Student Services

Putting the pieces together

2007 - 2008 ANNUAL REPORT

OKLAHOMA CITY COMMUNITY COLLEGE

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ADMISSIONS AND RECORDS

Recruitment and Admissions

Mission:
Recruitment and Admissions provides prospective students with information about and access to educational opportunities at Oklahoma City Community College.

Organization and Management:
Organizational Chart is attached
Total FTE: 11.54
Exempt: 9
Non-Exempt: 2.54

Staff Development:

- All staff (11 individuals) participated in participated in quarterly Health and Safety activities and the Achieving the Dream luncheon
- Nine (9) Staff members participated in a cross-functional staff meeting with Admissions & Advisement – November 2007
- Three (3) Staff members attended Outlook training
- Admissions Advisor (Gayla Holmes): participated in Singularity (electronic imaging) training, OACRAO Conference in October, Women in Higher Education Conference, and Diversity and Poverty training
- Brandee Morgan, Admissions Advisor: Marketing and Enrollment Management workshop, OACRAO Regional Conference, OACRAO 14th Annual Policy and Issues Professional workshop, WOW – Adobe Acrobat 8.0, WOW – Teaching Strategies, Angel Training
- Michele Goar, Admissions Advisor: OACRAO Conference in October, Angel Training

Financial Resources:
10-15-51110 Budget is funded through E&G

Personnel Salaries and Benefits	$560,346.00
Operations, Supplies, Memberships, Services	$ 72,693.00
Total	$633, 039.00

High School Recruitment

Program Highlights & Information:
For the 2007-2008 Academic Year a continued emphasis was placed on building relationships within all area high schools. Efforts included:

- Time, effort, and money directed toward enhancing our image with high school students through the updating of visual displays, written materials, posters, and recruitment handouts.
- Increased communication efforts with the purchase of Hobsons EMS, enrollment management software that allows personalized communication/recruitment to prospects through email and text messaging.
- Worked closely with PR and Marketing to develop new publications and mail-out materials.
- Initiated a new approach to bring groups of students from local high schools on campus to complete the entire admissions and enrollment process.
- Worked with the Oklahoma City Public Schools to increase the overall enrollment of graduates.
- Conducted telephone campaigns in order to encourage students to complete their admissions process.
- Increased visits with prospective students by increasing the numbers of high school visits, attending more college fairs, and making more presentations within high school classrooms.
- Increased the number of group tours from area high schools and middle schools.
- Held a Counselor Breakfast for all area counselors with and for the first time involved OCCC faculty in presentations.
- Increased recruitment efforts in the Native American community by participating in several college fairs and working with Native American organizations.
- Continued increased recruitment efforts in the Hispanic community by maintaining a strong presence in the predominantly Hispanic schools in Oklahoma City, such as Capital Hill, U.S. Grant, and Southeast High Schools.

Qualitative & Quantitative Assessment & Usage Data

- Admissions Advisors participated in 4 Counselor Only events and distributed approximately 400 information packets to counselors from throughout the state.
- Attended 23 College Fairs and distributed information to students from approximately 160 schools throughout the state. An average of 200 students was seen at each college fair program.
- Hosted the Oklahoma Day Night Coordination Committee college fair for Oklahoma City Public Schools system. Colleges from across the entire state and country participated as did over a thousand prospective students and their parents.
- Gave approximately 100 tours to individuals and 17 large group tours with 15-100 students per group.

- Multiple mailings were sent to over 24,000 prospective high school students encouraging their interest in the college and inviting them to events held on campus, such as the Oklahoma City Public Schools College Fair, open enrollment, etc.
- Worked with faculty and gave presentations regarding specific programs in area high schools to approximately 300 students.
- Application signing days were held at Oklahoma City area high schools where over 200 students filled out applications and submitted all support documents for admissions. Approximately 300 applications were received from these events.
- Over 800 students who had applied for Federal Financial Aid but not yet enrolled at Oklahoma City Community College were personally phoned to inquire as to their interest in the college.
- Admissions Advisors attended 17 senior awards assemblies at area high schools to award scholarships.
- Approximately 100 visits were made to area high schools. Information was passed out and presentations were given at these high schools.
- By beginning a new approach, large groups of 20 and more students from area high schools were brought to campus to get the entire admissions and enrollment process completed, including a campus tour.
- Worked with the Financial Aid office to provide financial aid information sessions at area high schools to over 100 students and their parents.
- Approximately 50 high school counselors attended a Counselor Breakfast where materials and information was presented.

Future Plans:

- Increase the numbers and types of events that bring high school students and their parents on campus. Such events might include:
    - A Student/Parent Open House Night offering information on scholarships and OKC-GO
    - Individual high school enrollment days which would bring large groups of students from each high school to campus to complete the admissions process.
    - In conjunction with Financial Aid, offer on-campus “Money for College” workshops for the public?
- Utilize the new Hobsons software to communicate effectively with prospects and track their conversion rate
- Work closely with academic faculty to increase the number of program presentations in the high schools.
- Explore the option of a “Finish What You Started” program with marketing and scholarships.
- Expand recruitment efforts with adult students
- Begin a “Bachelors Focused” program designed to reach students who may not understand the full value of starting at OCCC.
- Expand and formalize Recruitment training

OKC-GO!

Program Highlights and Information:

For the 2007-2008 academic year we focused on expanding and revamping the OKC-GO program. We expanded to program to include Western Heights as well as OKCPS and included new requirements for program participation. We redesigned the marketing materials for the program and placed a heavy emphasis on recruiting and retention efforts for the OKC-Go program.

- Revamped OKC-Go program by adding 20 Community Service hours for students, Requiring FAFSA application submission, increasing semester completion rate from 50% to 66%. Designated July 1st as OKC-Go deadline.
- Held sign up days at Western Heights, Northwest Classen, Santa Fe South, Dove Science Academy, Capitol Hill, US Grant, Southeast. Students completed OKC-Go application and application for admission.
- Conducted mid semester interviews with each student to monitor academic progress and improve retention rates.
- Place a renewed emphasis on getting OKC-GO information to eligible students. A new brochure and a redesigned application were developed with spotlighted the program and allowed us to gather more complete information from applicants.
- Increased marketing efforts through media which included local news channels, news article releases and the Around the Campus talk show.

Qualitative and Quantitative Assessment and Usage Data:

- Held OKC-GO sign up days at 7 of the OKC-GO schools. Had approximately 300 applications received from these events.
- Sent out letters to all OKC-GO applicants welcoming them to the OKC-GO program and the school.
- Increased program applications from 364 in 2007-2008 to 460 in 2008-2009, an increase of over 26%.
- Increased retention rate by 50% from the 2006-007 academic year to the 2007-2008 academic year.
- Sent out mass mailings to prospective OKC-GO students to increase participation. Approximately 5 postcards were sent out throughout the academic year to 1500 seniors in the OKCPS and Western Heights School District
- Held assemblies at various OKC-Go schools and spoke to approximately 300-400 students at each event to promote OKC-G0

Future Plans:

Future plans include expanding OKC-GO marketing efforts through the use of media spots, high school presentations and assemblies, and OKC-GO sign up days.

Additionally, a number of social events and service learning opportunities will be offered to include:

- **OKC-GO** Group service project. This could include a Service Saturday event with Student Life or a project that they decide to do on their own.
- **Back to school and end of the school year socials.** This activity will focus on the students and their achievements throughout the year. New OKC-GO prospective students and their parents would be invited to this activity. This would be a great time for the prospective students to learn more about the OKC-Go program. We will provide food and recognition for the students.

Concurrent Enrollment

Program Highlights and Information
During this past year efforts continued in promoting concurrent enrollments in both on-site and on-campus classes. State sponsored tuition waivers for seniors as well as our contract with the Oklahoma City Public Schools has helped to increase our numbers of concurrently enrolled students.

Qualitative and Quantitative Assessment and Usage Data:

- Nearly 50 individual college level classes were offered at area OKC Public Schools that included: Northeast Academy, Northwest Classen, U.S, Grant, Southeast, Capitol Hill, and Dove Academy.
- Spring 08 concurrent enrollment was up by nearly 40 percent, from 362 in the Spring of 07 to 504 in the Spring of 08.
- Summer 07 concurrent enrollment was up by 38 percent, from 111 in the Summer of 07 to 153 in the Summer of 08.
- Accurate figures from Fall to Fall are not available

Future Plans

Additional attention will be given to on-campus enrolled concurrent students. Concurrent students will be identified on class rolls and e-mails directed to all faculty with one or more concurrent students in their class. Faculty will be asked to assist in giving special support to these first time and very young students.

Correspondence to this group of students will be initiated from several offices to welcome them to the college and invite them to take advantages of support services.

Attempts will be made to increase our concurrent classes in the high schools especially to the OKC Public Schools.

A special attempt will be made to personally recruit graduating seniors who have successfully participated in an OCCC concurrent class.

Hispanic Recruitment

Program Highlights & Information:

During the 2007-2008 year, the Office of Recruitment and Admissions participated in a number of Hispanic Recruiting events targeting both high school students and adults. Additionally, staff participated actively in various community oriented affairs and worked with the various Hispanic Medias to let the community know about OCCC. Some of the programs that we participated in were:

High Schools:

The recruitment staff covered all of the heavily Hispanic populated high schools. Among these schools were Northwest Classen, Capitol Hill, South East, US Grant, Emerson and other surrounding schools. Visits were made to these schools on a regular basis to communicate with students as well as staff. Recruitment activities included:

High school college enrollment dates

The recruitment staff successfully partnered with local area high schools with high Hispanic populations to bring their students on campus for an enrollment day. Students were pre-admitted before coming to the campus and once they arrived they completed any required assessment testing and visited with an academic advisor. After advisement they were enrolled and received their OCCC college ID. They also were advised of opportunities through the college TRIO program and encouraged to apply. This jointly sponsored event allowed our Admissions Advisors to work closely not only with students by also with counselors, principals and faculty. Participating schools included: Capitol Hill, US Grant, Emerson, and Northwest Classen.

College Fairs

We participated at various college fairs through out the school year. For the most part these fairs included senior high school students but also included students in grade 9th, 10th and 11th. These fairs were well attended with an average participation of about 150 students per fair. College fairs attended included, Northwest Classen, U.S. grant, Southeast, Capitol Hill, Douglass, Star Spencer, Centennial High School, John Marshall.

Financial Aid Presentations

The recruitment staff was successful in getting many of the inner city schools to do financial aid presentations. Many of these inner city schools have a high Hispanic population. Financial aid presentations were done as a joint effort between the office of financial support and the office of recruitment and admissions. Often the financial aid counselors would travel to the high schools with the recruitment staff to do the workshops. The workshop presentations were open to all senior students at the high

schools. Among some of the schools where these workshops were presented were: U.S. Grant, Emerson, Star Spencer, Northwest Classen, Capitol Hill, and Southeast.

Coordinated Peer to Peer recruitment efforts at the schools
The recruitment staff was successful in partnering with the Hispanic Organization to promote Education (HOPE) to go to the various high schools to do peer to peer recruitment. Our HOPE students attended lunch time recruitment efforts. They along with the recruitment staff were successful in conveying the importance of a college education as well as the aspects of college life. In addition, many of the students that accompanied the recruitment staff were recent graduates from those high schools.

Met with students one on one
After group presentations, follow up visits were scheduled to meet with the students on a more personal setting. The meetings would take place at the schools where pertinent OCCC information and materials were shared with the student.

Academic leadership event
Admissions Advisors staffed a both at the TRIO leadership conference which was held on the University of Oklahoma campus. Approximately 400 Hispanic students from Oklahoma City and surrounding communities attended the event.

Community Organizations/Agencies
The Latino Community development Agency (LCDA) is an instrumental institution within Oklahoma City that provides a variety of social services to the Hispanic community. Agency events in which we participated included the following:

LCDA college awareness day. The recruitment staff was asked to participate in this event by doing a presentation to the Hispanic community about financial aid, the OKC-GO program and the opportunities available for non-documented and documented students to continue their college education. This event was attended by more than 100 people many of which were parents.

Another key program at the LCDA is the Latino Leadership Clubs. The Latino Leadership clubs are established educational programs within all Oklahoma City high schools. The purpose of the clubs is to make Hispanic students aware of the educational opportunities available to them as well as to establish leadership with in the schools. The recruitment staff attended club meetings at the various schools and spoke to the students about OKC-Go and other funding opportunities for documented and undocumented students. Schools where staff participated were: Capitol Hill, Southeast, Emerson, Santa Fe South, Putnam City Original, and U.S. Grant.

Senior Banquet- The college participated in the banquet and staffed a recruitment/information booth. Over 400 people (high school seniors and their parents) attended this event. We were allowed to speak and recognize some of our OKC –GO recipients.

The League of United Latin American Citizens (LULAC) is a non profit- organization that advocates for the rights of people of Hispanic Descent. We have participated

with them in the planning and implementation of their yearly scholarship banquet. In addition this organization has asked staff to do presentations on college awareness to adult and young adult members. Through this effort we reached approximately 100 people, many of whom were adults.

The recruitment staff participated in the July 2007 Hispanic Expo sponsored by the Hispanic Chamber of Commerce held at the Oklahoma State Fairgrounds. This event was attended by a record crowd of approximately 10,000 people. Plans have also been made to attend the 2008 Hispanic Expo scheduled for July 26, 2008. Recruitment staff spoke with approximately 250 people at the expo.

The American GI Forum is made up of Hispanic veterans. They are community advocates and have events through out the community. We have been in contact with the organization and have participated with them at their 2007 national conference held in Oklahoma City. Over 250 people attended from Oklahoma City and about 300 attended from throughout the United States.

Technology centers

Staff worked with the Metro-tech bilingual customer service program and were allowed to make college presentations to a class of approximately 20 students. Of that class 10 students completed applications to the college.

Staff worked with Francis Tuttle bilingual customer service program. We have participated in college awareness presentations and are part of their community outreach committee.

Future Plans:

By offering “value added” events, i.e. offering to do workshops or have enrollment days at the high schools or participating in community events, we are telling the community that we are not there as recruiters but rather as members of the community helping to establish strong community ties and a strong sense of community. Some of the future events that we have planned are:

- Continue to partner with community organizations to supplement existing programs that have already proven to be effective within the schools. One of these programs is the Latino Leadership clubs.
- Continue to have our name brand out in the community by working with the different media channels that are available.
- Continue our aggressive high school recruitment within the schools with the most Hispanic population. We will work with counselors at these schools to streamline our enrollment process, offer on-site enrollment, offer financial aid presentations and offer to have professionals from our institution do presentations about our different degrees that we offer.

Admit Students

Program Highlights & Information:

- Admissions Advisors and Academic Advisors met on a regular basis to discuss procedures and assessment/advising concerns to ensure students are being served in a consistent manner.
- Admissions and Academic Advisement collaborated to develop a new Student Referral form to be used by all offices in Students Services as well as the Bursar's office. This form can be initiated by any office and also serves as a step-by-step guide for new and returning students.
- Staff continued to work on enhancing information for the new interactive online application.
- A more streamlined method of processing mail-in and fax-in applications was developed. The front desk staff assists with processing letters to newly admitted students and with facilitating follow-up phone calls to encourage enrollment.
- A new Affidavit of Intent for undocumented students was developed in accordance with the HB 1804. This affidavit allows staff to quickly differentiate between students who are eligible for financial assistance and those who do not yet qualify.
- A new procedure was developed for contacting prospects who began but did not complete the admission/enrollment process. Letters, phone calls and e-mails were directed toward these prospects to encourage their return to the college. The Admissions Advisor who works with the Corporate Learning programs began attending application/enrollment signing days at the local Integris sites. This allows for a more streamlined admissions process for the student and helps them gain preliminary advising before they finish the program and begin attending courses on campus. A request for a more permanent advisor for degree check monitoring has been submitted.
- A Coordinator of Cooperative Alliances was hired to admit all new students for that program. An Admissions Advisor collaborates with that person and offers routine training for their admissions procedures. In addition, this new staff member attends staff meetings in Recruitment and Admissions to remain up-to-date on institutional and regent policies.

Qualitative and Quantitative Assessment and Usage Data:

- During the 2007-2008 year, a total of 11,650 new applications were processed. The applications were submitted in person, via mail or fax, or by liaisons for our cooperative agreements with area high schools and technology centers.
- Admissions Advisors enrolled 4,151 (36%) new students at the time of admission.
- Approximately 97 applications were processed for community programs such as Scholars, Clemente, Integris, and OKC Public Schools.
- Approximately 211 residency petitions were processed this academic year. Another 10 petitions are in pending status waiting on students to provide further documentation.

Selective Program Admission
Health Care Programs

HIGHLIGHTS:

- Re-developed a more effective 2008 health application to improve comprehensive clarity for students and staff. The application is still under review, but will help our department in evaluating the effectiveness of meeting our student's needs.
- Applications along with curriculum and prerequisite data were made accessible to students on line in an attempt to provide easier access and increase the applicant pool.
- Admissions and Recruitment implemented an immediate follow-up letter outlining expectations, time frame, and the complete readiness process for students seeking selection into the Health Programs.
- A variety of coursework options were offered to students who were completing prerequisite requirements which included short intersession classes, eight-week classes, internet options, and day and evening sessions.

Qualitative & Quantitative Assessment & Usage Data

2007 OCCC HEALTH PROGRAM DATA

The following data shows how many students applied to a Health Professions Program at OCCC for the 2006-2007 academic year.

Name of OCCC RN Program	# of Total Applicants for Spring-Fall 2007-Cohort	# of Qualified Applicants for Spring-Fall 2007-Cohort	# of Ineligible Applicants for Spring-Fall 2007-Cohort	Class Size for Fall 2007
Traditional RN Program-Spring 2007	206	200	6	72
Baccalureate to A.D.N.-BADNAP-Summer 2007	73	60	13	30
Career Ladder RN Program-CLP-Fall 2007	78	72	6	60
Traditional RN Program-Fall 2007	166	160	6	72
Total	**523**	**492**	**31**	**234**
OTA Program-Fall 2007	# of Total Applicants for Fall 2007-Cohort	# of Qualified Applicants for Fall 2007-Cohort	# of Ineligible Applicants for Fall 2007-Cohort	Class Size for Fall 2007
Total	**47**	**40**	**7**	**23**
PTA Program-Fall 2007	# of Total Applicants for Fall 2007-Cohort	# of Qualified Applicants for Fall 2007-Cohort	# of Ineligible Applicants for Fall 2007-Cohort	Class Size for Fall 2007
Total	**67**	**63**	**4**	**23**

2008 OCCC HEALTH PROGRAM DATA

The following data shows how many students applied to a Health Professions Program at OCCC for the 2007-2008 academic year.

Name of OCCC RN Program	# of Total Applicants for Spring-Fall 2008-Cohort	# of Qualified Applicants for Spring-Fall 2008-Cohort	# of Ineligible Applicants for Spring-Fall 2008-Cohort	Class Size for Fall 2008
Traditional RN Program-Spring 2008	133	121	12	72
Baccalureate to A.D.N.-BADNAP-Summer 2008	82	76	6	40
Career Ladder RN Program-CLP-Fall 2008	91	84	7	60
Traditional RN Program-Fall 2008	185	171	14	72
Total	**491**	**452**	**39**	**244**
OTA Program-Fall 2008	# of Total Applicants for Fall 2008-Cohort	# of Qualified Applicants for Fall 2008-Cohort	# of Ineligible Applicants for Fall 2008-Cohort	Class Size for Fall 2008
Total	**42**	**37**	**5**	**23**
PTA Program-Fall 2008	# of Total Applicants for Fall 2008-Cohort	# of Qualified Applicants for Fall 2008-Cohort	# of Ineligible Applicants for Fall 2008-Cohort	Class Size for Fall 2008
Total	**69**	**62**	**7**	**23**

APPLICANT TOTALS AND IMPACT:

- Since the addition of the new Baccalaureate to A.D.N program, our enrollment for the Nursing program has increased. The size of the Traditional Program is 72 people while the accelerated Baccalaureate to A.D.N. program (also known as the BADNAP) has added 40 more students to its program. This addition has allowed more students the opportunity to become accepted into our nursing program.
- The Career Ladder RN program, also known as CLP has developed substantially in size as well, making the program the most competitive it has ever been in OCCC history. Our involvement with area technology centers as well as community awareness has contributed to this increase in interest.

- PTA and OTA have remained steady. There have been no additions to class size in this area, although interest and applicant size have increased.
- There has been an increase in the number of applicants in the Spring 2008 Traditional RN program and the Fall 2008 Traditional Program. This is good because even with the addition of the Baccalaureate to A.D.N. program. The addition has enabled students who have received a Bachelors degree and fulfilled prerequisite criteria an opportunity to receive a RN degree in only ten months.
- This new program has also sparked the interest of many of our qualified applicants who would normally have applied to the traditional program but meet prerequisite requirements and have a minimum of a qualifying bachelor's degree. The addition has made an overall increase in the total number of applicants to the RN program.

FUTURE PLANS:

- Continue to provide support and assistance to students in the areas of health professions by assisting with ensuring their readiness to meet program requirements.
- A revision of all health program applications. The new applications will be easier for staff and students to interpret and present a better image of the college.
- Initiate a program that automatically sends updates to a students account via mine online informing them of the status of their health application.

Academic Scholarship Program

Highlights and Information:

Over the last few years, the academic quality of our scholarship applicant pool has continued to increase as has the competition for an award. Three years ago an ACT score of 18 would likely result in a scholarship award. In 2008, several applicants with ACT scores of 20 did not meet the cutoff and were not awarded a scholarship. A combination of ACT and high school GPA are used to determine awards. Sixty-two applicants had ACT scores of 24 or higher.

Academic Scholarship Requirements:
A total of 135 students applied for a scholarship of some type during this past year. From that group:

The **Regents Academic Scholarship** awarded by the State Regents for Higher Education requires a minimum National ACT 29 and a 3.7 GPA. OCCC is allowed five (5) nominees. Five nominees were nominated with ACT scores ranging from 29 to 30. Five have accepted their nomination and are enrolled for fall 2008 semester. Regent Academic scholars receive $1800 per year (excluding summer) with $900 awarded each fall and spring semester.
The **Regents Scholarship** (a two-year scholarship) requires a minimum ACT 26 or higher or GPA 3.9. Thirty-eight applicants qualified for Regents by ACT alone but only five were awarded. Tuition is paid for sixty credit hours (30 for fall and spring) and book money of $375 per semester.
Presidents Scholarship (a two-year scholarship) requires a minimum ACT 24 or higher or a 3.5 GPA. The twenty-eight qualifying applicants not awarded the Academic or Regents scholarship were also considered for the Presidents scholarship. Forty-nine qualified for Presidents by ACT alone. Ten applicants were awarded the Presidents Scholarship. Tuition is paid for sixty credit hours (30 for fall and spring) with a book account of $200 per semester and require student be enrolled in a minimum of twelve hours.
Leadership Scholarship is also a two-year scholarship. It is awarded to graduates of Oklahoma City Public Schools who exhibit both academic and leadership qualities. Students who receive this scholarship are encouraged to be involved in leadership activities at OCCC. Tuition is paid for sixty credit hours (30 for fall and spring) $200 per semester book money, $200 fees paid per semester. Recipients must be enrolled in a minimum of twelve hours. Five students were awarded this scholarship.
The **Freshman Scholarship** is a one-year scholarship with tuition paid up to thirty hours per year. No book money is awarded. Fifty-two Freshman scholarships were awarded.
ACTII Scholarships are awarded from OCCC academic scholarship funds for first-year Freshman scholarship recipients as a retention incentive. Criteria for awards include academic excellence and participation in clubs and organizations, leadership qualities and written essay. Seventeen students were awarded the ACTII Scholarship in varying amounts for fall and spring 2008-2009.
Career Development Scholarships are paid from OCCC academic scholarship funds and are awarded to adults in the workforce seeking to develop career potential

through education. Other requirements include Oklahoma residency, good academic standing, enrollment in at least six credit hours and written essay. Award options include a choice of six credit hours of tuition in the amount of $327.30 (2007-2008 tuition) waived **or** $125.00 book credit to be used in the OCCC bookstore. Fifty-one applications were received for the Fall 2007 semester with ten awarded tuition waiver and ten book allowance. For Spring 2008 ten were awarded tuition waivers and thirteen awarded book money. For the fall 2008 semester fifty-three have applied but awards have not yet been finalized at this date.

Additional Scholarships:

William P. Willis Scholarship in the amount of $2,000 is awarded by the State Regents for Higher Education and OCCC is allowed to submit one nominee and one alternate. Requirements for scholarship are (1) Oklahoma resident, (2) be enrolled full-time, (3) plan to remain enrolled full-time for fall and spring semesters, (4) low-income $32,000 or less per year. The deadline for 2008-2009 nominations is August 15 so we do not have a nominee at this time.

Future Teachers Scholarship in the amount of $500 is awarded in teacher shortage areas by the State Regents for Higher Education. OCCC is allowed one nominee and was submitted June 23, 2008.

SCHOLARSHIP	AWARDED	ACCEPTED	AMOUNT AWARDED	AMOUNT PAID FALL
State Regent Academic	5	3	$ 8,182.50	$ 2,291.10
OCCC Regent	7	6	$ 11,455.50	$ 4,582.20
OCCC President	15	15	$ 24,547.50	$ 10,146.25
OCCC Leadership	8	5	$ 13,092.00	$ 3,273.00
OCCC Freshman	54	44	$ 88,371.00	$ 32,184.30
Total	**89**	**73**	**$ 145,648.50**	**$ 52,476.85**
ADDITIONAL SCHOLARSHIP				
ACTII	17	17	$ 19,965.30	$ 9,491.70
Career Development	10	10	$ 3,273.00	$ 3,273.00
Total	**27**	**27**	**$ 23,238.30**	**$ 12,764.70**
SECOND YEAR RETURNING				
State Regent Academic		6	$ 9,819.00	$ 3,109.35
OCCC Regent		5	$ 8,182.50	$ 2,891.15
OCCC President		14	$ 22,911.00	$ 10,582.70
OCCC Leadership		2	$ 3,273.00	$ 1,309.20
Total		**27**	**$ 44,185.50**	**$ 17,892.40**
Grand Total			**$ 213,072.30**	**$ 83,133.95**

Registration and Records

Mission:
To enable students to meet their educational goals by providing quality registration and records services.

Organization and Management:
Organizational Chart is attached
Total FTE: 12.32
Exempt: 3
Non-Exempt: 12

Staff Development:

- All staff (15 individuals) participated in quarterly Health and Safety activities
- Three (3) registration staff members participated in a cross-functional staff meeting with Admissions & Advisement – November 2007
- Four (4) front-counter staff members participated in a cross-functional staff meeting with front-counter staffs from Admissions & Advisement
- Eight (8) staff members participated in Singularity (electronic imaging) training
- Coordinator of Records & Registration (LaJuana King): OSCPA Conference in Tulsa Oklahoma – May 2008
- Coordinator of International Student Services (Sunshine Garner): Oklahoma State NAFSA Conference – April 2008, Region III NAFSA Conference – November 2007, Oklahoma NAFSA State Representative for 2007, Outlook Training Session – June 2008
- Transcript Assistant (Gary Wallace): Outlook Training Session – June 2008
- International Student Services Assistant (Michele Heaton): Oklahoma State NAFSA Conference – April 2008, Outlook Training Session – June 2008, Singularity Training – June 2008
- Records Assistant (Colette Williams): Outlook Training Session – June 2008
- Records & Graduation Services Clerk (Becky Bayes): OACRAO (Oklahoma Association of Collegiate Registrars & Admissions Officers) Front-line workshop - September 2006
- Records & Graduation Services Clerk (Mia Diaz): OACRAO (Oklahoma Association of Collegiate Registrars & Admissions Officers) Front-line workshop - September 2006
- Registrar (Alan Stringfellow): OACRAO (Oklahoma Association of Collegiate Registrars and Admission Officers) Conference - October 2007, Datatel User

Group Conference - March 2008, THEDUG (Texas Higher Education Datatel User Group) Conference – June 2008

Department's Financial Resources: $476,556.00

Personnel Salary and Benefits:	$454,981.00
Operations: Supplies, Memberships, Services:	$ 21,575.00

Enroll Students

Program Highlights & Information:

- Processed approximately 49,595 transactions on-campus, which is an increase of 12%.

- Developed a plan to streamline on-campus enrollment activities within Registration with hopes of implementing next fiscal year.

Qualitative and Quantitative Assessment and Usage Data:

- The Registration staff responded to approximately 19,307 student enrollment requests which include add/drop requests, enrollment verifications, schedule printing, and general information dissemination.

- Approximately 75,172 on-line and on-campus enrollment transactions were processed which includes 49,595 on-campus and 25,577 on-line transactions.

- The Registrar's Office responded to approximately 3,902 phone calls associated with student registration issues. This is an increase of 52% from the previous fiscal year.

- Approximately 236 enrollment readmits were processed in registration. Readmits are required for those students who have not attended within an 18 month period.

- A total of 2,519 verifications were provided upon student request. These include verifications processed and distributed by registration staff.

Future Plans:

- Take advantage of I2 technology to prepare quantitative report on on-line enrollment activity to analyze students who use on-line enrollment technology (MineOnline) verses those that use on-campus resources.

- Increase on-line enrollment activity by 5% during the next year.

- Implement new on-campus enrollment process which is intended to eliminate inefficiencies while providing better services to students who need assistance with schedule building and section availability determination.

Student Record Maintenance

Program Highlights & Information:

- Assisted with the implementation of Singularity's 7.0 upgrade

- Developed security model for Singularity users. Model provided a more secure environment for inter-departmental user accounts.

Qualitative and Quantitative Assessment and Usage Data:

- Approximately 115,486 records were archived into over 40 different document types during this past fiscal year.

- Approximately 214 petitions/challenges to student records were received, researched, and resolved.

- In compliance with State Regent standards, 7 Oklahoma City Community College students were placed on academic notice, 2,171 were placed on academic probation, and 1,286 were suspended from classes for at least one sixteen week semester.

  A total of 55 of the suspended students submitted petitions for readmission to the Admissions Appeals Committee. Only 45 of those appeals could be approved in accordance with State Regent "exceptional circumstances" criteria. Twelve (12) of those students have successfully completed courses each term since suspension. Eight (8) students have remained eligible to enroll for more than one semester even though they were not completely successful in all of their classes. Ten (10) students were suspended for a second time after completing one or more semester(s) and four (4) withdrew from classes.

Future Plans:

- Work with OCCC IT and/or other third-party vendors to change current transcript format to a more reader friendly layout.

- Evaluate student record workflow while implementing a system that will streamline the process of imaging student records.

- Implement enrollment and degree verify software from the National Student Clearinghouse to further automate the verification of student enrollment and degrees received.

- Evaluate suspension appeals process & implement a procedure that will provide a better service to students while simplifying the process.

- Support implementation efforts of Hershey Business System's Workflow module.

- Take advantage of Hershey Business System's workflow component to simplify grade changes and grade appeals.

Front Counter Services

Program Highlights & Information:

- Reduced the number of steps in processing transcript requests from 16 to 4 which resulted in a faster response time for all requests. Some requests that may have taken 3-5 days are now complete within one day.

- Re-instituted a service for printing enrollment verifications upon request – approximately 2,000 of these verifications were generated throughout the year. This service reduced the response time by an average of 4 days for hundreds of students while reducing cost.

- Developed and implemented a tracking system that identifies types of services provided at the Records & Graduations Services front-counter along with the number of transactions for each type. System has allowed us to monitor our services more efficiently and accurately.

- Implemented new ID system

- Created over 22,000 ID's new students and returning students in conjunction with the new system implementation

- Implemented a new process for serving international students which provides better services for our international population by reducing the response time for many of their requests

- Installed a computer designated for international student services to help facilitate services for our international student population

- Cross trained with registration in an effort to create a more cross-functional team within Records & Registration

Qualitative and Quantitative Assessment and Usage Data:

- Front-counter staff responded to approximately 28, 200 student requests.

- Processed over 35,000 transcript requests that were submitted either by fax, mail, or on-campus.

- Front-counter staff responded to 18,730 telephone calls.

- Approximately 7, 568 transcripts were received and evaluated for high school curricular deficiencies and minimums assessment.

Future Plans:

- Work with the international student advisor to become more fluent in international student issues.

- Participate in inter-departmental meetings/functions in an effort to improve services to students. These meetings/functions should include the Bursar's Office and Financial Aid.

- Utilize I2 technology to improve report writing.

- Evaluate processes used to distribute enrollment verifications while eliminating inefficiencies.

International Student Services

Program Highlights & Information:

- Oklahoma City Community College had four hundred forty two (442) international students (including full-time and part-time) attending Oklahoma City Community College in the spring 2008 semester. This is an 8% increase from the previous spring 2007 semester.

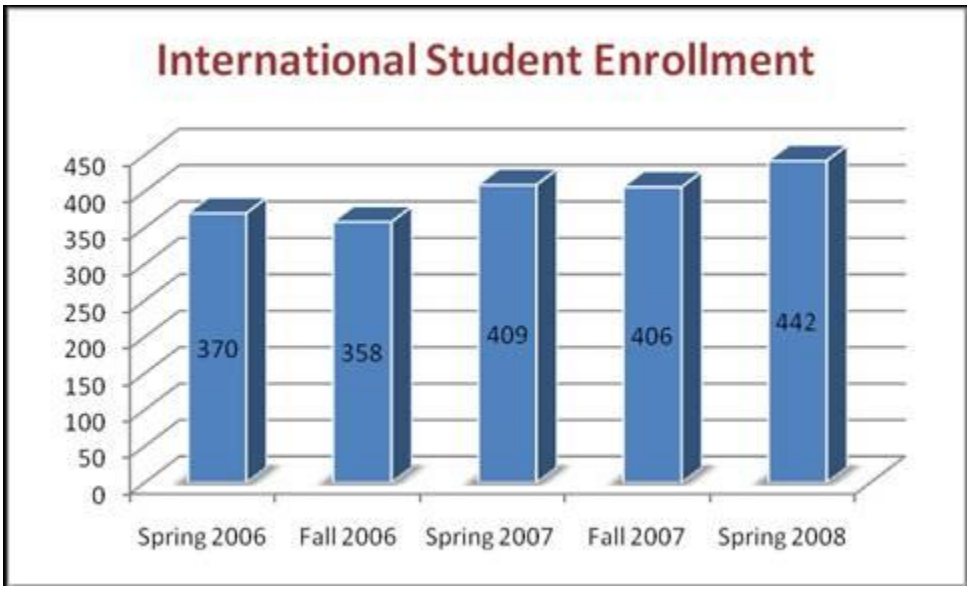
- The first recruitment initiatives targeted toward international students were put into effect this year. OCCC advertised via web in Asia and South America through Hobson's International Enrollment Solutions. The web pages went live October 1, 2007.

- Coordinated and streamlined processes of admission and international services in conjunction with Recruitment and Admissions.

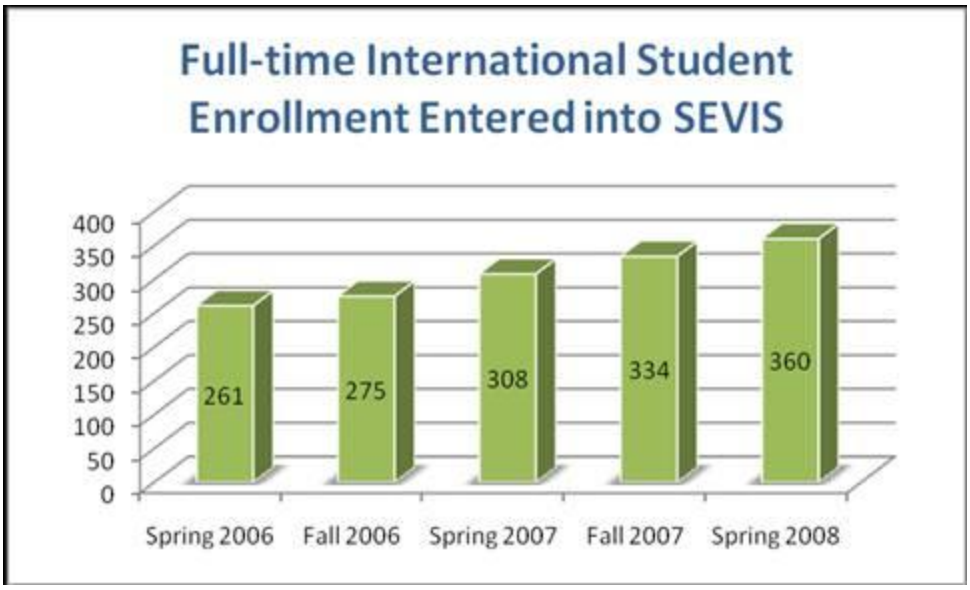
Qualitative and Quantitative Assessment and Usage Data:

- Approximately 2,340 visits were made to the office of International Student Services to inquire about immigration advisement and related services. This is an increase from the previous year by 46%.

- There has been an 8% increase in international student (both full-time & part-time) enrollment from Spring 2007 to Spring 2008.



- There has been a 16.8% increase in full-time international student enrollment from the Spring of 2007 to the Spring of 2008



- Approximately 19,059 individual inquiries for additional information have been received from the Hobson's web sites from students in Asia and South America .

Future Plans:

- Develop and implement a plan to integrate Datatel's SEVIS functionality in an effort to significantly reduce inefficiencies with manually entering all full-time international students within SEVIS.

- Develop a plan for e-International Student Services to include the creation of an international student services webpage and an electronic option for requesting verifications.

- Develop short-term and long-term recruitment strategy for international students which may include the following:

    - Continue to use Hobson's to advertise in global markets (short)
    - Develop brochure for international student recruitment (short)
    - Possible travel to Recruitment Fairs (long)
    - Possible International student scholarships (long)
    - Coordinated study abroad opportunities
    - Begin scanning and indexing all full-time international files

Records and Graduation Services
Graduation Services

Mission: Promote and encourage students toward the completion of their individual educational goals.

Organization and Management:
Total FTE: 5.58
Exempt 3
Non-Exempt 2.58

Staff Development:

Except for the director, all staff in Graduation Services have been employed less than a year when this fiscal year began; therefore, most of this year was devoted to training and familiarizing staff with office policy, college policy and regent policy.

All staff members participated in quarterly safety training and sexual harassment training.

Barbara Gowdy, Director	OACRAO Fall Conference, Tulsa Spring OACRAO Regent Policy workshop, Oklahoma City
Natalie Wells, Graduation Assistant,	OACRAO Fall Frontline Workshop, Tulsa
Jennifer Demas, Transfer Evaluation Specialist,	OACRAO Fall Frontline Workshop, Tulsa
Katie Kennedy, Graduation Advisor,	Spring OACRAO Regent Policy workshop, Oklahoma City; OACRAO Fall Frontline Workshop, Tulsa; Women in Higher Education Conference, Oklahoma City
Kyron Smoot, Graduation Advisor,	OACRAO Fall Frontline Workshop, Tulsa

Financial Resources:

Graduation Services Budget is funded through E&G:

Personnel Salaries and Benefits	$244,973.00
Operations, Supplies, Memberships, Services	10,835.00
Total	$255,808.00

Graduation Outreach

Program Highlights & Information:

- Graduation Services continued with its “Degree Check It Out” events this year.
- Collaborated with Advising and Career Services by manning a table for Transfer Fair events held in the fall and spring semesters.
- Letters were sent out to new students congratulating them on their first successful semester at OCCC in the summer and fall.
- Staff met with the Nursing, OTA and PTA students to assist in ensuring that graduation applications and release of transcript forms were filled out correctly.

Qualitative and Quantitative Assessment and Usage Data:

- Approximately 600 letters were mailed to students for the Summer 07 and Fall 07, who successfully completed their first semester at OCCC. This is a congratulatory letter which encourages them to work with their faculty advisor or an advisor in Advising and Career Services with questions regarding degree requirements, etc. A copy of the letter was also sent to either the student’s faculty advisor or to the division office
- A “Degree Check It Out” event was conducted in the fall and spring semesters. We had fewer students in attendance this year and will look at better ways to advertise this event.
- We participated with Advising and Career Services in the Transfer fairs held in the fall and spring.

Future Plans:

- An information sheet explaining the benefits of earning an associate degree will be developed and given to all students requesting transcripts.
- Continue with degree check it out events in the fall and spring semesters.
- Research ways to find which students are ready for graduation and contact them either through email, phone or mail.

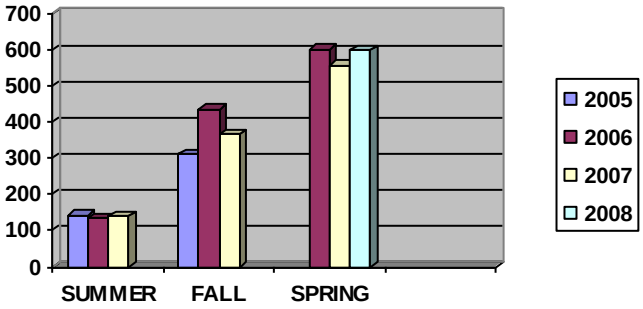
Graduation Audits

Program Highlights & Information:

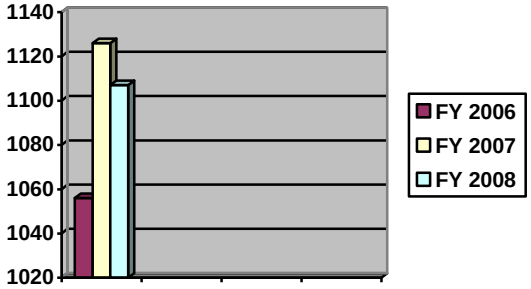
- Graduation Services was fortunate this year to have hired two new graduation advisors and a new part-time data entry person. Due to this, most of this year was spent in ensuring that these staff members were trained in the various aspects of each of their responsibilities.
- Graduation files were made for each graduation application received, degree audits processed and correspondence sent to students with copies to faculty advisors.
- Graduation database was maintained and updated as needed.
- Graduation Services continues to work closely with Advising, Financial Aid and faculty to ensure that students are given correct information regarding degree requirements.

Qualitative and Quantitative Assessment and Usage Data:

- Over 1600 applications for graduation were reviewed and correspondence sent to students.
- One thousand, one hundred and seven (1,107) degrees and certificates were conferred. This represents a .17% decrease over last year.



- **This chart represents the differences in degrees and certificates awarded for the last three fiscal years per semester. Summer 05 -142; Summer 06 – 134; Summer 07- 140; Fall 05 – 311, Fall 06 - 435; Fall 07 - 367; Spring 06- 603, Spring 07- 557; Spring 08 - 600**



- **This chart represents the total of degrees and certificates for the 06, 07 and 08 fiscal years. FY 06 had 1056 and FY 07 had 1126 and FY 08 had 1107. There was a .17% percent decrease.**

- Reports on graduation numbers were provided to various divisions, transfer institutions, etc., throughout the year.
- Staff worked with faculty to ensure all course substitutions, approvals, etc. met both institutional and OSHRE guidelines. These were processed and entered electronically into students' records. Over six hundred degree advisement worksheets were received and entered into students' degree audits.
- Diversified Studies Contracts were audited to ensure they met all institutional and OSHRE guidelines and approved contracts posted on-line for student and advisor access. Staff works closely with the Multi-Divisional Program Director and Advising and Career Services to ensure a smooth process for students. Approximately two hundred diversified contracts were processed and entered into student's program evaluation.
- Over three hundred fifty degree audits were completed for students who were required to submit a form for continued eligibility for financial aid purposes.
- The office worked closely with the Health Professions area to ensure that transcripts were available to be sent health profession licensure boards so that graduates would be eligible to take exams. Over 200 transcripts were prepared and made available immediately after the degree was posted.
- Diplomas were mailed out to students at the end of each semester.
- Curriculum changes and new programs were entered into the student information degree audit system. Director continues to serve on Curriculum Committee.

Future Plans:

- Graduations Services will become an additional area where students can have diversified studies contracts written.
- Review and improve procedures as needed.

Academic Forgiveness

- Seven hundred seventy one (771) requests for the Repeat Provision of the State Regent's Academic Forgiveness policy were submitted, resulting in the approval of forgiveness for 3,901 semester hours.
    - This number is up approximately 220 from last year.
    - Because of this provision, some students have been able to graduate by raising the GPA to a 2.00 or higher.
- Forty five (45) students were granted reprieves through the Reprieve Provision of the State Regent's Academic Forgiveness policy, resulting in the approval of reprieve forgiveness for 64 semesters.
    - The last 3 years show the number of petitions vary, however the number of semesters awarded remain between 60 and 70.
- Three (3) students petitioned for the Renewal Provision of the State Regent's Academic Forgiveness policy, resulting in the approval of renewal forgiveness for 11 semesters.
    - The number of petitions has decreased 2.33% from last year, while the number of semesters awarded has decreased 3.9%

❖ The Academic Forgiveness Provision provides students the opportunity to increase their GPA so that they may become more competitive for selection into our health care programs.

Credentials

Program Highlights & Information:

- Graduations Services continued to process and evaluate transfer and advanced standing credit. Over 10,000 transcripts are received annually in Records and Graduation Services. These are scanned in the records area and then evaluated by staff in Graduation Services.
- The responsibility for processing forgiveness applications was moved to the Graduation Services area this fiscal year. Training was conducted and several months of applications were processed. The applications for repeats are now processed within a couple of weeks of receipt. The applications for reprieve and renewal are processed by committee in a timely manner.

Qualitative and Quantitative Assessment and Usage Data:

- Approximately, 83,009 transfer courses were entered in the student system, evaluated and posted to individual student records. This represents approximately 238,125 credit hours.
- Two hundred twenty-two (222) students earned credit with OCCC through advanced standing credit. This includes military training, certifications, testing, Cooperative Alliance credit, CLEP, DANTES, and AP. This credit was evaluated and electronically posted to students' records resulting in 2,373 hours awarded.
- Staff continues to work closely with faculty and divisions to ensure accuracy of course equivalencies through transfer credit, testing, etc.
- Graduation Services obtained the responsibility for forgiveness this fiscal year. Training was essential to ensure that State Regent policy was followed. Applications for forgiveness had a backlog of several months. These were processed quickly by our new graduation advisor and applications are now processed within a couple weeks of receipt resulting in better service to our students.

    - Seven hundred seventy one (771) requests for the Repeat Provision of the State Regent's Academic Forgiveness policy were submitted, resulting in the approval of forgiveness of 3,901 semester hours.
        - This number is up approximately 220 from last year.
        - Because of this provision, some students have been able to graduate by raising their GPA to 2.00 or higher.
    - Forty five (45 students were granted reprieves through the Reprieve Provision of the State Regent's Academic Forgiveness policy, resulting in the approval of reprieve forgiveness for 64 semesters.
        - The last 3 years show that the number of petitions varies; however, the number of semesters awarded remains between 60 and 70.
    - Three (3) students petitioned for the Renewal Provision of the State Regent's Academic Forgiveness policy, resulting in the approval of renewal forgiveness for 11 semesters.

- The number of petitions has decreased 2.33% from last year, while the number of semesters awarded has decreased 3.9%.

Future Plans:

- Continue to evaluate external transcripts in a timely manner to ensure students' records are current enabling them to enroll, graduate, etc.
- Research and update standard equivalencies for area institutions.
- Process forgiveness applications in a timely manner ensuring students are able to apply for health programs, graduate, be accepted into transfer institutions, etc.

Commencement

Note: Funding for Commencement is through Auxiliary funds from the Vice President's office.

Program Highlights & Information:

Once again commencement activities resulted in a memorable service to our students. Over 300 students participated. Students received medallions in the robing area to commemorate this special occasion. Our Audio Video office was able to upload a video of the commencement ceremony onto our web page so that family members unable to attend were able to see a video of the event.

Qualitative and Quantitative Assessment and Usage Data:

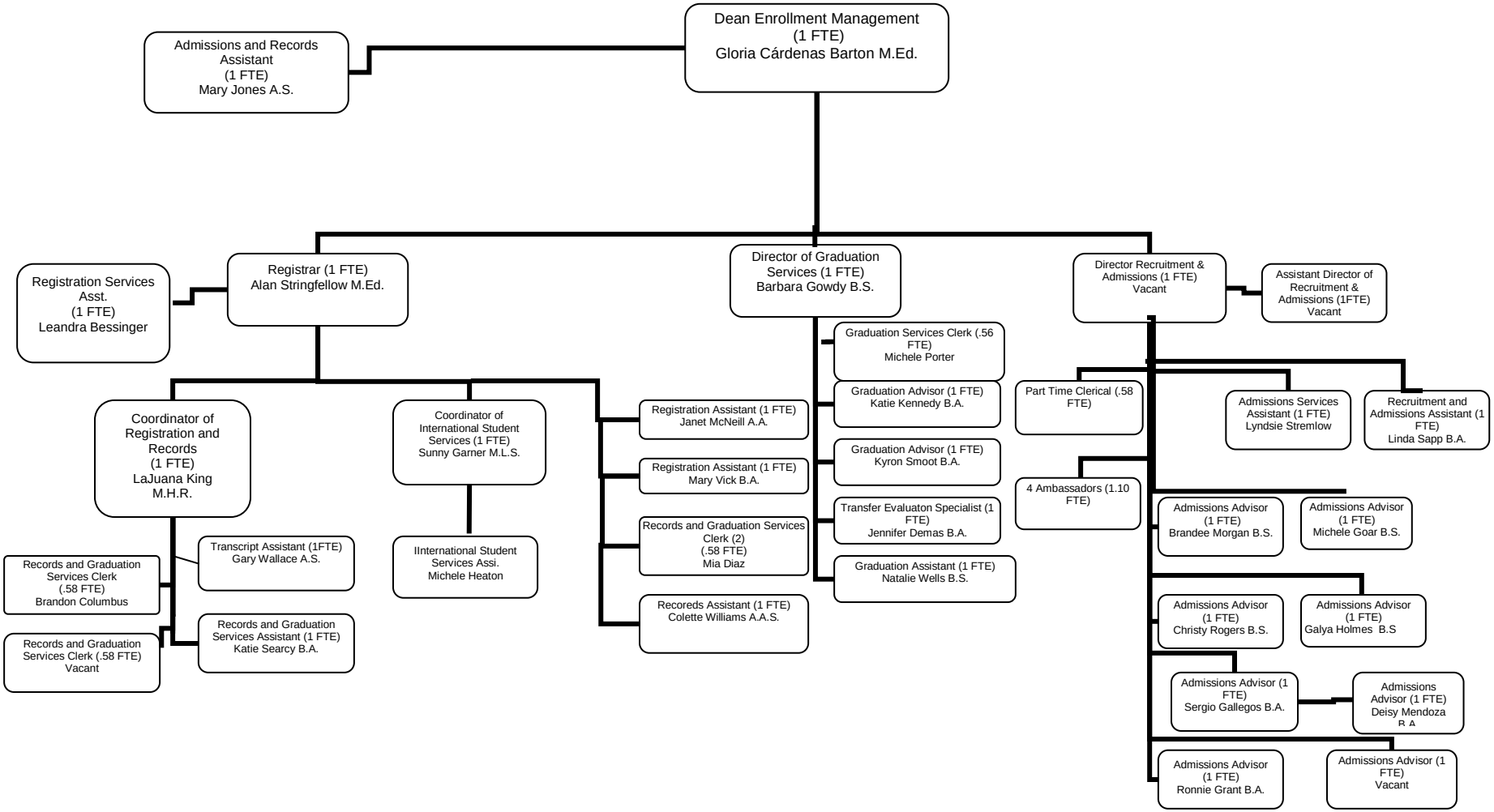
- OCCC Commencement Committee met to make plans for commencement. Representatives from the committee met with Convention Center staff in the spring to discuss plans and prepare for this great event.
- Graduation Services works closely each year with the following areas to ensure this event is a success:

    - Vice President for Enrollment and Student Services
    - President's Office
    - Academic Affairs
    - Recruitment and Admissions
    - Records and Graduation Services
    - Marketing and Public Relations
    - Student Support Services
    - Physical Plant
    - Evening Administrator
    - Instructional Video Services

Future Plans:

- Continue to provide a memorable event for our graduates and their families.
- Research the feasibility to selling DVD's of the event to graduates.

ADMISSIONS AND RECORDS
June 30, 2008



Child Development Center and Lab School (CDCLS)
FY08

Mission Statement:
We believe children are unique, capable, creative, problem-solvers, eager to learn. The CDCLS Staff is committed to designing and implementing a safe, friendly, nurturing environment, which promotes high quality care, and physical, intellectual, and social-emotional developmental growth, in a collaborative effort with children, families, community, and one another.

Philosophy:
The program staff considers the development of the whole child and concentrates on children as unique individuals, allowing each child to develop at his/her own pace. Each child and family member is treated with respect and dignity. Play is recognized as the direct avenue to learning, realizing the vital importance of discovery, investigation, creativity, and problem-solving opportunities. Partnerships with families are identified as a key component in creating a collaborative team for the purpose of cultural awareness and raising children to become productive, responsible citizens.

Program Goals and Objectives:
Our primary goal for the children and the families is to provide a positive atmosphere, which will promote all areas of a young child's growth and development, as well as increase parent's knowledge about young children.

The children will develop:

- a healthy self-concept
- socially and emotionally
- an enjoyment of creative experiences and fine arts
- a trust in adults and peers
- an independence and responsibility for self
- a sense of security and success
- skills in the physical, cognitive, social, and linguistic domains

Objectives are developed from content areas of classroom and teacher/child-directed projects, activities, and lessons.

Our primary goals for parents and families are to:

- understand appropriate expectations of young children
- develop positive guidance techniques
- create an atmosphere of open communication with the child's school
- realize the importance of active involvement with the child's teaching team

Annual Initiatives are grounded in the CDCLS Mission, Philosophy, Goals and Objectives, as well as *Our Ends, Our Mission, Our Vision, and Our Values* of Oklahoma City Community College.

Organization and Management:
(See CDCLS Organizational Chart on last page)
Educational Information

Dr. Mary McCoy	Director	FTE 1.00	Full-time Exempt
AA	Child Development Oklahoma City Community College		
BS	Early Childhood Education University of Central Oklahoma		
M. ED.	Early Childhood Education University of Central Oklahoma		
Ph. D.	Instructional Leadership & Academic Curriculum Early Childhood Education University of Oklahoma		

Lee Ann Townsend	Lab Supervisor	FTE 1.00	Full-time Exempt
AA	Child Development Oklahoma City Community College		
BA	Art Education K-12 Phillips University, Enid, OK		
Enrolled	28 hours completed- M.ED in Early Childhood Ed University of Central Oklahoma		

Deidra Carpenter	Scholars for Excellence in Child Care Coordinator		Grant funded
	FTE 1.00 Full-time Exempt		
BS	Early Childhood Development Langston University		
MA	Leadership and Adult Education Mid America Christian University		

Anita Carson	Clerk Typist	FTE 1.00	Full-time Non-Exempt
AAS	Word Processing Rose State College		
AA	Psychology Rose State College		
AA	Child Development Oklahoma City Community College		
Enrolled	6 hours completed – AA in Business – Oklahoma City Community College		

Kendra Miller	Child Development Teacher and Lab Assistant (Infant/Toddler Room) FTE 1.00 Full-time Non-Exempt
AA	Child Development Oklahoma City Community College
BS	Family Life Ed-Child Development University of Central Oklahoma

Z. Carole Robbins	Child Development Teacher and Lab Assistant (Infant/Toddler Room) FTE 1.00 Full-time Non-Exempt
AA	Child Development Oklahoma City Community College
Enrolled	16 hours completed-BS Family Life Ed-Child Development University of Central Oklahoma

Lisa Jones	Child Development Teacher and Lab Assistant (Preschool A) FTE 1.00 Full-time Non-Exempt
AA	Child Development Oklahoma City Community College
Enrolled	6 hours completed-BS Family Life ED-Child Development University of Central Oklahoma

Kristal Cantwell	Child Development Teacher and Lab Assistant (Preschool A) FTE 1.00 Full-time Non-Exempt
BS	Family Life ED-Child Development University of Central Oklahoma

Constance Pidgeon	Child Development Teacher and Lab Assistant (Preschool B) FTE 0.75 9 months Non-Exempt
AA	Child Development Oklahoma City Community College
Enrolled	26 hours completed-Liberal Studies Leadership Concentration University of Oklahoma

Jessica Hesseltine	Child Development Teacher and Lab Assistant (PreschoolB) FTE 1.00 Full-time Non-Exempt
AA	Child Development Oklahoma City Community College
Enrolled	33 hours completed – BS Family Life and Gerontology Southern Nazarene University

Alexandra Sitzman Teacher Assistant (Infant/Toddler)
FTE 0.75 Regular Part-time Non-Exempt
Enrolled 29 hours completed- AA- Child Development
Oklahoma City Community College

Sarah McElvany Teacher Assistant (Infant/Toddler)
FTE 0.75 Regular Part-time Non-Exempt
Enrolled 53 hours completed- AA- Child Development
Oklahoma City Community College

Rebecca Linger Teacher Assistant (Preschool A)
Temporary Part-time Non-Exempt
AA Child Development
Oklahoma City Community College
Enrolled 19 hours completed- BS- Early Childhood Education
University of Central Oklahoma

Brady Brown Teacher Assistant (Preschool B)
FTE 1.00 Full-time Non-Exempt
AA Child Development
Oklahoma City Community College
Enrolled University of Central Oklahoma

Mary Fitzgerald Teacher Assistant (Infant/Toddler)
FTE 1.00 Full-time Non-Exempt
Enrolled 27 hours completed – AA – Child Development
Oklahoma City Community College

Lisa Beeman Teacher Assistant (Preschool A)
FTE 0.75 Regular Part-time Non-exempt
Enrolled 36 hours completed – AA – Child Development
Oklahoma City Community College

Staff Development:
The following is a list of conferences, workshops, webinars and other professional development activities engaged in by the CDCLS staff in FY08.

Dr. Mary McCoy

- Development Committee Member: *Oklahoma Early Learning Guidelines for Children Ages Three through Five: Core Competencies*
- Alumni Board Member: OCCC Alumni Association

- Advisory Board Member: University of Central Oklahoma Early Childhood Education Advisory Board
- Advisory Committee Member: OCCC Child Development Advisory Committee
- Advisory Board Member: OCCC Career Transitions Advisory Board
- NAEYC Peer Review visits; Community college child development degree programs in AL
- National Coalition for Campus Children's Centers (NCCCC) OK Chapter President
- National Coalition for Campus Children's Centers (NCCCC) Conference (Washington, D.C.) presenter: *The Art of Meaningful Mentoring*
- Level III Specialist – Adult Education training with the Center of Early Childhood Professional Development (CECPD); Tulsa and OKC, OK
- National Administrator Credential awarded; OKC, OK
- Oklahoma Child Care Conference attendee; OKC, OK
- Women of Higher Education Conference attendee; Edmond, OK
- Medication Administration training/certificate; CDCLS
- Pediatric First Aid and CPR training/certificate; American Red Cross
- Nutrition in the Early Childhood Classroom training; CDCLS
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Raising a Reader – Smart Start participant; OKC
- Presenter at Early Childhood Association of Oklahoma Conference: *Early Learning Guidelines Core Competencies;* OKC, OK
- Presenter at the CDCLS: *Effective Portfolio Building*
- Strategies for Teaching Healthy Emotional Development in Young Children training participant; OK Child Guidance Department, OKC
- Annual CDCLS Early Childhood Mini-Conference Presenter

<u>Lee Ann Townsend</u>

- Women of Higher Education Conference attendee; Edmond, OK
- Medication Administration training/certificate; CDCLS
- Pediatric First Aid and CPR training/certificate; American Red Cross
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- *The Art of Meaningful Mentoring* Training; CDCLS
- Annual CDCLS Early Childhood Mini-Conference attendee
- National Coalition for Campus Children's Centers (NCCCC) OK Chapter Treasurer
- University of Central Oklahoma Outstanding Early Childhood Education Graduate Student award recipient
- OCCC Child Development Degree Program Advisory Committee member

Deidra Carpenter

- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Annual CDCLS Early Childhood Mini-Conference event co-chair
- CDCLS Advisory Task Force Team – John Glenn building
- Adult Education training with the Center of Early Childhood Professional Development (CECPD); Tulsa and OKC, OK
- NAEYC Professional Development Institute attendee; New Orleans, LA
- OSU-OKC Early Childhood Program Assessor
- OCCC Child Development Advisory Committee
- NECPA Early Childhood Center Accreditation Verifier

Anita Carson

- Medication Administration training/certificate; CDCLS
- Pediatric First Aid and CPR training/certificate; American Red Cross
- *The Art of Meaningful Mentoring* Training; CDCLS
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- American Red Cross CPR/First Aid trainier

Kendra Miller

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- *The Art of Meaningful Mentoring* Training; CDCLS
- National Coalition for Campus Children's Centers (NCCCC) OK Chapter Membership Co-Chair
- National Coalition for Campus Children's Centers (NCCCC) Conference (Washington, D.C.) presenter: *The Art of Meaningful Mentoring*
- Annual CDCLS Early Childhood Mini-Conference Presenter
- Raising a Reader – Smart Start participant; OKC

Zandra Carole Robbins

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- CDCLS Family/Staff Committee Co-Chair
- Advisor for People First – Shawnee Chapter
- State People First Conference attendee
- Oklahoma Child Care Association Conference attendee

Lisa Jones

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Raising a Reader – Smart Start participant; OKC
- CDCLS Children's Oral Health Fair
- Annual CDCLS Mini-Conference Presenter
- Arts Festival of Oklahoma – Co-Chair Children's Tent

Kristal Cantwell

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Nutrition in the Early Childhood Classroom training; CDCLS
- Annual CDCLS Early Childhood Mini-Conference Presenter
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Oklahoma Child Care Association Conference attendee

Constance Pidgeon

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Annual CDCLS Early Childhood Mini-Conference Presenter and conference event co-chair
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Women of Higher Education Conference attendee; Edmond, OK
- OCCC PAC representative

Jessica Hesseltine

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Annual CDCLS Early Childhood Mini-Conference Presenter
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Chairperson: Ronald McDonald House of OKC Shower and Tour of Facility (CDCLS community outreach project)
- Arts Festival of Oklahoma – Co-Chair Children's Tent
- CDCLS Family/Staff Committee Co-Chair
- CDCLS Annual Children's Art Show organizer

Alexandra Sitzman

- Bloodborne Pathogens training
- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS

- Annual CDCLS Early Childhood Mini-Conference Presenter
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Scholars recognition for Certificate of Mastery in Child Development

Sarah McElvany

- Bloodborne Pathogens training
- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Annual CDCLS Early Childhood Mini-Conference Presenter
- Sexual Harassment: Maintaining a Respectful Educational Environment training

Rebecca Linger

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Annual CDCLS Early Childhood Mini-Conference Presenter

Brady Brown

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Annual CDCLS Early Childhood Mini-Conference Presenter
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Completed AA in Child Development at OCCC
- Scholars recognition for Certificate of Mastery and AA in Child Developmemt

Mary Fitzgerald

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Annual CDCLS Early Childhood Mini-Conference Presenter
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- National Coalition for Campus Children's Centers Conference; Washington, D.C.
- OK State Department of Education Children and Adults in Care Food Program (CACFP) training

Lisa Beeman

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Completed Oklahoma's Entry Level Child Care Training

- Sexual Harassment: Maintaining a Respectful Educational Environment training
- CDCLS Children's Oral Health Fair

Financial Resources:

E & G	GL Account 10-11-12040
Personnel Salaries and Benefits	$505,536.00
Non-Personnel	$ 71,862.00

E & G is used for the general maintenance of the center, as well as materials and supplies required to keep the program aligned with the requirements of licensing and accreditation entities, food for the children's meals, furniture replacement, playground maintenance and equipment, children's books, licensing and accreditation fees, annual reporting fees, staff development activities, printing, and communication expenses.

CD Student Lab Fees	GL Account 10-11-12041
Personnel	$ 0.00
Non-Personnel	$ 3,384.00

The CD Student Lab Fees cover the expenses of materials (consumable and non-consumable) and equipment and supplies used by the students during lab-work sessions, including equipment and materials used in designing classroom projects, such as the use of a laminator, die-cuts, and paper-cutters.

Activity Fee Account	GL Account 60-15-59301
Personnel	$ 0.00
Non-Personnel	$ 3,384.00

The Activity Fee account is a revenue account. Families pay a fall and spring semester fee. This fee covers the cost of children's fall photographs, children's OCCC Spirit Day t-shirts, bicycle helmets, honorariums for guest speakers related to project topics, and materials and supplies for special projects (consumable and non-consumable).

Department of Human Services	GL Account 20-15-18504
Personnel	$ 0.00
Non-Personnel	$ 44,540.00

This revenue account is provided through the Oklahoma Department of Human Services (DHS) Licensing Division, based on the number of children enrolled in the program eligible for DHS assistance. According to the DHS, this fund is to be utilized for any improvements made to the center to enhance the care and education of young children and the children's families. Funds focus on aligning the center with the Oklahoma licensing requirements.

CCAMPIS	GL Account 20-11-18041
Personnel	$ 15,771.00
Non-Personnel	$ 52,221.00

The *Child Care Access Means Parents in School* (CCAMPIS) grant is a four-year award. The 2007 third year award was $67,992.00. This was an increase of $22,227.00 for the year. Increased funds were applied toward child care tuitions and employee wages. The year ranges from October 1 – September 30th. The goal of this grant is to keep parents in college until they complete a degree (student retention). The grant recipients are allowed to be flexible in obtaining this goal. The CDCLS approved plan includes child care tuition subsidy, travel expenses to the National Coalition for Camps Children's Centers (NCCCC – organization in collaboration with the development of the CCAMPIS program), and personnel salaries and benefits.

Families

Program Highlights and Information:
The CDCLS establishes and maintains collaborative relationships with each child's family to foster children's development in all settings. These relationships are sensitive to family composition, language, and culture.

Family – Staff Committee

- Community Outreach – Ronald McDonald House Shower
- Community Outreach – Ronald McDonald House Can-Tab Collection (fund raiser for the Ronald McDonald House)
- Evaluation, assessment, and future plans of the CDCLS – Annual Meeting
- Six monthly planning meetings
- Six CDCLS Family Events – planning and implementation
    - Potluck Supper
    - Picnic on the Playground
    - Children's Annual Art Show participation
    - Baby Sign Language
    - Raising a Reader Program participation of all CDCLS families
    - Children's Oral Health Fair
- Preparation of the NAEYC Accreditation Project / Building the Program and Classroom Portfolios (on-going)

Family/Teacher Conference

- Spring and Fall Conferences
- Children's Assessment and Goals Reports
- Collaboration with Professional Organizations as needed
- City-County Health Department developmental screenings
- Prevent Blindness visual screenings

Family Events

- Family Orientation
- Picnic and swimming at Early Wine Park
- Picnic on the CDCLS Playground
- Christmas Caroling on the OCCC Campus
- Infant/Toddler Family Literacy Night
- Preschool Family Literacy Night
- Children's Annual Art Show

CCAMPIS program

- Seven children receive full child care tuition based on economic status (determined by Pell Grant) and one parent must be enrolled at OCCC.
- Six CDCLS employees are paid 5% and three employees are paid 10% from CCAMPIS funds for salaries and benefits.

Qualitative and Quantitative Assessment and Usage Data:
Bi-annual family and staff surveys are distributed. Results are used to determine any necessary changes and/or improvements to be implemented in the CDCLS program.

High Scope Evaluation and Assessment software program is implemented to track progress of children.

Future Plans:
The Family-Staff Committee will plan family events to include more culturally diverse activities. The Family-Staff Committee will also serve in an advisory capacity in determining educational family events.

Community Relationships

Program Highlights and Information:
The CDCLS establishes relationships with and uses the resources of the surrounding community to support the achievement of the CDCLS program goals.

Student Scheduled Child Care (SSCC) Pilot Program
SSCC evening care was introduced in spring 2008 and continued in the summer 2008 semester. The pilot program provided an opportunity to announce the availability of the SSCC initiative. Exploration produced ways to inform OCCC students and OCCC prospective students of this service. Students reserve a slot for their child by semester-long reservations. Research indicates students with young children who have quality, affordable child care are more likely to graduate with a college degree.

Smart Start Oklahoma
CDCLS staff participates in the Smart Start Central Oklahoma Greater Community Partnership. Quarterly training luncheons provide opportunities to network with area advocates for early childhood issues.

Oklahoma Early Learning Guidelines for Children Ages Three through Five Core Competencies
The CDCLS Director was invited to contribute to the writing of the core competencies which, once approved, will be the utilized as guidelines for Oklahoma's early childhood practitioners. The purpose is to define best practices, standards, and essential behavior as a foundation for all decisions, activities, and actions in all early childhood and education settings and programs.

Family Support Services List
The CDCLS improved and revised the list of area family support services, which is available to families. Families are assisted in locating, contacting, and utilizing community resources to support the children's well-being and positive development.

Caring Van
The Oklahoma Caring Foundation, Inc, a non-profit organization sponsored by Blue Cross-Blue Shield, visits the CDCLS twice a year to administer free immunizations to children. Families from surrounding child care facilities are invited to participate.

Partnerships with Community Health Professionals
Prevent Blindness of Oklahoma, Oklahoma City-County Health Department, and Ocean Dental all participated in screenings for children's developmental needs. Screenings were conducted at the CDCLS. A Children's Oral Health Fair, sponsored by the CDCLS increased opportunities to collaborate with a wide range of area health professionals.

University of Oklahoma Nursing Department
An agreement is incorporated with the University of Oklahoma Nursing program to allow OU's nursing students to conduct teaching labs in the CDCLS children's classrooms.

Ronald McDonald House
The families and staff of the CDCLS donated canned food, sheets, comforters, cleaning supplies, and kitchen supplies to the Ronald McDonald House. Several families and staff members delivered the "Shower" items to the house, along with a large collection of can-tabs. The can-tabs are recycled.

Family Expectations
Family Expectations is a program for expectant couples who want to make their relationship stronger and find ways to work as a team in raising their child. This is a free service.

Qualitative and Quantitative Assessment and Usage Data:
Family bi-annual surveys include questions related to Community Relationships. Also, the attendance of each event is recorded and used to determine the event's success rate.

Future Plans:
Survey and attendance results are reviewed and future activities are determined based on the needs and interests of the CDCLS children and families. The Student Scheduled Child Care – Day and Evening will continue in FY09. Plans are developing to include children from infant to age eight years old.

Teachers

Program Highlights and Information:
The CDCLS employs and supports a teaching staff that has educational qualifications, knowledge, and professional commitment necessary to promote children's learning, and development and to support families' diverse needs and interests.

Staff Development
All teachers and assistant teachers are required by Oklahoma licensing to receive no less than 20 clock hours of training related to the early childhood field each year. All CDCLS teaching staff met this requirement in FY08. Many staff members went beyond the 20 clock hour minimum. Eighty-one percent of the CDCLS teaching staff enrolled and completed college coursework in FY08. Certificates and transcripts record participation.

Educational Goals
To align with the national accreditation standards, all CDCLS full-time teachers must complete a baccalaureate degree in child development or related field by 2010. There are six teachers. Two teachers have completed baccalaureate degrees in the early childhood field. Four other full-time teachers have all made progress toward this goal in FY08. One of five part-time teacher assistants received OCCC Child Development Associate degrees in FY08. Transcripts record educational plan progress.

CDCLS Early Childhood Fourth Annual Mini-Conference
The CDCLS teaching staff, in collaboration with the Tulsa Community College Child Development Center, organized and conducted a conference for the staffs of local child care community and community college campus facilities. All CDCLS teaching staff presented at the conference. Participants completed surveys following the presentations. Certificates of Achievement were issued.

National Coalition for Campus Children's Centers (NCCCC)
CDCLS staff members fill the positions of President, Secretary, and Membership Co-Chair on the NCCCC Oklahoma Chapter Board. Two CDCLS staff presented *The Art of Meaningful Mentoring* at the NCCCC national conference in Washington, D.C.

Qualitative and Quantitative Assessment and Usage Data:
Certificates, transcripts, conference programs, and participant surveys are used to report success of goals and activities.

Future Plans:
Staff development and educational progress will continue. A fifth Annual Early Childhood Mini-Conference will be conducted in the spring of 08. Staff is encouraged to submit proposals for the NCCCC 2009 Conference to be held in Phoenix, AZ.

Physical Environment

Program Highlights and Information:
The CDCLS has a safe and healthful environment that provides appropriate and well-maintained indoor and outdoor physical environments. The environment includes facilities, equipment, and materials to facilitate child, Child Development degree program students, and staff learning development.

Kitchen Renovation
The CDCLS received a kitchen renovation. Floors and cabinets were replaced. New sinks and a dishwasher were installed.

Parent Room
A resource room devoted to parent materials and an area for parent/teacher conferences was built into the existing CDCLS main office area. This room also allows breasting-feeding mothers the privacy they need.

Student-Teacher Workroom
The student-teacher workroom was remodeled to include storage furniture, as well as work stations for students and CDCLS teachers. Computers were updated.

Quantitative and Qualitative Assessment and Usage Data:
Licensing and accreditation visit reports confirm the improvements meet the requirements and standards.

Future Plans:
There is a plan in progress to relocate the CDCLS to the Western Heights School District donated former John Glenn Elementary School building at 6500 South Land Avenue, OKC. This building is 1.1 mile from the OCCC. This move will allow for an increase in the number of children and families served. A Student Scheduled Child Care Day and Evening program will be implemented with a target date of January 2009. Physical improvements will continue to be made to meet national and state standards for child care facilities.

National Accreditation

Program Highlights and Information:
The CDCLS staff prepared and presented candidacy materials for the National Association for the Education of Young Children (NAEYC) accreditation. The center has been accredited since 1989. However, a revised system was implemented by the NAEYC to accredit child care programs. The new system requires centers to conduct a self-study which involves at least one year of preparation. CDCLS families and staff, along with other stakeholders, such as instructors from the OCCC Child Development degree program, Facilities Management team, and community health professionals, worked in a collaborative effort to accomplish this goal.

NAEYC Accreditation
Following an assessment visit on June 6, 2007, the CDCLS was awarded renewed accreditation status in September 2007. At the time of this prestigious award, the CDCLS was one of only three child development centers in the state of Oklahoma to receive accreditation under the newly revised NAEYC system.

To achieve NAEYC Accreditation, a program must meet at least 80% of the criteria on which it is assessed for each of the ten program standards, and each classroom within the same ten standards of observed classrooms must meet at least 70% of the criteria on which it is assessed. In addition, all required criteria must be met.

Scores for the CDCLS are as follows:

Standard 1 – Relationships	100%
Standard 2 – Curriculum	81%
Standard 3 – Teaching	95%
Standard 4 – Assessment of Child Progress	90%
Standard 5 – Health	100%*
Standard 6 – Teachers	96%
Standard 7 – Families	83%
Standard 8 – Community Relationships	100%
Standard 9 – Physical Environment	95%
Standard 10 – Leadership and Management	100%

* indicates emerging criteria has also been met

Quantitative and Qualitative Assessment and Usage Data:
The NAEYC assessor's report did not reveal any non-compliance items. Determination of CDCLS program success is evaluated by the result of accreditation status and scores of specific NAEYC Standards.

Future Plans:
Improvements and changes will be on-going in order to maintain all NAEYC criteria, of which there are over 400.

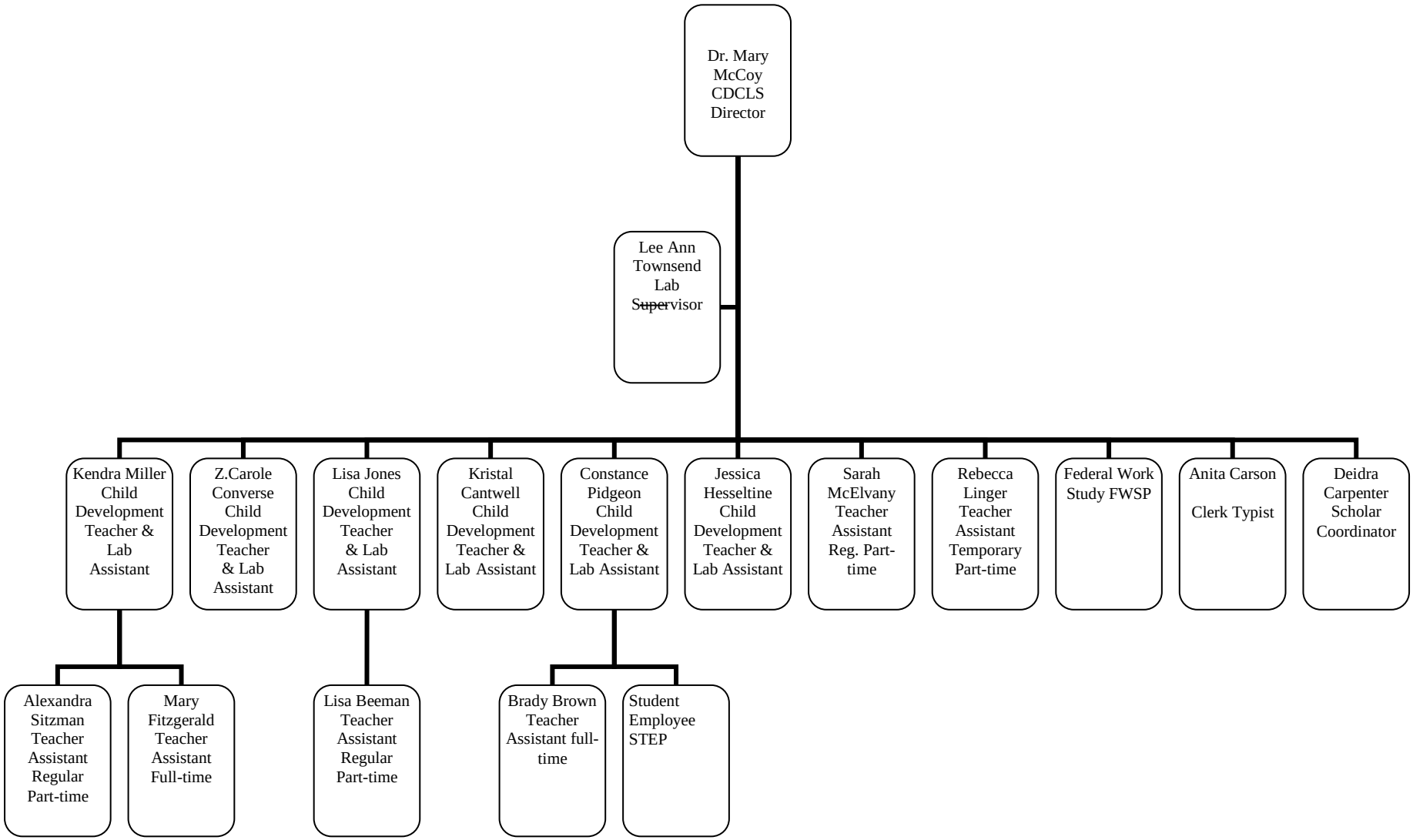
National Coalition for Campus Children's Centers (NCCCC)

Program Highlights and Information:
The CDCLS, in collaboration with the staff of Tulsa Community College Child Development Center, continue to develop a state organization to support college campus children's centers. Several staff members from both entities make-up the OK NCCCC Board. Other colleges joining the state organization are Oklahoma State University Child Development Center - Stillwater, University of Central Child Development Center, and Oklahoma State University Child Development Center – OKC.

Quantitative and Qualitative Assessment and Usage Data:
Data collection from state NCCCC meetings attendance lists and the organization's membership enrollment numbers constitute information to determine growth, progress, and success of the OK NCCCC. Feed-back from meetings indicates areas of strength and areas of challenge.

Future Plans:
Based on data collection, the CDCLS will continue to be involved in this state effort to create a supportive network of college campus children's centers.

CHILD DEVELOPMENT CENTER AND LAB SCHOOL
JUNE 30, 2008



Enrollment and Student Services
Electronic Student Services

Mission:
To assist all departments within the Division of Enrollment and Student Services in the planning, creation, design, implementation and maintenance of efficient and cost effective web applications, information systems, and network operations that assist in improving delivery of services to students and prospective students.

Organization and Management:
Full Time: 1 Exempt

Personnel Changes - Director
The Director position was created on July 1, 2007 and remained vacant until November 30, 2007. On December 1, 2007, EJ Warren accepted the role of Director of e-Student Services. In addition to this position, she remained the Interim Director of Academic Advising until June 30, 2008. This position was created and is funded through the Office of the Vice President of Enrollment and Student Services, Dr. Marion Paden.

Professional Development
There were professional development opportunities for the Director of e-Student Services this year, both group events and individual activities.

E.J. Warren	**Director of e-Student Services**
12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
12/12/2007	Webinar "On the Horizon: The Future of Academic Advising and Technology"
12/19/2007	WOW Scheduling Events in Datatel
02/04-08/2008	Hershey Training & Certification, Santa Fe Springs, CA
02/13/2008	SAS Training-OCCC
02/20-22/2008	Educause Conference, Houston, TX
03/09-12/2008	Datatel Users Group Conference, Washington, DC
04/08/2008	Audio Conference: Facebook, MySpace, & On-Line Communities: What your College Must Know
05/08/2008	Outlook 2007 Training
06/11/2008	Hershey-HR Scoping Workshop, JMC

Committees
Achieving the Dream Data Team
Achieving the Dream Strategy Team – Developmental Education
Data Warehouse & Reporting Tool Committee
Higher Learning Commission – Acquisition, Discovery, and Application of Knowledge
Leadership OCCC Planning Committee
Institutional Intelligence (I^2) Student Success Team

Committees - continued
RFP and Selection Committee for a Comprehensive Data Warehouse, Business Intelligence and Reporting Tool
SAS Data Warehouse and Business Intelligence Team
SAS Enterprise Guide Training Team
Student Success Leadership Roundtable

e-Student Services

Program Highlights & Information:

AdvisorTrac
The AdvisorTrac software was implemented in the Office of Academic Advising mid-December 2007 and replacing the Student Development Student Tracking system. AdvisorTrac interacts nightly with the Datatel system to bring over new students to the AdvisorTrac system.

The new software allows:
1) Advisors to thoroughly notate their advising sessions with students
2) Provides access to previous visit notes
3) Scheduling of student appointments
4) Scheduling of advisor's triage schedule
5) Scheduling of advisor's work schedule
6) Reporting

In addition to the software, a new Opticon Infrared Barcode Scanner was installed to allow the Triage attendee to scan the OCCC Student ID card's magnetic strip for proper identification of the student. This scanner replaced the ten-year old slide card reader. This new scanner can be used with AdvisorTrac or Datatel.

Training was provided for all staff in the Office of Academic Advising by EJ Warren during the weeks of December 3 and December 10, 2007. Additional features within the software were implemented gradually during the spring months including: scheduling student appointments, Triage advisor schedules, daily Academic Advisor schedules, and daily Peer Advisor schedules.

Hershey Singularity & Catapult (Imaging Center)
The Hershey Singularity imaging system needed to be upgraded to the newest software version. The project was coordinated by EJ Warren, Director of e-Student Services and Dr. Jim Riha, CIO. The Dongle keys were reconfigured to better meet the needs of OCCC and two new scanning stations were installed in the imaging center to replace the two older scanners. The funds were made available from the IT department for the scanners and upgrade expenses, including the on-site Hershey support provided by Hershey employees during their two onsite visits. One additional software feature was installed called Catapult. This software was installed on each user's computer, which allows a direct launch of the Hershey system from within the Datatel software program.
Training for the upgrade to the newest version of Hershey Singularity & Catapult was conducted the week of April 28th by EJ Warren and Scott Grissinger, Hershey Systems. Ongoing evaluation of existing transcript templates and business processes will be necessary in the fall of 2008.

Hershey Singularity (Human Resources Center)
As the certified Hershey specialist at OCCC, EJ Warren assisted with the implementation of the Hershey software for use by the HR department to maintain electronic images of the employee files. The project meetings were held at the John Massey Center (JMC) and were limited to a total of two days prior to implementation. The implementation and training was conducted at JMC by EJ Warren and Scott Grissinger on June 25 & 26. The HR department purchased a new scanner for this purpose and the implementation expenses were funded by the IT department. There will need for one day of training (provided by EJ Warren) for the HR staff in the fall of 2008.

Online Application for Prospective Students (XAP)
The Office of Admissions and Recruiting had previously built an online application and was working with XAP to roll out the application online for prospective students to apply to OCCC. My first initial meeting with Gloria Barton (Registrar) was February 25, 2008 and my first official meeting and training session with XAP was March 26, 2008. During these past few months, the online application was finalized and the Control Center for OCCC was established with myself as the Administrator. The application is ready and available for use, but the interface and download into Datatel is not available yet from our IT department. It was determined during the final stages of this implementation that the interface to Datatel would require an additional module to be purchased from Datatel. The IT department provided the funds for the module and made the purchase in June 2008. The module will be implemented during July 2008 and the IT staff plans to have the module functional and ready for testing in September 2008, with a go-live date in early October 2008.

SAS Data Warehouse and Reporting Tool
SAS was selected by the institution for the Comprehensive Data Warehouse, Business Intelligence and Reporting Tool solution in June 2007, with installation and configuration procedures beginning in July 2007. The project team and various committees began to be identified and developed at this time. I was selected to participate in various committees during this implementation, as well as selected to participate in training offered by SAS at OCCC. My role in this project has continued to develop and I participate in weekly conference calls and set meetings with the consultant, ASR. These calls and meetings are led and coordinated by the co-chairmen, Jim Riha and Stu Harvey. The portal has been developed and is available for OCCC management to use at their discretion to review and receive up-to-date enrollment information. Additional reports and projects are being identified by OCCC for ASR to create and deliver. Some of these projects will require additional time and training on my part to effectively use the tool and support Enrollment and Student Services departments appropriately.

FY 2009 Planning Document
e-Student Services

Goal, Task or Initiative Name	Description	Department	Individual(s) Responsible
Application Upload (Datatel)	Assist IT with research and implementation of the Datatel interface for integrating the XAP online application and the Datatel application pages. Training will be required by all parties.	IT	Director
Automation of Manual Processes	Review and evaluate all manual processes that are being performed to upload data into any of the integrated software solutions. Determine best process to automate these manual procedures. Examples: Datatel – Test Score uploads from Accuplacer; Transcript files from Hershey Singularity	All	Director
College Central	Review and assist Employment & Career Services with continued use of the College Central website and program for students.	Employment & Career Services	Director
Datatel	Assist the Registrar with best practices review of the Datatel system and all of its capabilities. To include improving MineOnline, placement of holds for Advising needs, and students updating their student records online.	Registrar	Director
Disability Notification	Assist Director of Student Support Services with review and evaluation of software solutions and best practices for proper communication of student's needs to faculty and physical plant in a timely manner each semester.	Student Support Services	Director
e-Advising (Datatel)	Assist Office of Academic Advising and ATD initiative in researching and evaluating and implementing a software solution and business process solution for Academic Advisors and Faculty Advisors to utilize the internal information located within Datatel for online advising and interacting with student records in MineOnline.	Academic Advising	Director
Early Alert (Datatel)	Assist with ATD initiative in researching and evaluating and implementing a software solution and business process solution for all parties involved in the Early Alert process.	Academic Advising & Student Support Services	Director

Electronic Initiatives	Explore possibilities for enhanced technology for all departments to best meet student's needs. To include: MineOnline, Online Academic Plans, Distance Advising, Probation Students, Transfer Planning, Academic Evaluations, Student Address Changes, Transcript Records, Financial Aid processes and all student related forms and workflows.	All	Director
Hershey - Online Forms	Assist all departments within ESS in identifying which paper forms can be transformed into online forms with established workflow to properly move documents through OCCC for completion, approval, and necessary processing.	Financial Aid Records All	Director
Hershey Upgrade	Continue to monitor the Hershey Singularity software solution (and Catapult) for continued success. Identify any issues or additional features that can be utilized by the users to increase productivity and functional use of this online resource.	Imaging Center	Director
Imaging Center	Establish an Imaging Center to provide electronic document retention for all student records to be utilized by all ESS departments.	Imaging Center All	Director
Online Application (XAP)	Complete the setup and finalize the online communications and workflows for the online application for students to apply at OCCC with a truly automated online application with XAP as the partner. Training will be required for all users.	Admissions & Recruiting	Director
Paperless Processing	Review current processes and research new possibilities to offer more online testing and services to the students to reduce the amount of paper tests and documents needed in the Testing Center.	Testing & Assessment	Director
Procedure Manuals	Research each office's needs in terms of procedural manuals related to departmental activities and assist in creating manuals, as appropriate.	All	Director
Professional Development Plan	Research opportunities for online webinars or seminars for e-Student services products and best practices. Attend software conferences when possible to maintain the edge and be	All	Director

	better prepared for the future needs of OCCC students and administration		
Technology Plan for ESS	Establish a written technology plan that encompasses the ESS department's needs for the next one, three, and five year marks.	All	Director
Technology Review	Review and survey each ESS department to determine their current and future needs for: hardware, software, shadow systems, business processes, and best practices within our industry.	All	Director

Institutional Initiatives

Goal, Task or Initiative Name	Description	Department	Individual(s) Responsible
Achieving the Dream	Assist with ATD initiatives as they relate to ESS	All	Director
Digital Signage Implementation	Work with IT to determine which computer monitors will be linked into the new digital signage system. Contacts: Jim Riha & Dave Anderson.	All	Director w/Jim Riha
Hobson's Communication	Work with Admissions & Recruiting and Public Relations in developing communications for prospective students and various other outreach projects for ESS departments.	All	Director w/Gloria and Paula
I2 Project – Student Success	Maintain position on I2 Project Team to provide assistance and communication with all ESS departments for the Student Success project.	All	Director w/Jim Riha & Stu Harvey
SAS Project	Maintain position on SAS Project Team to provide assistance and communication with all ESS departments for the SAS Data Warehouse, Reporting, and Portal projects. Ongoing training activity.	All	Director w/Jim Riha
Thin Client Solutions	Work with IT to determine best usage and placement of thin client systems within ESS. Evaluation needed for Citrix vs. VDI implementation.	All	Director w/Jim Riha

Student Financial Support Services
Annual Report FY 2008 (2007-2008)

Mission: Provide financial assistance for students enabling access to educational opportunity and persistence toward their goals.

Organization and Management: Total FTE: 14.61

Full time:	**4**	**Non-Exempt:**
	10	**Exempt**
Part-time:	**.61 FTE**	**Temporary Part-time**

Staff Development:
All staff received safety training during the year in Highway Safety as well as participating in First Responders Day on Campus.

Janis Armstrong
Coordinator of Programs and Services: State Veterans Administrators Conference (Quartz Mtn.), Federal Student Aid Conference (San Diego), D.O.E. Webinar: Teach Grant, ISFAC-TAFB, Workshop: The Unspoken Rules of Economic Class.

Erik Hedges
Systems Coordinator: Datatel Users Group (DUG) (Arlington, VA.), Federal Student Aid Conference (San Diego), D.O.E. Webinar: Teach Grant, Workshop: The Unspoken Rules of Economic Class.

Meghan Morgan
Coordinator of Client Services: Oklahoma Association of Student Financial Aid Administrators (OASFAA) (Oklahoma City), Federal Student Aid Conference (San Diego), Noel-Levitz Enrollment Management Conference (UCO), D.O.E. Webinar: Teach Grant, Workshop: The Unspoken Rules of Economic Class.

Monica Johanntoberns
Financial Aid Advisor: Oklahoma Association of Student Financial Aid Administrators (OASFAA) (Oklahoma City), Federal Regional Training -Verification (Norman), Workshop: The Unspoken Rules of Economic Class.

C.W. West
Financial Aid Advisor: Oklahoma Association of Student Financial Aid Administrators (Oklahoma City), ISFAC-TAFB, State Veterans Administrators Conference (Western Hills), Workshop: The Unspoken Rules of Economic Class.

Pat Hauck
Financial Aid Advisor: National Association of Student Financial Aid Administrators (NASFAA) Webinar: Academic Competitiveness Grant (ACG), D.O.E. Webinar: Teach Grant, Oklahoma Association of Student Financial Aid Administrators

(OASFAA) (Oklahoma City), Federal Update Training (Oklahoma City), Federal Regional Training-Verification (Norman), Workshop: The Unspoken Rules of Economic Class.

Val Fields
Financial Aid Advisor: Oklahoma Association of Student Financial Aid Administrators (OASFAA) (Oklahoma City), D.O.E. Webinar: Teach Grant, Workshop: The Unspoken Rules of Economic Class.

Joan Sublett
Financial Aid Advisor: Oklahoma Association of Student Financial Aid Administrators (OASFAA) (Oklahoma City), Federal Update Training, (Oklahoma City), Workshop: The Unspoken Rules of Economic Class.

Shelley McCullough
Financial Aid Receptionist: Webinar: FERPA, Workshop: The Unspoken Rules of Economic Class.

Linette McMurtrey
Client Services Specialist: Federal Update training (Oklahoma City), Oklahoma Association of Student Financial Aid Administrators (OASFAA) (Oklahoma City), Noel-Levitz Enrollment Management Conference (UCO).

Harold Case
Dean Student Financial Support Services: National Association of Student Financial Aid Administrators (NASFAA) Webinar: Academic Competitiveness Grant (ACG), Federal Student Aid Conference (San Diego), D.O.E. Webinar: Teach Grant, D.O.E. Webinar: FERPA, ISFAC-TAFB, Workshop: The Unspoken Rules of Economic Class.

June Waters
Financial Aid Assistant: Workshop: The Unspoken Rules of Economic Class.

Department's Financial Resources: $517,719.00

Personnel Salary and Benefits:	$479,788.00
Operations:	$37,931.00

Highlights and Information:

- Implementation of 13 financial aid related initiatives under Achieving the Dream (AtD).
- 56% growth in all student aid programs awarded and/or disbursed by Student Financial Support Services.
- Veterans Services maintained a high rating on the 2008 Student Opinion Survey earning a 4.00.

- Financial Aid Services improved to a 3.82 rating for 2008 a statistically significant increase over the 2006 rating of 3.62.

Program	Dollars Disbursed		No. Awards
Federal Pell Grant	$7,356,331		3,196
Federal SEOG	$295,495		991
Federal ACG	$53,132		81
OTAG	$727,159		1,171
OHLAP	$853,937		625
BIA Grant	$468,212		258
TFW/Scholarships	$1,503,275		2,479
Loans	$12,049,408		4,286
Federal Work Study	$115,163		65
Veterans Benefits	$4,032,788		610
Total	$27,454,900	Awards	$13,762

Percent of Total:

Grants	$9,754,266	35.5%,	Scholarships/ TFW	$1,503,275	5.5%,
Veterans	$4,032,788	14.7%	Loans	$12,049,408	43.9%,
Work Study	$115,163	0.4%			

Unduplicated Head Count: 8,485

41.4% of credit based students receive some type of financial assistance awarded and/or disbursed through Student Financial Support Services.

Departmental Focus for FY 2008 (2007-2008):

- Address all recommendations from the NASFAA Standards of Excellence review.
  Done.

- Expand number of financial aid presentations over FY 2007 year.
  Done: Success in College Courses 14, High School Presentatiions13, New Student Orientation 21.

- Develop a financial resources component of Financial Aid Office Webpage.
  Partial.

- Minimize number of financial aid application processing edits resulting in increased numbers of batch awards and less delays in awarding assistance.
  Done.

- Fully utilize Client Services Coordinator and Client Services Specialist positions to solve student processing issues and help expedite awarding student assistance.

Done.

- Utilize available College e-services to expedite processing of student financial assistance applications.
  In Process.

- Develop interactive forms to enable all students to complete key financial aid forms online reducing reliance on fax and regular mail.
  Pending.

- Insure collaboration among Financial Aid Advisors and Financial Client Services staff to assist in resolution of processing issues and expedite awarding of assistance.
  Done.

- Establish interventions to be implemented by the Client Services Specialist to raise awareness among financial assistance recipients of the array of College student support services available to help them become successful.
  Done: Letters, postcards, email, and presentations.

- Evaluate financial aid packaging policy to insure students receive sufficient resources to help with access and persistence.
  Done.

- Improve Financial Aid Office Webpage and outreach information services.
  Done.

- Insure broader awareness of financial aid services through expanded distribution of the Financial Aid Brochure, Mentor Guide, and PowerPoint.
  Done.

Departmental Focus for FY 2009 (2008-2009):

- Analyze and Report on initiatives (year one) developed by Achieving the Dream (AtD) Financial Aid Subcommittee for Persistence and Retention:

  1. Increase number of joint Recruitment/Financial Aid presentations to schools and agencies serving adult populations.
  2. Expand marketing of Financial Aid o n College homepage: Prospective Student link and Student Right-to-Know link.
  3. Utilize students in the recruitment process to improve communication with prospective students. Seek community service credit for student outreach service.
  4. Collaborate with Bursar to create a comment on student fee statement informing students to file the FAFSA at www.FAFSA.ed.gov if they will need financial assistance to help pay for college.

5. Utilize high school senior lists to insure all contacts with area high school seniors include information about filling out the FAFSA.
6. Utilize Right-to-Know emails sent to all students and Right-to-Know link on FA webpage and College homepage to encourage students and prospective students to file the FAFSA annually.
7. Grow the number of Financial Aid presentations for Success in College and Life courses as well as other student groups. Develop a video presentation/PowerPoint.
8. Increase OCCC Faculty and Staff awareness of Financial Aid information and procedures through professional development activities such as W.O.W.
   Encourage Faculty to promote filing the FAFSA among their students such as a comment of the course syllabus.
9. Utilize Hobson's Contact Management System to identify prospective and current student inquiries about financial assistance. Develop message from Financial Aid Office to be sent to these individuals.
10. College establish funding source annually to enable Financial Aid Office to authorize late applicants for financial assistance for any semester to charge essential books/supplies. Financial Aid received will cover charges. If student ultimately does not receive assistance, fund will reimburse Bookstore.
11. Distribute annually to key Enrollment/Student Services Division staff and to faculty advisors the U.S. Department o Education Publication: Counselors and Mentors Handbook on Federal Student Aid. This is a resource for working with students.
12. Recommend schedule adjustment to Academic Division Tuition Waiver Program to award waivers for academic year as does financial aid and other units. Students receive a commitment for academic year, helps with financial planning. Academic progress checked each semester by the Financial Aid Office.

- Develop and implement year two Achieving the Dream (AtD) initiatives recommended by The Financial Aid Subcommittee and approved by AtD Leadership Team.

- Establish and hire full time position: Coordinator of Veterans Services to expand and improve service to armed forces members attending Oklahoma City Community College.

- Establish and hire a full time Assistant Director of Financial Aid Programs and Services to support the Dean of Student Financial Support Services in managing processing, services, and compliance issues.

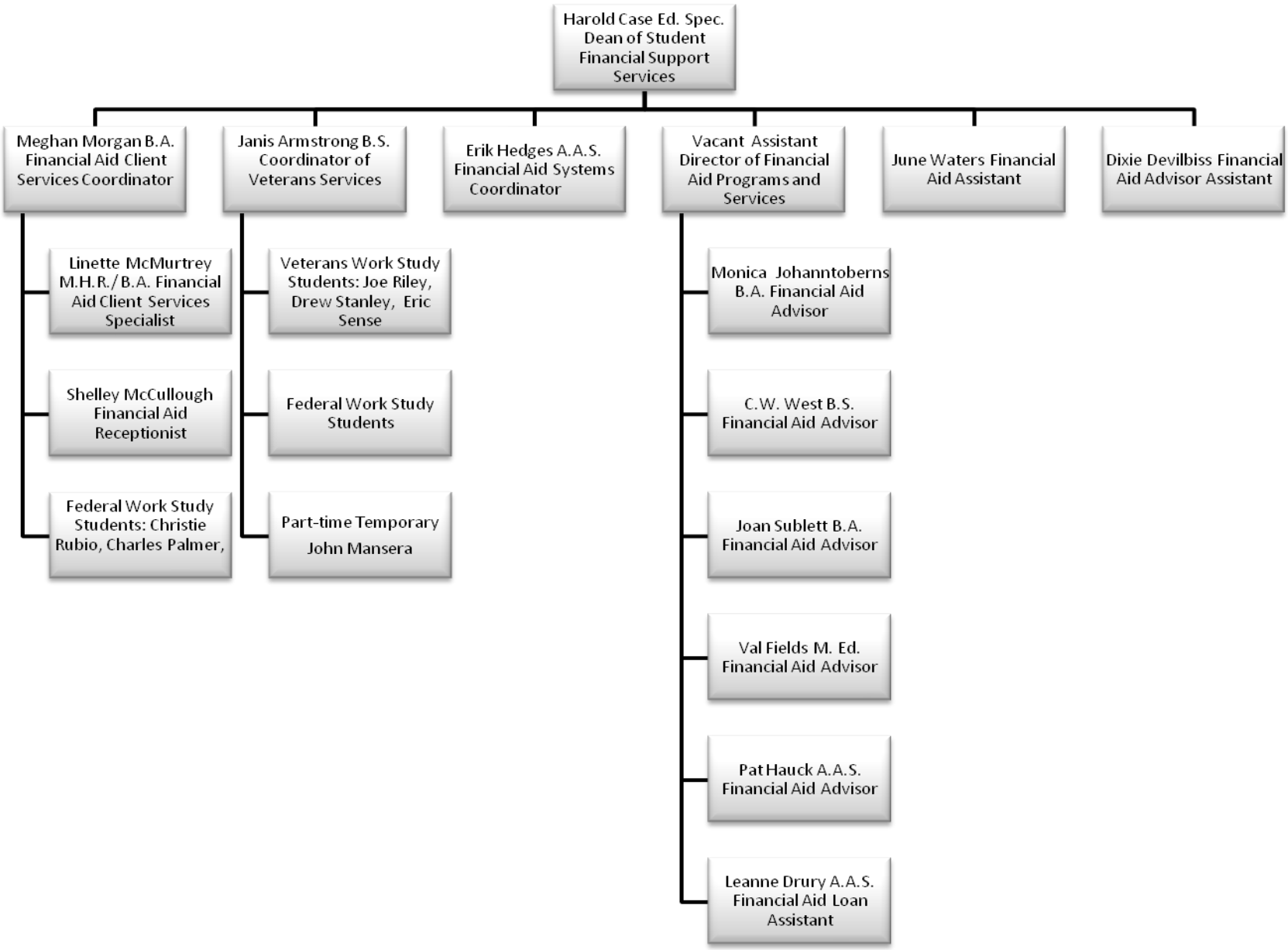
- Plan for major physical renovation of Student Financial Support Services Office to improve services and accommodate additional professional position.

- Play a significant role in support of Bursar Office implementation of direct deposit for refunds to students including massive amounts of financial aid refund checks.

- Support and collaborate with Director of E-Services to improve imaging systems.

- Continue to seek improvement in e-services used to deliver student financial support services at OCCC.

- Seek ways to improve student satisfaction with financial assistance services; information, processing, disbursements and reporting.


Harold Case Ed. Spec. Dean of Student Financial Support Services
Meghan Morgan B.A. Financial Aid Client Services Coordinator
Janis Armstrong B.S. Coordinator of Veterans Services
Erik Hedges A.A.S. Financial Aid Systems Coordinator
Vacant Assistant Director of Financial Aid Programs and Services
June Waters Financial Aid Assistant
Dixie Devilbiss Financial Aid Advisor Assistant
Linette McMurtrey M.H.R./B.A. Financial Aid Client Services Specialist
Shelley McCullough Financial Aid Receptionist
Federal Work Study Students: Christie Rubio, Charles Palmer,
Veterans Work Study Students: Joe Riley, Drew Stanley, Eric Sense
Federal Work Study Students
Part-time Temporary John Mansera
Monica Johanntoberns B.A. Financial Aid Advisor
C.W. West B.S. Financial Aid Advisor
Joan Sublett B.A. Financial Aid Advisor
Val Fields M. Ed. Financial Aid Advisor
Pat Hauck A.A.S. Financial Aid Advisor
Leanne Drury A.A.S. Financial Aid Loan Assistant

OKLAHOMA CITY COMMUNITY COLLEGE

STUDENT DEVELOPMENT

Advising and Career Services

Mission:
To assist students in the development of meaningful educational plans and enhance their overall educational experiences through individualized academic advising, while preparing the student to make well-suited academic, career, and life goals, plans and choices.

Organization and Management:

Full Time:	9 Exempt
	1 Non-Exempt
Part-Time:	5 Non-Exempt
	3 Temporary

Staff Development:

E.J. Warren, Director of Academic Advising	07/02/2007	Advisor's 411 article for the Pioneer
	09/03/2007	Advisor's 411 article for the Pioneer
	09/11/2007	WOW Session "What You Don't Know Can Hurt You (HR Policies)
	09/12/2007	NACADA Webinar Academic Advising Integral Role
	09/13/2007	SAS Business Intelligence and Data Integration Applications- OCCC
	09/14/2007	SAS Business Intelligence and Data Integration Applications- OCCC
	09/18/2007	WOW Session "What You Don't Know Can Hurt You (HR Policies)
	09/19/2007	New Student Audio Conference
	09/20/2007	Assessing Supervision-What it is, What is should be
	09/20/2007	WOW Session Attitude Makes a Difference-Especially to You
	09/21/2007	OACADA Fall Conference-Tulsa Community College
	09/25/2007	SAS/ASR Scoping Workshop-OCCC
	09/26/2007	SAS/ASR Scoping Workshop-OCCC
	10/04/2007	WOW The Who, What, When, Where and Why of Documentation
	10/10/2007	WOW Critical Thinking
	10/10/2007	Achieving the Dream Presentation-Advising
	10/17/2007-10/21/2007	NACADA Conference-Baltimore, MD
	10/23/2007	WOW ZAPP-Empowering Employees
	10/24/2007	Advising Presentation for SCL 1001
	10/31/2007	WOW Advising First Year Students: Trick or Treat?

	10/31/2007	WOW Criticism-Give It and Get It Successfully
	11/09/2007	OK Women in Higher Education Conference-UCO
	11/12/2007	AdvisorTrac Training
	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	12/12/2007	Webinar "On the Horizon: The Future of Academic Advising and Technology"
	12/19/2007	WOW Scheduling Events in Datatel
	01/07/2008	Faculty Advisor Workshop-OCCC-Part I
	01/31/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	02/04/2008	Advisor's 411 article for the Pioneer
	02/04/2008-02/08/2008	Hershey Training & Certification, Santa Fe Springs, CA
	02/12/2008	UT Arlington 11th Annual Advising Conference
	02/13/2008	SAS Training-OCCC
	02/20/2008-02/22/2008	Educause Conference, Houston, TX
	02/27/2008	Faculty Advisor Workshop-OCCC-Part 2
	03/03/2008	Academic Advising Handbook Presentation-4 Sessions
	03/04/2008	Academic Advising Handbook Presentation-2 Sessions
	03/07/2008	Advisor's 411 article for the Pioneer
	03/09/2008-03/12/2008	Datatel Users Group Conference, Washington, DC
	03/26/2008	Faculty Advisor Workshop-Appreciative Advising-Part 3
	03/28/2008	Faculty Advisor Workshop-Appreciative Advising-Part 3
	04/08/2008	Audio Conference: Facebook, MySpace, & On-Line Communities: What your College Must Know
	04/17/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	05/08/2008	Outlook 2007 Training
	06/11/2008	Hershey-HR Scoping Workshop, JMC
	06/15/2008-06/17/2008	The DUG Datatel Conference, Brownsville, TX
Melissa Aguigui, Academic Advisor	07/01/2007	OACADA Steering Committee Member 07-08
	09/12/2007	NACADA Webinar Academic Advising Integral Role
	09/14/2007	OUHSC Counselors Workshop
	09/19/2007	New Student Audio Conference
	09/21/2007	OACADA Fall Conference, Tulsa, OK
	10/31/2007	WOW Advising First Year Students: Trick or Treat?
	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	01/31/2008	NACADA CD Series-CD 3 Understanding Cultural Identity

		and Worldview Development
	02/12/2008	UT Arlington 11th Annual Advising Conference
	02/22/2008	OACADA's Spring 2008 Conference-OSU/OKC
	03/03/2008-03/06/2008	NACADA Region 7 Conference, Branson, MO
	04/17/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	05/08/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation
Mary Ann Bodine, Academic Advisor	06/02/2008	NACADA CD Series-CD 1 What is Academic Advising
	06/02/2008	NACADA Webinar-Ensuring Advisor Success: Mastering the Art of Advising through the First Year of Advising and Beyond
	06/03/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	06/05/2008	NACADA CD Series-CD 2 Academic Advising Delivery Models
	06/05/2008	NACADA Audio Conference: The New Advisor Guidebook
	06/10/2008	NACADA Audio Conference: Content Components of Advisor Training: Revisited
	06/11/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	06/11/2008	NACADA Webinar-Expanding Your Comfort Zone: Strategies for Developing and Demonstrating Cultural Competence in Academic Advising
	06/12/2008	NACADA Audio Conference: A New Trend in Advising: ESL Advising
	06/12/2008	NACADA Audio Conference: Adapting Academic Advising Strategies to Meet the Needs of a Diversified Student Body
	06/12/2008	NACADA Audio Conference: Sexual Minority Students: An Academic Advisor's Thoughts
	06/12/2008	NACADA Audio Conference: Multicultural Issues for Academic Advisor's
	06/13/2008	NACADA Audio Conference: The Student You've Met But May Not Know
	06/13/2008	NACADA Audio Conference: Mental Health Issues and the College Student: What Advisors can do
	06/19/2008	ATD Presentation
Brenda Clink, Personal & Academic Advisor	09/12/2007	NACADA Webinar Academic Advising Integral Role"

	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	01/31/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	04/17/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	05/08/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation
Claire Echols, Academic Advising Coordinator for Health Professions	09/14/2007	OUHSC Counselors Workshop
	11/09/2007	OK Women in Higher Education Conference-UCO
	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	01/31/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	02/22/2008	OACADA's Spring 2008 Conference-OSU/OKC
	05/08/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation
Tennent Emmons, Academic Advisor	06/02/2008	NACADA CD Series-CD 1 What is Academic Advising
	06/02/2008	NACADA Webinar-Ensuring Advisor Success: Mastering the Art of Advising through the First Year of Advising and Beyond
	06/03/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	06/05/2008	NACADA CD Series-CD 2 Academic Advising Delivery Models
	06/05/2008	NACADA Audio Conference: The New Advisor Guidebook
	06/10/2008	NACADA Audio Conference: Content Components of Advisor Training: Revisited
	06/11/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	06/11/2008	NACADA Webinar-Expanding Your Comfort Zone: Strategies for Developing and Demonstrating Cultural Competence in Academic Advising
	06/12/2008	NACADA Audio Conference: A New Trend in Advising: ESL Advising
	06/12/2008	NACADA Audio Conference: Adapting Academic Advising Strategies to Meet the Needs of a Diversified Student Body
	06/12/2008	NACADA Audio Conference: Sexual Minority Students: An

		Academic Advisor's Thoughts
	06/12/2008	NACADA Audio Conference: Multicultural Issues for Academic Advisor's
	06/13/2008	NACADA Audio Conference: The Student You've Met But May Not Know
	06/13/2008	NACADA Audio Conference: Mental Health Issues and the College Student: What Advisors can do
Lois Ganick, Personal & Academic Advisor	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	01/31/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	04/08/2008	Audio Conference: Facebook, MySpace, & On-Line Communities: What your College Must Know
	04/17/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	05/08/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation
Johanna Greggs, Peer Advisor	12/19/2007	One page summary on Ch 1-2 of NACADA's Monograph Series Number 11 "Giving Advise to Students: A Road Map for College Professionals"
	04/21/2008	WOW Session: PowerPoint Intermediate
	04/28/2008	WOW Session: PowerPoint Advanced
	04/28/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation
		.
Elsa Gonzalez, Advisement Support Assistant	09/07/2007	The Administrative Assistant Conference
	09/12/2007	NACADA Webinar Academic Advising Integral Role
	10/04/2007	WOW The Who, What, When, Where and Why of Documentation
	10/10/2007	WOW Critical Thinking
	10/12/2007	Support Staff Conference
	10/23/2007	WOW ZAPP-Empowering Employees
	10/31/2007	WOW Criticism-Give It and Get It Successfully
	12/05/2007	WOW Performance Appraisal Prep for Supervisors
	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	12/19/2007	WOW Scheduling Events in Datatel
	01/30/2008	WOW Microsoft Excel: The Basics and Beyond
	01/31/2008	NACADA CD Series-CD 3 Understanding Cultural Identity

		and Worldview Development
	05/08/2008	Outlook 2007 Training
Kristen Hoaglin, Peer Advisor	04/21/2008	WOW Session: PowerPoint Intermediate
	04/28/2008	WOW Session: PowerPoint Advanced
	05/08/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation
Melanie Lawrence, Academic Advisor	09/14/2007	OUHSC Counselor's Workshop
	09/19/2007	New Student Audio Conference
	09/21/2007	OACADA Workshop at Tulsa Community College
	10/08/2007	Advisor's 411 article for the Pioneer
	10/24/2007	Advising Presentation
	10/31/2007	WOW Advising First Year Students: Trick or Treat?
	11/14/2007	BADNAP Informational Session
	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	04/29/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	05/08/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation
George Maxwell, Personal & Academic Advisor	09/06/2007	WOW Session Students in Crisis
	09/21/2007	OACADA Workshop at Tulsa Community College
		NACADA Monograph: Community Colleges
	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	01/31/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	02/12/2008	UT Arlington 11th Annual Advising Conference
	02/22/2008	OACADA's Spring 2008 Conference-OSU/OKC
	03/12/2008	Webinar on Early Warning
	04/08/2008	Audio Conference: Facebook, MySpace, & On-Line Communities: What your College Must Know
	04/17/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	05/08/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation

Janice O'Dell, Personal & Academic Advisor	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	01/31/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	05/08/2008	Outlook 2007 Training
Debbie Pierce, Academic Advisor	06/02/2008	NACADA CD Series-CD 1 What is Academic Advising
	06/02/2008	NACADA Webinar-Ensuring Advisor Success: Mastering the Art of Advising through the First Year of Advising and Beyond
	06/03/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	06/05/2008	NACADA CD Series-CD 2 Academic Advising Delivery Models
	06/05/2008	NACADA Audio Conference: The New Advisor Guidebook
	06/10/2008	NACADA Audio Conference: Content Components of Advisor Training: Revisited
	06/11/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	06/11/2008	NACADA Webinar-Expanding Your Comfort Zone: Strategies for Developing and Demonstrating Cultural Competence in Academic Advising
	06/12/2008	NACADA Audio Conference: A New Trend in Advising: ESL Advising
	06/12/2008	NACADA Audio Conference: Adapting Academic Advising Strategies to Meet the Needs of a Diversified Student Body
	06/12/2008	NACADA Audio Conference: Sexual Minority Students: An Academic Advisor's Thoughts
	06/12/2008	NACADA Audio Conference: Multicultural Issues for Academic Advisor's
	06/13/2008	NACADA Audio Conference: The Student You've Met But May Not Know
	06/13/2008	NACADA Audio Conference: Mental Health Issues and the College Student: What Advisors can do
	06/19/2008	ATD Presentation
Marcelene Rogers, Personal & Academic Advisor	09/14/2007	OUHSC Counselor's Workshop
	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC

	01/31/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	02/22/2008	OACADA's Spring 2008 Conference-OSU/OKC
	04/17/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	05/08/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation
Ed Williams, Personal & Academic Advisor		
	09/12/2007	NACADA Webinar: "Academic Advising Integral Role"
	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	01/31/2008	NACADA CD Series-CD 3 Understanding Cultural Identity and Worldview Development
	02/22/2008	OACADA's Spring 2008 Conference-OSU/OKC
	04/17/2008	NACADA Audio Conference: The Role of Silence in Academic Advising
	05/08/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation
Angela Wilson, Peer Advisor		
	12/07/2007	The Unspoken Rules of Economic Class Workshop-OCCC
	12/19/2007	One page summary on Ch 1-2 of NACADA's Monograph Series Number 13 "Peer Advising: Intentional Connections to Support Student Learning"
	01/30/2008	WOW Microsoft Excel: The Basics and Beyond
	03/10/2008	WOW Session Microsoft Word: Page and Paragraph Formatting
	04/21/2008	WOW Session: PowerPoint Intermediate
Crystal Woodard, Evening Intake Assistant		
	01/30/2008	WOW Microsoft Excel: The Basics and Beyond
	05/08/2008	Outlook 2007 Training
	06/19/2008	ATD Presentation

Financial Resources:
Account # 11-13110 (E&G)
Used to support all advisement functions, including: outreach programs, materials and supplies, equipment purchases and maintenance and some professional development.

FT Professional	PT Professional	FT Classified	PT Classified	PT Classified-Temp
$500,210	$56,948	$70,851	$10,506	$35,584

Additional Funding:
Additional funding was requested by Dean Largent through Dr. Marion Paden to allow for purchase of furniture and equipment for the Peer Advisors and the student outreach program in the Office of Academic Advising. One time money was available through contingency funds and approximately $7,500 was provided to the Office of Academic Advising to purchase these items.

Academic Advising

Program Highlights & Information:

Advisement Month

During the spring of 2008, specifically during March and April, Academic Advising hosted Advisement Month. The purpose of the month of activities was to promote early enrollment for the summer and fall semesters and to promote other areas and activities within OCCC. Below is a list of activities hosted during the month:

WIIFM Campaign (What's In It For Me?)

- EJ Warren, Director, initiated the campaign, and WIIFM posters were created by the support staff and Peer Advisors. The WIIFM posters covered: Advising, Assessment, Career, Early Enrollment, MineOnline, NSO, Online Enrollment, Transfer, and Student Life. The campaign was created to peak student's interest in the student services that OCCC offers.

AdvisorTrac

The AdvisorTrac software was implemented mid-December 2007 and it replaced the Student Development Student Tracking system.

The new software allows:

1) Advisors to thoroughly notate their advising sessions with students
2) Provides access to previous visit notes
3) Scheduling of student appointments
4) Scheduling of advisor's triage schedule
5) Scheduling of advisor's work schedule
6) Reporting

Distance Advisement

The link is located on the Advising and Career Services web site (http://www.occc.edu/ACS/Distance2.html) for students to ask questions and receive general advising via email. Many students indicated a need for this service and emails have been received not only with their questions, but also with additional thanks for the provided service.

Leslie Jones, Coordinator of Transfer and Distance Advising, and Elsa Gonzalez, Advisement Support Assistant, received these emails. The majority of the questions were requesting general information about OCCC, transferring to and from OCCC, classes offered at OCCC, career choices, and probation and academic forgiveness. All of the distance advising email requests received a response within 24 hours. The general questions received a response from Leslie Jones, Coordinator of Transfer and Distance Advising, or Elsa Gonzalez, Advisement Support Assistant. The more specific questions were forwarded to an Academic Advisor, who then responded to the student.

Hershey Singularity & Catapult
The training for the upgrade to the newest version of Hershey Singularity & Catapult was conducted the week of April 28th by EJ Warren. Catapult was installed on each advisor's computer, which allows a direct launch of the Hershey system from within the Datatel software program.

Master Advisor Workshop
One Master Advisor Workshop was held in January 2008. This year's workshop was revised and divided into three parts to better accommodate the amount of information taught in the workshop.

Part 1) Foundations of Academic Advising
Part 2) Datatel MineOnline Training
Part 3) Student Panel

All new faculty and a few returning full-time faculty members were in attendance at each workshop. Approximately 10 faculty members attended each workshop. EJ Warren, Director of Academic Advising, presented the workshops and prepared the handout materials.

Monitor
One of the student outreach projects for this year was to install a large computer/tv monitor in the Academic Advising waiting area. This monitor is used to display messages, reminders, and upcoming events to the students while they are waiting to meet with an Advisor. The presentations that were shown included information from: Academic Advising, Career Services, and Student Life.

Peer Advising
During the spring of 2007, a Peer Advising pilot program was established with one Peer Advisor hired and paid from the supplemental instructor budget line. Initially, the program started with one Peer Advisor and by July 2008, two new Peer Advisor positions were established and filled by Johanna Greggs and Kristen Hoaglin. The Peer Advisor assists students with reading the course catalog and class schedules, as well as mentoring them from the perspective of a fellow OCCC student. They also teach the students how to navigate *Mine Online,* as well as the OCCC web site. One of their main duties is to help students create a class schedule that fits their availability. There has been a very positive response from the students and Academic Advisors in providing this service.
In June 2008, it was determined that the Peer Advisors would begin assisting students with their registration into their classes by processing their enrollment in the Datatel system at the same time they met with the students to review their schedule and MineOnline. The Peer Advisors trained with the Registration Staff during the weeks of June 9 and June 23 to learn the Datatel system for the RGN screens. In addition to the Peer Advisors having this access and being trained, the following administrative staff also trained to assist with this service: Elsa Gonzalez, Crystal Woodard, Kim Lusk. This service is a pilot program and will be reviewed after the first heavy enrollment period is over (September 2008) to determine its success and impact to the students and the departments of Academic Advising and Registration.

Personnel Changes
Three Academic Advisor positions were vacant during portions of this year. One position was vacant from December 1st to June 1st and two position from mid-Jan 08 to June 1st. The part-time Academic Advisors provided coverage of these vacant positions. These three vacant positions were filled June 1st by Mary Ann Bodine, Tennent Emmons, and Debbie Pierce. Also, a Professional A, part-time, non-exempt Academic Advisor position was developed and filled by Melanie Lawrence, former full-time Academic Advisor, on April 1st. Crystal Woodard replaced a vacant position, the Evening Intake Assistant, in December 2007.

Prior Learning Assessment
E.J. Warren, Director of Academic Advising, is the contact person for the Prior Learning Assessment. The Prior Learning Assessment Program (PLA) was implemented fall 2007. The PLA program allows adults to demonstrate their competence in certain areas and translate that competence into college credit. Experience can be obtained from Departmental Testing, Certification, Licensure, Course Evaluation, or Portfolio Evaluation. Adults may develop, and submit for review, a professional portfolio for assessment of academic credit. Faculty members will evaluate the portfolio using the principles of experiential learning, as defined by The Council for Adult & Experiential Learning (CAEL), to determine college-level learning gained from experience. Adults will pay a nominal fee per credit hour to have the academic credit recorded and posted to their transcripts. No students applied for the PLA program during this year.

Professional Development
There were several professional development opportunities for the Academic Advising staff this year. Some were group events and others were individual assignments. Each Academic Advisor was responsible for completing at least one professional development activity each quarter during the year. There were several professional development activities led by the Director of Academic Advising including: NACADA Audio Conferences; NACADA CD Series; and NACADA Webinars. One off-site professional development activity was held at the Oklahoma History Museum. The focus of this professional development day was Cultural Diversity and was centered on the NACADA CD: Understanding Cultural Identity and Worldview Development. This day's activities also included a tour of the history museum to review the different cultures within Oklahoma's history. There were also professional development opportunities available to the staff through OCCC, OACADA, OUHSC, and UTA.

The Academic Advising staff met with several of the OCCC divisions during the year. We invited guests to our weekly staff meetings to provide updates, presentations, and any other information they felt would be useful to our Advisors when meeting with students.

Invited guests included:
Alexa Marshland, OCCC Cooperative Alliances – July 26, 2007
Richard Steere, OCCC Automotive – July 26, 2007
Carolyn Rouillard, OCCC Human Resources – August 30, 2007
Tamara Carter, OCCC Math – September 27, 2007
Vicki Gibson, OCCC Information Technology – October 4, 2007
Darin Behara, OCCC Student Life – October 4, 2007
Jim Ellis, OCCC Testing & Assessment – October 11, 2007
Wiley Harwell, CABA – Change Presentation – November 8, 2007
Kelly Collyar, OU CLS – November 15, 2007
Kari Workman, OCCC Student Support Services – December 6, 2007
Steve Kamm, OCCC Allied Health – December 13, 2007
Barbara Gowdy, OCCC Graduation Services – February 7, 2008
Paul Roudebush, OCCC Testing & Assessment – February 7, 2008
Rhonda Simpson, OCCC Human Resources – February 28, 2008
Jon Horinek, OCCC Student Life – March 6, 2008
Susan VanSchyver, OCCC SCL & Learning Communities – March 13, 2008
Barbara Gowdy & Katie Kennedy, OCCC Graduation Services – March 27, 2008
Liz Largent, OCCC Dean of Student Development – April 3, 2008
Jenna Howard, OCCC Student Support Services – April 10, 2008

In addition to the weekly staff meetings and guests, the Office of Academic Advising participated in joint staff meetings with the Office of Admissions and Recruitment before or after each enrollment period. These joint meetings allowed for review of processes, clarification of issues, celebration of successes, discussions of lessons learned, and general brainstorming for best practices for future enrollment periods.

Publications

1) Academic Advising Handbook for Students

The Academic Advising Handbook for Students was coordinated by Melissa Aguigui, Academic Advisor, and the cover design was created by Michael Cline. The Handbook has been presented to several Success and College and Life course as of March 2008. The purpose of the handbook is to provide students a resource guide that offers as much academic advising information as possible in one tool. The information was gathered from OCCC websites, policies, procedures, and the student handbook.

2) Academic Advising Guidebook for Advisors

The Academic Advising Guidebook for Advisors was coordinated by Brenda Clink, Personal & Academic Advisor. The purpose is to provide the advisors a resource guide that offers quick reference and lookup for most of the information they need on a daily basis. The information was gathered from various websites, policies and procedures.

3) Transfer Center Guide for Students

The Transfer Center Guide for Students was coordinated by Leslie Jones, Coordinator of Transfer and Distance Advising, and the cover was created by Michael Cline. The Transfer Center Guide has been presented to several Success and College and Life course. The purpose is to provide students a resource guide that offers information on transferring to or from other institutions and OCCC. The information was gathered from various websites, policies, procedures and the student handbook.

Website

The Office of Academic Advising maintains a website located at: http://www.occc.edu/ACS/. The website provides links for the students for distance advising, degree program inventories, student academic plans, personal learning styles, and academic advising articles.

In addition to providing Academic Advising information, this website includes links to: Employment Services; Testing & Assessment; Transfer Center and The Oklahoma State Regents for Higher Education.

Qualitative and Quantitative Assessment and Usage Data:
Usage Totals

Date	Total Students Visited Advising	Triage	Seen by F/T	Seen by P/T	Seen by C. Echols in Health Prof.	Seen by Peer Advisor	# of Working days	Avg. # of Students seen per day
Jul-07	2913	835	1240	609	60	169	21	138.7
			67%	33%				
Aug-07	4330	1626	1679	819	68	138	23	188.3
			67%	33%				
Sep-07	1030	379	435	112	102	2	19	54.2
			80%	20%				
Oct-07	2071	721	1044	94	172	40	23	90.0
			92%	8%				
Nov-07	2117	719	950	245	126	77	19	111.4
			80%	20%				
Dec-07	1941	746	747	270	49	129	13.5	143.8
			73%	27%				
Jan-08	3893	1231	1109	927	241	385	20	194.7
			54%	46%				
Feb-08	1054	416	339	168	130	1	20	52.7
			67%	33%				
Mar-08	1434	541	500	257	119	17	17	84.4
			66%	34%				
Apr-08	2546	915	672	639	175	145	21	121.2
			51%	49%				
May-08	2663	952	616	723	127	245	21	126.8
			46%	54%				
Jun-08	2550	782	729	550	133	356	21	121.4
			57%	43%				
TOTALS	**28,542**	**9,863**	**10,060**	**5,413**	**1,502**	**1,704**	**19.9**	**119.0**

FY 2007 Comparative Data*

Total Students Visited Advising	Triage	Seen by F/T	Seen by P/T	Left	# of Working days	Avg. # of Students seen per day
45,588	**27,429**	**65.4%**	**34.6%**	**920**	**241.5**	**185.4**

***NOTE:** The Triage numbers for the 2007-08 year cannot be validated due to the "tally system" that was used at that time to track incoming students at the Triage desk. As a result, the Triage numbers from July 07 to December 07 may also contain the number of students seen by F/T and P/T Advisors and are possibly skewed resulting in a higher number than actually served.

Visit Reason Report*

Students by Visit	
Reason	**Total**
Application Approval	105
Appointment	58
Bridge	6
Concurrent	23
Course Changes	52
Declare Major	496
Degree Check	236
Diversified Studies Contract	40
Evaluation	323
General Adv-Admitted	192
General Adv-NonAdmt	42
Health Professions	407
New Student	169
New Student w/ Scores	220
Other	1033
Overload	126
Probation	31
Programs	72
Returning Student	261
Suspension	102
Test Scores	478
Transfer Student	249
Total	**4721**

MineOnline	71
Schedules	1037
Total	**1108**

*Note: Numbers extracted from Advisor Trac, which was in place from mid-December 2007-June 2008.

Change of Major Report

Students may request a change of major at the triage desk or while meeting one-on-one with an Academic Advisor. A total of 3132 change of major and faculty advisor requests were processed in the Advising Center this fiscal year. When a student changes their major, the advisor changes the information in Datatel and completes a form which is processed by Crystal Woodard, Evening Intake Assistant, to request a new faculty advisor from the respective division. Approximately ten business days following the first request to the division, Crystal checks each individual student in Datatel to see if they have been assigned a faculty advisor. If they have not, then a second request for a faculty advisor is sent to the division. Below is a summary of the total first and second faculty advisor requests sent to the divisions and a record of those students still waiting for a faculty advisor following the second request. Generally, each division immediately assigns a faculty advisor and issues a letter to the student. The exception is the division of Business, in which a large number of students continue to wait for a faculty advisor assignment due to that division's criteria for faculty advisor assignment. Also note faculty also send change of major requests to the advising office, which are processed in the same fashion by the support staff and are summarized below.

# of student requests for a faculty advisor, per division (waiting and assigned)	**AH**	**BUS**	**IT**	**SM**	**SS**	**SS**	**HP**
	710	896	272	707	543	543	4

Total requests	**3132**

# of 2nd requests	**790 or 5%**

# Assigned after 1st request	# Assigned after 2nd request
2185 or 70%	**400**

# Total Waiting	**AH**	**BUS**	**IT**	**SM**	**SS**
157 or 25%	28	47	16	38	28

# Faculty initiated change of major	**2**

***Note:** In May of 2008, Lea Ann Hall of the Business Division requested that Academic Advising no longer send second requests for faculty advisor assignment. She asked that she still receive the first request, but stated it was no longer necessary to send out second requests. The Business Division must first send a letter to the student instructing them to first come into to the division after changing their major, also there is a minimum number of credit hours the student must meet before officially being assigned as a faculty advisor. Due to these procedures, the Business Division office does not automatically assign facility advisors in all cases.

FY 2007 Comparative Data

# of student requests for a faculty advisor, per division (waiting and assigned)	AH	BUS	IT	SM	SS
	697	847	233	520	429
Total requests	**2726**				

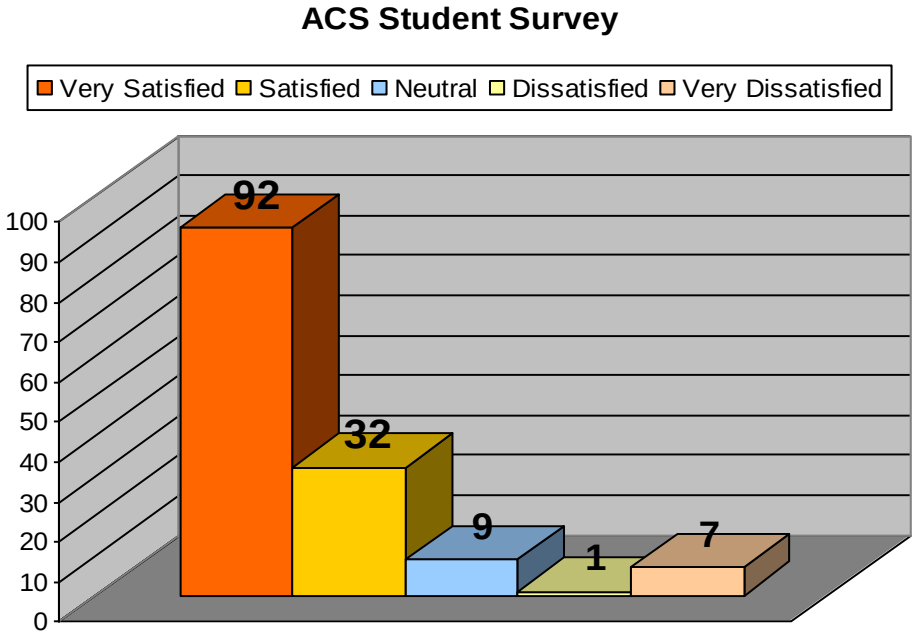
# of 2nd requests	**276**

# Assigned after 1st request	# Assigned after 2nd request
2020 or 74%	**109 or 39%**

# Still Waiting	AH	BUS	IT	SM	SS
Total waiting 597 or 22%	38	469	22	36	32

# Faculty initiated change of major	**147**

On-Going Satisfaction Survey Data



Distance Advising Totals

# Distance Advising Emails Received FY 2008		# Distance Advising Emails Received FY 2007
July 38		July 11
August 47		August 37
September 36		September 29
October 71		October 52
November 39		November 36
December 44		December 25
January 87		January 51
February 48		February 30
March 42		March 29
April 67		April 54
May 67		May 47
June 30		June 18
TOTAL 616		**TOTAL 419**

Future Plans:

Goal, Task or Initiative Name	Description	New, Continuing, or Enhancement	Individual(s) Responsible
Advisement Month	Coordinate an advisement month at the beginning of each big enrollment period (October & March)	Continuing	Director & Coordinator of Transfer & Advisement
Advisor Resources On-Line	Develop and implement an on-line resource site for faculty and staff advisors.	New	Director & Coordinator of Transfer & Advisement
Assessment	Explore and implement ways in which to get good data from students and faculty regarding general and specific services and activities.	Continuing	Director
Master Advisor Workshop	Meet with appropriate persons, update materials and present the Master Advisor Workshop in January to new faculty.	Continuing	Director
Peer Advisors	Continue to monitor services provided by peer advisors and make adjustments as appropriate.	Continuing	Director
Procedure Manuals	Research office needs in terms of procedural manuals related to advisement and create as appropriate.	New	Director
Professional Development Plan	Develop a comprehensive plan for new and continuing education of advising staff; including conferences and webinars, meetings with internal constituencies, meetings with off campus resources and special guests at staff meetings. (annual office retreat, meetings with admissions after heavy enrollment, read a common book, internal and external meeting speakers, webinars, OCADA)	Continuing	Director
Publications	Review all office publications to students. Enhance, update and create as appropriate. (How to use MineOnline, follow a degree sheet, advising workbook, etc.)	Continuing	Director

Speed Advising	Consider a program to provide current OCCC students a convenient "one-stop" advisement session regarding their academics. Students would have the opportunity to get an array of academic advisement in a centralized location on campus during peak enrollment times. (consult with Melissa Aguigui)	New	Director & Melissa Aguigui
Transfer & Advisement Coordinator	Continue to enhance and expand transfer services and define coordinator position to include additional academic advisement managerial functions.	New/Continuing	Liz/Director
Update/Enhance Website	Expand and enhance current resources and services available through the advising website.	Enhancement	Liz/Director
WOW Sessions	Consider producing on-going WOW sessions to aid in training faculty advisors.	New	Director
Early Alert	Assess the effectiveness of the current early alert system and expand, clarify and broaden the use of early alert as appropriate.	ATD	ATD
Probation Outreach	Expand outreach to students currently enrolled on probation to increase their opportunities for success in subsequent semesters.		
Progress Reports	Implement a reporting process and subsequent student follow-up program for students not achieving success (earning a C or better) at the 6-week point in the semester.	ATD	ATD
Withdraw Alerts	Explore a system to receive alerts on students who withdraw from courses throughout the semester and initiate a system by which to follow-up with such students. In addition, consider implementing an exit interview automated process for students who drop all courses on-line.	ATD	ATD
MineOnline	Assess, expand and enhance usability of MineOnline. Specific attention ought to be given to: language used on the system that is user friendly for students, ability of	ATD	ATD

	students to update their personal information on-line, alerts when students enroll in courses for which they may not qualify or withdraw from courses that could affect financial aid.		
Distance Advisement	Implement an appropriate distance advisement system, including: enhanced technology, FERPA considerations and staffing.	ATD	ATD
Online Academic Plan	Review and identify management software which would make student's personal academic plans available on-line for their use and the institution's use in monitoring progress.	ATD	ATD
Advisement Model	Move from a dual advisement model of advisement to a self-contained or split model to improve efficiency, access and quality of academic advisement for students. Consideration will be given to assigning faculty members in the new model as professional mentors to students, rather than formal academic advisors.	ATD	ATD
Clarify/Simplify Workflow	Write advisement policies and procedures that define the advisement process, provide for clear communication procedures, and define workflow for paperwork (diversified studies, overrides, declaration of major, updating of student contact information, faculty approved electives, registration forms).	ATD	ATD
New Student Seamless Process	Explore ways to more seamlessly move new students through the service process with more consistent information, less frustration and more opportunities for success. Processes to be included are: admissions, testing, advisement, new student orientation, financial aid and registration.	ATD	ATD

Career & Employment Services

Mission:
To provide career and employment service opportunities to OCCC students and alumni.

Organization and Management:
Full Time: 2-Exempt Part-Time: 2-Non-Exempt

Staff Development:
Debra Vaughn; Judi McGee; Nicholas Webb (transferred to the OCCC Communications Lab); Catherine Hutchens (Resigned-Military Family Reassignment); Porsha Webb
Oklahoma Association of Career & Employment Professionals (OACEP)
- Debra Vaughn, Two meetings
- Judi McGee, Three meetings and Spring Presenter in Enid, OK
- Quarterly Meeting Attendance

Oklahoma City Metro Employers Council, monthly meetings
- Debra Vaughn-4 meetings
- Judi McGee-8 meetings

Oklahoma Academic Advising Association (OACADA)
- Debra Vaughn, Fall Conference

Career Guidance Network of Oklahoma
- Debra Vaughn, Fall Conference
- Judi McGee, Spring Conference

WOW Sessions
- Debra Vaughn, 10
- Judi McGee, 2
- Porsha Webb, 3

Financial Resources:
E&G-13350: Operation of Career & Employment Services Office

Equipment	$550.00
Supplies & Resource Materials	$3,290.00
Services	$1,400.00
Professional Memberships	$500.00
Total Budget	$6,100.00

Job Fair-18809: Presentation of two Job Fair per academic year

Materials & Supplies (504)	$322.00
Services (505)	$5,768.60
Total Budget	$10,454.82

Job Locations & Development Program (JLD)-18038

Salary/wages (501)	$5,908.50
Benefits (502)	2,000.00
Materials & Supplies (504)	1,293.30
Services (505)	6,494.20
Travel (506)	1,000.00
Registration & Fees (508)	258.00
Total Budget	$16,954.00

Career Services

Program Highlights & Information:
Career & Employment Services has produced significant increases for student and employer contacts during the 2007-2008 academic year. The following efforts and their purpose are described:
"OCCC Career Days With…":
These events are designed to bring a variety of employers and organizations to campus in order for students to visit "first-hand" with their respective representatives and to learn about career opportunities they each represent. Career Day events may focus on pre-graduation or post-graduation employment options and/or internships that result in career/employment entry.
"Career Power in 25 Minutes Workshops!":
These workshops are held during the noon lunch hour and feature career and job search/entry skills/training. Workshop topics are listed below and vary from fall to spring semesters to provide a broad range of training opportunities.
"DISCOVER":
DISCOVER is a premier online career exploration tool from ACT that provides inventory (survey) questions on Interests, Abilities and Values related to current career fields in the American workplace. Students completing the inventories will receive results based on twenty-six occupational areas that match and designate "World-of-Work" fields the student should investigate to make college major declaration.

Qualitative & Quantitative Assessment & Usage Data:

Student & Employer Contacts
(Includes in-office appointments and walk-ins; phone calls; emails; mailings; events, classroom and workshop presentations)

Debra Vaughn	2,839
Judi McGee	22,568
Nicholas Webb	306
Cathy Hutchens	4,984
Porsha Webb	3,255
Total Student & Employer Contacts:	33,952

Career Days	**Date**	**Attendance**
United State Military Career Fair	10/15/07	400
Greater Grads Internship Program	11/07/07	44
Tinker AFB Internship Program	01/30/08	53
Total		497

OCCC PIONEER Newspaper Articles
("Career Power" articles; Employment articles; Public Service Announcements; Quotes; Job Fair, Career Day and Workshop Advertisements) = 98

Note: June 26, 2008-I requested through the PIONEER Editor a change of title from "Career Power" to "JOBS & CAREER POWER". I believe this will new will complement the 08-09 initiative to secure employment for additional students.

Career Power in 25 Minutes! (Fall 2007)	**Date**	**Attendance**
Career Choices through DISCOVER	09/19/07	4
Effective Job Searches	09/26/07	4
Job Resume Development	10/10/07	2
Job Cover Letter Development	10/17/07	2
Interviewing Skills	10/24/07	4
Post-Interview Thank You Letter	10/31/07	1
Lunch Etiquette for Job Interviews	11/14/07	2
How to Dress for Job Interviews	11/21/07	3
Things that Drive Your Boss Crazy	11/28/07	2
		23
Career Power in 25 Minutes! (Spring 2008)		
Career Exploration through DISCOVER	01/22/08	3
Job Search through OCCC Job Board	01/29/08	4
Optimal Resume Creation	02/12/08	2
Optimal Cover Letter Creation	02/19/08	3
Optimal Interviewing	03/11/08	4
How to Dress for Job Interviews	04/01/08	4
Hot Occupations-Top Salaries	04/22/08	5
Internships-Greater Grads, Tinker & Disney	04/29/08	2
		27

DISCOVER (ACT) Career Guidance Program Usage:	(06-07)	(07-08)	% Increase
Number of unique (individual) users	265	1,122	323%
Number of (DISCOVER) uses	965	3,186	230%
Number who used DISCOVER more than once	123	250	103%

The DISCOVER student usage figures dramatically increased during the past year due to the opportunities to share this career exploration tool with students through the "College Success in College & Life" classes. Debra Vaughn made 67 DISCOVER classroom presentations during 07-08.

Group Meetings & Classroom Presentations: Debra Vaughn	
UPS Education Fair	2
Western Heights Parent's Night	1
N.W. Classen High School-Career Class	1
Central OK Assoc. Insurance Advisors	1
Greater Grads Career Fair	1
OCCC Campus:	
Career Exploration Class, fall & spring	
OCCC Opening Day, fall & spring	2
OCCC Transfer Day	1

Job Fair Cox Channel 18 “Around Campus”	1
STEP (Student Temporary Employment Program)	3
Career Transitions Classes	3
Success in College & Life class presentations	67
OCCC HR-Karen Schmidt, “Jobs on-campus event”	1

Employment Services

Program Highlights & Information:
During the 07-08 academic year Employment Services initiatives have increased the total student economic impact figures and student/employer contacts. The following efforts and their purpose are described:
College Central Network OCCC Job Board:
The CCN Job Board is online and available 24/7 for students interested in searching for job opportunities both on-campus and off-campus in the Oklahoma City area. Students register with their 7-digit student ID number and may view, on-average, over 250 jobs daily. Students also have the option to post their resumes to the job board for employer contact. CCN also features over 100,000 entry-level national job listings.
Optimal Resume, Cover Letter & Interview Program:
This online program is available to students 24/7 and offers templates for resume and cover letter creation. Through the Skills Center students may also learn job interviewing skills through online interviewers and the option to record their interview answers for playback and refinement of response. A variety of interview types are offered including: behavioral, initial, business, medical, law and final candidate screening.
Student Temporary Employment Program (STEP):
OCCC STEP complements the educational process and provides students with work experiences to enhance knowledge, assist in meeting student employment needs, utilize student knowledge and skills, and achieve college goals.

Qualitative & Quantitative Assessment & Usage Data:
Employment survey results from employer email through the College Central Network (CCN) Job Board; phone calls; student graduation postcard survey; and survey results from employers utilizing the on-campus recruitment table option.

Total students employed	**726**
Total reporting employers	**60**
Average student salary	**$ 16,634.56**
Total student economic impact	**$7,286,890.76**

Top 10 OCCC Student Employers (total students hired)

1.	CVC Contemporary Services Corp. (PT: Events, Concerts, Sports)	300
2.	Oklahoma City Community College	128
3.	HCA Healthcare (OU Medical Center)	55
4.	United Parcel Service (UPS)	39
5.	Client Logic	18
6.	Great Plains Coca Cola Bottling Plant	16
7.	Hobby Lobby	15
8.	City of Oklahoma City	15
9.	CVS Pharmacy	15
10.	Lowes	14

Top 10 OCCC Student Employers (salary) impact/contribution)

1.	HCA Healthcare (OU Medical Center)	$1,317.513.60
2.	Oklahoma City Community College	911,840.00
3.	United Parcel Service	471,532.42
4.	Client Logic	289,700.00
5.	Great Plains Coca Cola Bottling Plant	262,787.54
6.	Lowe's	197,045.77
7.	Fowler Auto Group	150.000.00
8.	CVS Pharmacy	140,140.00
9.	Harry Bear's Restaurant	138,149.00
10.	CVC	135,000.00

OCCC College Central Network-Job Board (July 1, 2007-June 30, 2008)

New Jobs Posted	1,240
New Employer registrations	305
New Student registrations	342

Note: In March of 2008, the CCN Job Board added the option for our OCCC students to access 119,426 entry-level national jobs through our local webpage.

Note: Addition of the "Job Link" to our Employment Services webpage for the "Oklahoma Employment Security Commission Job Board" which lists over 4,000 Oklahoma-based jobs per day.

OCCC Job Flier Postings on campus-wide Bulletin Boards 2,175

Job Fairs (General & Health Employers):

Fall 2008 General Employers-October 3, 07-10 am – 2 pm
Employers: 81
Fall 2008 Health Employers-October 3, 07-Noon – 6:00 pm
Employers 35
Total Employers: 116

Spring 2008 General Employers-March 5, 08-10 am – 2 pm
Employers: 78
Spring 2008 Health Employers-March 5, 08-Noon – 6 pm
Employers 35
Total Employers: 113

Total Employers Fall/Spring Job Fair Events: 229

Job Fair Employer Evaluations:
Fall 07: 100% of responding employers indicated they will attend future job fairs. Overall opinion of this event, Excellent 37, Good 8
Spring 08: 100% of responding employers indicated they will attend future job fairs. Overall opinion of this event, Excellent 24, Good 11

Employer campus recruitment (recruitment tables) in conjunction with Student Life and Marcy Roll:

	(06-07)	(07-08)	% Increase
Total number of employment recruitment table visits:	99	175	76%

Optimal Resume; Cover/Application Letter; Interview Program (online):
Students registered: 318

Student Temporary Employment Program (S.T.E.P.):

Trainings for 07-08:		Student Attendance
12/05/2007	Job Search & Job Board Registration	56
02/20/2008	Internships: Greater Grads, Tinker AFB	48
04/30/2008	Optimal Resume; Cover/Application Letter; Interview	47
Total		151

Meetings & Class Presentations: Porsha Webb

Career Exploration Class	4
Success in College & Life Classes	1
Student Temporary Employment Program	3
Career Transitions Presentations	1
Black Student Association	1

Meetings & Class Presentations: Judi McGee

STEP (Student Temporary Employment Program) Trainings	3
College Success and general classroom presentations	38
Greater Grad Career Fair	1
Oklahoma Employment Security Commission Job Fair	1
Job Fair (fall and spring) Channel 9 and 4 TV	4
Job Fair radio interviews	2
Job Fair Cox Channel 18 “Around Campus”	1
OACEP spring 2008 quarterly meeting presenter	1
Career Transitions-Job Board; Resumes; Applications	9
TLC-Job Fair Info; Internships; Resumes; Employment Srvcs	4
OCCC HR-Karen Schmidt, Jobs on-campus event	1

Future Plans for Career & Employment Services:

- Each of our “Career Day With…” employment and internships groups has requested return visits during the 08-09 school year. These groups include: The Tinker AFB Internship Program; Greater Grads Internship Program; and the United States Military (Includes Military Health Career Recruiters).
- Continuation of “Career & Employment Power in 25 Minutes!” workshops, complemented with light refreshments
- Updated marketing brochure and business card size piece (with new “Optimal Resume” suite of services listed) Resume; Cover/Application Letter; Interviewing Skills (website addresses and registration details)

- Greater Grads (Greater Oklahoma City Chamber of Commerce-Education Division) Summer 2008 Intern Program-Five student interns
- Continued recruitment table efforts to maintain our student Job Board registration at a level that meets the hiring needs of registered Job Board employers
- We are also looking forward to our re-location between Student Life and Student Support Services and believe this new location will increase our program visibility and General Student "Walk-By" Traffic, etc., as well as student/employer contacts.
- New re-location/space opportunities: Job Interview Space
  Example: Mock-Interview practice for the "Automotive Division" students and the general student population-Summer 2008
  Example: Employers utilizing the on-campus recruitment table option may also schedule interviews in the Career & Employment Services interview room, based on student registration at the recruitment tables.
  Example: Job Fair employers could register future interviews for participants.

Student Life

Mission:
The Office of Student Life empowers students to become community assets.

Purpose:
Student Life operates within the fundamental principles of student development theory in order to provide a variety of programs and services that support students in their pursuit of a successful higher education experience. Programs and services offered include New Student Orientation, Service Learning, and Co-Curricular Leadership Activities and Events.

The content of the Student Life Annual Report is compiled as a collaborative effort of Student Life Staff, students, and organization sponsors.

Organization and Management:
Full Time: 3 Exempt *
2 Non-Exempt
1 Non-Exempt (open)
Part-Time: 4 Non-Exempt
6 Non-Exempt (open)
1 Graduate Student Intern Fall 2007
* 1 Exempt position vacant most of 07-08 due to maternity leave and resignation. Filled beginning June 23, 2008.

Staff Development:
Darin Behara
NASPA-Student Affairs Administrators in Higher Education, National Conference,
March 2008
Campus Compact, State Regents for Higher Education, February 2008
Achieving the Dream presentation May 2008
Phi Theta Kappa Leadership Certification Training, June 2008

Jon Horinek
NASPA Conference on College Student Mental Health, Jan. 2008
Oklahoma College Student Personnel Association Conference, May 2008
Phi Theta Kappa Leadership Certification Training, June 2008

Marcy Roll
Students in Distress, WOW September 6 2007
What You Don't Know CAN Hurt You (HR Policies) Part I.
WOW September 11, 2007
What You Don't Know CAN Hurt You (HR Policies) Part II,
WOW September 18, 2007
The Administrative Assistants Conference, September 7, 2007
Inside Higher Ed's Audio Conference,

"Orientation For New Students Isn't Over". September 19, 2007
Dr. Terry Cline's presentation, September 24, 2007
OACC Profession & Support Staff Conference, October 2007
Oklahoma Women in Higher Education conference November 9, 2007
Student Services Program, Understanding Poverty, December 7, 2007
Outlook Training, May 6, 2008
National Association of Professional Women, June 2008
Conference for Women, June 12, 2008

Karlen Grayson

M.A. Management (Community College Management Emphasis)
Graduation June 2008
Antioch University McGregor, Yellow Springs, OH. Completion of 2nd year of graduate program.

- MGT631-RSH610 Stats and Research SU2007
- RSH635 Institutional Research SU2007
- MGT632 Individual and Group Behavior in Orgs FA07
- MGT637 Labor Relations & Collective Bargaining FA07
- MGT646 Legal Issues in CC Management FA07
- MGT676 Globalization and the CC FA07
- MGT666 Ethical Issues in CC Mgmt WI08
- MGT686 Leadership in the CC WI08
- MGT690 Capstone WI08
- MGT695 Team Development II 2007-08

Oklahoma Women in Higher Education Conference – University of Central Oklahoma November 9, 2007
Student Service In-Service, **"**Poverty**"**, Maurisa Mahan, November 2007
Center for International Business Workshop "Investing in Africa", Dr. Germaine Pichop,
December 2007
Presented on Student Clubs & Organizations to:

- Doug Gregory's New Student Orientation Class, July 2007
- Dr. Vaughans' OCCC Career Development Class, September 2007

Provided a volunteer site for accounting honors students in Fall 07 and Spring 08 to assist students in completing requirements for the honors program. This collaborative effort was accomplished by allowing the students to balance the student club & organization club accounts.

Financial Resources:

91370	Auxiliary	Student Life	$411,437
	Professional Full-time		*84,142*
	Classified Full-Time		*78,406*
	Classified Part-Time		*1,560*
	Operations		166,200

15-51160	E&G	New Student Orientation	$109,281
	Professional Full-time		*34,431*
	Classified Temporary		*33,584*
	Operations		20,000

Service-Learning

Program Highlights & Information:

Academic Service-Learning

The Office of Student Life's Service-Learning Center entered its third full year of operation with modest increases in faculty participation, student interest and community partnerships. Most notably programmatic changes were made to address student satisfaction and learning concerns raised by the research conducted during the first year of operation.

Specifically, the following program changes were made:

- Improved agency communication and training
- Improved in-class reflection
- Improved student training and preparation

Co-Curricular Service-Learning

The Office of Student Life continues to support the objectives of Service-Learning, and the Student Life staff continues to support efforts by student clubs and organizations to be involved in community service by assisting in the planning and organization of club service projects.

Additionally, the Service Day program enables students to participate in structured learning activities at community sites around Oklahoma City. The following agencies participated in the Service Saturday program during the 2007-2008 academic year:

- Central Oklahoma Habitat for Humanity
- Regional Food Bank of Oklahoma
- The Salvation Army
- City of Oklahoma City Adopt-A-Street

The office also hosted two Volunteer Service Fairs on campus during the year to highlight agencies that encourage students to get involved in service.

The Civic Honors program entered its second full year of implementation during 2007-2008 with better than anticipated participation from students as compared to the previous year. 13 students are currently enrolled in the program while three students completed the program and graduated with Civic Honors in May of 2008. Additionally, one student completed the requirements for the Presidential Award for Service.

Assessment and Usage Data:

Service Saturday Participation – 105 Students

66 Participating Community Agencies

Academic Service-Learning Participation and Evaluations
- 11 Faculty members in 12 courses
- Total year based on class capacity – 465
- Total year based on survey returns – N/A

Evaluation Means

The service increased my awareness of the larger community	4.06
The service helped me better understand the course material	4.1
The service helped me reflect on my life and goals	3.79
The service helped my decide on career and life goals	3.03
The service has increased my interest in doing further service	3.78
I would recommend this activity to my friends	3.87
My experience with the community agency was positive	4.31
My experience with the Service-Learning Program has been positive	4.17

Qualitative summary

The qualitative results from the Academic Service-Learning were similar to previous semesters will the majority of students who completed the survey stating that they enjoyed they service and successfully completed the related learning objectives. Again, some students in nursing courses expressed frustration with both the academic requirement and the perceived lack of connection to course material. Once again, it appears that Students in other courses were able to make these connections. This suggests that reinforcement of learning objectives in addition to more faculty and agency training may be needed.

Future Plans:

During the 2008-2009 academic year staff will work to increase the number of participating faculty members by hosting at least two WOW sessions and redesigning and redistributing brochures and faculty guides. Continue training for agencies on how OCCC provides services and access to student body. Staff will also explore ways to improve training for students, agencies and faculty. With the hire of a new professional in this position beginning June 23, 2008, plans are to present to Dean's and to faculty orientation.

New Student Orientation

Program Highlights & Information:
New Student Orientation was implemented on June 9, 2006. The program is offered to students as a one-time 2 ½ hour session, and it was designed to assist them in their academic, personal and financial transition to Oklahoma City Community College. The sessions were offered in the months of July and August to prepare new students for the fall 2007. An average of 17 students attended at each session. Students participated in the session by enrolling in the non-credit course, NSO 0500, during the registration process, and there was no cost to the student. Twenty-six NSO sessions were held in the Summer and Fall of 2007, and eight sessions were held in the Spring of 2008. While we are still awaiting persistence rates and comparison rates between participants and non-participants, we plan to look at retention rates from the first cohort in 2006. Provided are survey results comparing previous year surveys.

Staffing
Although numerous staff from the Office of Student Life, as well as other functional areas, assisted with New Student Orientation, the program was staffed primarily by one full-time master's level professional coordinator and two part-time student staff members. Below are the brief descriptions of both the professional and student positions:

- The *First Year and Student Life Programs Coordinator* develops, plans, implements, and assesses New Student Orientation sessions, welcome events, social programs, family activities, student academic success seminars, and other relevant services to enhance the success of a diverse student population.
- *Student Programs Leader* provides student leadership and support for the New Student Orientation program, Service-Learning initiatives as well as other related Student Life programs. These programs provide students with information that foster academic success, campus and community involvement, and degree completion.

Online Orientation
Information contained in "The Book" was also made available to students online at http://www.occc.edu/orientation.

Assessment and Usage Data:

Summer and Fall 2007	
Total # of Sections Offered	26
Total # of Students Attending	451
Average Section Size	17.35

Spring 2008	
Total # of Sections Offered	8
Total # of Students Attending	93
Average Section Size	11.63

Self Report Knowledge
The following data are based on a self-report inventory participants completed following each session.

Summer and Fall 2006 & 2007

Knowledge Area	Prior to Attending		After Attendance		Mean Increase	
	SF06	SF07	SF06	SF07	SF06	SF07
Financial Aid	3.3259	3.48	4.2306	4.37	+.9047	+.89
Payments/Bursar	3.1184	3.28	4.2457	4.38	+1.1273	+1.1
Syllabus	3.5514	3.81	4.5653	4.51	+1.0139	+.7
Study Skills	3.6378	3.88	4.4819	4.51	+.8441	+.63
Time Management	3.61	3.84	4.4879	4.55	+.8779	+.71
Note-Taking	3.689	3.97	4.4794	4.52	+.7904	+.55
Campus Labs	2.7138	2.74	4.437	4.32	+1.7232	+1.58
Academic Advisement	2.8591	3.06	4.3368	4.29	+1.4777	+1.23
Mine Online	2.7638	2.74	4.3488	4.42	+1.585	+1.68

Spring 2007 & 2008

Knowledge Area	Prior to Attending		After Attendance		Mean Increase	
	S07	S08	S07	S08	S07	S08
Financial Aid	3.4737	3.13	4.1327	4.37	+.659	+1.24
Payments/Bursar	3.3246	3.01	4.3097	4.32	+.9851	+1.31
Syllabus	3.5044	3.68	4.5221	4.63	+1.0177	+.95
Study Skills	3.6754	3.79	4.3540	4.59	+.6786	+.8
Time Management	3.7193	3.73	4.3451	4.49	+.6258	+.76
Note-Taking	3.8230	3.8	4.3363	4.57	+.5133	+.77
Campus Labs	2.6754	2.61	4.2920	4.47	+1.6166	+1.86
Academic Advisement	2.9561	2.85	4.2655	4.33	+1.3094	+1.48
Mine Online	2.9123	2.6	4.3540	4.36	+1.4417	+1.76

Summer and Fall 2006 & 2007

Question	Mean	
	SF06	SF07
Attending new student orientation eased some of my concerns about college.	4.1372	4.01
Attending new student orientation will help me be more successful.	4.0687	3.97
I would recommend attending new student orientation to my friends.	4.3892	4.21
Overall my experience with new student orientation was positive.	4.5913	4.42

Spring 2007 & 2008

Question	Mean	
	S07	S08
Attending new student orientation eased some of my concerns about college.	4.1364	4.39
Attending new student orientation will help me be more successful.	4.0636	4.36
I would recommend attending new student orientation to my friends.	4.3727	4.54
Overall my experience with new student orientation was positive.	4.6000	4.74

*All data was collected on a 5 point Likert scale with 5 indicating a high or strongly agree response and 1 indicating a low or strongly disagree response.

New Student Orientation Survey

Following the New Student Orientation, students were given a survey concerning their experience. The following information was extracted from two open-ended questions within that survey. Data from the questions was coded and most salient topics are listed.

What did you find most useful about NSO?	
Summer and Fall 2006	**Summer and Fall 2007**
1. Tour	1. Tour
2. Information on Labs	2. Everything
3. Knowing where to find help/resources	3. Financial Aid
4. They answered all of my questions	4.Note taking, study skills
5. Everything	5. They answered all of my questions
6. Online information	6. Eased some stress
7. The BOOK	7. Time management
8. Understanding what college is about, what to expect	8. Information on Labs
9. Eased some stress	9. The BOOK
10. Being able to ask questions	10. Online Information (MineOnline)
11. Note taking, study skills	11. Information about professors
12. Financial Aid	12. Friendly Staff

What could have been done to improve your NSO experience?	
Summer and Fall 2006	**Summer and Fall 2007**
1. More detailed tour	1. Nothing
2. More activities	2. More detailed tour
3. More information on online courses	3. More food
4. More information on financial aid	4. Shorter session
5. More information on classes/classrooms	5. More information on financial aid

What did you find most useful about NSO?	
Spring 2007	**Spring 2008**
1. Tour	1. Tour
2. General information	2. General Information
3. Everything	3. Everything
4. Information on Labs	4. Financial Aid
5. Time management	5. Information on Labs
6. Friendly atmosphere	6. Time management
7. Financial Aid	7. Staff
8. Staff	8. Study Skills
	9. Eased concerns

What could have been done to improve your NSO experience?	
Spring 2007	**Spring 2008**
1. Nothing	1. Nothing
2. More detailed tour	2. Have food
3. Have food	3. Session was too long
4. Session was too long	

Future Plans:
Continue program as implemented in FY ’08 with updates to publications, website, and other media used in delivering NSO. Make relevant changes / updates gleaned from FY 2008 evaluations. Continue the commitment to the growth and evolution of the orientation program so that a significant impact can be made in the overall success of new students to Oklahoma City Community College.

Campus Activities

Program Highlights and Information:

Fall 2007

August	
Leadership Retreat	8/10-12/07
Opening Day	8/18/07
Welcome Week	8/20-24/07
Wax Hands	8/20/07
Deal or no Deal	8/21/07
Bead Art	8/22/07
Music by “Lanky”	8/23/07
Student Life Open House	8/28/07
Brown Bag Study Skills	8/28/07
Airbrush Tattoos	8/29/07
Student Org Fair	8/29-30/07
September	
BB Term Papers	9/6/07
Follow-Up retreat	9/11-12/07
Hispanic Heritage Celebration	9/12/07
BB Term Papers	9/13/07
Regional Food Bank Service Day	9/15/07
BB Mine Online	9/18/07
BB Volunteer 101	9/20/07
TLC Meeting	9/20/07
OCCC Anniversary Party	9/25/07
BB Enrollment	9/27/07
Blood Drive	9/27-28/07
October	
Fall Job Fair	10/03/07
Health Fair	10/03/07
Lecture: Arctic Wilderness	10/04/07
BB Budgeting	10/09/07
Adopt-A-Street Service Day	10/12/07
BB Transferring	10/23/07
Ability Awareness Day	10/25/07
Halloween Carnival	10/26/07
November	
Habitat for Humanity	11/03/07
Sponsor Recognition Week	11/4-9/07
BB Domestic Violence	11/06/07
LeaderQuick	11/06/07
Children’s Concert	11/08/07

Celebrate Oklahoma Week	11/12-16/07
Oklahoma Heroes Celebration	11/12/07
LeaderQuick	11/13/07
Oklahoma Centennial Party	11/15/07
Centennial Day	11/16/07
BB finals prep	11/27/07
Blood Drive	11/28-29/07

December

Salvation Army Kettle Day	12/01/07
Sexual health week	12/3-7/07
BB Stress Management	12/04/07
Pancake Breakfast	12/10/07

Spring 2008

January

Opening Day	01/12/08
Name on Rice	01/14/08
Bead Art	01/15/08
Dog Tags	01/16/08
Musician Joe Rowan	01/17/08
BB Study Skills	01/22/08
BB Study Skills	01/23/08
Student Org. Fair	01/23-24/08
Deal or No Deal	01/24/08
BB Term Paper	01/30/08
BB Term Paper	01/31/08

February

BB Test Taking	02/05/08
BB Test Taking	02/06/08
LeaderQuick	02/06/08
Deal or No Deal	02/07/08
Mid-Day Music	02/12/08
Volunteer Fair	02/12/08
LeaderQuick	02/13/08
BB Relationships	02/14/08
Habitat for Humanity Service Day	02/16/08
BB Mine Online	02/19/08
LeaderQuick	02/20/08
Deal or No Deal	02/21/08
BB Enrollment	02/27/08
LeaderQuick	02/27/08
BB Enrollment	02/28/08

March	
LeaderQuick	03/05/07
BB Transferring	03/06/08
BB Budget Basics	03/11/08
LeaderQuick	03/12/08
LeaderQuick	03/26/08
BB Wellness	03/27/08
April	
Laser Crystals	04/03/08
BB Sleep	04/10/08
Adopt A Street	04/11/08
Blood Drive	04/16-17/08
Awards Ceremony	04/18/08
BB Finals Prep	04/23/08
BB Finals Prep	04/24/08
Stress Busters	04/29/08
May	
Student Org. Jubilee	05/02/08
Pancake Breakfast	05/05/08
Graduate Reception / Pinning	05/05/08

Brown Bag Lecture Series

The Brown Bag Lecture Series has become one of the most successful co-curricular programs presented by the Office of Student Life. During the 2007-2008 academic year, Student Life sponsored, marketed, and presented 28 Brown Bag Lunch Lectures to more than 200 students. We expanded the offering to include multiple presentations of the same topic to increase student opportunities to attend. Complete list of lecture topics:

- Study Skills
- Test Taking
- Term Papers
- Mine Online
- Enrollment Essential
- Budgeting
- Transferring
- Finals Prep
- Stress Management
- Relationships
- Wellness

Themed Educational Programming
Themed Educational Programming presented by The Office of Student Life addressed cultural/awareness, health, and enrichment needs of students through both passive and active co-curricular programming. Student Life partners with student clubs and organizations to present programming on campus.

Often themes with educational topics are too broad to compress into a one week format, and in most cases, especially related to cultural topics, events are planned for an one-month period with one week of intense programming called a "Focus Week."

Hispanic Heritage Month/Focus Week:
Co-Sponsor – HOPE
Major Events included:
Cultural booth, and Student Life Display
Constitution Week:
Event included a display and interactive quiz
Ability Awareness Week:
Co-Sponsor – Empowered Students and Individuals
Major events included:
Ability Obstacle Course and Learning Disability Display
International Education Week:
Event postponed due to Oklahoma Centennial Celebration
Celebrate Oklahoma Week
Major events included lectures, displays, performers and a birthday party
Sexual Health Awareness Week:
Event included Free HIV testing, information booths and displays
Black History Month:
Event included displays
Educational Lecture Series
The Office of Student Life reformatted the Educational Lecture Series in 2007-2008 and renamed the program Campus Voices. While there were four planned lectures, Lt. Gov. Jari Askins had to reschedule from Fall 2007 to Spring 2008. The office also worked with other campus constituencies and groups to accommodate special programs as needed.
Campus Voices Schedule:
"Civil Liberties and Surveillance": Roger K. Newman
"Politics and People": Oklahoma Lt. Gov. Jari Askins
"Climate Change and the Arctic Wilderness": Jonathan Waterman

Online Book Board
The online service for students to buy, sell, trade textbooks and supplies was made implemented in January 2006. It continues to be a self sustaining service with as many as 300 postings active depending on the time of the academic year.

Graduate Pinning Ceremony
Graduating students were invited to attend a pinning ceremony to receive a Oklahoma City Community College lapel pin as a gift from the college and an invitation to join the alumni association. 175 students received a lapel pin, one year free membership in the alumni association, and an alumni association t-shirt. Following the ceremony, students were invited to the library lawn for the traditional class photo.

Assessment and Usage Data:
Educational Activity Assessment
Throughout the academic year, students who attended educational events were asked to complete a survey regarding their satisfaction with the event and how they believed attending such events contributed to the academic success and sense of connectedness. 254 total surveys were collected.

Students were asked to rate their responses on a 1 to 5 scale, with 1=Strongly Disagree and 5=Strongly Agree.

Statement	1	2	3	4	5
This was a quality event.	3%	1.6%	3.6%	21%	71%
Attending events such as this helps me feel more connected to OCCC.	3.5%	5.1%	10.3%	23.7%	57.3%
Attending events such as this contributes to my success in college.	2.4%	4.3 %	7.5%	22.4%	63.3%

How did you hear about this event?

Faculty or Staff announcement	45%
Banners in Main Building	21.4%
Flyers	17.2%
Banners in College Union	7%
Friend	4.6%
Pioneer	1.8%
Website	1.8%
Other	1.4%

FUTURE PLANS:
Maintain and enhance ongoing lecture series, brown bag, and social activities. Post video of Brown Bags with assessment tool to verify student use of video on website. Begin two new celebration weeks, OCCC Anniversary Week and Student Appreciation Week.

Leadership Programs

Program Highlights and Information:
By year end, 35 clubs and organizations had aspired to come together and be "change agents" on the OCCC campus. Several clubs made outstanding contributions to the community and Oklahoma City Community College. **Computer Arts & Technology Society (CATS)** sponsored their first Game Expo at OCCC. **College Democrats** raised money through bake sales for Body Armor to help equip our U.S. troops. This event attracted media attention and was telecast by various channels which broadcasted the event. **Business Professionals of America (BPA)** again placed in state competitions for the second time in 2 years, which made them eligible to participate at the National Conference held this year in Reno, Nevada. **Psychology/Sociology** presented a week long workshop called "Until the Violence Stop" which dealt with the subject matter of domestic violence. Program ended with a one man play presented by Ben Atherton-Zeman. **The Leadership Council (TLC**) Chairman was also one of the speakers at "Oklahoma Heroes Day", celebrating our veterans held at Oklahoma City Community College. Overall the Clubs & Organizations had a very successful year.

Several clubs underwent a name change this year. CADS changed their name to Computer Arts & Technology Society (CATS), the Writing Club became College Poet's & Writers, Abilities Galore to Empowered Students & Individuals (ESI) and GALA changed to Gay Straight Alliance (GSA). Two new clubs, Future Alumni Association (FAN) and Transitions, were formed this past year. Thus far 103 club officers, representing 25 clubs, have submitted their officers list for the 2008-2009 academic year. Totals are again expected to rise with Fall recruiting at the Student Clubs & Organization Fair.

Honor Societies
- *Phi Theta Kappa* is an international honor society for community and junior college students. Students who have completed 12 credit hours, have applied to a degree program at Oklahoma City Community College, and ~~who~~ have maintained a grade point average of at least 3.75 are eligible and will be invited to join Phi Theta Kappa. Eligible students are notified by mail and induction ceremonies are held in the Fall and Spring.
- *Psi Beta* is the national honor society in psychology for community and junior colleges, and recognizes students with outstanding scholarship and an interest in psychology. The students who qualify to be members of Psi Beta will be notified by the chapter, via mail. Students must attain a cumulative GPA of 3.0 after at least 12 credit hours, maintain a "B" average in psychology courses and demonstrate a genuine interest in psychology.

Departmental Clubs
- *The Biology & Ecology Club* promotes interest and awareness in the natural sciences and conservation, provides access to current topics and a forum for

exchange, and promotes communication to persons interested in diverse areas of the natural sciences

- *Business Professionals of America* is designed for students interested in business careers ~~in~~ and recognizes them for the development of career-related skills.
- *The Child Development Club* promotes awareness and professional development within child development/early childhood education.
- *College Poets and Writers* bring student poets & writers of various genres together and work collectively and individually on different projects. Enabling them to share, critique and learn from each others works and inspirations.
- *Computer Arts & Technology (CATS)* is an organization of students and professionals whose purpose is to advance the science of computer-aided design; membership is open to anyone with an interest in CAD or computer graphics.
- The *Engineering Club* is designed to promote interest in engineering education and professions. The club provides opportunities for students to learn the most recent developments in engineering through forums, small projects, guest speakers and field trips.
- *The Health Professions Club* provides an opportunity for students, who are interested in a wide variety of health-related fields, to meet for the purposes of professional growth and social interaction, field trips and educational experiences. The group's website is www.occc.edu/healthpr/
- *Biotech Club* encourages interest in Biotechnology to provide students access to current topics and to promote the biotechnology program on campus and in the community.
- *NSA*'s activities are designed to contribute to the student's development as a member of the discipline of nursing through contact with others within the program, as well as other programs throughout the state and nation. Membership is open to nursing students.
- *The Photography Clu*b brings photography lovers together to share tips, techniques and to critique each others work. Their goal is to teach and learn about photography.
- *The Psychology Sociology Club* provides students interested in understanding human behavior in any setting the opportunity to meet with individuals who have similar interests. Meetings are traditionally highlighted by guest speakers. In addition, interested members may have the opportunity to participate in the Oklahoma Psychology Association's Fall conference and the Oklahoma Psychological Society's Spring conference.
- *SEMTA* is designed to promote interest in the Emergency Medical Services professions and to provide access to current topics through providing guest speakers and a forum for exchange of ideas.
- *SPA* promotes the College's theater arts program and provides an environment for sharing ideas and common interests relating to theater and the performing arts. This group also assists with the theater productions that are presented twice each semester.

- *SOTA's* purpose is to increase social and educational opportunities for students enrolled in the Occupational Therapy Assistant program. SOTA also provides the opportunity for community service activities and projects that support persons with physical or mental limitations.
- *SPTAO's* purpose is to increase educational, social and professional opportunities for students enrolled in the Physical Therapist Assistant program. This organization enables the student to network with fellow students and professional colleagues within the state and nation.
- *SAG* is composed of students, professionals and anyone with a love for art. The group participates in field trips to museums, demonstrations and lectures.
- *SOEA* provides an opportunity for students to investigate teaching as a career, to learn more about the art of teaching and to keep abreast of various curriculum requirements for education majors. This organization also provides a venue in which students may interact with guest speakers, College faculty and fellow students who have a common interest in education.

Special Interest Organizations

- *Advocates of Peace* educates the College community on issues of peace and justice.
- The *Black Student Association's purpose* is to serve as a focal point for African-American students at the College by enhancing educational goal completion, making a zealous effort to increase the retention of all students and by promoting awareness of the African-American culture.
- The *College Democrats* fosters and promotes a wide range of political viewpoints. Students are encouraged to participate in campaign issues, as well as current legislation, that are before the Oklahoma House and Senate. This organization welcomes all students who have an interest in these issues and who have a desire to become involved through political action.
- The *College Republicans* serve as a training ground for future Republican leaders. College Republicans are not simply oriented toward political campaigns and candidates~~,~~ but also focus attention on particular issues. College Republicans provide young people with opportunities to demonstrate their leadership potential through political activism.
- *ESI* provides mutual support for academic and career goals of students with and without disabilities. The group also coordinates activities to increase public awareness and understanding of people with disabilities.
- *FAN* builds OCCC future alumni leadership by providing current students networking opportunities as well as leadership skills.
- *GSA* promotes the health, rights and well-being of sexually diverse students, their families~~,~~ and friends. The group offers support to cope with an adverse society, supplies accurate information on the issues surrounding sexual orientation, and provides educational speakers with the goal of creating a society that is respectful of human diversity.
- *HOPE* is a social organization for Hispanics and/or people interested in the Hispanic/Latino culture. This group plans activities on campus and offers service to the Hispanic community.

- *ISA* promotes educational opportunities among the international student community, encourages socialization with other students and shares cultures with the college.
- *NASA* is dedicated to the promotion and education of the ideologies of the ethnic spirit typifying the various representatives of indigenous tribes who attend Oklahoma City Community College. The organization supports cultural awareness by promoting and participating in social and educational events on and off campus. Membership is open to those interested in the cultures of Native Americans.
- *TLC* is made up of a representative from each of the clubs on campus, plus at-large members through application. TLC provides a forum for exchange of information between the student body and college administrators. TLC members have direct input into many of the decisions on campus that affect students. Members of the group are also invited to serve on various administrative committees on campus. This organization serves as a resource for the Vice President for Enrollment & Student Services and the rest of the President's Cabinet, providing open, honest feedback about all aspects of the campus environment.
- *Transitions*, Provides Support for adult learners who are transitioning into new careers with educational challenges and family responsibilities.

Religious Organizations

- *Baptist Collegiate Ministries* provides Christian fellowship and encouragement for the campus community. Weekly meetings are held to help guide members in Christian growth and discipleship and involve them in responsible church membership.
- *Chi Alpha Christian Fellowship* has weekly meetings, which are open to students interested in fellowship with other Christians, as well as growing spiritually through Bible study, worship and prayer.

Student Awards Ceremony

The annual Student Awards Ceremony was held on April 20, 2007 with approximately 375 faculty, staff, students, and community members in attendance. 93 students were recognized during the ceremony for their achievements inside and outside of the classroom.

Awards given included:

- Pioneer Award,
- Student Organization Award
- President's Award for Excellence
- English Student Essay Award
- Scholarship recognition
- Certificate of Achievement
- Recognition of honors graduates
- Civic Honors Medallion

In addition to the ceremony, a luncheon was held in honor of recipients of the President's Award for Excellence. Students receiving this award and the College's President's Cabinet members were in attendance at the luncheon.

Student Organization Jubilee & Crazy Olympics
The Student Organization Jubilee was held on May 2, 2008 at Earlywine Park in south Oklahoma City. The purpose of the Jubilee was to celebrate and recognize the accomplishments of the student organizations over the past year. The Crazy Olympics were held prior to the Jubilee, with four student organizations participating in the three different competitions; approximately 38 students and sponsors were in attendance.
Awards were given out as follows:

- Most Improved Club – Engineering Club
- Club of the Year – Nursing Student Association
- Educational Event of the Year – ESI, Ability Awareness Day
- Social Event of the Year – Black Student Association, Winter Ball
- Community Service Event of the Year – HOPE, Next Right Thing
- Fundraiser of the Year – College Democrats, Bake Sale for Body Armor
- Best New Member of the Year – Tino Ceballos, BPA
- Club Officer of the Year – Brett Cunningham, ESI
- Sponsor of the Year – Jennifer Ball, SPATO

Student Activities & Recognition Transcript
The Student Activities & Recognition Transcript (START) is a self-report college document that verifies a student's activities and awards, similar to an academic transcript, which verifies a student's academic performance. The START can be used to maintain an accurate record of on and off campus activities and awards, which were earned during a student's college experience. The START may serve as a supplement to a student's resume, scholarship applications or other job and college related applications. Categories in START include Leadership Involvement, Professional Development, Honors & Awards, and Community Service. After extensive research and collaboration with various departments at the College, the transcript became a service available to students in July 2003.

Student Leadership Programs
Four student leadership events were held in 2006-2007. The purpose of such leadership events is to assist in educating and motivating club sponsors and student organization leaders in order that they may achieve success within their individual groups. Leadership events included the Student Leadership Retreat in August, two follow-up Leadership Retreats in September and the annual Student Leadership Workshop in January. At the Leadership Workshop an *Officer Transition Checklist* was presented as a tool to aid in club continuity.

LeaderQUICK
The Office of Student Life created a new initiative designed to provide an access point for student interested in developing leadership skills. LeaderQUICK is a 7 to 8

week co-curricular program designed to introduce basic leadership concepts and help foster integration of those concepts into everyday life. 14 students participated in the program in the Fall and Spring.
Topics Included: Self Discovery, What is a Leader?. Goals and Vision, Ethics and Values, Trust and Integrity, Service, Organization, Leadership in Action

Sponsor Recognition
A number of activities and events were held throughout the year to recognize, thank and motivate our club sponsors who volunteer so much of their time and energy to assist our student organizations. Activities throughout the year included:
Sponsors' Open House – In August of 2006 an Open House was held in the Office of Student Life in honor of all club sponsors to thank them for their past efforts as well as for their service in the upcoming year. This event replaced the Sponsor's Luncheon.
Sponsors' Appreciation Week – In November of 2006 a week was set aside to recognize and give appreciation to the club sponsors. The Office of Student Life sent out cards and small gifts to each sponsor. Student organizations were encouraged to think of creative and individualized ways to thank their sponsors.
End Of The Year Recognition – In May 2007, each club sponsor was recognized with a gift along with a certificate of appreciation to thank them for their year of service.
Breakfast Club – Monthly meetings for the club sponsors to provide updates and improve communication with the office of Student Life. Meetings started at 7:30 a.m. and sponsors were able to come and go based on their work/teaching schedule. Buffet breakfast was provided in September, October, November, December, February, March, and April. Average attendance was 9.

Assessment and Usage Data:
Student organizations held 823 events throughout the year. Below is a summary of types of events, number of events held in each category and total number of participants who attended or assisted with events in each category. Information about club activities is based on event summary forms submitted by student leaders.

Event Type	FY2006		FY2007		FY2008	
	# of Events	# of Participants	# of Events	# of Participants	# of Events	# of Participants
Social	23	537	44	2,722	56	3,866
Educational	67	1,884	75	5,142	94	3,560
Community Service	16	629	28	3,282	56	3,549
Fund Raisers	77	NA	70	NA	73	NA
Club Meetings	537	NA	576	NA	544	NA
TOTAL	720	3,050	793	11,146	823	10,975

Below is a three year history of growth in the number of students who utilized START.

Two Organization Fairs were held this year, one in August and another in January. The purpose of the organization fairs is to solicit membership in the various student organizations and to promote the formation of new clubs.

Term	# Clubs Represented	Day One	Day Two	Total
Fall	26	750	376	1,126
Spring	25	235	148	383

A four year history of growth in the number of students who utilized START.

FY 05 195 students
FY 06 459 students
FY 07 673 students
FY 08 809 students

Future Plans:

Latitude – Give second attempt at the implementation international student peer mentor program. Program will consist of monthly meetings and a variety of programs and events designed to engage our international student with a resident or second year international student. Only one student signed up to serve as a mentor during 07-08 academic year.

OKC-Go - Develop program to actively engage students to support the requirements needed to stay in the program. Train students to utilize START in order to track community service hours required by the program.

LeaderQuick – Expand program to include service hours and an off campus trip to enhance leadership experience.

Social Network Sites – Investigate the potential future and use of social network sites to improve communication and promote Student Life events. No guarantee of implementation.

Sophomore Experience – Plan and prepare a pilot program directed at students with more than 20 hours completed at OCCC to impact positive increases in persistence and retention rates.

Testing & Assessment

Mission:
The Test Center provides high quality service and positive personal interaction to deliver placement and classroom exams to students.

Organization and Management:

	(hours)
Director: Jim Ellis	40
Coordinator: Brian Nguyen	40
Student Development Assistant: Paul Roudebush	40
Testing and Assessment Specialist: vacant	40
Testing and Assessment Clerk: Jackie Cowan	30

Test Center Staff:

Ron Brooks	40
Morgan Felty (effective July 1, 2008)	30
Linzy Hill	40
Diana Hulseberg	30
Linda Aguigui	25
Vacant	25
Tola Suleiman	25

Full Time:	6
Part Time:	6
Permanent:	6
Temporary:	6
Professional:	2
Classified:	10
Student:	0
FTE:	10

Staff Development:

1. GED Examiners Conference
2. Accuplacer National Conference
3. OCCC WoW Sessions
4. Outlook training sessions

Financial Resources:

Testing and Assessment houses nine financial accounts:

Number	type	use	personnel	non-personnel
10-11-13220	E&G	office operation	282,000	47,650
10-11-13230	E&G	test center operation	zero	10,650
23-11-18801	(Aux)	pay temporary staff	~40,000	zero
23-15-18815	(Aux)	pool for ACT incomes	dependent on registrations	
23-15-18816	(Aux)	pool for TOEFL fees	"	"
23-15-18817	(Aux)	pool for GED fees	"	"
23-15-18818	(Aux)	pool for retest fees	"	"
23-15-18821	(Aux)	pool for NET fees	"	"
23-15-18833	(Aux)	pool for CLEP fees	"	"

Specialty And Proctored Testing

Program Highlights & Information:
TOEFL, NET and Residual ACT exams were administered during the FY. Proctored exams (148) from other colleges, universities and institutes were arranged and given. Each of these exams is directly necessary to the admission of a student to the College or one of its programs.

Year long study of the A+dvancer showed that self-led tutorial projects produced unspecific and uncorrelated results. Adjustments were made in the use of the A+dvancer program. Results are pending.

Qualitative and Quantitative Assessment and Usage Data:

TOEFL		NET		ACT	
Taken	Passed	Taken	Passed	Taken	Passed^
45	13	21	17	57	22
24	6	80	46	65	30
0	0	77	39	5	2
23	13	18	11	6	6
52	15	6	4	63	12
0	0	16	10	23	8
27	10	35	23	5	3
21	5	43	22	48	25
17	6	105	46	52	21
37	9	46	30	53	19
35	11	20	12	46	17
62	9	30	14	26	11
281	88	467	260	449	176
	28%		55%		39%

Future Plans:
Continue offering the specialty program without change.

Entry Assessment

Program Highlights & Information:
During the FY, evaluations of College Board's Accuplacer program were made. Faculties in the math, reading and writing areas studied the appropriate question sets provided by College Board to set cutoff scores more closely in keeping with the OCCC programs. Scores were adjusted according to the Faculty decisions. Those who participate in the placement delivery also assembled at a breakfast to evaluate the entire delivery process.

Qualitative and Quantitative Assessment and Usage Data:

The chart below reflects the usage and success of Accuplacer/CPT

CPT-R		CPT-W		CPT-M**	
Total	**Min**	**Total**	**Min**	**Total**	**Min**
516	214	567	238	6675	84
583	212	651	264	770	123
108	56	111	63	103	14
181	103	186	92	226	25
189	112	170	88	218	41
260	105	145	77	189	42
204	134	235	110	265	47
145	89	157	86	151	36
265	193	245	142	233	48
348	198	333	174	411	68
38	18	43	26	43	8
27	15	23	11	23	6
2866	1449	2866	1371	3307	542
	51%		48%		16%

****Math figures based on placement into Math 1513.**

FY2008	A&P		Bio-D(Riverside)*	
	Taken	Passed	Taken	Passed
Jul	44	21	15	2
Aug	41	17	9	2
Sep	7	0	0	0
Oct	18	8	3	0
Nov	22	8	2	0
Dec	10	5	1	0
Jan	12	8	6	1
Feb	2	1	0	0
Mar	6	3	3	0
Apr	22	14	6	1
May	24	13	3	1
Jun	15	6	8	0
TOT	223	104	56	7
		18%		15%

Chem-D deficiency resolution:	Taken	Passed
	4	0

Future Plans:
The Division of Information and Instructional Technology added the Accuplacer data to TAS custom applications. Data can be gathered electronically. This data application was used to prepare the figures above, requested from Math/Science.

Academic Exams

The Test Center offers Faculty members the opportunity to allow their exams to be administered outside the classroom setting. Three hundred twenty-two(64%) of the Faculty utilized this function during the Fiscal Year.

Program Information:
Exclusive of June figures, 67,500 exams were distributed.

Qualitative and Quantitative Assessment and Usage Data:

Monthly Test Center figures:
FY2008

month	assessment	academic	total	days open
Jul. 2007	2397	5059	7456	21
Aug. 2007	3015	323	3338	25
Sep.2007	559	5542	6101	23
Oct.2007	720	7269	7989	27
Nov.2007	845	5796	6641	22
Dec.2007	898	6305	7203	17
Jan.2008	1663	566	2229	24
Feb.2008	540	6319	6859	25
Mar.2008	894	5264	6158	20
Apr.2008	1379	6963	8342	26
May.2008	1336	3862	5198	23
Jun.2008	1640	2479	4119	21
Totals	15886	55747	71633	274

Future Plans:
See under “General Functions” below.

GED Program

Oklahoma City Community College houses both the instruction and testing segments of the General Education Development program.

One thousand students registered for GED classes during the Fiscal year.

As of June 20, 2008, one thousand twelve had taken the exam with 597 passing (59%). The program held two graduation ceremonies. Dr. Felix Aquino, Vice-President for Academic Affairs of Oklahoma City Community College, delivered the May address. The GED program launches an estimated 15% of the GED graduates into college study.

Qualitative and Quantitative Assessment and Usage Data:

GED	
Taken	**Passed**
95	45
77	48
87	53
86	44
83	49
45	26
90	62
131	78
85	66
133	86
100	40
107	61
1119	658
	59%

General

The Office of Testing and Assessment administered 70,000 (rounded) exams during the Fiscal Year 2008, excluding June.

Issues: Cybersecurity and academic dishonesty have been the major issues faced in the Test Center operation. The two shared links. All issues of Academic Dishonesty were delivered to the pertinent Faculty members, and subsequently, to the Office of Academic Affairs where final appeal rests. Steps have been outlined to address the issues.

Activity and Resultant Plans:

1. Arranging computerized delivery of academic exams continued. The full scale plan remains under consideration.
2. Phase two of the computerization has been set to begin during the Fall 2008 term. The tracking system has been customized. Additional customizations have been requested of Addtronics.
3. A scanning procedure to provide actual computer file and hardcopy documents delivery by email to Faculty has been identified.
4. Additional lockers for any student's personal possessions have been installed. The increase in number of available storage units reduced the wait time to take an exam.
5. Securing additional audio monitoring devices for the Test Center activity has begun.
6. Interfacing the Accuplacer and Datatel to a real-time upload has been unsuccessful to this point. Neither company has been able to deliver a program which will accomplish their claims. The Testing and Assessment Staff will continue to work to bring this near-real-time upload to fruition.
7. Naming a committee of Language Skills and English Composition faculty to determine appropriate cutoff scores for placement of international students was delayed.
8. Students from work study were hired to conduct exit interviews. The number of students will be increased and trained more directly for FY09.
9. Other responsibilities for test delivery will continue as currently done with an effort to modify procedures as the need arises.

The Leadership Council
Enrollment & Student Services
Annual Report FY2008

Program Highlights, Data & Information:

Topics Discussed and/or Addressed:

- Carson's Food Service
- Wellness/Aquatic/Intramural Opportunities
- Cultural Programs
- TLC Constitutional Update
- Job Fair
- Transfer Fair
- Scholarships
- Academic Integrity Policy
- Academic Advising
- World Language & Culture Center
- OCCC Student Profile
- Financial Aid
- OCCC Common Space
- On-Campus Housing
- Vending Machines
- Campus Security
- Instructional Materials Policy (HB2103)
- Facilities Management
- Project Wayfinder

Resolutions:

- Tuition and fee increase of approximately 70% of the legislative limit.
- Academic Integrity Policy, call for review of current practice
- Fall Break, observed the Thursday & Friday as commonly defined in Oklahoma

Leadership Development & Events:

- Oklahoma Student Leadership Conference, October 2007
- Student Leadership Conference, St. Louis, November 2007
- Higher Education Day, February 27, 2008
- UCO Leadership Conference, February 29, 2008
- Achieving the Dream Focus Group, December 12, 2007
- Students volunteered to present the Pledge of Allegiance and prayer at 5 board meetings.
- Students served on 21 committees to hire employees within Enrollment and Student Services.
- There were 2 Student Traffic and Parking Appeals meetings held (1 in Fall and 1 in Spring), for which 4 students served.
- 1 student volunteered and served on one grade appeal committee hearing.
- 1 student served on the Higher One implementation team.

- 1 student served on the food service contract review committee.

Student Suggestion Cards:
- 159 Submitted
- 119 Answered
- 40 Not Answered

Qualitative and Quantitative Assessment:
Interest surveys were conducted of the TLC membership in August and January. Results of the survey provided direction in the development of each TLC meeting agenda.

Future Plans:
TLC sponsors will continue to mentor, train and encourage the growth and development of TLC executives and members. TLC continues to hope to provide leadership and representation of the student voice on campus.

The Leadership Council Suggestion Cards 2007-2008

Suggestion(s) or Comment(s): I would love the accounting lab to be open on Saturdays and Sundays (weekends). It would be nice for them to open at 8:00 am during the week.

Response(s): Thank you for your suggestion pertaining to keeping the Accounting Lab open on Saturday to help students. We are constantly monitoring the usage of our lab by analyzing the usage by day and times according to our computer logging system. We schedule our resources for the accounting lab according to our student usage rates. According to our records, Saturday usage is not currently an effective usage of our resources based upon demand and student attendance in the lab. Each semester, we review the student usage rates and make adjustments as needed. We will continue to watch our lab and make adjustments as needed.
Jim Schwark, Dean of Business

Suggestion(s) or Comment(s): Accounting lab helped me with Accounting dramatically. I know in-class the instructor goes over the subject; however, accounting has so much concept to learn in a certain period of time. The Accounting Lab helps me learn these concepts during the period we have before tests. Me and my friends come to Accounting Lab all the time for help. If it wasn't for Accounting Lab, I would have been lost the whole time. I notice the Accounting Lab is always busy and has tons of students needing help in Accounting 1 and Accounting 2.

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs, received and responded to this suggestion.

Suggestion(s) or Comment(s): This lab has and is helping me through Acct. 1 & 2. If this lab wasn't here I don not think I could have passed these courses with out the one on one help I get in this lab.

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs, received and responded to this suggestion.

Suggestion(s) or Comment(s): The Accounting Lab needs more student help. There are too few lab assistants for the number of students seeking help. Also, a tutor list for paid tutoring would be appreciated. Also, please have available weekend accounting lab. It would accommodate 8-5 professionals who have difficulty making it during weekdays. Thank you.

Response(s): Thank you for your suggestion pertaining to increasing student tutors and assistance in the accounting lab to help students. We are constantly monitoring the usage of our lab by analyzing the usage by day and times according to our computer logging system. We schedule our resources for the accounting lab according to our recorded student usage rates. According to our records, Saturday usage is not currently an effective usage of our resources based upon demand and

student attendance in the lab. Each semester, we review the student usage rate and make adjustments as needed. We will continue to watch our lab and make adjustments as needed.

Suggestion(s) or Comment(s): Would like to see more help available in the Accounting lab. Every time I visit the lab to get assistance it is busy and there are only one to two personnel to help the students, so you don't get a lot of one-on-one help. They seem to be spread very thin.

Response(s): Thank you for your suggestion pertaining to increasing student tutors and assistance in the accounting lab to help students. We are constantly monitoring the usage of our lab by analyzing the usage by day and times according to our computer logging system. We schedule our resources for the accounting lab according to our recorded student usage rates. According to our records, Saturday usage is not currently an effective usage of our resources based upon demand and student attendance in the lab. Each semester, we review the student usage rate and make adjustments as needed. We will continue to watch our lab and make adjustments as needed.

Suggestion(s) or Comment(s): Everything in Accounting Lab is great!

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs, received and responded to this suggestion.

Suggestion(s) or Comment(s): Having the accounting lab open on Saturday would help me tremendously. It would help me keep my homework caught up. Because of a busy workweek.

Response(s): Thank you for your suggestion pertaining to keeping the Accounting Lab open on Saturday to help students. We are constantly monitoring the usage of our lab by analyzing the usage by day and times according to our computer logging system. We schedule our resources for the accounting lab according to our student usage rates. According to our records, Saturday usage is not currently an effective usage of our resources based upon demand and student attendance in the lab. Each semester, we review the student usage rates and make adjustments as needed. We will continue to watch our lab and make adjustments as needed.
Jim Schwark, Dean of Business

Suggestion(s) or Comment(s): I think the Accounting Lab should be open on Saturdays, considering students who have class on Friday's and they need help, well they cannot receive immediate help. The students would have to wait until Monday. Also, pretty much everything else is open on Saturdays like the test center. The Accounting Lab is a life saver. I appreciate it so much!

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs received this and responded to this suggestion.

Suggestion(s) or Comment(s): Please get more people in the advisement center desk during the busy times so wait time is less. I'm a concurrent student and it is a waste of time to have to stand in line just to get my page stamped (especially when I'm just switching from an on-campus class to an online class).

Response(s): Thank you for your suggestion and comments. I'm sorry you had to wait in line to see an advisor to discuss switching class sections. We are continually assessing our staffing needs during the heavy enrollment period. Our goal is to strike a balance between the wait to visit with an advisor at the front desk versus a longer wait inside the office to meet about more complex needs. Again, thank you for your suggestion as we strive to serve students better and more efficiently.
Liz Largent, Dean of Student Development

Suggestion(s) or Comment(s): Today when I enrolled I asked for help at the Advising Office. The woman printed out a sheet of completed courses and a catalog and basically said, "Have at it." I could have done that from my home. I felt the trip was a waste of everyone's time.

Response(s): Dear Student, Thank you for your suggestion/comment from your visit on July 25 with Academic Advising. The course catalog and academic evaluation forms are useful tools to determine a student's academic needs. I hope that you found these tools useful for your future classes. In the future, you may want to take advantage of our online system for enrollment. I think you will find this interactive system very easy to use. Liz Largent, Dean of Advising and Career Services

Suggestion(s) or Comment(s): In the main building, various flags are displayed from the second floor which proves OCCC's dedication to diversity. However, I find it interesting that our nation's flag is nowhere in sight. Does this imply that OCCC is more concerned with diversity than with the academic enrichment of citizens of this nation? I think our flag should be displayed proudly above the Records and Graduation Services front desk. God Bless America!

Response(s): Dr. Paden, Vice President for Enrollment and Student Services received and responded to this Suggestion

Suggestion(s) or Comment(s): I think it's a poor system. Your swimming pool was closed 11-12-07. I made a trip here and the management said it would open at 10:00 am 11-14-07 so I came over again. The pool doesn't open until 11:30. This to me tells something wrong with your system. This thing should be checked out to correct. False info.

Response(s): We regret that information you provided caused you to travel to the OCCC campus and not be able to use the aquatic facility. Operating hours of the aquatic facility are available on the OCCC website as well as in our Recreation and

Community Services general office area. The date of November 12, 2007 (Monday) that you specify the pool was closed is correct. The pool was required to be closed due to a chemical imbalance that required correction. The pool was however open on Wednesday November 14, 2007 during its normal operating hours.

Operating hours of the pool are set forth below for your convenience. You may obtain a copy of this schedule from the Recreation and Community Services general office area. Please accept our apology for any inconvenience this might have caused. As a member of the community and customer, your concerns are important to us and we think you for your comments.

We would like to offer you two guest passes to the aquatics facility. Upon your next visit please contact Roxanna Butler to receive these complimentary guest passes. Ms. Butler can be reached at 682-1611 Extension 7425.

Suggestion(s) or Comment(s): Fix the automatic door operator by the old Math Lab.

Response(s): The door was inspected and functioned as designed. The Physical Plant will monitor the operation to ensure continued reliability. Chris Snow, Assistant Director of Physical Plant

Suggestion(s) or Comment(s): I understand that OKC needs a two year school and that's why this school doesn't extend to more. But with all the building around us why can't this school extend the students choice by being a two year program and also offer a bachelors program. Many students love it here due to size and do great but when the transfer comes they don't do as great from the overwhelming feeling.

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs, received and responded to this suggestion.

Suggestion(s) or Comment(s): You should advertise your student used book board better. Many students are not aware that they can save a lot of money by going to the used book site to either purchase or re-sell books, many students do not get financial aid that pays for all their books, this would help if more students know about it should have it on a bulletin board or a notice hanging up by the bookstore regardless it should be posted somewhere in large print.

Response(s): Thank you for your suggestion. We are glad you have found the used book board helpful. We will use your suggestion and look for ways to improve and expand our marketing of this valuable resource for students. In the meantime, we hope that you share the information about the online book board with your fellow students. Again, thank you for your comments and suggestion. Darin Behara Director of Student Life

Suggestion(s) or Comment(s): If you are going to have doors open by pushing button for handicap people, why not assure that they always work. The doors are too heavy for some of us to open.

Response(s): When any door is found not to be operating, it should be reported to Facilities Management. We will initiate a work order for prompt action to repair the non-operating door. In the interim, the door adjacent to it normally does not have an attached electric operator, and is much easier to use. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Yes, our cafeteria food is great. But I would appreciate more healthy food choices. I believe we have too much fried fatty food.

Response(s): Carson's Cafeteria is planning to add some healthier items to the menu starting the second week of July 2007. Some of the new choices on the menu will be stir-fry veggies, Asian themed items, and more baked and broiled foods. The Cafeteria has also gone trans-fat free, which is a healthier choice for those choosing fried items. The new OCCC Coffee Shop will also be open this fall and it will serve salads, soups, and sandwich items. Carson's is continually seeking to improve the menu and to make a wide selection of menu items available to the students.

Suggestion(s) or Comment(s): My opinion is the cafeteria staff needs more people so the lines will go faster. Also I think the cafeteria should get some different food. Having the same things day after day gets boring.

Response(s): Carson's Cafeteria has added additional personnel within the past couple of months. The college has provided two student employees for the cafeteria and Carson's has hired additional personnel on their own payroll. With the opening of the OCCC Coffee Shop, which will also serve lunch and dinner items such as soups, salads, and sandwiches, it may help to alleviate some of the long lines that currently form during the rush hour times.

Suggestion(s) or Comment(s): Instead of getting Centennial Day off, we should have that following Monday through Friday off for Fall Break.

I think that we should either stay in school on Centennial Day & get out the following Monday so that we can have that whole week out of school instead… OR, we should just get out the following Monday as well, instead of having to come back only 1 day during the week of Thanksgiving.

Instead of having Centennial Day off, I would like to have the whole week of Thanksgiving off instead. Or why not give us Monday off because we have no Fall Break.

I think November 19 should be a school holiday so students can be out of town with their family a whole week instead of Tues.-Sun. coming back one day is pointless.

No school on November 19th because we have a 3-day weekend and then we have to come back for just 1 day of school. It just makes sense.

In November, we have Centennial Day and then the weekend. We are required to show up to school on Monday. I'm a student and I know that I would have a hard time driving from Norman just for 1 class the whole week. So maybe we should have the 19th off to make life easier on everyone.

It would be nice to have the 19th of November as a holiday. The 16th through the 18th is a three-day weekend, after which students have to return to school on the 19th of November only to vacate on the 20th. It would be nice to have the Centennial Day weekend, Thanksgiving break, and Fall break all in one stretch; i.e. from the 16th – 25th of November. Students would highly appreciate it!

Response(s): Dr. Felix Aquino received and responded to these suggestion cards.

Suggestion(s) or Comment(s): How often do the tables get cleaned in the dining room? I eat lunch after class @ 1:00 or 1:30 or 2:00 and I can't seem to find a clean table. Does anyone wipe them at all during the lunchtime? No need to reply; just start cleaning the tables throughout the lunch hour please.

Response(s): The tables in the general dining area are supposed to be cleaned during the day by Carson's Cafeteria staff. Carson's admits that this has been a problem for them due to being understaffed at times due to employees not showing up for work or terminating unexpectedly. They will be more aware of this in the future and will work to ensure that the dining tables are kept clean throughout the day. Thank you for bringing this to our attention.

Suggestion(s) or Comment(s): Why was it switched from the COMPASS placement test to the ACCUPLACER? With the COMPASS test I scored really high on the reading comprehension and on the ACCUPLACER I've taken the reading comprehension three times and scored quite poorly. It's not a traditional reading comprehension test and that is not just my opinion. Please return with the COMPASS test. Thank you**.**

Response(s): Thank you for your feedback regarding the implementation of the ACCUPLACER. The faculty, in collaboration with the test center and other student services staff, made the decision to use the ACCUPLACER as our institution's primary entry level placement instrument due to data we had collected over several years that suggested the COMPASS was not an effective tool in accurately placing students into courses. We appreciate your input regarding your experiences with both placement exams and will continue to monitor the effectiveness of such instruments as our primary concern is your success as a student. Liz Largent, Dean of Student Development

Suggestion(s) or Comment(s): The construction workers working by the main entrances are taking all of the close parking spots. The ones that should be for us students who have to carry heavy backpacks.

Response(s): Facilities Management has addressed this issue with the construction General contractor. They have been informed to park at the back of the parking lot. We will continue to follow up to ensure compliance. J.B. Messer Director of Facilities Management

Suggestion(s) or Comment(s): Stop making copies cost money I don't carry cash to pay overpriced copy fees on my homework.

Response(s): I have received a Student Comment/Suggestion Card asking that the college stop charging for copies at the Copy Center. The student states that they do not have money to copy their homework and the copies that are being made are overpriced. I have again shopped the "competition" and have determined that the college is 5 to 15 cents less expensive than anyone in the area. With the competition charging more, the college might be justified in raising the price accordingly but feel the copy machines are placed for the use of students and are priced at the low price to offer the convenience of copies to students without having to leave campus.
The revenue from the copiers covers the cost of maintenance, copy paper, toner/ink, and parts replacement.
I don't want to lose copier customers but if the complainant can get copies at a lower price elsewhere, I request that he let me know and perhaps I can determine how the college could save on costs and thereby make the copies more affordable to the public. Jack Kraettli, Administrator of Extended Services

Suggestion(s) or Comment(s): Customer service is lacking in all departments primarily enrollment and advising. All employees should be willing to assist no matter how early or late a student shows up for help. As a customer service employee it is required that I am helpful and willing to accommodate my customers. With my experience here as a customer I was not given that same respect by Advising I was told they were closed without hearing what my request was and by enrollment I was dismissed.

Response(s): Thank you for your response. It is quite challenging to determine the best office hours to accommodate every student's needs. Our office is currently open approximately 50 hours per week and we will be open approximately 60 hours each week during the early enrollment weeks for each semester.

In an effort to give each student as much attention as possible, we strongly suggest that each student allow 30 minutes to 1 hour to meet with an Academic Advisor. To best meet each student's specific schedule, we also offer an encourage setting an appointment to meet with an Academic Advisor.

Thank you for your suggestion. It will be helpful as we continue to work to enhance the services we provide to students. EJ Warren, Director of Academic Advising

Suggestion(s) or Comment(s): My suggestion is to put more things up about Oklahoma. That are extra interesting. Question: Who is in charge of the decoration of the school? Why isn't there a flag from Germany when there are others from countries? Also I am interested in being helpful in putting up posters for making them what school voluntary job can I do?

Response(s): Thank you for your suggestion and questions. The international flags represent students that are enrolled during the Spring Semester each year. Currently, for the Spring of 2007 no students from Germany were enrolled in classes at OCCC.

As for the decorations and bulletin board displays, the Office of Student Life is responsible for many of the board displays. Additionally some boards, based on location, are the responsibility of each department or unit within the college.

If you are interested in volunteering, you are invited to stop by the Office of Student Life and we can discuss your ideas for designing a display/bulletin board that highlights the Oklahoma Centennial and our great state. Your help in putting up the display/bulletin board would be welcomed. Darrin Behara, Director of Student Life

Suggestion(s) or Comment(s): Have more free dream interpretation.

Response(s): Thank you for your suggestion and questions. Student Life will take your idea for dream interpretation programming into consideration for planning future events.

Suggestion(s) or Comment(s): That we have those signs up saying don't smoke past this point & yet people still do. I walk out the doors to a puff of smoke in my face! I've talked to Security & they say they can't do anything – well why have the signs? Things need to change I get really sick around cigarette smoke and have to have it in my face is bull crap! Please enforce your rules so this will stop!

Response(s): College staff shares your concern. It is everyone's responsibility to help in the enforcement of the smoking restrictions. Individual responsibility and understanding of everyone's rights are keys to successful implementation of this state law. Mark Davis, Vice President for Business & Finance

Suggestion(s) or Comment(s): Financial Aid Office Personnel were rude and unresponsive. Today they weren't busy and they took their time doing things. I expect them to work efficiently enough so they won't be wasting my time. I'm there on my time and they shouldn't waste it.

Response(s): Student was contacted by Meghan Morgan, Client Services Coordinator. Student stated that he had come to the office and had to take a number to wait for service, he only had 5 minutes before his next class and thought he shouldn't' have to wait. He says the three staff at the counter was not busy. Meghan apologized for the inconvenience and he seemed satisfied with the communication from her. Harold Case, Dean of Student Financial Support Services

Suggestion(s) or Comment(s): Better Parking! Students are paying good tuition but, the front parking spaces are saved for the faculty who aren't paying to be here. The faculty should have one designated area and leave the front rows for students – with the exception of handicap spaces. The college is set up to have a beautiful landscape but the parking is so far away from the buildings and the lots are always full – day or evening.

Response(s):
During normal operating hours, the College has sufficient parking available for students, faculty, staff, and community visitors. We do experience added loading at the beginning of each semester, due to additional personnel on campus taking care of last minute business.
The College is fortunate to be in the position to not have to charge specifically for parking, which is not the case at a number of other campuses. OCCC parking is closer to the buildings, and better arranged for access better than any other college campus you will attend.
The location of faculty/staff parking is an issue that can be reviewed for future consideration. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Fax/Scanner stations should be available on campus, even if you have to pay per sheet like copiers. Come on, OCCC, its 2008! That's a no-brainer if you are really intent on catering to your students needs!

Response(s):
Thank you for forwarding the request to add a fax/scanner for student use on campus.

We anticipated the need for the fax and have been working on this for over one year. There is no one that has a coin-op machine available. We need an area where the monies for the fax can be collected so locations were somewhat limited. The Welcome Center is the only area that is attended all hours that the College is open.

We have the unit selected, the location, and the price per fax. The cost for area code 405 will be $.25 per page, out of area code will be $.35 per page and international will be $.50 per page. Currently, we do not have room for another telephone line at the Welcome Center and are waiting until the phones are able to be operated through the computer. We are sorry for the inconvenience we have caused to the students and hope they understand that without the proper logistics, we cannot accommodate the request. It doesn't help the students today but

anticipate that we will be operational this summer. Jack Kraettli, Administrator of Extended Services

Suggestion(s) or Comment(s): financialaid@occc.edu is not a working email address. I tried to email that address but I received an email back saying it was undeliverable because there is no such recipient. That email address is what you have posted on the Financial Aid portion of your website.

Response(s): The email is currently set up to enable the Financial Aid office to receive messages from students. Now that we are able to receive messages we will be able to respond. Harold Case, Dean of Student Financial Support Services

Suggestion(s) or Comment(s): I would like to see OCCC get with the times and provide on-campus recycling receptacle. I think there should be one aluminum can and one plastic bottle receptacles at various points on campus, particularly around the snack/drink machine clusters and the cafeteria and coffee shop. This will promote green-thinking! I also think you would be surprised by the large number of people this would appeal to. Thanks!

Response(s): The College administers its current recycling program in accordance with state guidelines. The College presently does not intend on expanding its recycling program past the mandatory requirements.
The cost of manpower to run a total recycling program consisting of collections, sorting, pickups, and cleanup of the collection sites is cost prohibitive. Plus, there are not many local companies available to sell the refuse to, unless in larger quantities more than we have the capacity to store.
In the past there have been student run recycling projects that have not proven to be fruitful. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Please stop chewing gum in class and sticking under the desk please. If you cannot stop this at least stick the gum loosely on it.

Response(s): The College's Facilities Management Department does agree with the above input in reference to gum. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Please do not put gum under stables or chairs is hard to remove in library or school & do not eat or drink in computer desk. Thank you

Response(s): The College's Facilities Management Department does agree with the above input in reference to gum!
Food and drinks in particular areas of the College have typically been decided by the department responsible for that area. J.B. Messer
Director of Facilities Management

Suggestion(s) or Comment(s): I am a freshman here. Sometimes I would like just a hang out for me and my friends. Also, I am not sure if there is one but you know now they are building a coffee shop with Starbucks, well I kind of would like Shake/Java place to chill.

Response(s): Thank you for your suggestion and congratulations on beginning your college education at O-Triple-C. We are always exploring ways to help our students feel more comfortable on our campus and will take your suggestion into consideration as we continue to improve our facilities.

-Liz Largent
Dean of Student Development

Suggestion(s) or Comment(s): To be honest, if it wasn't for the Accounting Lab I would be lost. Julie and her staff has helped me when I couldn't meet with my instructor after hours. Without them my grade would've plummeted. My Accounting knowledge has increased. For example, I went to an interview and took tests on data entry, basic accounting principles, and MS Excel. The tests were normally given to people with their Bachelor's degree and the average was 68. I don't have my Associates' degree yet and scored a 57 average (this included a really low score on MS Excel).

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs, received and read this suggestion.

Suggestion(s) or Comment(s): The staff at OCCC is completely incompetent. Every time I have tried to get anything done, I've gotten the runaround. I will never set foot on this campus again if it is within my power.

Response(s): Mary Candler phoned student personally.

Suggestion(s) or Comment(s): I would suggest installing lockers for students to put their books and personal belongings. I know this would cost quite a bit of money. But I have a suggestion for that. Rent them out monthly for a reasonable price. The money earned could be used for scholarship or school repairs etc.

Response(s): Thank you for this suggestion. Over the years we have investigated installing lockers for students. At this time we do not feel that the College can provide lockers to students for security reasons. Security is of utmost importance in today's campus environment. College administrators will continue to search for ways to make your time on this Campus as enjoyable and meaningful as possible. Thank you, Dr. Marion Paden, Vice president for Enrollment and Student Services

Suggestion(s) or Comment(s): Provide Lockers for students to put their bags and books. I have problems with my muscles so this would be appreciated.

Response(s): The College has not considered this as an option in the past. With approximately 13-14000 total students per semester, the logistics of lockers, management of the locker systems, maintenance issues, space considerations, all of these things come into play. Then there is the funding component of approximately $750.00 per every two locker set. These are all issues that should be brought before the Student Leadership Council for consideration. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): If I have gone to jail during a semester period, could I get my absences excused?

Response(s): Please check with your professor(s) about their attendance policy. Also, check to see if an attendance policy is referenced in your course syllabus. Dr. Mary Candler, Director of Student Relations

Suggestion(s) or Comment(s): This is a suggestion about a leak by the table and seats by the Arts and Humanities office. There is a pipe leaking on the seat close to the Pepsi (pop) machine. I hope it will be fixed immediately after I wrote this suggestion.

Response(s): Facilities Management received this suggestion/comment and has initiated WO#25454 for the investigation and repair. Maintenance and Operations will schedule this action. We thank you for your input. JB Messer, Director of Facilities Management

Suggestion(s) or Comment(s): The Acct. lab has been very benefical to me as well as several of my classmates. I actually learn more in the lab than I do in the classroom.

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs, received and responded to this suggestion.

Suggestion(s) or Comment(s): Benches to sit on, on the North side of Library.

Response(s): Facilities Management has submitted annual initiatives for funding of additional benches campus-wide and will submit again for the next fiscal year budget. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): I have been waiting since August to start using the Wellness Center. I have a full time job and I attend classes here every morning. I need a locker to keep personal grooming items in rather than carrying them back and forth every day. Now the lockers are installed, but I have to wait until Oct 1 because the Wellness Center Manager said, “Paying people get first pick.” I am a student, did I not “pay” a fee to go here & use the facilities? I am more than happy to pay the $20 for locker rental. I have arthritis and cannot carry big bags every day.

Response(s): The office of Government Relations and Community Development is in receipt of the referenced card relating to your concerns regarding the date of availability of lockers to rent to the student body of Oklahoma City Community College as compared to paying customers. Please be advised that OCCC does not intentionally view any distinction between a student and a paying customer and that your denial of a locker was in error.

You were responded to via telephone on September 12 by Acting Associate Vice President for Community Development advising you of your opportunity to rent a locker immediately.

Thank you for your comments and bringing this issue to our attention.

Dr. Jerry Steward, Vice President for Government Relations and Community Development

Suggestion(s) or Comment(s): While I was taking my test in the testing center, the staff were chatting and laughing loudly and was very distracting. I felt it was disrespectful to the students taking the tests at the time. I suggest the staff be reminded to be respectful of the students taking tests**.**

Response(s): I do appreciate your caring enough to comment. Contributions which are aimed at improving the Test Center's services are always welcomed. Your concern gives the Staff an opportunity to address this item. Please note that promoting an atmosphere for the benefit of test takers continues to be of highest priority for the college and the Testing and Assessment Staff. Thank you
Jim Ellis, Director of Testing and Assessment

Suggestion(s) or Comment(s): Today, I used Accounting lab for the first time. People there were really helpful though there were less tutor and more student. I spent like 6 hrs and I saw lots of students come in and getting help. Tutor they were really busy, but also they helped me in with each and every problem. I feel lot confident with the problems. I think they need more tutor in accounting lab. Thank you.

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs, received and responded to this suggestion.

Suggestion(s) or Comment(s): I think the accounting lab needs more help. It is probably the most useful tool that the college offers to the business department. It is by far the best lab O-trip offers.

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs, received and responded to this suggestion.

Suggestion(s) or Comment(s): Why is so much money spent on new buildings when the existing buildings are in need of updating, such as the restrooms, carpets, and roof.

Response(s): New buildings for the College campus have a separate funding source, than does the funding for renovation, repair, and maintenance. New building funding is specifically earmarked through bonds for the construction. Renovation, repair, and maintenance is normally funded through appropriations from Legislature each year. These projects are listed as initiatives, and can only be accomplished if the funding is available. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Why are all the clubs meeting during the day? Are there any meetings available to those who have to work during the day and can't get off work for meetings?

Response(s): Thank you for your question. Most student organizations host their meetings during the day to accommodate the majority of the members. With this stated, many organizations will consider alternative meeting times to maximize attendance therefore evening meetings are a possibility.

My recommendation would be to contact the clubs you are interested in joining and discuss this issue with their officers or sponsor. Contact information can be found on the Student Life website or by picking up an organization brochure in Student Life.

Additionally, with many club events and activities occurring in the evening and on some weekends, you may be able to be a member even though your schedule conflicts with regular business meetings. Darin Behara, Director of Student Life

Suggestion(s) or Comment(s): Can we post a schedule for the coffee kiosk in the paper so students know when it will be open? I have an all day Saturday class & count on getting lunch from there. I have went to it 3 weeks in a row and found it closed!

What's going on with the coffee shop? This is the 2nd week they have been closed on Saturday! I have no transportation to leave and get lunch, and I am sick of eating out of the vending machines.

Response(s): The OCCC Coffee Shop is no longer open for business on Saturdays due to low volume of business. Carson's Catering did an evaluation of the business traffic and sales and determined they were losing money on Saturday operations. As a result, it was decided to n longer open for business on Saturdays. We regret any inconvenience this may have caused to those who were buying breakfast or lunch there on Saturdays. The hours of operation for the kiosk will be proximately displayed at the kiosk beginning on 11/9/2007. We will also request that the *Pioneer* publish the hours of operation in the next scheduled publication.

Suggestion(s) or Comment(s): Perhaps make the Paramedic classes available later in the day. Most people taking the PLC classes are already working as EMT's. It is hard to make the classes @ 8:00 a.m. if you live out of town.

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs received and responded to this suggestion.

Suggestion(s) or Comment(s): Really need recycling bins for plastic bottles & soda cans. Will probably bring in some money for little things.

Response(s): The College currently does not intend on having a recycling program for the above mentioned items. The cost of manpower to run the recycling collections, pickups, and clean up of the collection sites is cost prohibitive. In the past there have been student ran recycling projects that have not proven to be fruitful. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): I'm a current student at OCCC. I just want to suggest that why doesn't Oklahoma City Community College concern more about recycling of specific items which can be saved money and kept good environment of OCCC. I just saw the recycling box for aluminum cans but have not seen for other items such as plastic bottles which can be recyclable. It could occupy more space than aluminum cans, but it will be a good suggestion for people to remind of importance of recycling! It can be very personal comment from my view, but I'm very concerned about recycling to make a better environment for all of us. Therefore, I would like to suggest you with my little concern to make circumstances of OCCC. When I have a lunch in Cafeteria. I always see the Trash cans with a full of garbages and plastic bottles. However, I always think that plastic bottles can be put into certain area beside trash cans for recycling. It also could be a way to save money!! This is a little concern from me. Thank you reading!

Response(s): The College administers its current recycling program in accordance with state guidelines. The College presently does not intend on expanding its recycling program past the mandatory requirements. The cost of manpower to run a total recycling program consisting of collections, sorting, pickups, and clean up of the collection sites is cost prohibitive. Plus, there are not many local companies available to sell the refuse to unless in large quantities.
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very concerned about recycling to make a better environment for all of us. Therefore, I would like to suggest you with my little concern to make circumstances of OCCC. When I have a lunch in Cafeteria. I always see the Trash cans with a full of garbages and plastic bottles. However, I always think that plastic bottles can be put into certain area beside trash cans for recycling. It also could be a way to save money!! This is a little concern from me. Thank you reading! I wish there will be a change for keeping our environment.

Response(s): The College administers its current recycling program in accordance with state guidelines. The College presently does not intend on expanding its recycling program past the mandatory requirements. The cost of manpower to run a total recycling program consisting of collections, sorting, pickups, and clean up of the collection sites is cost prohibitive. Plus, there are not many local companies available to sell the refuse to unless in large quantities.
In the past there have been student ran recycling projects that have not proven to be fruitful. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): I have yet to see a can/aluminum/glass recycling bin anywhere on campus. I'm no hippie but recycling makes sense. Plus I may have just missed seeing them.

Response(s): The College recycles paper and cardboard in accordance with the state guidelines. We do not actively recycle any other products due to the logistics and costs involved with recycling efforts. There is very little support external to the college for recycling efforts Facilities Management agrees that recycling makes sense, but without the logistical support, and the necessary funding, it is not feasible. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): How about more rest/study areas for students which have access to Television for the news and information. Maybe different lounge areas with different themes or interests & information. More chair height tables for studying as opposed to coffee table for chatting. PS the chairs and couches need some serious cleaning!

Response(s): The College has an initiative for more student hangout areas, which addresses some of the above concerns. The college does have a number of areas set up to accommodate studying, but not necessarily in the designated hangout areas. We will look at the possibility of more monitors placed strategically throughout the College. Facilities Management cycles through cleaning of common area furniture as time permits. With only 3 fulltime staff in Building Services, their time is spent mostly on event setups/teardowns, the moving of offices/classroom furniture, and deliveries. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): There are no female sanitary supplies in the restrooms.

Response(s): The College continued to experience vandalism of the female sanitary supply dispensers. Therefore, Facilities Management coordinated with the Bookstore for them to carry the products for sale to the College community.

Approximately half of the Women's restrooms on campus still have the female sanitary supplies. As those machines are vandalized, they too will be removed from services. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Great help from the (accounting) lab. Greatly appreciated. If possible, open on weekend (sat.).

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs, received and responded to this suggestion.

Suggestion(s) or Comment(s): I feel that OCCC should have some kind of singles meeting so that the scholars of like mind can meet each other. Nothing expensive or fancy just an hour or so dedicated to the single student. This would have great advantages for any couples formed for one scheduling study time & personal time would conflict less and time spent together would encourage studying and may improve grades all the way around if a more advanced student meets a less dedicated one.

We need a singles mixer of some kind for the students

An OCCC singles webpage so that we (students) can meet others without the awkwardness of finding out that the other student is in a relationship.

We need a singles mixer of some kind

Response(s): Thank you for your suggestion and questions. Student Life will take your ideas for singles programming into consideration for planning future events.

I encourage all students that have a special interest to stop by the Student Life office to discuss the possibility of starting a new club/organization to meet the needs of their special interest. This would apply to someone wanting to start a singles group. Liz Largent, Dean of Student Development

Suggestion(s) or Comment(s): There are always people smoking on the wrong side of the "no smoking beyond this point" signs at Entry 12. It would be awesome if this rule, or law, would be enforced! Thanks

Response(s): The Oklahoma City Community College has placed smoking signage in locations that exceed the requirements of the Oklahoma smoking law. This state law requires smoking not occur within 25 feet of a door or air intake.

Suggestion(s) or Comment(s): Could you do something about that single-lane, unpainted speed bump on the road leading up to the main entrance.

Response(s): Facilities Management initiated a work order to address the speed bump issue. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Shall I pitch in some funds to purchase WD40 (or another lubricant) for those squeaky chairs in the OCCC Coffee Shop area? They are quite annoying. I understand this area is noisy and makes a good place to hang out or catch up on news with friends, but that "Noise" from those chairs overrides every conversation taking place!

Response(s): Facilities Management will initiate a work order to address the squeaky chairs. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): I really like the student suggestion box. Keep up the good work.

Response(s): No response required.

Suggestion(s) or Comment(s): I know the people that work in the testing center are friends, but there needs to be a limit to the level of their talking. If I took the same test in a classroom setting, I know my professor would not be laughing and talking with an associate directly outside the door. I would appreciate the same respect when I have to take time out of my day to take a test outside of class time. A testing environment is supposed to be quiet with minimal distractions. I know there are earplugs but a student should not need them if the staff can respect the rules of the test center.

Response(s): I agree with you that the testing environment ought to promote good concentration for mental clarity. The issue is of concern. The staff has been alerted to the effect of their relaxed behavior on test takers. Your note (treated anonymously and confidentially, but the pertinent statement copied) has been posted to remind all of us to maintain decorum while in the testing area.
I appreciate your registering your concern- which in turn aids in improving the services which the Test Center provides to the College community. Jim Ellis, Director of Testing and Assessment Services

Suggestion(s) or Comment(s): The Accounting Lab is very, very helpful. I can't even imagine not having any assistance, especially from Julie. As long as you help yourself, they will bend over backwards just to make you understand. I love the Accounting Lab. Please let us keep it. You will see a change in grade loss if the Accounting Lab left. Thanks, Donita

Response(s): Dr. Felix Aquino, Vice President for Academic Affairs, received and responded to this suggestion.

Suggestion(s) or Comment(s): The walls are all the same color (not white?) Let's get some color on the walls. Colors have been shown to elevate/improve moods – even stimulate!

Response(s): The selection of a wall color for any facility is always of concern. The aesthetics of the space, how the differing colors blend, the cost of installation, and the cost of maintenance are all factors to consider. With 900,000 sqft of facilities at OCCC, and one maintenance painter on staff, we have selected the most cost effective means for the college. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): We are a group of students & members to play volleyball regularly in school. We believe you do not want us to play or hate us or discriminate the volleyball players. We believe that you only like the basketball only for many times, you just kick us out by take the net down even nobody of you people in basketball courts. . . Do you really "HATE" us? Please, let us know why!!!

Response(s): Recreation and Fitness makes every effort to provide open access to all facilities and does so without discriminating against any individual or group of individuals. The three courts in the gym are a shared venue for all students and members.
Recreation and Fitness hosts an adult volleyball league on Monday evenings in the Spring which closes the courts for all other activities. Additionally, each semester Recreation and Fitness offers an intramural volleyball league.
While various community activities and construction may occur throughout any semester that may temporarily disrupt the normal recreation scheduling, including volleyball, the Recreation and Fitness Department of Oklahoma City Community College never directs actions towards volleyball player of any other user group that rise to the level of hate or discrimination. A specific court area in the gymnasium is set up specifically for recreational volleyball to provide exclusive use for purposes of adult volleyball league play, and to offer intramural volleyball opportunities to the students. Currently volleyball nets are set up on court 1 Monday-Saturday for student and member use.
The volleyball equipment as well as the basketball, table tennis, soccer and badminton equipment are kept in god working condition, and replaced by the Recreation & Fitness Department at OCCC. It is our goal to enhance the quality of life to the students, community and employees through offering recreation and wellness programs that will instill healthy habits and aid in the development of healthy habits for life.
This spring several community activities, recreational sport leagues, or Facilities Management projects occurred that may have temporarily disrupted our normal schedule. These activities included Wee Water Wahoo, spring basketball and volleyball leagues, Student Intramurals and the Facilities Management Water Pipe Project. Volleyball players were not the only group affected by these additional events. We appreciate our members' cooperation curing these temporary periods of disruption.

Offering these additional activities, while altering otherwise normal scheduling and causing interference with routine gym usage for exercising, running, playing basketball or volleyball, allow Recreation and Fitness to better serve our entire community. We understand that these events can cause some inconvenience for students and members at times but we take every step to insure that patrons are notified before scheduled activities take place.
There was no specific date set forth as to the unavailability of the volleyball court other than the date on the comment/suggestion card of February 8, 2008. That date was the first scheduled day of intramural basketball, which would explain why the volleyball nets were removed. Information regarding the start of basketball intramurals was posted at the wellness center desk and printed in the OCCC student newspaper, the Pioneer.
Gym Schedule
Student & Member
Court 1 – Volleyball, Court 2 & 3 – Basketball, Table Tennis
Open Court – 6:00 AM – 8:30 PM (Tuesday – Wednesday – Friday)
6:00 AM – 7:00 PM (Monday – Thursday)
9:00 AM – 4:00 PM (Saturday)
Recreation & Fitness will develop and post a fall and spring semester gym calendar of scheduled events, sports leagues and Facilities Management projects. This gym calendar will be available at the wellness center desk and will be posted in the gym and locker room areas.

Suggestion(s) or Comment(s): I received a very curt, inadequate response to my question regarding my account from a representative of the bursar's office. I was given a "canned" answer that did not apply to my situation or alleviate my concerns about financial aid and my bursar's bill. Only after leading this bursar's office representative with several additional clarifying questions did I receive a real answer to my question. Unfortunately, as I have since discovered, this attitude displayed by bursar's office staff is a problem known to many students and other OCCC staff. Can anything done to improve communication between students and the bursar's office?

Response(s): Bursar Office staff are asked many questions on a daily basis. Staff is instructed to only answer the specific question asked because we have found that, many times the simple answer is all the student really wants. We have also found that the student will ask for more information if they need it. I am sorry you feel that is inadequate; however, we have found it better to answer the exact questions asked rather than confuse the issue with too much information. Obviously, a very general question will have what may seem to be a "canned" answer. However, in most cases, it begins a conversation that then leads to what the student really wants to know. Also, please understand that there are some questions related to Financial Aid that it is not appropriate for Bursar Office staff to answer, even if it does seem that it applies to their Bursar account. If the student has already talked with Financial Aid and does not feel that their question has been answered, we are happy

to talk to Financial Aid and see if we can jointly provide the answer the student needs. Brandi Henson, Bursar

Suggestion(s) or Comment(s): Please start some form of advertisement for the Theatrical events on the college website. The public, and the web classes for theatre, would be more ampt to attend if they were more informed of when and where the performances are located, and did not be forced to drive to the college to learn such details, or learn it by heresay, which could easily be the wrong information.

Response(s):

First, thank you for taking the time to complete the suggestion card. We welcome student input. Theatre events are highlighted on the college's home page prior to the event. Cultural Arts Series events are listed under the News & Events section prior to the event as well as on a display ad located on the right side of the page. There is detailed information about each performance at http://www.occc.edu/CAS/2007-2008.html
We are planning to add an event calendar in the near future which will provide additional publicity for events. We hope this will increase the visibility of our theatre performances and help people get the information they need concerning the events. Thank you for your suggestion. Paula Gower, Director of Marketing and Public Relations

Suggestion(s) or Comment(s): Since I am graduating this week, I would like to suggest for current and future students better announcements of activities. Student email would be a great way to notify all students about upcoming events, lectures, fundraisers, performances, and any other activities that would bring students together and get them involved. Not all students can come to campus to pick up a pioneer or stop at the boards. We might be able to reach a few more!

Response(s): Thank you for your suggestion and comments. Currently, Student Life sends a monthly calendar of events to students' college email accounts September – April. Students can also look at the Student Life calendar which has a link on the Student Life website. https://apps.occc.edu/studentlife/gpr/calendar.asp

Student Life has on its work plan for FY 08-09 to investigate other options to improve/expand communication to students concerning Student Life programs and events. Darin Behara, Director of Student Life

Suggestion(s) or Comment(s): When we look at all the flags, we don't see our country flag. I think our flag represents us as students of Liberia. Could the school see it fit to put up our flag, we are from Liberia.

Response(s): Thank you for your comment. The International Flag Display at OCCC is a "Living" representation of our students. Each spring we take a census of

the students at OCCC who are studying on F1 Visas during the spring semester. The display is updated during the summer based on the previous spring enrollment. As of this response, the flag of Liberia is displayed in the international mall. Darin Behara, Director of Student Life

Suggestion(s) or Comment(s): The First Anti-Gay Stone group has no right on this college campus. I am paying to attend this school and have a right not to face such hate-groups on my campus. If a group of hate-mongers uses a biblical basis to encourage people to bring back slavery, will this campus provide a platform for them to spread their ridiculous ideas. NO!! - Why then are these hate-mongers allowed to spread their literature on campus? I cannot believe they were allowed on campus, it's hurtful. Please check the school policies to adjust rules to not allow such hate groups on campus. It makes our school & its students look hateful & ignorant.

Response(s): Thank you for your comments and suggestions. First of all and most importantly, you have the right to your opinion. And the same laws that protect your right to your opinion, and your opportunity to voice your opinion protects the First Stone organization and the Baptist Collegiate Ministry to sponsor them and invite First Stone to their student organization meeting. College policies are in place to protect the rights of individual students and student organizations. I welcome you to stop by the Office of Student Life and engage in a respectful, thoughtful, and educated discussion on this issue. Darin Behara, Director of Student Life

Suggestion(s) or Comment(s): My friend and I would like to put on another ATA demo. If you could help us in arranging it that would be a great help. Thank You.

Response(s): Thank you for your question. The college has a "no solicitation policy" for outside businesses. But, because I don't know what an ATA demo is, please stop by the Office of Student Life in the main building. Our staff will be glad to listen to what you would like to do, and by working within college policies do our best to meet your needs. Darin Behara, Director of Student Life

Suggestion(s) or Comment(s): Smoking area outside inappropriate. When walking in it's a complete turn off when someone blows their cigarette smoke in your face as your entering the college. Thank you for your time.

Response(s): The College has placed signs in the appropriate places to inform personnel (faculty, staff, students, & community) as to the required distance to smoke away from the public entries. While it would be appropriate to contact Safety & Security when violations occur, they are not the "smoking police." It is the responsibility of all to inform violators when they see this occurring within the specified distances. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Roaches in women's locker. Thank you for your time.

Response(s): The College sprays for pests on a cyclic basis. If you notice pests in areas such as this, please inform the appropriate department. They will coordinate with Facilities Management to have additional pest control, if necessary. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Shower heads in women's locker room unsatisfactory. The spray is a mist. By the end of your shower you still have soap all over you. Thank you for your time.

Response(s): The heads that are installed in the locker room were specified by the RCS staff during the recent remodel. Facilities management will check to see that they are operating correctly. Facilities Management provided RCS with info on a replacement head to alleviate the flow concerns. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Thinking the Spanish speaking OCCC cleaners should know what is being said to them regarding "soap" issues in the bathrooms. I.E. Ladies Bathrooms. The foam soap dispenser is always slim to none. Always damn near empty! Barely gives enough to consider it a "hand sanitizer" cleaning. Why the "Keep hands clean to avoid diseases" sign if hardly anything there to clean them with to begin with!!??? I have been attending this school for 2 years and yet they have no clue what I'm requesting!!! Bilingual employees are a PLUS!!!

Response(s): Facilities Management will check out the proper operation of the soap dispensers. Our custodial/housekeeping management would be happy to hire attendants who are fluent in the English language. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): I hate to complain but I was really craving a rice krispies treat but the vending machine by the welcome center only uses exact change. So why again does it accept dollar bills?

Response(s): The College will have the vending contractor check for the proper operation of the vending machine. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): The condition of pool locker room is unsanitary. There is stuff on shower floor that hasn't been cleaned in over a week.

Response(s): The shower rooms are scheduled to be cleaned on a nightly basis. If there is concern about the cleanliness, please contact the RCS staff. They will coordinate with Facilities Management to rectify the situation. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): More American Food in lunchroom!

Response(s): The College has a catering contractor that handles the food service, and provision of the menu in the College Union. The College also has an advisory committee that works with the catering staff to address issues such as this. Your concerns will be presented to the advisory committee. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): Bring back the home-style cooking in the lunch room. Like the turkey and dressing the other day was great.

Response(s): The College has a catering contractor that handles the food service, and provision of the menu in the College Union. The College also has an advisory committee that works with the catering staff to address issues such as this. Your concerns will be presented to the advisory committee. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): The pool in your recreational area isn't as clean as it should be. Considering how many people swim there it should be cleaner. Please take my suggestion into consideration. Thank you.

Response(s): Facilities Management and RCS staff coordinate to maintain the cleanliness of the Aquatics Center. The cleanliness standard is determined by the City/County Health Department. We will continue to do our best to meet those standards of cleanliness. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): When is someone going to dust the trophys and the case shelves

Response(s): Facilities Management does not have the cleaning responsibility of displays such as this. It would fall under the department that has the display. As we tour the College, and notice areas such as this, we will inform the responsible department to dust as necessary. J.B. Messer, Director of Facilities Management

Suggestion(s) or Comment(s): The testing center hours are not convenient to my schedule. I have a child and work a full time job so getting to school on Saturdays and Fridays before it closes is extremely hard to do. Is there any way we could extend those hours?

Response(s): As always, balancing an operation, such as the Test Center for optimal use by its constituents, must consider how to best provide those services. The Test Center is open 62 hours per week during the summer and 70 hours per week during the College Year.
The Office of Testing and Assessment continues to investigate options to address the student needs. Those options consider budgetary restraints and facilities as well as staffing availability. Thank you for commenting. We will continue to strive to meet student needs. Jim Ellis, Director of Testing and Assessment Services

Suggestion(s) or Comment(s): The people in the testing center were very rude to me, and others I have talked to. Not helpful. Did not explain the process if you had not gone in there before. Mean to you if you did something wrong because you didn't know. Taking a test or re-test is stressful enough, we don't need the added stress of someone being rude to us!!

Response(s): We appreciate your comment. The Test Center staff is aware that stress is a part of academic life. This issue will be addressed. Jim Ellis, Director of Testing and Assessment Services

Suggestion(s) or Comment(s): In my college reading class, I wish the instructor would be a little stricter toward students who talk. It frustrates me when the instructor and students talk together at the same time. I cannot hear what she is saying.

Response(s): Dr. Felix Aquino personally responded to this student.

Suggestion(s) or Comment(s): A friend of mine is taking your introduction to basic mathematics class. It is insane that he could finish the class in just three weeks. Wouldn't it be more logical for him to actually learn something in the class rather than just tossing him aside? This is the same thing that special education did to him in high school. You need a more solid program.

Response(s): Dr. Felix Aquino personally responded to this student.

Suggestion(s) or Comment(s): A personals page in the school newspaper.

Response(s): Liz Largent responded to student.

Suggestion(s) or Comment(s): We believe the college should have a 20-25 passenger bus for student organizations to take on trips to conferences and activities. Taking 3-4 vans takes away from being together as "one group" on these trips.

Response(s): The College recently surpluses its 15 passenger van due to liability issues. The larger van (24 passengers) that would replace the 15 passenger van would cost approximately $70-80,000. Facilities Management will submit this as a budgeting initiative for the upcoming fiscal year.
Issues that will need to be addressed are justification for usage, budgeting for maintenance support, and qualified CDL drivers. J.B. Messer, Director of Facilities Management

Transfer Center

Mission:
The Transfer Center strives to assist students in navigating the transfer process and getting them connected to their chosen four-year university.

Organization and Management:
Full Time: 1 Exempt

Staff Development:
Leslie Jones

Oklahoma College Personnel Association, May 2008
WOW Session, Student Success Initiatives, April 2008
Understanding Poverty Workshop, December 2007
National Association of Academic Advising, October 2007
WOW Session, OCCC Honors Program, October 2007
Achieving the Dream, September 2007

Financial Support:
All funds and staffing are included in the Advising & Career Services budget.

Special Note:
The transfer center was formally funded and established in FY2008. Previously limited transfer services were managed within the area of academic advising. The impetuous to initiate a formal transfer center grew out of student need for expanded services to aid in their successful transition to a four-year institution, as well as the administration's desire to place a more prominent emphasis on the College's transfer mission. One full-time non-exempt staff member was hired to coordinate the area.

TRANSFER CENTER

Program Highlights & Information:

School Visits

Many universities continue to schedule visits to the OCCC campus to recruit and provide information to students. Many of these universities scheduled weekly or monthly visits to the Transfer Center so they could be available to speak to the students about the university they represent and the programs and scholarships that were offered.

Transfer Fairs

The bi-annual Transfer Fair was held in October 2007 and March 2008. Universities from Oklahoma and out of state attended to assist students and provide information concerning admissions policies, scholarships, and transferring. Career and Employment Services and Graduation Services also had tables at the fair to answer questions students may have concerning their departments. Both dates were successful and many students were in attendance.

A postcard with information concerning the Transfer Fair was mailed on in September 2007 to 402 current students who had completed 55 to 64 credit hours. The information was then emailed to 2220 students.

Transfer Guide

A transfer guide was created as a resource for students to aid in the transfer process. The information contained within provides contact information to various four-year universities, tips, checklist, listing of transfer scholarships, and other pieces of resourceful material.

In December 2007, a copy of the Transfer Guide was mailed to 22 college recruiters along with a letter to inform them of the availability of the guide as well as request for any suggestions.

Transfer Center Website

A link for the Transfer Center website was created to provide information to students via online. Much of the information within the Transfer Center website can be found within the Transfer Guide. A link was also created which contains the transfer equivalency guides for the universities with which we have this agreement.

Recruiter Training Program

A training program was created to better inform visiting university recruiters concerning the environment and culture of the students on the OCCC campus. The Recruiter Training Program provided the university recruiters information concerning the Transfer Coordinator's role, gave recommendations to maximize their time while on the OCCC campus, and increase their opportunities to speak to students. A panel of students was also arranged to give the university recruiters the opportunity to ask students directly and let the students' voices and opinions be heard. Recruiters were encouraged to have consistent visits and informed of the need to have evening visits to contact the OCCC students who attend evening classes.

Transfer Tours

The Transfer Center began offering campus tours in October 2007 to better assist students in the transfer process, get connected, obtain information, and make an educated decision on the four-university to attend. The university chosen were based on the universities students transfer to most; UCO, OU, USAO, OCU, OSU, SNU.

Student Outreach

Probation Student Outreach

An Academic, Career, & Educational Success (ACES) Workbook was created to aid students listed on Academic Probation. Surveys and research were conducted to determine the material to be contained within the ACES Workbook. An ACES Workshop was then created to present this material to the students and provide them a copy of the workbook. In September 2007, a postcard inviting students to the OCCC ACES Workshop was mailed to the 1100 students listed on Academic Probation.

Probation Student Surveys

In September 2007, a **Probation Student Survey** was sent out consisting of ten questions regarding the individual's academic probation status at Oklahoma City Community College and included an offering of resources to aid them.
Purpose: The survey was intended to get the experiences and suggestions of students listed on academic probation to better assist them with their academic career as well as offer resources to prepare, guide, and aid in being successful OCCC graduates.
Target Student Population: The survey was sent to current OCCC listed on academic probation.
Number of Surveys Sent: 1101
Number of Surveys Received: 20
Key Findings:

- Why, do you believe, you are on academic probation? Theme: The majority of students stated problems at home, not being prepared for college, immaturity, and personal illness.
- What factors led to you being placed on academic probation?Theme: Lack of academic preparedness and selection of inappropriate major
- Which of these caused you to have difficulties in your classes? Theme: Study habits and time management.
- Check the ones you need to most help in. Theme: study skills, time management, test-taking.

In January 2008, a **Probation Student Survey** was sent out consisting of ten questions regarding the individual's academic probation status at Oklahoma City Community College and included an offering of resources to aid them.
Purpose: The survey was intended to get the experiences and suggestions of students listed on academic probation to better assist them with their academic career as well as offer resources to prepare, guide, and aid in being successful OCCC graduates.
Target Student Population: The survey was sent to current OCCC listed on academic probation.
Number of Surveys Sent: 2019 (918 received the survey erroneously)
Number of Surveys Received: 53

Outcome: The answers to the survey questions were informative and helpful in developing strategies to better prepare our students for college and provide them materials and resources that will aid in their academic career.
Key Findings:

- Why, do you believe, you are on academic probation? Theme: The majority of students stated problems at home, not being prepared for college, immaturity, and conflicts with work, school, and family obligations as the reasons their grades suffered which led to them being placed on academic probation.

- Select the following factors that contributed to you being placed on academic probation. Theme: 45% selected lack of academic preparedness, 33% selected lack of family support, 41% selected lack of planning, 18% selected selection of inappropriate major, 51% selected poor study habits, and 39% selected test anxiety.
- What services do you think OCCC needs to offer students who have been placed on academic probation? Theme: The majority of students stated they would like more tutoring services offered, connect students for group study sessions, and possibly individual counseling sessions with students as services OCCC could offer to students on academic probation.

Advisement

Distance Advising

A link was maintained on the Advising and Career Services web site (http://www.occc.edu/ACS/Distance2.html) for students to ask questions and receive general advising via email. Leslie Jones, Coordinator of Transfer and Distance Advising, and Elsa Gonzalez, Advisement Support Assistant, received these emails. The majority of the questions were requesting general information about OCCC, transferring to and from OCCC, classes offered at OCCC, career choices, and probation and academic forgiveness.

All of the distance advising email requests received a response within 24 hours. The increase in emails received from FY 2007 to FY 2008 reveal a need for this service and a continuation and development of a system to allow direct academic advising.

Diversified Studies

247 Diversified Studies Contracts were processed during FY2008. This is a reduction of 35 contracts compared to FY2007. The procedure for processing Diversified Studies Contracts is as follows:

1. Contracts are completed by the student and an academic advisor.
2. Contracts are sent to the Coordinator of Transfer and Distance Advising for review and logged into the tracking system.
3. Contracts are then sent to the Coordinator of Multi-Divisional programs in the division of Arts & Humanities.
4. Once approved, the contracts are sent back to the Coordinator of Transfer and Distance Advising, logged in, major changed in Datatel, request for an advisor sent to Arts & Humanities.
5. The contract is then sent to Graduation Services to be entered into the system as the student's degree plan.

Qualitative and Quantitative Assessment and Usage Data:

Comparison of Visits By College

University	Total Visits FY 2008	Total Visits FY 2007
BYU Indep. Study		1
Cameron	7	2
DeVry		13
ECU	6	6
Kaplan		1
Langston	11	31
MACU	30	19
Newman	14	13
OBU	3	3
OKCU	5	11
Oklahoma Christian. Univ.	4	
Oral Roberts Univ.	1	
OSU	2	6
OSU-Tulsa	3	
OU	25	25
OU-CCE	12	13
OU-CLS	30	5
OU-College of Journalism	4	
OUHSC	1	
Regis		2
Rogers State	1	1
SNU		3
SOSU		14
St. Gregory's	7	7
SWCU	33	5
UCO	30	15
Univ. of Phoenix		1
USAO		4

Summary of Visits By Month

Month	Total College Visits FY 2008	Total College Visits FY 2007
July	8	22
August	12	24
September	22	20
October	23	19
November	20	23
December	19	15
January	29	9
February	34	20
March	18	18
April	30	13
May	7	15
June	7	7
TOTAL	**229**	**205**

Summary of Transfer Tours

University Offered	Total Visits Scheduled	Total Students Signed Up	Total Students Attended	Month	Total Visits	Total Students Attended
UCO	5	62	30	October	2	12
OU	6	65	36	November	3	21
OSU	1	4	2	February	4	15
SNU	1	0	0	March	4	27
OKCU	1	5	3	April	1	2
USAO	2	8	6	May	0	0
OU-College of Journalism	1	2	0	June	3	3
TOTALS	**17**	**146**	**77**		**17**	**80**

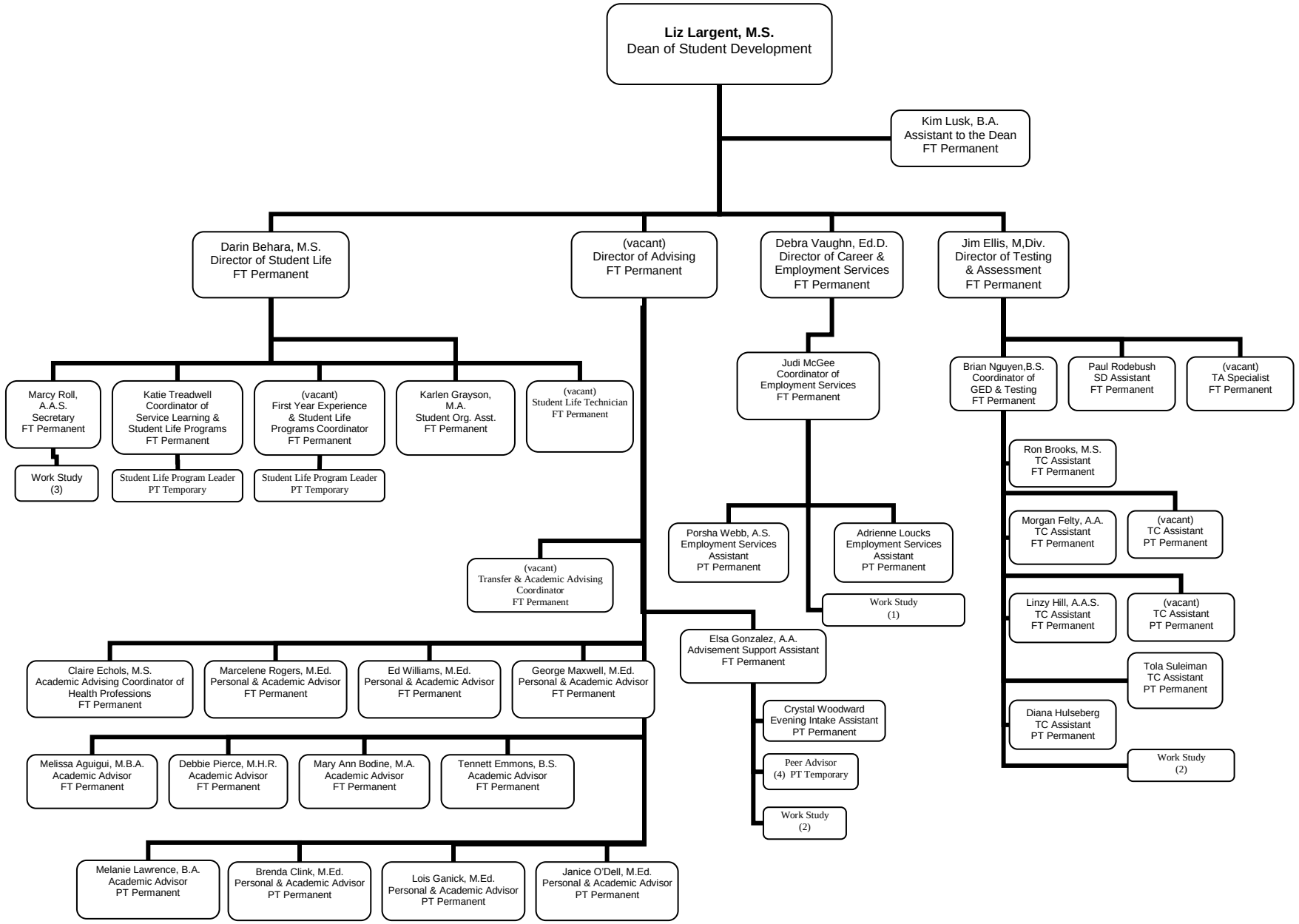
Distance Advising Totals

# Distance Advising Emails Received FY 2008		# Distance Advising Emails Received FY 2007
July 38		July 11
August 47		August 37
September 36		September 29
October 71		October 52
November 39		November 36
December 44		December 25
January 87		January 51
February 48		February 30
March 42		March 29
April 67		April 54
May 67		May 47
June 30 as of 6.23		June 18
TOTAL 616		**TOTAL 419**

Future Plans:

Expansion of Transfer Center and Services Offered	♦ Increase number of universities represented. Call and confirm the day before the Fair that the rep. plans to attend. Increase advertisement of the Fair to students; i.e. mailers, emails, booths, flyers, surveys, inform faculty. ♦ Continue to take groups of students to UCO, OU, USAO, OKCU, & OSU. Survey students to determine other university to include. Advertise more, send mailers inviting students to sign up. ♦ Maintain calendar of visits. Increase frequency of university visits to OCCC and encourage consistency. Have a university rep. present a transfer recruitment program or transition seminar. ♦ Continue to offer the Transfer Guide to students via mail, in person, or on the Transfer table. Enhance, update, and increase the information within the guide. ♦ Offer the Recruitment Training Program once or twice a year and increase the number of students on the panel; alumni, current, and new students. ♦ Offer a Transfer Workshop to students every semester to inform and prepare students for the transfer process. ♦ Strive to provide more Transfer Center Services to evening students.

Student Development
July 1, 2008

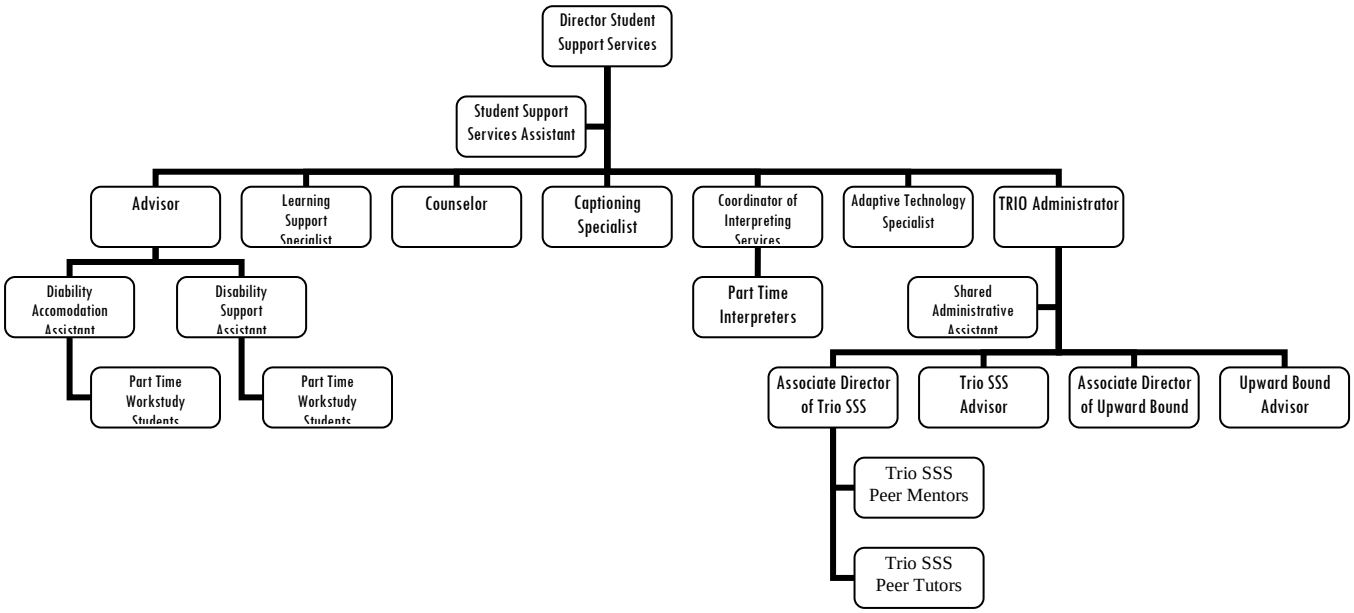


Student Support Services

Mission: Student Support Services provides exceptional services and resources that promote personal growth and educational success.

Organization and Management:

Total FTE: 12.63 Non-Exempt: 6 Full-time Part-time temporary: variable
Exempt: 4 Full-time Part-time temporary: variable
Federal Workstudy: Variable



Advisor to Students with Disabilities: Master of Social Work, LCSW
Adaptive Technology Specialist: B.A, Adaptive Technology Certification
Disability Accommodation Assistant:
Captioning Specialist: A.A., Court Reporting Certification
Coordinator of Interpreting Services: A.A., A.A.S, Interpreting Certification
Counselor: Master of Counseling and Psychology (vacant)
Disability Support Assistant:
Learning Support Specialist: Master of Educational Psychology
Student Support Assistant: A.A.
TRIO Project Administrator: Master of Counseling or Related Field (vacant)
Director: Master of Education, Interpreting Certification
Interim Director of Grants: Masters in Educational Psychology
Assistant Director of TRIO SSS – vacant
TRIO SSS Advisor/ Counselor, LPC, Master of Science in Applied Psychology
TRIO SSS Project Assistant: Bachelor of Science in Psychology
Assistant Director of TRIO Upward Bound: Master of Human Resources

Advisor/Counselor of TRIO Upward Bound: Master of Science in Psychology

Staff Development:
College procedure is for each staff person to participate in safety training. This past year we have received training in the following areas: Hazard Communications, and regular quarterly safety training.

Specific Professional Development Opportunities included:

Advisor: OK-AHEAD spring and fall, A Strength Based Approach to Asperger's, Poverty in Education workshop Nonverbal learning Disorder and High Functioning Autism. October 2007 AHEAD Management Training, New Orleans January 2008 Dealing with Difficult People, May 2008, Psychological First Aid.

Adaptive Technology Specialist: Poverty in Education workshop Dealing with Difficult People workshop, AHEAD Technology Training, New Orleans January 2008, AHEAD July, Low Vision and Blindness workshop, Psychological First Aid, Reducing Violence Against Women, Webcast: Deaf Students in On-line Classes, Using Facebook

Disability Accommodation Assistant: Poverty in Education workshop, Dealing with Difficult People workshop, OACC, Fall OKAHEAD, Spring OKAHEAD

Disability Support Assistant: Ok-AHEAD Daisy training, Poverty in Education workshop, Dealing with Difficult People workshop,

Captioning Specialist: Dealing with Difficult People workshop

Coordinator of Interpreting Services: PEPNet Conference in Columbus, Ohio Dealing with Difficult People workshop

Counselor: Poverty in Education workshop, APA conference San Francisco, Webinar for Crisis on Campus, Mental Health and College Students

Learning Support Specialist: Poverty in Education workshop Dealing with Difficult People workshop, NACADA conference in Baltimore, SI training in Kansas City, Psychological First Aid

Director: AHEAD, Poverty in Education workshop, Dealing with Difficult People workshop, AHEAD,
Achieving the Dream Institute, PepNet, NACADA conference in Baltimore, UCO Crisis Intervention, OSU Emergency Response, Psychological First Aid.

Student Support Assistant: Dealing with Difficult People workshop, Poverty in Education, OACC

TRIO Advisor/Counselor: COE Annual Conference, Ethics Training, AHEAD TRiO Training

TRIO SSS/Upward Bound Assistant: Institute Framework for Understanding Poverty

Financial Resources:

Student Support Services: Total $594,317
Personnel Salary and Benefits: $474,728
Part time temporary: $87,245
Contract Service: $3,291
Initiatives for 2008: $12,500
New office workstations for additional personnel: $7,100
E-text conversion to supplement Initiative: $1,250
Operations: Supplies, Memberships, Services $8,203

Program Highlights & Information:

- TRIO programs for Upward Bound and Student Support Services were made part of the overall Student Support Services department. The Learning Support Specialist has served and continues as Interim Director for both programs until a TRIO Administrator can be identified and hired.
- Reorganization of personnel structure has given opportunities for additional expansion of full time employees. Search teams have been interviewing regularly throughout the year and have successfully hired the following: Assistant Directors for both TRiO SSS programs and an Advisor/Counselor for the Upward Bound Program. The search continues to find an Administrator and another Advisor/Counselor for the TRiO Student Support.
- The first full-time mental health counselor gave opportunities to service students and faculty.
- Research for responding effectively and efficiently to a campus crisis with mental health counseling resources has been a big effort to bring forth a recommendation to the college at a later time.
- Achieving the Dream leadership teams have and will continue to engage many staff members as we research best practices and make recommendations.
- Realignment of disability staff allowed more seamless hand offs for students.
- Staff continues to commit to instruct the Success in College and Life Course.
- The Supplemental Instruction Program was successfully utilized and is being transferred to the Coordinator of Learning in Academic Affairs.
- Continue to liaison with faculty to further improve access for students with disabilities.
- A hiring manual was created to assist Supplemental Instruction Leaders and faculty through the on-line hiring process. The manual facilitated the process much more smoothly in the spring resulting in 114 sessions receiving SI.

- The Carl Perkins grant was monitored for FY08 and resubmitted for $159,000 for FY09.
- New Student Support Services brochures were created and distributed.
- SMART Single Mother's Academic Resource Team initiative.

Qualitative and Quantitative Assessment and Usage Data:

All assessment and usage data is reported throughout the rest of the document as it pertains to each functional area.

Future Plans:

- Research and support service for the Veteran's initiative with Financial Aid Veteran's Coordinator.
- Support for OCCC's "Achieving the Dream" project.
- Develop surveys for students and faculty to determine the types of support systems that need to be initiated and then establish as funds are available.
- Collaborate with faculty and ATD committee to change or strengthen the Early Alert Warning System.
- Support training opportunities for faculty and staff through the Carl Perkins grant.
- Investigate creation of IPOD delivery of information for student success.
- Collaborate with Learning labs for supporting students in Developmental classes.
- Provide opportunities for students to mentor through the SMART program.
- Continue to provide projects, workshops, and training for faculty, staff and students by means of existing venues and more deliberate separate delivery modes.
- Write for the Student Support Services TRIO grant in the fall.
- Update the website.
- Realign job descriptions within the department to respond to student needs.

Learning Support
Early Alert

Program Highlights & Information:
Early Alert is an electronic warning system used by faculty to indicate that a student is not performing well or may need some type of support to successfully complete a class.

Qualitative and Quantitative Assessment and Usage Data:

Referrals At A Glance
Fall of 2007: 512
Spring of 2008: 353
Total for 07-08 year: 865

Number of Faculty Sending Referrals: 108

Future Plans:

- Support and collaborate with ATD committee to review and research best practices for an Early Alert System. Explore options for change and improvement strategies.
- Earlier and more widespread use by faculty will be encouraged.
- Use during intersessions will be encouraged.
- A critical thinking class for students interested in allied health programs will be developed; this will allow for a more proactive approach to some of the issues these students face once in the programs and will allow more attention to be focused on intervention strategies for other students.

Supplemental Instruction (SI)

Program Highlights & Information:

- Student leaders work with their respective professors and hold study sessions outside of class to help current students learn how to think critically and problem solve for the classes.
- Learning Community (LC) classes were supported by SI. All but one SI leader had been identified for the 07f term.
- On June 8, training for the LCSI student leaders was held.
- An all faculty email was sent at the end of 07sp to alert faculty that SI funds would be available for FY08 and to solicit participation in the program.
- A room for SI study sessions has been identified on the first floor of the Library. SI session schedules will be posted outside this room and also on the Student Support Services website.

Qualitative and Quantitative Assessment and Usage Data:

- The program has been adjusted so that programs with standard syllabi, such as computer science and math, could utilize the same SI student leaders. SI leaders held their meetings in a room designated for Supplemental Instruction in the Library or in a lab if special equipment or resources were needed.

Spring 2008
Courses and Number of Sections
Supported by Supplemental Instruction

Arts and Humanities

Course or Program	Number of Sections Supported
Ceramics I and Ceramics II	4 sections
English Composition I	4 sections
GCOM (total program)	32 sections
Elementary Spanish I, Conversational Spanish I and II	14 sections
Division Total	**54 sections**

Information Technology

Course or Program	Number of Sections Supported
Beginning Programming	6 sections
Java	4 sections
Game Development and Design Concepts	1 section
3D Rendering and Design	1 section
3D Character Design and Animation	1 section
Division Total	**13 Sections**

Math

Course or Program	Number of Sections Supported
Developmental Math	14 sections
College Algebra	2 sections
Contemporary Math	1 section
Department Total	**17 Sections**

Science

Course or Program	Number of Sections Supported
Comparative Vertebrate Anatomy	1
General Zoology	6
Human Anatomy	2
Engineering (various classes)	7
Departmental Total	**16 Sections**

Social Science

Course or Program	Number of Sections Supported
American History before the Civil War	7
American History since the Civil War	1
American Federal Government	6
Division Total	**14 Sections**

Total Sections Across Divisions **114 Sections**

Future Plans:

- Administration of this program will move to Academic Affairs.
- Faculty will continue to be encouraged to participate in SI so that more sections of courses are covered and persistence/retention rates are positively affected.

Health

Program Highlights & Information:

- Brochures and other print information related to health are available for students on the wall outside the Student Support Services office.
- Links to health related information are available from the Student Support Services website.
- Insurance information is available for students in the information center on the wall outside the Student Support Services office and as links on the Student Support Services website.
- The brochure, “Learning About Your Drug, Alcohol, and Tobacco Free College” was updated and made available to students through Recruiting and Admissions, in the information center on the wall outside the Student Support Services office, and as a link on the Student Support Services website. These updates were also submitted for inclusion in the FY09 Student Handbook.
- Although not due this year, the Biennial Review will be updated and filed.
- A letter was written to the *Pioneer* regarding MRSA and other strains of drug-resistant bacteria and how students can lessen their chances of contracting them.
- A “Counselor’s Corner” piece addressing the health benefits of sleep was included in one issue of the *Pioneer.*

Qualitative and Quantitative Assessment and Usage Data:

- Between 200 and 300 packets of health insurance information have been distributed this year.
- Approximately 100 handouts on various health related topics have been distributed.

Future Plans:

- Conduct Student Success Seminars on health related topics.
- Identify and sponsor guest speakers to present on health related topics.
- Write more articles on health related topics for the *Pioneer*.
- Identify health related community resources to place on the Student Support Services website.

Student Success Seminars

Program Highlights & Information:

Student Success Seminars are workshops designed to teach students about topics related to their academic success, such as identifying one's learning style, developing effective study strategies, and reducing test anxiety.

- Seminars are typically an hour in length.
- Special topics may be requested by specific programs or by individual faculty (e.g., critical thinking for nurses or learning to set goals for students in developmental courses).
- The link between one's health and one's academic success is stressed.
- Workshop topics included effective study strategies and effective test-taking strategies.
- Handouts on various student success topics are available at the Office of Student Support Services.
- Links to websites providing information on Learning Styles, Critical Thinking, Study Skills, Test-taking Skill, and Alleviating Test Anxiety are available on the Student Support Services website.

Qualitative and Quantitative Assessment and Usage Data:

Future Plans:

- Workshops will be presented for nursing students entering the traditional and LPN-to-RN nursing tracks during 08SU and 08F.

Counseling

Program Highlights & Information:

The Office of Student Support Services introduced Professional Counseling services to OCCC students in April 2007. The Licensed Professional Counselor's goal is to provide quality services to students in a manner that promotes learning and personal growth. This is accomplished through supportive, solution-oriented interventions and educational services.

- **Counseling** - The counselor will provide short-term counseling based on the needs of the student.

- **Referrals** - When it is determined that the student can best be assisted with consistent, long-term counseling, a referral system is available to help students access community resources.

- **Casework Management** - The counselor provides and maintains a confidential system of casework management as appropriate to the requirements of the individual and for the purposes of statistics, documentation, and reporting.
  *****Developed emergency protocols/procedures
  *Created casework documentation

- **Outreach** - The counselor will lead and/or collaborate with other departments to provide training sessions and workshops to enhance students' abilities to develop strategies to address issues of potential impediments or deterrents toward reaching their educational goals.

  - Provided Students in Distress handbook for faculty on line and hard cover.
  - Provided comprehensive website with many helpful links for mental health
  - Provided workshops about:
    - ✓ Rape and Sexual Assault
    - ✓ Sleep Deprivation
    - ✓ Regrouping after Mid-terms
    - ✓ Holiday Stress
    - ✓ WOW session for faculty/staff
    - ✓ Gambling Addiction

Qualitative and Quantitative Assessment and Usage Data:

- Close to 100 students had an initial assessment in the counseling office.
- Faculty continue to be the most active point of referral origin.
- The counselor has addressed a wide variety of issues ranging from depression, anxiety, suicide ideations, domestic violence, relationship problems, eating disorders, academic success, and health issues.

- Approximately 50% of the students have been referred to community services for further counseling.

Future Plans:

- Assist Behavioral Team by providing consultation.
- Continually update website linkages to reflect current student issues.
- Offer student organizations information on counseling program and workshop/seminar possibilities.
- Promote through different venues to the campus community that counseling services for current students are available.
- Hire additional staff.

Disability Services

Program Highlights & Information:
The Office of Student Support Services continued to create and provide ADA accommodations and services to students.

Other programs that we continued this year included:

- High School recruitment – provided campus tours and disseminated post-secondary disability information to students and high school counselors.
- Ability Awareness Week – Collaborated with Student Life and the Empowered Students and Individuals club to provide a campus wide awareness of disabilities.
- Increased membership of ESI (Empowered Students and Individuals).
- Graduation reception for the students that graduated during the fall or spring semester.
- Provided free psycho-educational evaluations through OU Counseling and testing services.

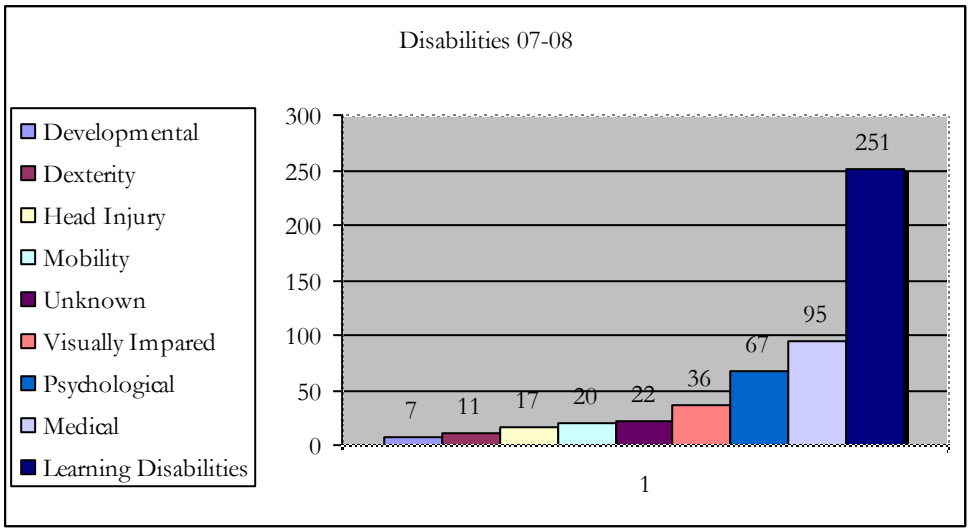
New Programs this year included:

- Developed and utilized an assessment of student strengths and needs for at-promise students in order to more effectively connect students to resources and services that will help them be successful.

Qualitative and Quantitative Assessment and Usage Data:
551 open files reflect Section 504 and ADA related advisement activity during FY 07-08 (summer 07, fall 07 spring 08). Of those 551 students, 395 were new students.

- Types of Disabilities, or special conditions reported in the open files are as follows:

251	Learning Disabilities (Including ADD/ADHD)	17	Head injury
67	Psychological/Emotional	11	Physical Dexterity
95	Medical	26	Hard of Hearing
20	Physical Mobility	22	Courtesy/unknown
36	Vision Impaired/Blind	8	Developmental



- In an effort to ensure that appropriate accommodations were provided to students, survey forms were sent to faculty the fall and spring semester.

- **Fall 07 Semester:**
  Two hundred and sixty (260) surveys were sent to faculty in the fall 07 semester with a 62 % response rate. 78% reported providing the accommodations suggested by the Advisor and 19% responded that they provided assistance other than what was requested by the Advisor.

- **Spring 08 Semester:**
  Two hundred and fifteen (215) survey requests were sent out to faculty in the spring 08 semester, with a 67 % response rate. 92.5 % reported providing the accommodations suggested by the Advisor and 23 % responded that they provided assistance other than what was requested by the Advisor.

Student Satisfaction Surveys:

There were (449) student survey requests sent during the fall '07 semester with a 10 % response rate (43 responses) AND (525) student survey requests sent for the spring 08 semester with a 10 % response rate (55 responses). The response rates may be too low to provide an adequate picture of what each student's satisfaction is with our office.

Future Plans:
Future Plans include the continuation and growth of last year's goals along with implementing new programs.

- Those programs we want to continue:
  - Psycho-educational testing for students – to provide testing for students.
  - Continue providing tours for local high schools and collaborating with high school counselors.

    - Continue growing the ESI (Empowered Students and Individuals) club to promote social support and disability awareness on campus.
    - Continue improving assessment of student strengths and needs for at-promise students in order to more effectively connect students to resources and services that will help them be successful

- New Plans include:
    - Represent the college by board membership of the State Association for Higher Education and Disability.
    - Look at new ways of computer based accommodations to provide better delivery to faculty.

Alternative Text

Program Highlights & Information:

Alternative Text is an accommodation for at promise learning disabled, low vision, and blind students to have equal access to the learning environment. Students with appropriate documentation may receive their text books, and instructional materials in an alternative formats, such as, word (which can be read to a student with certain software as they follow the text), enlarged text or audio CD. Adobe, Abby Fine Reader, Wynn, Word, and Text Aloud are software programs that are used to achieve this.

The process is to request books from the publisher first, but most of the time our office receives copyright permission to change the format. Books must be acquired, scanned, and changed into a format for enlarged text, a format that can be read by certain software or transferred into a software to make an MP3 audio file.

This office goes a step further than most institutions as it strives to provide the best accommodation for each student. Because we truly care, it is our sincere hope that each individual whom we have contact with will accomplish their goals, their dreams and achieve success.

Qualitative and Quantitative Assessment and Usage Data:

The total number of books requested for alternative text for Fiscal year 2007-2008 is 61. The requests were as follows:

Summer 2007	4 Books requested
Fall 2007	27 Books requested
Spring 2008	30 Books requested

Total Books Requested: 61

This workload is accomplished with four to five work study positions, along with the Disability Support Assistant. The time it takes to convert a book into these alternative formats depends on what format is needed, the graphics of the text, and how many chapters or pages are in the book.

Future Plans:

Student Support Services will continue to purchase equipment and software as it becomes available to provide an even better product.

This office will continually strive to work with the textbook publishers to procure E-text.

Adaptive Technology

Program Highlights & Information:

One new notebook computer was purchased through the Carl Perkins Grant to be used with a new piece of adaptive equipment the ONYX magnifier. This magnifier is used by students with low vision who need adaptive equipment to see the classroom chalkboard.

A total of $35,470 was spent from the Carl Perkins Grant for adaptive technology, software upgrades, student psycho-educational testing, and a new high speed scanner for the E-Text Lab.

Adaptive Technology Lab:

JAWS screen reading software for blind students, Dragon Naturally Speaking software, and WYNN software for learning disabled students was upgraded. This area contains a printer for student use and a partitioned area for use of Dragon Naturally Speaking speech to text software. JAWS and WYNN software are available for student use in the Adaptive Technology Lab, Communications Lab, Library, and the Computer Lab.

Training:

Six students were trained in the use of the following adaptive software: JAWS screen reading software for blind students, WYNN software for learning disabled students, and Dragon Naturally Speaking speech to text software for students with dexterity disabilities.

Qualitative and Quantitative Assessment and Usage Data:

The Adaptive Technology Lab was used by five students with disabilities for test taking with adaptive software.

Future Technology Acquisitions:

Proposed purchases of $3,000 for adaptive software upgrades was included in the application for the Carl Perkins Federal grant for fiscal year 2009.

Interpreting Services and Community Outreach

Program Highlights & Information:
Provide access, opportunities, and quality accommodation services that include advisement, classroom and extra-curricular interpreting, providing notetakers, and tutoring for students who are deaf to achieve their academic and personal goals. Community Outreach includes a collaborative effort among the college, community, local and regional day programs for the Deaf and the residential school for the Deaf to recruit potential students to OCCC, provide information regarding the services provided, and increase awareness of deaf issues and American Sign Language.

- **Interpreting:** 816 classroom hours of interpreting for twenty five classes were requested.
- **Extra-curricular Interpreting:** Provided 20 additional hours of extra-curricular interpreting. This included special presentations on and off campus, student participation in club activities, and site tours.
- **Notetaking:** Peer notetakers provided classroom notes for students. The amount is dependent on the type of class taken and the number of classes requiring notetaking services.
- **Tutoring:** Provided 80 hours of individual tutoring in classroom subjects, as well as interpreting for on-campus learning and tutoring labs.
- **Advisement:** Provided 30 hours of student advisement relating to course work, accommodations needed, and classes required for transfer to other educational institutions and vocational programs, and explanation of college policies and procedures.
- **Outreach:**
    - College Fair Day at the Oklahoma School for the Deaf in Sulphur, Oklahoma.
    - Professional Day at West Moore High School to provide career information on interpreting for the Deaf.
    - Provided workshop on Baby Sign Language to the Child Development Center.

Qualitative and Quantitative Assessment and Usage Data:

- On-line Student Satisfaction Survey sent to all deaf students at the end of each semester to be used as a tool to evaluate service provision and provide an avenue for students to express concerns or issues related to accommodations. Surveys are anonymous and confidential. Of the surveys returned 100% indicated that services were excellent.
- Retention of students: Fall 07 – 2 new students. Spring 08 – 4 students; 1 returning; 1 retained from Fall 07 and 2 new students. Summer 08 – 1 returning student.

Future Plans:

- Maintain strong, positive liaisons between faculty, staff and students to ensure student success and retention.
- Continue college and community outreach through established avenues.
- Investigate and set up yearly Open House and Tour for parents and students.
- Develop and implement sensitivity training relating to deafness for the nursing and paramedic program.
- Continue “Discovery” and WOW sessions, and Brown Bag lectures in American Sign Language.

Captioning Services

Program Highlights & Information:

Captioning services include providing real-time captioning for academic and college activities for students who are hard of hearing or deaf but do not know sign language. Captioning services also include providing open or closed captioning of instructional video information.

Providing positive liaison services between those students and faculty is also an important function to ensure smooth accessibility can occur not only in the classroom but also in the timely completion of captioning video requests.

- A lot of time and effort was spent this year in updating equipment and technology. The captioning equipment was non-operational for several months while the upgrades were being put into place. However, with a lot of patience and help from the AV Department, we are now able to caption in open captions, closed captions, in web format and for broadcast television.
- This year a cooperative project was completed with Audio Video Services department to make all science lab videos available on-line. Also a set of promotional video was completed, with captions, to support a newly established student retention class called “Success in College and Life.” These videos were captioned on discs, on the web, and in closed captioned format.
- Additionally, we are now able to close caption in Spanish.
- An effort was made this year to build the base for captioning services. Two student captioners were given the opportunity to do in-class internships to help them complete their program requirements, and the Captioning Specialist worked with the new hiring system to qualify 3 contract captioners to work at short notice. The Captioning Specialist also spent time on program development with the in-house captioner for OU, strengthening relationships in the captioning community.
- One student utilizing this service received a scholarship from a state organization.
- The Oklahoma City Consortium and Pathways retained our services to caption a promotional video to air over broadcast television.

Qualitative and Quantitative Assessment and Usage Data:

- Classroom Real-time: **672** hours of classroom real-time were requested.
- Instructional Video Captioning: **997** minutes of captioning in **90** videos
- Math lab support videos: **34** modules of Basic Math, 2 Metric Conversion Lectures, and because we were making the effort, we were able to obtain a complete complimentary updated captioned set of Calculus Concepts support videos from the publisher.

- Closed Captioned Instructional Videos: **18** videos
- Transcription: **81** Projects
- Captioning: **90** projects.

Industry standards dictate that in order to provide 1 hour of video captioning it requires an additional 10 hours for preparation.

Future Plans:

FY09 new equipment and software will be used to make production more professional and efficient.

Federal Funded TRIO Programs
Upward Bound and Student Support Services

Program Highlights & Information:

TRIO programs are funded through the United States Department of Education. The purpose of these programs is primarily to level the playing field for students who historically have been excluded from, or offered limited access to, higher education. Programs are designed to raise awareness of college for students not yet old enough to attend and to help integrate college aged students into campus life and connect them with appropriate resources.

Focus: TRIO SSS Program

TRIO Student Support Services

- Serves 160 OCCC students
- Targets students who are first generation college students, students with documented disabilities, students who have exhibited a financial need as evidenced by eligibility for PELL, and who have an academic/educational need
- Provides peer tutoring and peer mentoring services
- Provides opportunities for cultural enrichment
- Takes students to transfer institutions to help facilitate the transfer process.

Financial Resources:

TRiO Student Support Services Grant: $223,015
(includes $4,426 in rollover funds from FY 07)
Personnel Salary and Benefits: $168,475
Part-time Temporary: $21,482
Contract Services: $350
Materials and Supplies: $2,300
Travel: $5,255
Participant Activities: $3,586
COE Membership: $950
Indirect Cost: $16,191

Program Highlights & Information:

Welcome Back to School	August 21 & August 22, 2007
Information regarding classes	August 27; October 23, April 18, 2008
Movie nights focusing on topics such as race, motivation, etc.	October 4, November 1,December 6, February 7, March 6, April 3
Transfer Trips to UCO	November 10, 2007 & February 22, 2008
Transfer Trips to OU	October 10, 2007
TRIO Day at the Legislature	February 13, 2008

End of the Year Recognition	May 13, 2008

Qualitative and Quantitative Assessment and Usage Data:

- Number of students served 160
- Tutoring hours 346 hours
- Contact hours 635 hours and 43 minutes
- Number of students who graduated Approximately 25
- Number of students who transferred Approximately 20

- Data is maintained in each respective TRIO office and submitted to the United States Department of Education at the end of each semester

Future Plans:

1. Participants accepted into the program will be asked to sign an agreement outlining the expectations we have of the participant and what they can expect from TRIO SSS Staff.
2. Provide 3 hours of training in August for Peer Mentors and Peer Tutors to better prepare them to assist students.
3. Follow-up with students participating in tutoring sessions to assess the efficacy
   of the tutoring program.
4. Continue to track students who apply for the program and schedule intake appointment for students within two weeks of application date.
5. Continue to place fliers regarding TRiO SSS at various points around campus as well as provide information to faculty and staff regarding the TRiO SSS program.

TRIO Upward Bound

- Serves approximately 60 students from eight metro area high schools.
- Provides weekend and after school tutoring.
- Offers workshops on various topics of interest such as how to budget money, uses appropriate etiquette in social situations, protecting one's self from STD's, etc.
- Provides opportunities for cultural enrichment.
- Provides a summer program to bring students to campus for various classes.
- Offers a summer bridge program for graduating seniors to take college classes.
- Takes students on campus visits.

Financial Resources:

Upward Bound TRIO Grant - $295,836
Personnel Salary and Benefits: $168,475
Part-time Temporary: $31,450
Travel: $11,500
Materials and Supplies: $3,700
Contract Services: $5,300
Training Stipends: $58,433
Indirect Cost: $16,978

Program Highlights & Information:

15 students graduated from high school & all of them have been accept into a postsecondary institution for the fall semester. Seven of the seniors are enroll at OCCC this summer in the Bridge Program. One student received the Gates Millennium Scholarship & another one received the Clara Luper Scholarship. The student that received the Gates Scholarship was also Valedictorian of his graduating class at Southeast.

Student Activities:

Fall Orientation	September 15
SWASAP Student Leadership Conference	November 3 5 students
	September 21– 23 33 students
Bake Sale Fundraiser	October 18 21 students
Car Wash Fundraiser	October 19 17 students
CAT Survey/Testing	January 19 54 students
Make-up CAT Survey/Testing	January 31 7 students
Sweetheart Dance	February 23 46 students/28 alumni
Etiquette Workshop	March 27 43 students/16 adults
STD Workshop	April 24 40 students/9 adults
Monthly Group Counseling Session at all target schools	September – May
Monthly Student Council Meetings	September – April
Senior Meeting	October 24 8 students
18 various community service projects	Christmas Connection, Special Olympics Feed the Children and Food Bank
Financial Meeting for Seniors & their parents	February 12 4 students/2 parents
Tutoring Sessions	January – May – 6 hours each month
Trio Day at State Capitol	February 13 8 students
UB Student Leadership Conference	April 11 -12 4 students
UB Graduation Celebration	May 16 38 students & 5 parents
Senior Appreciation Dinner	May 18 9 students
Summer Session Orientation	May 29 44 students & 5 adults
Trivia Event	June 13 48 students & 6 staff members

Qualitative and Quantitative Assessment and Usage Data:

- Students complete an evaluation after each workshop, activity, cultural event, campus event, tutoring, end-of-year, summer mini –college program or leadership workshop. We also require the student to take the CAT Survey at the beginning and the end of each academic year. Summer instructors give the students a pre and post test for course work.

- Data is maintained in each respective TRIO office and submitted to the United States Department of Education at the end of each semester

Future Plans:

ACT Prep Workshop
PSAT Prep Workshop
Confidence
Money Management Workshop
Summer Program (6 weeks)
Bridge Program (8 students)
Campus Visits
UB Olympics
Date Rape Issue
Improving Your Self
Teen Pregnancy
Community Service Projects
Test Anxiety Workshop
Time Management
Job Shadowing Program