

STUDENT SERVICES DIVISION
ANNUAL REPORT
2009-10

Mr. Sedgwick Harris

Vice President of Student Services

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DIVISION OF STUDENT SERVICES

STATEMENT OF PURPOSE

The Division of Student Services is an integral partner in the teaching-learning process. The Division provides comprehensive services and administrative functions essential to support the residents of Community College District #501 in the pursuit and achievement of their personal development, educational and professional goals.

Student Services Motto: “Student Success is our first priority.”

2009-10 GOALS AND OBJECTIVES

1. **GOAL:** Provide “Advisement” link on the College website for easy accessibility to students.

OUTCOME: This goal has provided a high volume of communication with our student population. Questions can be submitted at any time during a twenty-four time period and the advising staff has developed a process to answer these inquiries within twenty-four to forty-eight hours. This also has cut down on some of the repeat visits, phone calls and additional travel for students.

2. **GOAL:** Develop a plan which will broaden financial aid opportunities for all students.

OUTCOME: The financial aid department has work closely with the KC Foundation and Student Recruitment to ensure that information about the scholarship opportunities are available to all seventeen high school districts as well as the communities in the #501 district.

3. **GOAL:** Place prospective students into a recruitment track, which will determine individualized contacts for each student. This will introduce them to services and opportunities at Kaskaskia College and help them transition into higher education.

OUTCOME: The implementation of the prospective has gone well however, the transition is slow due to lack of IT knowledge in this area. Overall the process is moving forward and the outcome are great as we continue to services the district with program and resource information.

4. **GOAL:** The development and implementation of Degree Audit

OUTCOME: This has been the largest challenge and change for the Student Services division. The launching of this Datatel function has changed the way we have and will service our student population. With training for the faculty, adjunct faculty, academic advising and students this has decreased the repetitive return visits of students wanting to know what classes to take next term. Faculty advising could become a reality with the complete implementation of degree audit.

5. **GOAL:** Create academic pride and awareness within the athletic programs.

OUTCOME: The athletic program re-established the Male and Female Athlete of the Year Award. The award was based on the criteria of a student's classroom performance, competition, community services/citizenship and character. The award was given for the first since 1985 and honorably named after Dr. James and Roxie Underwood.

CONCERNS

Concerns: There are three major concerns reflected throughout the division and they are:

- Continue to build process and procedures for the Student Services Division.
- Residential Life
- IT/IS support for Datatel

Recommended Action: A timeline has been developed to create the policies and procedures that are needed in the Student Services division. A Residential Life committee has been formed to assist in the development activities that would be welcomed by the entire student population as well as the residents in the apartment complex adjacent to the main campus. The current IT/IS staff has provided countless hours of support to the Student Services departments however, there are several projects and functions in the Datatel system that we have yet to use. Having additional support will be a great plus to the entire Student Services Division.

Academic Advising

Steve Cox, Coordinator of Academic Advising

Major Accomplishments

The Academic Advising Department has adapted and reorganized during the past year in an effort to successfully meet the many challenges and transitional issues faced by an increased student population. For the first time, Advising began tracking numbers of students served through face-to-face advising sessions, phone calls and e-mails. This information was necessary to evaluate the level of student service Advising provides, to determine the volume of traffic served through the main campus Advising offices, and to begin an assessment of staffing levels needed to meet student demand. Extending this information to Advising services at the Education Centers is a goal of the 2010-2011 academic year.

From July 6, 2009 through June 30, 2010, the Academic Advising Department documented 3,857 face-to-face advising sessions. This is an average of approximately 321 students per month or over 16 per day. When adjusted to account for active registration periods, the approximate average increased to 482 per month or over 24 per day. From October 2009 through June 2010, Advising staff returned 1078 phone calls. And from March 1, 2010 through the end of June 2010, Advising staff responded to more than 225 student e-mails. These do not include internal e-mails exchanged with other KC staff and faculty in support of our focus on student service. This is a significant volume given the number of available Advisors and staff turnover and extended leaves.

In addition to the volume of students served, the Academic Advising Department saw the retirement and/or extended leave of two of the three full-time advisors, the reclassification of both positions, a promotion of a KC staff member to fill one of the positions, and the hiring of a new Advisor to fill the other. Both had to be trained within a short period of time to be ready for Summer and Fall 2010 registration. Advising also implemented a significant change in the manner of student advisement appointments. Students had been required to schedule advising appointments in advance to ensure an Advisor would be available to see them. Due to a number of factors, usually within the first 30 days of a registration period the wait time to get a scheduled advising appointment would be 4 – 5 weeks. This made it extremely difficult for students without an appointment to be seen by an Advisor. After trying a couple of different approaches, a new “walk-in only” process was implemented. Although Advisors will still schedule some limited appointments when necessary, students are informed that they may be seen on a first-come, first-served walk-in basis by signing in with Admissions and Registration. This has largely eliminated issues with students not showing for designated appointments and has increased the number of students Advising serves throughout registration.

Academic Advising took on an added role with GED graduates transitioning from the KC Adult Education program. With the reclassification of a new Transitional and Academic Advisor position, and the movement of that staff member from the Success Center to the Enrollment Center to consolidate Advising services, this position now has oversight of the GED Scholarship. The entire GED Scholarship application and approval process has been reviewed and simplified. The policy and procedure of the scholarship has been rewritten to allow for fewer exceptions and a more

consistent application of the requirements to both qualify for and maintain scholarship eligibility. This will keep the scholarship budget in line with the intent of the scholarship to provide educational opportunities to graduates of the Adult Education program.

Finally, Academic Advising is constantly reviewing practices and procedures to determine how we can most efficiently and productively serve our entire student population. KC student-athletes are one segment of this population that creates specific challenges. Advisors implemented a new, early registration period for student-athletes. Advising and registering student-athletes just prior to the start of the regular registration period ensures that they get class schedules that work with practices and games, affords Advisors an opportunity to verify potential for degree completion, serves as a system of checks and balances against any eligibility issues, and lessens the potential for problems resulting from schedule changes.

Academic Advising operated in a sustained maintenance mode for much of the academic year to overcome several challenges. As indicated in the Major Accomplishments section, there were and continue to be a number of staffing issues within Advising. The full-time Counselor Specialist was approved for an extended disability leave and due to payroll issues resulting from that leave, the position was not replaced for several months. This left an Advising position vacant requiring both the Director and Coordinator of Advising to take on additional duties.

Challenges

As a solution, the GED Scholarship Coordinator was moved from the Success Center to the Enrollment Center and reclassified as a full-time Transitional and Academic Advisor. While there was still a significant amount of time spent on Adult Education students and the coordination of scholarship recipients, it did allow this position to spend more time advising the general student population than it did previously. Unfortunately, health issues resulted in a substantial amount of absences, again requiring both the Director and Coordinator of Advising to sacrifice time and efforts in other areas to ensure students were being seen.

Eventually, the Transitional and Academic Advisor was granted an extended leave of absence. Another KC staff member was promoted to this position, about the time another personnel shift resulted in a vacant position. The Director of Advising and Retention Services was split to reflect a focus on Retention Services and the position was relocated to the Success Center. The Coordinator of Advising was then appointed to lead the Advising Department. The Director vacancy was reclassified to a full-time Academic Advisor and that position was finally filled on March 1 just prior to the start of Summer and Fall 2010 registration. This brought the department to a Coordinator and two full-time Advisors and they are making every effort to serve as many students as possible.

The change from scheduled appointments to a first-come, first-served walk-in advising process also brought with it several challenges. Advisors had to adjust their daily planning process and prepare to communicate the change to students, parents and staff. The Admissions and Registration staff handled a majority of the calls from students wanting to schedule appointments and instructing them on the new process. As with anything new and unfamiliar, the process was received with mixed responses from students and parents. Students probably had to make the most significant adjustment but it appears largely successful.

As mentioned previously, with a consistently increasing student enrollment and limited Advising staff, when scheduled appointments were required students would have to wait as long as 4 - 5 weeks to get an advising appointment. This made it extremely difficult for students without an appointment to just walk-in and be able to be seen in a timely manner. Unfortunately, many had to be scheduled for a later date and time. This became a student service issue that needed to be addressed, particularly when it directly affected students' ability to get needed classes prior those classes filling up with other students. Many students would have to be put on wait lists or postpone some classes, and when additional sections were added, one student might take up 3 – 4 separate advising visits with schedule changes.

Students who had scheduled appointments would frequently call to cancel, reschedule, or simply not show up. This made it almost impossible for Advisors to see other students who could have been seen at that time. Implementing the new walk-in process has proven effective in eliminating no-shows and/or cancellations. It is not perfect but Advising has increased the number of students seen daily and the process has improved the overall accessibility and availability of Advisors to students.

Every student-athlete must be constantly monitored for eligibility and it is imperative that Advisors be aware of eligibility requirements. This includes credit hours attempted vs. credit hours earned, GPAs, degree completion rate and whether or not the student-athlete is on track to graduate. There are also unique transfer issues with this student population. Consequently, schedules have to be carefully planned and planned early, courses must be coordinated with athletic participation, subsequent semester schedules have to be anticipated and student-athletes have to register prior to the time classes begin to fill or it could adversely impact their eligibility and potential for graduation.

Prior to Summer/Fall 2010 registration, Advisors would make every attempt to schedule appointments with student-athletes during the first and second weeks of registration. This all but prevented the general student population from being able to see an Advisor until at least the third week of registration. Therefore, the Advising staff adjusted advisement of student-athletes to 3 weeks prior to the start of registration as soon as class schedules were received from the printer. A meeting was held with the coaches and a team schedule distributed setting out days and times for specific teams to meet with Advisors. Registration forms were then completed to be entered once registration began. While this created an additional step, it helped alleviate at least some of the Advising back log created by prioritizing student-athlete registration and minimized required processing to the data entry of schedules, which was assisted by Admissions and Registration staff.

These are just some of the challenges faced by Academic Advising over the past year. We understand that challenges are inevitable, even under the best of circumstances. Advising will continue to advocate for additional staff, as this is the single, biggest challenge in providing good student service and fulfilling our mission within the Student Services Department and to KC. Three full-time advisors are simply not adequate to meet a consistently increasing student population, even at the enrollment levels achieved 5 or more years ago. The 2008 – 2009 Admissions and Registration submission to the annual report detailed the need for additional advising staff. Several KC administrative and support staff publicly stood up in favor of hiring at least one additional, full-time advisor during the 2010 budgetary planning meetings held earlier this year, and we are not effectively or sufficiently serving our main campus student population, let alone addressing growing needs at the Education Centers with the current number of Advising staff.

Improvements

Commitment II-1-4 lists the ongoing objectives to develop and implement a plan for dissemination of transfer information to students. The information provided in the Transfer Corner outside of the Advising offices will be reviewed to ensure accuracy and to assess its effectiveness and accessibility to students. Additionally, a comprehensive review has already been completed of the web site advising pages with recommendations to be reevaluated and addressed prior to the start of the Spring 2011 registration period in October.

Commitment IX-2-4 directs that an advising section on the web site should be maintained to provide a one-stop service for Advising and Transfer information to include IAI equivalencies and University Alliance information links. This will require a separate review of existing information, web links and updated information and a determination of how best to incorporate it with Advising processes and procedures in a simple, easily accessible, user friendly and functional format.

The last Academic Advising workshop was held two years ago when we introduced the new Academic Advising Essentials Workbook. Main campus and Education Center staff participated with the understanding that the workbook is a work in progress and would be continually updated and improved upon. This became a secondary priority in order to focus more directly on serving students. The Academic Advising Department will schedule a workshop prior to Spring 2011 registration in October or prior to Summer/Fall 2011 registration in March as allowable but the College's calendar of events to update necessary staff on current practices and procedures, to provide new and revised information, and discuss how to maximize existing Advising staff to better meet the needs of main campus and all extension locations.

Academic Advising will work to develop and implement a comprehensive assessment model to further evaluate our existing level of service, build a platform for communication and training, and be able to continually assess process improvements to accommodate our diverse student population.

Finally, we will be piloting a move toward a self-registration model to further assist us in serving the greatest number of students possible. For the past three years, Advisors have also served as registration agents. In addition to fulfilling the duties as Advisors by advising students on courses necessary for degree completion and making schedule recommendations, we have assisted the students with completion of registration forms and have then registered the students in their classes. This has taken considerable time away from providing advisement to other students who need assistance. The Advising Department is authoring a proposal to the Vice President for Student Services that the data entry task of registration be removed from Advising and rest with Admissions and Registration, the department responsible for this function. Advisors will then run degree audits for students, review needed courses and provide a list of recommended classes. Students will then be directed to register online or work with Admissions and Registration to find available days and times for the recommended classes. This change will bring Advising more in line with its intended role and allow Advisors to be more productive and efficient in serving students.

Academic Advising is looking forward to the new academic year and the challenges that lie ahead. It is our goal that we continue to adhere to our Core Values and work to exceed expectations in fulfilling the mission of the Student Services Department and the College at large.

Disability Support Services

Cheryl Boehne, Coordinator of Disability Support Services

Major Accomplishments:

- Ninety-three students were registered with the Disability Support Office for Fall 2009 and eighty-two students for Spring 2010. There was an increase of 30 students from the previous fall semester.
- Three students completed their degrees in December 2009 and four students in May 2010.
- Thirty-two new students were advised during the spring semester with 30 registering for Fall 2010 classes. Fifty-four returning students have enrolled for the Fall 2010 semester as well.
- The DSS Coordinator attended IEP meetings for exiting senior high school students expressing an interest in attending KC. Schools attended were: Bond County, Carlyle, Central, Mulberry Grove, Nashville, Odin, Sandoval Vandalia, and Wesclin.
- Seven new students have been enrolled in the Title III pilot program for this fall. Additional support services will be provided along with a unified group of instructors working with a cohort of students.
- The Coordinator attended a regional workshop in Chicago sponsored by the Association on Higher Education Disability (AHEAD) which was very beneficial as it focused Key Issues and Best Practices in Community Colleges.

Federal law now mandates that outside agencies be invited to all junior and senior IEP meetings. Therefore, the DSS office was contacted to attend all junior and senior meetings where students identified an interest in attending KC. With this change, there was a dramatic increase in the request for DSS representation at these meetings. IEP meetings are typically held during the last 6-8 weeks of school therefore overlapping at many schools. With only one KC staff member available, several meetings were not attended. In order to meet the needs of the high schools with this new mandate, the DSS Administrative Assistant will be trained to attend IEP meetings in the future.

We are currently developing a retention plan in conjunction with the College's plan. Staff will work with the Retention Director as their plan evolves. Continuance of professional development for the staff will be encouraged in order to best serve students with disabilities and adhere to the laws surrounding these students.

Retention remains the biggest obstacle for this office. Finding staff time to do an effective job appears to be a barrier. In order to increase our retention numbers, a plan will be developed along with a timeline for completion. Also, many students entering KC with a learning disability are not prepared for the college level courses and need to begin with transitional courses. Most students also need to be full time for financial aid and insurance purposes. It has been difficult to develop a full time schedule for them with considerations for their academic preparedness, as a more customary schedule would typically results in withdrawing or failing courses. After a couple of semesters of being unsuccessful, these students give up and end up dropping out of college. However, with the implementation of the Title III grant this fall, I feel that this obstacle will decrease and we will see an increase in their success. It is hoped that the grant will continue to develop cohort groups beyond the first semester.

Athletics

Mitch Koester, Athletic Director and Head Baseball Coach

The athletic department has had a very successful 2009-2010 year. With the addition of new sports and the construction of new facilities, the Athletic Department is continuing to grow and excel. The teams and department are striving for excellence in representing KC and in providing the best athletic program possible to students, student athletes, faculty and staff, and members of the local community. They are focused on the achievement of goals and objectives set forth for themselves and made many accomplishments this academic year.

➤ Fall Sports' Achievements

- **Women's Soccer** – The women's soccer team finished the 2009 season, their second season, with a record of 10–7. Ansley Murphy was awarded 1st Team All-Region, while Mackenzie Hartman and Sarah Lambird came away with Honorable Mention All-Region. Tiffany Hilmes, Dana Hagen, Ansley Murphy, and Sarah Borries were all named individual Academic All-Americans and the team qualified as an Academic All-American Team.
- **Men's Soccer** – The men's soccer team finished the 2009 season, their first season, with a record of 2–10–1. Ethan Schwatz was named and Academic All-American.
- **Women's Volleyball** – The volleyball team finished the 2009 season with a record of 20-17. They qualified for a trip to Iowa for the District Tournament. Britany Pelczynski, Jeri Kaye Turner, and Stephanie Woker all were named to the All-Conference Team. Pelczynski and Turner also made the 2009 All-Region Team. Cassie Gouchenouer, Britany Pelczynski and Hannah Elliot were named individual Academic All-Americans and the qualified as an Academic All-American Team.
- **Men's and Women's Cross Country** – Both teams performed well in their first seasons finishing 32nd out of 35 teams at the National Tournament in Peoria. The Men's Cross-Country team qualified as an Academic All-American Team.
- **Men's Basketball** – The men's team finished the season with an overall record of 17-14 and 6-10 in the GRAC. Ty Brown was named 1st Team All-conference and has signed to play at UC-Riverside. Kevin Pettiford and Daniel Barnes were named to the 2nd team and Barnes has signed to play at UIC. Samuel Obetoh has signed to play at Houston Baptist and Nathan Schulte has signed with SEMO to play next year.
- **Women's Basketball** – The women's team finished the season 14-17 overall and 8-8 in the GRAC. Keianna Evans was named to the All Region 24 team and the All Conference Team. She has signed to play basketball at the University of Hawaii. Normeka Holder has signed to play at University of Missouri-St. Louis and Takara Harris is going play at Bethel University.
- **Softball** – The softball team finished the regular season 12-23 and finished GRAC play at 10-20 under the direction of first year Head Coach Torey Crowell. Our softball team hosted the 2010 Region 24 Tournament and will again host the tournament in 2011.
- **Men's Tennis** – The men's tennis team finished the 2010 season down at the National Tournament in Texas. The team had individuals advance and score points for the team.

- **Baseball** – The baseball team finished the 2010 season 21-20 overall and 11-13 in the GRAC. Kurt Peppenhorst and Anthony Hecht were named Academic All-Americans. Brandon Hardin and Anthony Even were named to the All-Conference team. Kurt Peppenhorst and Brett Mazmanian have signed to play at Quachita Baptist University and Brandon Hardin and Anthony Even have signed to play at Delta State University. Paul Ritzheimer has signed to play at Murray State University and Anthony Hecht has signed to play at Arkansas State University.
 - **Cheerleading** – The cheerleaders finished up another successful competition season with a number of 1st place finishes. The team finished in First Place at the Gateway Grizzlies MCDA Competition: Open Level 6 Full Squad, Stunt Group, Best Tumbler, Best Jumper and earned First Place at the Six Flags Competition for Stunt Group and Best Tumbler.
 - **Women’s Golf** – The women’s golf team finished up another successful season on the course and in the classroom. The team was ranked 17th in country and finished the season as the 5th ranked team in the country in the classroom. Marci Blumhorst and Kristin Droste were named Academic All-Americans.
 - **Men’s Golf** – The men’s golf team did not have anyone qualify for nationals but finished well at the Region 24 match.
- **New Facilities**
- **Tennis Courts** – Six tennis courts were completed this past fall and will add to the athletic facilities at Kaskaskia College. The courts were dedicated on November 10, 2009. The Men’s Tennis Program began their first season in the spring and has hosted many events on the courts.
 - **Soccer Field** – The men’s and women’s soccer teams competed on a newly-constructed soccer field that was dedicated on November 10, 2009 and afforded the opportunity to host home games on campus.
 - **New Fitness Center Facility** – After much planning and anticipation, a new fitness center was completed in March 2010. The new facility has benefited the entire campus community; especially the athletic programs. The athletic teams utilize the weight room and track for training and conditioning. The new facility has also made it possible for additional physical education classes to be taught on campus. The Kaskaskia College Hall of Fame was located in the facility and it’s highly visible location showcases the caliber of KC athletes and serves as an inspiration for current athletes to achieve the highest level of success possible on and off the field.
 - **Sports and Activities Facility** – After much discussion, construction is currently underway on a training facility that will enable athletic teams to continue practicing and training indoors during inclement weather. The facility will include batting cages, basketball goals, and volleyball and tennis courts. A groundbreaking ceremony was held on July 7th with members of the community and the college in attendance.
- **Academic Tracking System of Student Athletes** - This is an ongoing project involving the entire athletic department. The Success Center Director, Coaching Staff and Director of Advising and Retention have been working together to improve our academic tracking system in order to better prepare student athletes to progress on to four-year institutions.

This past year, many parts of the system came together including the use of early alert forms, to notify coaches and the Success Center on a student's potential challenges, instituting mandatory five hours of study tables per week for all freshmen athletes with a goal of achieving and maintaining a minimum 3.67 GPA, requiring three grade checks each semester of all athletes sent out electronically to all faculty, and improving the overall communication between coaches, faculty and Success Center employees.

Ideally, the improvements of the academic tracking system will increase the student athlete graduation rate. The newly implemented tracking system should cause the graduation rate to increase. This will also help our student athletes to have a better chance of advancing to four-year institutions beyond Kaskaskia College.

- **Community Service** – The student athletes at Kaskaskia College have participated in several community service projects throughout the year.
 - **Centralia Balloon Fest** – Several teams volunteered their time again this year at the Balloon Fest by parking cars and controlling the entrance gates.
 - **Murray Center Games** – Several teams volunteered their time to assist at the Murray Center Games by refereeing games and sundry other duties.
 - **Thanksgiving Baskets** – Several teams assisted with making and distributing Thanksgiving Baskets to families in need both on campus and at the Salvation Army.

- **Seminars Offered to Student Athletes**
 - **Drug and Alcohol Seminar** – A drug and alcohol seminar was presented to the student athletes by the Community Resource Center in Centralia with all athletes in attendance.
 - **Diversity Seminar** – A diversity seminar was presented to the student athletes by Arlene Covington with all athletes in attendance.
 - **Health of All Athletes** - Coaches and players work with Todd Hoyt, the College's athletic trainer, to monitor and ensure their health. Although a few minor athletic injuries occurred, we were fortunate that no extensive injuries happened.

With the recent H1N1 virus scare, the Athletic Department has taken several steps to ensure the health of KC athletes. Steps taken to prevent the spread of the flu included encouraging hand washing and providing hand sanitizer in the athletic facilities, excusing athletes with fevers from practice and isolating them from contact with other team members. Roommates of ill athletes were advised to sanitize their belongings and their apartment so as not to spread germs. Precautionary steps have aided in keeping students healthy.

With the completion of the 2009-2010 year, the athletic department has seen many accomplishments and improvements. We are looking forward to being just as successful in 2010-2011.

Admissions and Registration

Dr. Denise Derrick, Director of Admissions and Registration

- Reengineering of Former Registrar Procedures to Take Advantage of Datatel software.

The creation of two new positions, Manager of Records and Registration and Registration Technician, provided an opportunity to review, reengineer, and reassign the duties and responsibilities of the former Registrar position. This effort resulted in not only better service to our students but also better service to internal customers such as the Financial Aid Department. Reviewing transcripts upon receipt from other institutions instead of waiting until a graduation application is received has had a positive effect on the accuracy and turnaround time of financial aid activities. Improvement in the quality of student advising is another example of improved service to both internal and external customers resulting from this effort.

- Implementation of Degree Audit Feature of our Colleague Software

This announcement was the culmination of a yearlong effort by the Manager of Records and Registration and the Registration Technician to reengineer longstanding processes and enter all KC certificate and program offerings for multiple catalog years into our Colleague software. Three informational sessions were provided during the April 1, 2010 Staff Development Day activities with seven training sessions; in addition to the pilot program scheduled at various times and places during the month. Special training sessions were also scheduled for Education Center staff members and the Crisp Center faculty. Additional training sessions will be scheduled as needed. There were a total of 58 attendees including 15 faculty members participating in the initial training sessions.

- Improved Waitlist Procedure

A revision to our waitlist process helped to eliminate situations where students could be waitlisted for more than one section of a course thereby improving the accuracy of the data used to measure the demand for any particular course. This new process included the creation of a new “Waitlist Add/Drop Form” which allows for better documentation of the waitlist process and provides an improved audit trail for this type of activity.

- Graduation Survey

Once again, both 2009 commencement ceremony participants and non-participants were surveyed. Slightly more commencement ceremony participants indicated that they had achieved their primary objective for attending KC (95.6%) than the non-participants that responded (94%). Interestingly, though, nearly half of the respondents in both categories indicated that they were not currently employed in the field for which they trained at KC (47.1% of ceremony participants and 46% of ceremony non-participants). However, over 50% of both groups indicated that they plan to continue their education “beyond this degree or certificate” with 52.4% of ceremony participants and 63% of ceremony non-participants indicating that they plan to live and work in the KC area after graduation. This would seem to bode well for future enrollment at KC.

Both groups had positive responses regarding their overall academic experience at KC. Nearly 95% of the ceremony participants and 80% of the non-participants indicated that they were either satisfied or very satisfied with their overall academic experience here. In addition, 91.2% of the ceremony participants and 77% of the non-participants indicated that they were either satisfied or very satisfied with the quality of instruction provided.

- Telephone Service Enhancement

In July 2009, a service enhancement involving departmental telephone message procedures was implemented. Admissions staff changed their voicemail recordings to reflect a more consistent message that provides the opportunity for callers to choose either to leave a message for the Enrollment Specialist personally or to have the call routed to the first available Enrollment Specialist for assistance. These new messages coupled with previous improvements to the 3040 routing loop message retrieval/audit process allows us to better serve both our internal and external customers.

- TRiO Committee Chair

A TRiO Grant application was successfully uploaded to the required government website. The TRiO Grant committee provided excellent documentation outlining Kaskaskia College's need for TRiO funding accompanied by a sound plan for putting the requested funding to good use in support of our students. Even though this is an extremely competitive process and the grant review/approval process completion date has been adjusted several times, we still hold hope for a positive response regarding the results of our submission.

- Staffing

Student advising is an area that continues to receive national attention when studying student satisfaction. The ongoing shortage of advisors at KC has a direct effect on Admissions staff as well as on the level of service we provide to our students. The Enrollment Specialists are often required to serve as quasi-advisors because there are simply not enough advising appointment slots available to meet student demand. It would be most beneficial to both departments, as well as the entire student population, if the Advising staff were augmented by the hiring of additional personnel to better meet the demand for scheduled appointments, walk-ins and advising for special programs.

Other staffing issues encountered during the year were precipitated by retirement and medical leaves. Admissions staff is to be commended for their efforts to maintain a high level of support for both our internal and external customers through a combination of creativity and dedication that allowed the department to maintain student services through an extended period of staffing shortages.

Staffing at the switchboard is still a concern. The previous practice of assigning the main campus receptionist/switchboard duties to a full-time staff member should be reinstated. It is important that an organization as committed to customer service as Kaskaskia College be able to provide an experienced, mature, and professional interface with callers and visitors to campus.

- Maintaining and Upgrading Skills

While there was a high level of organizational and financial support for the initial implementation of the Datatel software, the prioritization of continuing the implementation phase has diminished. The reality is simply that the “implementation” of an enterprise-wide computing solution is never finished. Since the approval of funds for an initial software purchase requires additional funds for on-going training and software support for as long as that software is in use, establishment of a permanent discrete fund dedicated to maintaining and upgrading the skills is necessary to support organizational needs critical to KC’s ability to serve its students.

- Plan to Meet 2010-2011 Challenges

- Review of staff assignments to create/maintain documentation of primary/secondary responsibilities
- Continued review, reengineering, and documentation of work processes in the department
- Continue to support education center admissions and registration processes through education/training
- Maintenance of Datatel and ImageNow software implementation
- KC hard copy transcript conversion project

Financial Aid
Lisa Collier, Director of Financial Aid

Accomplishments:

- Processed 4,472 Institutional Student Information Reports (ISIRs) from students who named Kaskaskia College as the school of their choice on the Free Application for Federal Student Aid. This represents an increase of 20% in applications from the prior year.
- A record number of 2,146 unduplicated students received Pell grants for the 2009-2010 financial aid year to date. This represents a 32% increase in the number of Pell recipients over the prior year. 2008-2009 had shown an increase of 8.47% when 1,625 students were served.
- Implementing Direct Loans without additional staffing has created challenges due to the increased workload and responsibility to ensure students are aware of their responsibility to repay the loans. We have met with each student in a face-to-face counseling session and held repeated telephone consultations during the course of disbursing \$2,499,092 in student loans to 623 students during our first year as a Direct Loan school.
- Continued to plan for student and school success by implementing a student loan default prevention and management plan. Activities include entrance counseling, exit counseling, identifying at-risk borrowers who do not meet standards of satisfactory progress or withdraw prematurely from their courses.
- Revised Direct Loan procedures to allow students who are continuing borrowers to submit their requests online.
- The Financial Aid Office is in the beginning stages of implementing a Financial Literacy Program. The goal is to provide students with the information and resources necessary to cultivate positive money management habits that will last a lifetime. Currently, students are introduced to this topic during the New Student Orientation. The Student Services Division will be working at expanding this program to include workshops, online course opportunities, and resources to help students answer the questions they face regarding their personal finances and current debt.
- Oversaw and implemented services for the men and women who have served our country as members of the military. Named Jessica Rolla as Coordinator of Veteran's and Military Student Services Coordinator to improve access to information regarding the Post 9-11 Montgomery GI Bill to assist veterans in utilizing the benefit program that best fits their needs.

- Jessica Rolla and Monecia Boozer have joined a professional organization, “Association of Veteran's Education Certifying Officials”, to ensure Kaskaskia College is meeting the needs of our current military members and veterans. Statistics show that KC has experienced a growth in the number of military and veteran students served.
- Implemented using the Polycom equipment to provide access to students at education centers to receive face-to-face financial aid counseling.
- Staff members have participated in training and development activities throughout the year to ensure Kaskaskia College is in compliance with state and federal regulations.
 - Lisa Collier attended National Association of Student Financial Aid Administrators conference
 - Jessica Rolla and Monecia Boozer attended fall ILASFAA Annual Conference
 - Lisa Collier, Jessica Rolla, and Monecia Boozer attended annual ILASFAA Conference
 - Connie Lager, Monecia Boozer, and Lisa Collier participated in Department of Education training opportunities to facilitate the implementation of year-round Pell grants
 - Lisa Collier, Jessica Rolla, and Monecia Boozer participated in Direct Loan counseling training
 - Lisa Collier and Jessica Rolla participated in Direct Loan reconciliation training
 - Jessica Rolla and Monecia Boozer participated in training to serve as Kaskaskia College’s Veterans’ certifying officials
 - Reanna Weidner attended 2009-2010 FAFSA Expert Training
- The Office of Financial Aid has worked diligently to ensure students are aware of financial aid opportunities. In addition to conducting FAFSA Friday Workshops on the main campus each week, KC staff members continue to reach out into the communities by conducting financial aid workshops.
- Kaskaskia College implemented a new approach this past year regarding the timeline utilized for awarding and processing aid. Previously, students who qualified for financial aid refunds received their checks at the 9th week of the semester. In order to help the students, this year the first round of refunds were issued at the 7th week. The thought process behind this is that the students need these funds in order to provide for transportation and daycare costs associated with completing their educational goals. By making the money available to the student earlier, our goal is to ensure the student has the pieces in place to complete their courses successfully.

The Office of Financial Aid and Veterans Affairs plans to continue to focus on helping students accomplish their educational goals by providing embracing the key principles in the delivery of great customer service:

1. Provide accurate and complete information
2. Know all policies and regulations—the whole process
3. Listen, Listen, Listen
4. Respond and act promptly
5. Follow through on issues
6. Be accessible and flexible
7. Go above and beyond
8. Be positive and service-oriented
9. Personalize service based on individual needs
10. Work as a team

We will work to shift paperwork to electronic processes and maximize the use of technology. Recognizing that time is of the essence when students need to get the information they need requires planning to getting things done quickly and is an area where improvement is needed.

- Workshops were provided to veterans in order to ensure they had the necessary information to evaluate which benefit program would best fit their needs. Kaskaskia College partnered with representatives from outside agencies to offer informational services.
- The Financial Aid Office compiled a handbook that is available as a hard copy and electronically identifying the services and programs available to veterans.
- Office of Financial Aid mailed postcards thanking veterans for their service.
- The Kaskaskia College website has been updated to comply with the Illinois “Higher Education Veterans Service Act”. This requires the financial aid office to take a proactive approach in identifying the services available to veterans, active duty military personnel, and their families at Kaskaskia College. KC’s web page has been updated to improve access to information regarding the Post 9-11 Montgomery GI Bill and will assist veterans in utilizing the benefit program that best fits their needs.
- Kaskaskia College has served as an “Illinois National Guard Family Academy”. The intent of the academy is to ensure families receive information and know the resources available to them while their Soldier is deployed. The Yellow Ribbon Reintegration is a part of the services offered through the Office of Financial Aid at Kaskaskia College.
- Kaskaskia College is fortunate to have a support network that includes our student workers. On May 5th, student workers and their supervisors were invited to attend a “Cinco De Mayo Celebration” to recognize their contributions. Prior to the celebration, the Financial Aid Office staff members photographed the student workers and solicited comments from their

supervisors. The photos and comments were displayed in a PowerPoint presentation that entertained the audience. The pictures were also displayed in a collage. If you missed it, stop by the Financial Aid Office and check it out. The student workers also received a KC t-shirt.

- The Office of Financial Aid hosted a workshop with the Education Center coordinators on April 23rd. The purpose of the workshop was to share information that would allow the coordinators and Financial Aid staff members to adopt business practices which ensure the “One College” concept is carried out. The agenda included updates on changes in financial aid regulations, provided a review on how to assist students with FAFSA questions, and how to utilize information found in Datatel regarding financial aid to assist students. This shared time allowed both the financial aid staff members and the education center coordinators an opportunity to share information that will improve the flow of information for our students.
- Processing the Kaskaskia College Foundation scholarship winners’ paperwork reached a new milestone when the Public Information Office, the IT department, and Financial Aid joined forces. Scholarship winners complete a questionnaire online and submit a personal photograph which will allow the Public Information Office to focus on the scholarship recipient’s hometown newspaper earlier instead of waiting for the annual scholarship dinner. This was important because it illustrates cohesiveness in attaining College goals is not limited to one department but a shared vision.
- The Financial Aid Office joined forces with the Success Center to identify students who will benefit from the Early Alert System. The Early Alert System is used as a proactive method to identify students experiencing educational difficulty. Financial Aid recommended individuals who have been placed on Satisfactory Academic Progress probation after going through an appeals process because they have failed to maintain a GPA greater than 2.0 or have failed to complete at least 67% of the courses they attempt be made aware of the services in the Success Center to help them achieve their educational goals.
- A major accomplishment encompassed reviewing SAP processes and procedures ensuring they meet the needs of the student while providing the necessary governance as set out in Title IV regulations. The assessment encompassed the entire College community: the Financial Aid Office, the Success Center which provides mentoring and tutoring services to “at risk” students, the academic advisors, the registrar’s office who is charged with policing SAP standards for students who do not receive financial aid, the cashier’s office, faculty, the Board of Trustees, and most importantly, the KC student.

The goal is to change a paper-driven system which fails to communicate clearly what issues a student must overcome to achieve satisfactory academic progress into a process that promotes efficiency, creates a shared responsibility within the Student Services division for the appeal process, addresses adhering to federal and state regulations, and effectively aligns the College’s policies and procedures into actions with measurable goals and results. The change vision also incorporates partnering with the student by assigning them the

responsibility for their education and attaining their degree or certificate—when they receive the right support. The student will know what the conditions are for meeting the criteria for the appeal to be approved, when they can expect the answer, and how that information will be communicated. The change process must address ensuring all members of the College community embrace communicating the same message consistently.

- Developing a process to present students the ability to complete the appeal process online serves the students’ needs, improve the flow of information, and enable the College staff members to accomplish more “with enough”. The appeal process has been mapped out with the assistance of Mike Neubauer.
 - Emailing the students the decision of the committee reduces postage expenses and allows the student to receive notification in a timely manner.
- On Sunday, February 21st, Kaskaskia College hosted their annual College Goal Sunday. This year we tried expanding the offerings to include workshops titled “Financial Aid 101” and “Don’t Break the Bank – Scholarship Searching Techniques” in addition to line-by-line FAFSA completion assistance.

Table 1 Office of Financial Aid Outreach Activities

• July 7	• Salem Education Center
• July 9	• Vandalia Education Center*
• July 10	• Main Campus – LRC 102
• July 10	• Greenville Education Center
• July 23 • October 21	• Workforce Development Center
• September 15	• Fall Guidance Counselor Workshop
• November 1	• National Guard Re-Integration Workshop
• December 15	• Salem Hometown Heroes Event
*Utilized distance learning equipment to provide services	

Fitness Center and Physical Education

Kim Potthast-Rahar, Fitness Center Manger and Head Volleyball Coach

Fitness Center

During the 2009-2010 academic year the physical education/fitness center has achieved many accomplishments. I will highlight the major accomplishments in each area throughout this annual review and what the next steps are for the 2010-2011 academic year.

The 2009-2010 academic year created many changes do to the opening of the Fitness Center on March 15, 2010. The main goal accomplished for this year was the opening of the Fitness Center. This involved a great deal of planning and preparation encompassing every aspect of the facility from the selection of cardio, weight training, circuit training equipment to the development of policies and procedures for each area of the facility and its operation. The Fitness Center offers space for a wide variety of physical education to be offered, as well as offering students, faculty and staff a facility designed to improve their health and well being. The Fitness Center greatly improved the overall physical education aspect of the courses; previously there was not adequate space for classes to be held and the proper equipment to offer different courses at the same time.

My goals for the 2010-2011 academic year will be to increase the number of users in the Fitness Center. I have seen a great increase over the summer from faculty and staff and would like this to continue throughout the fall semester. The hours for the fall semester will be Monday-Thursday 7:00 am to 8:00 pm, Friday 7:00 am to 6:00 pm and Saturday 8:00 am -12:00 pm. This will give everyone more time to work out before or after their busy day. I am going to work with Chuck Harris to create a flyer for campus distribution informing students, faculty and staff of the facility and the process they would need to take to use the Fitness Center.

Physical Education Courses

In addition to the goals accomplished for the Fitness Center, there are a number of new courses that will be offered in the new facility. With the amount of space available, it increases the number of daily users allowable. The multi-purpose rooms will be able to house Wallyball, Racquetball, Aerobics, Yoga, Zumba, and a number of group activities. This area will be open to users of the facility. A new course, Fitness Center participation, ½ credit hour course has been developed for students to enroll into gain access to the facility. Other courses approved from the fall semester are Tennis and Golf participation.

Physical education goals achieved/successes are the addition of the following new courses to be offered in Fall 2010: Beginning Racquetball, Tennis Participation, Wallyball, Fitness Center Participation, and Golf Participation. Walking and jogging classes now have adequate space to meet and complete course requirements. Signing up for PHED can be completed in the Fitness Center, this has increased enrollment due to the fact we are customer friendly and the students can enroll at this location. The amount of daily users has increased and students enrolled in PHED courses feel that they are getting more with the new Fitness Center. The change of tracking system from workout cards to signing in at the Fitness Center front desk has resulted in a more accurate count of workouts and holds the student more accountable for the course work.

Goals for upcoming year are to add additional courses and offerings in the new Fitness Center. Some of the courses are listed but not limited to: Zumba, and Cardio Classes. Another goal is to increase the number of students enrolled in PHED courses by marketing, promoting, and more visible publicity of the courses; continuing to provide information to faculty and staff about the Fitness Center and PHED courses and touting the benefits of getting fit and staying healthy. Fitness Center staff will continue to assist individuals with wellness questions, concerns and provide information needed to meet fitness goal and will continue to monitor all PHED courses and make improvements throughout the year.

Staffing Concerns

Starting in Fall 2010 there will be 7 student workers in the Fitness Center. With expanded hours and a larger area to cover there is a need for additional student workers. The two offices in the Fitness Center are occupied by Coach Koester and Coach Rahar, providing coverage in supervision when either the Athletic Director or Fitness Center Coordinator may be out of the office. There is a challenge when both are out of the office and the only facility supervision is provided by a student worker so an additional person for the times when both may be out of the office and in the evenings is very important piece that directly affects participant compliance with Fitness Center rules and ensures safety in the Fitness Center.

The interim solution to Fitness Center Supervision for the summer semester was for full time coaches to each select a morning and evening where they would open and close the Fitness Center, and be available in an “on call” status when Coach Rahar was out of the office. This has proven successful over the summer and coaching staff will continue to collaborate to cover the Fitness Center supervision needs while scheduling team practices and games until a more permanent solution of additional supervision can be resolved.

Wellness

The goal for college wellness involved the promotion of the Fitness Center, providing information for faculty and staff member to “get fit.” Kim Rahar has presented at New Employee Orientation as well as Faculty and Staff Development Days with the direct result of an increased number of faculty and staff members utilizing the facility over the last semester. This is a continuing goal.

For the upcoming year, a goal has been set to enroll fifty faculty and staff members for exercise programs in the Fitness Center. Kim Rahar would like to have walks and programs during the day for faculty and staff members to attend to increase their physical activity. An additional goal is the promotion of healthy lifestyles through the provision of information on diet and nutrition and in direct pursuit of that goal, Kim has coordinated with Amber Edwards, who started the biggest loser program at KC in the Spring 2010, to develop different events designed to get the faculty and staff motivated. This will be great for everyone at the college as the most self-reported difficulty of a healthy lifestyle for KC employees is finding enough time in the day for exercise. Kim’s goal is to overcome some of the obstacles that people encounter by eliminating this as an obstacle to the good health of KC employees.

A feasible solution to the need of additional supervision and a desire to motivate the KC community to better health and well being is to ensure that the person hired part-time for supervision of the Fitness Center is also certified as a personal trainer which will benefit everyone at the college as a

knowledgeable consultant to build a individual program tailored to the physical goals, needs, capabilities and limitations of each person that uses the Fitness Center.

Overall the Physical Education, Fitness Center and Wellness areas are achieving the goals set and are making things happen.

Retention and Student Development

Christin Dalaviras, Director of Retention and Student Development

There were many accomplishments realized over the previous year, providing diversified and unique successes due to the wide-ranging nature of the department. During the Fall 2009 semester, several seminars and workshops were presented to the campus and general public. Sandra Neabuhr was among those who conducted a variety of presentations. These presentations were also offered in a collaborative effort with other departments and guest speakers to the series included: Steve Groner, James Kellerman, and Arlene Ducker.

The Early Alert System had a tentative beginning but as the year went by there were over 175 referrals from faculty and staff; 115 of these being during the Spring 2010 semester. These numbers do not include over 300 letters sent through a collaboration with the Financial Aid Department. This program will be monitored to track the retention rate of students referred for assistance.

Each week the Success Center assisted over 250 students in a variety of ways: tutoring, testing, career services, Perkins, student athletic excel program, new student orientation, training, workshops, and general college guidance. The Success Center has had over 750 students sign-in the front desk for tutoring, testing, athletic study tables, use of facilities and equipment, as well as career development and Perkins needs. Many of these individuals are potential students for the Summer 2010 and Fall 2010 semesters. The entire staff including Chase Smith, Addae Houston, Cynthia Webber and Bill Broda work to address any student needs that come into the Center

Tutoring utilizing the Polycom units increased throughout the year. Additionally, one of the Polycoms was placed within the financial aid area to assist students with financial aid concerns but were unable to come to campus.

The coordination of the 2010 tutors selection was done by Christin Dalaviras, Sam Bundy and Cynthia Webber. Each of the tutors had faculty recommendations for the areas in which they will be tutoring. For the first time, there is a unified educational component for tutor training. Christin Dalaviras and Kathy Overstreet of the Title III Department are co-instructing the tutor course. This course is mandatory for the tutors and is held in a two credit, two semester series. The first half began with training on the main campus on Friday June 16th. This has allowed for preparations to the program changes as well as building a team for the institution to promote and utilize between the Success Center and Title III SLA; working in both the Success Center and the Title III lab. They are Amanda Bathon, Ashley Harre, Ashley Wyers, Courtney Herron, Ericka Eaton, Daniel Findley, Jennifer Cayo, Katheryn Dailey, Stephanie Woker, Tiffany Geppert, and Troy Davis.

Changes within the 2010 New Student Orientation (NSO) program include an inclusive training of the students working with the program. The 2010 NSO mentors are: Amanda Bathon, Ashley Harre, Ashley Wyers, Courtney Herron, Ericka Eaton, Daniel Findley, Jennifer Cayo, Jennifer Knebel, Joshua Oestreich, Katheryn Dailey, Sarah Rohner, Stephanie Woker, and Tiffany Geppert. These students went through training on Friday, June 25 in preparation of the eleven upcoming NSOs that were held in July. Those courses were offered at each education center and the main campus. Additionally, these students are to be available to students whom they mentored during the sessions. The educational portion of NSO has also undergone changes. There is now a textbook for the course that will serve as a lifelong resource to the students. This addition is changing the

tone of the program to be a more holistic and educational experience rather than just an introduction to Kaskaskia College.

Prior to Sandra Neabuhr's transfer into Academic Advising, she conducted the monthly CNA testing. Presently, Cynthia is facilitating the monthly CNA testing with assistance from Chase Smith.

The Career Services Specialist, Wendy Blythe, has done numerous programs across the district for a large variety of organizations, classes and departments. Many are focused on building skills in communication, & interviewing skills. Two internal groups that she works with are the Adult Basic Education *Bridge Program* and the *Even Start Program*. She does a variety of workshops and activities for these programs as well as resume development, and conducting mock interviews for classes, business communication groups and the general public. Mrs. Blythe hosts The Annual Job and Resource Fair which is held in conjunction with Marion County Housing. There were over 45 employers and over 30 resource agencies in attendance. The Fair was on Thursday, April 22 and hosted over 300 people from the institution and general public. In addition to those duties, Wendy has been working with the AmeriCorps students and schools. She has worked hard to recruit potential and returning students for AmeriCorps. She also has worked with Mike Loomis and the administration to obtain an Illinois Cooperative Work Study Program for the 2009-2010 school year worth over \$20,000.

The Student Athlete Excel Program as seen many changes since August of 2009. Chase Smith took hold of the program and has turned a very small return of faculty participation with grade and attendance checks to over 95%. He continues to find ways to inspire the students while instilling in them an understanding of the importance of the program and increasing their self respect.

Four members of the Success Center staff participated in the Title III Summer Institute. Instructors Sam Bundy, Cynthia Webber and Bill Broda as well as the Director of Retention and Student Development, Christin Dalaviras, participated in the five day training. The Institute consisted of sessions with guest presenters from a variety of colleges. Through this event, more collaboration and planning has developed within the department as well as with other areas of KC.

Changes that will be made to the 2010-2011 academic year will include implementation of the proposed retention plan. The plan has several components to it including diverse sub committees representing the college as a whole and identification of the causes of students not completing their path of study or not re-enrolling. Also a goal is to increase participation in tutoring through working with Title III instruction and targeted efforts to increase study groups and Polycom appointments. Retention of students that attend NSO will also be studied and will be direct future improvements to the program even as it presents a challenge to staff to constantly improve this service. We will also be adding a technological element to our program which will increase tracking of students who participate within the Success Center

The challenges that we faced during the 2009 – 2010 academic year included not enough personnel to cover all of functions, hours of availability, and needs of the students. The changes in personnel caused a review of what we each did and how we fit into the team's picture. We have continued to struggle with communication and are working on it each day for a better tomorrow.

Student Life and Activities

Crystal Gray, Coordinator of Student Life and Activities

Major accomplishments

- Student Activities Board (SAB) –Better established a Student Activities Board, set up regular meetings, and gain valuable feedback toward meeting other goals and planning events.
- Re-design of the Year End Report for clubs – It still needs some work, but was able to redesign the Year End Report form to cut out some of the repetitive information and add some important information that was not included in the previous reports.
- Offer more diversity-centered events – Improved campus focus on diversity. There was something offered for all of the following by way of student activities: Sept/Oct. Hispanic Heritage month, November Native American History Month, Feb. Black History Month, and Women’s History Month in March.
- Regularly-scheduled events –Successful year with two Welcome Back Breakfasts, two picnics, an ice cream social, pumpkin carving contest and Fall Festival, T-shirt giveaways, trivia contests, guest speakers/presenters, co-sponsored events & seminars, Constitution Day, education center activities, tree sales, John Foppe ticket sales, fund raisers, and service learning projects. KC also took 1st place in the Centralia Halloween Parade and participated in the Carlyle, Salem and Vandalia parades.
- Larger Allocation Committee – successfully in getting a larger more diverse committee together to decide on club allocations in May this year instead of four people the previous year including Crystal Gray, one faculty member, the Student Congress President, and the Student Trustee. This year’s committee had Crystal, a KC staff member, two faculty members, two business office staff, and the student trustee. This made for better decision making and a much more thorough discussions on the individual club budgets. However, it was noted that it took four hours (not two) to get through all of the materials. Therefore, next year’s committee should be spread over at least two days and/or another format needs to be worked out to accommodate the schedules of the committee members.
- Sponsor Training – we began offering training on budget, processes, policy, and procedure, as well as Q&A sessions for the student club sponsors, usually during Staff Development days. It really is necessary that the club sponsors receive training at least once a year so that they are up to date on everything, are filling out paperwork properly, have the tools to do their jobs, and are given the opportunity to ask questions.

Departmental Improvement and Impacts

- New Coordinator - With a new full-time Coordinator, the department will be able to offer more time toward planning for and offering a variety of activities and opportunities to our students. Listed below are recommendations to assist in new Coordinator in determining their own goals and focus for the program once they take responsibility for the program.
 - Continue to tweak the Year End Report – It really is important that the Year End Report continue to see improvements each year. There is information that would be helpful to the Allocation Committee and the Coordinator that still isn't being conveyed through these reports. It would almost be better if the activities/fund raising portion could be directly interwoven with the budget portion. The club sponsors need to be more directly involved with budget planning, not only for the clubs, but if the clubs could be more involved with Student Activities, it would help them to better understand the importance and the impact the Year End Reports have on the entire department, not just their club allocations. It would also give them direct involvement with student activities.
 - Better focus on diversity – It would be great if Student Activities could work with other departments and the student clubs to offer better events geared toward diversity, and more events – particularly BSA and International students.
 - Allocation Committee – Work on a new format or schedule the committee to meet over a two-day period to accommodate schedules. Also, new members should be selected each year (except perhaps the business office staff) to keep the committee fresh.
 - Intramural Sports – The students have expressed an interest in sports, but sign-ups have always had low turnouts, causing intramurals to be cancelled. Student Trustee, Danny Finley, suggested having the students handle sign-ups. Getting the students involved would probably improve participation and would assist the Coordinator to organize and run the events. I suggest having members of the SAB take turns manning a sign-up table in the Main hallways throughout the day a few times each semester. I also suggest evening intramurals for students living in the apartments, as well as students who take evening classes. Of course, sign-up tables would need to be manned in the evenings as well for a couple of days. The Coordinator will need to work with Kim Rahar in the Fitness Center and Mitch Koester (Athletics Director) to secure officials, facilities, and game schedules. Utilizing students and the other directors will ease the obligation of the Coordinator to be there for every game and/or sign-up session.
- Residential Life –began in the Spring 2010 semester working with Rob Blinn and the Residential Life committee toward offering more opportunities and activities to the students living in the apartments. It is important to offer afternoon/evening/weekend activities to the students in the apartments as well as to students who have evening classes.

- Student Leadership Institute – One of the long-term goals for Student Life is to develop a Student Leadership Institute, much like the Leadership Institute offered for KC employees.

Major challenges

- Relationship building: It would be beneficial for the Coordinator to develop strong individual relationships with all of the sponsors to improve communication and solidarity for the program and the committee.
- Year End Report: Developing a concise, easily understood Year End Report that conveys the necessary information to the sponsors in a user friendly method. These reports need to be very thorough because the Allocation Committee uses them while deciding on the club budgets, but it would be less burdensome on the sponsors if the process were condensed and a bit simpler.

Volunteer Services

Sandy Cain, Coordinator of Volunteer Services

Major Accomplishments

During the period between November 2009 and July 2010 volunteer services were provided for over **30 events**. A total of **289 volunteers** served a total of **990 volunteer hours**. *Please review attached table, "Community Participation"*

Volunteers were affiliates of the following groups:

- AmeriCorps
- Ambassadors
- Staff
- Student Athletes
- Student Organization members

A few of the duties and tasks carried out by volunteers are as follows:

- Distribution of caps and gowns for graduation
- Serving light refreshments
- Greeting guests
- Showing guests to their seats
- Distributing event programs or other literature
- Ringing bell for Salvation Army
- Seating hundreds of children for plays and other presentations where area schools were invited
- Assisting with registration for shot clinic and other events
- Monitoring testing for WYSE
- Collating and preparing materials for distribution
- Acting as cashiers

Lists of volunteers are maintained by the coordinator. Volunteers are personally contacted on an "as need" basis approximately one month prior to an event. The coaching staff, student organization sponsors, and the AmeriCorps Coordinator submit names to the Volunteer Coordinator. Once the volunteer has committed to an event the Coordinator then assigns tasks and designates assigned locations.

The Campus wide email network is utilized to recruit staff and faculty volunteers for selected KC sponsored events.

It is also the duty of the Volunteer Coordinator to arrange for the food and beverages for all Instrumental concerts, Theater Guild presentations and the Season of Entertainment events. This was accomplished with the assistance of the Culinary Services Manager and, on occasion, a local food market.

Departmental changes

A new brochure designed to recruit fresh volunteers is in the approval phase at this time. The Coordinator will distribute this brochure personally to potential volunteers in the community and during KC events. Efforts to recruit new volunteers will be on a one on one basis where the Coordinator assesses the personal qualities of the individual and determines suitability for volunteer services at the college.

Major Challenges

Since the coordinator was new to this position the major challenge was centered on learning who, how, and when to get volunteers to perform at which events. The retired Coordinator plus the KC staff made the learning curve much more bearable.

Each new job has its own challenges and improvements in the manner in which tasks are accomplished can always be made. Each experience creates a platform for learning ways in which to make the next experience better.

Student Recruitment
Amy Troutt, Coordinator of Student Recruitment

Major Accomplishments

Developed a website specifically designed for the area High School Guidance Counselors.

www.kaskaskia.edu/HS - High School Guidance Counselors have seen this resource through the Fall Guidance Counselor day held at Kaskaskia College and at Regional Student Services Meetings. Completion of this objective has served as a time and money saver for the Recruitment Office. In the past, guidance counselors have contacted the Recruitment Office requesting commonly used forms through the mail. This allows them to download these forms at their convenience. This also minimizing printing and postage costs for the college. Through this site, we have also implemented an electronic campus-visit request. This allows guidance counselors and prospective students to schedule campus visits without having to personally contact the Recruitment Office via phone. This speeds up the process and efficiency of coordinating these visits. Guidance Counselor newsletters have also been completed, and distributed electronically to the Guidance Counselors each semester (www.kaskaskia.edu/HS/RON). The annual Guidance Counselor Day at KC was very well attended by Guidance Counselors representing the High Schools within our district. The feedback provided from this event was very positive with counselors expressing that the information presented was very valuable. The Recruitment Office has utilized discussions and feedback from this event to drive new initiatives to better serve our high school populations.

Steps to successful enrollment have been standardized based on cooperative efforts from various representatives of the Student Services Division. These steps will be incorporated into marketing material to be utilized for recruitment purposes.

The Recruitment Office conducted pre-registration visits to all area in-district high schools. Attendance at these visits surpassed those in the past according to area guidance counselors.

Several SICCM recruitment activities resulted in all SICCM program seats filled for Fall 2010 with exception of HIT.

The Recruitment Office has cultivated prospects from non-traditional markets and audiences outside of the High School setting via venues such as area home shows, 8th grade career conferences, Even Start college visits, community inquiries through web access and career conferences at area hospitals.

The Coordinator of Student Recruitment has joined the Datatel Oversight Committee. This committee has approved and supported utilization of the prospect function within Datatel. This will allow for the effective tracking of prospective students to evaluate performance measures within the recruitment area objectives. The Coordinator of Student Recruitment has undergone training and is currently using the Datatel function to track new prospects.

An Enrollment Advisory Board has been formed. Proposed Board members, Mission, Vision, and Goals have undergone final approval by VP of Student Services. It is the expectation that additional recruitment initiatives to support overall enrollment will be driven from feedback obtained during these committee meetings.

High School attended	# of students advised	Spring 2010 credit hrs	Summer 2010 credit hrs	Fall 2010 credit hrs	Total Cr. Hrs./visit
Carlyle	40	4	10.5	303	317.5
Central	30		56.5	181	267.5
Centralia	41	0.5	36	480.5	517
Christ Our Rock	8		0.5	98.5	107
Greenville	20	4.5	3	279.5	287
Mater Dei	30	1.5	55.5	190	277
Mulberry Grove	13	0	15.5	102.5	131
Nashville	18	4	10	183	215
Odin	6		0.5	85.5	86
Okawville	12		3	102	105
Patoka	14	0	1.5	141	156.5
Salem	16	3.5	18	175	212.5
Sandoval	16	0.5	0.5	129.5	146.5
South Central	27	1	23	77	128
Vandalia	12		1	126.5	139.5
Wesclin	11	2	12	101	115
Woodlawn	13	0	0	38	38
Total Credit Hours Generated					3246

Above is a chart representing the data captured during Registration visits coordinated, and conducted by the Recruitment Office during the months of March, April, and May. Cheryl Boehne, Coordinator of PCCS, Disability Support Services, and Dual Credit, also actively participated in many of these visits to assist with student advising. The Registration visits were conducted at each of the in-district high schools. The visits are designed to provide ease of transition for the graduating seniors, planning to attend KC. During these visits, each participating senior was advised and registered on-site for the needed courses. The table above does not reflect the total number of high school seniors attending KC in the fall, as some have chosen to register at the main campus or nearest education centers

Changes for 2010-2011

Prospective students will be tracked through Datatel. In the past, an excel database has been the sole means of tracking, and sorting prospect information. Utilizing the Datatel function will allow for a more secure format for storing this information. It will also serve as a reliable source to evaluate recruitment performance measures as outlined in the Institutional Plan. By building a recruitment database within Datatel, this will also lay a foundation for future communication management utilization to communicate with prospective students. Use of this function would greatly increase the efficiency of this process within the Recruitment Office.

The Enrollment Management Advisory Board will serve as a critical resource to further develop initiatives within the Recruitment plan. By utilizing ideas, and knowledge from throughout the campus, it is anticipated that new recruitment initiatives will be built to maximize recruitment efforts within current markets, as well as broadening recruitment efforts to more non-traditional markets within District #501.

Challenges

The Datatel prospect implementation has been a challenge, due to the time commitment needed for training and entering the data in production. Although there are students under scholarship within the Recruitment Office that have been utilized to assist with entering excel data in the past, through Datatel, the Coordinator of Student Recruitment has sole rights in creating a new record. This has required an additional time commitment necessary for successful transition. In order to comply with the timeline established for this project, the Coordinator of Student Recruitment has reserved a two-hour block of time daily devoted to entering current prospect data.

Another challenge faced by the Recruitment Office is coordinating recruitment efforts campus wide. Sometimes information regarding events coordinated outside of the Recruitment Office that could serve as recruitment opportunities is not shared campus wide. On occasion the Recruitment Office is unaware of such events until after the opportunity has passed. The Coordinator of Student Recruitment continues to strive to close this communication gap, by communicating on an individual basis with faculty, department chairs, program coordinators, and college deans to share information relevant to contact with prospective students. The constant reminders have increased communication to the Recruitment Office.