Board Monitoring Report

Student Services

March 16, 2023

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Introduction

The SCC Board of Trustees, through the Strategic Outcomes policy on College Purpose (B1000), has identified eight critical services:

- Transfer Programming (B1003)
- Professional Programming (B1004)
- Continuing Education Programming (B1005)
- Workforce Training (B1006)
- Community Education Programming (B1007)
- College Readiness Programming (B1008)
- Adult Education Programming (B1009)
- Student Services (B1010)

In addition, the Board believes accreditation and diversity are essential elements needed to support the achievement of those services (B1002). As such, the Board has identified Strategic Outcome policies for Accreditation & Certification (B1011) and Diversity, Equity, and Inclusion (B1012).

To provide an effective and consistent assessment framework for the Board to evaluate the College's progress, the Board will regularly inspect (B4003), through President provided monitoring reports, College performance using the Shawnee College Effectiveness System (SCCES). Specific monitoring measures and indicators of performance are suggested in each Strategic Outcomes policy and aligned to Strategic Plan strategies.

In accordance with the Board policy on Monitoring College Effectiveness (B1002), monitoring reports will assist the Board with guiding the President on decisions related to the Strategic Plan for prioritizing improvement initiatives and allocating resources. Monitoring reports will include, at minimum:

- An explicit alignment with the College's Strategic Plan strategies
- An in-depth analysis of the aligned key performance indicators in SCCES
- Relevant strengths and areas for improvement informed by the analysis
- Specific, measurable actions and recommendations for continuous improvement anchored in a realistic timeframe

Further, through the Governance & Bylaws policies, the Board has identified key areas integral to the success of the Strategic Outcome policies for which monitoring reports are required (B4003). These areas include:

- Finance & Budget (Quarterly)
- Investment (Quarterly)
- Foundation (Quarterly)
- Facilities (Quarterly)
- Information Technology (Quarterly)
- Human Resources (Quarterly)
- Risk Management (Quarterly)
- Student Academic Assessment (Annual)

Executive Summary

As identified in the College purpose statement (B1000), student services programming provides students with essential resources that enable them to identify, pursue, persist, and complete their academic goals.

According to the Board's Student Services Strategic Outcomes policy (B1010), the community benefits from timely and personalized recruitment activities personalized to individual needs that help residents become aware of the academic options that the College provides. Students benefit from counseling and advising activities that are proactive, anticipates student needs, technology-driven, timely and personalized to their individual needs to assist them with making informed choices about their educational goals, selecting an appropriate career path, and enrolling in courses and/or programs that align with their educational goals. Students benefit from learning resources that support attainment of their educational goals and help them obtain post-graduation employment. Students benefit from financial resources and programs that assist them with identifying options to pay for their courses and programs. Students with legally protected disabilities benefit from participation in services designed to provide equitable access to educational opportunities.

Furthermore, students benefit from co-curricular and extracurricular activities that promote personal development, leadership development, augments classroom instruction, and contributes to academic success. The community benefits from co-curricular activities that contribute to the development of the community. The community benefits when students are recruited from within the college service area to participate in extracurricular activities.

To achieve these benefits, the Board directs the President to establish, deliver, and continuously improve student service programs. This report provides updates on the College's Student Services and how they align with the Board Strategic Outcomes using the Key Performance Indicators (KPIs) in the Shawnee Community College Effectiveness System (SCCES).

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As specified by Board Policy *B1010 Student Services*, the following SCCES areas of performance have been identified:

- Student Interest
- Enrollment
- Academic Progress
- Academic Success
- Completion
- Deployment

The following key results are from the 2022-2023 academic year:

- Restructured the recruiter/advisor assignments and began monthly meetings (Strategic Plan 2.1.D.)
- Increased community recruiting and career services events
- Strengthened relationship with Public Information & Marketing office (Strategic Plan 2.1.G., 4.4.A.)

Policy Value Areas

Policy Value: Timely and Personalized Recruitment Activities

Recruitment within high schools

The Student Affairs division is dedicated to providing current and prospective students with positive and welcoming student services (Strategic Plan 2.1.D.). As the COVID-19 pandemic mandates were starting to alleviate, recruiters began weekly visits to our 12 area high schools in the Spring of 2022. The Recruiter/Advisors are assigned to each of the in-district high schools. The following is a list of assignments:

Advisors Assigned to Area High Schools	
Anna-Jonesboro	Carrie Davis
Cairo	Leslie Cornelius-Weldon
Century	Carrie Davis
Cobden	Carrie Davis
Dongola	Donna Price
Egyptian	Carrie Davis
Goreville	Laura Hosfeldt
Joppa	Kyle Smith
Meridian	Leslie Cornelius-Weldon
Massac County	Kyle Smith
Shawnee	Mandy Palmer
Vienna	Laura Hosfeldt

Additional student affairs staff are assigned to various student populations.

Student-Athletes-Kaylyn Meyers

Accessibility Students-Mindy Ashby/Kaylyn Meyers

SICCM-Donna Price

TRiO Student Support Services-Tanya Hill/Rachel Hannan

The Extension Center Coordinators advise students in their respective locations as well as provide events and activities to draw potential students into the centers.

Recruiters/Advisors meet with students to discuss future plans, dual credit courses, dual enrollment, registration, and scholarships at Shawnee Community College. For FY22, recruiters completed 139 school visits. Recruiters are focusing the personalized recruiting messages on student success and academic quality (Strategic Plan 2.1.G.).

The recruitment department has been working with the Coordinator of High School Partnerships and Pathways to streamline the process of dual credit and dual enrollment advisement and registration (Strategic Plan 2.1.D.). Efforts have been made to build solid bridges for students from their junior year of high school though graduation and transfer (where applicable).

In-District High School Matriculation

	2022						
	Grad Count	Matriculated Fall Term	Matriculation Spring Term	Dual Credit Students	Dual Credit Matriculated to Fall	Dual Enrollment Students	Enrollment Matriculated to Fall
ANNA-JONESBORO COMMUNITY HS	153	43	3	42	11	23	21
Cairo High School	17	5				5	4
Century High School	34	16	1	8	6	12	10
Cobden High School	42	4		18		4	4
Dongola High School	17	8				9	7
EGYPTIAN HIGH SCHOOL	18	8		11	4	3	3
GOREVILLE HIGH SCHOOL	42	10		14	4	6	6
Joppa Jr & Sr High School	12	3		10	3		
Massac County High School	168	33	2	57	12	7	7
Meridian High School	33	15				15	14
Shawnee High School	17	2		4	1	1	1
VIENNA HIGH SCHOOL	85	17	2	52	12	6	5
Sum:	**638**	**164**	**8**	**216**	**53**	**91**	**82**

Note: Meridian Fast Track students were tracked as dual enrollment. In the past two months, research into the ICCB definitions of dual credit and dual enrollment has uncovered that these students should be tracked as dual credit.

Recruitment on-campus events

In October of 2021, SCC hosted our Shawnee Experience Day (Strategic Plan 2.1.D. and 2.1.F.). High school seniors were able to experience the day in the life of an SCC student. Approximately 360 seniors visited different SCC programs to learn about the certificates and degrees that we offer. They also learned about admission to the college, financial aid, and college history. One student commented that *"I just really enjoyed seeing what Shawnee College was like as a college." Another said, "I enjoyed coming to Shawnee College because they were helpful, and it is the school I will be attending after I graduate.*

In February of 2022, SCC hosted CTE Day (Strategic Plan 2.1.D. and 2.1.F.). CTE day's objective is to highlight our Career and Technical Education programs. 305 students from our high schools participated. Students interested in technical programs in 9-12 grades were invited. One prospective student commented, *"I just wish we had more time!! I loved the information provided here and would've liked more time to be around people who are different and yet so alike."*

Number of prospective students participating in on-campus recruitment activities			
	Shawnee Experience	Career Expo	CTE Day
FY 22	360	N/A	305
FY 23	300	643	372

Community Recruitment

The Student Affairs Division continues to be a visible presence within the community. Staff and students have participated in county fairs, parades, football and basketball games and other community events throughout the year. The Student Ambassadors and Student Senate members are heavily involved in these community activities. In the 21-22 academic year, we logged 18 community events. In the 22-23 academic year, we have logged 26 community events thus far.

Campus Tours

Prior to Spring of 2022, the number of campus tours were not tracked. For the remainder of FY 22, 69 campus tours were given by our Recruitment & Enrollment department and Athletics. Campus tours are now being tracked, and follow-up is occurring.

Recruiters/Advisors continue to work with the Marketing department to focus on personalized recruiting messages highlighting student success and academic quality (Strategic Plan 2.1.G., 4.4.A.). Student Affairs administrators are also working in tandem with other departments to develop a year-long events and activities calendar. By doing this, high schools wanting to participate will have all of the potential events and activities at a glance to help ease the scheduling of their attendance.

Before July 2021, there was no system in place that would track employee activities. In January 2021, Student Affairs began keeping an employee event log where various on and off-campus and community attendance and participation were tracked. The spreadsheet used in the beginning had six categories of activities. At the beginning of FY 23, additional categories were added. In January 2023, a Google form was created, and directions, including descriptions of event types, were sent to staff. We continue to

have challenges like staff forgetting to complete the form and being consistent with marking the type of activity.

Activity (Examples)	FY 22	FY 23 (to date)
Recruitment (VHS College Expo: Meridian HS Registration)	111	76
Civic Engagement (Johnson Co. Business Dinner: Chamber of Commerce Dinner)	3	0
Community Service/Volunteer (Trash Pick Up-Anna: Vaccination Clinic)	31	1
PR/Marketing (Made in Southern Illinois)	5	4
School Visit (Weekly HS Visit: FAFSA Workshop)	139	59
Business Visit (Business Tour: Job Fair Connection)	2	0
Professional Development (HS Counselor Retreat: SIU Community College Day)	3	4
Club or Team Activity (Ambassador Training: PTK Induction)	1	5
Community Event (Labor Day Parade: Historical Board Meeting)	18	26
TRiO SSS (Financial Literacy Workshop: Fox Theater Cultural Event)	75	18
TRiO ETS (Summer Tech Workshop: Carson Center Cultural Event)	62	19
Career Services (Career Coach @ AJHS: Job Fair)	16	12

Considerations for Recruitment

- Recruitment must start early. The more we can get potential students on the SCC campus, the more likely they are to attend when it is time for them to enroll in college. Saints Kids Camps, CTE Day, Shawnee Experience, musicals, plays…all of these events help recruit students. We want SCC to be the first choice, the only choice, the natural choice.
- We believe on-campus recruitment activities could be reaching the same students with similar messages within the year. The Student Affairs department

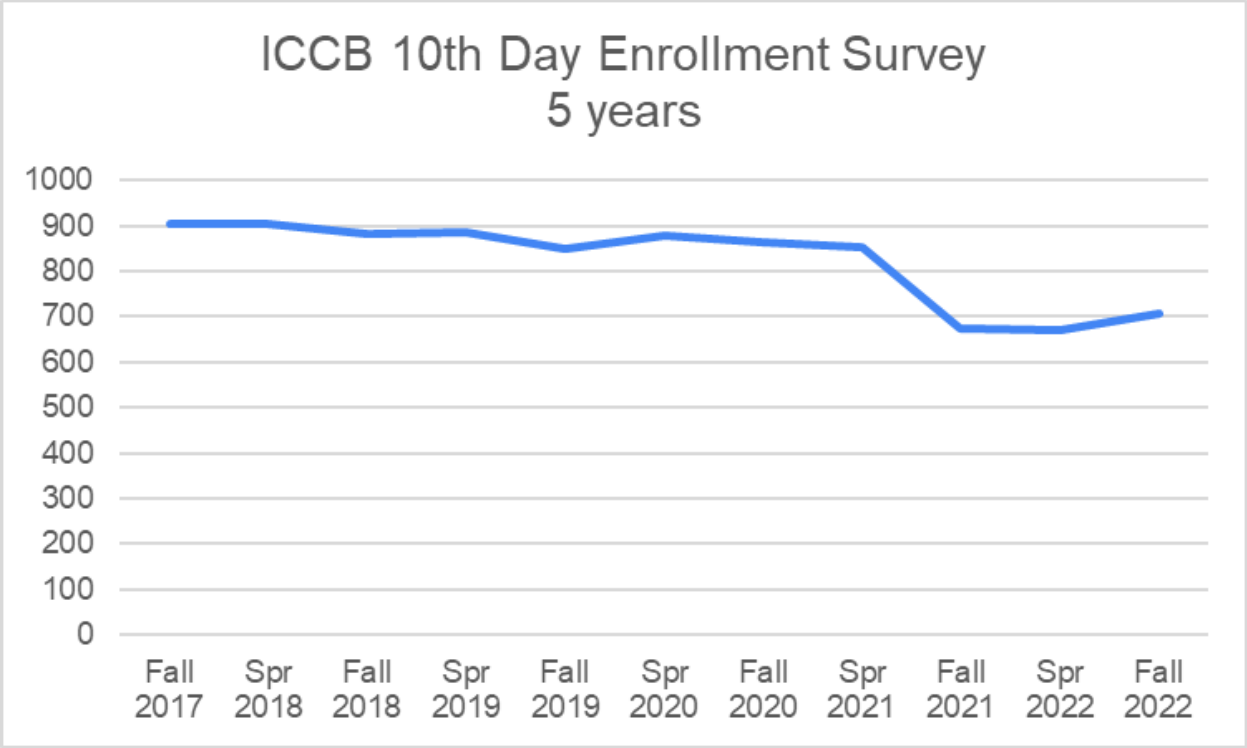
is developing a year-long calendar and hopes to target each on-campus recruitment event to a different age-group, possibly even inviting 8th grade students for career exploration.

- Recruitment must be followed by retention.
- Investigate, purchase, and implement a CRM software (Customer Relationship Management) into the recruitment process. CRM software can assist with streamlined processes, automation of daily tasks, activity tracking and data collection, and personalization of recruitment activities.
- In an effort to reach a different population of students, there are plans to add a non-traditional student ambassador to the program. This student could help provide insight into measures that would be enticing to older students.
- The department is discussing the possibility of reestablishing a home-school recruitment and informational event.

Enrollment

While tenth-day enrollment numbers had been steadily declining and enrollment drastically dipping during the pandemic, it has begun a rebound in recent semesters and appears to be continuing to increase.

10th Day Enrollment Trends



Enrollment Demographics

Overall Enrollment Totals

	Totals		Gender		Fall		Spring		Summer	
	Unduplicated Student Count	Credits	Female	Male	Students	Fall Credits	Students	Spring Credits	Students	Summer Credits
2023	**2524**	**25809**	1595	928	1711	12826	1240	9659	757	3324
2022	**2783**	**28605**	1749	1034	1542	12909	1681	12625	758	3071
2021	**2749**	**30420**	1810	939	1632	12747	1790	14474	668	3199.5
2020	**3152**	**32242.5**	2020	1131	1813	13988	1815	14421	952	3834
2019	**3481**	**33354.5**	2236	1244	1976	14384	2144	15469	965	3502
2018	**4332**	**34695.5**	2573	1759	2467	14777	2402	16297	1218	3621.5

CROA Dashboard, 3/16/2023

Enrollment Totals by Ethnicity

	American Indian		Asian		Black or African American		Hawaiian/Pacific Islander		Hispanic		Two or More Races		Unknown		White	
	Students	Credits	Students	Credits	Students	Credits	Students	Credits	Students	Credits	Students	Credits	Students	Credits	Students	Credits
2023	35	512.5	18	179	375	4147	1	14	116	1387	22	343.5	97	921	1860	18305
2022	29	472	8	58.5	371	3693.5	2	48	134	1672.5	15	204	75	771.5	2149	21685
2021	28	342.5	16	156	366	4013.5			108	1330.5	15	343.5	64	614	2152	23620
2020	27	341	15	222	419	4279.5	1	32.5	113	1340.5	16	298.5	90	765.5	2471	24963
2019	34	399	20	174.5	425	3832	1	3	124	1438	17	278.5	88	635	2772	26594.5
2018	20	154	22	242.5	463	4467	2	1	146	1523.5	14	170.5	125	416	3540	27721

CROA Dashboard, 3/16/2023

Enrollment Totals by Age

	< 18		18-20		21-25		26-30		31-40		41-50		51-61		62-65		66-67		68+	
	Students	Credits	Students	Credits	Students	Credits	Students	Credits	Students	Credits	Students	Credits	Students	Credits	Students	Credits	Students	Credits	Students	Credits
2023	166	1920	803	13031	469	5802	209	1530	329	2023	250	929.5	214	458	48	42	11	12.5	25	61.5
2022	19	36	778	12132	656	10449.5	254	1859	396	2213.5	293	1246.5	257	505	58	59	16	25	56	80
2021	1	0.5	513	7286.5	862	15941	263	2316	374	2517	314	1463	257	630	80	129	27	47	58	90
2020			213	2575.5	1257	21005	330	2989	474	2897.5	344	1446.5	321	851.5	85	261.5	34	32	94	184.5
2019			11	24	1365	23080.5	440	4290	563	3229	385	1460	404	756.5	136	251	66	75.5	111	188
2018	2	1			1204	19582	576	6862	742	4366	656	2190	733	1035.5	182	336	67	71.5	170	252

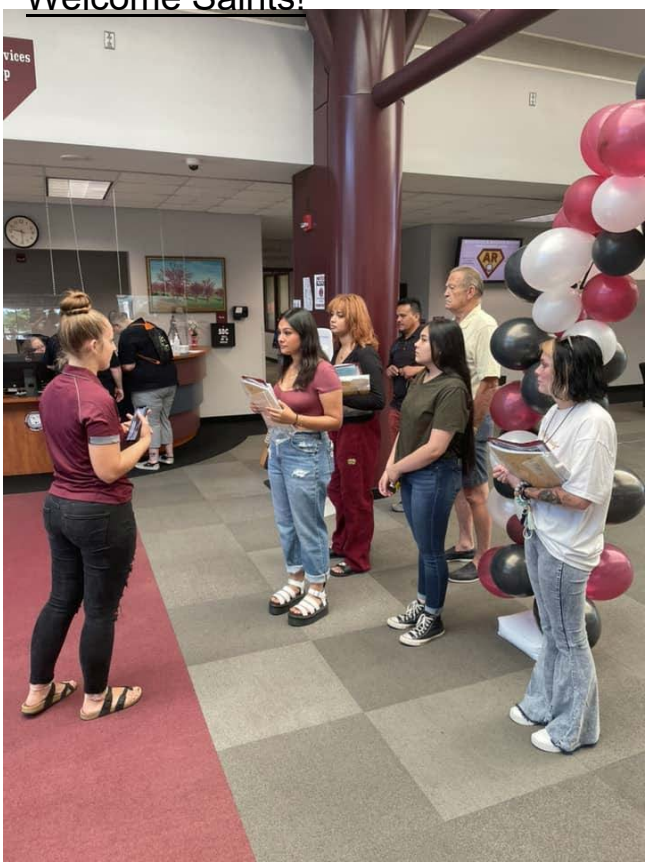
CROA Dashboard, 3/16/2023

The enrollment tables show that total credit hours from AY23 are slightly up from the previous year.

Student Affairs is working toward creating a student-centered focus on each and every activity in order to draw new students while retaining current students (Strategic Plan 2.1.D.).

In August of 2022, SCC hosted an Open House/Welcome to SCC. New and returning students and their families were invited to learn more about student services offered at SCC, learn about using our technology services (MySCC, Moodle, etc.), receive last-minute advising assistance, purchase books, and obtain student IDs and parking passes (Strategic Plan 2.1.C.).

Welcome Saints!



In November of 2022, SCC hosted the Career Expo. Over 80 vendors were on campus to speak to students about their careers and the strengths, education, and skills needed for those careers. 643 high school Freshmen through Seniors. As this event was a great success, we plan to continue this event.

Career Expo 2022

In an effort to avoid duplication of audience and activities, the previously mentioned recruitment calendar ensures age-appropriate activities and messaging.

Prospective Student Inquiries

Prospective students can request information about programs through phone calls, emails, or a form on our website. The Administrative Assistant for Recruitment and Enrollment compiles a packet of information based on the prospective student's intended program of study and other interests. Advisors contact the prospective students.

	2019-2020	2020-2021	2021-2022
Inquiries	158	167	186

Student Applications

Prospective students can apply with a paper application or they can apply online. Typically, applications are entered into our Student Information System within 24 hours. Admissions notifies students if they are missing any information (such as test scores or high school transcripts). Once accepted, applicants are given a status as "moved to student" in Colleague and can then enroll in classes. Advisors contact them for advising and registration.

Academic Level	Current Applicants 2023SP	Previous Applicants 2022SP	Difference	% Change
Academic Credit	321	327	-6	-1.83%
Continuing Education	345	305	40	13.11%
Sum:	**666**	**632**	**38**	**5.96%**

Academic Level	Current Applicants 2022FA	Previous Applicants 2021FA	Difference	% Change
Academic Credit	981	825	156	18.91%
Adult Education	45	62	-17	-27.42%
Continuing Education	653	495	158	31.92%
Sum:	**1679**	**1382**	**304**	**21.67%**

CROA Dashboard, 3/16/2023

In late 2021, we started asking students whether SCC was their first choice on their admission information form. A majority of students indicated that SCC was, indeed, their first choice of college or University. During the review for this monitoring report, it was discovered that there was a small data set. Upon further investigation, the field for the response is not mandatory, therefore, many applicants were not responding.

Students Indicating their first choice of college/university				
	2021	2022	2023	Sum:
John A. Logan		1		1
Murray State		5	3	8
Other	2	8	13	25
Rend Lake	2	1	2	6
SIUC		1	1	2
SEMO		1	1	2
WKCTC		1	2	3
Shawnee Community Col	6	17	41	82

CROA Report, 3/2023

New Student Enrollment

Students who began their enrollment at SCC in Fall of 2022 were mostly first-time students. Some had transferred from another school and some were readmitted after taking a hiatus from Shawnee enrollment.

Fall 2022 Admission Status	
First Time In College	164
Readmit	10
Transfer From another College	50

CROA Report, 3/2023

Retention and Persistence

For students whose first semester was in fall of 2021, 70.9% of students were retained for the Spring of 2022, as compared to 73.9% for the fall 2020 cohort and 71.3% for fall 2019 cohort. For the fall 2021 cohort, 6.3% received a credential in fall, as compared to 2.8% for fall 2020 cohort and 2.4% for the fall 2019 cohort.

For the Fall 2021 cohort, another 152 students received a credential at the end of Spring 2022. Following the same cohort of students, 269 continued on into Summer of

2022 and 457 continued on to Fall 2022. Therefore, the majority of students who started in Fall of 2021 either received a credential or continued on to the Fall of 2022.

Note: students who are counted in the credential chart may also be included in the retention and persistence charts if they continued enrollment after receiving a credential.

2021 Fall Cohort

FA21 Enrollment	Retention SP22	Persistence to SU22	Persistence to FA22
1142	810	269	457

FA21 Students Earning Credential		
FA21	SP22	SU22
72	152	49

2020 Fall Cohort

FA20 Enrollment	Retention SP21	Persistence to SU21	Persistence to FA21
1240	917	274	497

FA20 Students Earning Credential		
FA20	SP21	SU21
35	113	46

2019 Fall Cohort

FA19 Enrollment	Retention SP20	Persistence to SU20	Persistence to FA20
1263	900	297	506

FA19 Students Earning Credential		
FA19	SP20	SU20
30	72	26

CROA Dashboard, 3/16/2023

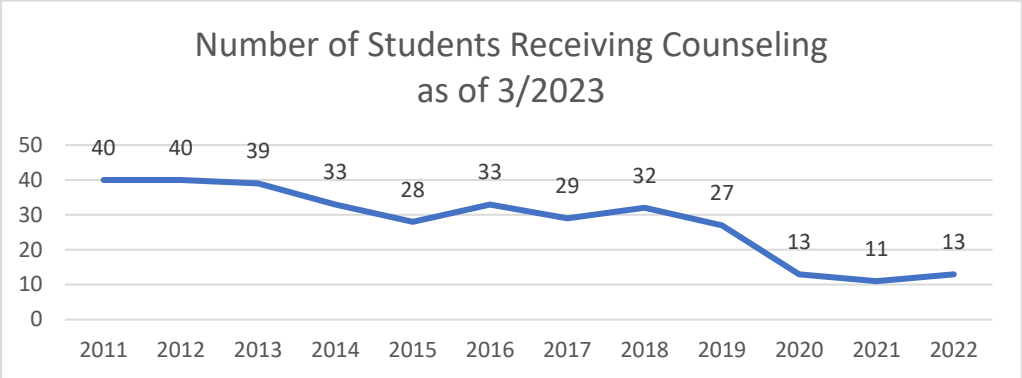
Current projects & future plans

- Continue to host Welcome Day in the fall with a smaller version for spring and summer semesters.
- Integrate Career Coach into all aspects of recruiting events to assist prospective students with their career exploration.
- Revise application to mandate responses for SCC first choice.
- Develop further reports that will track time frames from each step-inquiry to enrollment.
- Participate in professional development about strategic enrollment management.
- Develop a strategic enrollment management plan which will include extension centers and Kentucky and Missouri border counties.
- Develop a year-long activities and events calendar.

Policy Value: Counseling and Advising Activities

Counseling

Counselor/Advisor Donna Price was employed by SCC in July 2022. Since that time, Price has developed and implemented a new documentation and tracking system that assists her in compliance, student follow-up and tracking, and data collection. Currently, Price assesses students for their counseling needs. If the need appears to be short-term, then Price will see the student individually for a brief period of time. If the need seems more involved, Price will assist the student in locating services from a local agency. Price also collaborates with Student Engagement Coordinator, Erin King, to keep a resource list up to date for students.



Data provided by M. Brahler, 2011-2021; D. Price, 2022

Price has also served as the student contact for COVID-19. Students testing positive would contact Price, who would provide quarantine directives, alert instructors of absences, and provide a weekly report to Cabinet.

Counseling services have been promoted via social media, and a dedicated website page was developed. During the Open House/Welcome Day held before the fall semester, counseling services were promoted on the student "BINGO" card. Also, during the clubs and organizations preview day, Price had a table and handed out contact information as well as 988-Suicide Prevention Cards. Information cards are also available at the extension centers (Strategic Plan 2.2.F.).

Mindy Ashby completed Mental Health First Aid training and has scheduled the first training for staff. Donna Price is completing the certification and will also provide training for staff and students.

Instructors' retention alerts are routed to Price when instructors determine the need for counseling services. Both faculty and staff have walked students to Price's office when they have determined that students are in crisis and need Price immediately.

Mindwise Innovations is a software program that is housed on the SCC website. The program is an online resource for students that helps them understand personal and college stressors; how to recognize signs of suicide risk; how to encourage someone to seek help; ways to build strong peer connections; foster positive mental well-being; and an overview of available mental health resources. The use of Mindwise is free and open to students, staff, and the community.

The State of Illinois passed the Mental Health Early Action on Campus Act that will require student awareness, a mental health online assessment tool, mental health training, community partnerships, clinical benchmark ratio, and implementation of a peer counseling program. This Act provided supplemental funding from the state for one year.

As mentioned, one of the requirements of the act is peer mentoring. Price has been researching peer mentoring and has spoken with Heartland Community College which has a peer mentoring program already established. The anticipated start of the program is Fall 2023.

Current projects and future plans:

- Launch peer mentoring program.
- Offer Mental Health First Aid Training for staff, faculty, students, and community.
- Host a wellness fair.

- Provide monthly wellness tips for students, i.e. Wellness Wednesdays.

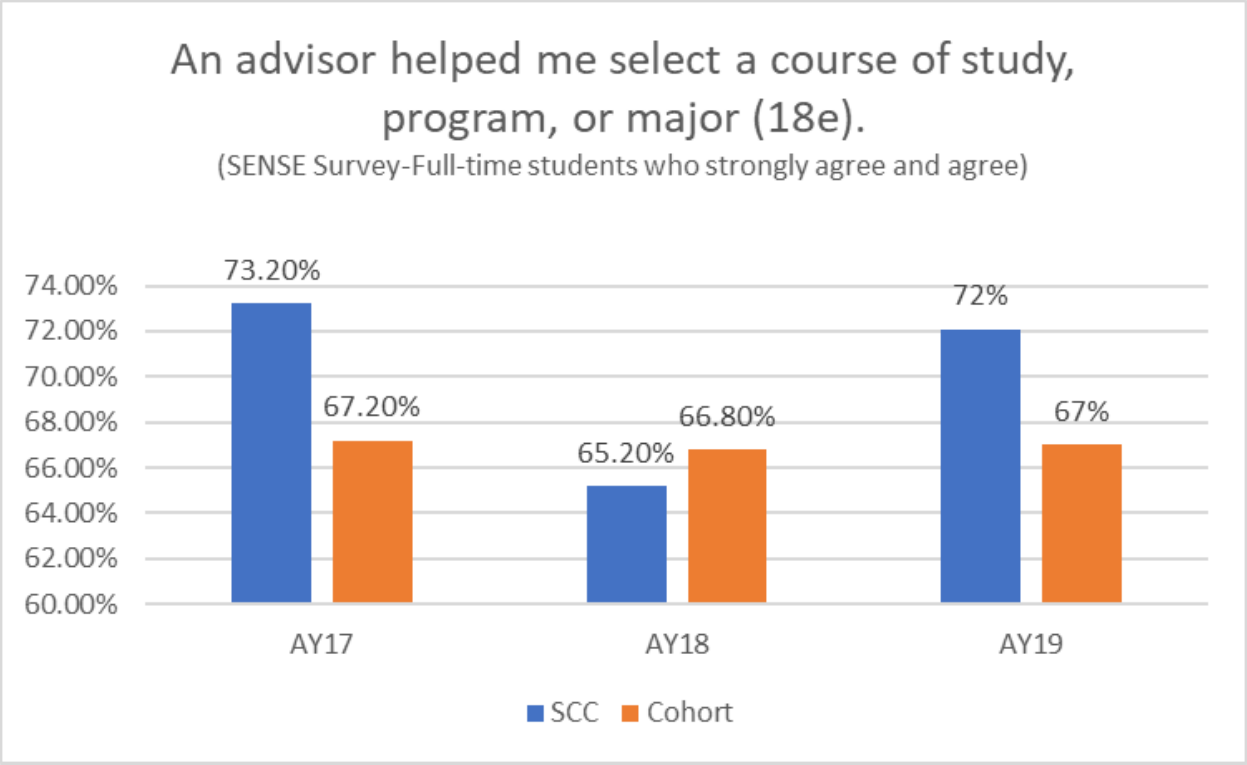
Advising

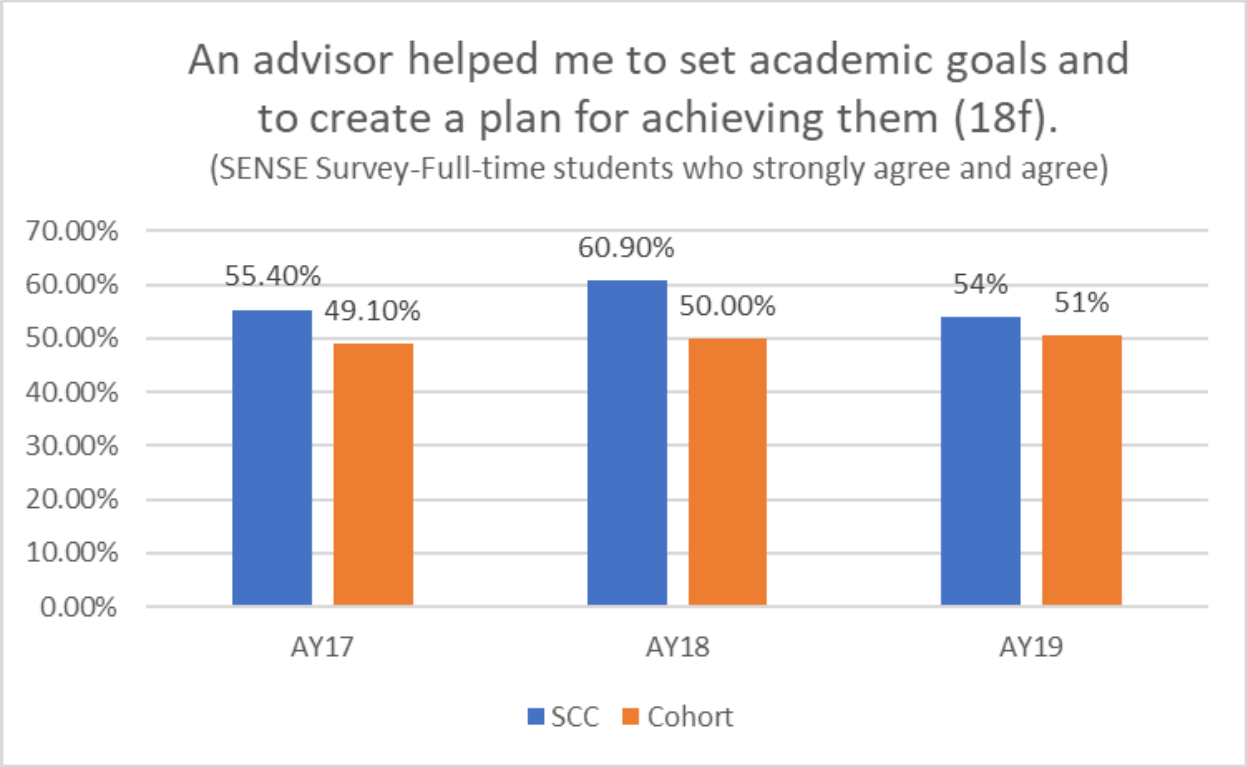
Credit hours! Credit hours! Credit hours! We all know that credit hours are the College's bread and butter. But, when it comes to student success, it is important to assist the student to do what is in their best interest. It is critical that students get the courses, whether transferable or career technology-focused, that they need and when they need them. This is the reason that student advising is so important. Advisors need to build a rapport with their students learning their educational focus and what else they have going on in their life. Having these important discussions with students is critical to their success. Many times in the past, there has just been a push on credit hours. Advisors have heard: put students in as many classes as you can or figure out a course schedule and then add another class. Advisors need to help students be realistic about their education and the number of courses they can take. A single working mom of two children is likely not to be successful if they take too many classes. A traditional A-B student who recently graduated high school can probably handle 17-18 hours. Again, true student advising starts with getting to know the student.

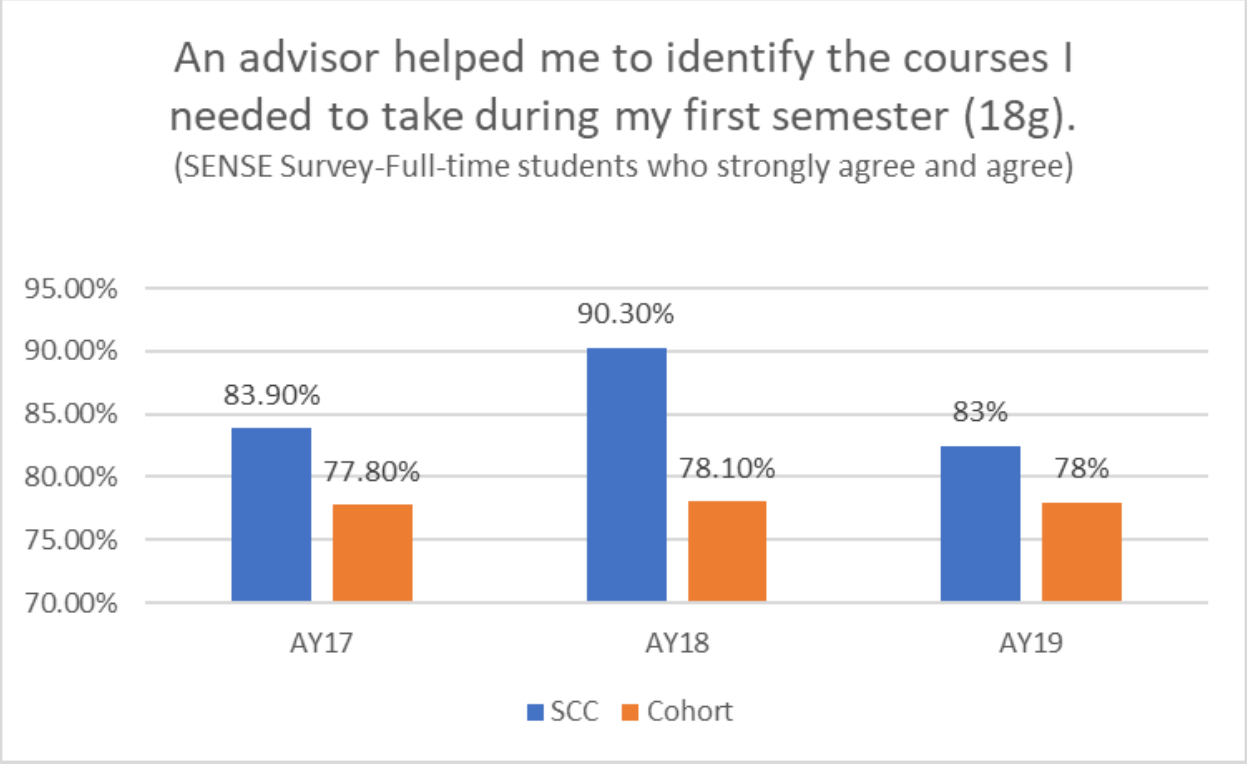
	Advising - Enrollments, Add/Drops, or Degree Audits		
	Enrollment Forms	Adds/Drops	Degree Audits
Fall 2021	1199	520	388
Spring 2022	959	329	173

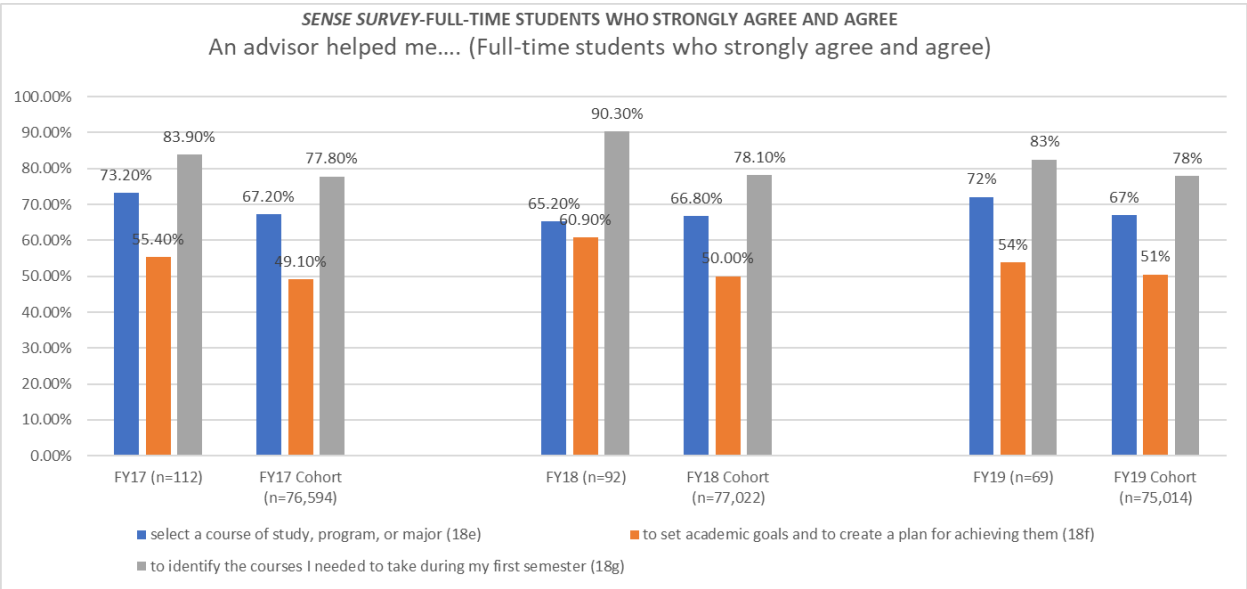
Academic Advisors meet with all students for academic advisement and course selection. Advisors assist students in setting academic goals, choosing their program of study and setting a career path. The SENSE student satisfaction survey (below) shows that SCC students report satisfaction with advising higher than students at comparable cohort schools for the course of study, program, or major selection. Currently, students are required to meet with advisors for advising and registration. The pandemic pushed us to offer advising services via Zoom, telephone, and email. For face-to-face advising, an initial appointment will last between 45 minutes to an hour. For continuing student advising, an average appointment will be between 30-45 minutes (Strategic Plan 2.1.D.).

SENSE Satisfaction Surveys




An advisor helped me to set academic goals and to create a plan for achieving them (18f).
(SENSE Survey-Full-time students who strongly agree and agree)
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
55.40%
49.10%
60.90%
50.00%
54%
51%
AY17
AY18
AY19
SCC
Cohort


An advisor helped me to identify the courses I needed to take during my first semester (18g).
(SENSE Survey-Full-time students who strongly agree and agree)
95.00%
90.00%
85.00%
80.00%
75.00%
70.00%
83.90%
77.80%
90.30%
78.10%
83%
78%
AY17
AY18
AY19
SCC
Cohort



General Education Core Curriculum

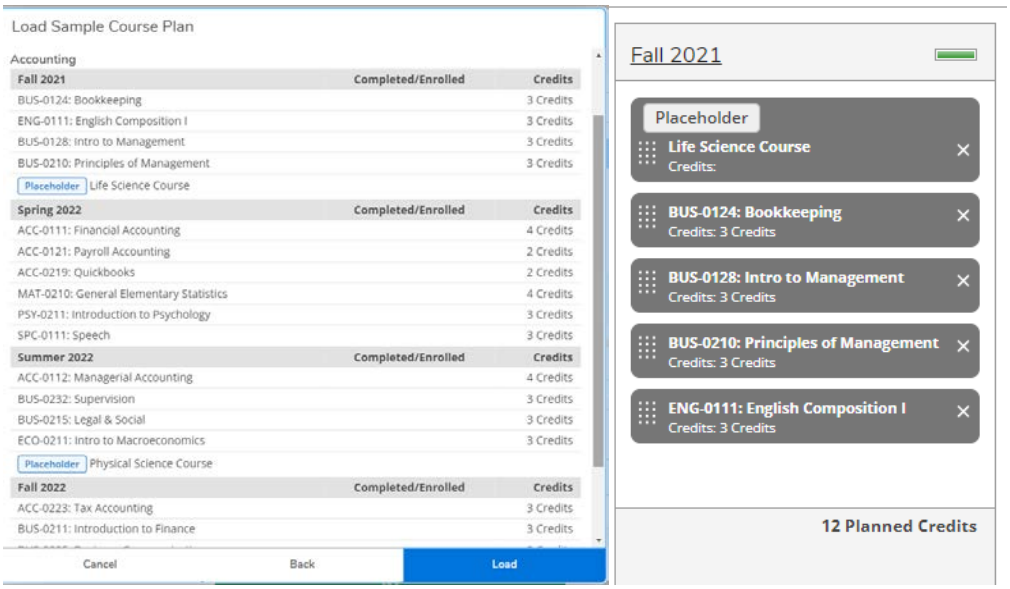
When meeting with students, advisors discuss the benefits of obtaining the GECC Certificate prior to transfer. Prior to the January 2023 Colleague training, students were awarded the GECC certificate at the same time of degree awarding. If the GECC was obtained and awarded prior to degree awarding, students fell into not meeting satisfactory academic progress and would have to appeal to be able to continue their degree. During the Colleague training, we learned how to award the GECC certificate without any ramifications from financial aid.

Plans of Study/Majors

Advisors are intervening early to help students with Career Coach to choose the meta major or career cluster that best fits their chosen path. All students receiving financial assistance must be enrolled in a Title IV approved program. For spring 23, 1.8% students were tracked as a Course Enrollee which means that these students are not degree or certificate seeking at SCC. These students are possibly taking classes for personal interest, transferring the class to another college or university, or to increase their work skills. We have built sample plans/tracks into Colleague to help students and advisors plan future coursework. Through the web-based student portal, students have the ability to create a plan of study.

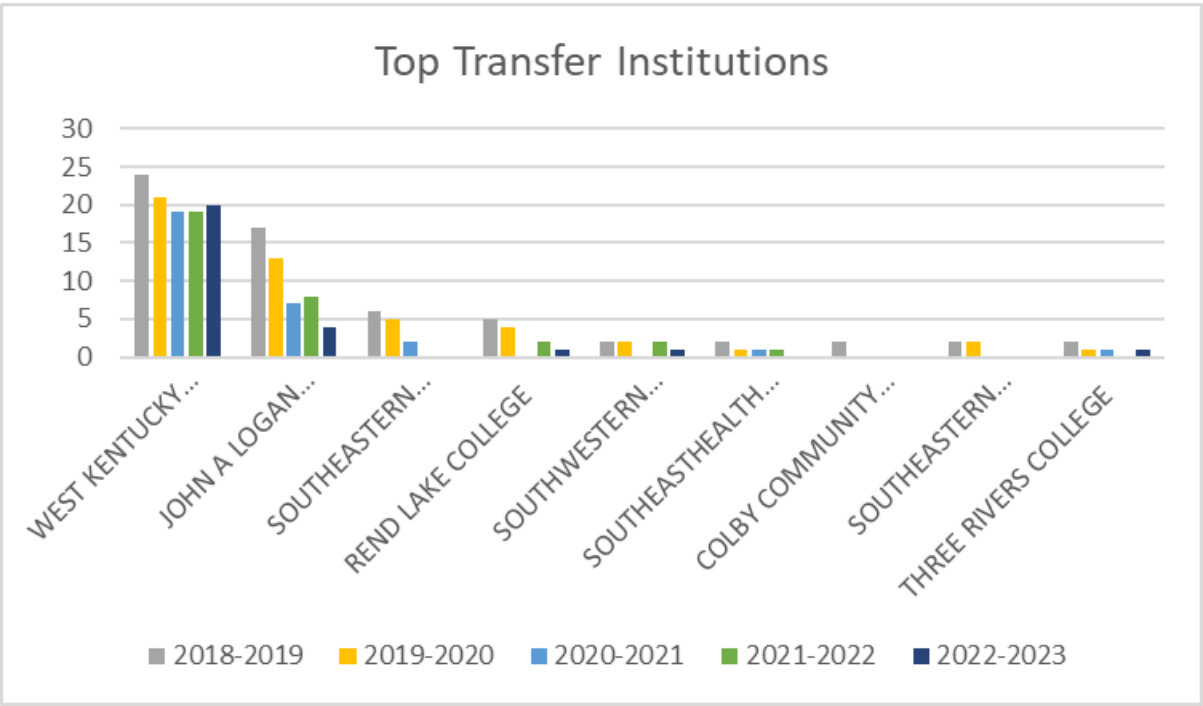
SCC Advisors participated in enhanced Colleague Degree Audit Training in January of 2023. This training was to assist advisors in course planning from matriculation to

graduation based on career interests. The Registrar has built degree tracks for existing certificates and degrees. This process can assist students and advisors in online degree planning and course registration.

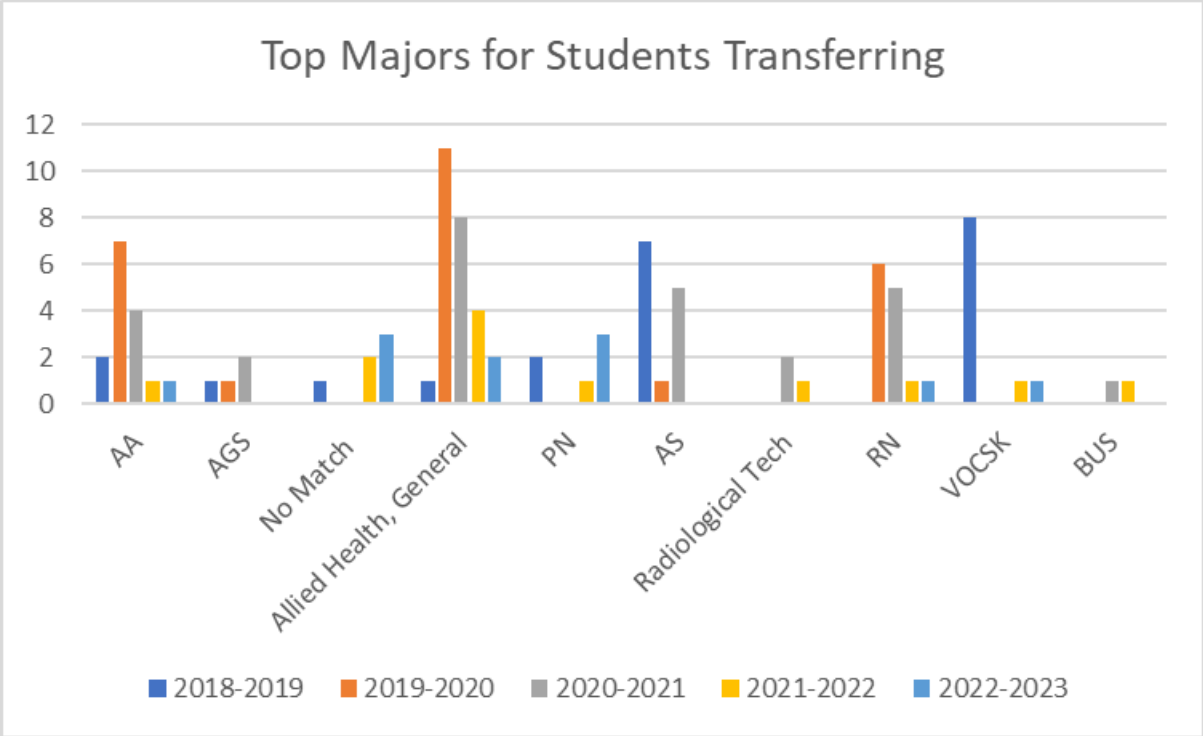


To assist advisors and students in course selections that will be beneficial to their career path, the Registrar has updated and initiated 44 articulation agreements with five Universities (Strategic 1.1.C.). For students who have a chosen career path, articulation agreements can ensure progress toward degrees and timely completion of Bachelor's degrees. As we move to the guided pathways model, more degree tracks will be built in Colleague. A best practice would be that students have determined their transfer institution early in their SCC educational career. The Director of Recruitment and Enrollment will work with IT and the Registrar to determine an area in Colleague to note their university transfer intent.

Biweekly advisor meetings have been implemented for FY 23-AIM-Advisors Informational Meeting (Strategic Plan 2.1.D.). These meetings assist with the communication of policies and procedures, provide training on Colleague, Self-Service, and Student Planning, and serve as a roundtable for advisors to discuss student issues. Regular meetings help ensure that students receive a consistent message from advising staff. Training topics include: using Colleague for advisor notes; new forms; articulation agreements; student planning; updating programs; multiple measures; transfer courses and transfer electives; scripts for responding to retention alerts; financial aid satisfactory academic progress, degree audit and many more.



National Student Clearinghouse, Subsequent Enrollment Data, 3/2023



National Student Clearinghouse, Subsequent Enrollment Data, 3/2023

Current projects & future plans:

- Continue AIM meetings.
- Determine a method of tracking student major changes.
- Build guided pathways plans of study.
- Create an advisor webpage.
- Pilot web-based registration.
- Continue to collaborate with colleges and universities on creating seamless transfers for both transfer and career technical degrees.

Policy Value: Learning Resources that Support Attainment of their Educational Goals

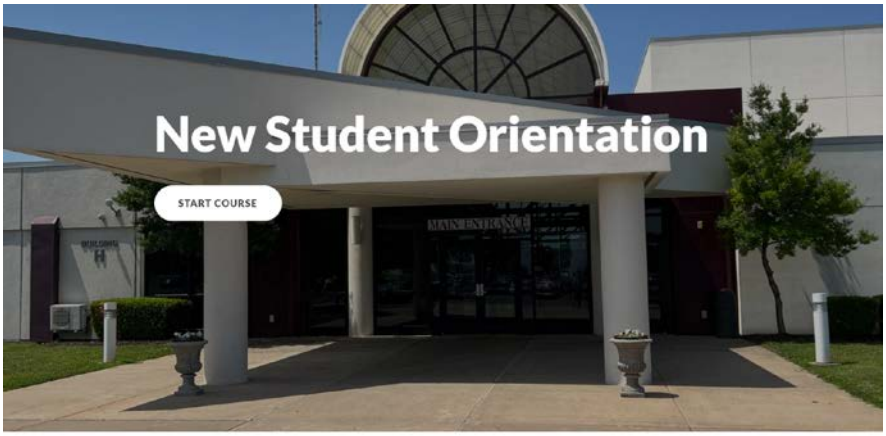
Student Services Available Online

- Student Success Center
- Accuplacer Testing
- Accessibility and Resource Services Support
- Admissions
- Advisement & Registration
- Apply for Graduation
- Financial Aid assistance
- Student Counseling
- Textbook and Bookstore Information
- Transportation
- Tutoring and eTutoring

Online New Student Orientation

Beginning in Fall 2023, SCC will offer an online new student orientation course that comprehensively introduces the campus, its services and resources, and the academic expectations for success (Strategic Plan 2.1.C.). This course covers essential topics such as campus safety, student life, and financial aid and also explores career clusters and meta majors. Through a series of interactive modules, students will learn about the college's policies, procedures, requirements, and strategies for time management, study skills, and goal setting. By completing this orientation course, students will gain the

knowledge and skills needed to navigate college life confidently and better understand their academic and career goals, making the most of their college experience at SCC.



Current projects & future plans

- Participate in state and national professional development opportunities focused on new student orientation and first year experience.
- Determine the need and method for mandatory new student orientation.

Testing

The testing center serves as a hub for new and continuing students needing various types of tests. Note that a decrease in the Accuplacer English and Math tests have been given due to the utilization of Multiple Measures. Online Proctored High-stakes Exams includes testing for certification, Pearson VUE, TEAS (nursing pre-entrance exam) and PSB for SICCM programming.

Testing Services	2019	2020	2021	2022	2023
Proctored Makeup Exams	615	540	372	450	34
Accuplacer English and Math	3,152	1,967	2,073	838	170
Academic Accommodations Testing	N/A	N/A	200	238	36
Online Proctored * High-stakes Exams	443	321	403	270	51

Current projects & future plans:

- Collaborate with academic affairs for professional certification testing for any new programs of study.

Tutoring

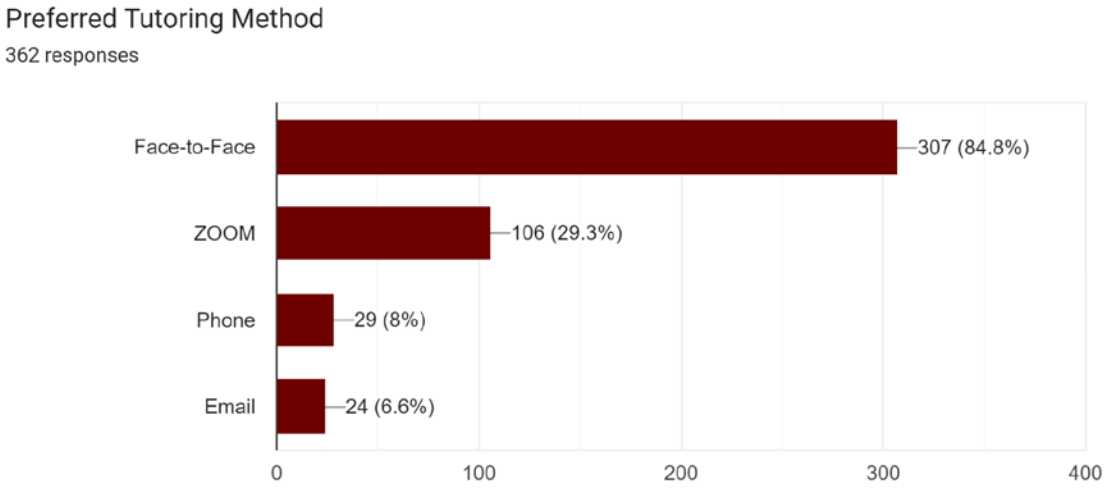
The tutoring program at SCC is a crucial part of our student services department and plays an important role in supporting our strategic planning. From FY20 through FY23, over 362 students sought academic support through our tutoring services, which indicates the value our program holds for our students.

Our highly qualified tutors offer individual and group tutoring sessions in various subjects, including math, science, and English. We also provide specialized support for students with disabilities. Our professional and peer tutors help students understand course material better, develop critical thinking skills, and improve their academic performance by providing personalized support and individualized attention. This can lead to higher grades, improved retention rates, and greater confidence in their abilities.

The tutoring program supports our strategic planning in several ways. First, it aligns with our mission to provide high-quality education that meets the needs of our students. The program helps to ensure that all students have the academic support they need to succeed in their coursework and achieve their academic goals. In the tutoring arena, it is challenging to attract and retain tutors as current tutors are part-time.

Second, it supports our goal of improving student retention rates. Students who participate in our tutoring program are more likely to stay enrolled and make academic progress toward their degree or certificate. This can lead to higher retention rates and greater success for our students.

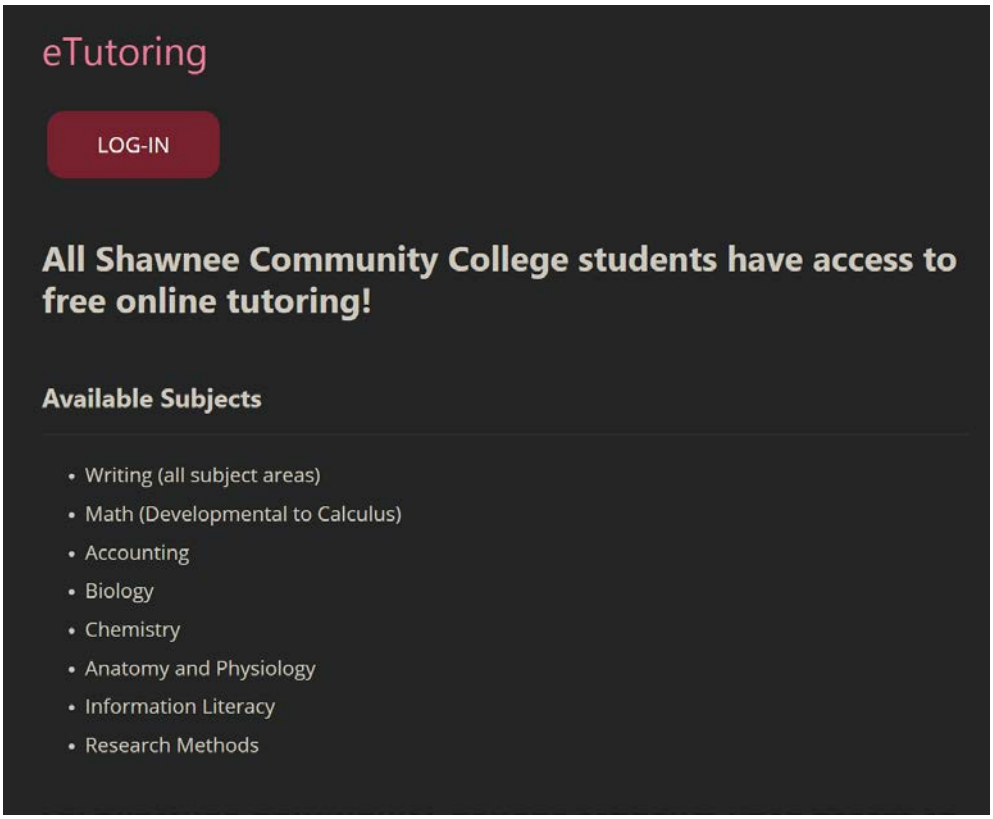
Finally, the tutoring program supports our efforts to ensure student success. By providing additional support and resources to students, we help them to achieve their academic goals and reach their full potential. This can lead to improved job prospects, better career opportunities, and greater economic mobility for our students.



Academic Support	2019	2020	2021	2022	2023
Tutoring Requests	170	95	95	123	80
SAINTS Study Tables				91	85

eTutoring

At SCC, students can access a range of tutoring services, including traditional face-to-face tutoring and eTutoring. The college recognizes the importance of providing flexible and accessible support to students, and its eTutoring services offer students the ability to receive support from the comfort of their own homes or wherever they have an internet connection. The college's eTutoring services provide students with individualized support in various subjects, including writing, math, and science. The tutors are knowledgeable, experienced, and passionate about helping students succeed, and they offer real-time support to ensure students receive the individualized help they need. With a range of services, flexible scheduling options, and the convenience of eTutoring, SCC is committed to helping its students achieve their full potential.



Current projects & future plans

- Tutoring outreach has been expanded via ZOOM.
- Add additional academic support for student-athletes through the SAINTS Study Tables program.
- Roll out eTutoring, our online Tutoring platform expansion.
- Petition for a full-time tutor.

Library

(Learning Resource Center)

SCC's library is an invaluable resource for students and faculty members. The library offers a vast collection of print and electronic materials that cover a wide range of subjects, providing students and faculty with access to the latest academic research

and professional development resources. In addition, the library provides access to computers, printers, and other technology that students can use for coursework or other academic pursuits. The lending service is beneficial for students needing access to these home resources. The library also has study rooms that can be reserved in advance and equipped with whiteboards, tables, and chairs, making them ideal for group collaboration and project work. The facility is staffed by a friendly and knowledgeable librarian and assistants who is always available to assist with research, provide instruction on using the library's resources, and answer questions. SCC's library is a valuable resource that enhances the educational experience for the entire campus community. The newly implemented SAINTS Study Tables is a program that is aimed at providing academic support to student-athletes.

Daily Circulation Usage as of 3/23

Totals	**182**	**219**		**456**
Plus pat reg	**581**	**618**		
total # of people helped	**581**		**Reserve Items**	
Total # of times	**618**		**Room Reservations**	**9**

Computer Usage in Library as of 3/23

Total Number of Patrons:		Total Number of Patrons:	155
Average Number of Patrons per Open Day		Average Number of Patrons per Open Day	10
Average per Day During Semester		Average per Day During Semester	10
Average per Day Before Semester		Average per Day After Semester	0

Current projects & future plans:

- Increased library usage by all stakeholders
- Expand SAINTS Study Tables & potentially add other student populations.
- Increase classroom visits and professional development opportunities.

Policy Value: Help Obtain Post-Graduation Employment

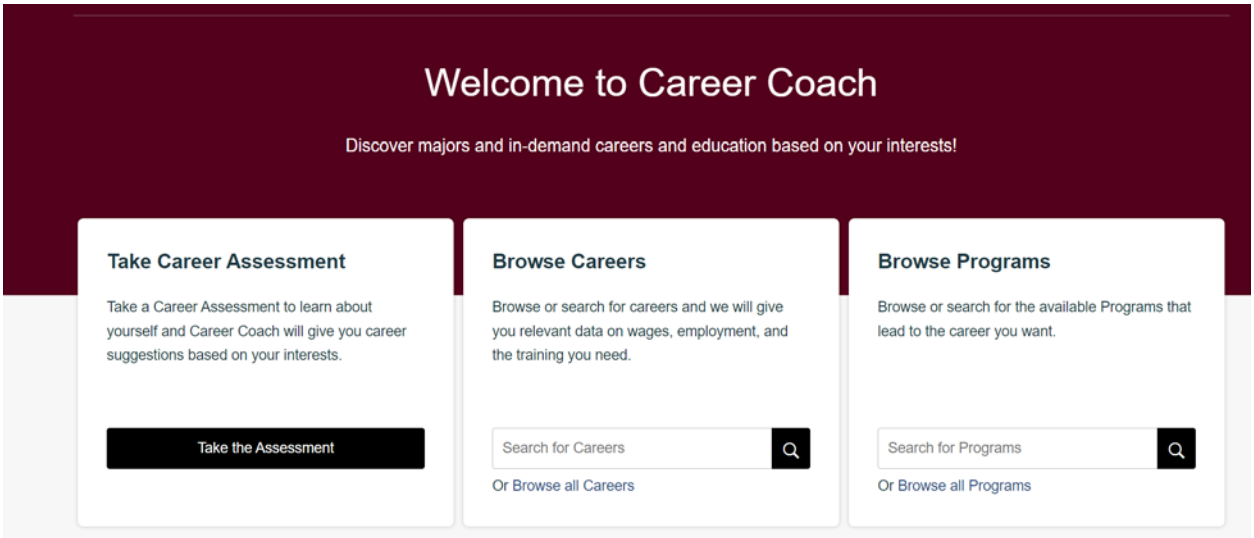
Career Services

SCC Career Services offers various services designed to meet the educational and employment needs of our students, community, and employers in the college district and surrounding area.

Lightcast Career Coach is a platform that provides personalized career coaching services to individuals who are looking to advance their careers, make a career change, or simply need guidance on their professional development. The platform connects users with certified career coaches who work one-on-one to help identify their strengths, skills, and interests and create a personalized plan to achieve their career goals.

Career Coach offers various services, including resume and cover letter review, interview preparation, job search strategy, networking guidance, and career planning. As a personalized career coaching platform, Career Coach can be a valuable tool for students seeking guidance and support in their career development. By working with a certified career coach, students can receive customized advice and strategies to help them achieve their professional goals.

The platform's career resources and assessments can also give students insights into their strengths, interests, and potential career paths. Overall, Career Coach can be a valuable resource for students looking to make informed decisions about their future careers.



Career Services also offers:

-Resume critiquing and development
-Increased mobility between students and businesses/employers
-Career Services Enhancement Workshops in group or individual
-Employee recruitment for employment
-Career/Job Fairs
-Access to services through our four Outreach Centers

SCC Job Fair

Current projects & future plans

- Schedule regular high school visits to encourage career exploration.
- Expanded and host Career Service days at the outreach centers
- Collaborate with other staff for the Career Expo Day
- Create new partnerships to help students with upward mobility.

Policy Value: Financial Aid Resources

Financial Aid staff assist prospective and current students with FAFSA Completion. 943 students were assisted in the Financial Aid Office during the 2021-2022 award year. Due to constraints lingering from the COVID-19 pandemic, scholarship events at the area high schools were put on hold for the 2021-2022 school year. FAFSA completion events were held on the main campus, extension centers, and area high schools.

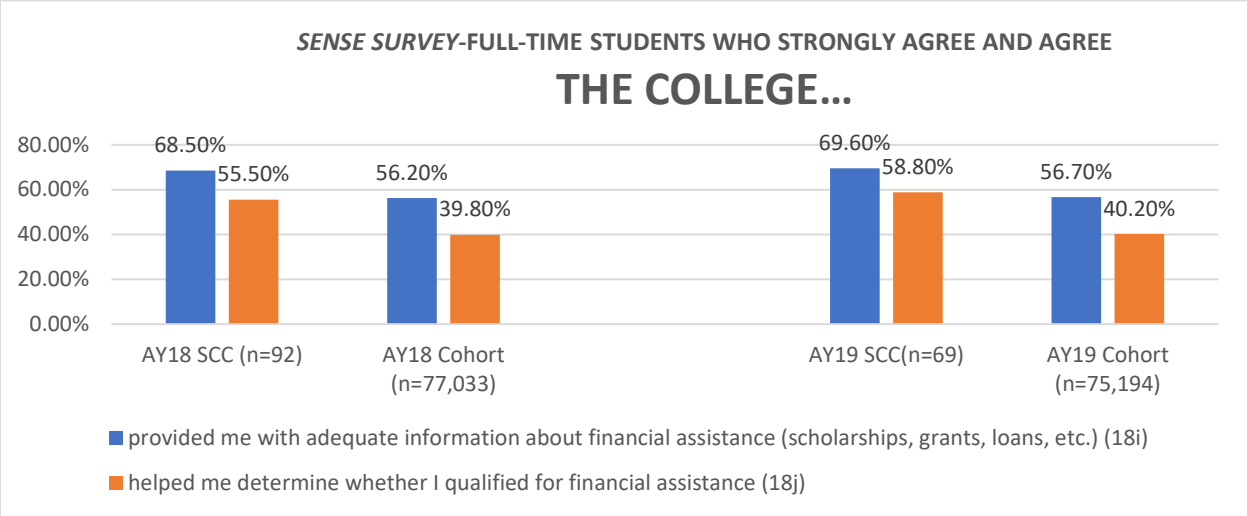
- October 5, 2021 (Anna Extension Center)
- October 7, 2021 (Vienna High School)
- October 14, 2021 (Metropolis Extension Center)
- October 19, 2021 (Main Campus)
- October 21, 2021 (Cairo Extension Center)

Students are awarded various categories of financial assistance from the college, the foundation, the state, and the federal government (Strategic Plan 2.1.F.). The table below reflects the financial aid awards only and does not include any institutional or state waivers (i.e. dual credit, adult education, business & industry, etc.).

Financial Assistance by Award Category	2019	Award Transmitted	2020	Award Transmitted	2021	Award Transmitted	2022	Award Transmitted
Academic Scholarship	165	$220,493.50	172	$254,961.00	156	$186,124.12	72	$55,360.00
Department Scholarship	105	$166,565.00	108	$157,977.50	87	$154,120.61	65	$70,538.42
HEERF	338	$324,919.17	363	$318,810.00	862	$1,724,098.83		
Miscellaneous Awards	83	$86,938.46	115	$122,258.55	75	$82,977.51	47	$35,499.27
Other Scholarship	37	$34,189.32	75	$69,365.91	88	$60,050.00	58	$27,511.25
PELL	678	$2,271,401.03	601	$1,982,213.45	666	$1,883,402.42	605	$931,022.27
Private Alternative Loans	25	$185,629.00	21	$123,620.00	22	$145,557.00	22	$118,841.00
Sports Scholarship	118	$348,579.00	104	$393,456.00	113	$342,745.64	89	$177,703.00
State Awards	200	$226,357.00	180	$178,769.50	335	$312,444.84	343	$245,705.00
Supplemental Educ Opp Grant	28	$23,205.00	20	$17,342.00	13	$7,738.00	17	$8,145.00
Third Party Awards	6	$5,915.00	4	$2,500.00	6	$4,850.00	4	$1,000.00
Veteran	4	$11,130.00	6	$14,955.50	7	$18,046.34	8	$8,360.00
Waiver	177	$178,610.00	189	$204,125.48	190	$213,041.57	131	$81,458.00
Work Awards	31		24		25			

Note: Financial Aid works off of a different yearly cycle than the normal academic year. Therefore, the current financial aid year is 2022; only fall semester 2022 has been transmitted.

According to the SENSE student satisfaction survey, Shawnee Community College students report that our financial aid office provided them with adequate information and helped to determine whether they are qualified for financial assistance more than students at our counterpart cohort schools.



In Fall of 2022, an independent consultant reviewed the financial aid program. Observations from the report include: several processes that could be implemented through Colleague are done manually–automation is a means to free up staff time to devote to compliance and better service to students; staff should examine every process with a goal of creating streamlined and simplified processes as well as focus on student needs and staff effectiveness; all policies, procedures, and processes should be examined for current compliance with federal financial aid policies; because the College distributes Title IV funds, there are compliance requirements that must be posted for student notification, once again automation would allow time for the FA Coordinator to focus on the required tasks; serious consideration of student right to know information should focus on what is best for the student perspective-i.e. student needing to appeal financial aid special circumstance; continued professional development at the state and federal levels would assist the financial aid office in operating using best practices; direct deposit should be a goal for the immediate future; and an overall lack of customer service–during the audit, only one staff person mentioned that customer service needed improvement. Students should drive the innovations and procedural changes to processes.

Current projects and future plans

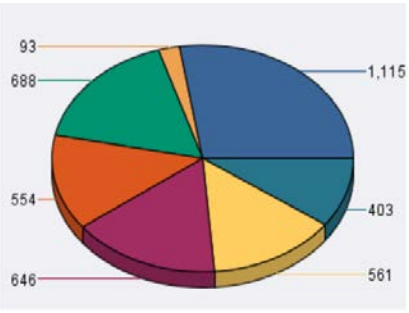
- Continue with monthly extension center financial aid workshops. In order to provide comparable services to all Extension Centers, our Financial Aid staff has set up monthly visit times at each center.
- Create a report to determine the number of students who apply for Pell but do not receive it.
- Send award letters to new students earlier as a method of recruitment.
- Seek new ways to use financial aid as a method of recruitment.
- Continue the investigation and future implementation of equity-based aid.
- Review all policies, procedures, and processes for compliance with current federal financial aid standards.
- Contract with a financial aid specific agency to update all any outdated financial aid policies, procedures, and processes.
- Updated Colleague training.

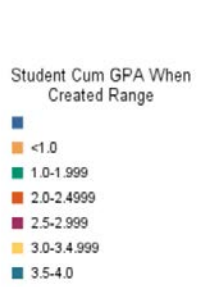
Retention Alert Program

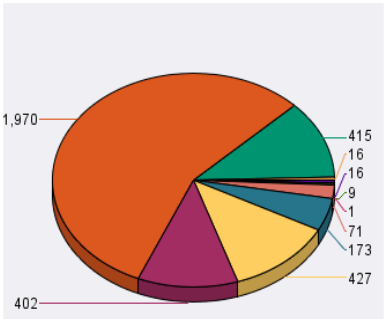
Retention alert cases are important to student retention because they can help identify students who are at risk of leaving or dropping out of school, and provide timely interventions to help them stay on track and achieve their academic goals (Strategic Plan 2.2.D.). By monitoring students' academic progress, attendance, and engagement, faculty, staff, and administrators can identify patterns of behavior that may indicate a student is struggling and intervene before it is too late. Retention alert cases can help identify and address issues such as financial difficulties, personal or family problems, or a lack of academic preparation. By providing targeted support and resources to students in need, retention alert cases can help prevent them from falling behind or dropping out of school.

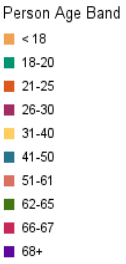
Student Demographics for Retention Cases

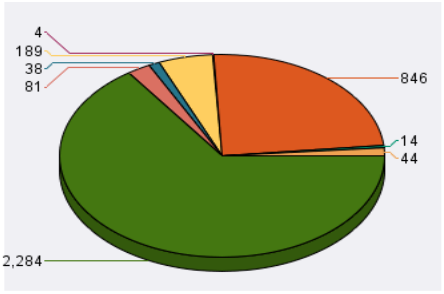
Most students with retention alert cases do not yet have a grade point average, meaning they are in their first semester. Over the past 5 years, the majority of students with retention alerts are white, female, age 21-25, and eligible for Pell grant.


93
688
1,115
554
403
646
561

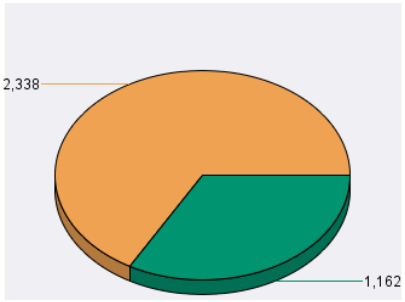

Student Cum GPA When Created Range
<1.0
1.0-1.999
2.0-2.4999
2.5-2.999
3.0-3.4.999
3.5-4.0


1,970
415
16
16
9
1
71
173
427
402

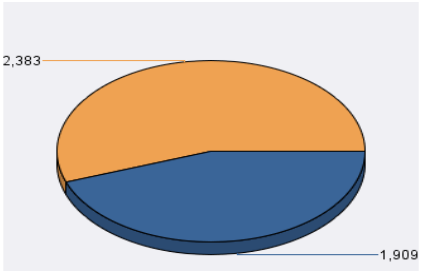

Person Age Band
< 18
18-20
21-25
26-30
31-40
41-50
51-61
62-65
66-67
68+

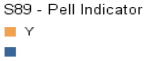

4
189
38
81
846
14
44
2,284

Person IPEDS Race/Ethnic Description
American Indian
Asian
Black or African American
Hawaiian/Pacific Islander
Hispanic
Two or More Races
Unknown
White


2,338
1,162

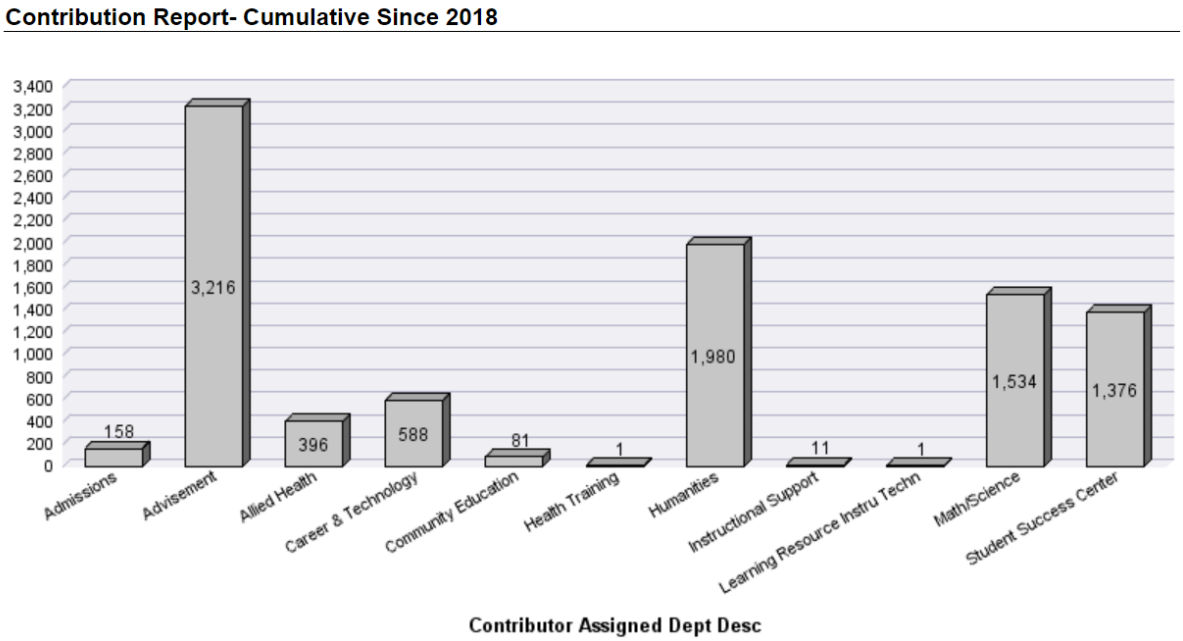
Person Gender
F
M


2,383
1,909


S89 - Pell Indicator
Y

Case Contributors

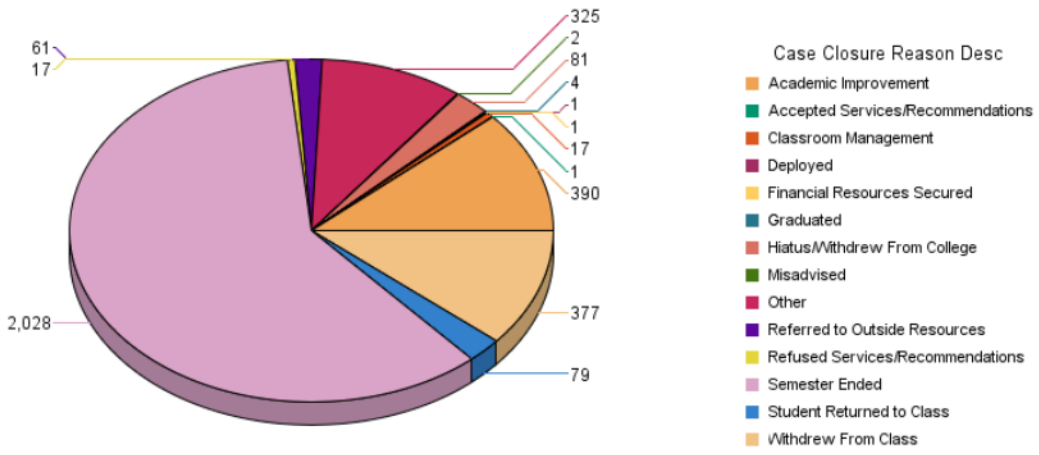
Those departments who have contributed most to retention alert cases over the past 5 years are advisors, faculty in the humanities and math and science areas, and staff in the student success area.



Closed Retention Cases

Most of the cases closed over the past 5 years are for “semester ended” rather than for a reason that could inform the assistance needed for those students in the coming semester.

Closed Cases Report- Cumulative Since 2018



Current projects & future plans:

- Increase reporting capabilities for retention
- Increase percentage of retention cases closed properly through training

Policy Value: Equitable Access for Students with Disabilities

Accessibility and Resource Services

SCC is committed to creating an inclusive environment where all students can access the resources and support needed to succeed. As part of its strategic plan, the College has prioritized developing and expanding accessibility services, as indicated in KPI 2E. The Accessibility and Resource Office serves an average of 75 students each semester.

To achieve equal access for all, the college has established an Accessibility and Resource office dedicated to serving students with disabilities and providing them with various accommodations, including assistive technology, note-taking services, and extended testing time.

The accessibility services office also works closely with faculty and staff to ensure that course materials and instructional methods are accessible to all students. It also provides training and support to help faculty incorporate universal design principles into their teaching. Many high schools are now inviting Student Success staff to IEPs for students who will be transitioning to SCC via Google meet invitations.

Disability Counts

Disability 1	2019	2020	2021	2022	2023	Unduplicated Count
Acquired Brain Injury	3	2	2	2	3	**4**
Adhd	12	14	14	20	22	**39**
Allergies	6	7	5	3	1	**7**
Anxiety Disorder	9	21	21	14	7	**25**
Autism	9	10	7	9	10	**18**
Bipolar Disorder		1		1	1	**1**
Blind/Low-Vision	1	1		2	2	**2**
Cardiac			1	1		**1**
Deaf/Hard of Hearing	2	2	1	1	1	**2**
Depressive Disorder	3	4	1	1		**4**
Diabetes	2	5	4	4	1	**6**
Hard of Hearing	4	3	2			**5**
Hematological Disease				1		**1**
Low-Vision		1	1			**1**
Mobility		1	1	1	1	**1**
Neuromuscular Dis (w/O Wheelch		1	1			**1**
Orther Psychological	1	3	3	2		**3**
Orthopedic (no Wheelchair)	1	1	1	1	1	**2**
Other Health	16	17	10	5	6	**22**
Other (no Wheelchair)	1	1	1		1	**2**
Psychological			1		2	**3**
Seizure Disorder	1	1	1		1	**1**
Specific Learning Disability	44	41	27	29	27	**75**
Speech/Language Impairment	1	1	2	1		**2**
Spina Bifida (w/Wheelchair)	1	1				**1**
Spinal Cord Injury (no Wheelch		1	1	1		**1**
Systemic/Chronic Health	7	7	4	3	1	**9**

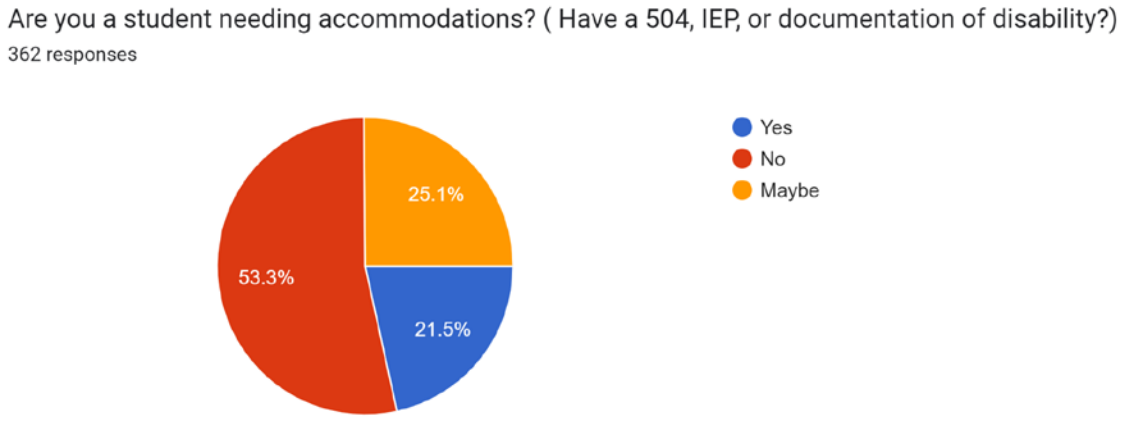
CROA Report, 3/16/2023

Accommodation Counts

Unduplicated Student Count	2019	2020	2021	2022	2023
Accessible Seating	5	5	10	13	12
Alternative Course Format	14	12	8	9	9
Alternative Testing Locat	67	69	55	67	71
Assistive Technology	18	19	13	17	16
Braille Books	1				
Closed Caption TV	2	1	1		1
Computer Softwar	3	3	1	1	2
Digital Recorders	32	24	14	10	8
Enlarged Print	1	1		2	3
Extended Test Time	74	77	59	73	74
Notetaker	28	28	24	29	29
Proctor/Reader	16	16	21	35	39
Scribe	2	3	4	6	7
Wheelchair Ramps	1	1			
	30	55	44	27	12
Count:	**125**	**148**	**112**	**107**	**92**

CROA Report, 3/16/2023

When students request tutoring, the above question is on the request form. If students are not already involved in accessibility services, the Student Success staff reach out to the students to potentially get them involved in services



Current projects & future plans

- Transitioned to an easy-to-use online application to the Accessibility and Resource Services, allowing documents to be uploaded.
- Seek professional development through the Association of Higher Education and Disability (AHEAD).
- Conduct Accessibility and Resource intakes for new students and their families/caregivers.
- Continue to attend IEP meetings for high school graduates who are transitioning to SCC.
- Host a transition fair for accessibility students.

Policy Value: Co-Curricular and Extracurricular Activities

Student Engagement

SCC offers a range of activities and events to keep students engaged and involved on campus (Strategic Plan 2.2.F.). One of the key events is the Week of Welcome (WOW), which takes place at the start of each academic year and introduces students to campus life and resources. During WOW, students can participate in social activities, attend informational sessions, and meet with faculty and staff members. In addition to WOW, the college also hosts a Clubs and Organizations Day, where students can learn about the different clubs and groups on campus and get involved in areas that interest them. Current clubs include: Ag/Advocates, Shawnee Christian Fellowship, Cosmetology Club, ESport, LGBTQ, Music Club, Nursing Student Association, Phi Theta Kappa, Student Ambassadors, Student Senate, and Veterans Club.

Clubs & Organizations

Clubs and organizations play a vital role in the ability for students to build relationships across campus. Some clubs are more active than others. Phi Theta Kappa (PTK) is an active club on campus. This organization meets frequently, provides concessions at home basketball games, and nominates two all-academic team members each year. In February 2022, members of the Alpha Lambda Epsilon Chapter of Phi Theta Kappa nominated Dr. Tim Taylor for the Paragon President's Award. Dr. Taylor traveled with PTK Sponsor, Craig Bradley, and students to Denver, Colorado to accept the award.

The Student Ambassadors are made up of 15 students that represent each high school district. Ambassadors play a very visible role at the College – assisting in student recruitment, serving as ambassadors to area high schools, being role models to other traditional students, and participating in numerous cultural events at the College and in the community. Ambassadors receive a scholarship that covers the student's tuition.

Due to the pandemic, in 2021, Student Senate members had dwindled to two participants and student activities were nearly impossible to host. In 2022, the membership swelled to six participants, making it somewhat better to be able to sponsor events. Student activities for 2022 included: blood drives, Fall Fest, Spring Fest, Finals Survival Snacks and Ice Cream, Career Month activities, Clubs and Organizations Day, welcome week events. In addition, other activities held on campus were Pizza with the President, Constitution Day, Black History Celebration, Juneteenth, and monthly Shawnee Speaks events.

Mindy Ashby hosted "Get a Start Smart" workshops at the beginning of the fall semester. The workshops focused on time management, study strategies, math and writing skills, and career services. She offered these in both face-to-face and Zoom formats.

Southern Illinois University-Carbondale, Murray State University, and Southeast Missouri University transfer representatives visit main campus monthly as well as visits to the extension centers throughout the semester. Transfer representatives meet with potential SCC graduates and guide them through the transfer process. SCC hosts a fall and spring transfer event for students.

Student Engagement events help students unwind and connect with peers. These activities and events are just a few examples of how SCC fosters a vibrant and engaging campus community.

Fun Fridays

Student Athletic Teams

Current athletic teams include: Women's Basketball, Men's Basketball, Volleyball, Softball, and Baseball.

When it is time for recruitment, head coaches are encouraged to recruit first from in-district high school student-athletes then regionally and then beyond. Many of the colleges in our conference recruit student-athletes internationally. SCC has the requirement that all student-athletes must establish in-district residency. International students are not eligible to establish in-district residency as they are always considered out-of-country students. We could accept an international student-athlete who could self-pay, but most of the time they are not able to do so.

Student Athletes by Team						
	Fall 2021			Fall 2022		
	Total Athletes	In-District Athletes	% of Athletes In-District	Total Athletes	In-District Athletes	% of Athletes In-District
Baseball	30	9	30%	32	13	40%
Softball	20	6	30%	18	7	39%
Men's Basketball	15	2	13%	15	2	13%
Women's Basketball	13	3	23%	13	1	8%
Volleyball	11	8	73%	13	5	38%

Current projects and future plans

- Host monthly social activities for students.
- Provide opportunities for students to engage in community and civic service.
- Collaborate with instructors to host program specific events, i.e. Work with the Automotive Instructor to host a Car Show.
- Provide leadership training and opportunities for all students.

Graduation

One of the most important objectives of Shawnee Community College is completion. Completing a degree or certificate can open up many opportunities. Our total number of completers has remained fairly steady, even with the drop in enrollment during the pandemic. There has been a distinct increase in students completing the General Education Core Curriculum. These students have met all requirements for the Illinois Articulation Agreement and, therefore, should have their general education core complete at any public Illinois college or university. The Associate of Arts, Associate of Science, and the General Education Core curriculum completions assist those graduates with a smooth and seamless transition to their transfer institution.

Completion by program

Graduates	2022	2021	2020	2019	2018
Total Completions	550	588	568	525	522
Completions by Curriculum					
0080- Associate of General Studies	28	33	57	31	20
0090- Associate of Arts	124	108	129	123	131
0091- Associate of Science	40	41	54	64	55
1128- Nail Technology	3	6	0	3	0
1190- General Education Core Curriculum	120	112	94	0	0
1201-Medical Assistant	5	0	0	0	0
2005- Construction Management	1	2	0	0	0
2100- Truck Driving	30	30	22	16	17
2102- Medical Office Assisting	1	1	2	3	3
2106- Auto Body	0	9	1	12	0
2119- Criminal Justice	2	2	6	3	3
2120- Criminal Justice	4	1	6	4	6
2126- Certified Nurse Assistant	30	67	42	69	102
2127- Practical Nursing	27	32	78	36	27
2139- Cosmetology	3	7	7	9	6
2147- Combination Welding	5	7	2	8	5
2158- Automotive Technician Assistant	8	0	2	1	6
2161- Basic Electricity	2	1	0	9	0
2169- Cosmetology Instructor Training	0	0	1	1	2
2174- Medical Coder	3	4	9	4	2
2176- Medical Biller	3	2	7	7	4
2182- Internet & Computing Core Prep	2	7	1	1	0
2183- Microsoft Office Specialist Prep	6	4	1	2	0
2186- Automotive Maintenance & Lgt Repair	5	0	1	1	7
2192-Arc Welding	8	8	0	9	7
2193-Gas Welding	12	5	8	10	12
2194-Tig Welding	8	11	0	12	6
2195-Pipe Welding	8	8	2	9	4
2196-Mig Welding	12	6	4	14	15
2197- Diesel Technology	0	0	0	0	0
2201- Social & Human Support Services	2	0	1	1	1
2204- Medical Lab Technologist	3	4	0	1	3
2209- Information Processing (Tech Option)	0	0	0	0	0
2210- Business Management	0	3	1	0	2
2211- Accounting	0	8	0	0	4
2214- Agriculture	2	1	0	0	0
2215- Agriculture Business & Management	0	1	3	2	6
2216- Fish & Wildlife Management	3	0	1	1	3
2221- Computer Information Systems	2	1	2	0	3
2224- Medical Coding Specialist	5	8	2	6	3
2227- Associate Degree Nursing	15	31	10	36	29
2233- Basic Heating and Air Conditioning	4	0	0	0	4
2236- Heating/Ventilation/AC/Refrigeration	1	0	0	1	2
2237- Occupational Therapy Assistant	8	13	1	5	4
2256- Automotive Technology	3	0	2	1	2
5199- Surgical Technology	2	2	5	7	3

Recommendations and Actions for Consideration

+Continue to host Welcome Day in the fall with a smaller version for spring and summer semesters. (Goal 2, Objective 1, Strategy C)

+Integrate Career Coach into all aspects of recruiting events to assist prospective students with their career exploration. (Goal 4, Objective 5, Strategy A)

+Investigate, purchase, and implement a CRM software (Customer Relationship Management) into the recruitment process. CRM software can assist with streamlined processes, automation of daily tasks, activity tracking and data collection, and personalization of recruitment activities. (Goal 2, Objective 1, Strategy H)

+Move to a text-based communication system and move away from email notices as students do not read and respond to emails. (Goal 2, Objective 1, Strategy H)

+Revise application to mandate responses for SCC first choice. (Goal 2, Objective 1, G)

+Evaluate customer service and provide in-depth customer service training. (Goal 3, Objective 2, Strategy B)

+Continue with monthly extension center financial aid workshops. In order to provide comparable services to all Extension Centers, our Financial Aid staff has set up monthly visit times at each center. (Goal 2, Objective 3, Strategy F)

+Create a report to determine the number of students who apply for Pell but do not receive it. (Goal 2, Objective 1, Strategy H)

+Develop further reports that will track time frames from each step-inquiry to enrollment. (Goal 2, Objective 1, Strategy H)

+Participate in professional development about strategic enrollment management. (Goal 2, Objective 1, Strategy H)

+Develop a strategic enrollment management plan which will include extension centers and Kentucky and Missouri border counties. (Goal 2, Objective 1, Strategy H)

+Develop a year-long activities and events calendar. (Goal 2, Objective 2, Strategy F)

+Provide monthly wellness tips for students, i.e. Wellness Wednesdays. (Goal 2, Objective 2, Strategy F)

+Send award letters to new students earlier as a method of recruitment. (Goal 2, Objective 1, Strategy D)

+Seek new ways to use financial aid as a method of recruitment. (Goal 2, Objective 1, Strategy F)

+Continue the investigation and future implementation of equity-based aid. (Goal 2, Objective 1, Strategy F)

+Review all policies, procedures, and processes for compliance with current federal financial aid standards. (Goal 2, Objective 2, Strategy E)

+Contract with a financial aid specific agency to update all any outdated financial aid policies, procedures, and processes. (Goal 2, Objective 2, Strategy E)

+Updated FA Colleague training. (Goal 3, Objective 2, Strategy A)

+Provide leadership training and opportunities for all students. (Goal 2, Objective 2, Strategy F)

+Launch peer mentoring program. (Goal 3, Objective 3, Strategy C)

+Offer Mental Health First Aid Training for staff, faculty, students, and community. (Goal 3, Objective 3, Strategy C)

+Host a wellness fair. (Goal 2, Objective 2, Strategy F)

+Continue AIM meetings. (Goal 2, Objective 1, Strategy D)

+Determine a method of tracking student major changes. (Goal 2, Objective 1, Strategy D)

+Build guided pathways plans of study, i.e., Associate of Arts-Psychology. (Goal 2, Objective 1, Strategy A)

+Create an advisor webpage. (Goal 2, Objective 1, Strategy D)

+Pilot web-based registration. (Goal 2, Objective 1, Strategy D)

+Continue to collaborate with colleges and universities on creating seamless transfers for both transfer and career technical degrees. (Goal 2, Objective 2, Strategy C)

+Participate in state and national professional development opportunities focused on new student orientation and first year experience. (Goal 2, Objective 1, Strategy C)

+Determine the need and method for mandatory new student orientation. (Goal 2, Objective 1, Strategy C)

+Collaborate with academic affairs for professional certification testing for any new programs of study. (Goal 2, Objective 1, Strategy B)

+Examine athletic programming and cost analysis of new sports. (Goal 1, Strategy 2, Strategy N)

+Tutoring outreach has been expanded via ZOOM. (Goal 2, Objective 3, Strategy F)

+Add additional academic support for student-athletes through the SAINTS Study Tables program. (Goal 2, Objective 2, Strategy A)

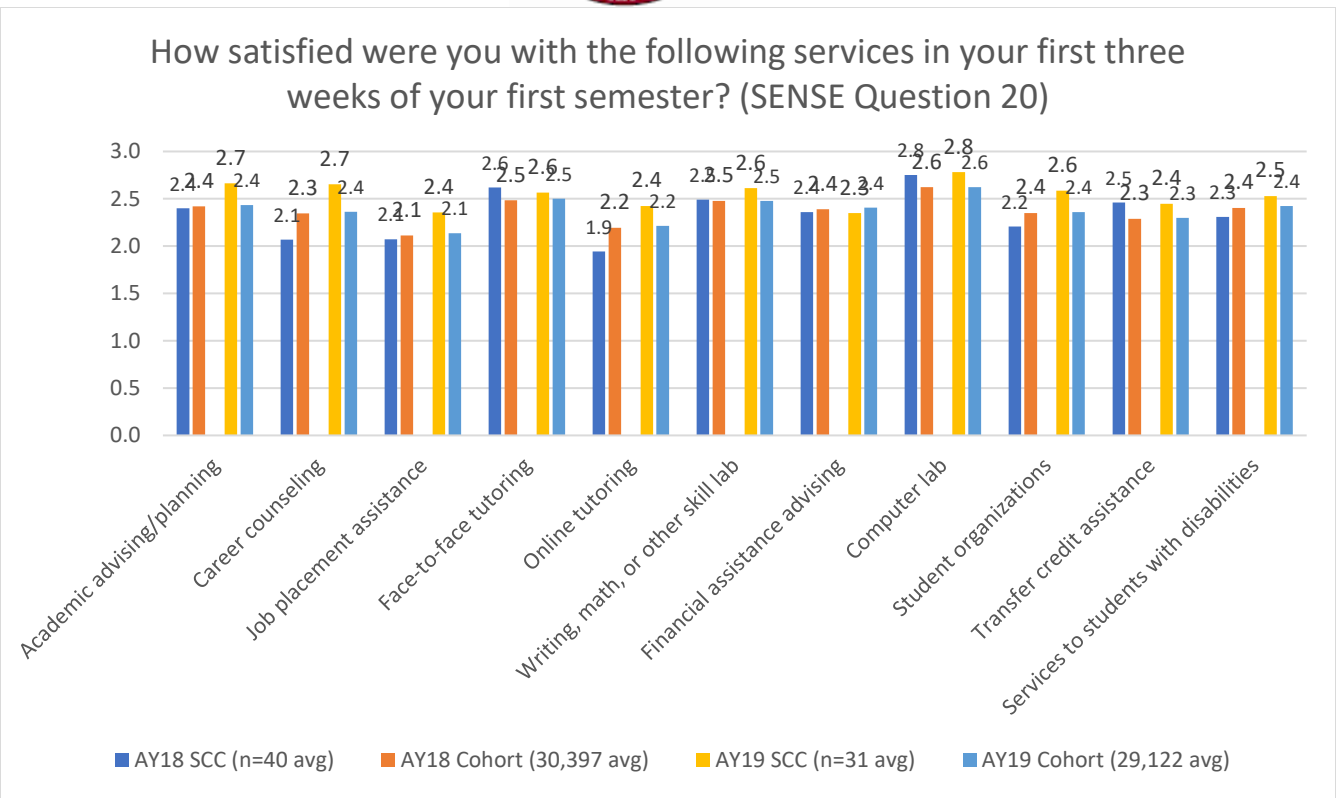
+Roll out eTutoring expansion including marketing of tutoring services. (Goal 2, Objective 2, Strategy A)

+Petition for a full-time tutor. (Goal 2, Objective 3, Strategy F)

+Recommend the Board of Trustees to add the Deployment area of SCCES to the B1010 Strategic Outcomes Policy, specifically adding the following Key Performance Measures (KPM) and Indicators (KPI):
Financial Aid: # of need-based scholarships, # of merit-based scholarships, average time to package financial aid; Learning/Student Support: #/% of students using academic support services, #/% of students using student support services, and library services.

Conclusion

From a student's inquiry to their goal attainment, the services provided in Student Affairs are critical to student success. Student Affairs staff wear many hats and must be proficient in each. The chart below shows the satisfaction of our students in many of those areas in the two most recent years of the SENSE survey, which will be given again in the fall of 2023. The staff in student affairs serve as a resource to not only students but to their families as well. Excellent customer service is imperative to every aspect of a students' experience. The various departments help students on every step of their educational journey. Many students have no family or friends to help them navigate the world of education. Students affairs staff must provide guidance for students and serve as their support system. Staff must also work in tandem with all departments to move students from inquiry to successful employment.


How satisfied were you with the following services in your first three weeks of your first semester? (SENSE Question 20)
3.0
2.5
2.0
1.5
1.0
0.5
0.0
Academic advising/planning
Career counseling
Job placement assistance
Face-to-face tutoring
Online tutoring
Writing, math, or other skill lab
Financial assistance advising
Computer lab
Student organizations
Transfer credit assistance
Services to students with disabilities
AY18 SCC (n=40 avg)
AY18 Cohort (30,397 avg)
AY19 SCC (n=31 avg)
AY19 Cohort (29,122 avg)