



STUDENT SERVICES DIVISION

BI-ANNUAL REPORT

July 2010 - December 2010

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Mr. Sedgwick Harris

Vice President

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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 procedure to this date.

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 the student to use this system will be launched starting Fall 2011.

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

Current Progress: A computer with placed in the lobby of the financial aid department to better sever students with submission of their FASFA form. Admissions and Registration continues to provide training to the educational center on registration functions that are critical to their operations. Academic Advising is providing more options for advising students to include group advising.

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

Current Progress: The selection of 75% of the staff is completed and nearly two thirds of the one hundred and forty students have been selected for the program.

## Academic Advising

### July 2010 – December 2010

- Updating the Advising web site pages has been a long-term work in progress. Jill Boehne was tasked to review potential changes suggested and information collected over the last two years to move the project forward. She did an exceptional job compiling the information and piecing it together into a proposed revision. The revised pages were sent to IT and were built into a test mode page for further review and modification. Those pages are currently being reviewed with a goal of going live with the new Advising web site by January 1. Some of the information directly related to Commitments II and IX in the institutional plan.
- Student-athlete group advisement model was implemented for Spring 2011 registration. The new process was largely successful and positively accepted by coaching staff. Some adjustments had to be made but the end result was advisement and registration of 10 out of 12 teams and 126 student-athletes in three days with favorable responses from coaches to continue with this process.
- Education Centers need significantly more advising and student service support than they currently receive. This lack of service is also evident on the main campus. But efforts were made to at least provide some minimal advising service to students primarily served through our Education Centers. Steve Cox provided advisement and registration services at the Trenton Education Center July 14, the Salem Education Center August 5 and the Nashville Education Center August 13.
- Continued improvement is needed to receive advising service information provided by M.A. Freeland and Ron Smith at Vandalia and Greenville, respectively. Will continue to work with Education Center Directors to receive information on face-to-face advising sessions, phone calls and emails directly served by M.A. and Ron to include with main campus reporting.
- Academic Advising continues to make every effort to serve as many students as possible. As a snapshot of volume of services provided, advisors documented 826 face-to-face advising sessions, returned 658 phone calls, replied to 168 emails and completed 113 degree audits for financial aid appeals from August to October 2010. This is a total of 1765 instances of contact during this three-month period.

- The progression of the web site revisions and the successful implementation of the new student-athlete advisement and registration process are significant achievements when dealing with the volume of student interactions within the department. Receiving consensus among the coaches to continue this process is also notable.
- Jill Boehne accepted a substantial responsibility in the coordination and completion of New Student Orientation for the Fall 2010 semester and she went from teaching two face-to-face sections on campus to having oversight for all online and online-proctored sections. This required a significant number of hours to communicate with distance learning staff, communicate errors and solutions to students, and coordinate the grading of over 2500 assignments with other KC staff.
- Sandra Neabuhr continued to realign GED scholarship policies and procedures with a more consistent approach to approving and evaluating GED scholarship eligibility. This has been an enormous undertaking to assess and correct past inconsistencies and exceptions, resulting in increased accountability by students receiving the scholarship and a more appropriate awarding of GED scholarship monies.
- Accepted leadership of University Alliance and articulation. This will involve a significant increase in time spent developing and maintaining partnerships and informing the district about available degree offerings.
- Placed 2<sup>nd</sup> in B Flight in 1<sup>st</sup> annual KC Racquetball Tournament.

## Admissions and Registration

### July 2010 – December 2010

- Primary and secondary staff assignments were reviewed during the quarter. Some adjustments were made to accommodate increased skill levels.
- Midterm Withdrawal letter production was delegated to a 30-hour enrollment specialist by the Manager of Records and Registration. Student insurance verifications, reinstatements, and instructor drops have been delegated to the Registration Technician by the Manager of Records and Registration.
- A second Notary Public has been added to the division to provide backup in the department in Jessica Niepoetter's absence.
- ImageNow software is being installed on workstations at all of the education centers. A request has been made for training for the education center staff. This will improve the level of service that can be provided at the education centers. The most current level of ImageNow software is in use in the department.
  - The process documentation effort continues in the department. The Registration Technician has created a first draft of a procedures manual that includes most of her newly assigned duties. A separate manual is being created for athletic eligibility. The summer scholarship training manual was completed this quarter. A first draft of a flow chart was created for proposed improvement in the returned mail procedure. The education center training manual was updated and reviewed with education center staff.
- The College was awarded a TRiO grant. To date 859 students were contacted by mail to notify them of possible eligibility for the program. Seventy two applications were received within three days of the mailing date. All of these students have been sent either a letter advising them of the receipt of their application materials or a letter advising them that their application materials were incomplete. Students with incomplete application packages were provided with an explanation of the deficiency and encouraged to complete the application process.
- In addition College staff members have been able to attend three webinars provided by the consultant. The information provided has been

invaluable in executing the initial implementation activities of the new Yes@KC program.

- The hard copy transcript conversion project continues. Though still tedious, the process has been streamlined so that the pace of progress has been improved. As anticipated, the weekly meetings have helped to identify exception situations and routinize their processing. This process has also improved the integrity of the data entered in the student's record.
- Without a doubt, receiving the TRiO grant has been the highlight of the quarter. This will help us to enhance the level of service we are able to provide to our students as we work to increase both retention and graduation rates.

## Athletics

### July 2010- December 2010

- The Sports and Activities Building will be completed and ready to move sports equipment into the building by December 1<sup>st</sup>. Brick sales by the athletic department has brought in over \$20,000 for this project. Four teams have sold their goal of twenty bricks with several other teams selling ten to fifteen to date.
- Striving for academic excellence among our student athletes, the majority of teams have achieved the required weekly study table hours over the previous term. Registration for spring semester was accomplished with student athletes in group settings for each team and was well received by all the athletes, coaches and advisors.
- Our student athletes excel in competition as well with the men's and women's cross-country participated in their regional meets and attended the National Tournament in South Carolina on November 12<sup>th</sup> and 13<sup>th</sup> and a first ever game win in the Region 24 Tournament for the men's soccer team.
- The Athletic Department acquired three new bus drivers to assist with transportation of our athletes to away games.

## **Disability and Support Services July 2010- December 2010**

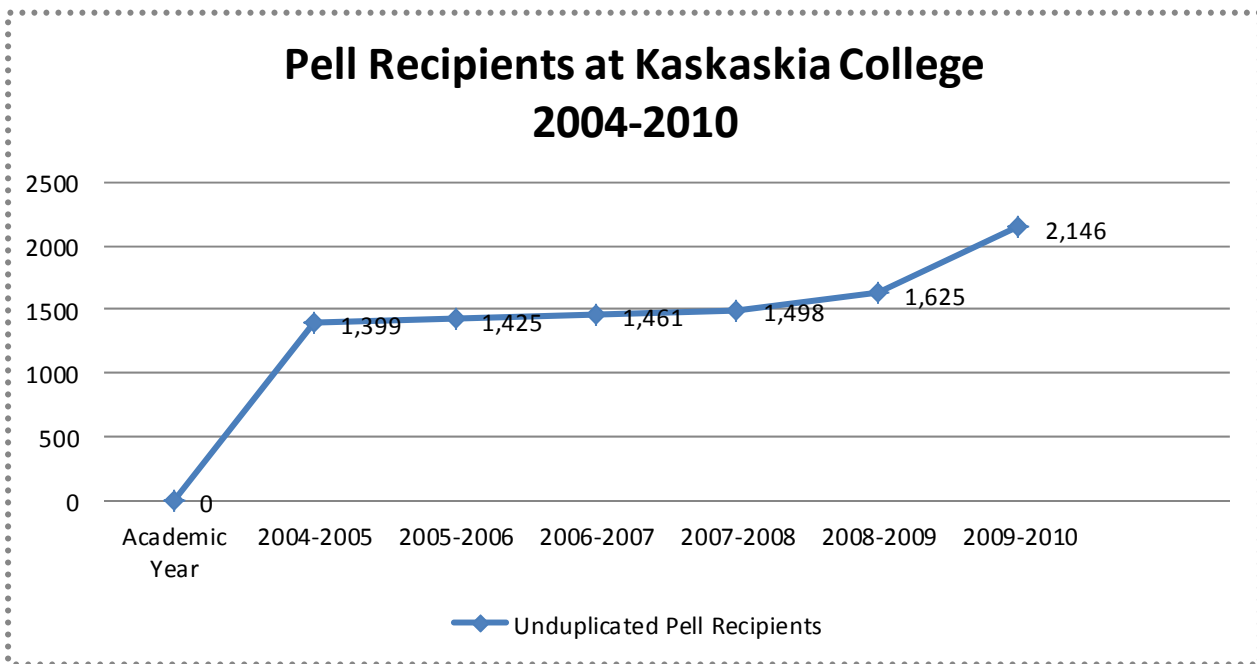
- Sixty-four returning students enrolled for the fall semester and forty-seven newly enrolled students enrolled for the fall. Seven students are participating in the Title III pilot program this semester.
- DSS Coordinator is participating in the Institute to Credential Resource Specialist for Special Learning Needs. This is being offered on campus and will span over a six month period through face to face meetings and online sessions.

## **Financial Aid & Veteran's Affairs July 2010- December 2010**

- The demands of a new semester were overwhelming and focus on delivering good customer service is a primary goal to be addressed (not always successfully).
- The first quarter of the academic year has provided many opportunities for growth and development. One challenge that is evident is the lack of staffing in the financial aid office to accomplish all the necessary tasks. Adding a temporary staff member helped address customer service issues but failed to provide adequate resources to return phone calls/voice mail messages promptly. 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. The director learned of the breakdown in communications on September 1<sup>st</sup>. 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.
- 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.
- Students who are not in compliance with the Satisfactory Academic Progress (SAP) policy are also 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 will reduce 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. Ensuring that students understand that the goal is to receive a personal degree audit in person or by a telephone consultation allowed us to move forward successfully.

- Sharing the database created by the online appeal submission has allowed the advising department to partner with financial aid.
- 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.
- The Office of Financial Aid has worked with Mike Neubauer to develop a process to help continuing borrowers submit their Direct Loan authorizations online. This allows the College to save money on postage expenses and is a component of the implementing student loan default prevention and management plan.
- 2009-2010 Pell Students Increase 32%. The Kaskaskia College's Office of Financial Aid is a busy place! Per the Common Origination and Disbursement Reports from the U.S. Department of Education, the number of Kaskaskia College's students receiving Pell grants has increased by 32.06% during the past academic year. The statistics show that typically the annual increase averaged 2.5% until 2008 when there was an increase of 8.47%.

### Pell Recipients at Kaskaskia College 2004-2010



- The U.S Department of Education released official cohort default rates on September 13<sup>th</sup>. 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.
- Reviewing College website to ensure students have access to accurate and current information.

## **Fitness Center July 2010- December 2010**

- The number of Physical Education courses offered has increased since the new fitness center has become a popular place for students, faculty and staff members. We continue to listen to the users and accommodate their needs. Currently there are 521 students enrolled in a Physical Education Course, compared to 389 in the spring of 2010. Our goal is to exceed that number in the spring semester in credit courses and memberships.
- Vandalia Campus offered PHED 236 Fitness Center Participation this fall with 50 students enrolled and will be offering the following courses in the spring:
  - PHED 112 RECREATION AND PHYSICAL ACTIVITY
  - PHED 117 JOGGING
  - PHED 118 WALKING
  - PHED 120 CO-ED BASKETBALL
  - PHED 128 BASIC WEIGHT TRAINING
  - PHED 236 FITNESS CENTER
  - PHED 238 BEGINNING RHYTHMIC AEROBICS
  - PHED 239 ADVANCED RHYTHMIC AEROBICS
- 1<sup>st</sup> annual Racquetball Tournament was held October 15 & 16. Provide students with basic rules of racquetball and walleyball. Racquetball Lessons are being held in the Fitness Center, October 28 started the second set of 4 week lessons.
- Tours were given of the Fitness Center during the Open House on October 9. Provide students with orientations detailing fitness centers rules and regulations and the equipment in the facility so that machines will be utilized safely and prevent damage to the equipment.
- Provide students with exercise, and healthy eating information to help them meet their personal goals, both short and long term.

## **Student Development and Retention July 2010- December 2010**

- Continue to develop NSO program, FA2010 was first semester with a textbook. Program was taken to all education centers; including two sessions in Vandalia and one at the Crisp Technology Center. Additional instructors worked with the program and have provided feedback and assistance in changing the FY2012 GUID109 course into a First Year College Experience course with the traditional New Student Orientation component separate.
- Staff continues to improve website pages and improvements are being made on department bulletin boards include pictures of staff.
- Develop informational sessions for promotion of services implemented into NSO
- Building video links for sharing workshop information through the KC web pages is being collaborated between KC staff and IT staff.
- Comprehensive retention plan is being reviewed and will be shared with committee in January of 2011 to begin implementation in SP2011
- Further development on Early Alert System has occurred with development of electronic format for reporting. This will be implemented in Spring 2011. Improvements are being made for monitoring of referrals and adaptations to the program based on assessments through tutoring evaluations, phone calls and instructor input.
- Increase in peer student tutor staff has afforded more opportunities to provide student assistance toward individual academic, career or personal goals. Additional staffing is still needed
- Creation and presentation of workshops for KC students includes a comprehensive schedule with at least 50 presentations during SP2011.
- Peer Student Tutor Polycom training has increased opportunities for students, staff and faculty
- Chase Smith increased the Student Athlete Excel grade and attendance check reporting to 99% of the courses and instructors. This has provided insights to avenues for further assistance for student athletes to increase classroom successes.

- All KC peer tutors completed the first half of a new training course and will complete the second semester in December of 2010.
- Marcus Smith has worked with Cynthia Webber in writing and presenting a draft of new policies and procedures for KC testing and Wendy Blythe successfully reapplied for the Illinois Cooperative Work Study Program for the new fiscal year.
- Adoption of a new tracking/check-in system has resulted in better identification of student demographics to include services requested, testing history, dates and times of visits and length of time receiving assistance from the Success Center. This has been a great benefit in tailoring programs especially when we have as many as 146 people in the center on a daily basis and are currently averaging 2200 people a month.
- Collaboration between the Title III and SC have been successful and have brought about new ideas and changes for the coming months.

## **Student Life**

### **July 2010- December 2010**

- Hosted events such as Fall Picnic and Constitution Day activities.
- Sponsored a Student Advisory Board (SAB) meeting and planned future events and activities, like the Study & Snacks program offered during final exams week and promoted campus awareness and celebration of Hispanic culture during Hispanic Heritage Month.
- Activities offered during the semester included free food and activities for Welcome Back Week, the Annual Constitution Day Celebration on September 16 and 17<sup>th</sup>, the Fall Picnic with free food, live music and several activities on October 18<sup>th</sup>, and hosted an informational booth at the Kaskaskia College Open House for Student Life October 9<sup>th</sup>.
- Promoting student life activities and awareness of campus policies and procedures through active participation on the 5-year Institutional Planning Committee, Student Services Cabinet, maintaining an on-line suggestion box, developing plans for the renovation of student center, developing a Kaskaskia College intramural program, and revision of the Kaskaskia College Student Organization Handbook

## **Student Recruitment July 2010- December 2010**

- Implemented Datatel prospect module – began entering prospect data into production
- Held SiRs training and Core Values 101 student training, and participated in several presentations to area high school and junior high students. Participated in the dual credit registration process at in-district high schools and hosted Fall High School Guidance Counselor Day, with very positive feedback from all participants
- Held Academic Leader Orientation and hosted two enrollment Management meetings, in which several new recruitment initiatives were developed.
- Actively led the planning and promotion of the Open House held in cooperation with the Alumni & Friends Family Reunion. Tours were given to 106 individuals. Many more participated in the scavenger hunt activities, which highlighted many KC programs.
- Distributed Fall 2010 edition of Reaching Out Newsletter and assisted with the development and upkeep of a KC Facebook page.
- Organized, promoted, and hosted District-Wide College Fair and actively recruited Adult Ed students for transition to credit hour courses post-GED through class visits, and GED graduation reception.