Criterion Five: Engagement and Service

As called for by its mission, the organization identifies its constituencies and serves them in ways both value.

- **5.a.** The organization learns from the constituencies it serves and analyzes its capacity to serve their needs and expectations.

- **5.b.** The organization has the capacity and commitment to engage with its identified constituents and communities.

- **5.c.** The organization demonstrates its responsiveness to the constituencies that depend on it for service.

- **5.d.** Internal and external constituencies value the services the organization provides.
Criterion Five: Engagement and Service

As called for by its mission, the organization identifies its constituencies and serves them in ways both value.

Today’s generation of college students have a passion for volunteerism and service to their communities. In the process of reviewing our Mission, Vision, and Values statement, we recognized our own students’ enthusiasm for service learning and community engagement, and we have reflected their commitment to serve others within this statement. Our modified mission statement redeems the institution to educating students for service to society. Our values call upon our students, faculty, and staff to use their talents to improve the lives of people in our community. We are committed to providing opportunities that benefit both our students and those we serve. As a recent example, in spring 2006, a group of architecture students labored on campus to design and build a modular multi-purpose center for Katrina-ravaged Gulfport, Mississippi. These students then disassembled the building, shipped it to Gulfport, and reassembled the building in time for summer children’s programming at the center.

The NCA Self-Study process provides the opportunity for us to perform an extensive inventory of our engagement and service programs. The university serves widely diverse constituencies as reflected in the categories below:

- Neighborhood: individuals and organizations surrounding our Main Campus
- Professional: individuals, associations, agencies, and societies linked to our professional academic programs
- Business: industry categories that attract our graduates as well as employers who seek academic programs to improve the knowledge and skills of their employees
- Academic: our many institutional partners and collaborators in K-12 and higher education
- Governmental: political leaders who represent and serve our surrounding communities, as well as local, state, and federal government agencies seeking our assistance
- Internal: our students, faculty, and staff who rely on university services for support, education, and professional development, and our alumni, who live and work and contribute to their communities all over the world.

Evidence provided in Criterion Five demonstrates the breadth and depth of our programs in support of these various constituencies. This process has revealed the many ways in which service to the community enriches teaching and learning and enables the university to improve the lives of those we serve.
5.a. The organization learns from the constituencies it serves and analyzes its capacity to serve their needs and expectations.

Our Community Development Department and the university’s academic units are the primary sources of our outreach programs. Examples of activities created and maintained by these entities are detailed below.

Outreach Programs

Community Development Programs

In the mid-1990s, the IIT Community Development Department, established in 1989 to increase university visibility and acceptance in the community, evolved into a proactive unit designed to fulfill needs expressed by community leaders, organizations, and schools in the neighborhoods surrounding Main Campus. We interacted with community organizations, participated on local advisory boards, and responded to community requests.

In 1996, the university joined with community organizations in Bronzeville, the predominantly African-American community surrounding Main Campus, to develop a comprehensive program for sustaining positive change. Funded with an initial grant of $45,000 by the John D. and Catherine T. MacArthur Foundation, the program allowed the university to create a staff position to facilitate increasing community development activities in adjacent neighborhoods. This initial support was later expanded to a three-year, $225,000 grant.

As a direct result of the capabilities developed through the MacArthur grant, the Community Development Department competed successfully in 1998 for a three-year, $394,000 Community Outreach Partnership Center Grant from the United States Department of Housing and Urban Development (HUD). This funding established the Center for Community Development and Technology, whose purpose was to use university and other resources to address the complex issues of school reform, welfare reform, and the transformation of An IIT student provides computer instruction to neighborhood children as part of the Digital Media Center program.
public housing. While the HUD funding ended in 2001, other follow-through initiatives, such as the Digital Media Center, continue to provide special services.

During this time period, the Community Development Department became deeply engaged in the Chicago Housing Authority Plan for Transformation. University administration representatives served on the working group that helped to design many of the resident support programs now underway. We benefited greatly from the goodwill generated among residents for our support of their role in the design and implementation of the new 1,300-unit, mixed-income residential community, Park Boulevard, south of Main Campus.

In 2003, our Community Development Department assumed responsibility for all federally funded Community Work-Study programs. In this capacity, we continued to fulfill community needs by placing our students in jobs as tutors in neighborhood schools and in various other roles supporting community organizations. Students have the benefit of earning work-study wages while also having the opportunity to fulfill their interests in community service.

A complete list of community development achievements from 1997–2005 can be found at www.iit.edu/nca/communitydevelopmentachievements.

Digital Media Center

One of our most important legacies of the 1997–2001 period was our role in addressing the digital divide in Bronzeville. With funding from the IIT Challenge Campaign, we created the Digital Media Center (DMC) in 2000 to bridge the growing gap in Bronzeville residents’ access to and effective use of technology. In addition to providing children and adults with age-appropriate enrichment programs, the DMC also engages IIT students who serve as mentors, teaching assistants, on-call technicians, tutors, and role models. The creation of the DMC was a direct response to data collected from the needs analyses of the HUD-funded grant.

In 2006, the Digital Media Center received a $40,000 grant from the Illinois Department of Commerce and Economic Opportunity to establish a sophisticated media laboratory to expand its multimedia community service programs. Neighborhood high school students will now have the opportunity to videotape community meetings and projects, and reproduce them for community organizations.

The DMC also has developed external partnerships with more than 40 academic institutions, 30 not-for-profit organizations, and five corporate entities to provide similar services.

A select list of DMC’s partners and activities can be found at www.iit.edu/nca/DMCpartners.
Academic Outreach Programs

Outreach programs stemming from the university’s academic units are varied and extensive. A full listing appears at [www.iit.edu/nca/academicoutreach](http://www.iit.edu/nca/academicoutreach). Selected programs are highlighted below:

**College of Architecture**

Faculty members organized two community-oriented, Design/Build projects in 2005–2006. One of these projects addressed Katrina relief in Gulfport, Mississippi, and the other resulted in a structure erected on Northerly Island in Chicago to display inner-city and suburban youth collaborative works of art. In both cases, the communities benefited from being able to use the structures, and our students benefited from learning design and construction practices while performing community service.

**Armour College of Engineering**

*Department of Mechanical, Materials, and Aerospace Engineering*

- Each year a faculty member chairs the annual International Bridge Building Contest for high school students. This event, designed to encourage interest in science and engineering, has provided engineering challenges for high school students for 33 years.

- Another initiative to encourage interest in science and engineering is the DASH/WISE summer program. One of the university’s long-standing enrichment programs for underserved minorities and women, this program has provided encouragement for women and minorities to seek careers in science and engineering and has served as a source for diversified enrollment.

**Chicago-Kent College of Law**

- The Center for Access to Justice and Technology was established in 1998 to make legal resources more accessible to the public. The program promotes the use of the Internet in teaching, practicing, and facilitating public access to the law. Staff at the center conduct research, build software tools, teach classes, and support faculty, staff, and student projects on access to justice and technology. This federally funded program filled an urgent need on the use of technology to meet the legal needs of the poor and gave law students valuable experiences in *pro-bono* legal practice and exposure to a variety of legal issues.

- The Self-Help Web Center, located on the sixth floor of the Richard J. Daley Center (City Hall), offers courthouse visitors access to online assistance via two Internet-enabled computer workstations. This Web-based resource is designed to empower those who cannot afford a lawyer. The Center for Access to Justice and Technology teamed with the Kent Justice Foundation to recruit student volunteers to staff the Self-Help Web Center, providing valuable, real-life experience for law students, while promoting public interest in law, volunteerism, and *pro bono* work.
College of Science and Letters

Computer Science

Computer Science faculty members conducted a funded research program designed to teach grade school teachers how to integrate computer technology in their classrooms.

Math and Science Teacher Education

The department’s faculty members work with Chicago Public Schools (CPS), one of the largest urban school districts in the nation, to improve the quality of teaching and learning. Every year, a cohort of approximately 30 teachers enters our accelerated masters program, which enables them to bring the university’s inquiry-based methods back to their own schools. The department also works with suburban high schools as part of a long-term, teacher-development program. Through a Gates Foundation Grant awarded to the CPS, our Mathematics and Science Education (MSED) department will work with seven CPS schools over a three-year period, in partnership with Glencoe/McGraw-Hill and The Field Museum of Natural History. The department is also in discussion with the CPS regarding the management (with another partner) of a middle school for which our MSED would be a primary developer of the school’s curriculum.

Humanities

The student organization, Latinos Involved in Further Education, advised by faculty from the Humanities department, volunteers to tutor Latino students from the neighborhood west of Main Campus. The program, covering basic academic skills such as writing and arithmetic, enables our Latino students to share their enthusiasm for learning with young people who might not normally go to college or consider science or engineering as a career.

Libraries

The Main Campus library supports training in Geographic Information Systems through regular workshops for the university community and the general public. Students in the Young Scientists Program, part of the Chicago Area Health and Medical Careers Program, are trained to create maps for group projects on air and water quality in Chicago. The students benefit from the enrichment programs as well as the exposure to academic opportunities at the college level.

Professional Development and Continuing Education

We have two major centers that serve the needs of professionals: the Center for Professional Development, operating out of the west-suburban Rice Campus, and the Continuing Legal Education program, operating out of our Downtown Campus.

Center for Professional Development

The Center for Professional Development (CPD) was established on Rice Campus in 2002 to offer technology-oriented education and training for working professionals. Programs include degree, non-degree, certificate, credit- and non-credit offerings, corporate training,
short courses, seminars, and community events. Working with faculty members from several academic departments, CPD has developed a variety of programs to serve the continuing and professional education needs of the metropolitan Chicago area. Nearly all students attending classes at this campus are continuing education learners. The corporate and community college relationships that CPD has developed over the years provide a strong foundation for the continuing success of these programs.

The Professional Learning Program component of the CPD develops customized training programs that serve the needs of corporate clients, including Lucent, International Truck and Engine, Commonwealth Edison, McGraw-Hill, Aon, and Calamos Investments. In addition, the program also offers specialized courses to prepare students for professional certification in engineering and technology. For example, the Professional Engineering Review Courses are offered twice each year to prepare engineers for the State of Illinois Professional Engineering certification exam. The CPD also offers short courses for professional engineers to satisfy their state licensing requirements for continuing professional education. CPD programs and courses can be found at www.cpd.iit.edu.

Office of Continuing Legal Education

Chicago-Kent’s Office of Continuing Legal Education (CLE) is a major continuing education source for lawyers in the Chicago region. The CLE offers conferences, seminars, and lectures on a variety of substantive topics that reflect our faculty areas of expertise. The programs are designed to meet the needs of the practicing bar and to demonstrate the quality of Chicago-Kent’s academic programs and faculty. Advisory boards comprised of outstanding practitioners develop the programs in collaboration with the faculty. Attendance at the programs generally ranges from 100–400 lawyers per session. The following conferences have been presented for 20 or more consecutive years:

- Section 1983 Civil Rights Litigation
- Federal Tax Institute
- Not-For-Profit Organizations
- Federal Sector Labor Relations and Labor Law
- Illinois Public Sector Labor Relations Law
- Commodities Law Institute (discontinued in 2000 after its 21st year)

A complete list of CLE programs appears at http://kentlaw.iit.edu/depts/cle
5.b. The organization has the capacity and commitment to engage with its identified constituents and communities.

Industry and Professional Connections

The university maintains a long-term commitment to serving working professionals. One early demonstration of this was the establishment of IIT/V, now IIT Online. With its advent in 1976, IIT/V made academic programs in engineering and science accessible via distance education to professionals in businesses. Beginning in the 1960s, many Chicago-based businesses relocated to the city’s suburbs. IIT’s distance-ed capability soon expanded to meet this population, offering degree programs via tapes, videoconferencing, and early leadership in online delivery of academic programs.

Faculty interactions with industry include consulting, professional presentations and departmental involvement with professional societies, and the establishment of industry advisory boards for each of our colleges and many academic departments. [See Appendix IV.] The university’s Career Development Center (CDC) works closely with businesses to coordinate placement of interns and co-op students. In addition, the CDC hosts a number of career fairs where businesses can recruit IIT graduates.

The university is also a participant in business events such as expos, trade shows, and conferences. These efforts are designed to showcase faculty/student expertise and to establish connections with industry leaders. For instance, at a recent industry conference, SuperComm05, faculty and students made presentations under the auspices of the International Engineering Consortium.

Rice Campus

Our engagement with businesses and professional societies flourished with the establishment in 1986 of a west suburban presence, IIT West on the campus of the College of DuPage, and the establishment of Rice Campus in 1990. Companies funded campus facilities and professorships while professional societies became the core planning partners for the IIT-led DuPage Area Engineers’ Week Program.

In the late 1990s, we responded to the exponential growth of the technology industry by offering a variety of professional learning (non-credit) options to career changers who had interest in information technology. Following the decline in demand for domestic information-technology workers after 2000, we refocused our offerings to develop customized programs for targeted international cohorts.

Throughout this time, the university provided leadership in organizations such as the DuPage Association of Business and Industry, the East-West Corporate Corridor.
Association, and Chambers of Commerce in Wheaton, Oak Brook, and Naperville. This support of area businesses fostered our enhanced reputation in the community, which, in turn, enhanced enrollments in the programs at the Rice Campus.

In this business context, we saw additional opportunities to serve companies more directly and took several new steps, including:

- The position of assistant dean for Business and Industry Relations was created to facilitate direct contact between the university and local company representatives. This connection also develops opportunities for communication of feedback from industry.

- The university's department of Manufacturing Technology and Management created a baccalaureate program to serve working professionals who have associates degrees and work experience in the manufacturing arena. We also added a masters degree to this curriculum and, in 2005, added specializations in transportation/logistics and facilities.

- In conjunction with the Chicago Macro/Nanotechnology Council, the CPD hosted a videoconference series on nanotechnology. Since 2004, the CPD has taken the lead in providing roundtables for the Illinois Technology Association (ITA), formerly the Chicago Software Association. One example of these programs is The Voice over Internet Protocol (VoIP) Roundtable, which is open to ITA members and other university partners.

**Main Campus**

In an effort to bolster industry relationships with faculty, the Office of Sponsored Research developed services to meet business needs and increase research collaborations beyond the traditional spheres of government grants and philanthropic foundations. The university also hired an industry expert to head up the Office of Technology Transfer and Intellectual Property. With the support of this office, entrepreneurial faculty members established start-up businesses by commercializing their research.

Most recently, the university established the Jules F. Knapp Entrepreneurship Center to serve the needs of technology start-up companies, particularly those locating in University Technology Park At IIT on Main Campus.

**Co-curricular Programs**

**Office of Student Affairs**

The Day of Service Program is a monthly opportunity for our students to contribute to the community through a service project. Each month a number of students participate in programs that support the Chicago community. This academic year, students responded with particular enthusiasm to several projects:

- As part of fall 2005 orientation, approximately 200 incoming students went to more than 20 different sites to stock school bags with supplies, to beautify a community center or church, to sort food at a pantry, and to pick up trash at the local lakefront.
In collaboration with the Chicago Chapter of The Friends of The Elderly, students visited seniors at a community center. Our student volunteers learned about the issues of loneliness, ageism, and poverty that face area seniors every day.

Another project that had a positive impact on the service-learning experiences of our students was St. Vincent De Paul’s annual Fall Luncheon and Health Fair for the Homeless. In this project, students spent time with homeless individuals and learned how this population deals with limited access to basic necessities of everyday living.

Institute for Business and Interprofessional Studies

IIT offers four initiatives for supporting undergraduate engagement and service across the university on a continuous basis. All four programs are coordinated within the Institute of Business and Interprofessional Studies:

- The Interprofessional Projects (IPRO) Program
- Camras Pathways to Professional Excellence Program
- Leadership Academy
- The Jules F. Knapp Center for Entrepreneurship.

The first two programs operate in complementary fashion as the Service Learning Pathway in Interprofessional Studies. With support from the National Science Foundation and other philanthropic sources, the Service Learning Pathway immerses students in ongoing long-term interprofessional service projects that offer sustaining support to non-profit organizations. Students participate in these team projects for academic credit or on a volunteer, non-credit basis. [www.iit.edu/nca/servicelearningpathway](http://www.iit.edu/nca/servicelearningpathway)

Since its inception ten years ago, the IPRO program has seen many interdisciplinary IPRO teams focus on service learning projects. They have included:

- Enhancing assistive technology (exercise equipment, guidance systems for the visually impaired, a digital Braille watch, and entertainment and training game software for those confined to wheelchairs)
- Supporting community economic development
- Participating in community leadership development services
- Facilitating K-12 computing partnerships
- Re-establishing the rule of law in Bosnia
- Documenting war crimes in Kosovo
- Improving access to justice for the self-represented litigant
- Developing education and training methods for improving the treatment of scoliosis in Latin America
Developing low-cost water purification methods for use in third-world countries

Creating e-learning games via a virtual museum platform for supporting math and science K-12 education.

Project case studies can be found at http://ipro.iit.edu/case_studies.

The Camras Pathways to Professional Excellence Program, established in 2005, is designed to provide a meaningful and substantive co-curricular component to the Camras Scholarship Program. A Camras scholar chooses one of five core co-curricular Pathways—research, entrepreneurship, leadership, service, or athletics—to participate in from sophomore year until graduation. www.iit.edu/nca/camraspathways

The Leadership Academy provides a leadership development curriculum for undergraduates that is based on ethics and values associated with the concept of “servant leadership.” Leadership Academy scholars receive financial support in recognition of their demonstrated leadership and are required to volunteer and provide service to the university, Bronzeville, or other neighborhood communities. The Leadership Academy hosts an annual Sophomore Leadership Retreat, engaging hundreds of students in activities to develop leadership and team skills, and reinforces the value of service. http://leadershipacademy.iit.edu

The Jules F. Knapp Entrepreneurship Center (http://knappcenter.iit.edu) provides a range of support services to the university and our entrepreneurial communities. One Knapp Center objective is to facilitate exchange between students and entrepreneurs for mutual benefit. Opportunities for such interaction come through the services offered by the Knapp Center, including:

- Providing advice on evaluating ideas
- Developing business plans
- Securing funding
- Solidifying strategy
- Forging partnerships and distribution channels
- Conducting market research
- Developing prototypes.

Chicago-Kent College of Law

In the area of legal aid, Chicago-Kent students engage in co-curricular activities by providing services to clients, especially those who cannot afford legal services. Our students, mentored by faculty members, take part in the following programs:

- Pro-bono legal aid for low-income tax payers involved in the IRS audit process, appeals, and United States tax court
- Mediation services by students for community residents under the Center for Conflict Resolution of the Chicago Bar Association
NCA CRITERION FIVE

- Patentability opinions, clearance searches, and advice on intellectual property legal issues that typically face start-up inventors and companies

- Legal assistance to community groups and low-income clients on a variety of urban environmental issues at the Chicago Environmental Law Clinic, a cooperative venture between Chicago-Kent and the Chicago Legal Clinic

- Legal assistance provided by student interns to more than 4,000, mostly indigent pro se defendants seeking help at the Advice Desk at the Circuit Court of Cook County on issues involving eviction, collection, and other small claims cases

- Legal aid hotline services provided by students. Students who work the hotline, a joint project of the Coordinated Advice and Referral Program for Legal Service (CARPLS) and the Law school, receive four weeks of instruction on relevant substantive law, client interviewing and counseling, and the use of the CARPLS software and database.

Cooperative Education

Cooperative Education (Co-op) provides another important form of organized co-curricular activities for both undergraduate and graduate students. Co-op programs have been active at the university for more than 70 years. In that time thousands of our students have gained hands-on experience with local, national, and international employers. Co-op is a progressive, multi-semester program that follows ABET guidelines in evaluating the student’s work progress.

Interest in Co-op at IIT has been growing, as seen in Figure U. This increase is partly attributable to the increasing numbers of international students taking advantage of the program, which yields both work experience and financial support to all Co-op students. Employers' continuing support for the program comes from the benefits they also receive: new ideas from the students, quality work based on the skills developed in the classroom, and opportunities to evaluate the students as potential future employees—resulting in savings in recruitment costs and better employee retention rates.

Resources to Support External Constituents

The university makes available its physical, financial, and human resources in a variety of ways that support external constituencies. As a result, we are creating strong and valued support mechanisms for community change and economic development.

Campus Facilities

We offer community and political leaders, as well as other outside groups, the opportunity to use our campus facilities for their respective programs.

Campus Services oversees all non-university use of meeting and conference space on Main Campus. This includes 24 venues, from a 5,000-sq.-ft. ballroom and an 854-seat auditorium to small conference rooms. Annually, we host and support hundreds of meetings, seminars, and conferences sponsored by our external constituencies. The
university also makes available catering and housing support for these events. The Web link (www.iit.edu/nca/campusfacilitiesexternaluse) includes three reports outlining the number and types of events, from interactive conferences to local church groups, that external organizations have held on Main Campus in 2003, 2004, and 2005. These reports are indicative of the past ten years of service provided by the university.

Meeting facilities are also made available to the public at our other campuses: Rice, Downtown Campus, and Moffett.

**Libraries**

The Main Campus library has an extensive collection of professional engineer licensure exam study and review materials, which along with computers are available for public use on-site. All computers in the Downtown Campus library computer labs are available to the public and provide access to most subscription-based databases, word processing programs, and the Internet.

**Digital Media Resource Center**

We made a major financial and human resource commitment to our neighborhood in 2004 by funding, installing, and managing the Digital Media Resource Center in Bronzeville's
Harold Washington Cultural Center. The Cultural Center provides a high-quality focal point for the celebration of African-American music and culture. IIT provided funding through its own resources, the generosity of trustees, neighboring institutions, and our vendors.

**University Technology Park At IIT**

To support industry, particularly life science and software company start-ups, we launched a major initiative to create a technology park on the south end of Main Campus. This initiative has subsequently become part of a larger academic program in innovation and entrepreneurship as discussed in Criterion Two.

The result of the initiative is University Technology Park At IIT (UTP), now open for company occupancy. In 2001, the State of Illinois committed $12 million in capital funds for a technology Incubator as a critical component to get UTP started.

The university and our contract research affiliate, IIT Research Institute (IITRI) Life Sciences Group, invested $25 million between 2002 and 2005 to renovate existing laboratories for both university-based research and expanded capabilities for contract research. The presence of more than 150 IITRI employees including 50 Ph.D.s, has created a strong anchor for our new technology park. In addition, the UTP laboratories of many of our top biomedical engineering and chemical engineering faculty and their graduate students provide a superior environment for new business innovation.

We have also engaged a private equity developer-partner to undertake a $50 million renovation of a 126,000-sq.-ft. building for technology growth companies to complement the Incubator and university research. The developer, working with IIT, has received $13.4 million in Tax Increment Financing funds and $8 million in federal historic tax credits. The building will open in fall 2006.

The university will provide companies with access to our faculty, students, research laboratories, libraries, conference facilities, and analytical equipment to support the success of their businesses. Ten companies are currently operating in UTP. (See [www.universitytechnologypark.com](http://www.universitytechnologypark.com) for a client listing and details on UTP.)
Illinois Technology Enterprise Centers

We also continue to support technology commercialization in the Chicago region by helping to create and manage two of the eight Illinois Technology Enterprise Centers (ITEC). The State of Illinois established these centers in 2001. The Chicago ITEC is a partnership including IIT, the University of Illinois, and the Chicago Medical District. The group focuses on the commercialization of new technology from the IIT and University of Illinois—Chicago campuses. We also devote staff and management time in support of the West Suburban Technology Enterprise Center (WESTEC), the ITEC serving Chicago’s suburbs. WESTEC is a partnership of IIT and Northern Illinois University. Both programs serve hundreds of technology start-up companies every year.

Community Programs

Over the past ten years, in partnership with local government officials, the university has supported many community service projects by contributing our facilities at little or no cost. These programs include:

- The Chicago Pro-Am Summer Basketball League is hosted by the university and held in Keating Sports Center. These events, open and free to the public, provide quality sports entertainment for as many as 2,000 community residents.

- The IIT-VISTA program, which ran from 2000 to 2005, supported community economic development and social service projects in Englewood. We provided oversight and offices to this federally funded program that supported 30 Vista Volunteers annually.

- Local government officials and the City of Chicago conduct home-buyers workshops, health fairs, and job fairs on campus.

Plans For Ongoing Engagement and Service

Community Development Planning Initiative

The residential communities adjacent to our campus are experiencing rapid changes in their economic, cultural, educational, and racial compositions. With the development of the 2010 Plan, we must again assess the university’s roles and interactions with our nearby communities. Shortly, the university will reconvene its Neighborhood Advisory Task Force, and new and former members will provide recommendations on direction and priorities, as well as the means to achieve these newly planned initiatives.

Digital Media Center

Building on the success of the Digital Media Center over the past five years, new staff leadership is working on a plan to meet the changing needs of the community with regard to computer training, information technology assistance, and age-appropriate programming for youth and adults. The detailed plan establishes goals and objectives for the expanded program, outlines a variety of courses and initiatives with regard to the role of IIT students, and identifies the resource needs for the next several years. [www.iit.edu/nca/DMCplan](http://www.iit.edu/nca/DMCplan)
Alumni Engagement Plan

The mission of the Alumni Association and our Alumni Relations (AR) program is to act as a catalyst to foster lifelong connections within the global university community. A vibrant AR program is one in which alumni are engaged with their alma mater and support the university to the extent of their ability through contributions of their time and personal resources. This participation can include working with our admissions team for student recruitment, hiring a student or alumnus/a, becoming involved with the university as a volunteer or student mentor, and making annual financial contributions.

The alumni engagement plan includes three broad areas for improvement: enhanced communications and programming, better volunteer management and direct engagement, and enhanced administration by strengthening the staffing of the Alumni Relations Office.

5.c. The organization demonstrates its responsiveness to the constituencies that depend on it for service.

At IIT we have developed a complex web of relationships with external constituencies, particularly with our academic peers and partners, local and state government officials, and neighboring communities. We also work through our academic, co-curricular, and community development programs to build bridges among the many cultures in and around the university.

Collaborations
Local and State

The university has participated in collaborative agreements as part of the State of Illinois’ Higher Education Cooperative Agreement (HECA) program over the past ten years. These agreements have included:

- A program driven by Southern Illinois University to recruit and support minority graduate students
- Articulation agreements with the City Colleges of Chicago and Chicago State University to support underserved minorities in earning science and engineering degrees
- The Chicago Area Health and Medical Careers Program (CAHMCP), a HECA program hosted by IIT since 1979, partners us with Loyola University of Chicago, University of
Illinois–Chicago, and other institutions with health and medicine programs. Efforts are geared to help underserved minorities complete their medical, dental, and other health-related advanced degrees.

Participation in five regional higher-education consortia for the promotion of distance education through two-way interactive television. Although these state-supported consortia have since been terminated, we continue to be an active member of the South Metropolitan Higher Education Consortium for joint marketing and academic programming.

In an effort to promote medical-related graduate programs for our undergraduates, the university has developed articulation agreements with Rosalind Franklin College of Medicine, Rush Medical College, the Midwestern University College of Pharmacy, the Osteopathic Medical School, and the Illinois College of Optometry.

IIT and VanderCook College of Music, located on our Main Campus, have collaborated since the mid-1990s to share resources, facilities, and classes. Many IIT students take music lessons and participate in VanderCook’s musical ensembles, while VanderCook uses many of our facilities for summer graduate programs and concerts.

In August 2006, we will welcome Shimer College to our Main Campus. This small, liberal arts college offers an undergraduate great-books curriculum. We expect that new collaborations will emerge as Shimer introduces its humanities-focused curricula to our academic community.

International Collaborations

Since 1995, the university has established formal cooperative relationships with more than 100 universities outside the United States. These relationships range from alliances for visiting students and exchange programs, to dual-degree programs in which students begin their programs in their home country and complete their studies at IIT. www.iit.edu/nca/internationalcollaborations

We have direct exchanges with the Institute National des Sciences Appliques de Lyon in France, Kungliga Tekniska Hogsksolan (Royal Institute of Technology) in Sweden, and the University of Ovideo in Spain. In addition, we are a member of the Global Engineering Education Exchange, a consortium of universities that offers students in 18 countries the opportunity to study abroad.

In 1997, science and engineering faculty helped develop the curriculum for the International School of Technology (IST) at Poland’s University of Mining and Metallurgy (now AGH) in Krakow. IST offers an American-style curriculum with all courses taught in English. Our professors continue to serve as visiting lecturers each semester.
National Consortia

Recently, the university began to participate in the creation of two national university consortia:

- The National Institute for Pharmaceutical Technology Education is a ten-university collaboration headed by Purdue University. The group focuses on issues regarding the manufacturing of complex pharmaceuticals and education of students and regulators.

- The newly formed National Coalition for Manufacturing Innovation, a multi-university consortium, is designed to address next-generation issues in manufacturing competitiveness for U.S. companies.

Academic Unit Collaborations

Highlighted below is a sampling of the variety of external collaborations by academic unit. The complete list of all academic collaborations can be found at www.iit.edu/nca/academicunitcollaborations.

Biomedical Engineering

- The Chicago Universities Bioengineering Industry Consortium (CUBIC) has been organized with University of Illinois–Chicago and Northwestern University.

- The establishment of a joint curriculum in Computational Neuroscience and Neuroengineering with the University of Chicago is now complemented by a joint Center for Integrative Neuroscience and Neuroengineering.

Electrical and Computer Engineering

- The Wireless Interference Laboratory (funded by the National Science Foundation) works with a team of research entities that includes IIT, Stevens Institute of Technology, Motorola Labs, and Shared Spectrum Company.

- The National Center for Biomimetic Nanoconductors, based at the University of Illinois at Urbana-Champaign (UIUC), is a multi-university center that has been recently funded by the National Institutes of Health. Alongside IIT, the participating institutions include UIUC, Yale University, University of New Mexico, University of Chicago, Wabash College (Indiana), Oxford, Sandia National Laboratories, Purdue University, and University of California at Davis.

Humanities

- The Intercollegiate Ethics Bowl (IEB), often cited as one of the most innovative and educationally valuable approaches to the teaching of practical and professional ethics, has involved close collaboration with the Association for Practical and Professional
Ethics. The IEB is an event in which 40 schools now participate. Plans are currently underway to expand the program to 100 schools in a tiered competition.

Mathematics and Science Education

- The Mathematics and Science Education Department (MSED) works closely with Chang-Hua University in the Taiwan Cultural Exchange program. MSED also works with the American Geological Institute on the development of a wide variety of grants and projects.
- MSED has a multi-year NSF grant with Western Michigan University to evaluate inquiry-based science teaching.
- In 2006, MSED signed a three-year contract with Chicago Public Schools to implement new science curricula in the high schools, funded by a Gates Foundation grant.

Social Sciences

- The Social Sciences department has educational partnerships to provide the Master of Public Administration Degree in a number of provinces and cities in China.

Chicago-Kent College of Law

- The Illinois Technology Center for Law and the Public Interest (ITC) was formed in 2001 with the mission of increasing access to legal resources for low-income and disadvantaged persons. The program features the innovative use of technology to train, support, and educate legal aid providers, pro bono attorneys, and the public. The ITC is a unique collaboration of Illinois legal services providers, funders, the private bar, and law schools.
- The Law school has an Accelerated Degree Program with the University of Illinois—Chicago.

Stuart School of Business

- The Environmental Management program, partially funded by a USAID grant, has an agreement with Tecnológico de Monterrey, Mexico's top private university, to bring students to our campus and to provide our faculty an opportunity to teach in Mexico.

Libraries

Our libraries have a rich history of collaborations with other institutions, government, and higher-education organizations. Two are listed:

- Charter membership in the Illinois Library Computer Systems Organization, which is made up of 65 mainly academic libraries across the state that build and maintain the ILLINET online database.
- Full membership in the Consortium of Academic and Research Libraries, an organization of more than 180 academic and research libraries that are building a shared repository of digital collections.
Support of Student Mobility

We actively support students transferring to the university, particularly at the undergraduate level. As reflected in Criterion Two, transfer students increased from 93 in fall 2002 to 186 in fall 2005. As part of the university’s 2010 Plan, the fall 2009 enrollment goal for transfers is targeted for 230 students.

IIT has established joint programs and specific articulation agreements with Benedictine University, DePaul University, Dominican University, University of St. Francis, Elmhurst College, and Wheaton College. Depending on the specific partner institution, students may receive a degree in Aerospace Engineering, Architectural Engineering, Chemical Engineering, Civil Engineering, Computer Engineering, Electrical Engineering, or Mechanical Engineering along with a bachelors degree in an approved discipline from their host school.

A statement on transfer policies, as implemented by the Office of Educational Services, can be found at www.iit.edu/nca/statementontransferpolicies.

Bridges to IIT’s Constituencies and Cultures

As evidenced in both Criterion One and Three, the university has very diverse groups of internal and external constituencies. Through our Office of Multicultural Student Services, women’s programs, and IIT’s International Center, we seek to stimulate cultural and gender understanding across both our internal populations and our surrounding communities. Below is a brief description of each of these groups.

Office of Multicultural Student Services

The Multicultural Student Services office coordinates a number of the university’s diversity programs. The office maintains and implements an annual calendar of events designed to celebrate the cultures that comprise the university community. The office supports student organizations, including the National Society of Black Engineers, the Society of Hispanic Professional Engineers, the National Organization of Minority Architects, and the Society of Women Engineers. Each of these organizations helps plan programs that highlight our campus diversity, connect students to professional societies, and promote networking through monthly meetings and attendance at regional and national conventions.

Women’s Programs

We make considerable efforts to heighten the awareness of the contributions of and opportunities for women, both in academic areas and in leadership positions for society and enterprise. These efforts include celebrating Women’s History Month, recognizing exemplary women with the Julia Beveridge Award, which honors women for their outstanding contributions to the life of the university, and participating as a member in the American Association of University Women.
International Center

The International Center assists our international students by offering an array of services, including visa status information and support for students in their acculturation to the United States. In addition, the center works with a number of student organizations to host the International Festival, one of the most well-attended cultural events at the university. Every October, the event features dozens of student-run exhibits that introduce the IIT community to various international cultures and foods, and is followed by a talent show featuring dance, costumes, and music.

Partnerships

Since 1997, we have participated in a wide variety of local, state, and national partnerships designed to promote the Chicago region’s economic, education, and social goals:

- The Mayor’s Council of Technology Advisors, created in 1998, provides detailed analyses and strategy development for technology-based economic development and improved K-12 technology-based education

- The Illinois Coalition, created in 1989 and active through 2004, was the primary public-private partnership for the promotion of technology-based economic development in the state

- IIT’s National Center for Food Safety and Technology, founded in 1989, continues as the primary partnership among the Food and Drug Administration, the nation’s major food companies, and IIT for the development of new technologies to assure the safety of the nation’s food supply. The federal government recently invested in a new laboratory at the center to support the food industry in combating bioterrorism

- Federation of Independent Colleges and Universities is the primary voice of private, higher education in Illinois

- The Near South Planning Board, the primary planning organization for economic growth on Chicago’s Near South Side, receives both financial and leadership assistance from IIT in helping shape the new communities that emerge between IIT and Chicago’s Loop

- The Stateway Working Group, created in 2001, oversees the development of the new Park Boulevard residential community as part of the Chicago Housing Authority’s (CHA) Plan for Transformation. We have been actively engaged in shaping policy, plans, and social services in support of the CHA families who will move into the new community when completed. We also have developed plans for employment and job training of CHA residents on campus and have promoted employer-assisted housing in the new community

- The Partnership for New Communities, established by Chicago’s leading foundations, provides private sector support for the CHA’s Plan for Transformation. President Lewis Collens is an active member of the Partnership’s advisory board, leveraging the university’s resources to promote the successful transition for these mixed-income communities across the city
BIO 2006, the International Biotechnology Convention, engaged IIT’s direct involvement in planning and execution starting in 2000. We worked with other universities, state and city government, and industry to provide local support for the successful convention, which brought 20,000 participants to Chicago and helped galvanize the state’s life sciences industry.

5.d. Internal and external constituencies value the services the organization provides.

Surveys
Over the past several years, a number of university service departments have administered internal customer satisfaction surveys to determine the quality of their services as perceived by students, faculty, and staff. In response to survey data, these departments have adjusted policies and procedures to address areas of poor performance. Survey documents and responses are available.

We are acutely aware, however, that we lack an understanding of the level of alumni appreciation of their IIT education. Alumni surveys have been administered sporadically over the years but have focused more on communication than on substantive issues regarding the impact of their degree.

In 2006, our Alumni Relations Office will conduct a comprehensive survey designed to enhance understanding of the full impact and benefits of an IIT education. This survey, to be administered every three years, will assess the long-term value, awareness, and appreciation of the alumni’s educational outcomes.

Community Response to IIT’s Engagement Programs
Over the years, we have received numerous letters of support and appreciation from the community. In addition, we have greatly benefited from positive community support for our major Main Campus Renovation and Restoration projects. In both 1996 and 2001, the master planning processes were improved by collaboration and input on the part of the community. The Gap Community Organization, the local community organization representing the university’s neighbors nearest to the east side of campus, has reviewed and approved planning and zoning changes at each stage in the process. Community appreciation and support was again evident and instrumental in 2005 when community partners testified on behalf of our application for Tax Increment Financing for University Technology Park At IIT.

In 2002, the Digital Media Center, in consultation with an external evaluator, conducted a formal evaluation of community response to its programs. Responses were overwhelmingly positive and reinforced initiatives then underway.
External Participation in University Programs

The university actively seeks the engagement of external constituencies through a variety of lecture series and symposia conducted at both the Main and Downtown Campuses. Below is a listing of important examples, many of which are free and open to the public:

Armour College of Engineering

- Ralph Peck Lecture Series discusses topical environmental and chemical engineering issues
- Chemical Engineering at the Crossroads, co-sponsored by the American Institute of Chemical Engineers and our Department of Chemical and Environmental Engineering, gathered educators and researchers from new and rapidly developing fields.

art@IIT

- The art@it gallery encourages an appreciation of art by our students and showcases art that relates specifically to technology.

College of Architecture

- Sustainable Waterfronts: Learning from the Dutch Experience
- Sustainable Architecture Conference
- Pro Seminar: evening lectures and discussion groups with faculty, students, and outside professionals
- College of Architecture Lecture Series: evening series welcoming architects and others (local, national, and international)
- Lecture Partnerships with Chicago Humanities Festival, Mies van der Rohe Society, and the Swiss Consulate.

College of Science and Letters

- Dean’s Lecture Series
- Kilpatrick Lecture Series discusses breakthrough chemistry research.

Chicago-Kent College of Law

The Law school presents three annual or biannual endowed lectures.

- The Kenneth M. Piper Lecture brings together experts from labor, management, and academic circles to debate current issues in labor relations
- The Charles E. Green Lecture in Law and Technology addresses the impact of society on legal relationships and on methods of law and practice
- The Henry Morris Lecture in International and Comparative Law brings speakers from around the world to discuss current developments in international law.
NCA CRITERION FIVE

Institute of Business and Interprofessional Studies

- Thought Leaders Lecture Series: scheduled three to four times per year, world leaders in entrepreneurship or technology present lectures to students, faculty, and the general public.

Institute of Design

- The Institute of Design Strategy Conference is one of the foremost symposia on design and the economy

- The internationally attended Design for the New China conference was held in Beijing

- The About, With, and For Conference series addresses issues concerning user-centered design research.

IPRO Day

- Once a semester, the university invites alumni, the general public, and members of the region's entrepreneurial community to attend IPRO Day, an all-day event devoted to student presentations of their Interprofessional Projects.