

STUDENT SERVICES DIVISION ANNUAL REPORT 2010-11

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."

2010-11 GOALS AND OBJECTIVES

1. GOAL: Establish and refine Policies and Procedures with the Student Services Division

Current Progress: The Student Services Division has rewritten or established seven policies and procedures to this date. The division will continue to develop new policies and procedures in the area of Student Services and Athletics. Our plan is to establish or update five to seven additional policies for the division. (Accomplished)

2. GOAL: Continue training for the complete implementation of Degree Audit.

Current Progress: Degree Audit training continues for faculty and staff throughout the campus. The training and implementation for student utilization of this system will be launched Fall 2011. The transition of leadership within this department will not delay the launch of the degree audit for our student population. Students will have access to complete degree audits via the college campus net system. (On going)

3. GOAL: Continue to provide quality customer services with the Student Services Division

Current Progress: To better serve students in the submission of their FASFA form, a computer was placed in the lobby of the Financial Aid Department and staff is available to assist as needed in the completion of required forms. Admissions and Registration continues to provide training to the Educational Centers on registration functions that are critical to their operations. Academic

Advising is providing more options for advising students to include group advising. Comment Cards have been distributed to all the educational centers and both the Crisp and Vandalia Campuses. A new student complaint process as also been established. (Accomplished)

4. GOAL: Establish, promote and launch the TRIO program

Current Progress: The selection of staff has been completed and nearly two thirds of the one hundred and forty students have been selected for the program. The enrollment goal of the program was nearly met and the addition of professional tutors has been beneficial to the students in the program. The new office space is location adjacent to the Student Success Center and can only be accessed by checking in at the Success Center front desk. (Accomplished)

CONCERNS

- One of the major concerns that we have faced in the Student Services Division resides with the department of Academic Advising; specifically students with have behavioral issues that are borderline mental health problems. Without established referral services for these students the Advising Department is not equipped to assist this population.
- Another concern is our process for athletic training services for Kaskaskia College's sports teams. We are seeking a better format for athletic training services as many of the coaches and players have not been able to get the rehabilitation needed for the player to get back into competition in a health way.

Recommended Action

- Starting preliminary meetings with district wide hospital and metal health agencies to develop referral services for the main campus as well as Education Centers, Crisp and Vandalia campuses. The goal is secure free referrals, and the expense of recommended services to be conferred to the student as theses services are needed. A policy will be developed to disallow students from returning to campus until the outcome of that evaluation is provided to the student and the student is deemed safe to return to campus.
- The Athletic Department staff is working with a couple of hospitals within the district that have the ability to provide training services to the department. We need to increase the care of our student athletes in order to retain the student, return them to competition and decrease long term injuries that could increase Kaskaskia College's insurance premium.

Academic Advising
Steve Cox, Coordinator of Academic Advising

Major Accomplishments

- The major accomplishments of the Academic Advising Department are best summarized by looking at the level of student service sustained throughout the year while still making progressive changes to advising processes and procedures without any staffing increases.
- From July 1, 2010 through June 29, 2011, the Academic Advising Department documented 3,357 face-to-face advising sessions at the main campus. This is an average of approximately 280 students per month or almost 14 per day. Advisors returned 2,915 phone calls and responded to 823 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 total of 7,095 instances of direct student contact throughout the year, an average of 591 per month or almost 30 per day. Advisors also completed and submitted 465 degree audits to Financial Aid in support of the Satisfactory Academic Progress Financial Aid Appeal process. This is a significant volume for only three full-time Advisors who each have other various responsibilities in addition to advising students and does not include similar efforts made at the Education Centers. This will be addressed later in the report.
- It's interesting to note that the number of face-to-face advising sessions decreased by about 500 students when compared to the previous year. However, the number of returned phone calls more than doubled when compared to the same period last year and we also saw a substantial increase in the number of emails. This reflects a clear shift toward students seeking more immediate and convenient access to advisors without the need to travel to campus and will require continued improvements to address these challenges in the future.
- In addition to the volume of students served, the Academic Advising Department also implemented another significant change in our approach to student advisement. Just prior to the beginning of regular registration in October 2010 for the Spring 2011 semester, a new group advisement and registration method was piloted with student-athletes. Rather than meeting with each athlete in individual sessions lasting an average of 40 minutes, each team was scheduled as a group in a computer lab. During the group session, each student-athlete was given a set of self-registration instructions to register online through CampusNet. They were also given a copy of a computerized degree audit for their respective associate degree programs.

- The degree audits indicated total number of completed hours, number of remaining hours to finish degree, GPA, individual courses completed in each degree area (i.e. Communication, Math, Science, etc.) and individual courses remaining to be completed within each degree area. A list of priority courses for the student to consider enrolling in for the upcoming semester was also included on the degree audit. The teams then received instruction on how to read the degree audit to ensure they understood what they had remaining for their degree programs. Teams were then allowed to begin the online registration process and collaborate with regard to schedules, courses, instructors, etc.
- The process proved highly successful and became a team-building opportunity for players and coaches. This model was well received and concluded with the advisement and registration of 10 out of 12 athletic teams and 126 student-athletes in only three days. Advisement and registration had previously taken up to two weeks when using individual advising sessions. As with any new endeavor, there were some kinks that needed to be ironed out and adjustments were made prior to the second group session schedule for the Summer and Fall 2011 terms.
- Due to the success of the group advisement and registration sessions with the student-athletes, advising was able to expand the group model to include some academic groups. In March, group sessions for summer/fall registration included student-athletes, TRIO, Honors and Engineering students. Advising and registration was completed with all groups within two weeks. Advising this same number of students individually would have taken twice that time. Additionally, group sessions were scheduled during online registration week (one week prior to regular registration) and during the first week of registration. One advisor was always available in the Enrollment Center to meet with other students and advisor availability increased as a result of the group sessions. This process will continue to be evaluated with the goal of expanding it to include additional student groups with common educational paths (i.e. Fine and Performing Arts Scholarship recipients, Career & Technical programs, etc.).
- Other major accomplishments include the development of the new advising webpages to incorporate additional components required through the institutional plan. This has been a project spanning almost three years and the pages were put into test mode by IT for further review and revision. Additional resources were built into the webpages to increase use and function, including information on the Illinois Articulation Initiative and transfer resources. Our current goal is to complete the review and make any additional revisions needed and have the webpages go live before the AQIP visit in November.
- In an effort to address training deficiencies in advising and related service needs at the Education Centers, and to help make training information accessible and practical for all necessary faculty and staff, the Academic Advising Department

created an online advising manual. This manual is also being reviewed and revised as needed and once completed will be made available either through CampusNet or the KC network share drive for anyone who may benefit from the information.

Major Challenges

- The need for additional advising staff will continue to be the first and foremost concern to improve advising services and accessibility at the main campus and all extension locations (Education Centers, Crisp Center, Workforce Education Center). The Academic Advising Department understands the fiscal challenges we face with lack of state payments and funding and its effect on budgetary needs. Advisors will continue to seek innovative and productive improvements to increase service levels for KC students and the district-at-large.
- Two new 30-hour advising positions were proposed within this past academic year primarily involving the absence of an advising presence at the Trenton, Nashville and Salem Education Centers. A comprehensive needs analysis was completed to emphasize and justify the urgent need for this position. The proposal was in direct alignment with Commitment IV, Objective IV-1, Item IV-1-1 of the KC Institutional Plan which states, “establish a more comprehensive advising program and decrease advising ratio by hiring new advising staff.”
- Students enrolled in credit-bearing classes applicable toward transferable degrees and career and technical degree and certificate programs are the most likely to require or request advising services. Excluding corrections, non-credit and dual credit courses, Fall 2010 enrollment was approximately 4,318 students generating 42,000 credit hours. As of March, Spring 2011 enrollment was 4,993 students and over 41,500 credit hours (as verified by Institutional Research). This represents an increase of over 15% in unduplicated headcount from Fall 2010 to Spring 2011 and equates to a student/advisor ratio of 999/1, including two, part-time contractual advisors at Greenville and Vandalia. Even if only 50% of those students sought advising, the ratio is still 500/1. This presents a substantial challenge and is an enormous barrier to ensuring all students have access to quality academic advisement when needed.
- Based on information received from Institutional Research, unduplicated headcount increased 39% at Nashville from FY 09 – FY 11 as of the date of the March job proposal. Salem achieved a 53% increase during the same period and Trenton remained almost level. Even though these numbers include non-credit enrollment, these three Education Centers served over 2000 students in the last fiscal year with limited or no access to a trained advisor on site. Education Center Directors have some limited advising training but their roles are too diverse and complex to provide adequate advising services.

- Pending final approval of a Student Services Department restructuring plan, it appears that the Retention Facilitator may be taking on the additional role of Disability Support Services Coordinator. This will provide a much-needed Administrative Assistant and would have a positive impact on the level of available and accessible advising services. This position is essential to fulfilling our commitment to be accountable for the continuous quality improvement of student learning and support services and achieving the “one-college concept”.

Departmental Changes

- The goals and objectives of the Academic Advising Department for the next academic year will be built from the directives established in the Five-Year Institutional Plan and in direct response to the challenges listed above.
- Commitment II-1-4 requires implementation of an electronic transfer analysis program for dissemination of transfer information to students. The Coordinator of Advising has been a member of the state u.Select Advisory Committee for almost two years and will endeavor to increase marketing and usage of u.Select throughout this academic year. It is an extremely useful tool in determining transfer equivalencies for individual courses and across entire degree programs. A new Transfer Guide has already been developed and printed which provides information on Illinois Articulation Initiative (IAI) and u.Select and the transfer bulletin board just outside the Student Center has been redesigned to incorporate this information. The “Transfer Corner” outside of the advising offices has also been redesigned and literature displays are now in place to make information more visible and accessible to students.
- Objective II-2 offers three action items directly related to University Alliance. The Coordinator of Advising has begun collecting enrollment information from partner schools and has also started developing a proposal to restructure degree offerings as a foundation to seek out new partnership opportunities. With approval, the goal will be to begin a new marketing campaign in November 2011.
- Commitment IV-1-1, as previously mentioned, is to establish a more comprehensive advising program and decrease advising ratio by hiring new advising staff. In conjunction with Commitment IV-1-4 and X-1-4 which specifically address increased faculty and adjunct faculty involvement in advising, Academic Advising has written a first draft for a comprehensive faculty advising plan to shift some advising duties to faculty as appropriate. If properly implemented and followed, this could significantly alleviate existing and future advising deficiencies whether or not an additional advisor is approved.
- Commitment IX-2-3 directs that an advising section on the web site should be maintained to provide a one-stop location for advising and transfer information to include IAI equivalencies and University Alliance information links. As stated earlier in this report, the web site updates are nearing completion with a goal for

formal implementation of November 1. Deadline set in the institutional plan is January 1, 2012 with a usage report due June 2012.

- The last Academic Advising workshop was held almost three years ago when we introduced the new Academic Advising Essentials Workbook. Main campus and Education Centers staff participated with the understanding 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 plan to schedule a workshop prior to Spring 2012 registration in October or prior to Summer/Fall 2012 registration in March 2012 to present the online advising manual and update necessary staff on current practices and procedures and new and revised information.
- Finally, another goal from last year's annual report was piloting a move toward a self-registration model to further assist us in serving the greatest number of students possible. This model will emphasize student learning and accountability for understanding program completion. We will continue to work to explore ways to partner more effectively with Admissions and Registration for enrollment tasks that do not require advisement. Advisors will also begin teaching students how to run a degree audit, how to read and interpret the degree audit, and self-register online when appropriate. Rather than limiting student access to advisors, this increases the productivity of their time while ensuring that the students who need more individualized guidance from an advisor receive it. Academic Advising is looking forward to the new academic year and the challenges that lie ahead.

Disability Support Services
Cheryl Boehne, Coordinator of Disability Support Services

Major Accomplishments

- There were ninety-five students registered with the Disability Support Office for Fall 2010 and eighty-five students for spring 2011 semesters; with a total of six students graduating during the academic year. Kaskaskia College has sixteen new students registered to date for the Fall 2011 semester.
- The DSS staff attended IEP meetings for exiting senior high school students and juniors who had an interest in attending KC. Schools attended were: Bond County, Carlyle, Central, Centralia, Mater Dei, Mulberry Grove, Nashville, Odin, Okawville, Sandoval, South Central, Vandalia and Wesclin. The Coordinator participated in and completed a six-month Institute to Credential Resource Specialist for Special Learning Needs class.
- Presentations were made by the Coordinator at the Adjunct Faculty In-service Workshop August 16, 2010, Faculty/Staff In-service October 12, 2010 and

January 5, 2011. The Coordinator was also a presenter at the pilot Adjunct Faculty Academy in June 11, 2011 and collaborated with the TRIO grant staff to identify eligible students for their program so that these students can benefit from the extra support services.

Major Challenges

- Retention remains the major obstacle for individuals with disability. Six students enrolled in the Title III cohort for the Fall 2010 semester and most had success the first semester; however, only half were successful the second semester and enrolled for the second year.
- Additional changes have been implemented for Fall 2011 which should help those students who are at the lowest levels of transitional classes to have success. Many students are unable to participate in the cohort as it is limited to the main campus versus an education center.

Athletics

Mitch Koester, Athletic Director and Head Baseball Coach

Major Accomplishments

Sport Achievements

- **Women's Soccer** – The women's soccer team finished the 2010 season in the Region 24 tournament and continued to improve in its third year of existence. Brittany Toennies, Mackenzie Hartman and Emily Wright were named to the All Region Team. Kelly Koester, Mackenzie Hartman and Katelyn Novak were named Academic all-Americans for the 2011 season. Brittany Toennies is moving on to play at Oakland City University and Katelyn Novak is going to play at the University of Missouri S&T.
- **Men's Soccer** – The men's soccer team finished the 2010 season, their second season of existence with the school's first ever Region 24 tournament victory.
- **Women's Volleyball** – The volleyball team finished the 2010 season with a deep run in the Region 24 tournament. Stephanie Woker was named Region 24 Player of the Year and 1st team All-Conference. Taylor White was named 1st team All-Conference and Michelle Day was named 2nd team All-Conference. Ashley Harre, Leamber Broady and Stephanie Woker were named Academic All-Americans and the Volleyball team was named an Academic All-American team for 2011.
- **Men's and Women's Cross Country** – Both the men's and women's cross country teams competed at the Region and National meets again this year.

Jordan Jones of the men's team finished 7th at the Region 24 meet and 87th at the national meet. He was also named to the All Region 24 team. As a team the men finished 32nd out of 47 teams. Our women's team finished their season at the national meet and was 36th out of 58 teams.

- **Men's Basketball** – The men's team finished the season with an overall record of 18-13. Quan Conner was selected as a 1st team All-Conference player and Brady Buford was selected as a 2nd team All-Conference player. Kevin Pettiford is moving on to play basketball at the University of Illinois-Springfield in the fall.
- **Women's Basketball** – The women's team finished the season in the Region 24 Tournament with an overall record of 7-25. The team went on the road in the first round and upset the higher seeded Southeastern Illinois College.
- **Softball** – The softball team finished the season 20-21 and in 5th place in GRAC play with a trip to the Region 24 Final Four for the first time in several years after defeating SWIC in the first round. Jill Boeschen was named to the All-Region team. The softball team was named an Academic All-American team for the 2011 season and Jessica Chapman and Sam Hutchinson were named individual Academic All-Americans.
- **Men's Tennis** – The men's tennis team finished the 2011 season in the Region 24 tournament against Lewis and Clark but was not able to qualify for nationals.
- **Baseball** – The baseball team finished the 2011 season 26-20 and in 5th place in GRAC play. Steve Todoschuk and Ben Campbell were named to the 1st team All-Conference team and Adam Carver was named to the Honorable Mention team. Troy Davis, Adam Carver and Brett Heberer were named Academic All-Americans for 2011. Kyle McKay is going to play at the University of South Carolina-Upstate and Adam Carver is playing at the University of Southern Indiana. Cale Bastien will be playing at Mid-Continent University and Stephen Siegel will be going to the University of Illinois-Springfield.
- **Cheerleading** – The cheerleaders finished up another successful competition season:
 - First Place Stunt Group - Six Flags St. Louis Competition
 - First Place Individual Jumps - Six Flags St. Louis Competition
 - First Place Stunt Group - Gateway Grizzlies Competition
 - First Place Individual Jumps - Gateway Grizzlies Competition
- **Women's Golf** – The women's golf team finished up another successful year in the Region 24 tournament. Taylor Behl and Tracy Gnaedinger were both named Academic All-Americans for 2011.

- **Men's Golf** – The men's golf team did not have anyone qualify for nationals but did finish well at the Region 24 match. Head Coach Jerry Cooksey finished his last season as the leader of our men's golf program and we wish him luck in the future.

New Facilities

- **Tennis Courts** – Six tennis courts were completed a little over a year ago and wind screens were added this spring to help enhance the look and play of the courts.
- **Soccer Field** – The construction on the watering system was completed in April and the system is running without any problems.
- **KC Sports Association Sports and Activities Facility** – The facility was completed in January just in time for the student-athletes return to campus. Softball, baseball, tennis, soccer and golf have been able to utilize the facility all spring during inclement weather. Basketball and volleyball are looking at different types of floors that will be able to allow all sports to use the facility.

Academic Tracking System of Student Athletes

- This is an ongoing project that the entire athletic department is a part of. 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 move on to four-year institutions.
- This past year, many parts of the system came together such as use of early alert forms to notify coaches and the Success Center on a student's potential problems, mandatory five hours of study tables per week for all freshmen athletes until they achieve and maintain a 3.67 GPA, three grade checks each semester of all athletes sent out electronically to all faculty, and overall better 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. Our list of academic All-Americans continues to rise and we believe that this system is why we are succeeding in the classroom.

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 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 other services.
 - **Thanksgiving Baskets** – Several teams assisted in making and distributing Thanksgiving Baskets to families in need both on campus and at the Salvation Army.
 - **Free Clinics** – Each team offered a free clinic to the area youth after a home game during the regular season. Team members and coaches spent about an hour with children instructing them on proper techniques in the sport.
 - **Seminars Offered to Student Athletes** - The Athletic Department hosted an orientation for the student-athletes last August and presentations were given on Diversity, KC Rules and Regulations, Drugs and Alcohol and Relationships.
 - **Health of All Athletes** – The Athletic Department is considering options for its athletic training services. A meeting is scheduled with St. Joseph’s Hospital to see what they could do to help our athletes.
- The Athletic Department has had a very successful 2010-2011 year. With the addition of new facilities, the department and teams are continuing to grow and excel and be the best that they can be. They are working to achieve the goals and objectives set forth for themselves and many accomplishments have been achieved throughout this school year. With the completion of the 2010-2011 year, the department has seen many accomplishments and improvements. We are looking forward to being just as successful in 2011-2012.

Admissions and Registration

Dr. Denise Derrick, Director of Admissions and Registration

Major Accomplishments

Reengineered Process for Recording Transfer Credit

- This process was implemented in support of the Degree Audit feature of the Colleague software. In the spirit of continuous quality improvement (CQI) and our commitment to AQIP, this process was further improved this year. The process now includes an additional audit step in which the Registration Technician verifies the transfer actually posted in the student record with both the annotated hard-copy transcript and the confirmation letter prepared for the student before

the letter is actually mailed. In addition to the letter of explanation, the student will receive an unofficial copy of a report that shows the credit accepted and its KC equivalency. The student is also encouraged to contact the Registration Technician with any questions or concerns. This process improvement should help to avoid confusion regarding a student's progress toward completion of their studies at KC.

Course Equivalency Process

- After a successful pilot test and in support of the degree audit feature of Colleague, improvements have been made to the information provided to students regarding their academic record at KC. In situations where a course has been identified as being equivalent to a particular program requirement, the Colleague software allows it to be used in the DegreeAudit process thereby increasing the accuracy of the process. The Registration Technician can now customize the verbiage that is printed during the DegreeAudit process so that the substitution can be easily identified by the end user. In addition, documentation supporting the approved substitution is scanned so that it is easily accessible and becomes a part of the student's permanent record.

Reengineered the High School Transcript and GED Score Posting Process

- In support of Title IV requirements, the process by which high school transcripts and GED scores are processed was reviewed and strengthened. The process was enhanced with the addition of a formal sub-process dealing with high schools that are not on the approved list provided in the Datatel software. This enhancement will support the anticipated change in Federal Regulations regarding the identification of invalid high school transcripts. The new process was also mapped and will be added to the admissions processes housed on the AQIP website.

Graduation Survey

- Both 2011 commencement ceremony participants and non-participants were surveyed. While all of the surveys have been received from the ceremony attendees, responses from the non-attendees are still trickling in. It is anticipated that the results of the analysis of the data will be available in early July. It should be noted however, that a survey question was added that queried the survey participants who report that they are employed to provide the name of their employer in support of the College's effort to establish and maintain a more accurate database of graduate employment in their field of study. Also important to note is the fact that the 2011 commencement ceremony experienced a record number of 320 students placing regalia orders.

Implementation of “C or better” Policy

- In addition to the normal end-of-semester processing activities, a pilot test of the implementation of the “C or better” policy for progression in the English course series was implemented. Since this was a new process, it was important to pilot it with a limited number of courses to be able to size the workload involved. Unfortunately, the pilot revealed that even though some aspects of the process can be automated, it is still a very time consuming process. This initial pilot allowed us to begin the process documentation activity. This process is necessary to establish a basis for the training materials required to ensure consistency and quality in the process and a high level of support to our students. Implementation activities will continue.

TRiO Grant Activity

- Though being notified that KC had been selected to receive a TRiO grant was the end of the “application” process, a new frenetic phase began. Because the expectation of the grant administrators in Washington, DC was that we would begin serving students immediately upon receipt of the grant, TRiO grant activity dramatically increased rather than decreased for the next six months. The Director of Admissions participated in the identification and hiring of the new TRiO staff members while creating and implementing processes and procedures to identify and solicit potential program participants. Fortunately, KC experienced a smooth transition period and a highly qualified, well-functioning TRiO support team is now in place and serving students.

Complaint Officer, Process for Handling Formal Student Complaints, and Customer Comment Card Process

- In support of the College’s commitment to serve its students, staff and the public, new processes and procedures were developed to ensure an open channel of communication for both positive and negative comments regarding the service we provide to both internal and external customers. It should be noted that formal processes have been created and documented by the Director of Admissions and Registration in support of these changes. In addition, the Director of Admissions and Registration serves as the KC Complaint Officer.

Process Documentation

- Documentation of departmental business practices continues. During this past year, we have continued to update and document processes to provide both training and cross-training opportunities for staff. This well-established business practice has allowed the department to continue to provide a high level of service

to both internal and external customers while effectively dealing with the wildly-fluctuating business volumes common in higher education and a shortage of staff. Additionally, many of these business processes have been mapped and posted to the AQIP website.

Major Challenges

Staffing

- Student advising is an area that continues to receive national attention when studying student satisfaction. Although advising is technically not in my span of control, the ongoing shortage of advisors at KC has a direct effect on my 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. Therefore, I recommend that the advising staff be increased to meet not only the demand for scheduled appointments, but also to address walk-ins and advising for special programs.
- Staffing at the switchboard is a perennial concern. The previous practice of assigning the main campus receptionist/switchboard duties to a full-time staff member should be reinstated. In this age of increased competition and the growing consumer mentality of our students, it is critically important that an organization as committed to customer service as Kaskaskia College be able to provide a consistent, experienced, mature and professional interface with callers and visitors to campus.

Maintaining and Upgrading Skills

- The establishment of a permanent discrete fund dedicated to maintaining and upgrading the skill set necessary to support organizational needs of the DataTel system is critical to KC's ability to serve its students and staff and remain in compliance with state and federal regulations.

Reinstatement of "Last Date of Attendance" Requirement

- Though reporting the last date of attendance was a requirement prior to the DataTel implementation, the practice has not been a requirement since the implementation. This puts Kaskaskia College at risk for not only audit exposure but the burden of additional workload required of faculty and staff to "recover" the information when needed. Therefore, work will continue to reinstate this practice in the upcoming year.

KC Hard-Copy Transcript Conversion

- This project is simply a continuation of the initial DataTel implementation work. It is a tedious process requiring a unique skill set. Very few staff member have the ‘institutional history’ required to process this historical data effectively and efficiently. The current “conversion” rate indicates a completion date for this project in 2013.

Returned Mail Process

- The Admissions staff realizes that speedy and accurate handling of returned mail not only improves the integrity of our data, it can also have a positive effect on cash flow. Therefore, we have reengineered the process to include a message provided to a student that restricts their ability to register for class until current contact information is provided. This process has been successfully pilot tested in a test data environment and is due to be put into production shortly.

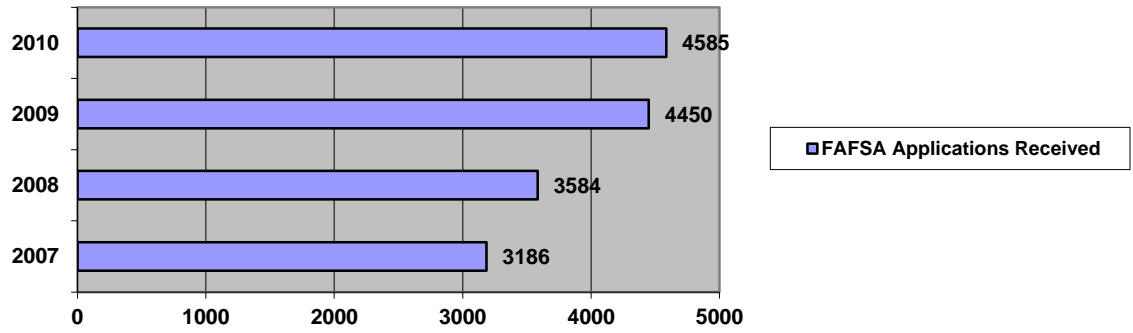
Departmental Plan

- Review of staff assignments while creating/maintaining documentation of primary and secondary responsibilities
- Continued review, reengineering and documentation of work processes in the department to support good business processes/practices and maximize staff effectiveness
- Continued support of education center admissions and registration processes through education/training
- Maintenance of Datatel and ImageNow software implementation through monitoring and installation of software “fixes” and improvements
- Continued support of KC hard copy transcript conversion project

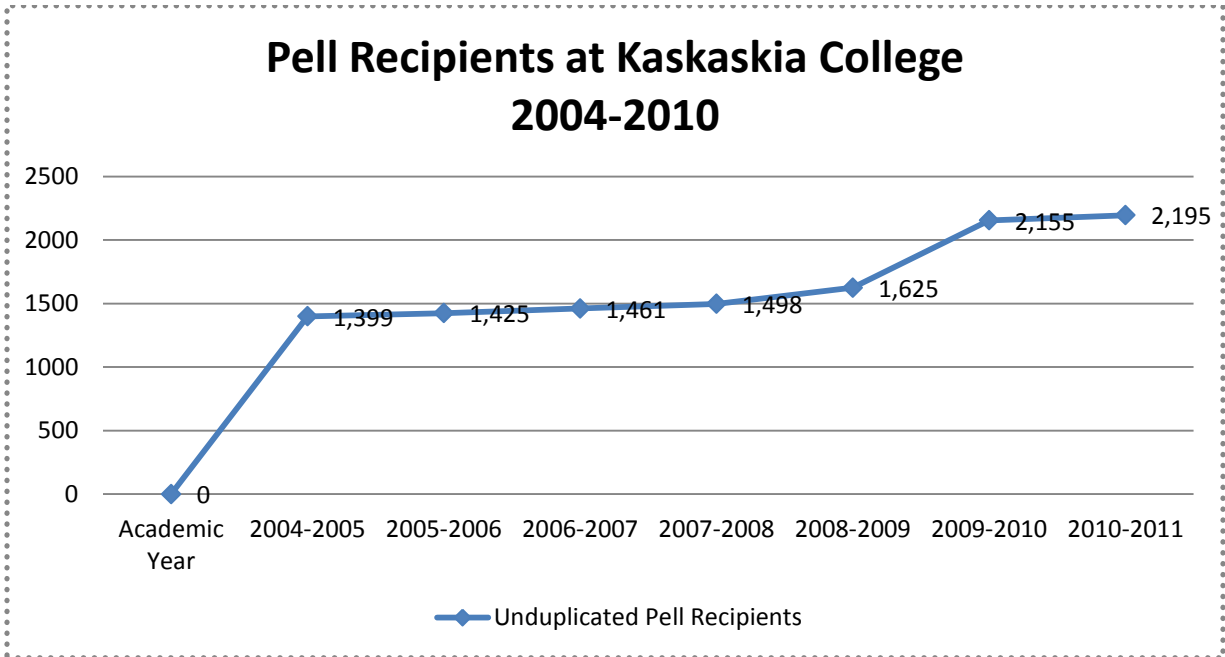
Financial Aid
Lisa Collier, Director of Financial Aid

Major Accomplishments

- Processed 4,585 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.

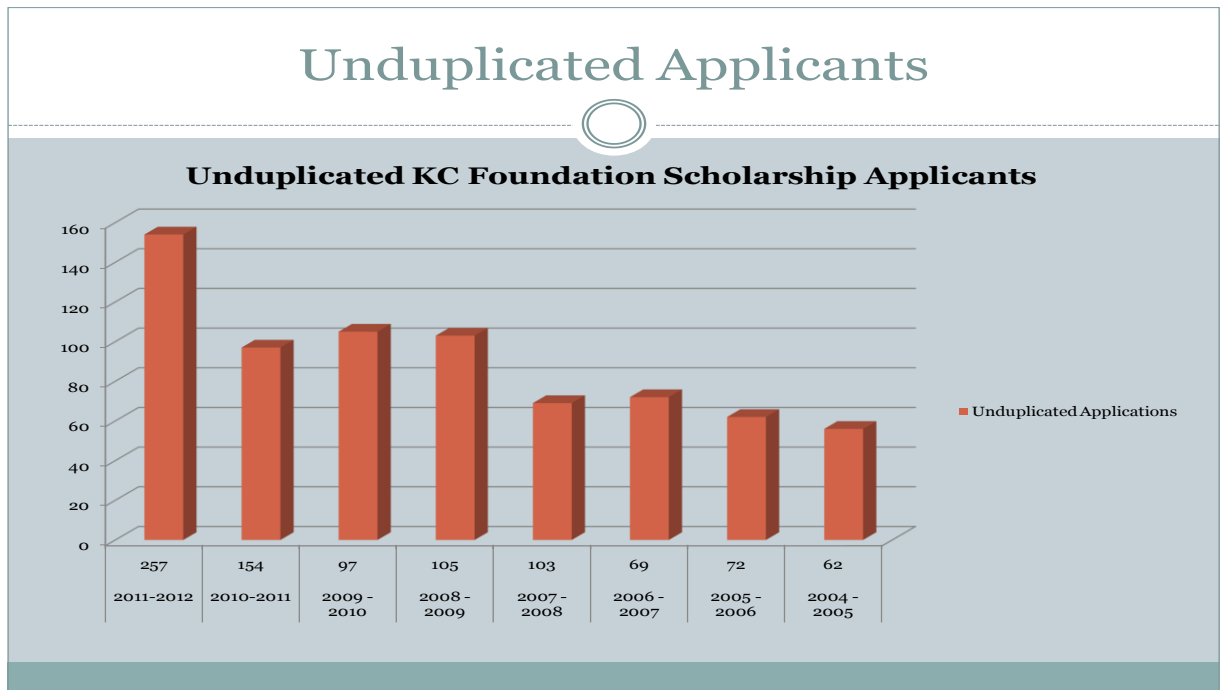


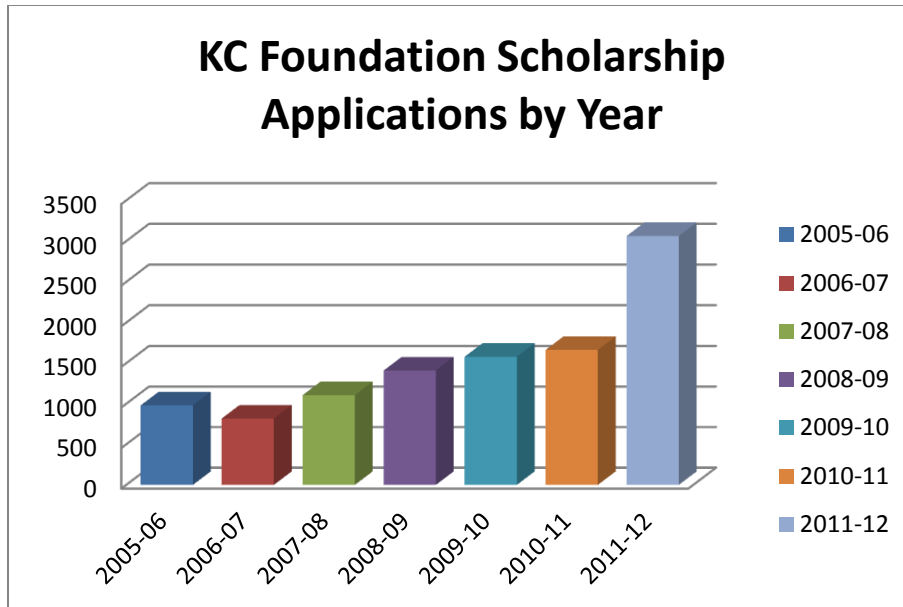
- A record number of 2,195 unduplicated students received Pell grants for the 2010-2011 financial aid year to date.



- The FAO Team is serving a record number of Veterans.
 - A recent audit from the Federal Department of Veteran Affairs resulted in an excellent review.
- We have implemented a Department of Veteran Affairs work-study program on campus that will allow veteran students to earn income while in school that is funded completely by the Department of Veteran Affairs.
- The FAO Team converted the Satisfactory Academic Progress Appeal to an online process
 - Students who are not in compliance with the Satisfactory Academic Progress policy are utilizing the web to submit their appeals. This information is then shared electronically with members of the SAP Appeal Committee who are charged with the responsibility of granting exceptions. The students are advised of the Committee's decision by email which has reduced printing and postage expenses in addition to providing a quicker response for students.
 - The electronic SAP process has been implemented and appears to be working successfully. The team charged with designing the communications and committee approach met recently to identify any areas where improvement is needed. Sharing the database created by the online appeal submission has allowed the advising department to partner with financial aid.
 - The FAO Team incorporated an online application into the workflow for KC's student loan borrower that promotes easier access for students. This decreased printing and postage costs for our department.
- We developed a Default Prevention Management Plan that will help educate student loan borrowers about their rights and responsibilities.
 - The U.S Department of Education released official cohort default rates on September 13th. A cohort default rate is the percentage of a school's borrowers who enter repayment on certain Federal Family Education Loan (FFEL) Program or William D. Ford Federal Direct Loan (Direct Loan) Program loans during a particular federal fiscal year (FY). The national average for 2008 is 7.0 percent per the U.S. Department of Education. The College received notification that Kaskaskia College's official 2008 School Cohort Default Rate is zero. This number will change as KC's student loan borrowers enter into repayment.

- The Office of Financial Aid at Kaskaskia College is initiating measures which will ensure the College does not experience a School Cohort Default Rate that is detrimental to our future students.
 - The Financial Aid staff members are actively developing processes and procedures to guarantee KC loan recipients are knowledgeable about the terms and conditions regarding repaying subsidized and unsubsidized loans. Students benefit by having continued access to Title IV Student Financial Assistance Programs, learning good debt management practices, and establishing a healthy credit history.
 - Schools that are actively committed to promoting student success help their students learn, graduate, obtain employment, and demonstrate financial responsibility through repayment of the funds borrowed to finance their education.
- The FAO Team implemented an online Foundation Scholarship application process that produced a record number of applications
- This year KC saw an increase of 67 percent in the number of students seeking assistance thought some students submitted more than one application, as illustrated by this chart, the increase in unduplicated applicants is significantly more than in the past.





- The KC Foundation Scholarship recipients submitted a questionnaire and a picture electronically at the time they finalized their award acceptance. This information will be used by the Public Information department and considered for future promotional activities. This shows how the Financial Aid Office reaches out to other departments to achieve institutional goals.

Major Challenges

Lack of Staffing

- Lack of staff to support the workload was identified by the members of the Financial Aid Office as the greatest challenge the FAO Team faced during the 2010-11 academic year. According to the Department of Education, our office is understaffed. That coupled with the skill set of key personnel has presented challenges. We solved this by enlisting the assistance of unpaid interns and taking advantage of a student worker who was paid through the Veteran's Grant Program. The professional/managerial members of department also worked extra hours in order to see that the work was accomplished. Overtime was utilized in limited amounts for the 40-hour staff members.
- Learning that none of the financial aid team members answered voice mail messages received on the FAO's main extension from August 25 until 10:30 a.m. on September 1st, was an ugly chapter. Based on conversations with the staff members, during the second week of the term, each person thought someone else was responsible for returning voice mail messages. This is not the first time voice mail customer service techniques have been an issue for this department. On multiple occasions, the staff members have received training and regular

reminders, not to mention assigned times for checking the voice mail queue. My strategy for responding to this incident resulted in thinking outside the box.

- The IT department has helped resolve this issue plus provide a tracking mechanism by routing all voice mail messages to Microsoft Outlook. This allows the director to monitor easily if calls are being returned and by which staff member. It also allows for identifying issues where there are concerns due to breakdowns in communications for students and identify when calls are generated by a specific phone number. This helps us prioritize returning calls and validates if a person called three times within five minutes or on an hourly basis. A checks and balance is now enforced by implementing a practice where employees report each morning and evening how many messages still need addressed by emailing the director. This seems to be working!

Imaging

- Imaging continues to be a major challenge for the Financial Aid Office. While the FAO Team members have attempted to implement this process, it is apparent that we do not have the appropriate tools or sufficient staff to successfully implement this important component of managing information. At the 2011 Illinois Datatel User's Group meeting, the director attended a session where other schools shared their implementation techniques. In addition to equipment and staffing needs, serious efforts need to go into utilizing Workflow tools within ImageNow to engineer success.

Federal Regulation Changes

- Implementing Program Integrity Final rules issued October 29, 2010 which will go into effect July 1, 2011, has been a focus that impacts offices outside of the Office of Financial Aid. Guidance needed to implement 37 major changes to Title IV regulations has not been readily available. Information has been forthcoming, but, constantly changing.
- The requirement to train students for "gainful employment in a recognized occupation" has been part of the Higher Education Act since its inception in 1965. Congress has never defined those terms, however. While ED does define "recognized occupation" in regulation, it has not thus far defined "gainful employment."
- New reporting requirements based on an assumption of what the definition might ultimately be. These requirements would be added to subpart A of the General Provisions regulations as a new section 668.6.
- The proposed disclosures would have to be posted to an institution's website, as follows:

- Occupations (by names and SOC codes) that the program prepares students to enter, along with links to occupational profiles on O*NET or its successor site (see <http://online.onetcenter.org>)
- On-time graduation rate for students entering the program
- Cost of the program, including tuition and fees, room and board, and other institutional costs that a typical student would incur for enrolling in the program
- Beginning no later than 6/30/13, the placement rate for students completing the program, as determined under 668.8(g) or a State-sponsored workforce data system
- The median loan debt incurred by students who completed the program during the preceding three years. (The institution would have to identify separately the median loan debt from Title IV loans, and the median loan debt from private educational loans and institutional financing plans.)
- The proposed reporting requirements would in part enable ED to provide median loan debt information to an institution for each of its affected programs
- Information needed to identify the student
- Classification of Instructional Program (CIP) code of the program the student completed
- Date the student completed the program; and amounts the student received from private educational loans and institutional financing plans
- Program Integrity--Retaking Coursework, High School Diplomas, and Ability to Benefit

Proposed Rule

- The proposed rule would revise the introductory language in the definition of "full-time student" to read as follows (proposed language added text in bold italic): "An enrolled student who is carrying a full-time academic workload, as determined by the institution, under a standard applicable to all students enrolled in a particular educational program. The student's workload may include any combination of courses, work, research, or special studies that the institution considers sufficient to classify the student as a full-time student ***including for a term-based program, repeating any coursework previously taken in the program.***"

Table 1 Office of Financial Aid Outreach Activities

| | |
|---|---|
| • July 7 | • Salem Education Center |
| • July 9 | • Vandalia Education Center* • FAFSA Friday –Main Campus |
| • July 10 | • Main Campus – LRC 102 |
| • July 10 | • Greenville Education Center |
| • July 23 • October 21 | • Workforce Development Center |
| • August 6 | • FAFSA Friday –Main Campus |
| • September 15 | • Fall Guidance Counselor Workshop |
| • November 1 | • National Guard Re-Integration Workshop |
| • December 2 | • Sandoval High School Financial Aid Night |
| • December 15 | • Salem Hometown Heroes Event |
| • February 21 | • College Goal Sunday |
| • April 28 | • FAFSA Made Easier • FAFSA Expert |
| • March 4 | • FAFSA Friday –Main Campus |
| • April 1 | • FAFSA Friday –Main Campus |
| • May 6 | • FAFSA Friday –Main Campus |
| • June 3 | • FAFSA Friday –Main Campus |
| *Utilized distance learning equipment to provide services | |

Table 2 Office of Financial Aid Staff Training Activities

| Professional Development Training | | |
|--|---|--------------|
| Lisa Collier, Jessica Rolla | Implementing strategies regarding Borrower Delinquency Prevention | |
| Lisa Collier | Need Analysis Overview/Budget Construction Registration | |
| Lisa Collier, Andrea Pryor, Reanna Weidner | Supporting Unaccompanied Homeless Youth in Accessing Higher Education | October 2010 |

| | | |
|---|---|-------------------|
| Lisa Collier, Jessica Rolla, Connie Lager | Implementing year-round Pell grants | October 2010 |
| Lisa Collier | Implementing Program Integrity Final rules | November 3, 2010 |
| Jessica Rolla | Clearinghouse Academy to learn about enrollment reporting—to facilitate managing direct loans | November 30, 2010 |
| Lisa Collier | Department of Education Conference | December 2010 |
| Lisa Collier | Satisfactory Academic Progress Regulatory Update | April 6, 2011 |
| Lisa Collier, Jessica Rolla | ILASFAA Annual Conference | April 30-31, 2011 |
| Lisa Collier | IDUG – Datatel User’s Group | May 24, 2011 |
| Lisa Collier, Bruce Fischer | Datatel Best Financial Aid Business Practices | June 13-15, 2011 |
| Lisa Collier | Federal Update — Gainful Employment Rules | June 17, 2011 |

Departmental Changes

- What can we do if things do not get better? As we enter a new academic year, a major challenge for the Office of Financial is implementing the verification process utilizing email instead of regular U.S. mail. The staff members are working hard to implement a workflow that creates harmony for students, the College, and is in compliance with federal regulations. At this time there has not been enough feedback from students to judge the success of this process.
- Developing the abilities of staff members within the Office of Financial Aid.
 - We must support and encourage employees who typify the most important values of the organization, encourage workers to think for themselves, celebrate and reward ideas, make SPEED a habit and remember that quality is the job of every employee. We should never assume that quality is someone else’s job! Giving people self confidence is the most important thing I can do.
 - Enrollment management duties require taking a tough look at how we do things. We need to use Datatel/Colleague to do a better job, focus on training, identify processes and ways of doing things that waste time and work to eliminate them!

- Student retention deserves as much attention as recruitment but it is harder to get behind because it is harder to connect the dots to see what we need to do.

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

Major Accomplishments

- The 2010-2011 academic year has had many accomplishments and made great strides to improve the Physical Education Department, Fitness Center and wellness areas. I will highlight the major accomplishments in each area throughout this report and the give a preview of the plans for the 2011-12 academic year.
- The Fitness Center has now been open for fifteen months and there is an overwhelming amount of pride in the members of the Fitness Center on the state of the art building and the equipment we offer them. I continue to talk to the members about any suggestions or input they may have on the equipment in the facility. My goal is to keep members happy and give them a place to work out and improve their overall health and wellness. New courses that have been offered include racquetball, walleyball and fitness center participation.
 - Three new ways to access the Fitness Center was another great accomplishment and include either enrolling in PHED 128, 133, 214 or 236, paying a daily membership cost of \$5.00 or a monthly membership of \$20.00/\$15.00 for Alumni & Friends members
- The monthly memberships started April 25, 2011 and the numbers of monthly members are increasing. Many community members are attracted to this membership option and I anticipate a growth in the 2011-12 academic year.
- My goal for the 2011-12 academic year will continue to increase the number of users in the Fitness Center as well as add new equipment to check out and a variety of new activities. Over the last 6 months racquetball and wallyball have become very popular. In hosting a 2nd annual racquetball tournament this fall, we will be able to showcase the facility and the number of different opportunities it has to offer.
- Overall, staffing concerns that were mentioned last academic year has been resolved, with student workers and myself available during a majority of hours of operation and by phone with any concerns they may have. Additional support came from other full-time coaching staff personnel that assisted when I was out of the office or traveling with the team. The student workers in the Fitness Center are trained to handle different situations from computer malfunctions to

equipment issues and communicate very well and handle most problems and concerns experienced while working. During the fall and spring semester I staff two student workers from open to close and in the summer I staff one with the exception of days I am out of the office, then I staff two to cover the area. This has worked extremely well and has provided me with coverage in busy times. I look to continue this set up for the 2011-12 academic year.

The hours for fall and spring semesters are as follows:

Monday-Thursday 7:00 am -8:00 pm

Friday 7:00 am -6:00 pm

Saturday 8:00 am -12:00 pm

The hours for summer semester are as follows:

Monday- Thursday 8:00 am -6:00 pm

Friday 8:00 am -5:00 pm

Saturday- Closed

- Over the past fifteen months that Fitness Center has been open I have been able to track the slow and busy times for Fitness Center usage. This has been great with hours of operation. I will continue to track usage and request any necessary changes to the hours of operation upon review of the data.

Physical Education Courses

- Additional accomplishments were also met in the Physical Education Department, there are a number of courses that were offered that were new to the students. The amount of space has given the instructors the area needed for certain courses that were limited before. The multi-purpose rooms have housed wallyball, racquetball, gymnastics and a number of group activities that provide students with a variety of options. Fitness Center Participation (PHED 236) has been a great addition to the courses for students.
- Goals for the upcoming year are to continue to add new courses and additional time offerings to meet the traditional and non-traditional student. Health and wellness is on the rise I will continue to inform students of opportunities in the fitness center as well as provide them with information to live a healthier lifestyle. Increasing class enrollment, memberships, and daily use will be a reoccurring goal from year to year as we continue to add opportunities and courses for in the facility. I will continue to assist individuals with wellness question, concerns and provide information one might need to meet fitness goals and course requirements. Continue to monitor the PHED courses and make improvements throughout the year.

Wellness

- Overall wellness at the College is beginning to improve with a number of faculty and staff members using the facility and living a healthy lifestyle. I continue to

present at new employee orientation as well as faculty and staff development days. Any information or guidance I can provide to students, faculty and staff members to help them in the overall wellness is something I take pride in and will continue to do.

- Goals for the 2011-2012 academic year will be to increase the number of faculty and staff members who use the facility. Wellness is very important and I think with the information and resources available many employees will see benefits of working out and eating right, which in turn increase the overall wellness at the College. The addition of the fitness trail will be a great asset for student, faculty and staff members as yet another space that will be provided to improve our overall health. When the fitness trail is complete I would like to start a walking group and get people moving on campus. One of the challenges in wellness is to be committed to working out and staying healthy with the walking group partners will be there to encourage one another to push toward short and long term goals.
- In conclusion I feel the Fitness Center, physical education and wellness areas are making great strides in improving the areas. I will continue to build this area and work with different members of the college and community to make this happen.

Retention and Student Development
Christin Dalaviras, Director of Retention and Student Development

Major Accomplishments

Presentations and Workshops

- Career Services headed by Wendy Blythe, Career Services Specialist had many accomplishments; throughout the year she has presented numerous programs across the district for a large variety of organizations, classes and College departments. She was asked to return and present to classes and groups including students from the Cosmetology and Computer Information Systems courses, Job Club, the TRiO program, GED classes, New Student Orientation, tutor and mentor training sessions, Adult Basic Education Bridge Program and the Even Start Program. Ms. Blythe was also asked to return to and participate in the mock job fair at the federal prison in Greenville and a similar program at the Centralia Correctional Center.
- The Success Center staff organized a workshop series offered on several days of the week. The workshops for KC students included at least 50 presentations during Spring 2011. Presenters from a variety of departments included: Laura Baker, Jill Boehne, Rob Blinn, Wendy Blythe, Bill Broda, Tom Cox, Christin Dalaviras, Arlene Dueker, Nic Farley, James Kellerman, Kathy Overstreet, Joyce Pryor, Victoria Rice and Cynthia Webber. Topics included: Applying for Employment, Avoiding Plagiarism, Blackboard Q's & A's,

Charge It Right, Connecting with CampusNet, Creating a Resume, Discover Transfer Options, Employment Exploration, Exploring Career Options, ID Theft , Internet Safety, Locating Materials at KC and Other Libraries, Managing PowerPoint Slides, Narrowing Your Research Topic, Power Searching for Best Results, Preparing for an Interview, Start Your Research Faster and Better, Stress Management, Test Taking Strategies, Time Management, Understanding Learning Styles and Utilizing Your KC Email Account.

Illinois Cooperative Work Study Program Grant

- Ms. Blythe and Mike Loomis worked together and obtained another Illinois Cooperative Work Study Program grant of \$11,040 for use from February 14, 2011 until June 30, 2012. They had obtained the grant previously for the 2010-2011 for \$9,200. Ms. Blythe also recruited, selected, supervised and trained the College's nine AmeriCorps students who work within the district K-12 schools.

The Annual Job/Resource Fair

- The Annual Job/Resource Fair was held on Thursday, April 14th from 2:30 p.m. to 6:30 p.m. in the KC Gym with an increased attendance over last year; 310 people were in attendance. Ms. Blythe hosted The Annual Job and Resource Fair which was held in conjunction with several agencies in the area to include: Marion County Housing Authority, BCMW, Department of Employment Security, Opportunities for Access, Illinois Eastern Community Colleges, Illinois WorkNet Center, Pepsi Mid-America and Marion County Housing.
- Over 30 employers and over 29 resource agencies were in attendance. The fair provided additional support to students and the public. Wendy continuously offered information regarding job openings throughout the region through the KC website, a job book within the Success Center and employment boards on the main campus. She also worked with students/faculty and staff concerning student work positions, job openings and internships.

The New Student Orientation & GUID 109

- The New Student Orientation (NSO) program was presented in a course format (GUID109) and as it had in previous years continued to change and grow to fit student needs. Fall 2010 was the first time the course utilized a textbook designed to serve as a lifelong resource to the students. This was also the first semester that Title III and TRiO programs have specialized sections added to both student athlete and general student sections. During the Fall 2010 semester, the program was offered at all of the Education centers including 2 sessions in Vandalia and one at the Crisp Technology Center.
- Students that assisted Christin Dalaviras and Bill Broda with the Fall 2010 New Student Orientation program included 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 as did the students chosen as the 2011 New Student Orientation Ambassadors: Alex Andrews, Amanda Bathon, Kat Dailey, Debbie Hemker, Shade' John and Emily Schaeffer. These student leaders will be working more than 30 NSO dates at 6 different College locations. Professional staff and faculty will be working with these students during training sessions and workshops to be held throughout July and into the fall semester.

Retention Committee

- A campus-wide retention committee was formed. Sub-committees have been meeting and sharing information, formulating goals and definitions for retention. These committee members have in turn contacted departments and staff members throughout the college to best determine how they fit into the retention plan. The committee will have a plan to present to the College during Spring 2012.

Student Athlete Excel Program

- Mr. Chase Smith served as the Student Athlete Excel program coordinator from Fall 2009 through Fall 2010. Through quality communication, Chase increased the Student Athlete Excel grade and attendance check reporting from a return of fewer than 45% to a 99% reporting rate from instructors in all KC courses. These insightful reports assist with focusing on and the classroom success of student athletes and identifying areas where they need assistance. In turn, through the program, students are challenged to improve or maintain their course success while participating in study tables and tutoring. Chase continuously worked to inspire student athletes, while having them understand the importance of the program and self respect. Mr. Jimmie Holder has served as the Student Athlete Excel Coordinator since the Spring 2011 semester.

COMPASS Score Changes

- Cynthia Webber, Coordinator of Student Success Programs researched appropriate changes in cut-offs scores for COMPASS exams. These changes were necessary for more accurate placement of students in English, reading and math courses. The research supported the new scores and promoted student success in courses; especially transitional skill level coursework.

Major Challenges

Testing

- The need for testing accommodations for student with disabilities, who are requesting exams proctored for other institutions, placement testing, retakes and

make-up exams has increased each semester. In Spring 2009 there were approximately 800 exams given in the Success Center testing room compared to 1405 tests given during Fall 2010. Therefore Marcus Smith, Testing Coordinator, in coordination with Cynthia Webber, begin development of new testing policies and procedures for Success Center. The new procedures were developed with input from each Education Center directors to ensure the procedures were the most useful to the institution and students. The changes included development of new departmental forms improving safety, documentation and communication regarding testing services and scores.

Staffing

- The Success Center programs are run by part-time staff members and student tutors and is open 52 hours each week. However, due to the staffing structure, all staff members must be able to multitask and cover for others. Due to an increased need for tutoring in an expanded number of subject matters and for tutors in support of Title III SLA, a review of the allocated student tutor budget is needed.

Improvements

Tutoring

- This year the Success Center worked with Title III to continue improvement of the tutoring program. Mandatory two credit training courses spanning two semesters were designed to increase understanding of learning styles, communication, Polycom usage and identified a variety of ways to work with students who needed/wanted tutoring. Each tutor received recommendations from instructors within the disciplines tutored; assisting in faculty referrals of students needing academic support outside of the classroom. An increase in peer student tutor staff also provided more opportunities to assist students toward his or her academic, career or personal goals.
- Student tutors attending Fall 2010 training included Amanda Bathon, Ashley Harre, Courtney Herron, Ericka Eaton, Daniel Findley, Jennifer Cayo, Katheryn Dailey, Stephanie Woker, Tiffany Geppert and Troy Davis. These students were able to tutor fifty-nine different subject matters.
- Spring 2011 trained tutors were: Alex Andrews, Debbie Hemker, Megan Dintleman, Cameron Sloan and Carlos Welta. The tutors work seamlessly between the Success Center and the Title III SLA through effective coordination, training and supervision between the two departments provided by Cynthia Webber.

New Student Orientation and GUID 109 Separation

- Following discussions and collaboration, the GUID 109 course has been changed to a First Year College Experience course with a separate traditional New Student Orientation component. This change was piloted during Spring 2011 and has changed the tone of GUID 109 – First Year College Experience to be a more holistic and educational experience while the NSO program will serve as an introduction to Kaskaskia College. Through collaborations with Title III, there have been new technological developments with the Blackboard component of the course. One of the many changes includes the building of video links for sharing workshop and topic information for the class as well as on-line assistance to those who cannot otherwise participate.

Success Center Computerized Check-in

- To maintain a more accurate understanding of students served through the Success Center, a computerized program tracks individuals utilizing the services provided, the type of services utilized and the amount of time spent in the center. This tracking system has increased our reporting capabilities regarding student athlete study table tracking. The Success Center worked with an average of 100 individuals per day. There were over 8000 people assisted during Fall 2010. This is an increase over the 3500 participants during Spring 2008 and the 4000 individuals assisted during Fall 2009. During Spring 2011, some students spent as much as 173 hours in the Success Center and some visited the facility up to 199 times.

Student Life and Activities Marco Price, Coordinator of Student Activities

Major Accomplishments

- Established a Student Activities Board, SAB, with bi-annual meetings. These provided valuable feedback toward identifying goals, discussing current student life opportunities on campus, receive feedback on previous events which was instrumental and planning events.
- Redesigned the end of year reports for clubs, updating the information gathered to eliminate repetitive information and collect important information previously omitted.
- For the first time ever, Student Activities offered an intramural sports program for the students, faculty and staff of Kaskaskia College. Volleyball and racquetball were very popular with students who has expressed an interest through the SAB and Student Open Forums and we look forward to expanding the sports offered through the intramural program in future semesters.

- Improve campus awareness and focus on Diversity, through special scheduled events sponsored by Student Activities. Each month Student Activities featured a celebration of a different culture beginning with Hispanic Heritage Month in September/October featuring traditional music, an educational trip to Cahokia Mounds and a Native American heritage lunch provided by the Culinary club in November, an Apollo Night talent Show was also a hit with student in November and was hosted by the Black Student Association. In February, Black History month was celebrated with a Trivia competition, Interactive Trivia game show, a Soul Food luncheon, and featured entertainment for the month consisted of a comedian and poet co-sponsored by Student Activities, Black Student Association and the Theater Guild. In March, the weather delayed Black Light Casino Night was well received after being rescheduled with over 40 people in attendance. March was also Women's History Month.
- Additionally, numerous campus wide activities for student life enrichment and education were scheduled and involved many giveaways, fundraisers, seminars and guest speakers like John Foppe and Sarah Panzau, trivia contests for Constitution Day, and service/learning projects like Angle Tree, coat and diaper drives, health fairs, food collection, Thanksgiving Baskets, and Valentines for Veterans. A fall and spring semester Welcome Back Breakfast was provided at the main campus and Education Centers, a fall and spring picnic provided an opportunity for the clubs to showcase their organization and included entertainment and fun activities, a UNITE DUI prevention simulator and Constitution Day celebration in September, a Pumpkin Carving Contest in October, and a Study and Snack Night in December to help students make the most of their preparations for finals. In the spring an educational program about the dangers of drunk driving was presented in March and April was the month for games with the Xbox 360 Extreme Domination. Amid all the other fun events, Student Activities sponsored an old fashioned ice cream social, took 1st place in the Centralia Halloween Parade and participated in the Carlyle, Salem and Vandalia parades and developed and implemented an Intramurals Sports program with tournaments in volleyball, racquetball, and 3 on 3 Basketball for students.
- Student Activities worked to increase the representation on the Allocation Committee, successfully creating a more diverse committee to decide on club allocations instead of only four people the previous year and made for better decision making and more thorough discussions on the individual club budgets. Due to the extended time requirement to review all materials it is recommended that next year's committee meeting be scheduled for two days in order to accommodate the time constraints of committee members.

- Sponsor Training was held in August before the year got underway, to answer questions about budget, processes, procedures, and policies to ensure the student club sponsors had the most up to date information concerning their budgets and as a refresher on paperwork; providing contact and support to them to make sure they have what they need for the effective guidance of their student focused activities and providing a forum for any concerns or questions to be addressed.

Departmental Improvement and Impacts

- With a new 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 the new Coordinator in determining their own goals and focus for the program once they take responsibility for the program.
 - Continue to update 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. A suggested improvement would be to ensure the activities/fund raising portion is directly interwoven with the budget portion. Club sponsors need direct involvement with budget planning for more than just the clubs. Their contribution to Student Activities and their participation would assist the sponsors to better understand the importance and the impact Year End Reports have on the entire department as well as club allocations.
- Increase focus on Diversity by working with other departments and student clubs to offer more events tailored toward diversity awareness and featuring more events involving key groups particularly BSA and International Students.
- Continue to work with the Allocation Committee to identify a new format and schedule that would accommodate the needs of the committee members to be able to meet over a two day period in order to focus on all the planning and updates that need addressing. New committee members, excluding the Business Office representatives, should be selected annually in order to ensure fresh ideas for the committee.
- A long term goal of Student Life/Student Activities is to develop and implement a Student Leadership Institute emulating the Leadership Institute offered for KC employees.

Major Challenges

- With the procurement of a new Coordinator, there is a need to rebuild relationships with club sponsors, committee members, college staff and students. The Coordinator will not have the luxury of a transitional period with an outgoing staff member so it will take time to reestablish schedules, connections with vendors and staff, and to establish rapport with students.
- Updating reports and utilizing reports such as the Year End Report to properly assess the current success of Student Activities and to better guide future endeavors and event planning. Committees need to be involved and assist in streamlining processes and reports to the betterment of the students, sponsors, and the program.

Volunteer Services Sandy Cain, Coordinator of Volunteer Services

Major Accomplishments

- There were over 32 events hosted during this previous year to include Season of Entertainment concerts, plays, instrumental concerts, choral concerts, student organization sponsored events, community events, KC sponsored events and events coordinated by other agencies.
 - The summary of events is as follows: five Season of Entertainment presentations, four instrumental concerts, two choral concerts, KC Reunion and Open House, entertainment for Constitution Day, seven Theater Guild presentations, bell ringing for the Salvation Army, the MLK Celebration, WYSE testing, College Goal Sunday, Career Conference, Celebration of Diversity Dinner and presentation, Reality Store, KCFFA Scholarship Banquet & Auction, distribution of caps and gowns for graduation, graduation and reception for graduates, and the Summit of Hope
- A total of 384 volunteers provided a multitude of services to over 16,146 attendees. The KC Ambassadors form the core of volunteer services. Students and staff members also perform 1,192.5 hours of volunteer assistance.
 - Duties and tasks performed by volunteers are varied. Each event comes with its own unique set of needs and requirements.

- Lists of volunteers are maintained by the coordinator. Volunteers are personally contacted on an as needed 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 Season of Entertainment events. This was accomplished with the assistance of the Culinary Services Manager and, on occasion, a local food market.

Departmental changes

No major departmental changes were made.

Major Challenges

- The challenge is to continually create experiences where volunteers feel as though they are contributing valuable services. Volunteers have a penchant for providing assistance when and where it is needed and it is important make volunteering at KC a rewarding experience.
- A new event this year was the Summit of Hope. This is a resource fair for recent parolees. Approximately 105 recent parolees were required to attend the event where they were presented with opportunities to access various resources that would assist them in returning to their communities. Several Ambassadors and two students in the Administration of Justice program assisted.
- An unfulfilled need was recognized by several of the KC Ambassadors who are also active in other organizations and church groups. As a result of the Summit of Hope event, others in the community have been made aware of the needs of this population, many of whom were young women.
- As the coordinator, I would like to see more participation in volunteer activities from students. Some programs and groups are required to serve specific hours and it is my goal to more actively include them and their sponsors in the volunteer process while recognizing the fact that students are very busy people who have a multitude of commitments to meet.

Student Recruitment

Amy Troutt, Coordinator of Student Recruitment

Major Accomplishments

- Much effort has been spent streamlining the processes within the Recruitment Office in an effort to make on-going contact with prospective students more efficient and more effective. There is now a process in place in which prospective students are tracked within the DataTel system. This will allow for automated triggers within DataTel to facilitate on-going communication through customized tracs consisting of mailings, emails and various marketing material to keep KC at the forefront with each prospective student.
- The Office of Recruitment has expanded recruitment opportunities within the district this year by participating in activities such as: St. Mary's Health Camp and St. Mary's At Work programs. These were terrific opportunities to gather prospects and promote the allied health programs and SICCM programs offered through Kaskaskia College. Recruitment of non-traditional student populations was supported through activities such as: Nascote Career Day, adult education class visits, parents of local pre-school groups, area home shows, CEFS unemployment orientations, and cooperative efforts with local army recruiters to target GED students seeking entrance to the military and potential army reservists.
- In addition to participation in regional activities with local 8th graders through the career fair held on campus each year, the Office of Recruitment also initiated new opportunities to target 6th – 8th grade students in an effort to begin building relationships with prospective students early. The office of Recruitment presented to approximately 240 6th, 7th and 8th graders through Nashville's "Simply the Best" program for youth. We also conducted visits into local 8th grade classrooms to initiate recruitment relationships and present information on dual credit opportunities throughout their high school careers.
- Customized information packets and follow-up calls have been made for approximately 3,640 new prospective students throughout the year and approximately 140 formal college visits have been coordinated. In addition to contact with new prospective students, there were also several campaigns focused on encouraging former students to return to school or increase credit hour loads. In total, approximately 541 of these students have been contacted by phone and approximately 1,115 students were reached by a direct mailing campaign to support a return to learning activities; targeting former or current students.

- Below is a chart representing the data captured during registration visits coordinated and conducted by the Office of Recruitment during the months of February and March. The Registration visits were conducted at each of the in-district high schools. The visits are designed to provide ease of transition for graduating seniors planning to attend KC. During these visits, each participating senior was advised and registered on-site for the needed courses. The table 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 the nearest Education Centers.
- The totals, in comparison with FY 2010, reflect that 70 more students were advised and 1,587.5 more credit hours were generated this year over last year.

| High School attended | # of students advised | Spring 2011 credit hrs | Summer 2011 credit hrs | Fall 2011 credit hrs | Total Cr. Hrs./visit |
|-------------------------------------|-----------------------|------------------------|------------------------|----------------------|----------------------|
| Carlyle | 40 | 6.5 | 31 | 295.5 | 373 |
| Central | 27 | 0.5 | 94 | 220.5 | 342 |
| Centralia | 73 | 5 | 73 | 757 | 908 |
| Christ Our Rock | 10 | 0 | 23 | 127.5 | 150.5 |
| Greenville | 27 | 1 | 23 | 323 | 374 |
| Mater Dei | 25 | 2.5 | 47 | 235.5 | 310 |
| Mulberry Grove | 11 | 0.5 | 0 | 110 | 121.5 |
| Nashville | 24 | 1.5 | 30 | 258 | 313.5 |
| Odin | 11 | 0.5 | 0 | 134 | 145.5 |
| Okawville | 18 | 0.5 | 3 | 118 | 139.5 |
| Patoka | 10 | 0 | 7 | 124 | 141 |
| Salem | 33 | 2.5 | 23 | 365.5 | 424 |
| Sandoval | 15 | 1.5 | 2 | 161 | 179.5 |
| South Central | 20 | 3 | 64.5 | 118.5 | 206 |
| Vandalia | 27 | 2.5 | 27 | 303 | 359.5 |
| Wesclin | 18 | 1 | 19 | 200.5 | 238.5 |
| Woodlawn | 8 | 0.5 | 0 | 99 | 107.5 |
| Total Credit Hours Generated | | | | | 4,833.5 |

Changes

- Communication Management will be integrated into daily information request processes. The addition of the Recruitment Placement Specialist within the Office of Recruitment will allow for more recruitment opportunities throughout the district. Recruitment responsibilities will be delegated accordingly with portions of the district divided between the two staff members within the Office of Recruitment. The Office of Recruitment will be working very closely with other members of the Enrollment Management team to define priorities within recruitment efforts.

Major Challenges

- Data entry for new prospects within the DataTel system continues to overwhelm the Office of Recruitment at times. New entries cannot be entered by students supporting typical daily functions. They must be entered either by the Coordinator of Student Recruitment or by the Recruitment Specialist as defined by the Core Team standards in an effort to avoid the creation of duplicate records. This often means that during peak times of recruitment efforts, the data entry is highly time consuming but it must be kept current for communication management implementation efforts to be successful.
- Recruitment efforts are challenged more and more by the increasingly aggressive recruitment strategies of four year colleges and institutions. This will require increasing responsiveness to the high school populations in the upcoming year.
- State funding issues have also dried up many funding sources for our non-traditional populations such as those offered through WIA agencies. This creates a challenge when recruiting these populations. Such funding opportunities have provided ease of transition into the academic world for the unemployed workforce in the past several years. These sources of funding are serving fewer students now which will also require more aggressive and creative recruitment efforts on our part.
- Dual credit within the high schools often means that high school students come in with much of their associate degree already completed. This means that we have them for less time creating more of a challenge with filling that void with new students. High school students also are becoming increasingly savvy about working with transfer institutions while in high school to acquire many of their general education courses prior to graduation, which often means even less time is necessary at KC.

TRiO Student Support Service Program

Scott Holst, Director of TRiO Support Services Program

Major Accomplishments

Recruitment/Selection

- As part of a comprehensive internal recruiting plan, applications were mailed to more than 900 students that were eligible under both TRiO criteria – first generation and low income. Additionally, application forms were mailed to all eligible students registered for the first time for the 2011 Spring or Summer semesters. Also, information and application packets were distributed to Academic Advising, Admission/Registration, Adult Education and Literacy, Athletics, Disability Support Services, Education Centers, Financial Aid, Recruiting, Transitional classes, College Goal Sunday, New Student Orientation, KC Professional Development day, and during Saturday Registration.
- The TRiO/SSS program has been publicized on KCTV, through KC Connect, the CampusNet calendar and in posters throughout the campus. Also, the program has been promoted with a story in the Centralia newspaper, at a John Shimkus campus visit, on the KC Hour on radio and at Centralia Rotary.
- Two informational luncheons were hosted in the Southeast Conference Room in February to inform and recruit students for the TRiO/SSS program. Following the parameters outlined in the grant, a fair, consistent and non-discriminatory process was put in place to accept applications, document eligibility, select students and develop files with the necessary documentation, records and academic planning.
- As of June 21, 2011, 137 students had been accepted into the TRiO/SSS program. After students make an application to the program, their eligibility is documented using financial aid information available on DataTel. Students then participate in an intake interview with TRiO staff in order determine their ability to benefit from the program.
- As of February, all staff members were in place – director, administrative assistant, career and academic advisor, and learning specialist and were located in newly-constructed offices in the Success Center by the beginning of June.

Services Provided

- Learning Style assessments were administered to each student and discussed with them as they were accepted into the program.
- New Cohort Orientations were offered on January 8 and March 2 for students accepted into the TRiO/SSS program. A total of 44 students attended these

events and experienced presentations about learning styles, financial aid, the Success Center and available TRiO services. Another 33 students made office visits for 1-on-1 orientation sessions with TRiO staff.

- In cooperation with Academic Advising staff, TRiO Group Registration sessions were provided at a variety of times and dates in order for students to sign up for Summer and/or Fall 2011 classes. Overall, 30 students participated in group registration, five more students came in for 1-on-1 registration and several more students called TRiO staff for permission to register on-line and discuss their choice of classes.
- All 137 students accepted into the TRiO/SSS program worked collaboratively with staff to develop their Your Educational Success@KC plan. Also, 84 students participated in 1-on-1 mid-semester reviews of their YES@KC plan and 49 students took part in end of semester reviews of their academic plans with staff. When the student was accepted into the program affected how many office visits were needed for academic planning and review.
- A Financial Literacy workshop was presented for TRiO students. On-line Financial Literacy lessons (“Cash Course”) were also made available to students. In fact, these lessons had to be completed as a prerequisite to apply for the TRiO Supplemental Grant Aid. TRiO staff promoted Success Center workshops through phone calls, e-mails, Facebook and the TRiO webpage. A total of 35 TRiO students attended at least one of the workshops presented by either the Success Center or TRiO staff.
- TRiO students had an opportunity to travel on cultural trips to an authentic Japanese restaurant Fujiyama in February and the Missouri Botanical Gardens in June. Also, a visit to Eastern Illinois University for an open house is scheduled for July.
- Federal regulations prescribe six mandatory services that TRiO staff must provide to its students. They are Academic Tutoring, Advice/Assistance in Course Selection, Financial Literacy, Information in Applying for Financial Aid, Assistance in Applying for Financial Aid and Assistance in Application/Admission/Financial Aid at a 4-year institution. In addition to 263 office visits with students for YES@KC, mid-semester, and end of semester academic planning, TRiO staff met with students on 70 other occasions for one of the mandatory services listed above. There were 125 more instances of either e-mail or phone contact with TRiO students for services.

- Director Scott Holst and Learning Specialist Pat Stansfield interviewed and selected professional tutors in the areas of math, English and computer skills. The tutors were trained by the Learning Specialist and each worked approximately 10 hours per week serving TRiO students on the main campus. Those tutors had nearly 83 hours of direct tutoring time with TRiO students from mid-February through mid-May. Also, a math tutor and English tutor were hired in June to serve TRiO students at the Greenville and Vandalia Education Centers.
- After reviewing applications from 43 TRiO students and ensuring that they had completed all requirements, staff awarded Supplemental Grant Aid of \$555 each to 25 recipients based on unmet college need.
- On April 28, an end of semester Recognition Banquet was held in the Life Long Learning Center and 26 TRiO students were in attendance.

Major Challenges

- There were three major challenges the TRiO/SSS program faced during its start-up year in 2010-11: getting staff hired and trained in all the various areas of student services, recruiting, selecting and accepting the grant-mandated 140 students into the program and working in various office settings until new TRiO offices were constructed in the Success Center.
- To face these challenges, TRiO staff had to be flexible, communicate effectively internally and externally and prioritize the tasks within its mission. For example, staff rotated office spaces when privacy was needed for student interviews. Staff constantly reviewed the grant's Plan of Operation to ensure that all stated tasks were being assigned and completed. Finally, TRiO staff made the recruitment and selection of students its top priority in order to fulfill the number obligations for the first year's cohort.
- TRiO staff is undertaking another major challenge as it completes an intensive self-assessment of the first year of the program. A Monitoring and Evaluation Team comprised of faculty and staff will provide oversight for the process.

Training

- TRiO staff received training in a number of key areas, such as Academic Advising, Financial Aid, Datatel and ImageNow software, Blumen student management software, Legislation and Regulations governing TRiO programs, and the Council for the Advancement of Standards in Higher Education guidelines and standards for TRiO programs.

Departmental Changes

- Learning Specialist Pat Stansfield will teach Guide 109 new student orientation section exclusively for TRiO students. TRiO staff, while still promoting attendance at Success Center workshops, will independently present workshops for TRiO students. Group texting will be used as another method of communicating with students. Staff will conduct fundraiser(s) in order to secure items like gas cards and school supplies that can be distributed to TRiO students. TRiO students will become part of the EXCEL grade reporting program (like athletes) so that staff can track academic progress at four- and eight-week intervals.