:

Illinois Central College stands committed to diversity in all of its dimensions. The College embraces, values, and encourages diversity at all levels of its operation. The College stands for tolerance, non-discrimination, and cultural sensitivity.

Inclusion is at the core of Illinois Central College's educational and service strategies. Respect for diverse individuals will be evident in the College's interactions with students, employees, and the communities it serves.

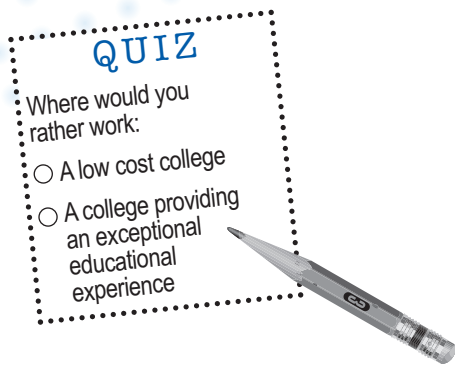
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Our Vision

Our Vision expresses what we want to accomplish.

The Board-approved vision for the College is:

We, the people of ICC, are dedicated to becoming an institution that delights our students with relevant and up-to-date classes, exemplary services, and an enriching campus life, all at an affordable cost. We know what it takes for our students to succeed, and we make it happen. Education at ICC leads to successful careers, transfers to baccalaureate programs, and life-long experiences to improve our students' lives and opportunities.

The short version of the Vision is:

We provide an Exceptional Educational Experience that delights our students and stakeholders.

Sometimes the vision is referred to as the three Es:

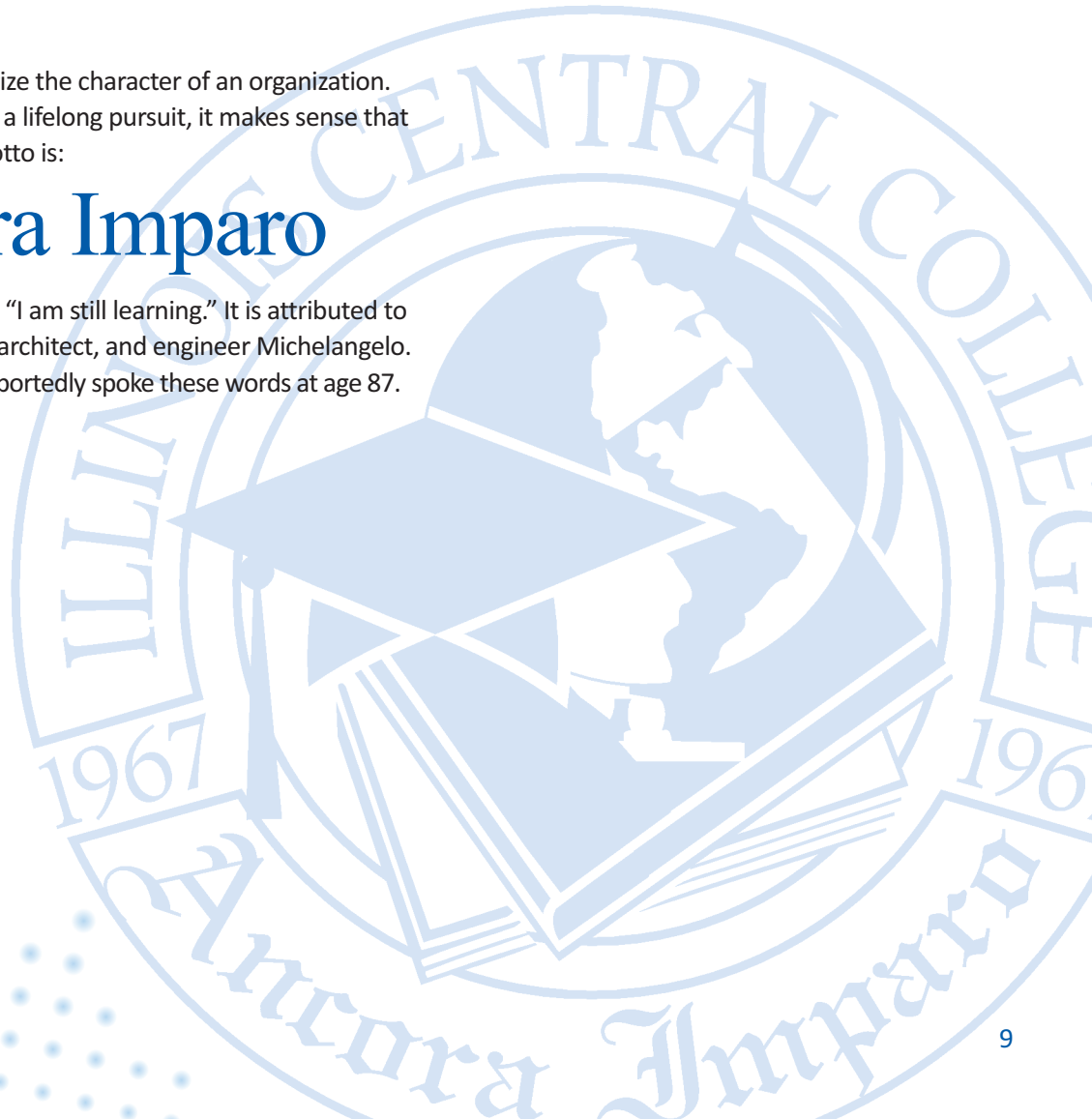
Exceptional | Educational | Experience!

Our Motto

Mottos summarize the character of an organization. Since learning is a lifelong pursuit, it makes sense that the College's motto is:

Ancora Imparo

This is Italian for "I am still learning." It is attributed to the great artist, architect, and engineer Michelangelo. Michelangelo reportedly spoke these words at age 87.



Our Core Values

We all have principles and ideals that guide our daily actions. The principles that guide Illinois Central College, identified by ICC employees and students, are known as our **CORE VALUES**. These are not our personal values, but values reflecting the mission, philosophy, and beliefs of Illinois Central College. These values should guide our decisions every day. The behaviors associated with each Core Value were identified through interviews with approximately 200 ICC faculty and staff.



LEARNING

Changing the world by increasing knowledge and skills.

We live the value of learning when we:

- Actively involve students in their learning and help them succeed in their education.
- Build the abilities of students and colleagues to read and think critically, communicate effectively, understand mathematical and scientific reasoning, be sensitive to diversity, be creative and innovative, work independently and collaboratively, and demonstrate information literacy.
- Set learning goals and assess progress.
- Seek, appreciate, and welcome new and diverse ideas, people, and cultures.
- Enthusiastically share our knowledge and expertise.
- Take personal initiative to learn, be informed, and gain new knowledge, skills, and understanding.

COMMUNITY

Changing the world by building relationships.

We live the value of community when we:

- Are good stewards of our resources and environment.
- Participate in efforts to meet the needs of, enrich, and improve our community.
- Recognize each other's interests and work toward common ground.
- Welcome students, guests, and staff and create a sense of belonging.
- Work together to reach our common mission and take a big picture view of the College's work.
- Treat each other with respect and foster an environment of inclusion.
- Care about and help our ICC students and colleagues, as well as our community and world.

INTEGRITY

Changing the world by building trust.

We live the value of integrity when we:

- Conduct ourselves, our classrooms, and our business honestly, ethically, and consistently.
- Do what we say we will do and keep our word.
- Trust others to take action and make decisions within their job duties.
- Set a good example and mentor others.
- Use data and facts to inform our decisions, remain objective, and be honest about our own biases.
- Maintain confidences, especially confidential student information.
- Maintain a safe workplace.

continue

RESPONSIBILITY

Changing the world by being accountable for our actions.

We live the value of responsibility when we:

- Promptly acknowledge the needs of our students, colleagues, and constituents and respond appropriately.
- Help students, staff, and constituents identify and reach their goals.
- Start each day ready to work and complete our work on time, accurately, and completely.
- Keep people informed with open, honest, fair, and frequent communication.
- Admit our errors, make amends, and learn from honest mistakes.
- Plan ahead to achieve the best results.
- Follow up and follow through.

EXCELLENCE

Changing the world by achieving more.

We live the value of excellence when we:

- Set and achieve high standards for our performance.
- Express appreciation for good work and celebrate student and staff success.
- Continuously improve.
- Ask when we don't know.
- Listen to the voice of those we serve and find ways to exceed their expectations.
- Actively seek feedback to improve our processes, programs, and procedures.
- Try new things, learn from best practices, and take managed risks.

Core Values
Central College



they
guide
our
actions

Illinois Central College **Service Principles**

These principles were identified by staff as priorities for delivering exemplary service to our students, staff, and visitors.

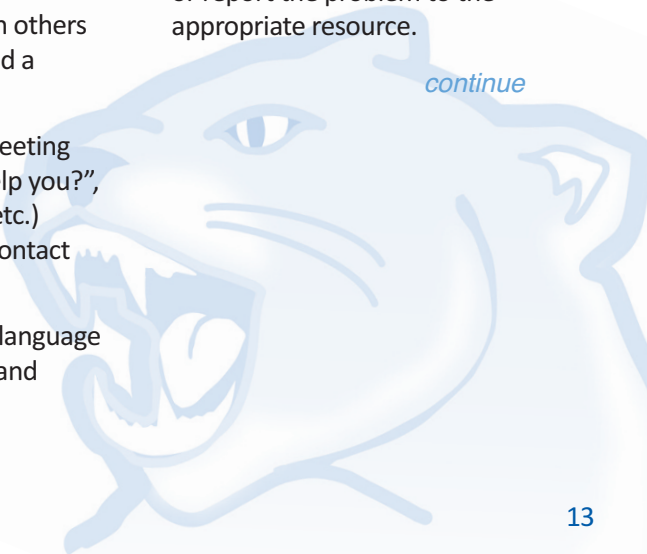
CONNECT FIRST

- Understand the student's, employee's, or visitor's needs and realize that no requests or questions are trivial, dumb, or unwelcome.
- Learn, respect, and understand cultural differences and beliefs.
- Keep others informed of decisions that affect them.
- Use easy-to-understand language and avoid using jargon or abbreviations.
- Verify by asking others if they have questions or need further clarification.
- Involve students, guests, and others in relevant conversations and recognize their presence.
- Start and end contact with others with direct eye contact and a sincere smile.
- Extend the appropriate greeting ("Good morning, may I help you?", "I'll be with you shortly," etc.) when we come in direct contact with students and guests.
- Display appropriate body language to show we are attentive and welcoming.

OWN THE SITUATION

- Help people who are lost.
- Use two fingers when pointing out directions to avoid insulting those from other cultures.
- Apologize for problems and take immediate action to correct them.
- Offer assistance to those with limitations.
- Take ownership of problems when encountered, solve them, or report the problem to the appropriate resource.

continue



Illinois Central College
**Service
Principles**
continued

USE OPPORTUNITIES TO BUILD RELATIONSHIPS

- Introduce ourselves when meeting guests or students for the first time.
- Wear our name tags and display them appropriately.
- Use respectful terms and never use profanities or vulgarities.
- Greet others courteously.
- Use appropriate social pleasantries (“Please,” “Thank you”) and avoid phrases that may appear condescending (“sweetie,” “honey,” etc.)
- Serve as role models and demonstrate a positive attitude.
- Acknowledge good work with heartfelt praise and recognition.



GO ABOVE AND BEYOND

- Ask, “Is there anything else I can do for you?”
- Follow through on what we’ve stated we will do.
- Anticipate student, visitor, or staff needs and meet them before we’re asked.
- Hold the elevator door and allow students and visitors to enter and exit first.
- Say “I’ll find someone who can help you,” instead of “It’s not my job,” or “We don’t do that in this office.”
- Meet student and staff needs quickly.
- Check to see if an employee is available before sending a student or visitor to his or her office.

ACT PROMPTLY AND PROFESSIONALLY



- Answer the phone in three rings or fewer.
- Return phone calls and emails within one business day.
- Promptly report equipment that is not functioning properly.
- Discuss student issues only with those who need to know.
- Make sure that student or other confidential information is not discussed in public areas.
- Keep behaviors such as personal conversations, eating, expressing criticism, etc., out of sight and earshot of students and guests.
- Keep public and work areas clean and orderly.
- Keep our appointments, arriving and leaving on time and notifying others if we will be late or cannot attend as planned.



REMEMBER TO WORK AS A TEAM

- Work collaboratively to find solutions and get the job done.
- Keep other team members informed.
- Return equipment to its proper place in working condition.
- Support changes and adjust when necessary or expected.
- Value all members of the team and encourage, teach, mentor, and listen to others.
- Respect colleagues and follow policies, procedures, and guidelines of other departments.
- Inspire confidence by talking positively about the College and its departments.
- Vent privately and discourage gossip.
- Make new employees feel welcomed and at home.



Strategic Priorities

Our strategic priorities are the things we must accomplish to achieve our vision.

1. HELPING STUDENTS LEARN

Substantially improve the persistence and completion outcomes of key student populations.

2. MEETING STUDENT AND OTHER STAKEHOLDER NEEDS

Set and achieve optimum enrollment goals by implementing a Strategic Enrollment Management model and by improving our approaches to course scheduling and sequencing.

Support student engagement through the adoption of comprehensive Student Success Coaching.

Work with business and industry to become an even more attractive partner in the economic growth of our district.

Increase enrollment of international students and expand international studies programming.

3. VALUING EMPLOYEES

Implement a strategic hiring plan to create a more diverse workforce.

Improve relationships among ICC faculty, staff, and administration.

4. RESOURCE STEWARDSHIP

Strengthen the College's ability to manage and leverage its data assets.



Our General Education Goals

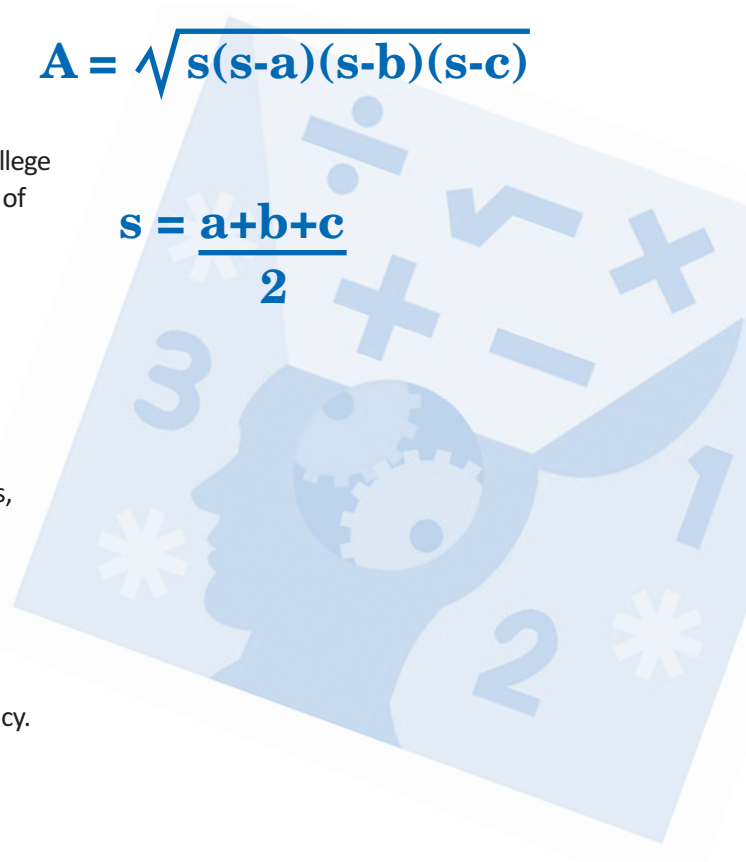
The general education requirements of Illinois Central College prepare our graduates to become productive members of society and lifelong learners.

All associate degree graduates will be able to:

- Read and think critically.
- Communicate effectively.
- Demonstrate mathematical and scientific reasoning.
- Demonstrate awareness of diversity of cultures, ethics, values, or aesthetics.
- Demonstrate the ability to be creative and innovative in solving problems.
- Work independently and collaboratively.
- Demonstrate computer literacy and information literacy.

$$A = \sqrt{s(s-a)(s-b)(s-c)}$$


$$s = \frac{a+b+c}{2}$$






Our Alma Mater

ICC's Alma Mater premiered in the academic year 2007-2008.
The music and words were the result of a national contest.




*On a hill above the river, nestled in the wood
Teaching students through the years, how honorably you've stood
I-C-C our Alma Mater, though we must depart
We'll remain your sons and daughters deep within our hearts.*

*Every season, faithfully, you open up your door
To eager minds, both young and old; to students rich and poor
Shining bright with knowledge in the heart of Illinois
You enable higher education, hope, and joy.*



*Proud alumni, fiercely loyal, we'll remember you
Our Alma Mater, I-C-C, in all we hope and do
And daily we will build a better future for tomorrow
Thanks to you, I am still learning – Ancora imparo.*



Lyrics by Adrienne J. Grant
Music by Robert W. Parker

(309) 694-5-ICC
icc.edu

Illinois Central College is an AQIP Participant, accredited by The Higher Learning Commission. To contact the Higher Learning Commission, go to <http://www.ncahlc.org> or call (800) 621-7440.

It is the policy of this College that no person, on the basis of race, color, religion, gender, national origin, age, disability, sexual orientation, or veteran's status, shall be discriminated against in employment, in educational programs and activities, or in admission. Inquiries and complaints may be addressed to the Vice President of Diversity, International and Adult Education. (Revised: February 2014)

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