Danville Area Community College

Student Services Master Plan

FY 2018-2020

Supporting the Mission of DACC

Danville Area Community College is committed to providing quality, innovative, and accessible learning experiences which meet the lifelong academic, cultural and economic needs of our diverse communities and the world we share.

Student Services

Student Services advocates for students; enhances educational experiences by engaging the students; improves academic success through services provided; and promotes student growth and development through partnerships within the college and in the community. Student Services also contributes to the culture and framework of the College by providing human resources, developing and maintaining information systems, and by creating or adhering to policies and procedures presented by the College, Federal and State entities, and various third-party stakeholders.

Student Services Division Goals FY 2018 - FY 2020

1. Increase student access, engagement, retention and success through more integrated and comprehensive student services.
2. Improve student awareness of college services, information, activities and programs.
3. Maximize resources and improve Student Services' infrastructures to meet stakeholders' needs.

Dean of Student Services

The Dean of Student Services promotes the College's mission and goals with the following responsibilities:
1. Lead and supervise Student Service departments in collaboration with the College's academic and administrative services.
2. Anticipate and incorporate effective, comprehensive support services to increase the academic success of our students.
3. Support the College's administrative infrastructure by assisting with communications; following compliance mandates; developing/ evaluating policies and programs; and by understanding and meeting the reporting/service requirements of our stakeholders.

Major Functions:
- Lead Student Services team in assessment, planning and budgeting
- Student Communications
- Student Conduct
- Compile, Address & Assess Student Complaints
- Provide Student Services Perspective Across Campus
- Lead Threat Assessment Team
- Publish the DACC Student Handbook
- Provide Student Activities, Clubs & Organizations
- Various State, Federal and Third-Party compliance requirements

Student Services Departments

Advisement & Counseling

One of the primary functions of Academic Advisement and Counseling is to help all students obtain the type of education best adapted to their needs, abilities and interests. Counselors and academic advisors meet with students to assist them in planning their academic programs and career goals, solving personal problems and adjusting to college.

Major Functions:
- Program of Study/Major Advisement and Registration
- Online Degree Mapping with Student Planning
- Transfer Articulation
- Transfer Guidance
- Crisis Counseling
- Campus & Community Resources & Referral
- Transcript Evaluation
- Liaison for International Students
- Host State University Transfer day for students and community

Admissions, Records & Information

The Admissions and Registration Office provides students and prospective students with general information about the College, front-line services and processes. Additionally, the office provides walk-in student registration, telephone registration, and student schedule changes for students enrolled for less than twelve credit hours. The office also serves as the hub for all dual credit registrations.

The Information Office serves as the front-line reception center, answering questions and giving directions to walk-in customers and phone customers. The Office also handles student orientations, student ID cards, and student enrollment information for third-parties such as National Student Clearinghouse (NSC) and the National Student Loan Data System (NSLDS).

The Records Office maintains all student academic records, provides transcript evaluations, issues transcripts and grade reports, and evaluates candidates for graduation.

Major Functions:
- Student Applications
- Student ID Cards
- Dual Credit Liaisons, Registrations, Transcripting grades
- ICCB, Clearinghouse and other third-party data retrieval and reporting

Career & Employment Services

The Career and Employment Services Center assists students in making career and life planning choices. Students wishing assistance in career choice or in gaining skills, which will aid them in the job search process, are encouraged to visit the Career Center. A wealth of career and job search information is available, including internet-based and computerized career guidance programs. Career and Employment Services also helps students with identifying full-time, part-

time and seasonal employment needs, on and off campus; resume writing; interviewing skills; and appropriate, business-attire clothing. Services are designed to help DACC students acquire the skills necessary for successful job searching as well as to connect students with potential employer contacts.

Major Functions:
- Provide Career Interest & Personality Assessments
- Provide job and labor market information
- Provide information on nontraditional career options
- Pre-Employment Services: Job Readiness Workshops, Resume Writing, Interview Skills
- Maintain Career Clothes Closet to provide students appropriate interview and job clothing
- Host Annual Career Fair
- Provide Career & Employment Outreach in DACC classrooms, to local schools and to various community partners.
- Facilitate Illinois Cooperative Work Study Grant
- Post job openings through online systems and physical publications
- Provide assistance/computers for students to update resumes and search/apply for jobs online
- Assist employers with finding suitable employees

Child Development Center

The Center is a licensed day care facility with a preschool program during the morning. It serves children between the ages of 15 months and 5 years during the year and 6 years old to 12 years old during the summer months. The center is open to children of college students, faculty, staff and community. The purpose of the Child Development Center is 1) to promote the social, emotional, physical and intellectual growth of the child; 2) to aid in development of a sound self-concept; and 3) to further growth in language skills.

We have designed our program to incorporate concepts of how young children learn as individuals and as group members.

Major Functions:
- Develop cohesive curricula geared to the children's development and ability, movement through the CDC's classrooms, state/federal mandates, and Kindergarten requirements..
- Develop activities where children will learn through hand on experiences..
- Provide support and services to our college students.
- Provide a quality laboratory for classes needing observations and interaction.
- Provide mentoring and guidance for students internship.
- Provide educational workshops for students, parents and community.
- Provide college students with a part time job when attending classes.
- Provide a quality food program that is in compliance with the State Board of Education.
- Maintain compliance with Federal and State laws and College policies and procedures.

Financial Aid

The primary objective of the DACC student financial aid office is to ensure that eligible students are awarded in an efficient and accurate manner and to help them maximize all types of student aid for which they may be eligible and at the same time ensure the institution is in compliance with all Federal and State regulations.

Major Functions:
- Promote and provide friendly, informative services to students; assisting students/parents with the federal and State financial aid processes.
- Market and communicate financial aid options to all residents of District 507; including high school Financial Aid Nights, community events, campus events, one-on-one meetings with students/parents, and social media information campaigns.
- Award financial aid in a consistent, fair and equitable fashion compliant with current regulations.
- Maintain compliance with Federal and State laws and College policies and procedures; informing and educating DACC stakeholders of all changes/updates.

Recruitment

The Coordinator of Recruitment and Retention creates and coordinates a broad range of activities and programs that support the recruitment of prospective students and retention of current students. Recruitment efforts will include working with 4 main segments: 1) high school students, 2) adult students, 3) geographic reach with Indiana residents and International students, and 4) online students. Retention strategies will include, but are not limited to the research of student retention issues and the development of programs, in conjunction with instruction and student services departments, that will help ensure the success of at-risk populations.

Major Functions:
- Recruitment of prospective students; focus on middle school, high school, adult, 7-county Indiana, International, Veteran, and online populations
- Assist with ACCUPLACER placement testing at high schools
- Coordinate high school senior registration days (DDD Discover DACC Days) on campus
- Represent DACC at various community and educational activities/functions
- Plan and organize on-campus recruitment programs (open houses, workshops, events, etc.)
- Provide information to prospective students, follow-up with interests, establish connections with potential students and recruitment channels (middle schools, high schools, community agencies, etc.)
- Assist with the development of recruitment materials

Student Development & Conduct

The Student Development Advisor is responsible for assisting in the day-to-day operations of the student conduct system. The Advisor is involved in a variety of activities covering the entire student conduct process. The Incumbent will also serve as a mentor to at-risk students identified through retention strategies and the student conduct system. Career advisement services will also be provided by this office. Ultimately, all responsibilities will focus on student support, development, and success.

Major Functions:
- Investigate behavior reports
- Meet with students who have allegedly violated the Student Code of Conduct
- Advocate for students and troubleshoot problems
- Serve as the liaison with the Dean of Student Services, Campus Security, Counseling and Threat Assessment Team
- Communicate with high schools, parents (when warranted) and college faculty/ administrators to ensure retention and success

Testing & Academic Services Center

The Testing and Academic Services Center provides academic support services for DACC students and community members. Services provided through the Testing Center include test proctoring for DACC courses, general tutoring services, and testing accommodations for students who have been approved through Disability Services. The Center also serves local employers for employment assessments; third-party proctoring services for students with other online programs and schools; and individuals needing certification or licensure exam proctoring.

Disability Services provides assistance to all qualified students with disabilities, whether they are physical, psychiatric, or educational. Please note, under the ADA and Section 504, a person is an individual with a disability if he or she has a physical or mental impairment that substantially limits one of more major life activities. In order for academic accommodations to be received, students are required to register through the Testing Center/Disability Services office and attend an interview to document the disability and identify their needs. All services are based on individual needs. Examples of available services include adaptive equipment, audio textbooks, interpreters, notetakers, readers, special testing accommodations, and TTY locations.

General Tutoring is provided to all DACC students through the Testing & Academic Services Center. Peer Tutoring is offered in development and basic-level courses of Math, Science, and English, Psychology, and Computer Business. Peer Tutors are also equipped to help students with skills and practice for Studying, Organization, Time Management, Test-Taking, and Note-Taking.

Major Functions:

- Peer and professional tutoring (when available) for developmental and general education courses.
- Disability Services: Provide front-line information and services to students inquiring about the Disability Services at the college. Assess student needs and approve accommodations needed for each course. Provide the accommodations associated with students' specific situations.
- Testing Services: placement testing (Accuplacer), DACC course testing for online courses and students with disability accommodations, remote proctoring, high school equivalency exams, proficiency exams, WorkKeys, Pearson Vue Testing, Castle, HiSET, CLEP exams, and Manufacturing Skills Standards Council (MSSC) testing.

TRIO/Student Success Center

The mission of the TRIO Student Support Services Program at Danville Area Community College is to help eligible students be successful in college and to obtain their Associate degree. TRIO specifically helps low-income and first-generation college students and individuals with disabilities maintain good academic standing, apply persistence strategies, and graduate and/or transfer to a four-year college/university. Services include assistance with securing financial aid; personal, academic and career counseling; academic tutoring; assistance with transition to four-year programs from two-year institutions; assistance with applying to graduate and professional programs.

Major Functions:
- Academic Advisement & Counseling for Academic Success

- Strategies for Financing College including assistance with scholarship searches and submitting scholarship applications
- Tutoring with Professional Tutors and/or online tutoring
- Assistance with Four-Year College/University Applications and Transfer Process; includes university transfer visits
- Provide computer lab and study area for TRIO participants
- Provide specialized programs such as Freshman Year Experience; Academic Support Workshops; and Small Learning Community Groups

Veteran Services

The Veterans Multipurpose Employment Center serves the Veteran population in the areas of training and employment. The Center is designed to help Veterans successfully compete in the job market. Services provided include: Career counseling and skills assessment, workshops, current listing of employment opportunities, labor market information and job search tips, resume development, online career libraries and access links, assistance in navigating the college system, and other supportive services. The Veterans Center is the hub of information for other Veterans-based community services and networks.

Major Functions:
- Certify, monitor, bill, and reconcile enrollment and payments through the Veteran Affairs VA-ONCE system and Colleague
- Certify, monitor, bill, and reconcile enrollment and payments through the Illinois Department of Veteran Affairs system and Colleague
- Outreach and partnership with VA to assist veterans with enrolling in school
- Work with the Student Veterans of America organization

Tasks & Activities Identified to Support College & Division Goals

Dept/Team	Strategic Plan Matrix Goal	Student Services Goal	Task/Activity	Timeline
Advisement & Counseling	Institutional Excellence	1	Continue the HLC Mandatory Advisement Quality Project and complete the final report.	FY18
Advisement & Counseling	Institutional Excellence	3	Expand Student Planner use by advisors and students.	FY18
Advisement & Counseling	Student Learning	1	Expand articulation agreements: 2+2, 3+1; train staff to provide	FY19
Advisement & Counseling	Institutional Excellence	3	Train staff on new articulation agreements and develop website tools for guides and promotion.	FY19
Advisement & Counseling	Student Success	1	Continue intrusive advisement strategies with Operation Graduation students and nontraditional students.	FY19
Advisement & Counseling	Institutional Excellence	3	Explore scanning software for advisement documents.	FY19
Advisement & Counseling	Institutional Excellence	3	Revitalize Advisement areas with new carpet and chairs.	FY19
Advisement & Counseling	Student Success	3	Expand Advisor & Counselor capabilities with additional training.	FY19
Advisement & Counseling	Student Success	3	Automate Transferology data exchange for improved course articulation and information for students.	FY19
Admissions, Records & Information	Institutional Excellence	3	Review current policies and procedures to eliminate unnecessary barriers to student success.	FY18
Admissions, Records & Information	Student Success	2	Investigate interventions to increase student support and retention for second year students.	FY18
Admissions, Records & Information	Student Success	3	Investigate the use of midterm grades on DACC campus. (Best practice cited by AtD colleges and will reduce a number of issues when we completely move over to Student Self Service (need for additional customized programming for early and midterm verifications).	FY 18
Admissions, Records & Information	Institutional Excellence	3	Investigate an online application to streamline application processes (will also help Foundation Scholarship process).	FY18
Career & Employment Services	Organizational Advancement	1	Partner with local industries, economic development representatives, and faculty to integrate "Tour of Business" activities within the Success in College curriculum	FY19

Dept/Team	Strategic Plan Matrix Goal	Student Services Goal	Task/Activity	Timeline
Career & Employment Services	Student Success & Organizational Advancement	3	Partner with Vermilion County Works & the American Job Center to expand student services on campus.	FY18
Career & Employment Services	Student Success	1, 3	Connect with Adult Education and special population students with career counseling for a smooth transition into undergraduate educational programs and job search skill building.	FY18
Career & Employment Services	Organizational Advancement	1	Survey faculty and staff for a list of employment needs to inform office activities improvement of services	FY18
Career & Employment Services	Student Learning	1, 2, 3	Offer Career Services workshops in the areas of career development processes, resume writing, and interviewing skills to faculty as an alternative to cancellation of class	FY18
Child Development Center	Student Learning & Institutional Excellence	2	Add a new toddler classroom to meet student and community demand.	FY18
Child Development Center	Institutional Excellence	2	Develop and administer a survey to both parents and students. (Utilize Survey Monkey or Google Forms.)	FY19
Disability Services	Student Success	2	Develop and deliver a Disability Services Orientation.	FY18
Disability Services	Institutional Excellence	3	Establish a budget for Disability Services that is institutionally funded.	FY19
Disability Services	Institutional Excellence	3	Establish an area designated to serve students with disabilities (i.e., tutoring lab).	FY19
Disability Services	Student Success	1, 3	Offer more inclusive services for students with disabilities with a full-time staff. Services would include advisement, registration, etc.	FY19
Financial Aid	Institutional Excellence	3	Purchase and integrate Financial Aid Self-Service module into current Self Service portal	FY18
Financial Aid	Institutional Excellence	3	Collaborate with Foundation to explore alternative options for transfer students who request loans for FR/SO years.	FY19
Financial Aid	Student Success	3	Collaborate with Business Office to explore options for getting refunds to students sooner.	FY19
Financial Aid	Student Success	1	Expand Financial Aid counseling for all to include Financial Literacy (building budgets, real costs of attending college).	FY19

Dept/Team	Strategic Plan Matrix Goal	Student Services Goal	Task/Activity	Timeline
Financial Aid	Organizational Advancement	1	Expand outreach to high school students, presenting Financial Aid information to Sophomores, Juniors and Seniors.	FY19
Recruitment	Student Learning & Organizational Advancement	2	Develop recruitment plan for Past DACC Graduates; highlighting transfer, 3+1 programs, etc.).	FY19
Recruitment	Organizational Advancement	3	Utilize current students for recruitment visits and for social media testimonials.	FY19
Recruitment	Organizational Advancement	2	Expand targeted social media campaigns to high school students (sophomore thru senior); highlighting Dual Credit and other high-demand programs.	FY19
Recruitment	Student Success	1	Assess the Bonus Course strategy for additional course taking.	FY18
Recruitment	Organizational Advancement	2	Deliver specific message (via mail) to the parents of high achieving sophomores and juniors.	FY19
Recruitment	Organizational Advancement	3	Revamp recruitment pieces: viewbook (social media and print format), dual credit brochure, financing college	FY19
Recruitment	Organizational Advancement	2	Expand recruitment efforts in Indiana; targeting online opportunities (dual credit and traditional college).	FY19
Student Development	Student Success	1	Survey incoming students to develop a student activities schedule that will increase student engagement.	FY18
Student Development	Student Learning	1	Develop online learning modules to reinforce student learning opportunities regarding vital policies and procedures, success strategies, and student conduct.	FY19
Student Development	Student Success	1	Add intramural sports and clubs identified in incoming student surveys.	FY19
Student Services	Institutional Excellence	3	Investigate integrated enrollment services models.	FY18
Student Services	Institutional Excellence	2	Investigate a DACC mobile app to improve communications.	FY18
Student Services	Institutional Excellence	3	Assist the move to the Student Self-Service platform (away from WebAdvisor).	FY18
Student Services	Institutional Excellence	3	Develop a DACC webpage for parents.	FY18
Student Services	Institutional Excellence	3	Update the Jaguar Spot landing page for streamlined communications.	FY18
Student Services	Student Success	1, 3	Scale-Up the DACC Mentoring Program to include Operation Graduation cohorts.	FY18

Dept/Team	Strategic Plan Matrix Goal	Student Services Goal	Task/Activity	Timeline
Student Services	Institutional Excellence	3	Train staff on Strategic Enrollment Management processes to develop SEM mindset at DACC.	FY18
Student Services	Institutional Excellence	3	Increase communications between faculty and student services to improve awareness of college services, information, activities and programs.	FY19
Student Services	Institutional Excellence	2	Review front-line policies and procedures to eliminate unnecessary barriers to student success.	FY19
Student Services	Student Success	1, 3	Review "0" placement score success rates to determine if they support our student success goals.	FY19
Student Services	Student Success & Institutional Excellence	2	Implement a mobile app to improve communications.	FY19
Student Services	Institutional Excellence	3	Develop a Student Services Succession Plan for the next 5 years.	FY19
Student Services	Institutional Excellence & Student Success	3	Develop the Online Oasis lab space for online and 3+1 learners.	FY19
Student Services	Institutional Excellence & Student Success	3	Establish systems and spaces to meet the needs of transgendered students.	FY19
Student Services	Institutional Excellence	3	Investigate scanning software for all Student Services departments. Other departments on campus (Business Offices) would also use the software/capability.	FY19
Student Services	Organizational Advancement	3	Develop and integrate Strategic Enrollment Management processes at DACC.	FY19
Student Services	Institutional Excellence	3	Revise the Programs of Study listing on the website.	FY20
Student Services	Institutional Excellence & Student Success	3	Update student areas to support technology and student engagement.	FY20
Testing Center	Institutional Excellence	3	Develop a plan to increase the physical space in the Testing Center.	FY18
Testing Center	Institutional Excellence	3	Expand the Testing Center.	FY20
Testing Center	Institutional Excellence	3	Install security cameras to improve test monitoring.	FY19
Testing Center	Institutional Excellence	3	Automate ACCUPLACER score feeds into Colleague.	FY19

Dept/Team	Strategic Plan Matrix Goal	Student Services Goal	Task/Activity	Timeline
Testing Center	Institutional Excellence	3	Utilize a software program to administer and deliver paper tests.	FY20
TRIO	Institutional Excellence	1	Develop TRIO program proposal to secure funding for 5-year grant renewal for PYs 2020-2025.	FY19
TRIO	Student Success	3	Expand TRIO professional tutoring staff to expand academic tutoring and small learning community services.	FY19
Tutoring	Student Success	1, 3	Investigate the current need for general tutoring services.	FY18
Tutoring	Student Success & Institutional Excellence	1, 2	Provide an online, accessible tutoring program that can be linked to Blackboard.	FY18
Tutoring	Institutional Excellence	3	Establish a Tutoring Center budget that will allow expansion of services.	FY19
Tutoring	Institutional Excellence	1, 3	Expand staff to support a more readily available service to students.	FY19
Tutoring	Institutional Excellence	3	Establish a Tutoring Center area that is separate from TRIO and Testing Center.	FY20
Veteran Services	Student Success	1	Expand efforts to increase the number of Veterans attending DACC.	FY18
Veteran Services	Student Success	1	Reestablish a Student Veterans of America (SVA) organization on campus.	FY18
Veteran Services	Student Success	1	Assess the efforts to increase the number of Veterans attending DACC.	FY19
Veteran Services	Institutional Excellence	1, 3	Create a Veterans' One-Stop to take advantage of record number of returning G.I.s.	FY19
Veteran Services	Institutional Excellence	3	Investigate the need for full-time Veterans' Advisor on campus.	FY19