# Board Monitoring Report

## Student Services

## B1010

## March 5, 2024

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# 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 and leadership development, augment classroom instruction, and contribute 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's Strategic Outcomes using the Key Performance Indicators (KPIs) in the Shawnee Community College Effectiveness System (SCCES).

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# Enrollment

Despite declining high school populations and discontinuing most developmental education courses in the Summer of 2023, our enrollment has demonstrated resilience by remaining steady. The Student Affairs department views this trend positively, reflecting their efforts in navigating challenges and maintaining a consistent level of student enrollment.

Shawnee Community College

**10 Year Enrollment Comparison**

| | Totals | | Gender | | Fall | | Spring | | Summer | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Students | Credits | Female | Male | Students | Fall Credits | Students | Spring Credits | Students | Summer Credits |
| 2025 | 14 | 28 | | 14 | | | | | 14 | 28 |
| 2024 | 2,546 | 28,058.5 | 1,630 | 916 | 1,675 | 12,485.5 | 1,321 | 12,504 | 803 | 3,069 |
| 2023 | 2,834 | 29,355 | 1,798 | 1,036 | 1,711 | 12,588 | 1,659 | 13,511 | 757 | 3,256 |
| 2022 | 2,783 | 28,207 | 1,749 | 1,034 | 1,542 | 12,704 | 1,681 | 12,507 | 758 | 2,996 |
| 2021 | 2,750 | 29,969.5 | 1,812 | 938 | 1,632 | 12,589.5 | 1,791 | 14,240.5 | 668 | 3,139.5 |
| 2020 | 3,152 | 31,528.5 | 2,020 | 1,131 | 1,813 | 13,588.5 | 1,815 | 14,164 | 952 | 3,776 |
| 2019 | 3,481 | 33,304.5 | 2,237 | 1,243 | 1,976 | 14,380.5 | 2,144 | 15,422 | 965 | 3,502 |
| 2018 | 4,332 | 34,612.5 | 2,573 | 1,759 | 2,467 | 14,777 | 2,402 | 16,214 | 1,218 | 3,621.5 |

CROA - March 2024

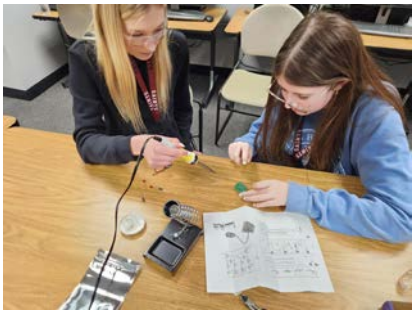
# Recruitment Activities

The Recruitment department excels at connecting with local high school students through strategic initiatives. We visit each high school weekly, fostering ongoing engagement. Our commitment extends to hosting two significant recruitment events annually: the "Pathways to Success Career Expo" in the fall and "CTE Day" in the spring.

In response to valuable feedback from students and school counselors, who expressed a desire to avoid duplicated services, we fine-tuned our approach this year. The Pathways to Success Career Expo is now explicitly tailored for juniors and seniors, while CTE Day is designed to resonate with freshmen and sophomores. This targeted focus ensures that each event delivers distinct value to students at different stages of their academic journey.

Recognizing the importance of inclusivity, we made strides in reaching out to homeschooled populations extending invitations to ensure their active participation in these events. This strategic adjustment reflects our commitment to providing tailored and meaningful experiences for all students, aligning with our dedication to fostering educational success.

Pathways to Success Career Expo 2023



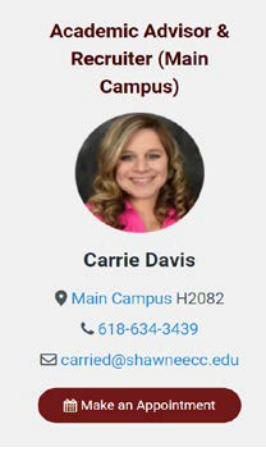
CTE Day 2024

CTE Day 2024

We are confident that integrating the CRM, specifically EAB's 360 Recruit, will play a pivotal role in enhancing our ability to monitor and engage with prospective students seamlessly from their initial inquiry to graduation. This platform empowers us to maintain effective communication and tracking, ensuring a comprehensive and personalized approach to student interactions at every stage of their academic journey.

Identifying potential non-traditional students and adult learners remains a challenge for us. We are actively exploring strategies to enhance our outreach and recognition efforts within these demographics, recognizing the importance of providing tailored support and opportunities for adult learners seeking educational advancement.

## Advising




Advisors have successfully introduced a user-friendly calendar function, allowing students to schedule appointments conveniently through their MySCC portal or the website. The biweekly Advisor Information Meetings (AIM) have become a cornerstone for advisors, offering valuable updates from academic departments and faculty, facilitating discussions on student issues, and reviewing Key Performance Indicators (KPIs) through the CROA dashboard.

Anticipating further enhancements, advisors and recruiters are eager to leverage Navigate 360 for streamlined advisement processes and the ability to communicate with students via text through this platform. This technology holds promise in improving overall engagement and support for students.

Looking ahead, with the imminent implementation of Competency-Based Education (CBE), potential needs are being proactively considered. This includes the potential requirement for a

dedicated CBE advisor or success coach aligned with best practices to ensure effective guidance and support for students navigating this innovative educational approach. The anticipation of such developments reflects our commitment to staying ahead of emerging trends and providing optimal support to our student body.

# Financial Aid

In a positive development, Federal and State Grants, including the Pell Grant, have experienced an increase in 2023, nearing pre-COVID numbers. This upward trend reflects encouraging strides in restoring financial aid accessibility and student support, underscoring our commitment to facilitating broader access to education.

| | | Financial Aid Award Counts - Federal and State | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 2019 | | 2020 | | 2021 | | 2022 | | 2023 | |
| | | Students | Amount | Students | Amount | Students | Amount | Students | Amount | Students | Amount |
| Chapter 33 Post 911 GI Bill | Veteran | 5 | $13,130.00 | 4 | $9,603.61 | 5 | $14,380.50 | 6 | $17,566.34 | 6 | $19,335.12 |
| Illinois Veterans Grant | State Awards | 7 | $17,124.00 | 11 | $29,182.00 | 5 | $11,340.00 | 2 | $3,300.00 | 2 | $6,440.00 |
| IL National Guard | State Awards | 4 | $9,549.00 | 3 | $4,797.00 | 2 | $4,200.00 | 1 | $1,050.00 | 5 | $8,830.00 |
| MIA/POW | Veteran | 3 | $7,475.00 | 3 | $4,715.00 | 1 | $750.00 | | | 2 | $1,395.00 |
| Pell Grant | PELL | 582 | $2,315,025.50 | 621 | $2,338,690.38 | 542 | $2,051,980.13 | 508 | $1,833,020.05 | 516 | $2,015,091.13 |
| SEOG (Supp Ed Opp Grant) | Supplemental Educ Opp Grant | 64 | $64,816.00 | 28 | $23,205.00 | 20 | $17,342.00 | 12 | $7,738.00 | 17 | $8,145.00 |
| State of IL MAP Grant (Est) | State Awards | 197 | $211,077.30 | 188 | $195,340.00 | 174 | $165,959.50 | 327 | $308,244.84 | 319 | $500,605.00 |
| | Sum: | 862 | $2,638,196.80 | 858 | $2,605,532.99 | 749 | $2,265,952.13 | 856 | $2,170,919.23 | 867 | $2,559,841.25 |

CROA March 2024

In the Fall of 2023, the Financial Aid office completed the Fiscal Operations Report (FISAP) to secure funding for Federal Work-Study (FWS) and Federal Supplemental Educational Opportunity Grant (FSEOG) programs for the upcoming 2024-2025 school year. SCC has been tentatively awarded $29,400 in Federal Work Study funds and $13,750 in Federal Supplemental Educational Opportunity Grant funds. This increase in both allocations is a positive outcome, reflecting our continued commitment to securing financial support for our students and enhancing their educational experience.

| | 2023-2024 | 2024-2025 |
|---|---|---|
| Federal Work Study | $17,325 | $29,400 |
| FSEOG | $8,145 | $13,750 |

Like others, the SCC Financial Aid Office has undergone significant adjustments due to the Department of Education's delayed rollout of the FAFSA. Traditionally available for completion on October 1st, the FAFSA release was postponed to January 1st, accompanied by persistent glitches, particularly affecting vulnerable student populations, such as those without a Social Security Number. Moreover, challenges persist for students and contributors who need a Social Security Number, highlighting the need for ongoing solutions.

Adapting to the changes in the FAFSA timeline, the Financial Aid Office at SCC has proactively shifted its approach to hosting FAFSA completion events. Traditionally scheduled from October

through December, these vital events have been extended to run from February through late April this year. The ongoing commitment to supporting high school and current students is evident, with assistance provided during dedicated events and available in the office and extension centers. This strategic adjustment ensures that students continue to receive the necessary guidance and support for FAFSA completion, even in the face of evolving timelines and challenges.

The delay in FAFSA opening has a cascading effect, with the Department also postponing the release of FAFSA information in the form of Institutional Student Information Records (ISIRs) to schools. Despite assurances, the promised release in the "first half of March" adds a layer of complexity, necessitating continued flexibility and adaptability in our financial aid processes. The SCC Financial Aid Office remains committed to supporting students through these challenges and ensuring they receive the financial assistance they need.

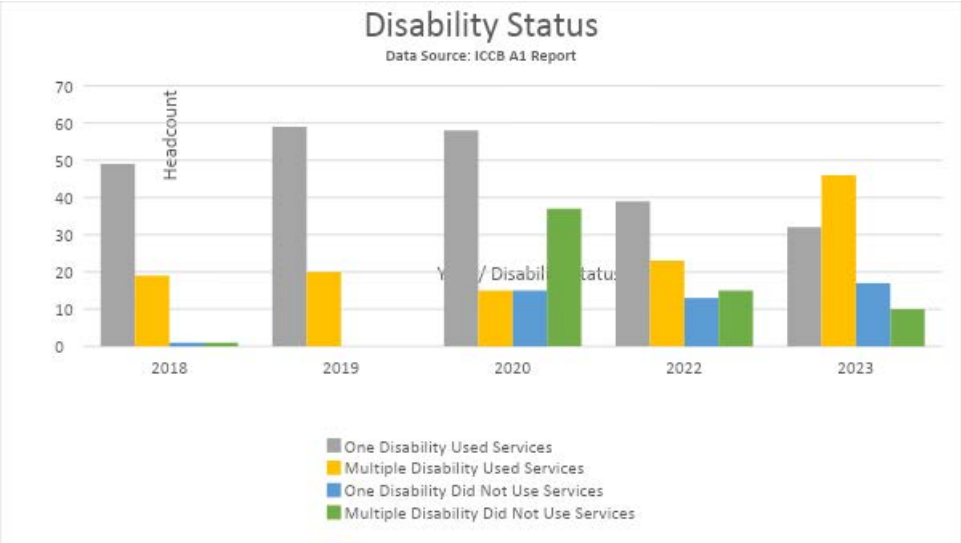
## Student Interest, Learning Resources, and Student Success FY23

In response to the post-COVID demand for testing services, notably among students requiring disability accommodations, Shawnee Community College recognizes the imperative to expand testing center capacities. This increase in demand, coupled with a growing trend of students seeking accommodations, underscores the need for proactive measures to ensure equitable access to testing facilities. To these ends, by prioritizing inclusivity and collaboration among stakeholders, Shawnee Community College aims to create an academic environment where every student can thrive.

| | | | | | |
|---|---|---|---|---|---|
| **Testing Services** | **2019** | **2020** | **2021** | **2022** | **2023** |
| Proctored Makeup Exams | 615 | 540 | 372 | 450 | 465 |
| Accuplacer English/Math | 3,152 | 1,967 | 2,073 | 838 | 1696 |
| Academic Accommodations | n/a | n/a | 200 | 238 | 252 |
| Online Proctored* High-Stakes | 443 | 321 | 403 | 270 | 578 |

# Disability Services

Our yearly board monitoring report notes a decline in students with disabilities, signifying progress in our efforts to enhance accessibility and support services. However, we must address a concerning trend: an increase in the number of individuals with multiple disabilities. This shift highlights the evolving complexity of student needs within our institution. As we strive to maintain an inclusive environment, it's imperative to adapt our support systems to meet the diverse needs of all students.




# Academic Success, Retention, and Progress

Empowering Student Success: Insights from Retention Alert System

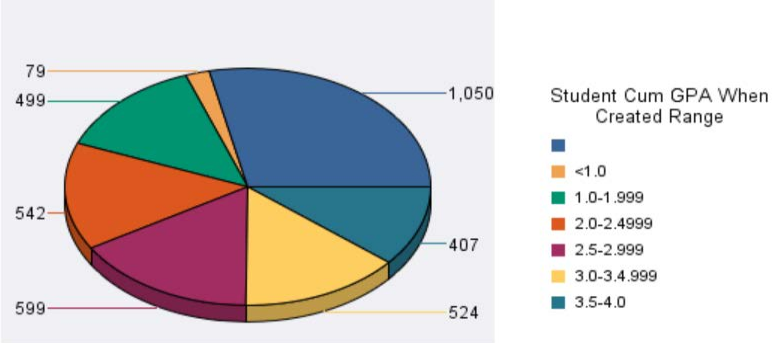
The Retention Alert system has provided invaluable insights within our student body, revealing that women and early college dual credit students stand at the forefront of our retention challenges.

Data analysis underscores the importance of tailored support mechanisms for these cohorts. With women comprising a significant portion of our student body, targeted initiatives addressing their specific needs are imperative. Similarly, while embarking on their academic journey, early college dual credit students require specialized attention to navigate the transition seamlessly.

Encouragingly, our concerted efforts in advisement have yielded tangible results, as evidenced by the steady improvement in the prompt resolution of cases. By promptly identifying and addressing issues flagged by the Retention Alert system, we can provide timely interventions and support, bolstering retention rates and fostering student success.

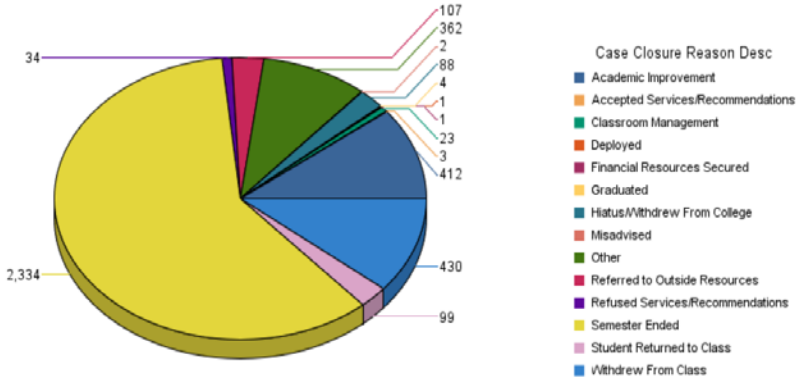
As we delve deeper into these statistics, we remain steadfast in our commitment to crafting personalized strategies that cater to the diverse needs of our student population. We are dedicated to empowering every student to thrive academically and beyond through data-driven insights and targeted interventions.

| Person Gender | F | M |
|---|---|---|
| 2020 | 617 | 312 |
| 2021 | 604 | 309 |
| 2022 | 420 | 198 |
| 2023 | 375 | 210 |
| 2024 | 75 | 35 |
| Total Cases: | 2,091 | 1,064 |




Shawnee Community College

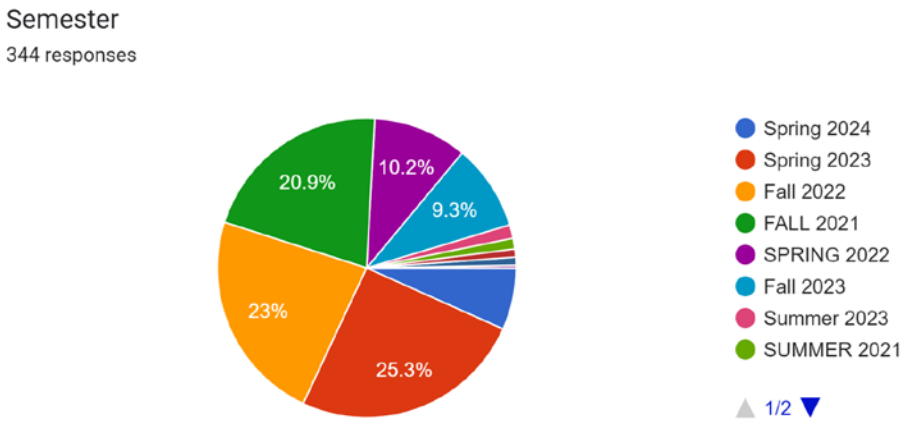
**Closed Cases Report- Cumulative Since 2018**




**Case Closure Reason by Year**

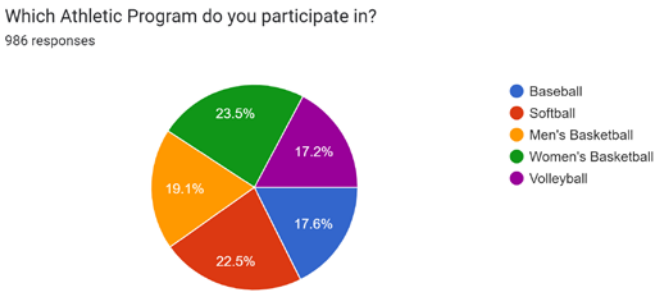
# Tutoring

Over 167 students benefited from the Student Success Tutoring Program FY23 and accumulated over 15,000 minutes of study and tutoring assistance from our professional and peer coaches. Post-COVID return, student success follows the trend of students needing remediation in math and paper writing.




# Learning Communities- SAINTS Study Tables

Since implementing the SAINTS Study Tables Pilot Program last fiscal year, 88 student-athletes have actively used the LRC for 3-6 hours weekly. We offer professional and peer tutoring, and the librarian and library assistant help them with database searching, time management, homework questions, and study techniques as needed.

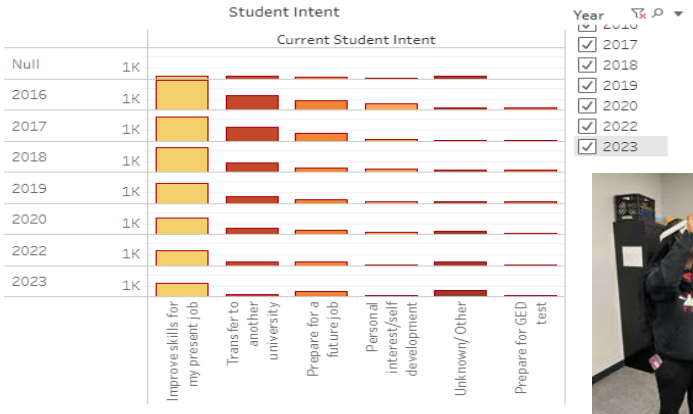


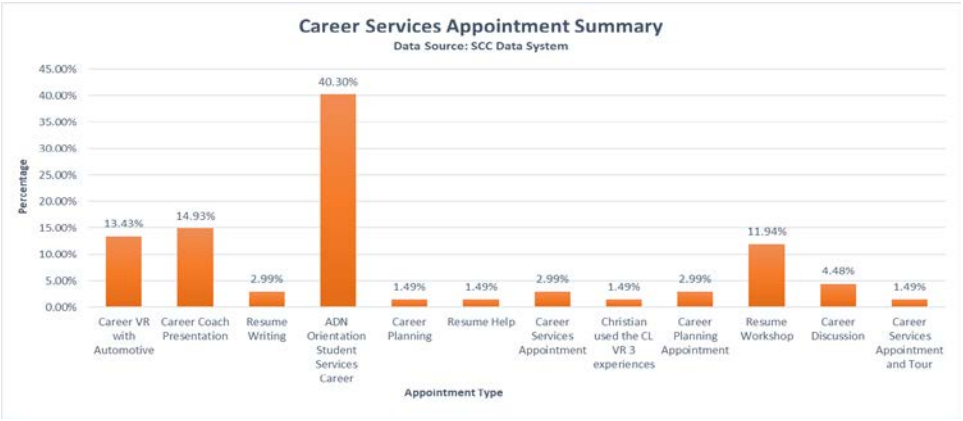

This graph reflects the percentages of the athletic program participants as a group. Since the program began, there have been 986 responses to our Google Form as of 9/26/2022: of those responses, 23.5% are Women's Basketball, 17.2% are Volleyball, 17.6% are Baseball, 22.5% are Softball, and 19.1% are Men's Basketball.

# Immersive Career Readiness:

As we continue to embrace technology to empower our institutional operations, teaching, and research, leadership teams increasingly recognize the capacity of emerging technologies to transform learning. Recent developments in immersive learning have expanded the range of applications, including fields such as healthcare and engineering and the arts, design, and humanities.

## Career Coach & Virtual Career Labs FY23






The analysis of exit interview data from our graduates reveals a significant trend, with more than 50% expressing intentions to transfer. This finding underscores the importance of understanding the factors driving such decisions and the necessity for proactive measures to enhance student retention. By conducting thorough exit interviews, we aim to gain deeper insights into the reasons behind these transfers, enabling us to implement targeted strategies to improve the overall student experience and bolster retention rates. Through this approach, we can better address student needs and cultivate a supportive environment conducive to their academic and personal growth.

## Graduate Exit Data

Plans After Graduation

| Plan After SCC | Percentage of Responses | |
|---|---|---|
| Enrolling at another college/university | 58% | 356 |
| Not planning to enroll in college | 3% | 21 |
| Employed and not looking for different employment | 8% | 52 |
| Employed full-time but looking for different employment | 9% | 55 |
| Employed part-time but looking for different employment | 8% | 47 |
| Not employed and looking for employment | 12% | 71 |
| Not employed and not looking for employment | 2% | 10 |

*Data Source: 2018-2022 Graduate Exit Survey (Survey Monkey)*

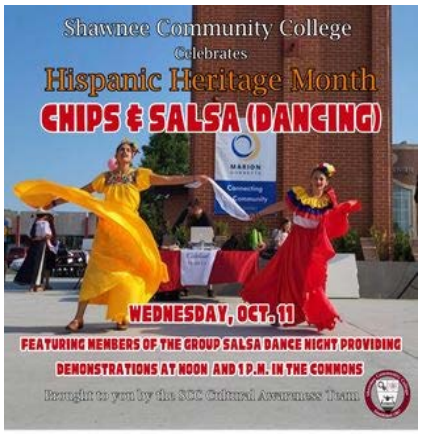
# Fostering Student Engagement: A Vibrant Tapestry of Activities

At SCC, student engagement lies at the heart of our vibrant community. It manifests through various dynamic activities to enrich the student experience. From orientation to celebratory events highlighting multiculturalism, each initiative cultivates a sense of belonging and excitement among our diverse student body.

Orientation marks the beginning of every student's journey. In FY23, over 156 students received a warm welcome, equipping them with the resources and knowledge necessary for success. Our Week of Welcome amplifies this spirit, offering a jam-packed schedule of events and activities designed to forge connections, foster friendships, and ignite a passion for involvement.

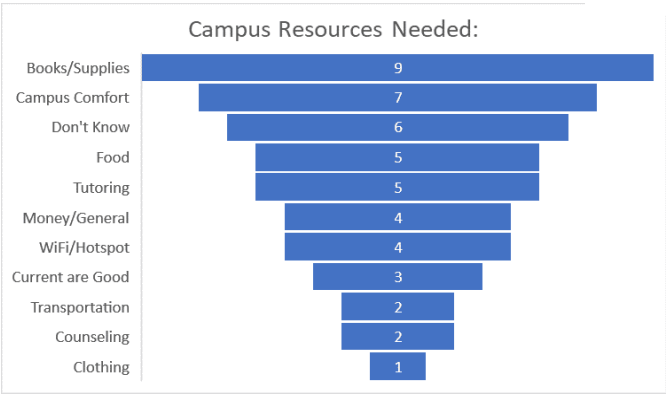
As the academic year progresses, the excitement continues with hallmark events like the Fall & Spring Fests, where staff, students, and faculty come together to celebrate our shared pride and spirit. Moreover, our commitment to multiculturalism is celebrated through events that honor and embrace our campus's rich tapestry of cultures. From clubs and orgs week, cultural activities to awareness weeks, these events serve as platforms for dialogue, understanding, and appreciation of diversity.

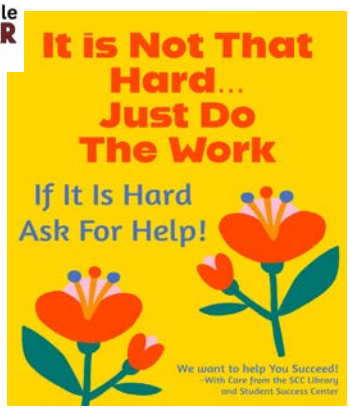
By offering a diverse range of engagement opportunities, we ensure that every student has the chance to find their niche, explore their passions, and make lasting memories. Together, these activities contribute to a thriving campus community where students feel empowered, supported, and inspired to excel inside and outside the classroom—visit activities by semester and year here.




## Campus Resources

Over the past year, student engagement with campus resources at Shawnee Community College has been robust and diverse. From the state-of-the-art library facilities to counseling services and the new food pantry, students have actively availed themselves of the myriad resources available to support their academic and personal growth. Utilizing these services underscores the college's commitment to providing a supportive environment conducive to student success, fostering a vibrant campus community where individuals can academically and personally thrive.



# Actions/Recommendations

- Implementation and Training for CRM:  EAB's Navigate 360 to assist with:
    - Inquiry/prospect tracking
    - Consistent and frequent communication with prospective and current students
    - Ease in keeping & tracking advising/retention alert notes
    - Track all Student Engagement and Cultural Awareness Activities
    - Integrate Career Services and an Employee Assistance Program (EAP) to effectively monitor and enhance the efficiency of our career services, providing valuable support and resources to employees navigating professional development and career growth.
    - Utilize the EAB platform capabilities for a real-time anonymous button to assist all constituents in notifying the proper departments in times of student basic needs, mental health, substance abuse, homelessness, and food insecurities.
- Advising:  With the CBE programs on the horizon, it may align with best practices to have a dedicated CBE advisor/success coach for frequent touchpoints.
- Financial Aid implementation of rules for more automation to
    - Reduce human error
    - Reduce time to aid offers
    - Free staff time for more impactful engagement with students and families
- Financial Aid will be working with the Business Office to implement Direct Deposit for student refunds