

**Enrollment and Student
Services**
Putting the pieces together



2008 – 2009 ANNUAL REPORT

**Oklahoma City Community
College**

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ADMISSIONS AND RECORDS
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:

Katie Kennedy is attending University of Central Oklahoma working on her Masters degree in Adult Education and Kyron Smoot has been accepted into the Masters program at Southern Nazarene University. He will begin taking classes there next spring. Jennifer Demas took an excel course to improve her computer skills. She also just qualified for American citizenship. Congratulations to her! Amanda Williams was hired in April to replace Natalie Wells who left last October. Kyron Smoot represents our office on the new Enrollment and Student Services Advisory Board (ESSAB) which was formed this year.

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

Barbara Gowdy, Director
Quartz Mountain

OACRAO Fall Conference,

Spring OACRAO Regent
Policy workshop, Oklahoma
City
Women in Higher Education
Conference, Edmond
SACRAO Conference, New
Orleans

Katie Kennedy, Graduation Advisor,

Spring OACRAO Regent
Policy workshop, Oklahoma
City; Women in Higher
Education Conference,
Edmond

Financial Resources:

Graduation Services Budget is funded through E&G:

Personnel Salaries and Benefits	\$271,145.00
Operations, Supplies, Memberships, Services	9,265.00
Total	\$288,410.00

Note: Last year we received \$1500 to mail out diplomas. This fiscal year we did not have these monies; therefore, money from supplies was moved in order to continue to mail out diplomas for FY 2009. With rising costs in postage, hopefully we can continue this service through all 3 semester.

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.
- 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:

- Held the “Degree Check It Out” event in the fall and spring semesters.
- Participated with Advising and Career Services in the Transfer fairs held in the fall and spring.

Future Plans:

- Continue with degree “Check it Out” events in the fall and spring semesters.
- Resume contacting the 45 hour students with letters encouraging them to come in and visit with a graduation advisor to discuss degree options.

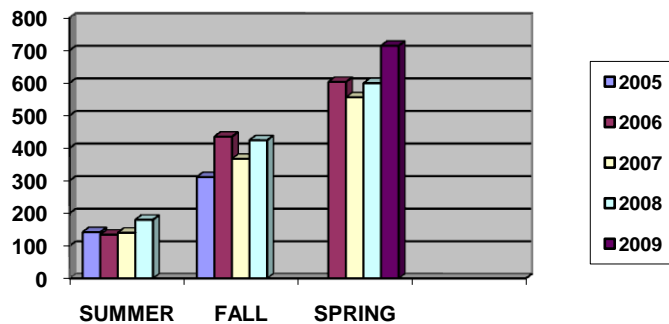
Graduation Audits

Program Highlights & Information:

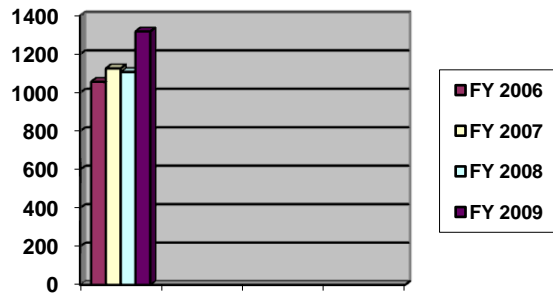
- Graduation Advisors were responsible for manning the degree “Check it Out” events, the transfer fairs and meeting with the health program classes.
- Graduation files were made for each graduation application received, degree audits processed and correspondence sent to students with copies to faculty 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.
- Diplomas were printed and mailed to students at the end of each semester.

Qualitative and Quantitative Assessment and Usage Data:

- One thousand, three hundred and seventeen (1,317) degrees and certificates were conferred. This represents a 19% increase over last year.



- This chart represents the differences in the number of degrees and certificates awarded for the last four fiscal years per semester. Summer 05 -142; Summer 06 – 134; Summer 07- 140; Summer 08 – 180; Fall 05 – 311, Fall 06 - 435; Fall 07 -367; Fall 08 – 424; Spring 06- 603, Spring 07- 557; Spring 08 – 599; Spring 09 – 713.



- **This chart represents the total number of degrees and certificates awarded for the 06, 07, 08 and 09 fiscal years. FY 06 was 1056, FY 07 was 1126, FY 08 was 1106 and FY 2009 was 1317 which represents a 19% increase.**
- 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. Almost one thousand degree advisement worksheets were received and entered into students' degree audits. This represents a 65% increase over the previous year.
- Diversified Studies Contracts were audited to ensure compliance with all institutional and OSHRE policy. Approximately two hundred and thirty (230) approved Diversified Studies contracts were 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.
- Over six hundred twenty degree audits were completed for students who were required to submit a form for continued eligibility for financial aid purposes. This represents a 77% annual increase in forms processed.
- The office worked closely with the Health Professions area to ensure that "early" transcripts were available to health profession licensure boards, thereby insuring that graduates met time sensitive deadlines regarding board exams. Over 200 transcripts were prepared and made available immediately after the degree was posted for the nursing department to deliver to the Nursing Board.
- Diplomas were mailed out to students at the end of each semester. Spring diplomas were processed and mailed almost 1 month earlier than in the prior spring.
- All Curriculum changes and new programs were entered into the student information degree audit system. Director continues to serve on Curriculum Committee.

Future Plans:

- Review and improve procedures as needed.

Credentials

Program Highlights & Information:

- Graduation 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.
- Graduation staff, an advisor and admissions officer were given permission by College Service to test their Transfer Evaluation System. Based on their recommendations, this system was purchased for the upcoming year.
- This is the second year that we have been responsible for the forgiveness process. Applications for forgiveness continue to be processed in a timely manner.

Qualitative and Quantitative Assessment and Usage Data:

- Approximately, 117,777 transfer courses were entered in the student system, evaluated and posted to individual student records. This is a 42% increase in courses. This represents approximately 336,555 credit hours which is a 41% increase. The office and staff worked diligently this year in an effort to get transfer credit entered and evaluated in an efficient and timely manner.
- Two hundred and twenty eight 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 two thousand seven hundred forty seven hours awarded. This is slightly up from last year's numbers.
- Staff continues to work closely with faculty and divisions to ensure accuracy of course equivalencies through transfer credit, testing, etc.
- Staff continues to process applications for forgiveness in a timely manner.
- Eight hundred and sixty (860) requests for the Repeat Provision of the State Regent's Academic Forgiveness policy were submitted, resulting in the approval of forgiveness for 4,423 semester hours.
 - This number is up approximately 89 from last year.
 - Because of this provision, some students have been able to graduate by raising the GPA to a 2.00 or higher.
- Sixty five (65) students were granted reprieves through the Reprieve Provision of the State Regent's Academic Forgiveness policy, resulting in the approval of reprieve forgiveness for 90 semesters.

- The last 3 years show the number of petitions vary, however the number of semesters awarded remain between 60 and 90 for an academic year.
- Two (2) students petitioned for the Renewal Provision of the State Regent's Academic Forgiveness policy, resulting in the approval of renewal forgiveness for 8 semesters.
 - The number of petitions has decreased 1.0% from last year, while the number of semesters awarded has decreased 1.8%
- ❖ 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 program.

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.
- Working within the Transfer Evaluation System through College Source we plan to revamp the equivalency tables to ensure accuracy. Our main focus will be to update many of the equivalencies to ensure we are using current course numbers and titles. It will take several staff members and a number of months working on this project before we can obtain the full benefits from this system.

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 315 students participated. Students received medallions in the robing area to commemorate this special occasion.

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 the ceremony.
- 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
 - Physical Plant
 - Instructional Video Services

Future Plans:

- Continue to provide a memorable event for our graduates and their families.

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: 12.51

Exempt: 3

Non-Exempt: 12

Staff Development:

- All staff (15 individuals) participated in quarterly Health and Safety activities
- Coordinator of Records & Registration (LaJuana King): OSCP Conference in Tahlequah Oklahoma – May 2009; NAFSA Conference-Edmond, Oklahoma, April 2009; OCC Conference – March 2009; Member of the ESSAB Committee
- Coordinator of International Student Services (Sunshine Garner): Oklahoma State NAFSA Conference – April 2009, Region III NAFSA Conference – November 2008, Region III Two-Year College Liaison 2009, National NAFSA Oklahoma State Whip 2009
- Transcript Assistant: (Gary Wallace): OACRAO (Oklahoma Association of Collegiate Registrars & Admissions Officers) Front-line workshop - September 2008
- Records Assistant (Katie Watkins): OACRAO (Oklahoma Association of Collegiate Registrars & Admissions Officers) Front-line workshop - September 2008 - NAFSA Conference-Edmond, Oklahoma, April 2009 - International Day – Oklahoma City State Capital, April 2009
- Registration Assistant (Mary Vick): OACRAO (Oklahoma Association of Collegiate Registrars & Admissions Officers) Front-line workshop - September 2008
- International Student Services Assistant (Michele Heaton): Oklahoma State NAFSA Conference – April 2009, Participation in International Student Awareness Day at the state Capitol –April 2009, CABA training on “Identifying and Responding to at Risk Students”

- Records & Graduation Services Clerk (Brandon Columbus): OACRAO (Oklahoma Association of Collegiate Registrars & Admissions Officers) Front-line workshop - September 2008
- Records & Graduation Services Clerk (Tiffany McClendon): OACRAO (Oklahoma Association of Collegiate Registrars & Admissions Officers) Front-line workshop - September 2008
- Records & Graduation Services Clerk (Nikki Schausten): OACRAO (Oklahoma Association of Collegiate Registrars & Admissions Officers) Front-line workshop - September 2008
- All Front-Counter staff (3 FTE, 1 PT, 2 Temp PT) participated in Severe Weather School
- Registrar (Alan Stringfellow): OACRAO (Oklahoma Association of Collegiate Registrars and Admission Officers) Conference - October 2008, Datatel User Group Conference - April 2009, AACRAO (American Association of Collegiate Registrars and Admission Officers)

Department's Financial Resources: \$485, 346.00

Personnel Salary and Benefits: \$464,691.00
 Operations: Supplies, Memberships, Services: \$20,655.00

Enroll Students

Program Highlights & Information:

- Processed approximately 41,150 transactions on-campus.
- Continue to develop and implement changes within Registration with hopes of streamlining the enrollment process.
- Implemented Advisor Trac within the Registration area which provides a data repository for enrollment activity.

Qualitative and Quantitative Assessment and Usage Data:

- The Registration team responded to approximately 29,490 student enrollment requests which includes add/drop requests, enrollment verifications, schedule printing, and general information dissemination.
- Approximately 72,543 on-line and on-campus enrollment transactions were processed which includes 41,150 on-campus and 31,393 on-line transactions.
- The Registrar's Office responded to approximately 5,095 phone calls associated with student registration issues. This is an increase of 77% from the previous fiscal year. This increase is a direct result of increased issues associated with the Never Attended/Never Paid process.
- A total of 2,715 verifications were provided upon student request. These include verifications processed and distributed by registration staff and the records front-counter. This is a 7% increase from the previous fiscal year.

Future Plans:

- Develop and run quantitative reports which analyze the use of on-line enrollment technology (MineOnline) verses the use of 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:

- Implemented Degree Verify software from the National Student Clearinghouse to automate the process of verifying degrees received through Oklahoma City Community College.
As a result, this implementation alleviated:
 - Wait time for the student
 - Time that it takes to prepare a request
 - Expense for letterhead
 - Postage
 - Extra labor by having another team member process the request.
- Supported efforts to build an Imaging Center within Student Services.

Qualitative and Quantitative Assessment and Usage Data:

- Approximately 112,808 records were scanned and archived into over 40 different document types during this past fiscal year.
- Approximately 162 petitions/challenges to student records were received, researched, and resolved.
- In compliance with State Regent standards, 476 Oklahoma City Community College students were placed on academic notice, 1794 were placed on academic probation (a 17% decrease from last year), and 1145 were suspended from classes for at least one sixteen week semester (a decrease of 11% from last year). The decrease in these figures is a direct result of institution wide efforts to reduce the number of students who are on probation and suspension.

A total of 76 of the suspended students submitted petitions for readmission to the Admissions Appeals Committee. Fifty-four (54) of those appeals were approved in accordance with State Regent "exceptional circumstances" criteria. Twelve (12) of those students have successfully completed courses each term since suspension. Seven (7) students have remained eligible to enroll for more than one semester even though they were not completely successful in all of their classes. Sixteen (16) students were suspended for a second time after completing one or more semester(s) and five (5) withdrew from classes.

Future Plans:

- Continue to work with OCCC IT to update current transcript format to a more user-friendly layout.

- Evaluate student record workflow while implementing a system that will streamline the process of imaging student records.
- Implement enrollment 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.
- Take advantage of Hershey Business System's workflow component to simplify grade changes and grade appeals.

Front Counter Services

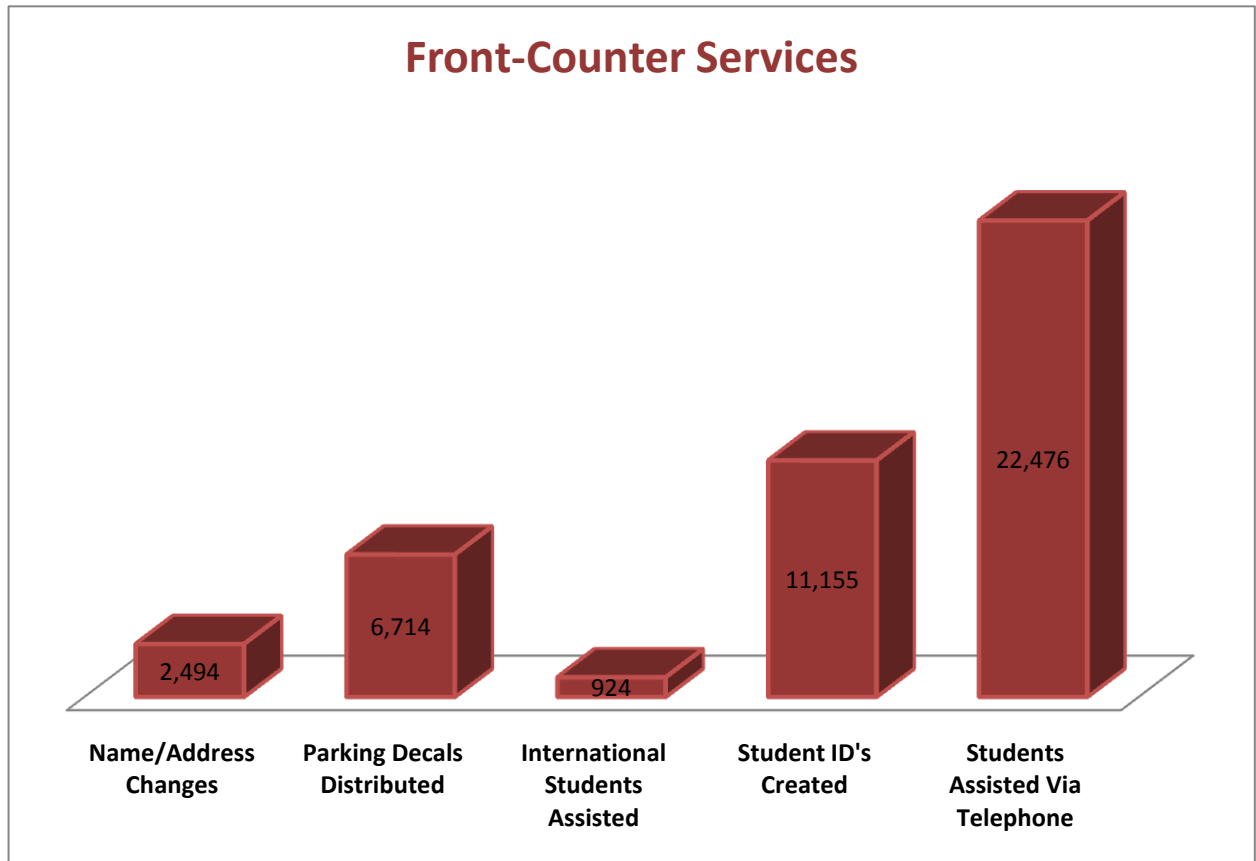
Program Highlights & Information:

- In an effort to better serve our international student population front counter staff was trained to assist in a wide variety of questions/issues that arise. Approximately 50 to 75 percent of international student requests are now handled at the front counter.
- Developed and implemented new system for processing official OCCC transcript requests which reduced the response time from 10 days to 2 days.
- Developed and maintained a telephone call log in support of the large number of telephone calls/messages that are received.
- Implemented the use of Advisor Trac within the Front-Counter area which provides a data repository for student record activity.
- Developed and maintained a Front-Counter training manual that is used as a reference manual for answers to numerous international student questions.
- Continued cross training with registration staff in an effort to create a more cross-functional team within Records & Registration.

Qualitative and Quantitative Assessment and Usage Data:

- Processed 34,595 transcript requests that were submitted either by fax, mail, or on-campus.
- Front-counter staff responded to 22,476 telephone calls. This is a 20% increase from the previous year.
- Approximately 8,799 transcripts were received and evaluated for high school curricular deficiencies and minimums assessment. This is a 16% increase from the previous year.

- The front counter staff assists students with a multitude of requests primarily associated with student records. The chart below lists a few of the services which are provided.



Future Plans:

- Continue to refine Advisor Trac functionality and reporting capabilities.
- Complete process for designating one staff member as a DSO within SEVIS in a continued effort to decentralize the services we provide to our international students population.
- Work with other departments in scheduling cross-functional activities in an effort to provide better services to students.

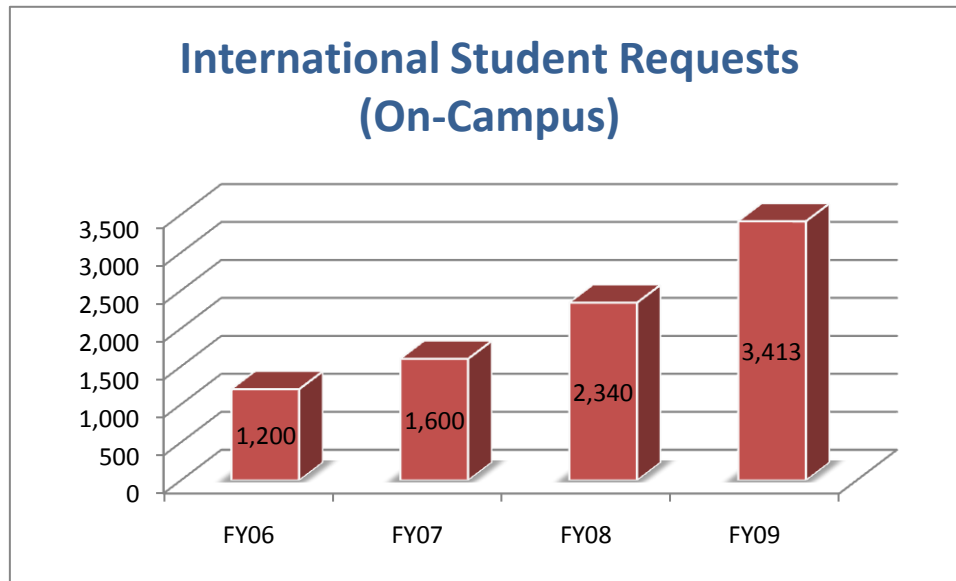
International Student Services

Program Highlights & Information:

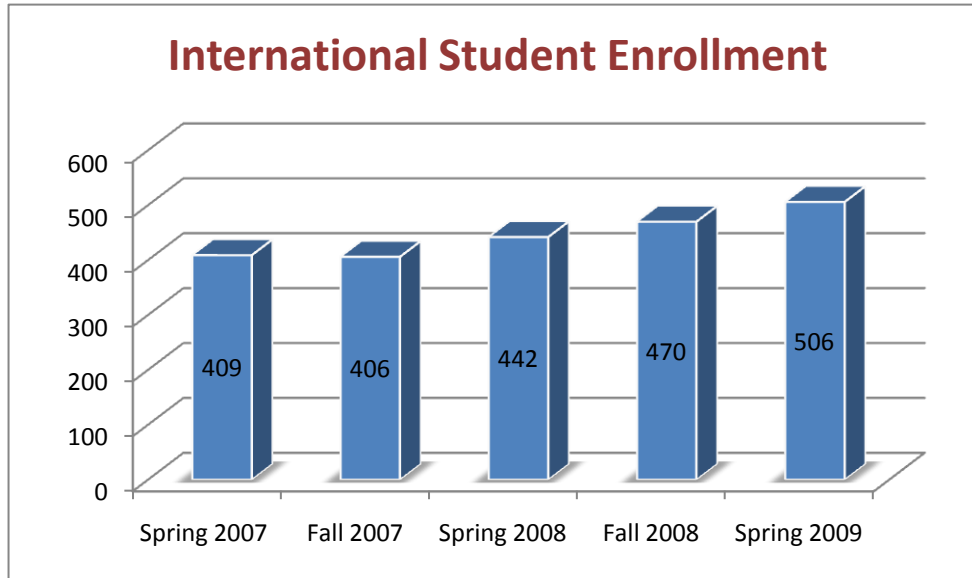
- Five hundred six (506) international students attended Oklahoma City Community College during the Spring of 2009, the highest number to date. This is a 14% increase from the previous Spring. This number includes both full-time (F-1) and part-time students.
- In collaboration with records personnel all historic international student files have been scanned and indexed for more efficient record access.
- Coordinated and streamlined processes of admission and international services in conjunction with Recruitment and Admissions.
- Implemented new procedures for students allowing full-time international students to enroll online rather than requiring on-campus enrollment.
- International Student Services web page was created to assist prospective students with the dissemination of general information and requirements. In addition, Ning and Twitter sites were developed to provide a tool for international students to communicate with each other and with OCCC staff.
- For the first time, a print advertisement was developed and circulated in Asia for prospective students.

Qualitative and Quantitative Assessment and Usage Data:

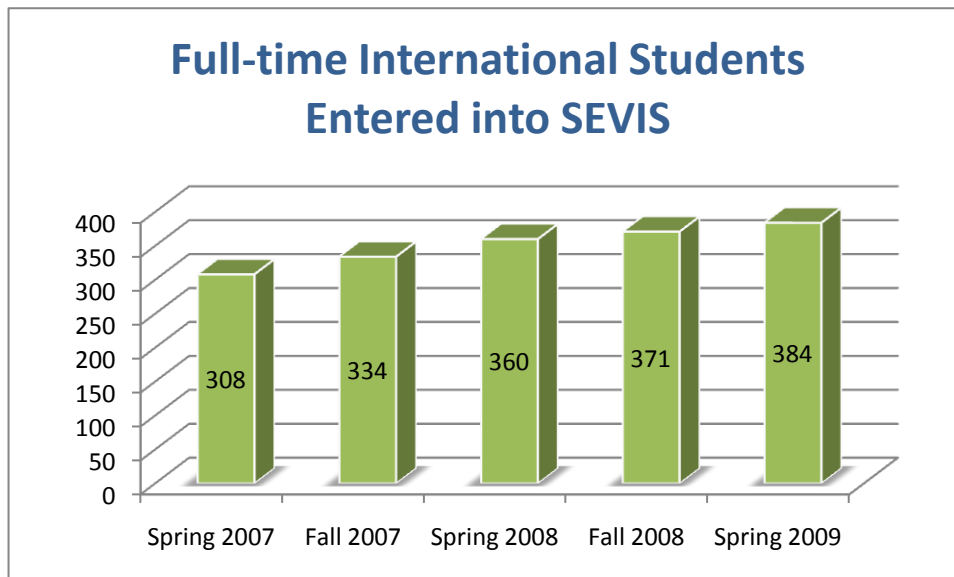
- Approximately 3,413 requests were made by new and returning international students... This is an increase of 46% from the previous year.



- International student enrollment (both full-time & part-time) has increased 14% from Spring 2008 to Spring 2009.



- The number of full-time international students (F-1) has increased 7% from the Spring of 2008 to the Spring of 2009.



- Approximately 40,000 individual inquiries for additional information have been received from the Hobson's web sites for students in Asia and South America

in the last fiscal year. That is a 111% increase from last year (the number does not include day to day inquiries from email, walk in, or phone request).

Future Plans:

- Develop a plan for e-International Student Services which may include the creation of a translation template, and electronic instructions for filing international student procedures & verifications.
- Develop short-term and long-term recruitment strategy for international students which may include the following:
 - Develop brochure for international student recruitment (short)
 - Recruitment trips to fairs (long)
 - International student scholarships (long)
- Coordinate with records personnel to ensure all current international files have been scanned and indexed.
- In accordance with federal guidelines implement the internet based update to the Student and Exchange Visitor Information System (SEVIS).

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: 13.64

Exempt: 10

Non-Exempt: 3.64

Staff Development:

- All staff participated in quarterly Health and Safety activities and the Achieving the Dream luncheon
- Staff members participated in multiple cross-functional staff meetings with Admissions & Advisement and records
- Staff members (6) attended the Women in Higher Education Conference.
- Staff members (3) attended the Get Motivated Conference
- One staff member, Brandee Morgan, was selected to participate in the inaugural class of Leadership OCCC.
- Staff members (2) attended OACRAO Regional Conference,
- Staff members (2) attended OACRAO 14th Annual Policy and Issues workshop
- Staff Members (2) attended the Strategic Enrollment Management Workshop
- One staff member, Christy Rogers, attended the Hobsons Enrollment Management Conference
- One staff member, Jon Horinek, attended the SACRAO Regional Conference
- Two staff members, Jon Horinek and Christy Rogers, attended the Strategic Enrollment Management Conference

Financial Resources:

10-15-51110 Budget is funded through E&G

Personnel Salaries and Benefits	\$659,012.00
Operations, Supplies, Memberships, Services	\$ 65,453.00
Total	\$724,465.00

High School Recruitment

Program Highlights & Information:

For the 2008-2009 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. Design emphasis of these publications was shifted to make the pieces “timeless” allowing for significant savings in annual production costs.
- Implemented Hobsons EMS to generate automated email recruitment campaigns for adult, traditional, transfer and international students.
- Worked closely with PR and Marketing to develop new publications and mail-out materials. Also worked to develop stronger connections between college-wide campaigns and recruitment publications.
- Continued practice of bringing larger groups of students from area high schools on campus for small preview and application events. This year the events were targeted at specific high school populations. Each event was also tailored for students based on their interests. This involved significant cooperation from academic divisions.
- Worked with the Oklahoma City Public Schools to increase the overall enrollment of graduates. Efforts in this area include targeted mailings and other campaigns.
- Utilized XAP online application to generate leads and increase yield. A total of 8 mass emails were sent to the more than 3000 people who have applied online since November 2008.
- Increased visits with prospective students by increasing the number of high school visits, attending more college fairs, and making more presentations within high school classrooms.
- Held second annual Counselor Breakfast for High School Guidance Counselors with 98 counselors in attendance. This is the largest turn-out for this event yet.
- Continued 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 while working to strengthen ties with Hispanic community organizations. Efforts in this area also included new and expanded relationships with Hispanic media outlets.
- Hosted “College Preview Day” for prospective high school juniors and seniors, a first for OCCC. 75 students and parents attended the event.

Qualitative & Quantitative Assessment & Usage Data

- Admissions Advisors participated in 3 Counselor Only events and distributed approximately 425 information packets to counselors from throughout the state.
- Attended 32 College Fairs and distributed information to students from approximately 150 schools throughout the state. An average of 100 students were seen at each college fair program.
- Gave approximately 100 tours to individuals and 12 large group tours with 15-100 students per group.
- Multiple mailings were sent to more than 18,000 prospective high school students encouraging their interest in the college and inviting them to events held on campus, such as the Preview Day, open enrollment, etc. There were approximately 42,000 individual pieces mailed.
- Worked with faculty and gave presentations regarding specific programs in area high schools to approximately 200 students.
- Admissions Advisors attended 12 senior awards assemblies at area high schools to award scholarships.
- Approximately 75 individual visits were made to area high schools. Information was distributed and presentations were given at these high schools.
- 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 more than 140 students and their parents.
- More than 80 students and parents attended “OKC-GO Parent Night.”

Future Plans:

- Increase the numbers and types of events that bring high school and middle school students and their parents on campus. Such events might include:
 - A Student/Parent Open House Night offering information on scholarships.
 - Focused recruitment preview days for individual schools.
 - Partner with the Testing Center for remote Accuplacer Diagnostics.
- Utilize the 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.
- Produce targeted recruitment publications for specific student populations.
- 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. This program will work to highlight the reasons why starting at OCCC is a great choice for students who are planning to earn a 4-year degree.
- Continue to expand and formalize Recruitment training

OKC-GO!

Program Highlights and Information:

For the 2008-2009 academic year we focused on expanding and enhancing the OKC-GO program.

- Revamped OKC-Go program by reducing Community Service hours for students. This effort is designed to help more students complete the requirement while still maintaining a strengthened connection to the community and OCCC.
- 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.
- Developed new process for tracking and gathering data on each OKC-GO class cohort. This process will streamline the awarding of waivers and allow us to instantly get census information on each cohort.

Qualitative and Quantitative Assessment and Usage Data:

- Increased program applications from 460 in 2007-2008 to 577 in 2008-2009, an increase of more than 18%.
- Fall 08 to Fall 09 retention rate is 37%.
- Sent out mass mailings to prospective OKC-GO students to increase participation. Approximately 3 postcards were mailed throughout the academic year to 1500 seniors in the OKCPS and Western Heights School District
- Held assemblies at two OKC-Go schools and spoke to approximately 300-400 students at each event to promote OKC-GO

Future Plans:

Future plans include streamlining the process for billing, tracking and the application of waivers. Additionally, a partnership program has been developed and expanded to facilitate a better transition for students from applicant to enrollment and advisement.

Concurrent Enrollment

Program Highlights and Information

During this past year efforts continued in promoting concurrent enrollments in both on-site and on-campus classes. Additionally, concurrent students were identified on class rolls allowing faculty members to easily identify concurrent students and offer them additional assistance if needed.

Qualitative and Quantitative Assessment and Usage Data:

- 49 individual college level classes were offered at area OKC Public Schools that included: Northeast Academy, Northwest Classen, U.S, Grant, Southeast, Douglass, and Dove Academy.
- Fall enrollment in off-site courses - 161 students. Spring enrollment in off-site courses – 193 students resulting in a 20% semester to semester increase.
- 8 faculty members participated in off-site concurrent orientation each semester.
- Spring 09 concurrent enrollment was up by nearly 27 percent, from 624 in the Spring of 08 to 840 in the Spring of 09.

Future Plans

Utilize the new retention alert module to communicate with students who are at risk.

Mandatory concurrent student orientations will be held at all on-site schools.

Fully implement targeted 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. This will be done through coordinated marketing as well as additional recruitment programs.

Hispanic Recruitment

Program Highlights & Information:

During the 2008-2009 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 media outlets to let the community know about OCCC. All recruiters in 2008-2009 were bilingual in Spanish. 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.

College Fairs

We participated at various college fairs throughout 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.

Coordinated Peer to Peer recruitment efforts at the schools

The recruitment staff was successful in partnering with the Hispanic Organization to promote Education (HOPE) for visits 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 level. The meetings would take place at the schools where pertinent OCCC information and materials were shared with the student.

Community Organizations/Agencies

The Latino Community development Agency (LCDA) continues to be 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 60 people many of which were parents.

We once again participated in the LCDA Senior Banquet- The college participated in the banquet and staffed a recruitment/information booth. Approximately 150 people attended this event.

The recruitment staff participated in the July 2009 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 9,000 people. Additionally, we partnered with the Greater Oklahoma City Hispanic Chamber of Commerce in their VIVA Oklahoma's promise program. This program allowed college interns from Oklahoma City Community College and OSU-OKC to meet with parents to help them understand the OHLAP program as well as to help them fill out the form. Over 600 families were helped through this program in the 2008-2009 school year.

Staff also partnered with the Oklahoma City Public schools public relations office in their campaign to reduce late entry into the schools. Staff helped by participating in the creation of a video that explored the consequences to the late entree student.

Staff also did outreach through the local radio and television stations. We spoke at la Zeta radio about financial aid as well as the requirements for admissions. We were invited to do a segment of "Nuestro Oklahoma" (our Oklahoma) for Telemudo (T-30),

through this program we were able to reach a large audience who view this program for its community information.

Future Plans:

By offering community focuses 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.
- The OCCC online application went live in November 2008.
- Developed procedure to increase yield from online applications.
- Implemented the use of AdvisorTrac software to enable better student tracking and communication between offices. This system has enabled the office to track student activity trends and adjust work schedules accordingly to reduce wait time. Additionally, the system has enabled us to better serve students through the ability to track them through the Admissions and Enrollment process.
- Reduced wait time for processing of mail, fax-in applications. During off-peak periods applications are processed within 10 business days.
- Implemented comprehensive training program for admissions advisors. The program has significantly reduced errors and improved data entry.

Qualitative and Quantitative Assessment and Usage Data:

- Admissions Advisors met in-person with more than 8,000 students
- 3,512 applications were submitted online with a conversion rate of 26%
- Approximately 245 residency petitions were processed this academic year. Another 25 petitions are in pending status waiting on students to provide further documentation.
- During the 2008-2009 year, a total of 9,750 new applications were processed. The applications were submitted in person, via mail, online or fax, or by liaisons for our cooperative agreements with area high schools and technology centers.

Future Plans:

- Fully implement to XAP to Datatel interface for online student applications
- Implement automatic upload of XAP application images to Singularity significantly reducing scanning loads
- Implement admission by appointment
- Implement transfer express lane during heaving enrollment periods

Selective Program Admission
Health Care Programs

HIGHLIGHTS:

- Applications along with curriculum and prerequisite data were made accessible to students on line in an attempt to provide easy access and increase the applicant pool.
- Admissions and Recruitment met with Health Professions faculty to outline departmental roles, set deadlines and improve communication.
- 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.
- All health applications are in the process of being converted to Microsoft Word documents to streamline the editing and proofing process

Qualitative & Quantitative Assessment & Usage Data

Health Program Data

The following data shows how many students applied to a Selective Health Program at OCCC for the 2008-2009 academic year.

Name of OCCC RN Program	# of Total Applicants for Fall 2009-Cohort	# of Qualified Applicants for Fall 2009-Cohort	# of Ineligible Applicants for Fall 2009-Cohort	Class Size for Fall 2009	GP A	PR EF PT S.
Traditional RN Program-Spring 2009	170	169	1	72	3.2 65	16
Baccalaureate to A.D.N.-BADNAP-Summer 2009	130	124	6	60	3.3 00	N/ A
Traditional RN Program-Fall 2009	175	165	10	72	3.0 20	16
Career Ladder RN Program-CLP-Fall 2009	66	62	4	72		

	# of Total Applicants for Fall 2009-Cohort	# of Qualified Applicants for Fall 2009-Cohort	# of Ineligible Applicants for Fall 2009-Cohort	Class Size for Fall 2009		
PTA Program-Fall 2009	69	63	6	20	3.5 4	14
OTA Program-Fall 2009	37	36	1	22	3.0 45	N/ A
Grand Total	647	619	28	318		

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.

Academic Scholarship Program

Over the last few years, the academic quality of our scholarship applicant pool has continued to increase as has the competition for an award. When awarding scholarships only a few were awarded with ACT below 21 and these students had unusually high GPA of 3.90 or above. Those below were not awarded a scholarship. A combination of ACT and high school GPA are used to determine awards. Fifty applicants had ACT scores of 24 or higher.

Academic Scholarship Requirements:

A total of 117 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 27 to 31. Five have accepted their nomination and are enrolled for fall 2009 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. Forty-six 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. Fifty qualified for Presidents by ACT alone. Thirteen 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 and Western Heights 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 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. Sixteen 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 \$363.30 (2008-2009 tuition) waived or \$125.00 book credit to be used in the OCCC bookstore. Fifty-three applications were received for the Fall 2008 semester with ten awarded tuition waiver and ten book allowances. For Spring 2009 fifty applications were received and twenty-two were awarded tuition waivers and sixteen awarded book money. We can offer more tuition waivers and book money for spring semester than for fall after the monies are paid for the other academic scholarships. For the fall 2009 semester seventy-one have applied in contrast to fifty-three for fall 2008. The fall 2009 awards have not been finalized at this date.

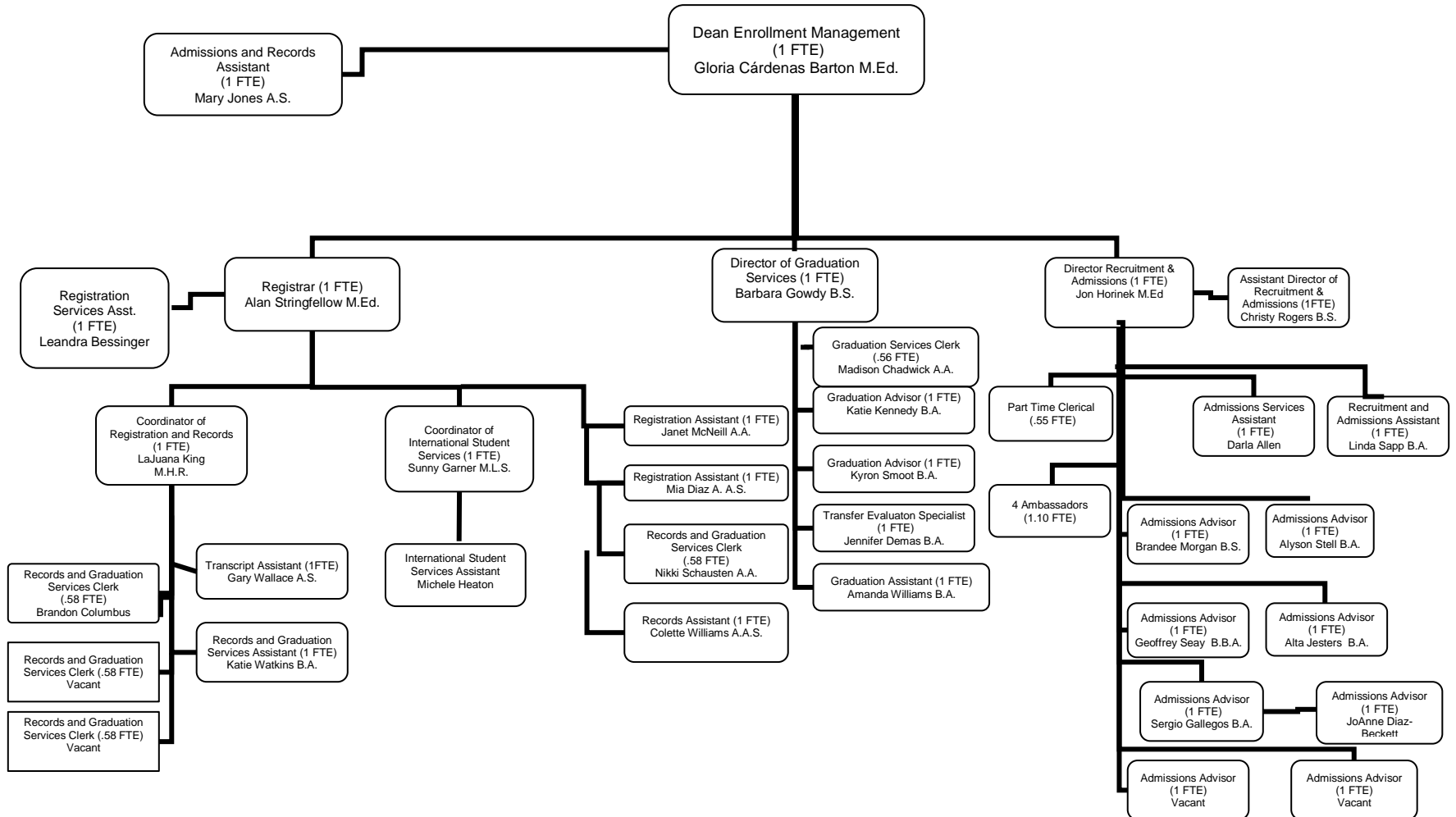
Additional Scholarships:

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 2, 2009.

OCCC Freshman	50	40	\$ 72,660.00	\$ 31,865.35
Total	79	62	\$ 112,623.00	\$ 51,543.90
ADDITIONAL SCHOLARSHIP				
ACTII	16	15	\$ 17,265.00	\$ 7,925.80
SECOND YEAR RETURNING				
State Regent Academic		5	\$ 9,082.50	\$ 3,996.30
OCCC Regent		5	\$ 9,082.50	\$ 4,177.95
OCCC President		7	\$ 12,715.50	\$ 5,509.35
OCCC Leadership		5	\$ 9,082.50	\$ 4,056.85
Total		22	\$ 39,963.00	\$ 17,740.45
Grand Total			\$ 169,851.00	\$ 77,210.15

Enrollment Management June 30, 2009



CHILD DEVELOPMENT CENTER AND LAB SCHOOL (CDCLS) FY09

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 and subsequently improve parenting skills.

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, 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

<u>Dr. Mary McCoy</u>	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		
<u>Lee Ann Townsend</u>	Lab Supervisor	FTE 1.00	Full-time Exempt
AA	Child Development Oklahoma City Community College		
BA	Art Education K-12 Phillips University, Enid, OK		
M.ED	Early Childhood Education University of Central Oklahoma		
<u>Deidra Carpenter</u>	Scholars for Excellence in Child Care Coordinator		Grant funded
BS	FTE 1.00 Full-time Exempt Early Childhood Development Langston University		
MA	Leadership and Adult Education Mid America Christian University		
<u>Anita Carson</u>	Secretary	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		
Present	enrolled in coursework – AA in Business – Oklahoma City Community College		

<u>Kendra Miller</u>	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
<u>Lisa Jones</u>	Child Development Teacher and Lab Assistant (Preschool A) FTE 1.00 Full-time Non-Exempt
AA	Child Development Oklahoma City Community College
Present	enrolled in BS Family Life and Gerontology Southern Nazarene University
<u>Kristal Cantwell</u>	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
<u>Constance Pidgeon</u>	Child Development Teacher and Lab Assistant (Preschool B) FTE 0.75 9 months Non-Exempt
AA	Child Development Oklahoma City Community College
Present	33 hours completed-Liberal Studies Leadership Concentration University of Oklahoma
<u>Alexandra Sitzman</u>	Teacher Assistant (Infant/Toddler) FTE 0.75 Regular Part-time Non-Exempt
Present	32 hours completed - AA- Child Development Oklahoma City Community College
<u>Sarah McElvany</u>	Teacher Assistant (Infant/Toddler) FTE 0.75 Regular Part-time Non-Exempt
Present	76 hours completed- AA- Child Development Oklahoma City Community College
<u>Rebecca Linger</u>	Teacher Assistant (Infant/Toddler) FTE 1.00 Full-time Non-Exempt
AA	Child Development Oklahoma City Community College
Present	41 hours completed- BS- Early Childhood Education University of Central Oklahoma

<u>Brady Brown</u>	Teacher Assistant (Preschool B) FTE 1.00 Full-time Non-Exempt Child Development Oklahoma City Community College
AA	
Present	6 hours completed – BS Family Life Studies with an emphasis in Child Development University of Central Oklahoma
<u>Mary Fitzgerald</u>	Teacher Assistant (Infant/Toddler) FTE 1.00 Full-time Non-Exempt 33 hours completed – AA – Child Development Oklahoma City Community College
Present	
<u>Lisa Beeman</u>	Teacher Assistant (Preschool A) FTE 0.75 Regular Part-time Non-exempt 54 hours completed – AA – Child Development Oklahoma City Community College
Present	

Staff Development

The following is a list of conferences, workshops, webinars and other professional development activities engaged in by the CDCLS staff in FY09.

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
- Advisory Board Member: Oklahoma Southern University Early Care Education Academic Program Advisory Committee
- Smart Start Central Oklahoma Leadership Team member
- NAEYC Peer Review visits; Community college child development degree programs in Nevada
- National Coalition for Campus Children’s Centers (NCCCC) OK Chapter President
- National Coalition for Campus Children’s Centers (NCCCC) Conference (Phoenix, AZ) presenter: *Tried and True Team-Building Strategies*
- Level III Specialist – Adult Education training with the Center of Early Childhood Professional Development (CECPD); Tulsa and OKC, OK
- Oklahoma’s Center for Early Childhood Professional Development Leadership Academy I, Class XIII graduate

- Center for Early Childhood Professional Development Oklahoma Registry – Oklahoma Professional Development Ladder Achievement Certificate – Level 10
- 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 the CDCLS: *The Art of Meaningful Mentoring*
- Presenter at the OCCC CDCLS Early Childhood Conference: *Child Care Administrator's Professional Tool Kit*.
- Participant: Child Care Access Means Parents in School (CCAMPIS) Program training; Washington, D.C.
- Annual CDCLS Early Childhood Conference Committee Member

Lee Ann Townsend

- 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
- Annual CDCLS Early Childhood Conference presenter; *The Power of Flannel Board Stories*
- National Coalition for Campus Children's Centers (NCCCC) OK Chapter Treasurer
- Challenging Behaviors; Success by Six – Center for Early Childhood Professional Development
- Early Childcare practicum experience; Launching Pad, Oklahoma City
- Master Degree Early Childhood Education completion; University of Central Oklahoma
- OCCC Child Development Degree Program Advisory Committee Chair
- Annual CDCLS Early Childhood Conference Committee Member

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 trainer
- Tornado Safety Training; OCCC
- Myers Briggs Indicator Training; OCCC

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
- Annual CDCLS Early Childhood Mini-Conference Presenter
- Raising a Reader – Smart Start participant; OKC
- Child and Adult Care Food Program Food Handlers training
- International Infant/Toddler Conference participant; Tulsa, OK
- Myers Briggs Indicator Training; OCCC

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 OCCC CDCLS Early Childhood Conference Presenter
- Child and Adult Care Food Program Food Handlers training
- Myers Briggs Indicator Training; OCCC
- *The Art of Meaningful Mentoring* training; Center for Early Childhood Professional Development
- *The Wonder of Learning- One Hundred Languages of Children*; National Association of the Reggio Emilia Approach; Tulsa, OK
- 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
- Myers Briggs Indicator Training; OCCC
- *The Art of Meaningful Mentoring* training; Center for Early Childhood Professional Development
- *Growing with Integrity* participant ; World Forum Foundation
- Child and Adult Care Food Program Food Handlers training

Constance Pidgeon

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Multi-Cultural and Diversity Leadership Conference attendee; Oklahoma Center for Early Childhood Professional Development
- Challenging Behaviors; Success by Six – Center for Early Childhood Professional Development
- Annual CDCLS Early Childhood Conference presenter and conference event co-chair
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Women of Higher Education Conference attendee; Edmond, OK
- Myers Briggs Indicator Training; OCCC
- OCCC PAC representative
- National Coalition for Campus Children's Centers (NCCCC) Conference (Phoenix, AZ) presenter: *Tried and True Team-Building Strategies*

Alexandra Sitzman

- Bloodborne Pathogens training
- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Annual CDCLS Early Childhood Conference – presenter and attendee
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Myers Briggs Indicator Training; OCCC
- Child and Adult Care Food Program Food Handlers training
- Fire Extinguisher Training; OCCC

Sarah McElvany

- Bloodborne Pathogens training
- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Annual CDCLS Early Childhood Conference – presenter and attendee
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Myers Briggs Indicator Training; OCCC
- Child and Adult Care Food Program Food Handlers training
- Fire Extinguisher Training; OCCC

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 and attendee
- Myers Briggs Indicator Training; OCCC
- *The Wonder of Learning- One Hundred Languages of Children*; National Association of the Reggio Emilia Approach; Tulsa, OK
- Child and Adult Care Food Program Food Handlers training
- Fire Extinguisher Training; OCCC

Brady Brown

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Annual CDCLS Early Childhood Conference – presenter and attendee
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- Myers Briggs Indicator Training; OCCC
- Child and Adult Care Food Program Food Handlers training
- Fire Extinguisher Training; OCCC
- *The Art of Meaningful Mentoring*; Oklahoma Center for Early Childhood Professional Development

Mary Fitzgerald

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Annual CDCLS Early Childhood Conference – presenter and attendee
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- OK State Department of Education Children and Adults in Care Food Program (CACFP) training
- Child and Adult Care Food Program Food Handlers - presenter
- Myers Briggs Indicator Training; OCCC
- Fire Extinguisher Training; OCCC
- *The Art of Meaningful Mentoring*; Oklahoma Center for Early Childhood Professional Development

Lisa Beeman

- Pediatric First Aid and CPR training/certificate; American Red Cross
- Medication Administration training/certificate; CDCLS
- Sexual Harassment: Maintaining a Respectful Educational Environment training
- CDCLS Children's Oral Health Fair
- Myers Briggs Indicator Training; OCCC
- Fire Extinguisher Training; OCCC
- *The Art of Meaningful Mentoring*; Oklahoma Center for Early Childhood Professional Development

- *The Wonder of Learning- One Hundred Languages of Children*; National Association of the Reggio Emilia Approach; Tulsa, OK
- Annual CDCLS Early Childhood Conference – presenter and attendee

Lindsay Sandoval

- Myers Briggs Indicator Training; OCCC
- Fire Extinguisher Training; OCCC
- 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 Conference – presenter and attendee
- Child and Adult Care Food Program Food Handlers training

Scarlett Shannon

- Myers Briggs Indicator Training; OCCC
- Fire Extinguisher Training; OCCC
- 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 Conference – presenter and attendee
- Child and Adult Care Food Program Food Handlers training
- Early Learning Child Care Training Certificate; Oklahoma Center for Early Childhood Professional Development
- New Staff Orientation; CDCLS
- Department of Human Services – Child Care Services Orientation video
- Pandemic Flu/Influenza Training; OCCC

Student Workers

The CDCLS employed six student workers (STEP) in FY09. As required by Oklahoma Licensing requirements and the National Association for the Education of Young Children Child Care Standards criteria, the student workers participated in a minimum of 20 clock hours of child development training sessions. This group also completed all required training opportunities mandated by OCCC.

At the beginning of each semester students confer with the CDCLS Director to review the hours needed for course attendance, the student's anticipated hours required for study, and student's attendance in and participation of college events. Based on these items the student determines the amount of work hours they feel are comfortable for their academic responsibilities.

Students are not included in the teacher/child ratio. They serve in the capacity of a teacher assistant and must be under the supervision of a classroom teacher at all times. Several work in the Student Scheduled Evening Child Care program.

Financial Resources

<u>E & G</u>	<u>GL Account 10-11-12040</u>
Personnel Salaries and Benefits	\$ 584,434.00
Non-Personnel	\$ 74,704.00

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.

<u>CD Student Lab Fees</u>	<u>GL Account 10-11-12041</u>
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.

<u>Activity Fee Account</u>	<u>GL Account 60-15-59301</u>
Personnel	\$ 0.00
Non-Personnel	\$ 9,630.00

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).

<u>Department of Human Services</u>	<u>GL Account 20-15-18504</u>
Personnel	\$ 16,920.00
Non-Personnel	\$ 8,803.00
Carry-over for FY10	\$ 65,709.00

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, including salaries, wages and benefits of additional staff as needed to meet licensing and accreditation standards and requirements. Carry-over funds will be utilized to increase Student Scheduled Daytime and Evening Care staffing needs and the addition of an Infant/Toddler Child

Development Teacher and Lab Assistant required for the expansion of the Infant/Toddler program.

<u>CCAMPIS</u>	<u>GL Account 20-11-18041</u>
Personnel	\$ 20,048.00
Non-Personnel	\$ 25,209.00

The *Child Care Access Means Parents in School* (CCAMPIS) grant is a four-year award. 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) Conference, 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)
- Community Outreach – Warmth for Winter; YWCA – mittens and caps collection
- 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
 - Preparing Your Child for Kindergarten
 - 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
- Dinner at Mazzio Pizza
- 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.
- Two CDCLS staff present and attend the National Coalition for Campus Children's Centers (NCCCC) Conference; Dr. Mary McCoy and Constance Pidgeon presented *Tried and True Team-Building Strategies*

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 utilized 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) Evening Care 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.

Enrollment of student-parent children increased each semester. SSCC Evening Care is now a vital component of the CDCLS and targets the needs for quality child care of OCCC student-parents. Plans are formulating to create SSCC Daytime Care in all the CDCLS classrooms (see specific SSCC data further in this report).

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.

Raising a Reader program sponsored by Smart Start continued with the CDCLS families as participants. Children were provided with Raising a Reader Library bags to take to their public library at the completion of this year's program.

CDCLS staff distributed Smart Start Book Bundles to a variety of South Oklahoma City public waiting rooms. Books are written in English and Spanish. Bundles recipients consisted of several OCCC reception areas, as well as dentist and doctors' office waiting rooms.

Oklahoma Early Learning Guidelines for Children Ages Three through Five Core Competencies

The CDCLS Director continued to contribute to the writing of the core competencies. Approval was finalized and the Competencies will be 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 continues to improve and revise the list of area family support services 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, visited the CDCLS twice to administer free immunizations to children. Families from surrounding child care facilities, as well as OCCC students were 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 (OU) 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.

Oklahoma City YWCA

The CDCLS families collected winter caps and mittens to support the YWCA Warmth for Winter project. Staff delivered the items to the local YWCA.

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 FY10. Plans are developing to include children from infant to age eight years old in SSCC and to expand the infant/toddler regular daytime program to include more children.

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 FY09. Many staff members went beyond the 20 clock hour minimum. Sixty-eight percent of the CDCLS teaching staff enrolled and completed college coursework in FY09. 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. Three teachers have completed baccalaureate degrees in the early childhood field. One of the three teachers completing a BA degree resigned. Two other full-time teachers have all made progress toward this goal in FY09. Two teacher positions are currently vacant.

Part-time teacher assistants continue to progress toward an OCCC Child Development Associate degree. Transcripts record educational plan progress.

CDCLS Fifth Annual Early Childhood Conference

The CDCLS teaching staff 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. Approximately fifty area child care providers and directors were in attendance. A separate session approved by Oklahoma Center for Early Childhood Professional Development was conducted by Dr. Mary McCoy, *Child Care Administrator's Professional Tool Kit*.

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 *Tried and True Team-Building Strategies* at the NCCCC national conference in Phoenix, AZ.

In collaboration with the Tulsa Community College Child Development Center, the CDCLS held the spring NCCCC Oklahoma Chapter meeting and staff development event at OCCC. The topic was Professionalism in Early Childhood.

Qualitative and Quantitative Assessment and Usage Data:

Certificates, transcripts, conference programs, attendance records and participant surveys are used to report success of goals and activities.

Future Plans:

Staff development and educational progress will continue. A sixth Annual Early Childhood Conference will be conducted in the spring of 2010. Staff is encouraged to submit proposals for the NCCCC 2010 Conference to be held in Orlando, FL.

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.

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 breastfeeding mothers the privacy they need. A loveseat and arm chair were purchased to provide comfort to parents, families, teachers, students and others meeting in this very busy room.

Student-Teacher Workroom

Printer-scanners were added to the three teacher workstations to accommodate the needs of the staff. Additional die-cuts were purchased to enhance the student Child Development degree program course assignments.

Quantitative and Qualitative Assessment and Usage Data:

Licensing and accreditation visit reports confirm the improvements meet the requirements and standards. Attendance and usage records track the reasons and frequency the areas are utilized.

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. The building has been renamed the Family and Community Education Center (FACEC). This move will allow for an increase in the number of children and families served. Physical improvements will continue to be made to meet national and state standards for the child care facility.

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. This accreditation award is valid until August 31, 2011. The CDCLS continues to update the Standard criteria as an ongoing process. Improvements and/or changes to the CDCLS program must be reported within 90 days of the change.

The NAEYC Standards are as follows:

- Standard 1 – Relationships
- Standard 2 – Curriculum
- Standard 3 – Teaching
- Standard 4 – Assessment of Child Progress
- Standard 5 – Health
- Standard 6 – Teachers
- Standard 7 – Families
- Standard 8 – Community Relationships
- Standard 9 – Physical Environment
- Standard 10 – Leadership and Management

Quantitative and Qualitative Assessment and Usage Data:

Determination of CDCLS program success is evaluated by the result of accreditation status and scores of specific NAEYC Standards. An unannounced assessment visit from a NAEYC representative may occur at any time. Therefore, keeping all records current is of vital importance.

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. This process began with conversation at the 2004 NCCCC Conference in Charleston, SC. 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.

The CDCLS hosted a NCCCC Oklahoma Chapter meeting and staff development training event, Professionalism in Early Childhood, on May 22, 2009 at OCCC.

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 NCCCC Oklahoma Chapter. Feed-back from meetings indicates areas of strength and areas of challenge. Approximately 30 participants attend the spring NCCCC Oklahoma Chapter meeting and staff development event each year. TCC CDC and OCCC form the foundation of the Oklahoma Chapter. Gaining regular attendance at the spring event from other Oklahoma colleges and universities remains our greatest challenge. However, increased membership in the NCCCC organization has been noted.

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.

OCCC CDCLS and TTC CDC staffs are encouraged to submit proposals to present at the NCCCC 2010 Conference.

Student Scheduled Child Care

The Child Development Center and Lab School introduced Student Scheduled Child Care (SSCC) to the campus community in the summer of 2008. The term Student Scheduled reflects the type of program to meet the needs of students requiring child care while attending classes at OCCC. SSCC is a unique program that helps student-parents attend classes and complete degrees, while at the same time knowing their child is safe and learning. It is not a drop in service. Students make a semester-long reservation for their child with the CDCLS. The reservation guarantees placement for the child while the student is attending class. A pre-enrollment process provides the CDCLS with all the necessary information required by state licensing and national accreditation systems when caring for young children.

Student Scheduled Evening Child Care began as a pilot program and became a permanent element as an integral part of the CDCLS program in spring 2009. Enrollment for Student Scheduled Evening Care climbed at a surprising rate and continues to increase each semester as word about the program is communicated through advertisement and word of mouth around the campus.

In the fall of 2009 Student Scheduled Child Care will be available for daytime students for infant/toddlers and preschool aged children on a limited basis. Daytime slots are available Monday through Friday for both a.m. and p.m. classes. For example, a student-parent may have a Monday-Wednesday-Friday class from 9:00-11:30 a.m. Their child would be enrolled at this time for the whole semester. This student-parent is not permitted to bring the child whenever they want, but they must adhere to the agreed upon structured schedule. As a lab school, this allows the CDCLS to schedule Child Development students who are observing and conducting lab activities. As a child development center, this allows the CDCLS to plan meaningful, educational activities for all the children. Set times for arrival also determine the number of teaching staff needed for the day, as well as providing accurate lunch and snack counts.

Evening Student Scheduled Child Care - Enrollment

Semester	Number Enrolled	Semester	Number enrolled	Difference	Enrollment Increase/decrease
Summer 08	1	Summer 09	7	6	86%
Fall 08	3	Fall 09			
Spring 09	11	Spring 10			

Evening Student Scheduled Child Care – Slots Filled

Semester	Slots Filled	Semester	Slots Filled	Difference	Slots Filled Increase/decrease
Summer 08	2	Summer 09	13	11	85%
Fall 08	12	Fall 09			
Spring 09	25	Spring 10			

Scholars For Excellence In Child Care (SECC)

Mission Statement:

The Scholars for Excellence in Child Care (Scholars) Program ensures that eligible child care professionals in the state of Oklahoma have an opportunity to attend a technology center or community college to further their education while earning a Child Development Associate (CDA) Credential, Certificate of Mastery, Director's Certificate of Completion, and/or an associate degree in child development or early childhood education.

Organization and Management: Scholar Coordinator Full Time 1 Exempt

Staff Development:

Deidra Carpenter:

- NAEYC (National Association for the Education of Young Children) Conference, Dallas, TX
- ECAO (Early Childhood Association of Oklahoma) Fall Conference, Oklahoma City, OK
- NCCCC (National Coalition for Campus Childcare Center) Annual Conference, Phoenix, OK
- Scholars Program State Coordinators Meeting, Oklahoma City, OK
- OCCC Leadership Academy-Class I
- Summer Leadership Academy (Council of North- Central Two Year Colleges) Oklahoma City, OK
- Step Inside Poverty Stimulation Training, Oklahoma City, OK
- OACADA Fall Conference, Ada, OK
- Oklahoma Women in Higher Education, Oklahoma City, OK
- OACADA Spring Conference, Oklahoma City, OK
- OCCC Child Development Advisory Committee
- OSU-OKC Early Childhood Program Assessor

Financial Support:

All funds and staffing are 100% grant funded through the Department of Human Services/Oklahoma Child Care Services. FY 09 Awarded Grant Amount: \$76,256

Program Highlights & Information

New Scholar Orientation:

The New Scholar orientation is scheduled at the beginning of each fall and spring semester. The orientation is held the morning of Oklahoma City Community College (OCCC) opening day from 9:00a.m.-12:00p.m. The orientation was implemented to allow the newly enrolled OCCC Scholars to receive essential information that will allow them to be successful with their educational goals.

Fall 2008: August 18, 2008 (12 scholars attended)

Spring 2009: January 17, 2009 (8 scholars attended)

Scholar Informational Meeting:

The Scholar Informational Meeting is held once during the fall and spring semester. During this informational meeting the scholars receive updates on current child care events and policies, available child care resources, SECC program, and the OCCC Child Development program. Also at the conclusion of the meeting, enrollment is completed for the upcoming semester.

Fall 2008: November 1, 2008 (16 scholars attended)

Spring 2009: April 18, 2009 (20 scholars attended)

Scholar Progress Reporting System:

The Scholar Progress Reporting System was created to serve as an early alert system to the Scholar Coordinator (SC). The alert indicates intervention is needed to assist in the academic success of the scholar. Each semester every Child Development instructor completes and submits a mid-semester progress report for each scholar on their class roster. The SC reviews the information and meets with the scholar and creates a plan of action for the student to follow which will aid in the successful completion of the course.

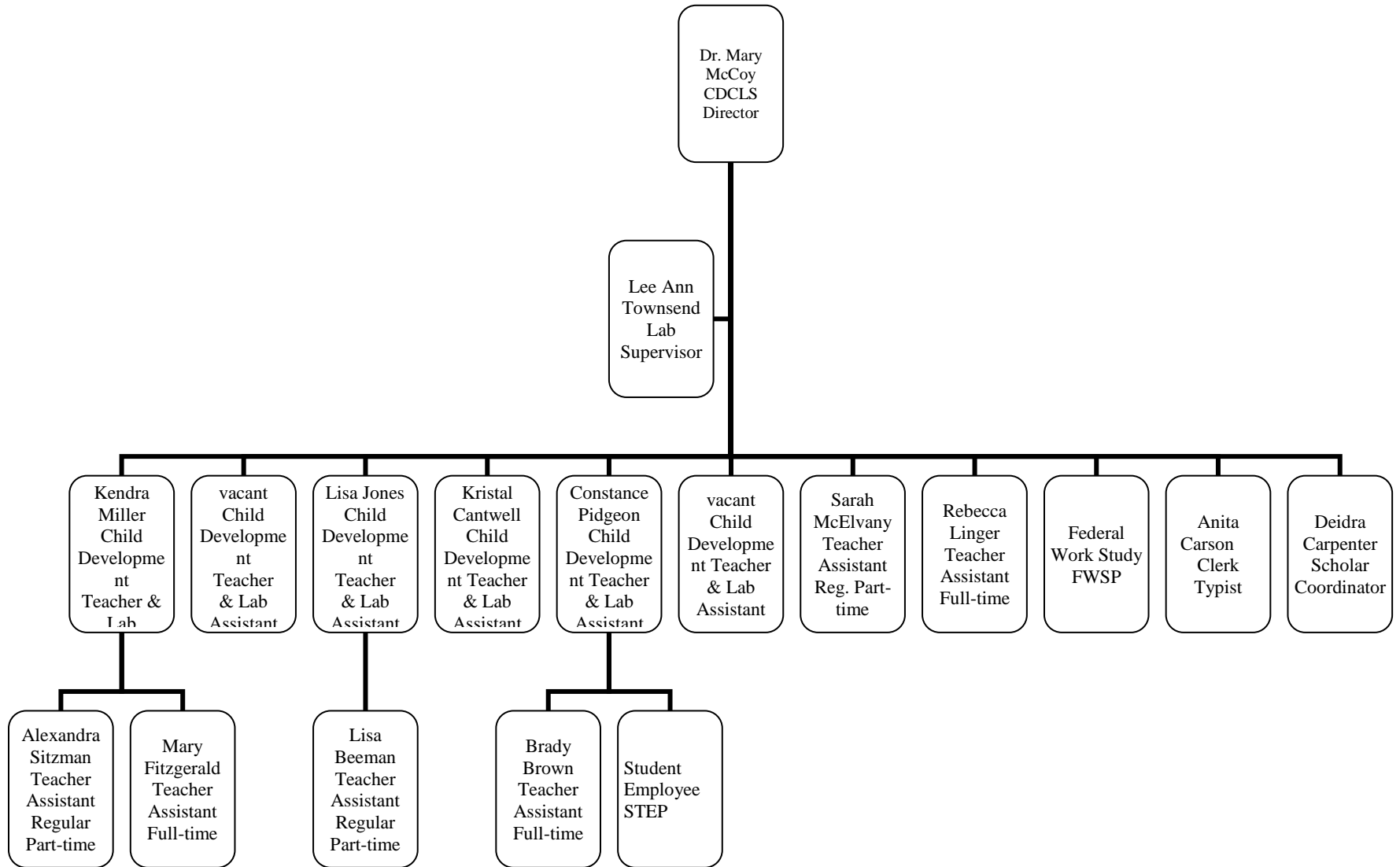
Scholar Pinning Ceremony:

The Scholar Pinning Ceremony was created in spring 2005 to recognize the scholars that successfully complete their CDA (Child Development Associate Credential), Certificate of Mastery in Child Development, and/or Associate of Arts degree in Child Development. The scholar receives an achievement pin and certificate. The 2009 Scholars pinning ceremony was held, May 5, 2009.

14 Certificate of Mastery pins were awarded

1 Associate of Arts in Child Development pin was awarded

Child Development Center June 30, 2009



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 Director of e-Student Services – Exempt
 1 Imaging Specialist – Non-Exempt

Personnel Changes – Imaging Specialist

The Imaging Specialist position was created on July 1, 2008 and remained vacant until March 31, 2009. On April 1, 2009, Josh Wade accepted the role of Imaging Specialist. 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 this year for the Director of e-Student Services and the Imaging Specialist, both group events and individual activities.

E.J. Warren

Director of e-Student Services

	Returning Veterans: Implications for Higher Education - Magna Online Seminar
7/15/2008	
8/12/2008	Going Beyond Imaging - Univ of Oregon & Hershey Systems - Webinar
	Improve Retention Rates with Proactive, Personalized Interactions with Students - Webinar
8/21/2008	
9/11/2008	Creating an Effective Digital Signage Solution Webinar-Campus Technology
9/11/2008	Leadership OCCC Welcome Reception
9/12/2008	Leadership OCCC - OKC Art Museum
9/19/2008	Oklahoma Institution Transcript Training Webinar: XAP
	From Classroom to Campus Wide: Extending Lecture Capture Across Your Department and Institution Webinar: University Business
9/25/2008	
10/5-10/8/08	Planning for a One-Stop Enrollment Services Model Conference: Kansas City Leadership OCCC - Oklahoma History Museum - Presented Leadership Case Study - Shrek I
10/17/2008	
10/19-	
10/22/08	League for Innovation Conference on Technology: Salt Lake City
10/29/2008	Webinar: Electronic Collaboration Within and Across Organizations.

Elluminate
 11/5/2008 Datatel Webinar: Go Multilingual with The Datatel ActiveCampus Portal
 11/10/2008 Datatel Webinar: Strategic Academic Enterprise
 11/10/2008 Why Assessment of Student Services Important? Innovative Educators
 11/10/2008 High Risk Students: Strategies for Improving Student Success. Innovative Educators
 11/11/2008 Datatel Webinar: How Many Students Can You Afford to Lose? Stop the Cycle with Retention Alert
 11/11/2008 Datatel Webinar: Lake Land College and Carl Sandburg on Datatel's Retention Alert Solution
 11/11/2008 Educause Seminar: Many Students Loosely Joined: Social Software to Support Distance Education Learners
 11/18/2008 Webinar: Next Generation Dashboards...Now. University Business
 11/19/2008 Webinar: The Relevance of Social Networking in the Recruitment Process in a Web 2.0 World. Hobson's EMT
 11/21/2008 Women in Higher Education Conference - UCO
 11/24/2008 Webinar: Virtual Advisor aka Answer. Hobson's EMT
 12/2/2008 Webinar: Virtual Advisor Incoming Inquiry Flow. Hobson's EMT
 12/4/2008 Webinar: Improving Student Success & Retention in Community Colleges
 12/9/2008 Webinar: Building Project Support Through Engaged Stakeholders. Elluminate
 12/12/2008 ATD Advising Joint Session - Rose State College
 12/16/2008 Hobson's Products On Site Demo Sessions
 12/16/2008 XAP Control Center Training - Admissions
 12/17/2008 ESS Department Retreat
 12/18/2008 Oklahoma Women in Higher Education - OCCC
 Thriving Not Surviving. As a Professional Trainer in These Turbulent Times.
 1/7/2009 Elluminate
 Webinar: Online Communication Strategies in a Downturned Economy.
 1/29/2009 Hobson's EMT
 Webinar: Growing 2009 Starts Through Improved Project Management.
 2/2/2009 Elluminate
 2/4-2/6/09 College Board Conference - Downtown OKC
 2/10/2009 Webinar: Hershey Singularity Client Webinar
 2/17-2/20/09 Achieving The Dream (ATD) Strategy Institute - San Francisco, CA
 2/26/2009 Business Intelligence Conference - OKC
 3/4/2009 IBM Cognos Virtual Education Conference
 3/6/2009 Webinar: Datatel WebUI Upgrade and Interface
 3/12-3/13/09 OACC Conference - Rose State College
 Webinar: Innovating Out of the Recession: The State of the Learning
 3/18/2009 Technology Industry. Elluminate
 3/19/2009 Webinar: Project Management in a Troubled Economy. Elluminate

- 3/24/2009 Webinar: Developing a Digital Signage Strategy for Higher Education Facilities. Elluminate
- 3/26/2009 Webinar: Doing More With Less: Engaging Learners, Motivating Managers & Energizing Organizations. Elluminate
- 4/4-4/8/09 Datatel User Conference - Washington, DC
- 4/9/2009 Webinar: Doing More with Less: Leveraging the Best of the Old and the New. Elluminate
- 4/13/2009 Leadership OCCC - OCCC Library - Presented Making the Connection
- 4/28/09 Webinar: UMUC Delivers Real-Time Transfer Credit Evaluation. Hershey
- 4/30/2009 Datatel Retention Alert Discovery Sessions
- 5/21/2009 Higher Education Webinar: US Department of Education
- 5/28/2009 Learning 2.0: Leveraging the Web 2.0 World to Meet Today's Challenges
- 6/9/2009 Hershey Mass Access Training

Committees – E.J. Warren

- Achieving the Dream Data Team
- Data Warehouse & Reporting Tool Committee
- Online Learning Committee
- Higher Learning Commission – Acquisition, Discovery, and Application of Knowledge
- Institutional Intelligence (I²) Student Success Team
- Leadership OCCC Planning Committee
- RFP and Selection Committee for Academic and Event Scheduling Software
- SAS Data Warehouse and Business Intelligence Team
- SAS Enterprise Guide Training Team
- Student Success Leadership Roundtable

Josh Wade

Imaging Specialist

- 4/28/2009 Webinar: UMUC Delivers Real-Time Transfer Credit Evaluation. Hershey
- 4/29/2009 Building a Veteran Friendly Campus
- 4/30/2009 Dealing with Intense Students
- 6/15-18/2009 Hershey Transcript Template Training - Santa Fe Springs, CA

e-Student Services

Program Highlights & Information:

AdvisorTrac

The AdvisorTrac software was implemented in the Office of Academic Advising mid-December 2007, replacing the Student Development Student Tracking system. AdvisorTrac interacts nightly with the Datatel system to integrate new student biographical information to the AdvisorTrac system.

In 2008, additional departments within Enrollment and Student Services implemented this software for tracking students within their departments. The following departments were added this year and the Administrator and Project Lead is shown for each area:

- International – Lajuana King
- Records – Lajuana King
- Recruitment and Admissions – Jon Horinek
- Registration – Lajuana King

The new software allows:

- Users to thoroughly notate their sessions with students
- Provides access to previous visit notes
- Scheduling of student appointments
- Scheduling of advisor's triage schedule
- Scheduling of advisor's work schedule
- Reporting

In addition to the software, new ID card readers were installed for ease and accuracy of reading student identification numbers from the student identification cards for AdvisorTrac and Datatel in these departments:

- Records
- Recruitment and Admissions
- Registration

Training was provided for all staff in: International, Records, and Registration by Lajuana King and EJ Warren; and Recruitment and Admissions by Jon Horinek and EJ Warren. Identification of a permanent "Administrator" has not been completed. These departments utilize the system slightly different from each other and no one functional user in these departments has been identified for the Administrator role to provide for the needs of all of the users.

The system appears to be strongly utilized by the departments within Enrollment and Student Services showing approximately 77,600 student visits between 7/1/08 and 6/30/09. It should be noted that there have been some user and system challenges

after adding the additional departments and I am recommending a -10% margin of duplication and error when analyzing the total number of student visits for this year.

Astra Schedule VII

One of the key responsibilities in the Office of the Vice President for Enrollment and Student Services is the ability to plan and be prepared for the future enrollment needs of the institution. Resources are needed in order to provide accurate reporting and information for preparedness of the institution to meet the needs of future students. The Welcome Center is one of the main contacts on campus for various events and to provide customer service to students and visitors and is under the leadership of Dr. Marion Paden. In an effort to continue to improve customer service and provide accurate reporting information, in the spring of 2008, Dr. Paden explored options for a software solution that would easily provide information on academic and scheduled event activities for anyone on or off campus. The need for a software solution was presented to the President's Cabinet in the spring and was approved as a budget item in the 2008/2009 budget.

A committee was formed in the spring of 2009 to prepare and review Request for Proposals from viable software companies. I was asked to be the lead on the RFP project, prepare the contents of the RFP, and assist with organizing the meetings and the final committee recommendations to the Project Sponsors to be presented to the President's Cabinet for approval. Through this process, Astra Schedule VII was selected to be the software solution for academic and events scheduling. The software is scheduled to be implemented during the 2009/2010 academic calendar year. At present, I have been asked to be the Project Manager for the implementation. The project charter, team, and resources will be determined during the fall of 2009. The funds for the software were from the 2008/2009 student technology fees.

Project Sponsor is Dr. Marion Paden.

Datatel – Business Advisory Services

Datatel offers a complimentary service to their customers to assist in planning for the future and developing a road map for success. The service is designed to include an initial site visit and then continuous communication and planning for a 3-year business plan and road map.

I first met with Datatel at the spring 2008 DUG conference and discussed their Business Advisory Services and the potential for a visit at OCCC. After additional discussions and finalization, a site visit was scheduled for Wednesday, June 3 & Friday, June 4, 2009. The Datatel consultants were Gail Baird, Business Advisory Services; Jeanie Ralston, Client Business Relations Manager, and Matt Smith, Datatel Production Specialist.

The purpose of the site visit was to allow the Datatel team to meet with as many of the OCCC Datatel users as possible. It is an exploratory visit to find out what

challenges the users are facing and what their needs are to better complete their job duties and working with the Datatel system. All Datatel users across campus were invited to the one-day discovery session/workshop and representatives attended from: Bursar, all departments within the Division of Enrollment and Student Services, Financial Services, Human Resources, Information Technology, and Institutional Research.

The initial findings were presented to the President's Cabinet and Datatel user representatives from across the campus on Friday, June 4. It was decided that the Business Advisory Services are worthwhile to the future success of OCCC and the Datatel users. Meetings, conference calls and site visits will continue to be scheduled during the upcoming months and over the next two years.

Project Sponsor is Dr. Marion Paden.

Datatel – Retention Referral System

In the spring of 2008, the Office of Student Support Services began reviewing the functionality, ease of use, and faculty survey results for the current OCCC Early Alert solution. The Datatel Retention module was reviewed by the group and was suggested as the replacement software for the future. The request was presented to the President's Cabinet and was approved for the 2009-2010 budget. A final review of the Datatel software and a few other software options was made in the fall of 2009 and progress began to implement the new Datatel Retention module.

The Datatel consultant was on campus on April 30 & May 1 for two-day discovery, planning and kick-off meetings with the entire project team. Participants were invited from several areas of the campus and the meetings were well attended. The Datatel Project Team worked through May and June to prepare the new module for testing in the month of July. Projected go-live for the new Datatel Retention Referral System is August, 2009.

The Project Sponsor is Marion Paden. The Project Owner is Pat Stowe. The Project Lead is Mary Turner. The IT Project Lead is Connie Drummond.

Digital Signage System

In the fall of 2008, Information Technology began deploying large TV/monitor screens on campus for the purpose of displaying shared signage throughout the campus. The software is part of the CISCO Digital Media Manager 5.0 family. The display monitors work in conjunction with a CISCO Digital Media Player and License. Generally, the cost of the monitor and the player are the responsibility of the requesting department.

Over the past year, departments within Enrollment and Student Services began deploying the new digital signage units. The following departments have units located within their departments or close to their respective areas.

- Academic Advising
- Recruitment and Admissions
- Registration
- Student Life
- Testing Center
- Vice President of Enrollment and Student Services

The content on the units is submitted from all across campus. At the present time, all of the digital signage units are displaying the same images. Each month, PowerPoint presentations are submitted for processing and uploading. There are currently fourteen units on campus and another six will be added during the fall of 2009.

It is the intent that departments who want to control their own content and units would be able to do so at some point in the future. This would require having someone within the department to have the knowledge, skills, and abilities to prepare content and work with the digital player unit, templates and software. The templates are currently controlled by the Director of Information Technology Infrastructure.

The Project Sponsor is Dave Anderson.

Hershey Singularity (Imaging Center)

The Hershey Singularity imaging system was upgraded on March 17, 2009 to version 7.0.4u1 without any issues. The Index Module has been upgraded to version 1.2.0.9 for Colette, Josh, Dixie, and I. The upgrade projects were coordinated by EJ Warren, Director of e-Student Services and Hershey.

The IT budget contained the funds for the Hershey system project for 2008-2009. The funds were used to purchase: 1) Hershey technical consulting; 2) equipment: computer, monitors, chair, bookcase and printer for use with the Hershey software; 3) travel and training expenses for the Imaging Specialist to attend Hershey Transcript Training in Santa Fe Springs, California in June. Josh has now been certified in the Transcript module.

Hershey Singularity and Culverin

The Culverin module allows use of automated uploads of electronic documents between external software solutions and Hershey. We have specifically identified the online application from XAP as the first upload to automate. This will allow the four-page application to be automatically downloaded from XAP and uploaded into the student record in the Hershey system. The module was purchased with the

2008/2009 Hershey Student Technology Fee funds. The module will be activated in July 2009 with the first automated upload scheduled for October 2009.

Hershey Singularity and Mass Access

The Mass Access module allows use of online forms for students. The forms are interactive and are automatically routed behind the scenes to the appropriate individual or group of individuals, as deemed appropriate.

One of the ATD initiatives for the Financial Aid department includes customer service. It was determined that there were two areas that would benefit from ATD funds: scanning equipment and online forms. ATD funds purchased high quality, high volume scanners for use with the Hershey system and the consulting funds necessary for the initial Hershey consulting services.

Ten forms were redesigned and linked to the updated Financial Aid Forms webpage. We utilize Adobe Professional 9 with building forms and Hershey Singularity to build the matching workflow for each online form.

The new forms for 2009/2010 are:

- Additional Loan Request
- Change in Graduation
- Continued Eligibility Request
- Loan Request
- Request for Special Consideration
- Statement of Income and Living Expenses Dependent
- Statement of Income and Living Expenses Independent
- Suspension Appeal Request
- Worksheet – Dependent Verification
- Worksheet – Independent Verification

Other departments within Enrollment and Student Services have indicated they would like to utilize the Mass Access functionality and begin to offer online forms for their respective areas. The timeline to begin reviewing for additional new online forms is September 2009.

The Project Sponsor is Marion Paden. The Admissions and Recruitment Project Owner is Gloria Cardenas-Barton. The Admissions and Recruitment Project Lead is Jon Horinek. The Financial Aid Project Owner is Harold Case.

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 me as the initial Administrator. The application went live on December 11, 2008. Jon Horinek and Brandee Morgan have since been trained to download the applications and run reports in the XAP system.

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 of the AAI module in June 2008. The module was scheduled to be implemented during July 2008 and the IT staff planned to have the module functional and ready for testing in September 2008, with a go-live date in early October 2008. As of June 30, 2009, the module is still in a testing and setup phase. The coordination of this interface is being handled by Jon Horinek, Director of Recruitment and Admissions.

From December 2008 to June 30, 2009 there were many students who chose to complete the online application. In reviewing the general information in XAP, the following information shows the activity in approximate numbers. There were students who actually completed the online application and a paper application, but those numbers are not provided in this report.

<u>Term</u>	<u>Applications Submitted Online</u>	<u>Applications Downloaded to Process</u>
Spring 09	660	650
Summer 09	1180	175
Fall 09	1575	255

The Project Sponsor is Marion Paden. The Project Owner is Gloria Cardenas-Barton. The Project Lead is Jon Horinek. The IT Project Lead is Gaby Brooks.

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. 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 participated 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. The implementation and the Business Intelligence Project Management article was

written by Dr. Jim Riha and Graham Tracey of ASR and published in the February 2009 issue of *Campus Technology* showcasing OCCC.

<http://campustechnology.com/Articles/2009/02/01/Project-Management.aspx>

The Project Sponsor is Stu Harvey.

Self-Service Copiers

There were four older self-service copiers available for student use. It was determined by the Welcome Center staff and Purchasing that the copiers were too old and too costly to maintain. I was asked to join Carlos Robinson in reviewing the RFP's for the replacement copiers. Carlos viewed demonstrations of various copiers and after reviewing the RFP's, we selected four new copiers from Sooner Copy. The copiers have been placed in the general area by the coffee shop and two other units placed in Arts and Humanities and the Health Professions areas, at the request of those two Deans. The copiers are maintained and serviced in-house by the Welcome Center and Carlos is the main contact for any issues pertaining to the copiers.

The Project Sponsor is Dr. Marion Paden. The Project Owner is Carlos Robinson.

Thin Client Solutions

In an effort to streamline the maintenance and security of the student-used computers on campus, Thin Client units were rolled out to provide better technology customer service. The Thin Client units are most cost-effect and provide streamlined service to the students. There are no hard-drives to maintain and the students are unable to upload files that could infect the computers. The equipment was purchased through funds in the Information Technology budget.

28 Units have been deployed in these areas for Enrollment and Student Services:

- Enrollment and Student Services Front Lobby – 12
- Financial Aid – 6
- Registration – 10

Additional units were installed in other buildings/areas on campus by IT.

The ESS Project Sponsor is Marion Paden. The IT Project Sponsor was Dr. Jim Riha. The IT Project Owner was Joey Ware.

**FY 2010 Planning Document
e-Student Services**

Goal, Task or Initiative Name	Description	Department	Individual(s) Responsible
Application Upload (Datatel)	Assist, as requested, R&A and IT with testing of Datatel interface for integrating the XAP online application and the Datatel application pages. Training will be required by all parties.	Recruitment & Admissions IT	Jon Horinek
Automation of Manual Processes	Assist, as requested, review and evaluate all manual processes 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	Directors/Deans
Datatel Business Advisory Services	Assist, as requested, the ESS users 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.	All	Directors/Deans
Datatel e-Advising	Assist, as requested, the Office of Academic Advising and ATD initiative with business process solutions and Datatel e-advising software 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	Dr. Liz Largent
Datatel Retention Alert	Assist, as requested, with ATD initiative in maintaining and supporting the new Retention Alert module in Datatel. Provide presentations, testing and training for go-live of new module for fall 2009 semester.	Student Support Services	Pat Stowe
Disability Notification	Assist, as requested, Office of Student Support Services with use of new or existing technology to automate notification to faculty members for student needs.	Student Support Services	Pat Stowe
Electronic Initiatives	Explore possibilities for enhanced technology for all departments to best	All	Directors/Deans

	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.		
Hershey - Name Change	Build online form for automation of student name changes in the Hershey system to replace current manual process. Develop automated workflow to move documents through system and process field updates automatically instead of manually.	Imaging & Records	Alan Stringfellow
Hershey - Online Forms	Assist, as requested, 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.	All	Directors/Deans
Hershey - System 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	EJ Warren
Hobson's Answer FAQ	Assist, as requested, with establishing Frequently Asked Questions for use across the campus for providing consistent answers to the employees, students and public for Frequently Asked Questions	All	Directors/Deans
Imaging Center	Establish an Imaging Center to provide electronic document retention for all student records to be utilized by all ESS departments.	Imaging Center	EJ Warren
Paperless Processing	Assist, as requested, 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	Dr. Liz Largent
Procedure Manuals	Assist, as requested, research each office's needs in terms of procedural manuals related to departmental activities and assist in creating manuals,	All	Directors/Deans

	as appropriate.		
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 better prepared for the future needs of OCCC students and administration	All	EJ Warren
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	Directors/Deans
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	Directors/Deans

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 w/ATD Team
Ad Astra Scheduler VII	Assist with the implementation of the academic and events scheduling software for the campus.	All	Director w/Project Team
Data Governance	Maintain position on Data Governance Team to assist users with defining business processes and data field definitions and data entry standards for software systems on campus	All	Director w/Governance Group
Hobson's Communication	Work with Recruitment & Admissions and Public Relations in developing communications for prospective students and various other outreach projects for ESS departments.	All	Director w/Gloria, Jon, 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 and Team
SAS Project	Maintain position on SAS Project Team to provide assistance and	All	Director w/Jim Riha

	communication with all ESS departments for the SAS Data Warehouse, Reporting, and Portal projects. Ongoing training activity.		and Team
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STUDENT DEVELOPMENT

Academic Advising

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: 10 Exempt
 2 Non-Exempt
Part-Time: 3 Exempt
 1 Non-Exempt
 5 Temporary

Staff Development:

Melissa Aguigui, Academic Advisor

7/1/2008	FY 2008-2009 OACADA Steering Committee Member
9/5/2008	HSC Counselor's Workshop
9/19/008	OACADA Fall Conference
11/13/2008	Counselor Connection Session at OCU
11/20/2008	Appreciative Advising Discussion with Dr. Jennifer Bloom at UCO
11/21/2008	2008 Women in Higher Education Conference at UCO
2/6/2009	OU Engineering Conference
2/17/2009	UTA-Arlington 12th Annual Advising Conference
2/27/2009	OACADA Spring Conference at OCCC
6/14-16/2009	Council of North Central Two-Year Colleges-Summer Leadership Academy at the Courtyard Marriott Downtown in OKC, OK
6/30/2009	Get Motivated Seminar at Cox Convention Center

Mary Ann Bodine, Assistant Director of Academic Advising

11/20/2008	Appreciative Advising Discussion with Dr. Jennifer Bloom at UCO
11/21/2008	2008 Women in Higher Education Conference at UCO

2/6/2009	OU Engineering Conference
2/27/2009	OACADA Spring Conference at OCCC
5/18-19/2009	OCSPA Conference at Northeastern State University in Tahlequah, OK
6/14-16/2009	Council of North Central Two-Year Colleges-Summer Leadership Academy at the Courtyard Marriott Downtown in OKC, OK

**Brenda Clink,
Personal &
Academic
Advisor**

2/27/2009	OACADA Spring Conference at OCCC
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**Claire Echols,
Academic
Advising
Coordinator for
Health
Professions**

9/5/2008	HSC Counselor's Workshop
11/20/2008	Appreciative Advising Discussion with Dr. Jennifer Bloom at UCO
2/27/2009	OACADA Spring Conference at OCCC

**Tennent Emmons,
Academic
Advisor**

9/5/2008	HSC Counselor's Workshop
9/19/08	OACADA Fall Conference
12/22/2008	NACADA "Proactively Planning for a Career in Academic Advising" CD
2/6/2009	OU Engineering Conference
2/17/2009	UTA-Arlington 12th Annual Advising Conference
2/27/2009	OACADA Spring Conference at OCCC

**Lois Ganick,
Personal &
Academic
Advisor**

11/20/2008	Appreciative Advising Discussion with Dr. Jennifer Bloom at UCO
1/2/2009	Master Advisor Workshop case studies presentation at OCCC
2/27/2009	OACADA Spring Conference at OCCC
4/9/2009	Advising Focus Group

**Elsa Gonzalez,
Advisement
Support Assistant**

11/11/2008	WOW Session - "STEP" Supervisor's Guide to the Student Temporary Employment Program
11/20/2008	Appreciative Advising Discussion with Dr. Jennifer Bloom at UCO
11/21/2008	2008 Women in Higher Education Conference at UCO
3/3/2009	WOW Session - Access 2007: Working with Forms
3/3/2009	WOW Session - Coaching Skills for Managers
6/30/2009	Get Motivated Seminar at Cox Convention Center

**Liz Largent,
Dean of Student
Development**

10/2008	Presentation to Leadership OCCC – Leadership Styles
11/20/2008	Appreciative Advising Discussion with Dr. Jennifer Bloom at UCO
1/2/2009	Master Advisor Workshop case studies presentation at OCCC
2/27/2009	OACADA Spring Conference at OCCC
6/19/2009	Survive & Thrive in a MultiGenerational World, The Oklahoma Institute for Mental Health & Substance Abuse

**Melanie
Lawrence,
Academic
Advisor**

11/20/2008	Appreciative Advising Discussion with Dr. Jennifer Bloom at UCO
2/27/2009	OACADA Spring Conference at OCCC

**Kim Lusk,
Assistant to the
Dean of Student
Development**

9/8/2009	Administrative Assistant Conference
10/10/2009	Oklahoma Association of Community Colleges
3/12/2009	WOW: Working with data ranges
3/25/2009	WOW: Working with outlines
4/8/2009	WOW: Collaborating with other programs
4/15/2009	WOW: Working with templates
4/22/2009	WOW: Working with forms
4/23/3009	WOW: Working with web and external data
6/30/2009	Get Motivated Seminar at Cox Convention Center

**George Maxwell,
Personal &
Academic
Advisor**

9/5/2008	HSC Counselor's Workshop
9/19/008	OACADA Fall Conference
11/13/2008	Counselor Connection Session at OCU Appreciative Advising Discussion with Dr.
11/20/2008	Jennifer Bloom at UCO
2/6/2009	OU Engineering Conference UTA-Arlington 12th Annual Advising
2/17/2009	Conference
2/27/2009	OACADA Spring Conference at OCCC

**Sara McElroy,
Transfer and
Academic
Advising
Coordinator**

9/5/2008	HSC Counselor's Workshop
10/1-4/2009	NACADA Conference-Chicago, IL Appreciative Advising Discussion with Dr.
11/20/2008	Jennifer Bloom at UCO 2008 Women in Higher Education Conference
11/21/2008	at UCO
2/27/2009	OACADA Spring Conference at OCCC
4/27/2009	Cultural Competency Training at OCCC
5/18- 19/2009	OCSPA Conference at Northeastern State University in Tahlequah, OK

**Debbie Pierce,
Academic
Advisor**

9/5/2008	HSC Counselor's Workshop
9/19/008	OACADA Fall Conference
11/13/2008	Counselor Connection Session at OCU Appreciative Advising Discussion with Dr.
11/20/2008	Jennifer Bloom at UCO 2008 Women in Higher Education Conference
11/21/2008	at UCO UTA-Arlington 12th Annual Advising
2/17/2009	Conference
2/27/2009	OACADA Spring Conference at OCCC Oklahoma Women in Higher Education - Networking Conference at Rose State
3/3/2009	Community College

3/10/2009 WOW Session - Change Management
 WOW Session - Appreciative Inquiry - An
 3/10/2009 Approach for Faster and Deeper Change
 Council of North Central Two-Year Colleges-
 6/14- Summer Leadership Academy at the
 16/2009 Courtyard Marriott Downtown in OKC, OK

**Marcelene James,
 Personal &
 Academic
 Advisor**

9/5/2008 HSC Counselor's Workshop
 11/13/2008 Counselor Connection Session at OCU
 Appreciative Advising Discussion with Dr.
 11/20/2008 Jennifer Bloom at UCO
 2/27/2009 OACADA Spring Conference at OCCC
 Get Motivated Seminar at Cox Convention
 6/30/2009 Center

**Ed Williams,
 Personal &
 Academic
 Advisor**

10/1-4/2008 NACADA Conference-Chicago, IL
 Appreciative Advising Discussion with Dr.
 11/20/2008 Jennifer Bloom at UCO
 2/6/2009 OU Engineering Conference
 2/27/2009 OACADA Spring Conference at OCCC

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 Prof.	PT Prof.	PT Prof. Temp	FT Classified	PT Classified	PT Classified Temp	Non Staff
\$511,566	\$71,406	\$56,948	\$73,057	\$10,701	\$37,660	\$42,275

Account # 11-01-93182 (Student Development)

Used to support advisement outreach programs, including: probation students, transfer center, advisement month, etc.

FT Prof.	PT Prof.	PT Prof. Temp	FT Classified	PT Classified	PT Classified Temp	Non Staff
\$0	\$0	\$0	\$0	\$0	\$0	\$10,000

Academic Advising

Program Highlights & Information:

Advisement Month

During fall 2008 (October-November) and spring 2009 (March-April) various activities and events were planned to promote the student visits to the office of academic advising to enroll early for the upcoming semester. The following is a summary list of those activities:

- 2 drawings/week for \$10 gift card to Carson's
- 1 drawing/week for \$50 Wal-Mart gift card
- In the spring we tried Advising On the Go, and will revisit this in the Fall.
- Peer Advisors man Advising tables in CU promoting Advisement Month, making appointments and answering questions.
- Promoted in all SCL1001 Advising Sessions.

Advisement Sessions

All sections of the SCL1001 course, designed for new students, were required to attend a 50 minute presentation on academic advising in the fall and spring. Approximately 3,000 students attended the sessions, which were lead by Sara McElroy, Transfer and Academic Advising Coordinator. Topics included: academic planning, course load, academic policies, selection of major, etc.

Distance Advisement

The link is located on the Academic Advising 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. Melanie Lawrence, part-time Academic Advisor, was the primary staff responsible for receiving and responding to distance advisement requests and Kim Lusk, Assistant to the Dean of Student Development, was responsible for the tracking of the distance advisement correspondence. 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.

In the upcoming year, Sara McElroy will assume responsibility for the distance advisement e-mails, an additional e-mail (healthproadvisor@occc.edu) will also be added to expand distance advisement services and as part of the Achieving the Dream initiative, a real-time, instant messaging advisement software program is expected to be implemented.

The top 10 issues/questions addressed through distance advisement include:

- Changing major
- Getting a transcript
- Finish up associates degree

- Diversified studies contracts
- Enrolling for fall, summer, spring
- Faculty advisor
- Finish degree
- Graduation completion
- Math placement score
- Nursing program

E-Advising Module

E-Advising was identified as a product to enhance academic advisement through the Achieving the Dream initiative. This product takes advantage of current installed Datatel features such as Degree Audit, Educational Plan, and WebAdvisor Registration along with new web-based software to create an on-line advising solution that supplements formal advisor/advisee relationships, supports walk-in advising centers, and enables a self-serve advising model. The following features are provided with the e-Advising product:

Students

- Create and modify a plan of courses for an academic program using course planning worksheets
- Select course sections for registration using a program evaluation as a search filter
- Add courses to their course planning worksheet, using their program evaluation as a search filter
- Indicate the planned term for taking courses and plan the number of credits for variable credit courses
- Email their advisors without leaving the program
- Run a program evaluation to check their progress in a current program, or run a “what-if” evaluation for another program the student is considering, to see what requirements of that program are met
- Enter Public Worksheet Notes that are seen by their advisors, as well as enter Private Worksheet Notes that cannot be seen by advisors
- See which courses and /or the Student Educational Plans that have been approved by their advisor

Advisors

- Search for courses to add to the student’s educational plan, using the student’s program evaluation (course planning wizard) and/or specified criteria as a search filter
- Notify students by email that a Student Educational Plan has been updated
- See the suggested plan of courses for a program that a student has entered on the course planning worksheet and approve the courses, making them part of the student’s educational plan
- See the student’s public comments about the plan

Consulting Visit Activities

During the two days that Rose & Tuck consultants were on-campus at the end of May the consultants went through the following activities:

- A review of current installation was performed within the Test Environment of Datatel
- Discovery session to outline current advising process while discussing available options that might be implemented with the e-Advising product
- Detailed review of product features and functionality
- Detailed review of setup procedures
- Discussion to identify potential system/work-flow adjustments required to provide an e-Advising product that is most beneficial to both students and advisors (i.e. the addition of semester terms that span two years into the future)
- Reviewed the steps that both a student and an advisor would have to take in completing all e-Advising tasks. Suggestions were made by both consultants and participants as to changes necessary to make the e-Advising product more user-friendly for both advisors and students (limited customization was needed) All adjustments will be made by the consultants with documentation provided.
- Few participants participated in activities that allowed them to use the e-Advising software both from an advisor and student's perspective.
- Detailed conversation throughout the consulting visit focusing on best-practices for rolling out the software (i.e. discussion focusing on how much pre-populating of the course catalog would be beneficial for our student population.
- Discussion concerning the review of our current Degree Audit setup and the need to ensure that program changes are consistently updated to match current programs offered.
- Consultants began putting together documentation outlining setup procedures and customizations.

Next Steps in FY2010

- Consultants will begin making desired customizations in the Live system
- Consultants will develop documentation in support of any customizations suggested along with the development of materials that will be used during our on-campus training sessions
- OCCC staff will add future terms within RYAT to provide educational planning for up to two years in the future
- OCCC staff will review setup within the LIVE Datatel account
- OCCC staff will begin reviewing course curriculum patterns within Datatel to ensure all curriculum programs have been updated
- OCCC staff will begin reviewing upcoming calendar to identify best time and method for e-Advising training
- OCCC staff will identify a "Go Live" date after documentation is received and a training plan is developed. Most likely some training will occur in the Fall with the academic advisors and will continue in the spring with faculty and students.

Faculty Advisor Pilot

During the summer of 2009, 13 faculty signed up to be a part of a pilot program in which they worked 5 hours a week in the Office of Academic Advising in an effort to provide additional advisement services to students in a convenient manner. The impetus for this program arose from the data and process of the Achieving the Dream initiative.

Although specific student's need may vary based on their major, the general target population of this project is a student with 30+ successful hours of college-level coursework completed and in need of guidance regarding the selection of courses to complete an associate's degree, the selection and approval of electives, approval for a deviation from pre and co-requisites listed on the degree sheet and other common issues students face that are best responded to by a faculty member who is an expert in the area of study.

Faculty advisor contracts ran from June 1 - July 31, 5 office hours per week, special contract for 2 credit hour adjunct equivalent and August Intersession, 7 office hours per week, special contract for 1 credit hour adjunct equivalent

Training was provided to each faculty advisor within the hours designated by the special contract. Highlighted areas of training included:

- Review Packet of Information
- Faculty Advisor Request Process
- Diversified Studies Contract Procedure
- Office Resources Tour (copier, extra handouts, office supplies)
- Review Test Score Interpretation
- Using Datatel
- Using Advisor Trac
- Role of Peer Advisors

Each division could have up to 4 faculty advisors working on special contract under this pilot program.

This pilot program will be assessed in FY10 at its conclusion and adjusted as appropriate.

Master Advisor Workshop

One Master Advisor Workshop was held in January 2009. This year's workshop was revised to better accommodate the needs of the faculty advisors. Evaluations collected following the event were extremely positive, with the exception of the nursing faculty who felt they should not be required to attend. The topics and schedule are listed below:

8:45 a.m.	Advising Theory	Liz Largent
9:15 a.m.	Transfer Center Resources	Sara McElroy
9:30 a.m.	Academic Advising Professional Resources	Melissa Aguigui
10 a.m.	Academic Advising @ OCCC	Mary Ann Bodine
10:30 a.m.	FERPA	Gloria Barton

11 a.m.	MineOnline & MultiDivisional Program	Bertha Wise
Noon	Lunch	Carson's Catering
1 p.m.	Policies & Procedures Jeopardy	Liz Largent & Mary Ann Bodine
2 p.m.	Case Scenarios	George Maxwell & Lois Ganick
3 p.m.	Q & A	George Maxwell & Lois Ganick

Oklahoma Academic Advising Association Annual Conference

Lead by Academic Advisor Melissa Aguigui, the academic advising office staff had the privilege of hosting the spring OACADA conference at Oklahoma City Community College on February 27, 2009. In addition to coordinating the logistics for the conference, the advising staff team also prepared and presented a session during the conference regarding best practices in academic advising. The conference was a great success and a wonderful opportunity to showcase the services of our college.

Peer Advising

The Peer Advisors teach the students how to navigate *Mine Online*, help students create a class schedule that fits their availability and register new students for classes through Datatel's RGN screen. There has been a very positive response from the students and Academic Advisors in providing this service since the program originally began in the spring of 2007.

Prior Learning Assessment

Liz Largent, Dean of Student Development, is the contact person for the Prior Learning Assessment. 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 and 5 inquired about this program.

Probation Outreach

In an effort to impact persistence and retention among at-risk students, the advisors assumed responsibility for outreach to students, currently enrolled, taking one or more developmental classes in Spring of 2009, but on probation as a result of their fall 2008 coursework. Incentives to draw students to participate included: Office of Advising T-Shirts; 19" Flat Screen TV. Of the 693 students identified that matched the criteria, 82 students met with an advisor to discuss their academic challenges, goals and plans. Research on success of students who chose to participate versus

those that did not participate indicates those that participated were more successful in their coursework during spring 2009. Full information regarding the data is listed in the quantitative data section of this report.

The criterion that was set in order to select students for the outreach produced a list with 20% misidentified students. In order to prevent this in the future, it will be important to run GPA's and academic status for each identified student prior to outreach effort.

There seemed to be conflicting information in the Datatel system across screens. A student may show that they are on academic probation on the SACS screen, while their cumulative GPA shows that they have a 4.0 on the STAT screen, but on the STAC screen it shows that they have only complete one class with a C (ex. Student 140189). Similar discrepancies were present for other students. For this reason, the percentage of students that moved from academic probation to good standing or suspension was not reported.

Professional Development

There were several professional development opportunities for the Academic Advising staff this year. Some were group events and others were individual assignments. The Academic Advising staff met with several of the OCCC departments/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:

- Jim Ellis, Director of Testing and Assessment Services, 07/03/2008
- Tamara Carter, Director of Mathematics, 10/16/2008
- Darby Johnson, Coordinator of Student Learning, 10/30/ 2008
- Kim Kyker, Clinical Research Academic Program Coordinator, 11/06/2008
- Frank Rexach, Clinical Community and K-12 Outreach Coordinator, 11/06/2008
- Molly Henderson, Director of Cooperative Alliance Programs, 12/04/2008
- Alexa Mashlan, Coordinator of Cooperative Alliance Programs, 12/04/2008
- Melissa Dyer, Coordinator of Cooperative Alliance Programs, 12/04/2008
- Tammy Steward, Coordinator of Interpreting Services, 02/05/2009
- Jennifer Ball, Physical Therapy Assistant Program Director, 02/05/2009
- Sunny Garner, Coordinator of International Student Services, 03/12/2009
- Michelle Crom, Office Manager- Aviation Science Institute-OCCC, 04/02/2009
- Misty Underwood, Academic Advising at UT-Arlington, 04/16/2009
- Janis Armstrong, Coordinator of Veterans Services, 06/18/2009
- Alicia Harris, Assistant Director of Student Aid Programs and Services, 06/18/2009

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.

Progress Reports

During spring 2009 a pilot project was initiated, lead by Susan Vanschuyver, Dean of Arts and Humanities, Sonya Williams, Department Chair of Science and Liz Largent, Dean of Student Development. The pilot project solicited the assistance of 13 faculty in various academic areas, teaching 43 sections. These faculty utilized the Angel gradebook function for their on-line and face-to-face courses to aid students in tracking their on-going success in each class. Initial student and faculty surveys indicated an overwhelmingly positive response, suggesting that use of the Angel grade book feature contributed to student success. Additional data will be collected regarding student success in those sections and Sonya Williams will assume responsibility for training faculty in use of the Angel grade book in FY2010 and additional data will continue to be collected. This project was initiated through activities associated with the Achieving the Dream project.

Publications

Academic Advising Handbook for Students

The Academic Advising Handbook is used in individual advisor/student meetings and also used in presentations to all Success and College and Life course sections, which are lead by Sara McElroy. 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.

Academic Advising Guidebook for Advisors

The purpose of the Academic Advising Guidebook for Advisors 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, thanks in large part to Personal and Academic Advisor Brenda Clink. The guidebook was distributed to all faculty advisors who requested a copy, as well as to academic advisors within the office.

Academic Advising Business Card

This year a general, full-color business card was created to promote the option of appointments and distance advisement services to students. The cards will be printed and used beginning in FY10.

Accuplacer Preparation Guide

This year advising staff worked with admissions staff to create a guide for new and returning students to aid them in taking the college placement test, Accuplacer. The efforts to create the publication were lead by Personal and Academic Advisor Lois Ganick. The guide is distributed to new students through the office of admissions and to students as needed through the advising office and the test center. The guide offers resources to prepare for the test, test taking tips and sample questions for students to review in an effort to ensure they do the best they can on the exam.

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. The website content is maintained on a day-to-day basis by Elsa Gonzalez and is in the process of being redesigned under the leadership of Mary Ann Bodine.

Transfer Center

Program Highlights & Information:

School Visits

Nearly 20 institutions scheduled visits to the OCCC campus to recruit and provide information to students since August 2008. Many of these universities have standing 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 are offered.

Transfer Fairs

The bi-annual Transfer Fair was held in October 2008 and March 2009. 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 attended the fair to answer questions students may have concerning their departments. Both dates were successful and many students were in attendance. An invitation was emailed to approximately 2000 students each semester.

Transfer Guide

The Transfer Guide continued to be 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. It is currently under review and will be updated by Fall 2009.

Transfer Center Website

The Transfer Center website is www.occc.edu/transfercenter and can be accessed from the OCCC home page, or through the Office of Academic Advising website. Much of the information within the Transfer Center website can be found within the Transfer Guide. There is also a link to the university visit calendar and upcoming campus tour dates. The transfer equivalency guide link continues to be popular with students and staff alike.

Recruiter Training Program

The Recruiter Training Workshop was held on February 5, 2009. It continues to inform visiting university recruiters about the environment and culture of the students on the OCCC campus. The Recruiter Training Program provides the university recruiter's 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.

Campus Tours

The Transfer Center continued to offer campus tours during 2008-2009 to better assist students in the transfer process, get connected, obtain information, and make an educated decision on the four-university to attend. The universities chosen were based on the universities students transfer to most and by inquiries and interest shown by students.

Qualitative and Quantitative Assessment and Usage Data:

Academic Advising 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 Liz	Seen by Sara	Seen by Peer Advisor	# of Working days	Avg. # seen per day
Jul-08	4138	963	1541	644	111	13		866	22	188
			71%	29%						
Aug-08	4908	1213	1916	829	166	48		736	22	223
			70%	30%						
Sep-08	1318	503	574	123	115	0	2	1	21	63
			82%	18%						
Oct-08	2869	718	1260	373	159	5	1	353	23	125
			77%	23%						
Nov-08	2490	704	989	323	83	4	0	387	18	138
			75%	25%						
Dec-08	2837	879	1111	222	63	8	54	500	18	158
			83%	17%						
Jan-09	4327	1248	1249	673	142	86	64	865	17	255
			65%	35%						
Feb-09	1385	614	475	155	119	0	10	12	20	69
			75%	25%						
Mar-09	1747	651	722	186	115	0	15	58	17	103
			80%	20%						
Apr-09	3642	1199	1302	502	132	5	41	461	22	166
			72%	28%						
May-09	3323	1153	1110	424	115	2	64	455	20	166
			72%	28%						
Jun-09	3414	913	1253	370	127	1	53	697	22	155
			77%	23%						
TOTAL	36,398	10,758	13,502	4,824	1,447	172	304	5,391	20	151

FY 2008 Comparative Data

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
28,542	9,863	10,060	5,413	1,502	1,704	19.9	119

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 3407 change of major and faculty advisor requests were processed in the Advising Office this fiscal year. 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.

# of student requests for a faculty advisor, per division (waiting, assigned, and unassigned)	AH	BUS	IT	SM	SS	HP
	814	902	291	729	625	46
Total requests	3407					

Total # of 2nd requests	243 or 7%					
# Unassigned after 2 nd request	# Assigned after 2nd request					
30	213					
# Assigned after 1st request						
2997 or 88%						
# Total Waiting	AH	BUS	IT	SM	SS	HP
167 or 5%	49	41	14	32	28	3

# Faculty initiated change of major	13
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FY 2008 Comparative Data

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

# Faculty initiated change of major	2
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Distance Advisement #'s

July	57
August	43
September	25
October	33
November	42
December	47
January	52
February	33
March	41
April	68
May	61
June	46
Total	548

Probation Outreach Overview

Total Number of Students identified for Outreach	693
Total Number of Students Contacted by email.	693
Total Number of students that responded to email.	37 email responses (33 made appt.)
Total Number of Students sent letter.	661
Total Number of students that responded to letter.	54
Total number of appointments made due to receiving an email or letter (This includes those students who made multiple visits.)	81
Total number of office visits through appointments due to Outreach. (This includes those students who made multiple visits.)	60
Total number of no-shows for office visits (This includes those students who made multiple appointments.)	21
Total number of students who were serviced	82

in the Office of Academic Advising either by appointment or who walked in after receiving an email or letter without an appointment.	
Total Number of students that were miss-identified for outreach purposes.	141
Total returned letters – wrong address	45

GPA information for students who did not receive probation outreach services through the Office of Academic Advising:

No Services Spring 09	Students (#)	Mean	Median	Mode	Range
Fall 08 Sem. GPA	488	.47	0.0	0.0	0.0 -3.0
Fall 08 Cum. GPA	488	.49	0.0	0.0	0.0 -1.93
Sp 09 Sem. GPA	239	.97	.20	0.0	0.0 – 4.0
Sp 09 Cum GPA	239	.92	.83	0.0	0.0 – 2.70

Of the 488 above reported on students that attended in the fall of 2008 only 49% returned for classes in the spring of 2009 and received no services from the Office of Academic Advising.

GPA information for students who did receive probation outreach services through the Office of Academic Advising:

With Services Spring 09	Students (#)	Mean	Median	Mode	Range
Fall 08 Sem. GPA	64	.97	1.0	1.0	0.0 – 4.0
Fall 08 Cum. GPA	64	1.0	1.0	1.0	0.0 – 1.90
Sp 09 Sem. GPA	60	1.52	1.5	0.0	0.0 – 4.0
Sp 09 Cum GPA	60	1.39	1.5	1.0	0.0 – 2.73

Of the 64 above reported students that attended in the fall of 2008, 94% returned for classes in the spring of 2009 and received services from the Office of Academic Advising.

Probation Outreach Survey

Survey conducted in spring 2009 of the needs of students on probation currently enrolled in one or more developmental courses. Below is a summary of the results of that survey:

Why did you choose Oklahoma City Community College?

- It was close to home, it has the courses I want and the time frames I need.

- Because is near home.
- I choose OCCC, because it's a good school. It is close to home, and I have easy access to the school. I have always heard great things about this school. It has the major I want to be in.
- Seemed like the right thing to do after high school, and it was closer for me to drive to as well as being cheaper.
- It was affordable. I didn't want to go straight to a big 4 year university right out of high school.
- Cheap
- Cost, my best friend also attended.
- It is a good school & I have friends that go there.
- Mostly because of money.
- The closest to home.

What is your plan after you graduate?

- To go to work and help my husband pay bills and buy a second car.
- Transfer to the University of Oklahoma.
- My plan is to go into the work field after I get my AOT degree.
- To get a good steady job as a nurse.
- Get my bachelor's degree.
- Go to the army.
- Be successful.
- From OCCC, I plan on transferring to Rose State and get into the program to become a Dental Hygienist.
- Be dependent.
- Get the career that I like to do.

Which of the following factors contributed to you being placed on academic probation? (Check all that apply) (9)

1. lack of academic preparedness – 25% (2)
2. lack of family support – 25% (2)
3. lack of planning – 50% (4)
4. selection of inappropriate major – 12.5% (1)
5. poor study habits – 75% (6)
6. test anxiety – 62.5% (5)
7. Other (please specify):

I was never supposed to be placed on Academic Probation.

No sitter.

How were you contacted to meet with the Office of Academic Advising: (Check all that apply)

1. by email – 77.8% (6)
2. by letter – 75% (6)
3. I came as a walk-in student after I realized I was on Academic Probation – 11.1% (1)

4. Other:

I had made an appointment to talk about my probation.

How many times did you meet with an Academic Advisor?

1. None
2. 1 time – 25% (2)
3. 2 times – 62.5% (5)
4. 3 or more times – 22.2% (2)

Explain how meeting with an Academic Advisor did/did not benefit you during this past semester.

- It benefited me because it helped me to realize that I need to do better.
- It benefited me because I knew I needed advice and help.
- The advisor gave me motivation and told that she will help me if I would like to succeed in college.
- I was able to come out of this spring Semester with better grades than I did in the fall. It helped me to talk to someone and was able to figure somewhat of a schedule out for myself.
- It helped me make sure that my classes were right on track and helped me realize that I am able to do things with or without my family support, my adviser was very helpful for me this past year that I met with him.
- I met with an Academic Advisor who looked over my paper work and said that I shouldn't have been placed on probation because I was in my first semester, therefore I didn't meet the requirements of being put on probation.
- It did benefit what my plans are.
- The meeting was productive. It allowed me to gain more understanding about how to come off of academic probation.
- Helped me to better understand about the college, and how to be better prepared.
- Some of the advisors were very helpful, others could care less about what I had to say.

What other services, if any, did you use on campus to help improve your academic standing?

1. Tutoring – 12.5% (1)
2. Labs – 90% (9)
3. Office of Student Support Services
4. Office of Career and Employment Services – 12.5% (1)
5. I didn't do anything different – 12.5% (1)

Do you have any suggestions or recommendations for how the Office of Academic Advising could better serve students who have been placed on Academic Probation?

- I wish I did.

- NO, they get down to business and let someone know how things are straight up about the grades and standings and I like that about the advising, I don't like to be lied to.
- I would recommend that someone double check the information of the students who are going to be put on probation. I was not supposed to be put on probation which could have gone on my academic record. This could have kept me from getting into a program for my major at a different college.

Summary of Transfer Tours to 4-Year Institutions

University Offered	Total Visits Scheduled	Total Students Signed Up	Total Students Attended
UCO	4	42	28
OU	5	52	35
Cameron	1	2	2
OCU	1	3	1
USAO	1	1	0
TOTALS	12	100	66

Summary of Transfer Tours to 4-Year Institutions By Month

Month	Total Visits	Total Students Attended
October	2	20
November	2	16
February	2	6
March	1	0
April	4	17
June	1	7
	12	66

Summary of Visits By 4-Year Institutions By Month

Month	Total Visits FY 2009	Total Visits FY 2008
August	6	12
September	16	22
October	25	23
November	13	20
December	7	19
January	9	29
February	23	34
March	18	18
April	28	30
May	6	7
June	16	7
TOTAL	167	229

Comparison of Visits to OCCC By 4-Year Institution

University	Total Visits FY 2009	Total Visits FY 2008
Cameron	6	7
ECU	1	6
Grand Canyon University	1	0
Langston	4	11
MACU	10	30
Newman	10	14
OBU	4	3
OCU	4	5
Oklahoma Christian. Univ.	0	4
OK Wesleyan	1	0
Oral Roberts University	0	1
OSU	13	2
OSU-Tulsa	0	3
OU	19	25
OU-CCE	3	12
OU-CLS	34	30
OU-College of Journalism	0	4
OUHSC	0	1
Rogers State	0	1
St. Gregory's	0	7
SWCU	5	33
UCO	21	30
USAO	24	0
UT Arlington	6	0
University of Tulsa	1	0

Transfer Center Surveys

The Fall Transfer Fair Survey was sent out consisting of five questions to the university recruiters that attended the Transfer Fairs at Oklahoma City Community College. The survey was intended to obtain suggestions from the university recruiters in an effort to improve the Transfer Fair.

Number of Surveys Sent: 39

Number of Surveys Received: 17

Do you think that 10 a.m. – 2 p.m. is an appropriate time for the Transfer Fair to be held?

82.4% - yes & 17.6% - no

Those who answered **no** thought that it was too long and should be from 11-1.

Do you think this Transfer Fair was beneficial to your institution?

82.4% - yes & 17.6% - no

Those who answered **no** said that they spoke with few students or did not have the degree programs that most students were looking for.

What changes would you like to see at the next OCCC Transfer Fair?

1. Reserved parking for the representatives.
2. More visible advertising to bring in more students.
3. Offer an evening Transfer Fair option.

What can OCCC do to ensure that the next Transfer Fair is successful for your institution?

1. Provide a list of students to transfer representatives.
2. Offer an evening Transfer Fair option.
3. Nothing.

Would you be willing to participate in an evening Transfer Fair? If yes, what times would you be available?

70.6% - yes & 29.4% - no

A range of times were given from 4 p.m. to 9 p.m.

The Spring Transfer Fair Survey was sent out consisting of five questions to the university recruiters that attended the Transfer Fairs at Oklahoma City Community College. The survey was intended to obtain suggestions from the university recruiters in an effort to improve the Transfer Fair.

Number of Surveys Sent: 45

Number of Surveys Received: 20

Do you think that 10 a.m. – 2 p.m. is an appropriate time for the Transfer Fair to be held?

90% - yes & 10% - no

Those who answered **no** suggested 12 p.m. – 2 p.m. or 12 p.m. – 4 p.m.

Do you think this Transfer Fair was beneficial to your institution?

90% - yes & 10% - no

Those who answered **no** simply stated that not enough students showed up.

What changes would you like to see at the next OCCC Transfer Fair?

1. Move location so students will have to walk through booths.
2. More promotion to bring in more students.
3. Change the time frame.

What can OCCC do to ensure that the next Transfer Fair is successful for your institution?

1. Provide list of students with 45+ credit hours in advance.

2. Inform students of the universities that are going to be in attendance.
3. Nothing

Would you be willing to participate in an evening Transfer Fair? If yes, what times would you be available?

80% - yes & 20% - no

A range of times between 4 p.m. and 9 p.m. was suggested.

Transfer Student Survey

In January 2008, a **Transfer Student Survey** was sent out consisting of ten questions regarding the individual's future plans upon graduating from Oklahoma City Community College and included an offering of resources to aid them. The survey was intended to get the experiences and opinions of upcoming graduates to better assist them in transferring to a four-year university as well as offer resources to guide, aid, and prepare them.

Target Student Population: The survey was sent to current OCCC with 30 credit hours or more.

Number of Surveys Sent: 1644

Number of Surveys Received: 95

Are you planning to transfer to a 4 year institution to complete a Bachelor's degree?
61.1% - yes & 17.9% - no & 21.1% - haven't decided yet

Are you planning to earn your Associate's Degree from OCCC?
94.7% - yes & 5.3% - no

What is your intended transfer major? Top 5:

1. Nursing
2. Business
3. Psychology
4. Engineering
5. Education

If you are planning to transfer, how did you choose which 4 year institution to attend?

1. Location
2. Programs offered
3. Cost
4. Perception/Quality of Education
5. Variety of class times/Scheduling

Have you met a representative from your chosen 4-year university?

26.3% - yes & 73.8% - no

If no, and you would you like assistance in getting connected with 4-year institution, please provide the name of the institution and your name and address.

31 students left their information and were sent a Transfer Guide and offered help getting connected to their chosen 4-year university.

What differences, if any, are you expecting when you transfer to a 4 year institution?

Top 5:

1. Larger classes/Campus
2. Harder classes/Increased work load
3. Increased cost
4. Less personal attention (especially from professors)
5. Nothing

The Transfer Fair, which is held every semester, is scheduled for March 5, 2009 and will host many 4 year institutions. Have you attended a Transfer Fair in the past?

20.7% - yes & 79.3% - no

If you would like more information on the Transfer Fair, please provide your email address.

21 students provided their email address and were sent information concerning the Spring Transfer Fair and encouraged to attend.

Are you aware of the Campus Tours that the Transfer Center offers?

65.6% - yes & 34.4% - no

If you would like more information on the Campus Tours, please provide your name and address or email address.

15 students provided their information and emails are sent to them regarding campus tours.

Do you have a copy of the OCCC Transfer Guide which contains a variety of information to help students in their transfer process?

18.9% - yes & 81.1% - no

If no, and you would like to receive a copy of the Transfer Guide, please provide your name and address. 30 students provided their information and were mailed a Transfer Guide.

What services do you think that OCCC should offer students who are planning to transfer to a 4 year institution? Top 5:

1. Help knowing what courses will transfer.
2. Degree planning.
3. Continue offering current services.
4. Assistance for a smooth transition.
5. Scholarship information.

Statistics show that students who are involved in campus activities are more likely to be successful and have higher GPAs. Are you currently involved in campus activities or a member of a student club or organization?

29% - yes & 71% - no

If no, and you would like information on student clubs and organizations at OCCC, please provide your name and address.

The names of 12 students who answered **yes** to the second question were given to Darin Behara, Director of Student Life.

The results of the OCCC Transfer Student Survey will aid in better assisting future OCCC students transfer more successfully to their chosen four-year university by helping them get connected to their new institution and continuing to develop materials that will better prepare them to transfer and continue to be successful outside of the walls of OCCC.

This data has helped to:

- continue updating the Transfer Guide to insure it meets student needs.
- reveal students need continued assistance in transferring to their chosen university
- reveal more advertising of the Transfer Fair needs to occur for the upcoming fall fair
- understand how to best assist and prepare our students in their transfer process
- reveal the Transfer Guide is a much appreciated and desired resource for our students
- reveal that campus tours sponsored by the OCCC Transfer Center meet student needs.
- provide students opportunities to get involved in OCCC student clubs and organizations.

**FY 2010 Planning Document
ACADEMIC ADVISEMENT**

Goal, Task or Initiative Name	Description	New, Continuing, or Enhancement
On-Line Forms	Create, implement and train staff for use of on-line forms (diversified studies, overrides, declaration of major, course substitutions, registration forms).	New
Withdraw Alerts	Explore use of the new Early Alert/Retention module to establish 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.	Continuing
Distance Advisement	Select and implement an appropriate distance advisement system, including: enhanced technology, FERPA considerations and staffing.	New
Online Academic Plan	Complete the implementation and train staff, students and faculty on the use of the e-Advising module used to create student academic plans on-line.	Continuing
Advisement Model/Faculty Advisor Pilot	Assess the current pilot program with faculty advisors and adjust as appropriate.	Continuing
Expansion of Transfer Center and Services Offered	<ul style="list-style-type: none"> • Increase visibility of Transfer Center to students by utilizing table space in the College Union, more posters, flyers, mailers, etc. • Increase number of universities represented. • 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, OCU, & OSU. Survey students to determine other universities to include. • Maintain calendar of visits. Increase frequency of university visits to OCCC and encourage consistency. • Have a university representative present a transfer recruitment program or transition seminar. • Continue to offer the Transfer Guide to 	Continuing

	<p>students via mail, in person, or on the Transfer table. Enhance, update, and increase the information within the guide.</p> <ul style="list-style-type: none">• 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.	
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Student Employment & Career Services

Mission:

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

Organization and Management:

Full-time: 2-Exempt

Part-time: 2-Non-Exempt (25 & 30 hours per week)

FWS: 1-Federal Work Study

Staff Development:

Debra Vaughn; Judi McGee; Adrienne Loucks (Resigned 10/09/08); Robert Brennecke (Resigned 01/23/09); Christopher White; Nicholas Lyon (New Hire-5/26/09)

Oklahoma Association & Career Employment Professionals (OACEP)

Debra Vaughn 2 meetings

Judi McGee 3 meetings

Oklahoma City Metro Employers Council-Monthly meetings

Debra Vaughn 1 meetings

Judi McGee 5 meetings

Oklahoma Academic Advising Association (OACADA)

Debra Vaughn 1 meeting (Committee/Presenter)

Career Guidance Network of Oklahoma-Spring Conference

Debra Vaughn 1 meeting

Judi McGee 1 meeting

OCCC Health Career Programs Outreach

Debra Vaughn 3 meetings

WOW Sessions

Debra Vaughn 04; Adrienne Loucks 01; Christopher White 04; Durell Carter 01;

Judi McGee 03; Robert Brennecke 01; Nicholas Lyon 02

Financial Resources:

E&G-13350: Operation of Student Employment & Career Services

Fixed Assets (503)

Equipment 550.00

Materials & Supplies (504)

Supplies & Resource Materials 3,500.00

Services (505)

Postage 990.00

Long Distance 375.00

Other (508)

Professional Memberships 650.00

Total Budget \$ 6,065.00

Job Fair-18809: Presentation of two Job Fairs 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	\$20,000.00

Student Employment Services

Program Highlights & Information:

	<u>07/08</u>		<u>08/09</u>
Total Students Employed	726		793
Total Reporting Employers	60	General & Health	57
		Career Transitions Employers	<u>96</u>
		TOTAL:	153
 Average Student Salary	 \$16,634.56		 \$17,475.43
 Total Student Economic Impact	 \$7,386,890.76		 \$7,948,257.05

Top 10 OCCC Student Employers (Students Hired)

01. Oklahoma City Community College	177
02. HCA Healthcare (OU Medical Center)	56
03. Wellness and Fitness Center	52
04. United Parcel Service	32
05. Fedex/Warren Theatre	24
06. Sitel/AT&T	18
07. Parks & Recreation	17
08. Hobby Lobby/CVS Pharmacy	15
09. Lowes/Home Depot	14
10. Banc1st/Scholastic Books	12

Top 10 OCCC Student Employers (Salary Impact/Contribution)

01. Oklahoma City Community College	\$1,509,456.12
02. HCA Healthcare (OU Medical Center)	1,380,697.90
03. United Parcel Service	429,396.25
04. Total Medical Personnel Services	312,000.00
05. Fedex	342,287.47
06. Home Depot	324,880.00
07. a) Total Medical Personal Services	312,000.00
07. b) Lowes	312,000.00
08. Accel Financial Staffing	272,600.00
09. a) CIT Group	260,000.00
09. b) Hobby Lobby	260,000.00
10. OK DPS	208,000.00

FY08 FY09

Federal Student Workers: May 08 = 30....May 09 = 53: 76% Increase
Student Workers: May 08 = 41....May 09 =124: 202% Increase
 (Per OCCC HR, Karen Schmidt, June 1, 2009)

College Central Network (CCN) OCCC Job Board:

Online and available 24/7 for On-campus & Off-campus jobs & internships

Students register with their 7-digit student ID number
 Approximately 200-270 daily job listings & students may post their resumes
 CCN also provides nationwide job listings: 70,159

Total number of students registered on the Job Board: 1,339
 Total number of employers registered on the Job Board: 1,572
 Total number of employer reviews of student resumes 853

	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	
New Student Registrations	159	342	891	160% Increase
New Jobs Posted	914	1,240	1,109	11% Decrease
Full Time	638	Part Time	479	
Internship	132	Seasonal	38	
Volunteer	03	Work Study	25	

New Employer Job Board Registrations:

<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	
353	305	227	25% Decrease

NOTES:

1. The OCCC Nursing Division has granted permission to the SE&CS office to add a new webpage link to their OCCC Nursing Job Board. This additional job resource provides a variety of health related job opportunities for students.
2. During the Spring 09 semester CCN added 128 Career/Employment Videos to their website. The videos are a complement to our program services.
3. During the 08-09 academic year, permission was granted from the Greater Oklahoma City Chamber of Commerce Education Department (Greater Grads, etc.) to list their 40-45 internships on our Job Board; providing valuable student internship opportunities on a daily "online" basis.
4. During the spring 09 semester, permission was granted from CCN to add the national internship listings to our Job Board site.
5. Current Job Board local and national internship listings: 64

Optimal Resume, Cover Letter & Interview Program:

Online and available 24/7 for student's creation of job search documents
 Skills Center provides Practice Interviewing: (Interview Types): Behavioral, Initial, Business, Medical, Law, Final Candidate and Build Your Own Interview

Optimal Resume:	<u>07-08</u>	<u>08-09</u>	
Total Number of Students Registered	318	1,449	355% Increase

Student Temporary Employment Program (STEP):

STEP complements the educational process and provides students with work experience to enhance knowledge, assist in meeting student employment needs, utilize student knowledge and skills, and achieve college goals.

Training luncheons		Student Worker Attendance
11/06/08	Internship Search/Application	37
11/10/08	Job Board Registration	40
12/04/08	Job Interview Appropriate Dress	33
03/26/09	Job Interview Dining Etiquette	33
04/22/09	Interview Skills	<u>31</u>
		Total Attendance 174

OCCC Job Flier Postings Bulletin Boards/Job Tables: 1,912

OCCC Job Fairs (General & Health Employers) Fall 2008 & Spring 2009:

Wednesday, October 1, 2008

General Employers 10-2:00 pm	83
Health Employers Noon-6:00 pm	<u>36</u>
Total Employers	119

Wednesday, March 4, 2009

General Employers 10-2:00 pm	70
Health Employers Noon-6:00 pm	<u>30</u>
Total Employers	100

Academic Year Employer Total 219

Job Fair & Health Job Fair Estimated Attendance:

Fall 2008/2,000 + Spring 2009/3,000 = Total 5,000

Job Fair Employers Evaluations:

Fall 08 & Spring 09: 99% Plan to participate in the future

Employer Campus Recruitment Visits: 06-07 07-08 08-09

(In conjunction with Student Life/Marcy Roll) 99 175 100 42% Decrease

OCCC Student Jobs Orientation - "How to Work on Campus" with

OCCC HR, Karen Schmidt:

Student Attendance	
October 08, 08	38
February 11, 09	31

"New" Service:

FAFSA, Federal Work-Study Authorization Letters submitted to the SE&CS office & forwarded to HR/Karen Schmidt: Total: 240

Meetings & Class Presentations: Judi McGee, Employment Coordinator

STEP Training Luncheons	05	Transfer Day	02
General Classroom Presentations	04	TLC	02
Business Classroom Presentations	12	Career Class	04
Career Transitions Workshops	25	Opening Day	02
OK Employment Security Commission	03	UPS Ed. Day	01
Greater Grads Meetings/Career Fair	03	Student Clubs	06
HR-Karen Schmidt, Jobs on-campus	02	YMCA	01
OSU-OKC How to apply Federal Jobs	01	FAA Meetings	<u>02</u>
South OKC Chamber	04	Total:	<u>47</u>

Meetings & Class Presentations: Christopher White, Employment Clerk

STEP Training Luncheons	05
PSY-1001, Career Transitions Class	04
Greater Grads Career Fair	<u>01</u>
Total:	<u>10</u>

Career Services

Program Highlights & Information:

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

Debra Vaughn	6,373
Judi McGee	36,548 (Job Board Emails Students/Employers)
Robert Brennecke	567
Adrienne Loucks	352
Nicholas Lyon	103
Christopher White	3,225
Durell Carter	<u>360</u>
Total Contacts:	47,528

Career Days Events:	<u>07-08</u>	<u>08-09</u>	
Tinker AFB Internship Program		10/23/08	28
DISNEY Internship Program		12/03/08	23
Greater Grads Workshop		02/05/09	19
Greater Grads Career Fair/Cox Center		02/24/09	08
United States Military Career Fair		02/24/09	<u>500</u>
	Total: 497		Total: 578

**Greater Oklahoma City Chamber of Commerce
Greater Grads Summer Internship Program:**

	Student Interns	
	<u>07-08</u>	<u>08-09</u>
Student Employment & Career Services	05	15
Student Life	<u>03</u>	—
	Total: 08	15

WOW Sessions with HR-Karen Schmidt & Debra Vaughn, Presenters:

Faculty/Staff Attendance	
11/11/08	12
11/19/08	32
02/11/09	canceled, no registrations

OCCC PIONEER Newspaper Articles, Advertisements, PSA's: 99

Employment & Career Power Workshops:

<u>07-08</u> Attendance		<u>08-09</u> Attendance		
F 07 = 09	23	F 08 = 10	51	
S 08 = <u>08</u>	<u>27</u>	S 09 = <u>10</u>	<u>63</u>	
Total: 17	50	Total: 20	165	Increase 230%

DISCOVER (ACT) Career Guidance Program Usage:

	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	
Number of unique/individual users	265	1,122	1,366	11% Increase
Number of DISCOVER uses	965	3,186	4,130	29% Increase

Group Meetings & Classroom Presentations: Debra Vaughn

PSY 1001-Career Exploration Classes: 2-Eight Week Sessions, F/Sp

UPS Education Fair	01	Success in College & Life	79
INFO Fest	02	Greater Grads Meetings	02
OCCC Opening Day	02	BPA	01
Transfer Day	02	TLC	01
STEP Trainings	05	HR-K Schmidt/Campus Jobs	<u>02</u>
Career Transitions	02		Total: 99

Note: The presentations to 79, SCL classes provided excellent opportunities to connect with students and make them aware of our services.

“New” Student Employment & Career Services Guide Book: Contents

Welcome Letter

Job Resume Development

Job Resume Examples (Chronological, Functional, Combination)

Job Cover Letter (Cover Letter Example)

Job Post-Interview Thank You Letter (Letter Example)

Improve Your Skills

Common Interview Questions

Professional Etiquette

Internships

Job Interview Appropriate Dress

Professional Interview Makeover (Female & Male)

Job Interview Lunch/Dinner Dining Etiquette (Place Setting Example)

Social Networking Websites (Positive/Negative: Facebook, MySpace, Twitter, LinkedIn)

Future Plans for Student Employment & Career Services:

Goal, Task or Initiative Name	Description	New, Continuing, or Enhancement
Additional Workshops	Addition of summer 09 "Employment & Career Power Workshops" Total 10	New
Students Hired	Distribution of "Graduation Sweepstakes" postcards, Spring 2010 Pinning Ceremony	New
Adult Career Fair	Partnering with Admissions to present DISCOVER career program to prospective adult students	New
S.T.E.P. Trainings	Additional S.T.E.P. Trainings. From 5 to 6 trainings for 2009-2010	Enhancement
Greater Grads Interns Military Career Fair Sophomore Experience Career Days	Interns 2008=10; 2009=15 Financial Aid to present military career and educational funding options Student Life and Sophomore Experience Tinker AFB; FAA; DISNEY; Military	Continuing

Student Life
FY 2009

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 Service Learning, New Student Orientation, campus activities, 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 Spring 2009 (paid)
 3 Graduate Student Interns (open)**

* One exempt position was vacant most of 2008-09 due to a poor applicant pool in Fall 2008. The decision was made to reopen the position in the spring of 2009. The vacant position for First Year and Student Life Programs Coordinator was filled June 1, 2009.

** Three positions are open based on placement from the University of Oklahoma higher education graduate internship program. Applications were submitted to offer unpaid, course graded internships for Service Learning, New Student Orientation, and Leadership Development.

Staff Development:

Darin Behara – Director of Student Life

Professional Development

NASPA Region IV-West Annual Conference, November 2008
Myers-Briggs Type Indicator Certification Training, December 2008
Student Service Meeting, “Climate Survey,” Dr. Paden, March 5, 2009
OCSPA Conference, May 2009
Surviving and Thriving in a Multigenerational World, June 2009

Presentations

Student Life Presentation to Success in College and Life, August-September 2008 (2 sessions)

Myers-Briggs Type Indicator Sessions for Success in College and Life, February 2009 (3 sessions)

Adjunct

Success in College and Life, August-October 2008
Leadership, HUM 2163, Fall 2008

Committees

Benefits Committee Chair, October 2008- Present
Wellness Task Force, August 2008- Present
Scheduling Software, RFP Committee, Spring 2009
TRiO Grant Programs Coordinator, Search Committee, Fall 08

Katie Treadwell – Service Learning & Student Life Program Coordinator

Professional Development

Campus Compact Professional Development Institute for Service-Learning, July 2008
NASPA Region IV-West Annual Conference, November 2008
Oklahoma Women In Higher Education Annual Conference, November 2008
Myers-Briggs Type Indicator Certification Training, December 2008
Student Service Meeting, “Climate Survey,” Dr. Paden, March 5, 2009
WOW Teaching In ANGEL Workshop, April 2009
Surviving and Thriving in a Multigenerational World, June 2009
OCCC Web Time Entry Training, June 19, 2009

Presentations

Program Planning for Student Organizations, Student Leadership Retreat, August 2008
New Faculty Orientation to Service-Learning, Faculty Training Week, August 2008
Faculty Training Week Service-Learning Introduction, August 2008
Service-Learning Orientation to Individual Courses, August-September 2008 (12 sessions)
Student Life Presentation to Success in College and Life, August-September 2008 (3 sessions)
WOW Introduction to Service-Learning, October 2008
Student Life Presentation to Success in College and Life, January 2009 (1 session)
Service-Learning Orientation to Individual Courses, January-February 2009 (12 sessions)
Myers-Briggs Type Indicator Sessions for Success in College and Life, February 2009 (5 sessions)

Adjunct

Success in College and Life, August-October 2008

Success in College and Life, June-July 2009

Committees

United Way Campaign Committee, September-October 2008

Personal Assessment of Campus Environment, May-June 2009*

(*committee name changed to Enrollment and Student Services Advisory Board)

Stephanie Baird – First Year & Student Life Programs Coordinator

Professional Development

Surviving and Thriving in a Multigenerational World, June 2009

OCCC Web Time Entry Training, June 19, 2009

WOW Teaching Angel, Basics, June 2, 2009

WOW Teaching Angel, Advanced, June 25, 2009

Jon Horinek

Promoted to Director of Admissions, August 1, 2008.

Marcy Roll - Student Life Assistant

Professional Development

The Administrative Assistants Conference, September 8, 2008

OACC Professional & Support Staff Conference, October 2008

Student Service Meeting, "Climate Survey," Dr. Paden, March 5, 2009

OCCC Web Time Entry Training, June 19, 2009

Get Motivated! Business Seminar, June 30, 2009

Karlen Grayson – Student Organizations Assistant

Professional Development

Master's Degree Recognition, February 16, 2009

Student Service Meeting, "Climate Survey", Dr. Paden, March 5, 2009

Leadership OCCC Inaugural Class, September 11, 2008 – April 10, 2009

OACC Support Staff Conference, "Speaking with One Voice," October 10, 2008

OCCC Web Time Entry Training, June 19, 2009

Presentations

Student Life Presentation to Success in College and Life, Fall 2008 and Spring 2009 (35)

Student Life Presentation to Career Development Classes, Spring 2009 (2)

Presentation of New Academic Degree Program to Dean's Council, April 29, 2009

Committees

PACE Meeting, Dr. Paden, April 30, 2009, (Substitute for Katie Treadwell)

Financial Resources:

91370	Auxiliary	Student Life	\$414,299
		<i>Professional Full-time</i>	85,432
		<i>Classified Full-Time</i>	80,455
		<i>Classified Part-Time</i>	1,560
		<i>Benefits</i>	87,252
		<i>Operations</i>	159,600
15-51160	E&G	New Student Orientation	\$114,992
		<i>Professional Full-time</i>	37,333
		<i>Classified Temporary</i>	35,543
		<i>Benefits</i>	22,116
		<i>Operations</i>	20,000

Service-Learning

Program Highlights and Information:

Academic Service-Learning

The Office of Student Life's Service-Learning Center entered its fourth full year of operation with noteworthy increases in faculty participation, student interest, and community partnerships. Most notably, programmatic changes were made to address faculty involvement and increased opportunities for student service based on various academic disciplines.

Specifically, the following program changes were made:

- Increased number of community agency partnerships
- Improved agency communication and training
- Improved in-class reflection
- Improved student training and preparation

The following courses participated in service-learning during the 2008-2009 academic year:

- Nursing Process I, 2 sections
- Nursing Process II, 2 sections
- Nursing Process III, 2 sections
- Nursing Process IV, 2 sections
- Nursing BADNAP, 4 sections
- Nursing CLP, 4 sections
- Paramedic Care I, 2 sections
- Occupational Therapy Group Dynamics, 1 section
- Introduction to Psychology, 1 section
- Developmental Psychology, 5 sections
- Psychology of Women, 1 section
- Advocates of Peace, 2 sections
- Introduction to Public Speaking, 3 sections
- Leadership Development, 1 section
- Success in College and Life, 1 section

Co-Curricular Service-Learning

The Office of Student Life staff continues to support the objectives of service-learning, and 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. Student Life sponsored four Service Days each semester that were open to all OCCC students. In addition, Student Life also added four Service Days specifically for OKC-Go students in the spring. The following agencies

participated in the Service Days program during the 2008-2009 academic year:

- Adopt-A-Street: Three service days (2 open to all students, 1 open to OKC-Go)
- City Rescue Mission: One service day (open to all students)
- Habitat for Humanity: Three service days (2 open to all students, 1 open to OKC-Go)
- OKC Memorial Marathon: One service day (open to all students)
- Regional Food Bank: Three service days (1 open to all students, 2 open to OKC-Go)
- Salvation Army: One service day (open to all students)

Student Life also hosted two Volunteer Fairs on campus during the year to highlight community partner agencies and to encourage students to get involved in service. Approximately 500 students participated in each Volunteer Fair, resulting in 1,000 total students participating.

The Civic Honors program entered its second full year of implementation during the 2008-2009 academic year with better than anticipated participation from students as compared to previous years. Twenty-three students are currently enrolled in the program. The following students completed the program and graduated with Civic Honors in May 2009:

- Tino Ceballos, December 2009 OCCC graduate
- An Dang, May 2009 OCCC graduate
- Dustin Dewett, May 2009 OCCC graduate
- Craig Nichols, May 2009 OCCC graduate
- Bao Pham, May 2009 OCCC graduate

Assessment and Usage Data:

Service Days

Students Participating in Service Days: 155
OKC-Go Students Participating in Service Days: 64
Service Day Total Hours Served: 930
Financial Value of Hours Served: \$18,823.50*

Volunteer Fairs

Agencies Attending Volunteer Fairs: 41 (26 in Fall, 15 in Spring)
Students Attending Volunteer Fairs: 1000 (500 in Fall, 500 in Spring)

Civic Honors Service Award Program

Students Participating in Civic Honors: 23
Students Completing Civic Honors: 5
Civic Honors Total Hours Served (completed students only): 276
Financial Value of Hours Served: \$5,589.00*

Participating Community Agencies

Total Community Partner Agencies: 82
Agencies Served in 2008-2009: 76 (25 non-partner agencies)
New Agencies in 2008-2009: 16
Agencies Attending Volunteer Fairs: 41 (26 in Fall, 15 in Spring)

Academic Service-Learning Participation and Evaluations

Faculty Members Participating in Service Learning: 15
Courses Including Service-Learning: 34 sections in 15 different courses
Students Participating in Service-Learning (based on course capacity): 1,241
(638 in Fall, 603 in Spring)
Service-Learning Evaluations Returned: 512 (41.25%)
Hours Served (based on course capacity and assignments): 6,889
Financial Value of Hours Served: \$139,502.25*

<u>Overall OCCC Service-Learning Evaluation Means</u>	<u>2007</u>	<u>2008</u>
<u>2009</u>		
The service increased my awareness of the larger community. 4.11	4.04	4.06
The service helped me better understand community needs. 4.12		
The service helped me better understand the course material. 2.93	4.09	4.1
The service made me more interested in attending class. 2.67		
The service helped me reflect on my life and goals. 3.12	3.78	3.79
The service helped me reflect on my career and life goals 3.12	3.02	3.03

The service has increased my interest in doing further service. 3.86	3.78	3.78
I would recommend this activity to my friends. 3.86	3.85	3.87
My experience with the community agency was positive. 4.41	4.27	4.31
My experience with the service-learning program was positive. 4.13	4.13	4.17

<u>Responses from All students</u>	<u>Non-Nursing</u>	<u>Nursing</u>	<u>All</u>	<u>Non</u>
The service increased my awareness of the larger community. 4.33 4.08			4.11	
The service helped me better understand community needs. 4.39 4.09			4.12	
The service helped me better understand the course material. 3.73 2.74			2.93	
The service made me more interested in attending class. 3.59 2.46			2.67	
The service helped me reflect on my life and goals. 4.12 3.65			3.72	
The service helped me reflect on my career and life goals 3.29 3.09			3.12	
The service has increased my interest in doing further service. 4.39 3.77			3.86	
I would recommend this activity to my friends. 4.54 3.75			3.86	
My experience with the community agency was positive. 4.61 4.37			4.41	
My experience with the service-learning program was positive. 4.52 4.07			4.13	

Qualitative Summary

The qualitative results from the academic service-learning evaluations were similar to previous semesters. The majority of students completing the survey stated that they enjoyed their service-learning experience and successfully completed the learning objectives. Again, some students in the nursing program 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 connections with their course material and did not express the same concerns. This suggests that reinforced learning objectives, reflection, faculty training and agency training may be necessary.

**Calculations based on Independent Sector value of volunteer hour: \$20.25 in 2008.*

Future Plans

During the 2009-2010 academic year, staff will work to increase the number of participating faculty members by expanding the faculty service-learning guide and hosting additional training sessions on incorporating service-learning into OCCC courses. The Student Life Service-Learning Center was accepted as a host site for the AmeriCorps VISTA program, allowing for a full-time volunteer staff member to assist in the expansion of service-learning opportunities in the community. In partnership with this person, Student Life staff will continue to develop relationships with key community partner agencies and expand opportunities for student service. Student Life staff will also become more involved with the Oklahoma Campus Compact organization through participation in this program. Service-Learning Center staff plans to develop additional publications (both print and electronic) for students, faculty and community partner agencies.

New Student Orientation

Program Highlights & Information:

New Student Orientation (NSO) was implemented on June 9, 2006. The program is offered to students as a one-time 2 ½ hour session, which was designed to assist them in their academic, financial, and personal transitions to Oklahoma City Community College. Students participated in the sessions by enrolling in the non-credit course, NSO 0500, during the registration process. This enrollment could be done online or through the assistance of the Office of Student Life at no cost to the student. In the Summer and Fall of 2008, thirty NSO sessions were held. An average of 23 students attended each session. Likewise, ten NSO sessions were offered in the Spring of 2009. An average of 13 students attended each session. While we are still awaiting persistence and comparison rates between participants and non-participants, we plan to follow retention rates in the first cohort in 2006 and plan to duplicate this data beginning with Fall 2009 students.

Staffing

While numerous staff from the Office of Student Life and other functional areas assisted with NSO, the program was primarily staffed by one full-time master's level professional coordinator, one graduate student intern, and three part-time student staff members. Below are the brief descriptions of the professional, intern, and student positions:

- The *Service Learning and Student Life Programs Coordinator* and *Graduate Student Intern* developed, planned, implemented, and assessed NSO sessions, welcome events, social programs, family activities, student academic success seminars, and other relevant services to enhance the success of a diverse student population. These responsibilities would usually be shared with a second full-time master's level professional coordinator, the *First Year and Student Life Programs Coordinator*. However, this position remained vacant until the end of the fiscal year.
- The *Student Program Leaders* provide student leadership and support for NSO programs and Service Learning initiatives, as well as other related Student Life programs. These programs provide students with information that fosters academic success, campus and community involvement, and degree completion.

Online Orientation

Information contained in "The Book" was also made available to students online at the following address: <http://www.occc.edu/orientation>.

Assessment & Usage Data:**Summer & Fall 2006-2008**

Assessment Area	Usage Data			Change	
	SF06	SF07	SF08	SF06-07	SF07-08
Total # of Sessions Offered	26	26	30	0	+4
Total # of Students Attending	640	451	703	-189	+252
Average Session Size	24.61	17.35	23.43	-7.26	+6.08

Spring 2007-2009

Assessment Area	Usage Data			Change	
	S07	S08	S09	S07-08	S08-09
Total # of Sessions Offered	10	8	10	-2	+2
Total # of Students Attending	114	93	133	-21	+19
Average Session Size	11.40	11.63	13.30	+2.3	+1.67

Self Report Knowledge

The following data are based on a self-report inventory that participants completed at the end of each NSO session.

Summer & Fall 2006-2008

Knowledge Area	Prior to Attending			After Attendance			Mean Increase		
	SF06	SF07	SF08	SF06	SF07	SF08	SF06	SF07	SF08
Financial Aid	3.32	3.48	3.14	4.23	4.37	4.15	+0.90	+0.89	+1.01
Payments/Bursar	3.11	3.28	2.74	4.24	4.38	4.21	+1.12	+1.10	+1.47
Syllabus	3.55	3.81	3.32	4.56	4.51	4.50	+1.01	+0.70	+1.18
Study Skills	3.63	3.88	3.45	4.48	4.51	4.34	+0.84	+0.63	+0.89
Time Management	3.61	3.84	3.37	4.48	4.55	4.35	+0.87	+0.71	+0.98
Note Taking	3.68	3.97	3.53	4.47	4.52	4.40	+0.79	+0.55	+0.87
Campus Labs	2.71	2.74	2.37	4.43	4.32	4.39	+1.72	+1.58	+2.02
Academic Advisement	2.85	3.06	2.64	4.33	4.29	4.30	+1.47	+1.23	+1.66
MineOnline	2.76	2.74	2.28	4.34	4.42	4.32	+1.58	+1.68	+2.04

Spring 2007-2009

Knowledge Area	Prior to Attending			After Attendance			Mean Increase		
	S07	S08	S09	S07	S08	S09	S07	S08	S09
Financial Aid	3.47	3.13	3.19	4.13	4.37	4.31	+0.65	+1.24	+1.12
Payments/Bursar	3.32	3.01	2.83	4.30	4.32	4.21	+0.98	+1.31	+1.38
Syllabus	3.50	3.68	3.29	4.52	4.63	4.37	+1.01	+0.95	+1.08
Study Skills	3.67	3.79	3.44	4.35	4.59	4.33	+0.67	+0.80	+0.89
Time Management	3.71	3.73	3.60	4.34	4.49	4.40	+0.62	+0.76	+0.80
Note Taking	3.82	3.80	3.60	4.33	4.57	4.31	+0.51	+0.77	+0.71
Campus Labs	2.67	2.61	2.45	4.29	4.47	4.31	+1.61	+1.86	+1.86
Academic Advisement	2.95	2.85	2.88	4.26	4.33	4.19	+1.30	+1.48	+1.31
MineOnline	2.91	2.60	2.71	4.35	4.36	4.35	+1.44	+1.76	+1.64

Summer & Fall 2006-2008

Question	Mean		
	SF06	SF07	SF08
Attending NSO eased some of my concerns about college.	4.13	4.01	3.83
Attending NSO will help me be more successful.	4.06	3.97	3.76
I would recommend attending NSO to my friends.	4.38	4.21	4.02
Overall, my experience with NSO was positive.	4.59	4.42	4.17

Spring 2007-2009

Question	Mean		
	S06	S07	S08
Attending NSO eased some of my concerns about college.	4.13	4.39	4.38
Attending NSO will help me be more successful.	4.06	4.36	4.33
I would recommend attending NSO to my friends.	4.37	4.54	4.55
Overall, my experience with NSO was positive.	4.60	4.74	4.68

*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

At the end of each NSO session, students were asked to complete a survey concerning their experience. Data from two open-ended questions within that survey were coded and the most salient topics are as follows:

What did you find most useful about NSO?		
SF06	SF07	SF08
1. The tour	1. The tour	1. The tour
2. Lab information	2. Everything	2. Everything
3. Where to find resources	3. Financial aid	3. Eased some stress
4. All questions were answered	4. Note taking and study skills	4. Where classes are located
5. Everything	5. All questions were answered	5. Friendly staff
6. Online information	6. Eased some stress	6. Online information
7. "The Book"	7. Time management	7. Note taking and study skills
8. What to expect in college	8. Lab information	8. All questions were answered
9. Eased some stress	9. "The Book"	9. Lab information
10. Note taking and study skills	10. Online information	10. Financial aid

What could have been done to improve your NSO experience?		
SF06	SF07	SF08
1. More detailed tour	1. Nothing	1. Nothing
2. More activities	2. More detailed tour	2. More food at NSO
3. More online class information	3. More food at NSO	3. More detailed tour
4. More financial aid information	4. Shorter NSO sessions	4. More information on classes
5. More information on classes	5. More financial aid information	5. More financial aid information

What did you find most useful about NSO?		
S07	S08	S09
1. The tour	1. The tour	1. The tour
2. General information	2. General information	2. Everything
3. Everything	3. Everything	3. Where to find resources
4. Lab information	4. Financial aid	4. Online information
5. Time management	5. Lab information	5. Eased some stress
6. Friendly staff	6. Time management	6. What to expect in college
7. Financial aid	7. Friendly staff	7. Note taking and study skills
8. All questions were answered	8. Note taking and study skills	8. Friendly staff

What could have been done to improve your NSO experience?		
S07	S08	S09
1. Nothing	1. Nothing	1. Nothing
2. More detailed tour	2. More food at NSO	2. Help finding classes
3. More food at NSO	3. Shorter NSO sessions	3. More detailed tour

Future Plans

The Office of Student Life will continue this program as implemented in FY 2009 with updates to publications, websites, and other media that are instrumental in delivering NSO. Based on the information received in FY 2009 evaluations, relevant changes will be made. Furthermore, the Office of Student Life will continue its commitment to the growth and evolution of the program so that a significant impact can be made in the overall success of new students at Oklahoma City Community College. Efforts are currently working toward an ANGEL section for an online delivery for NSO 0500.

Campus Activities

Student Life Program Highlights and Information:

The Office of Student Life planned and implemented a total of 133 events open to all members of the Oklahoma City Community College population, an increase of 54 events from 79 events in the previous academic year. This event listing does not include events open only to a specific group of students. A total of 21,113 students (11,633 in the fall, 9480 in the spring) participated in these events. In May 18, 2009 Student Life launched Facebook and Twitter sites in order to be prepared to utilize these formats for the promotion of programs and events.

Fall 2008

Leadership Retreat	August 8, 2008
Opening Day	August 16, 2008
Welcome Week (WW)	August 18, 2008
Tae Kwon Do Show (WW)	August 18, 2008
Welcome Back Breakfast (WW)	August 18, 2008
Sand Art (WW)	August 19, 2008
Name on Rice (WW)	August 20, 2008
Deal or No Deal (WW)	August 21, 2008
Brown Bag - Study Skills	August 26, 2008
Brown Bag - Study Skills	August 27, 2008
Musician Jessica Sonner	August 28, 2008
Voter Registration Drive	September 1, 2008
Brown Bag - Test Taking	September 3, 2008
Brown Bag - Test Taking	September 4, 2008
LeaderQUICK	September 9, 2008
Hispanic Heritage Day - Mariachi Orgullo	September 15, 2008
LeaderQUICK	September 16, 2008
Brown Bag - MineOnline	September 16, 2008
Constitution Day	September 17, 2008
Free Snow Cones (AW)	September 22, 2008
Anniversary Week (AW)	September 22, 2008
LeaderQUICK	September 23, 2008
Volunteer Fair (AW)	September 23, 2008
Blood Drive	September 24, 2008
Brown Bag - Term Papers	September 24, 2008
Wax Hands (AW)	September 24, 2008
Blood Drive	September 25, 2008
OCCC Birthday Party (AW)	September 25, 2008
Adopt-a-Street Service Day (AW)	September 26, 2008

LeaderQUICK	September 30, 2008
Booze Bash	October 2, 2008
Rock the Vote Week (RTVW)	October 6, 2008
Brown Bag - Budgeting	October 7, 2008
Speaker Jennifer Pozner (RTVW)	October 10, 2008
Habitat for Humanity Service Day	October 11, 2008
The Big Read Lecture	October 14, 2008
LeaderQUICK	October 14, 2008
Ability Awareness Fair	October 15, 2008
Deal or No Deal	October 16, 2008
Brown Bag - Enrollment Basics	October 21, 2008
LeaderQUICK	October 21, 2008
Mosaic Fair	October 23, 2008
Brown Bag - Transfer Basics	October 28, 2008
LeaderQUICK	October 28, 2008
Halloween Carnival	October 31, 2008
Election Day Voter Education	November 4, 2008
Brown Bag - Wellness	November 4, 2008
Airbrush Tattoos	November 6, 2008
Veterans Day Celebration	November 11, 2008
Deal or No Deal	November 13, 2008
Brown Bag - Stress Management	November 13, 2008
Regional Food Bank Service Day	November 15, 2008
OCCC Night at the OKC Thunder	November 17, 2008
International Education Week (IEW)	November 17, 2008
Blood Drive	November 18, 2008
Blood Drive	November 19, 2008
World Languages Day (IEW)	November 19, 2008
Speaker Dr. Rick Roberts CU 2 & 3 (IEW)	November 20, 2008
Sexual Health Week (SHW)	December 1, 2008
World Aids Day - HIV testing (SHW)	December 1, 2008
Success Passports Due	December 1, 2008
Brown Bag - Finals Prep	December 2, 2008
Salvation Army Service Day	December 6, 2008
Pancake Breakfast - College Union	December 8, 2008

Spring 2009

Opening Day	January 18, 2009
Welcome Week	January 20, 2009
Presidential Inauguration Viewing	January 20, 2009
Welcome Breakfast	January 20, 2009
Wax Hands	January 21, 2009
Karate Demonstration	January 21, 2009
Deal or No Deal	January 22, 2009
Student Leadership Workshop	January 24, 2009
Brown Bag - Study Skills (weather cancel)	January 27, 2009
Brown Bag-Study Skills (weather cancel)	January 28, 2009
OCCC NBA Night	January 28, 2009
Black History Month	February 1, 2009
Volunteer Fair	February 3, 2009
LeaderQUICK	February 3, 2009
Opening Casting Call	February 3, 2009
Brown Bag - Test Taking	February 4, 2009
Brown Bag - Test Taking	February 5, 2009
LeaderQUICK	February 10, 2009
Civil Rights Activist Lecture with Alvin Sykes	February 10, 2009
Brown Bag - E Learning	February 11, 2009
Candle Creations	February 11, 2009
OKC-Go Regional Food Bank Service Day	February 13, 2009
LeaderQUICK	February 17, 2009
Blood Drive	February 18, 2009
Brown Bag - Nutrition	February 19, 2009
Blood Drive	February 19, 2009
LeaderQUICK	February 24, 2009
Brown Bag - Term Papers	February 25, 2009
OKC-GO Regional Food Bank Service Day	February 27, 2009
City Rescue Mission Service Day	February 28, 2009
Womens History Month	March 1, 2009
Brown Bag - Enrollment	March 3, 2009
LeaderQUICK	March 3, 2009
Celebrate Students Week (CSW)	March 9, 2009

Deal or No Deal (CSW)	March 9, 2009
Airbrush Tattoos (CSW)	March 10, 2009
Brown Bag - Substance Abuse (CSW)	March 10, 2009
LeaderQUICK	March 10, 2009
Booze Bash (CSW)	March 11, 2009
Wellness Fair (CSW)	March 11, 2009
Lecture hosts Mick Cornett (CSW)	March 12, 2009
LeaderQUICK	March 24, 2009
Brown Bag - Budgeting	March 25, 2009
Habitat for Humanity Service Day (cancel)	March 28, 2009
LeaderQUICK	March 31, 2009
Spring Carnival	April 4, 2009
OCCC Night - OKC THUNDER game	April 7, 2009
Brown Bag - Wellness	April 7, 2009
OKC-Go Service Day: Adopt-A-Street	April 10, 2009
Brown Bag - Stress Relief	April 14, 2009
President's Award Luncheon	April 15, 2009
Student Life Awards Ceremony	April 17, 2009
Green Week (GW)	April 20, 2009
Red Cross Drive for Fire Victims	April 20, 2009
Brown Bag - Going Green (GW)	April 21, 2009
Blood Drive (GW)	April 22, 2009
Blood Drive (GW)	April 23, 2009
Adopt-A-Street Service Day (GW)	April 24, 2009
OKC Memorial Marathon Service Day (GW)	April 25, 2009
Deal or No Deal	April 28, 2009
Student Org Jubilee & Club Awards	April 30, 2009
Success Passports Due	May 1, 2009
OKC-GO Habitat for Humanity Service Day	May 1, 2009
Student Life Pinning Ceremony	May 4, 2009
Name on Rice	May 5, 2009
Brown Bag - Finals Prep	May 6, 2009

Student Life Finals Breakfast	May 11, 2009
Blood Drive	June 23, 2009
Blood Drive	June 24, 2009

Brown Bag Lecture Series

The Brown Bag Lecture Series continued to be one of Student Life's most successful co-curricular programs. During the 2008-09 academic year, Student Life sponsored, marketed and presented 27 Brown Bag Lunch Lectures to 370 students (224 in Fall, 146 in Spring). Student Life expanded the topics offered to appeal to a wide variety of student interests and needs.

Topics included:

- Study Skills
- Test Taking
- Term Papers
- MineOnline/Online Learning
- Enrollment Basics
- Transfer Basics
- Budgeting
- Stress Management
- Wellness
- Finals Prep
- Substance Abuse
- Nutrition and Eating Disorders
- Domestic Violence
- Going Green

Themed Educational Programming

Student Life planned and implemented a variety of themed educational programs to address cultural, awareness, health and enrichment needs of OCCC students. These programs included both passive and active events. Student Life partners with student clubs and organizations to present a variety of events 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 a one-month period with one week of intense programming called a "Focus Week."

- Hispanic Heritage Day
- Welcome Week
- Constitution Day
- Anniversary Week
- Booze Bash (Alcohol Awareness Events)
- Rock the Vote Week
- Ability Awareness Day
- Election Day
- International Education Week

- Sexual Health Week
- Welcome Week
- Black History Month
- Women's History Month
- Celebrate Students Week

Campus Voices Lecture Series

The Office of Student Life planned five educational lectures during the 2008-2009 academic year. These lectures addressed major cultural and educational issues for OCCC students. Speakers included national experts and local leaders involved in key current events. Student Life partnered with academic divisions to engage a wider variety of students and faculty in the lecture topics. Approximately 625 total students attended the lectures.

Lectures included:

- "Race, Gender and Media in the 2008 Elections" with Jennifer Pozner, Journalist and Media Critic
- "The Big Read: Media Ethics and Censorship" with Joey Senate, Oklahoma State University Associate Professor of Journalism (co-sponsored with the OCCC library)
- "International Education and Foreign Service" with Dr. Rick Roberts, Diplomat-in-Residence
- "Self-Made Civil Rights Activist" with Alvin Sykes, Civil Rights Activist
- "Leadership and Community Development " with Mick Cornett, Oklahoma City Mayor

Online Book Board

The online service allowing students to buy, sell and trade textbooks and supplies was implemented in January 2006. The Online Book Board continues to be a self-sustaining service with as many as 300 active postings depending on the specific time of academic year. As of June 24, 2009, there were 119 current active posts.

Graduate Pinning Ceremony

Graduating students were invited to attend a pinning ceremony to receive an Oklahoma City Community College lapel pin as a gift from the college. The event was held May 4, 2009. They also received an invitation to join the alumni association. Two hundred-eleven students received a lapel pin (compared to 175 in 2008), free one-year membership to the alumni association, and an alumni association t-shirt. Following the ceremony, graduates were invited to take a class photo in the College Union. Five hundred-fifty total people, including families and faculty members, attended the event.

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. A total of 470 surveys were collected. Students were asked to rate their responses on a 1 to 5 scale, with “1” equaling “Strongly Disagree” and “5” equaling “Strongly Agree.”

Statement	1	2	3	4	5
This was a quality event.	5. 0 4 %	5. 0 4 %	8.4 0 %	18. 49 %	63. 03 %
Instructor was engaging and presented a clear understanding of the topic.	6. 6 1 %	1. 6 5 %	9.0 9 %	16. 53 %	66. 12 %
Attending events such as this helps me feel more "connected" to OCCC.	4. 8 8 %	5. 6 9 %	17. 07 %	28. 46 %	43. 90 %
Attending events such as this contributes to my success in college.	4. 9 2 %	4. 0 7 %	13. 11 %	22. 13 %	55. 74 %

Students also reported most common ways for finding out about events.

Faculty or Staff Encouragement	51.37%
Flyers and Posters	20.55%
Main Building Banners	10.27%
Other (EdUpdate, PowerPoint, etc.)	6.85%
College Website	4.11%
College Union Banners	3.42%
Friend	2.05%
The Pioneer	1.37%

Future Plans

Student Life plans to enhance all programming efforts to engage an even wider student population. Future programming priorities include educational initiatives, cultural awareness programs, student success initiatives, lecture series, and social activities. Student Life also plans to continue expansion of online services, including use of networking sites, improved Student Life website, and online access for programs such as the Brown Bag and Lecture Series. In an effort to improve assessment data, Student Life is investigating the use of student ID scanners in an effort to produce persistence and retention data of the students that attend the Brown Bag and Lecture Series programs.

Leadership Programs

Program Highlights and Information:

CampusGroups, our new online request system, was implemented and went live January 15, 2009. Student clubs have a new interface by which to make online request and reservations for programs and events, and communicate with their fellow club members. *CampusGroups* will allow for future tracking of student attendance that has not been made available in previous years. Due to the execution of the new online system, *CampusGroups*, a few of the clubs who were currently inactive became active, such as Christians on Campus and College Republicans. Several new special interest clubs have come onboard this semester: the Asian Student Association, Military Student Association, and Salam. By the end of May, 40 clubs were listed with recognition through Student Life, although a handful of clubs are virtually inactive and some traditionally strong groups had struggles with membership and leadership. A few clubs made outstanding contributions to the community and Oklahoma City Community College. **Advocates of Peace** again sponsored the Day of Peace and Justice with an interactive discussion on peace. **College Democrats** sponsored the Great Debate a forum where two of our political science professors Dana Glencross and Markus Smith debated the validity of the death penalty. **Computer Arts & Technology Society (CATS)** sponsored their second Oklahoma Electronic Gaming Exposition. Exhibitors participated in the event, which showcased the latest in computer technology and attracted over 1,000 people in attendance. **Nursing Student Association (NSA)** attended the National Student Association Conference in Nashville, Tennessee in April where they received a National Award for their Mentoring Program. **Student Occupational Technology Association (SOTA)** sponsored a camp for the Oklahoma Foundation for the Disabled, October 3-4, 2008.

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 3.5 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 chapters, 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 and early childhood education.
- *College Poets and Writers* bring student poets and writers of various genres together and work collectively and individually on different projects. Enabling them to share, critique and learn from each other's 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.
- *Nursing Student Association (NSA)* activities are designed to contribute to the student's development as a member of the discipline of nursing through contact with others with the program, as well as other programs throughout the state and nation. Membership is open to nursing students.
- *Oklahoma Biotechnology Club* encourages interest in biotechnology to provide students access to current topics and to promote the biotechnology programs on campus and in the community.
- The *Photography Club* brings photography lovers together to share tips, techniques and to critique each other's work. Their goal is to teach and learn about photography.
- The *Psychology Sociology Club (Psych Soc)* 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.
- *Society of Performing Artists (SPA)* promotes the College's theater arts program and provides an environment for sharing ideas and common interest relating to the theater and the performing arts. This group also

assists with the theater productions that are presented twice each semester.

- *Student Art Guild (SAG)* is composed of students, professionals and anyone with a love for art. The group participates in field trips to museums, demonstrations and lectures.
- *Student Emergency Medical Technology Association (SEMTA)* is designed to promote interest in the Emergency Medical Services professions and to provide access to currently topics through providing guest speakers and a forum for exchange of ideas.
- *Student Occupational Therapy Association (SOTA)* 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.
- *Student Oklahoma Education Association (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.
- *Student Physical Therapy Assistant Organization (SPTAO)* purpose is to increases educational, social and professional opportunities for students enrolled in the Physical Therapy Assistant program. This organization enables the student to network with fellow students and professional colleagues within the state and nation.

Special Interest Organizations

- *Advocates of Peace* educates the College community on issues of peace and justice.
- *Asian Student Association* purpose is to encourage understanding and friendship among Asian students and between Asian students and others.
- *The Black Student Association's (BSA)* 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.

- *Empowering Students and Individuals (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.
- *Future Alumni Network (FAN)* builds OCCC future alumni leadership by providing current students networking opportunities as well as leadership skills.
- *Gay Straight Alliance (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.
- *Hispanic Organization for the Promotion of Education (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.
- *International Student Association (ISA)* promotes educational opportunities among the international student community, encourages socialization with other students and shares cultures with the college.
- *Military Student Association* purpose is to make known the academic services available; to provide a networking system within; to assist in providing a more favorable experience; and, aid in the transition from military to civilian life. These services will be made available to OCCC students, and specifically, all OCCC veterans of the United States Armed Forces.
- *Native American Student Association (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.
- *Salam's* purpose is to promote peace and global awareness with an emphasis on intercultural relations.
- *The Leadership Council (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 and also invited to serve on various administrative committees on campus. This organization serves as a resource for the Vice President's Cabinets, 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 (BCM)* 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.
- *Christians on Campus* is sponsored by the Church in Oklahoma City. This group provides a Bible study available to all students at the College. The goal of this organization is to promote spiritual enjoyment and growth.

OKC-Go

Student Life hosted four events designed as outreach to OKC-Go students, and maintained communication through email and phone calls to offer reminders about upcoming events. Student Life engaged the students at each event, providing two laptop computers for the students to document their 10 hours per semester community service through the START program at each event. In Spring 2009, in an effort to support students achieving their goal of 10 service hours per semester, Student Life offered four additional service days targeted specifically at OKC-Go students.

Passport – Sophomore Experience

In an effort to reach out with direct programming at developing success skills for second year students, while offering the Passport to any student wishing to participate, Student Life prepared a passport in which students would receive stamps from various departments for participation in programs designed to develop student success. The program was incentive based and operational for both the fall and spring semesters. Each semester 250 passports were printed and distributed by the participating departments. The following areas participated: Academic Advising, Student Employment and Career Services, Student Life, Test Center, and Transfer Services. Students that returned a completed Passport by collecting at least four validation stamps out of a possible twenty opportunities would be entered into a drawing for \$250 bookstore bucks. Four students completed the passport in the Fall and seven in the spring semester.

Student Awards Ceremony

The annual Student Awards Ceremony was held on April 17, 2009, with approximately 350 faculty, staff, students, and community members in attendance. 94 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 April 30, 2009, with 48 students, sponsors and family members in attendance 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. An inflatable obstacle course was used to run a tournament between the students wishing to compete. Josh Perkins was the overall winner, out of a total of 14 students competing. Awards were given out as follows:

- Most Improved Club – SPATO
- Club of the Year – HOPE
- Educational Event of the Year – College Democrats, Death Penalty Debate
- Website of the Year - BPA
- Community Service Event of the Year – BSA, YWCA clothing drive
- Fundraiser of the Year – Computer Arts and Technology, Ok Gaming Expo
- Club Officer of the Year – Frank Balch, SPATO
- Volunteer of the Year – Josh Perkins, SPATO
- Sponsor of the Year – Mike Barnett, BCM

Student Activities & Recognition Transcript

The Student Activities and 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. START can be used to maintain an accurate record of on and off campus activities and awards that were earned during a student's college experience. 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 and 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 2008-09. The purpose of such leadership events is to assist in educating and motivating club sponsors and student organization leaders to 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 this year a representative from *Ecampusgroups (CampusGroups)* joined us for training.

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 an 8 week co-curricular program designed to introduce basic leadership concepts and help foster integration of those concepts into everyday life. A total of 28 students participated in the program during the Fall and Spring semesters. For the students who attended and participated in 7 of 8 sessions, a Certificate of Completion was received for their efforts. The Fall semester had 19 students participate and the Spring had 9 different students participate. Fall and Spring outlines are listed below. The Spring followed the Social Change Model developed at UCLA, incorporating the 7 C's of Change. Topics Included:

Fall 2008	Spring 2009
1. Self Discovery Introductions	1. Overview and
2. What is a Leader?	2. Consciousness of Self
3. Goals and Vision	3. Congruence
4. Ethics and Values	4. Commitment
5. Trust and Integrity	5. Collaboration
6. Service	6. Common Purpose
7. Organization	7. Controversy with Civility
8. Leadership in Action	8. Citizenship

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' Appreciation Week – In November of 2008 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 2009, each club sponsor was recognized with a gift along with a certificate of appreciation to thank them for their year of service.

Breakfast Club to Lunch Meetings - Monthly meetings were held for the club sponsors to provide updates and improve communication with the Office of

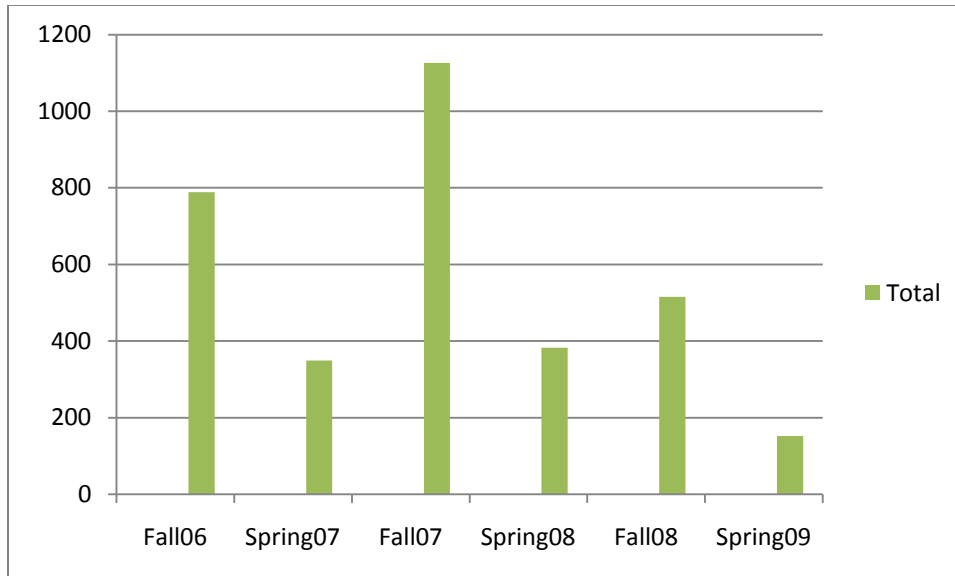
Student Life. Meetings started at 7:30 a.m. and sponsors were able to come and go based on their work/teaching schedule. Buffet breakfast was provided in September and October. For the months of November, December, February, March, and April, the meetings shifted to lunch beginning at 11:30 a.m. and staying available through 1:00 p.m. so the sponsors could come and go as their schedules allowed. The last meeting of the year in April we invited the sponsors to bring incoming and outgoing officers to participate in a “transitions meeting” officers and sponsors from HOPE, HPC, BCM, and SOTA participated.

Assessment and Usage Data:

Student organizations held 528 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 or their sponsors. This large decline in the number of events could be attributed to a few clubs not adjusting to the new *CampusGroups* event management system. Other issues facing clubs this year included challenges within clubs, weaker student leaders, and a heavy transition from previous year's leadership team for many clubs. As result, the following clubs had a significant decline in reported events and activities: Business Professionals of America, Engineering Club, The Gay Straight Alliance, and the College Democrats compared to the previous two years.

3 Year Student Club Event and Attendance

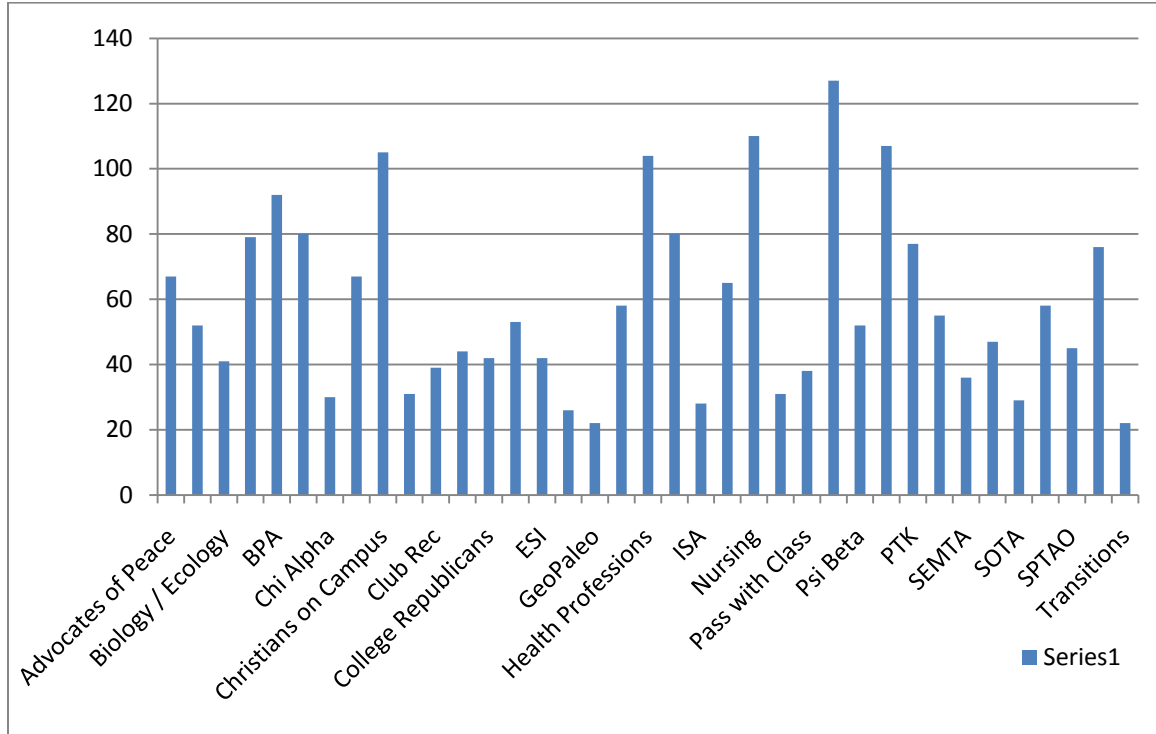
Event Type	FY2007		FY2008		FY2009	
	# of Events	# of Participants	# of Events	# of Participants	# of Events	# of Participants
Social	44	2,722	56	3,866	27	1,912
Educational	75	5,142	94	3,560	35	1,419
Community Service	28	3,282	56	3,549	12	880
Fund Raisers	70	NA	73	NA	56	NA
Club Meetings	576	NA	544	NA	324	NA
TOTAL	793	11,146	823	10,975	528	4,211



Above is a three year trend for the Student Clubs and Organizations Fair showing a slight increase the first two years with a Fall 2006 total of 789 students and Fall 2007 total of 1,126 students participating. Fall 2008 is down to 516 students. The Spring attendance to the Student Clubs & Organizations Fair is usually lower due to most students have already joined a club in the Fall. The addition of the Student Interest cards as a service from the Office of Student Life may have had an impact in the decline of student participation of the club fair. Below is FY 2009 Student Organization Fair's club participation and student attendance chart.

Term	# Clubs Represented	Day One	Day Two	Total
Fall	25	396	120	516
Spring	11	Ice Storm	152	152

Student Involvement Info Card



Students completed a Student Involvement Information cards during the Summer 2008 NSO's in order to express an interest in joining a club. Students could also check the box if they had an interest in the following events in Student Life Programs Brown Bag Luncheons, Volunteering & Service, Service Days, Civic Honors, Student Activities Recognition Transcript (START), Campus Voices Lectures, LeaderQUICK and Social Programs. The cards were also distributed during Student Life presentations to success and college and life courses.

OKC-Go

		Attendance
September 9, 2008	Kickoff Event	25
December 3, 2008	Celebration	8
February 17, 2009	Kickoff Event	31
May 6, 2009	Celebration	25

<u>Service Days</u>		Attendance
February 13, 2009	Regional Food Bank	4
February 27, 2009	Regional Food Bank	8
April 10, 2009	Adopt-A-Street	10
May 1, 2009	Adopt-A-Street	7

Total number of OKC-Go students in the Excel spreadsheet	415
Total number of community service hours	1106.5hrs

Total number of students documenting hours	52
Average number of hours per student completing any hours	21.3hrs
Average number of hours completed by all OKC-Go	2.7hrs
Total number of students documenting hours through START	49
Total number of students with START profile with zero hours	2

(Three students provided timesheets but did not submit to START, their hours are included in the totals)

START

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

FY 2005	195 students
FY 2006	459 students
FY 2007	673 students
FY 2008	809 students
FY 2009	922 students

LeaderQUICK

Fall 2008	19 Students Participated	6 Earned Certification
Spring 2009	9 Students Participated	4 Earned Certification

Future Plans:

Clubs and Organizations – Update manuals and forms, and improve communication with monthly email correspondence and reminders. Provide sponsors with a semester report of their clubs progress. Develop and implement minimum standards for evaluation of club activity and determine awards at the end of the academic year based on standards and practice.

Relationships 101 – A new program similar to LeaderQUICK offering four workshops over a two week period to help students in their personal relationships.

Money Matters – A program in collaboration with TRiO to offer students strategies and fundamentals of managing their daily expenses.

Testing and 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)

<u>Director:</u> Jim Ellis	40
<u>Coordinator:</u> Brian Nguyen	40
<u>Student Development Assistant:</u> Paul Roudebush	40
<u>Testing and Assessment Specialist:</u> Vaneza Ceballos	40

Test Center Staff:

[Ron Brooks, temporarily reassigned]	40
vacant	40
Linzy Hill	40
Diana Hulseberg	30
Linda Aguigui	25
Vacant	25
Tola Suleiman	25

Full Time:	7
Part Time:	4
Permanent:	11
Temporary:	3
Professional:	2
Classified:	9
Student:	0
FTE:	10.5

Staff Development:

1. GED Examiners Conference
2. Accuplacer National Conference
3. OCCC WoW Sessions
4. Health and Safety Training
5. ACT Southwest Regional Conference

Financial Resources:

Testing and Assessment houses nine financial accounts:

Number	type	use	personnel	non-personnel
10-11-13220	E&G	office operation	225,000	42,000
10-11-13230	E&G	test center operation	zero	10,000
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. Each of these exams is directly necessary to the admission of a student to the College or one of its programs.

Proctored exams (308) from other colleges, universities and institutes were arranged and given.

Through the ACT Center 389 certification exams were proctored. A total of 176 CLEP exams were administered with 127 (72%) receiving credit.

Qualitative and Quantitative Assessment and Usage Data:

TOEFL		NET		ACT	
Taken	Passed	Taken	Passed	Taken	Passed^
42	9	23	4	22	10
25	2	53	18	41	17
34	8	110	42	3	2
20	5	7	2	30	13
37	18	4	2	13	6
31	10	13	6	34	17
29	9	20	5	61	22
20	7	26	13	37	16
27	13	124	59	14	6
33	10	38	22	68	17
40	13	19	9	58	18
42	19			62	24
359	17	418	173	381	144
32%		42%		38%	

Future Plans: Educational Resources, Inc., producer of the NET exam was purchased by American Technologies Institute, LLC. The NET screening will cease production in 2010. ATI's TEAS test will become the preference point exam for nurses' applications.

Entry Assessment

Program Highlights & Information:

Continuing evaluation of the placement process and delivery has continued through the year. The Math Faculty has determined a plan for more precise placement in math courses. ELAC will consider the proposal at its early Fall meeting.

Qualitative and Quantitative Assessment and Usage Data: The chart below reflects the usage and success of Accuplacer.

CPT R		CPT W		CPT M**	
Total	Min	Total	Min	Total	Min
694	358	771	342	856	101
692	375	802	358	917	143
214	142	192	113	159	21
228	127	235	107	272	26
187	111	185	101	211	35
407	184	283	124	388	78
447	269	483	238	574	108
166	105	163	96	151	26
266	186	261	168	225	52
167	105	415	198	456	65
267	187	369	178	490	71
304	160	337	139	405	56
3735	2149	4159	2023	4699	726
	57%		48%		15%

A&P		Bio-D(Riverside)*	
Taken	Passed	Taken	Passed
36	15	30	3
25	8	10	0
4	2	7	1
30	6	11	0
20	16	4	0
24	11	14	0
21	11	17	1
6	1	4	0
12	7	1	0
42	21	18	1
40	20	10	0
40	18	8	3
300	136	134	9
45%		7%	

*Chem-D deficiency resolution:

0	0
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Future Plans: TAS is preparing possible responses to changes in placement instruments which may be adopted by ELAC.

College Board introduced its i3 platform for Accuplacer. The transition has been completed at OCCC by Paul Roudebush and the TAS staff.

Academic Exams

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

Program Information: 70,000 exams were administered in the Test Center. As the Math Lab was more fully utilized for the new instructional programs, fewer math exams were given in the Test Center.

Qualitative and Quantitative Assessment and Usage Data:

Monthly Test Center figures: FY2009

month	assessment	class	total	open
Jul.	2641	3709	6350	22
Aug.	2800	287	3087	23
Sep	708	5759	6467	25
Oct.	900	7118	8018	27
Nov	825	4348	5539	21
Dec	1191	5595	6734	20
Jan.	1910	157	2067	20
Feb.	646	6061	6707	24
Mar.	853	5250	6103	19
Apr.	1657	6848	8505	26
May	1680	5531	7211	23
Jun.	1746	2836	4582	22
Totals	17557	52806	70363	272

Future Plans:

- Continue to add computer stations so that academic exams may be administered electronically.
- Survey faculty who utilize academic testing services and develop an agenda for faculty meetings once each semester designed to enhance services.

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. The Oklahoma City Community College Adult Learning Center assumed the responsibility for the instruction program, not only on campus, but for the Oklahoma County area—less the OKC Public School District—as well.

One thousand two hundred for the exam with 675 passing (56%). One graduation ceremony was held. Dr. Jerry Steward delivered the commencement 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
137	87
103	55
78	55
129	65
96	43
0	0
126	75
103	62
100	54
147	77
108	54
115	51
1019	573
55%	

General

The Office of Testing and Assessment administered 73,000 (rounded) exams during the Fiscal Year 2009.

Activity and Resultant Plans:

- Computerized delivery of academic exams continued. The full scale plan is in progress as computers were purchased and power access installed.
- Date connections' installation will begin during the Fall 2010 term.
- Security hardware was upgraded again with the addition of more cameras and repair of the audio portion of the surveillance.
- The transition to College Board's i3 platform occurred without interruption of placement testing.
- A procedure for setting ESL Accuplacer cutoff scores into College credit courses was discussed with College Board staff. A committee of Language Skills and English Composition faculty was recruited to select the questions which led to an appropriate cutoff score for placement of international students.
- The need for exit interview evaluations by students became needful. A work study staffed program of guiding students who have just completed testing will be inaugurated. Questions focusing on the students' experiences during testing and with the Test Center will be asked as well as leading the student to the next step in their enrollment process at the Advising Office.
- Other responsibilities for test delivery will continue as done with an effort to modify procedures as the need arises. The current procedure manuals will be updated during the Fall Semester.
- The vacant staff positions will be filled.

The Leadership Council
Annual Report FY2009

Program Highlights, Data & Information:

Topics Discussed and/or Addressed:

- Campus Safety & Security
- Recycling/Facilities Management
- President Sechrist – College Updates
- Student Employment & Career Services
- Greater OKC Chamber of Commerce
- Leadership Development
- Community Outreach
- Graduation Services
- Transfer Center
- Master Site Plan
- Higher One Refund Management

Resolutions & Formal Actions:

- Follow-up on Academic Integrity Policy resolution passed in FY2008.
- Comprehensive Recycling Program
- Supported a tuition increase due to economic downturn at a rate that maintained access.
- Provided written confirmation in support of a tobacco free campus.

Leadership Development & Events:

- Oklahoma Student Leadership Conference, October 2008
- 6 students volunteer to aid with OCC Preview Day, November 2008
- Higher Education Day, February, 2009
- Students volunteered to present the Pledge of Allegiance and prayer at 5 board meetings.
- Students served on 18 committees to hire employees within Enrollment and Student Services.
- Over 150 students participated in focus groups and surveys regarding the Master Site Plan.
- There were 2 Student Traffic and Parking Appeals meetings held (1 in Fall and 1 in Spring), for which 4 students served.
- 3 students volunteered to serve on the Campus Green Committee.
- 2 students volunteered and served on one grade appeal committee hearing.

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.

Suggestion Cards 2008 - 2009

Suggestion(s) or Comment(s): Advisors are there to help you, not to make your visit to OCCC hard or unfriendly. One specific Advisor should not advise students if he/she doesn't have patience, time, or the attitude for the job. When I arrived to ask for help in looking for another class. He/she said well don't you know how to use a computer? Of course I do but I needed more help. Then when he/she asked what classes I had taken, I replied that I'm not sure I had been going to OCCC on and off for 10 years. I have a family and a full time job. I don't care if it takes 20 years, I should not have been snickered at nor belittled which is what he/she did until I left his/her office and waited 30 minutes to see a different Advisor, which was great!

Response(s): Thank you for taking the time to turn in a comment/suggestion card. All matters you presented will be appropriately addressed with the staff.

Liz Largent

Dean of Student Development

Suggestion(s) or Comment(s): I am taking a summer math course and my parent school is OU. A lab is available 24/7 at the OU campus. Unfortunately, OCCC is not available until 8:00 a.m. I have an assignment taught on the old 1995 Excel version. The lab at OU has the updated 2007 Excel version. Either update your old versions or allow students more ample time for computer labs. Respectfully submitted.

Response(s): Our open computer lab is open from 7:30 a.m. to 10:45 p.m., our math lab from 8:00 a.m. to 9:30 p.m., and our communications lab from 8:00 a.m. to 9:00 p.m. Although it might be desirable to expand their hours of operation, budgetary realities preclude this at this time. As new monies become available, we will consider the advisability of expanding our hours of operation. We are committed to keeping using the latest versions of software and update our computers on a regular basis.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): Could someone please let me know when my class is being canceled next time. This was a major inconvenience for me. I.e. wasting my time, bought the book, wasting gas coming here, and ect. You may have just lost a student; if that matters to you . . .? Health Professions – Pharmacology class was on Saturday.

Response(s): Our standard practice when cancelling a class is to notify the students by telephone. If that did not happen, I am sorry about the mix-up.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): There is backbiting and spiteful sabotage of my art project in the mosaics lab by several students. There is no place for jealousy, aggression, and hurtful practical jokes in the art setting, or anywhere else, for that matter. I missed a lot of days due to illness in the winter and have been trying to catch up on my art project. It is petty and mean to add to the difficulties.

Response(s): If you feel that you are being harassed by other students, you should notify your professor immediately.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): I had a class with a student that seemed pretty offended that the school hung a certain Vietnamese flag in the main lobby on the 1st floor. I believe the N. Vietnam flag is hanging, but he is from S. Vietnam (I think) and seemed pretty upset that his home flag is not being displayed.

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 South Vietnam is displayed in the international mall. Additionally, please encourage your classmate to come to student life if he/she has questions or concerns.

Darin Behara

Director of Student Life

Suggestion(s) or Comment(s): It would be wonderful if we had a chapel in the campus, where students could go and spend time in prayer; or reflect on what god has to say about our life. It would be awesome if we had a chapel that would promote peace & god’s love to the people.

Response(s): Amen George!! Build it, and they will come!! Good luck on this one, especially since we are a public institution of higher education. But, Student Life does have student activities/clubs available for those who wish to start activity groups relative to their religious beliefs.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): Hi, I was a student here in 89 – and now returning to finish my degree after a career in law enforcement. I had my T-Tops stolen off my Trans Am back then in the East (front) parking area. I now ride a Honda V-Twin 1000 to school. (This semester also I had 3 juvenile males attempt to break into my pickup.) <Out front same parking area>. Is it possible or feasible to put Motorcycle Racks out back as well? My classes are back there too and it is less “exposed” and more “enclosed” to the campus it seems. There is always “activity” (Burglaries, thefts, robberies) in the East parking area close to the neighborhood which has an apt complex that has a lot of crime come out of it. Also, with more students riding motorcycles to school due to gas prices so high, we will need more motorcycle parking & out back would balance it out! Has car parking but no racks for bikes out back. Would be appreciated. Thankx!

Response(s): With the additional parking that we have recently added to the campus, we have looked at the feasibility and desired locations of future motorcycle parking at the parking lot G/F areas.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): I just wanted to comment on the grounds of OCCC & the people in charge of their upkeep. They look great! Job well done! When I walk around this campus, I notice that there is no trash lying around & the landscaping is beautiful. We are very lucky to go to a school that has such a nice appearance! Thank you to the crew that works so hard to keep it that way!

Response(s): Thank you for the nice comment. Facilities Management works hard to provide an environment that all of our patrons are proud to be a part of. The appearance of the campus is the initial impression for all of our visitors.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): “All” of the handicap door need to be checked and working prob. Entry 3, does not always work. Thanks.

Response(s): The College provides these handicap door operators as a convenience to our patrons, although not a requirement. If any operator is not working correctly, please report it to Facilities Management, Safety & Security, the nearest Division Office, or to your classroom professor. Action will be taken accordingly.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): Parking lot D Handicap Parking – No Ramps!!!

Response(s): The College recognizes the need for handicap ramps in the Parking Lot “D” area, and has contracted to have these installed in conjunction with the Health Professions Education Center project.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): I know this is college, not high school, but I think we should have lockers available to students who want them. Right now, I use my car as my locker, but my friend who carools with me or walks has to lug all his books to all his classes. Sometimes he uses the lockers in the guy but we are told to take our stuff home every night and that is such a hassel.

Response(s): Facilities Management will defer to Student Life’s judgment as to the need for student lockers. If the college administration decides that lockers are feasible and necessary, Facilities Management will coordinate that design and placement with Student Life.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): I think professors should keep their room cool not cold and chilly. In a cold environment, students are not able to concentrate on lecture.

Response(s): The College maintains the temperature of all its facilities within the ASHRAE standard ranges. If the temperature by chance does drift out of range, or there is a concern, please have your professor report the condition to the respective division office or to Facilities Management for remedial action.

J.B. Messer
Director of Facilities Management

Suggestion(s) or Comment(s): Get pest control on campus ASAP! There are roaches and beetles everywhere (and a few spiders and smaller insects). You can barely walk 20 feet without seeing 2 roaches. It's disgusting and unsanitary. Please, help!

Response(s): The College has a pest control service that strategically sprays on a routine basis. Areas that require more attention are sprayed more frequently. When conditions are reported where the spraying is not effective, the College will have additional services provided.

J.B. Messer
Director of Facilities Management

Suggestion(s) or Comment(s): It is not everyone's duty to enforce the non-smoking laws. It is security's job. Why does the paper keep printing that it's all of our responsibility to enforce the law on no smoking? Where the heck do you come up with that? Ok, I'll take matters into my own hands and take their personal property away from them. What happens then? You charge me with larceny? Harassment. Yeah enforce those laws but not the no smoking laws that gave me a sinus infection that led to an abscessed tooth and a 210.00 dentist bill. You will have to explain why you put it on us students to cause conflict enforcing your duties (you told us to!) Remember; you stated in the paper that it was up to us all (security) to enforce it. So I will spread the message.

Response(s): Facilities Management will defer the majority of the response to this message to Safety & Security. OCCC is not a smoke-free or tobacco-free environment. The State statute dealing with smoking says that smoking is prohibited within 25 feet of the public entries to our facilities. When patrons make a complaint, or Safety & Security notices these infractions, they do inform the people of the law, and have them refrain from smoking in these areas.

J.B. Messer
Director of Facilities Management

Suggestion(s) or Comment(s): Will the missing handrail on the steep incline by Entry 5 EVER be replaced? Winter will soon cause this area to be much more difficult for students with mobility issues. A handrail could prevent injury to students, staff, and faculty.

Response(s): The walkway to Entry 5 from parking lot "C" is well within ADA standards. During the winter, the College ensures that all accessible entry walkways are cleared of any hazardous conditions. With this in mind, the College will look into the feasibility and necessity of a handrail at this entry.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): I would like to start by thanking you for your time. My comment has to do with the handicapped parking here at OCCC. In the main entrance of the campus there are not enough parking. I have RSD in my ankle, slowly its begun to spread. RSD is extremely painful but I still have to walk. I do have a handicap plaque. However, I cannot seem to find a spot to park in until lunch. And then I must pick a spot or to eat. I choose the spot. If you cannot create extra parking near the main entrance. Then could you at least mark other parking lots that are close to the elevator. I cannot walk up the steps. Here recently I've had to park in front of the library because it's the only place I know of to park at. I know our teachers need the close spots. However there have been times there's spots open. Could they be used as extra handicapped spots on days when I'm or any of us are running late. & so you know I always arrive 30-45 minutes early so I can drive in areas close to a door that might be near the elevator. Which I haven't always found it.

Response(s): Hi Carrie, I appreciate your comment about the disabled parking on OCCC campus. The government requires a certain number of handicapped spots per total parking. Our campus makes sure that we are in compliance. The handicapped parking is located all around the college campus to make sure we have available parking wherever people need to enter. Sometimes the parking in one area is taken because more students park in that area. It may be helpful to drive around to different parking lots to see if other college entries are close to your class and if more handicapped parking is available to you.

The facilities management department on our campus makes sure we are in compliance. Does this help. Do you have any other questions?

Jenna Howard

LCSW Advisor to Students with Disabilities

Suggestion(s) or Comment(s): I want to give praise to both the cafeteria & coffee shop employees. This week (Sept. 2-4) I have been on crutches and they have been very helpful by helping me get food, etc. They are extremely helpful and courteous and nice! They are doing a great job!

Response(s): Thank you so much for your comment card complimenting the cafeteria and coffee shop employees for their helpfulness to you while you were on crutches. It is the rare person who will take the time to thank employees for a job well done or for being courteous. It is so much more common to only hear complaints. It is a real morale booster for the employees to receive a comment card such as yours. Thank you for taking the time to write. You will never know the full impact your acknowledgement of good service has on ensuring that other customers will also receive these same kindnesses.

Brenda Carpenter

Suggestion(s) or Comment(s): If there is a change in a classroom location, please notify someone in the division office of the change & post change of classroom notice on the door of the original class location.

Response(s): This is our existing practice. All changes of classroom location go through the division offices.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): I have come to enroll and seek academic advisement and so far the staff has been very rude and impatient! I know it's a hectic time but still should not be taken out on students.

Response(s): Thank you for your suggestion/comment. We apologize for any poor experience you may have had. We will use this information to continue to improve services to students.

Liz Largent

Dean of Student Development

Suggestion(s) or Comment(s): I am in a Contemporary Math class on Tuesday's. We are studying probability. For one of our quizzes we have to call out cards, like in a casino. I called up to the math lab before coming up there. To get some one to help me. Understand and hope practice counting out card. Card counting is 2-6=+1 7,8,9=-1 J,Q,K,A = 0 A math lab employee told me to come up to the math lab. When I got there he/she did try to help at all. Told me theirs nothing he/she got do. To count cards.

Response(s): Mr. Green, I am in receipt of your comment/suggestion card dated September 10. However, I am not quite sure exactly what your concern is. Please advise.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): My suggestion for you is to improve your parking. I can never find a parking spot. I think you should expand your parking.

Response(s): The College recognizes the need to provide adequate parking for our students, faculty, staff, and community visitors. We have just recently added 478 spaces to our OCCC parking inventory. This additional parking should be sufficient to accommodate our parking needs for many years. It is always our suggestion that you arrive on campus early enough to find an available parking space, and walk to the nearest entry to get to your OCCC destination. The most distant parking space at OCCC is within a five minute walking distance to the center of campus.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): While energy drinks often contribute to the exact opposite of what they're intended for, I believe that the addition of "BAWLS" energy drink would greatly raise the reputation of the energy drinks in a positive way and increase sales. Since this one actually works!! KTHNX. <3

Suggestion(s) or Comment(s): Offer the drink “BAWLS” in the cafeteria.

Suggestion(s) or Comment(s): Lower the price of energy drinks and increase the variety of them. We may lose profits at first. But the increase of attention may increase grades, and in turn, OCCC’s standing in the nations colleges. With that more people will come and have more funding.

Response(s): Your suggestion to stock the energy drink “BAWLS” has been provided to the cafeteria manager. However, I discussed energy drinks in general with the manager and she indicated that they have reduced their inventory of energy drinks due to the high cost. I researched the cost of the energy drink “BAWLS” and discovered that it cost approx \$3.00 per bottle. This is pretty expensive for most students, which means there would be low demand for the product. I will also pass this suggestion along to the coffee shop manager. The coffee shop stocks higher end drinks and he may consider adding this energy drink to his current offerings. Thank you for your suggestion.

Brenda Carpenter

Suggestion(s) or Comment(s): We have a recycling holder in front of the communications lab, this is a great idea. Maybe if we had additional recycling holders more people would make the choice too recycle. I suggest a recycling bin next to every trash can that has room that is out of the way. Thank you for your time and I hope to see more recycling bins.

Response(s): Recycling containers can be placed throughout the campus. The issues involved in recycling containers: advantages are the support of the “green” effort, educating the College community on recycling, the environmentally responsible thing to do. Disadvantages are mainly the economics of a recycling program; also, the education of the College community is somewhat static, while the community is transitional. 1 FTE (for program management) \$35,000 annually 2 Student Assistants \$25,000 annually Roll-offs/compactors \$5,000 annually (usage dependant) Interior recycling container units approx \$25,000 (one-time cost); and approx \$2,500 annually for maintenance.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): Thank God for <a specific employee> in the Math-Lab, who breaks it down with Contemporary math. Because you can’t get help from the others in there who are not friendly, treat you like they don’t want to be bother. That’s what you from there vibes. And my instructor does help with way of teaching on Tuesday night. If you asked him/her a questions, he/she embrassess you, and you get afraid to ask question.

Response(s): Dr. Aquino received and read the comment/suggestion on 11/26/08

Suggestion(s) or Comment(s): For all (angel courses) there should be a more standardize lay out. Obtaining class information like the syllabus should not be complicated. Also, the college catalog should state the tests are taken at the college campus.

Response(s): Thank you for your input. We are taking this under advisement.

Felix Aquino
Vice President of Academic Affairs

Suggestion(s) or Comment(s): The Accounting Lab is by far the main reason why I finished Accounting I with a B and why I currently have a B in Accounting II. All of the tutors, especially <a specific employee>, have helped me tremendously! I would not have passed Accounting I or II without the Accounting Lab. Thank you so much for giving us this helpful lab! It is greatly appreciated!

Response(s): Dr. Aquino received and read the suggestion/comment on 11/26/08

Suggestion(s) or Comment(s): I find the accounting lab to be very useful. I do not know what I would do without it.

Response(s): Dr. Aquino received and read the suggestion/comment on 11/26/08

Suggestion(s) or Comment(s): Upgrade computers with latest “Adobe” application.

Response(s): We regularly upgrade our software to make sure we have the latest releases.

Felix Aquino
Vice President of Academic Affairs

Suggestion(s) or Comment(s): Make sure the schedule is correct!!! A class on line is Wed & Mon but book said it was Tue & Thurs and I messed up my whole schedule plans!

Response(s): Many apologies for the mistake. We spend many hours making sure the schedule is correct. Unfortunately, some mistakes occasionally get by us.

Felix Aquino
Vice President of Academic Affairs

Suggestion(s) or Comment(s): Please add Saturday or Sunday Accounting Lab hours! We need them! Work during the day plus school in the evenings = makes it really hard to get to the lab on weekdays where the amazing staff can help us.

Response(s): Thank you for your recent communication regarding having the Accounting Lab open during the weekends. We are aware of how important the Accounting Lab is for our students. As it happens, we are currently studying the feasibility of expanding our operations during the weekends. We are considering keeping all of our labs open during the weekends. However, in this budgetary environment, we can make no commitments at this time. However, as soon as any changes are made they will be announced.

Felix Aquino
Vice President of Academic Affairs

Suggestion(s) or Comment(s): The restroom by room 3M8 needs to be regularly cleaned. Thank you.

Response(s): All of the College’s restrooms are on a twice/daily cleaning schedule for general maintenance. All restrooms are deep-cleaned nightly after the College is

closed for business. We will look at this particular restroom to see if its use warrants more particular attention.

J.B. Messer
Director of Facilities Management

Suggestion(s) or Comment(s): Girl in coffee shop wearing no gloves while picking up muffins from boxes to trays. This was at 1:05 PM on 9-26-08 Thursday. Should they be wearing gloves when handling food?

Response(s): All Coffee Shop employees have been trained to wear gloves when handling food. This violation of procedures has been reported to the food service manager. Management is very aware of the risks involved in handling food and reminds its employees repeatedly about hand washing and wearing gloves when handling food. When I spoke to the food service manager about this incident she assured me that she would speak with the coffee shop manager and employees to remind them once again to always wear gloves when handling food. Thank you for bringing this important matter to our attention.

Brenda Carpenter

Suggestion(s) or Comment(s): Make maps of building and give to students so they don't get lost.

Response(s): The College maps are located online available to print off, located in the College catalogs for use; located at the Welcome Center and Admissions area for distribution to students as needed.\

J.B. Messer
Director of Facilities Management

Suggestion(s) or Comment(s): It would be nice if you all would put little shopping baskets in the bookstore.

Response(s): Currently the Bookstore has hand held shopping baskets for the convenience of our customers. We do have a few shopping carts that can be used by a customer if necessary. These carts are kept in our shipping and receiving area of the Bookstore. Please ask a member of the staff when you come in if you would like to use one. During certain times of the year carts could be used without any problem, but at the beginning of semesters, the crowds would make it difficult to navigate a cart through the Bookstore. Thank you for your suggestion.

Brenda Reinke
Bookstore Director

Suggestion(s) or Comment(s): Could ya'll please turn up the heat. It's 50 degrees outside and it's 40 degrees in here. It's penetrating my coat and can't afford a better one. Thank you.

Response(s): I cannot tell the area of the College that the comment is referring to. When areas of the College have an uncomfortable temperature, the faculty or staff should report it to their division office for attention. A work order should be initiated for Facilities Management to take action. Facilities Management will investigate the

area to ensure the temperature is in the correct control range, and remedy as necessary.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): I would just like to compliment the janitorial staff. The school and bathrooms are always very clean. And the outside maintenance staff does a good job making sure the campus is clean. ☺

Response(s): The Janitorial/housekeeping staff, and the landscape/grounds keeping staff thank you for your kind comments. Much work occurs to ensure the College best utilizes its resources in the maintenance of its assets. We are always looking for ways to improve our services with the resources that are available.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): I suggest that the Super Trooper Security guys should chill out a tad. Just a smidge.

Response(s): The Department of Safety and Security continually strives to provide a safe and secure work and learning environment for staff, students, and visitors. At times Security is called upon to intervene on behalf of the college to ensure this safe and secure environment. Currently for the Fall 08 semester only, Safety and Security has intervened in six incidents that resulted in seven people arrested for varying charges. The campus crime report, released October 1, 2008, showed that overall campus crime was down for the past reportable year. Also, not the decrease in parking lot crime which is posted on the Safety and Security home webpage.

Ike Sloas

Director of Campus Safety & Security

Suggestion(s) or Comment(s): I would like to suggest that the academic calendar online NOT be changed to Spring only before the end of the fall semester. There are several important dates on it. I was trying to find the dates of Thanksgiving break and was completely unsuccessful. It's very frustrating that the information is not readily available to students.

Response(s): Thank you for bringing to our attention that the Fall academic calendar was no longer online. We have updated the document to contain both this semester and next semester's calendars. I am attaching it to this email for your convenience. We are in the process of launching a new calendar program that will post upcoming events on the OCCC student home page. The calendar system will allow you to search for specific events and easily find information concerning breaks and other academic dates. This will be a great improvement to the current static calendar that is available online. We hope our students will find this to be very helpful and convenient. Thank you for taking the time to submit your comments.

Paula Gower

Director of Marketing and Public Relations

Suggestion(s) or Comment(s): I think that OCCC should offer flu shots for students and faculty!! Set up a booth in the college union!! It would save me a lot of time by not having to go to the health department or elsewhere!! ☺

Response(s): We at OCCC appreciate your concern about having access to the flu vaccinations. The college does provide opportunities for faculty and staff to receive the flu and pneumonia shots on campus for a fee. These shots are provided by the Visiting Nurses Association. State and federal regulations prohibit health department staff from coming to a college campus and administering the vaccine for free. For that reason, we have provided information about where free vaccines can be obtained in the community. It may be possible for Student Support Services to partner with OCCC's nursing program to provide free flu shots in the future, but that idea is still in the planning stages.

Pat Stowe

Director of Student Support Services

Suggestion(s) or Comment(s): OCCC sets an outstanding example of educational institution that strives for excellence in the educational status of its students, as well as the quality of both its teaching and professional staff. I am concerned that we are falling a bit short in our educational structure environmentally. Yet, with each passing day, our environment becomes more vital to our existence. We have an opportunity at OKCCC to again lead the way – with a good solid recycling program. I would like to see recycling bins in the dining area, at the elevators, by the trash receptacles outside, by the coffee shop area and bookstore, in the library lobby and the courtyard area . . . and any other place highly accessible to students, faculty/staff. Consider the volume of plastic/other recyclable bottles we empty at OKCCC on a daily basis!!! What a golden opportunity to help save our planet ~ I'm a bit surprised that the Environment Club has not taken on this project . . . we could use the profits for donation to Habitat for Humanity, or to expand the projects on campus . . . the possibilities are endless . . . I think this is a project well worth the effort . . . to enhance the character and mission of OKCCC even further.

Response(s): Thank you for your comments and suggestion. Currently the students involved in The Leadership Council (TLC), OCCC's student governing board, are researching a litany of issues related to recycling, including costs, methods and current practices. This organization is also exploring other environmental programs that may serve to reduce the use of various non-renewable resources. While your comments will be shared with the executive officers of TLC, I would encourage you to consider getting involved with this group and working collaboratively to help solve this complex global issue. Again, thank you for your comments and suggestion.

Liz Largent

Dean of Student Development

Suggestion(s) or Comment(s): I would suggest putting in a Japanese language class.

Response(s): Please note that Japanese is being offered this fall semester. It is on page 83 of the Summer/Fall Course Schedule.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): The Accounting Lab is very helpful.

Response(s): We are very proud of our Accounting Lab and know what an important factor it is in the success of accounting students.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): Just wondering . . . The classrooms in the VPA building do not have any blinds and it is difficult to focus when the sun is beaming in your face. We cannot see the overhead projector because of the extreme lighting. I'm in room 126 at 9:00am so we get all of the early sunlight . . . So, approximately when will we receive the blinds?

Response(s): Please note that blinds have been ordered and will be installed soon.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): I just wanted to say that the Accounting lab was very helpful and there's only one thing that I want to suggest for next semester is that the Acct. Lab should extend their hours, but other than that thank you <a specific employee>

Response(s): We are very proud of our Accounting Lab and know what an important factor it is in the success of accounting students.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): The Accounting Lab has been most beneficial to my success in class!

Response(s): We are very proud of our Accounting Lab and know what an important factor it is in the success of accounting students.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): The Accounting Lab is great. I would have to spend a long amount of hours to work on my homework's and understanding the concepts. The Accounting lab help me to do that in a short amount of time. The services that that Accounting lab's staff are great. It's great that our college have the Accounting Lab.

Response(s): We are very proud of our Accounting Lab and know what an important factor it is in the success of accounting students.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): If it wasn't for the accounting lab and the people who work here, especially one in particular, I would not have been able to pass accounting I or accounting II. A specific employee along with the other helpers

explained the material better than both of my accounting teachers. I believe that this place needs and upgrade and the employees need a pay raise for all that they know and teach.

Response(s): We are very proud of our Accounting Lab and know what an important factor it is in the success of accounting students.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): The Accounting Lab really helped me understand the material in Accounting II better. Without it I don't think I could have passed the course. Thank you for providing this service to your students.

Response(s): We are very proud of our Accounting Lab and know what an important factor it is in the success of accounting students.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): I'm a student here this is my sophomore year it's been great, however there has been times in the library that no PC's are available and most people using them are non-students. Also some are being held for friends to show up. I know I can go up to 3rd floor but I shouldn't be forced to wait elevator or climb stairs.

Response(s): Please note that the computers in the library are primarily for the use of library patrons. Please also note that, as a public institution, our library is open to the public at large. The computer lab on the third floor of the library is exclusively for the use of OCCC students. I am sorry you view taking an elevator up two floors as onerous.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): First, thank you for the new Health Professions building. It is modern, up-to-date, & beautiful. I appreciate the addition of a computer lab to the plans. I do though, have a problem with the computer lab hours 5pm closing ~ seriously?! I would like to utilize the new convenience; but unfortunately cannot. I believe you would get more use out of it if you extended the weekday hours.

Response(s): Computer lab coverage is a never-ending challenge. At present budgetary constraints prevent us from expanding our lab hours. However, if there is sufficient student demand, we will certainly consider it.

Felix Aquino

Vice President of Academic Affairs

Suggestion(s) or Comment(s): In Room 1H7 I have seen 3 roaches. Maybe that room needs to be sprayed.

Response(s): The College's pest control contract includes restrooms, food areas, vending areas, planters, and the Aquatic Facility. Facilities Management will

investigate this room along with the adjacent rooms in the Social Sciences Building and take the appropriate action.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): I suggest OCCC invests in warm water in the school bathrooms. It is a health hazard to wash your hands with cold water even when using soap. The school should already know this and immediate action should be taken.

Response(s): The College has hot water going to each of the restrooms from a hot water source. Each restroom has either sinks with hot/cold water spigots, or sinks with spray nozzles that have a mixing valve. If any of the restrooms has a lack of hot water, it should be reported to Facilities Management for repairs as necessary.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): I would really appreciate it if you would consider turning the heat down in the main building. When it is cold outside I dress warm, and if its hot in the building I sweat profusely sitting in class an it is very uncomfortable. Maybe we could poll the college, because majority of my classmates feel mutual about the temperature settings.

Response(s): The College's heating and air conditioning systems are controlled by a building automation system. The temperature set points are in accordance with ASHRAE standards which are our guideline for maintaining the temperature ranges of our facilities. If the temperature does not seem correct, please have your professor contact Facilities Management, though their respective division office, to check the set points, and to make adjustments if necessary.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): There's no clock in room 3K4, and since I turn my phone off during class I don't know what time it is which makes me nervous. I was just hoping for a replacement clock.

Response(s): Facilities Management has received the shipment of clocks to make these replacements. The new clocks will receive a signal from our central clock system for the correct time adjustment. We are in the process of scheduling the placement of these clocks in the classrooms and labs.

J.B. Messer

Director of Facilities Management

Suggestion(s) or Comment(s): We should have recycling cans for plastic bottles and Aluminum cans there are trash cans everywhere, but no recycling.

Response(s): The College meets the recycling requirements set forth by the State DCS Recycled Materials Program. Facilities Management is always looking for opportunities to recycle other materials as resources allow. The College is committed to advancing out "green campus" initiatives to the forefront.

J.B. Messer
Director of Facilities Management

Suggestion(s) or Comment(s): Use a brass wire brush to clean water outlets on water fountains.

Response(s): The custodial/housekeeping staff has a daily objective line item to “Clean and sanitize all drinking fountains.” This entails disinfecting daily and de-scaling as necessary. Facilities Management will review this process to see if this current action is sufficient, and make adjustments in the daily work flow, as necessary.

J.B. Messer
Director of Facilities Management

Suggestion(s) or Comment(s): What about the locker situation? I know that it has been proposed, but I didn’t know if anything had come from it. Like they could be on the security office wall & you could charge ½ of them by the semester & another daily so that you could make the money back spent on them & maybe that would decrease the amount of backpacks used with wheels, because people won’t take the stairs when they have those bloody bags & now they won’t have that excuse.

Response(s): The College has previously discussed the possibility of lockers strategically placed in various locations. The decision was made that since we are a commuter College, most all students take their books from and to home with them as needed for each class. There has not been a real identified need for this particular service among our service population.

J.B. Messer
Director of Facilities Management

Suggestion(s) or Comment(s): Public Pay Phones – I note the removal of all public pay phones, my comment regards the fact that removes a certain accessibility for those who don’t have cell phones or remote access. Perhaps at least one public pay phone available for the students.

Response(s): The pay phones were removed by AT&T for non-usage (an AT&T business decision). The use of cell phones has all but done away with pay phones. As far as a courtesy phone, the idea has been brought up and we have looked into some solutions. There is a courtesy phone at the welcome desk that can be used for local calls, and we are planning on installing a phone in the Safety & Security office for this as well.

J.B. Messer
Director of Facilities Management

Suggestion(s) or Comment(s): It is rather unnerving to walk past the security office on a daily basis to see staff playing games on the computers (Jigsaw puzzles were the game of choice today). With so many of the security staff being morbidly obese, it concerns me that they would not be able to properly respond to an emergency. Add to that fact the computer games are accompanied on their desk by kind size bags of Doritos and soda pop, it does not evoke the image of “security” that OCCC

deserves and Needs. A fitness mandate or regime would be an excellent idea for them (as well as the rest of us on faculty and staff) or at least a no computer games while on duty policy.

Response(s): Safety & Security performs a unique and protracted function at OCCC. Safety & Security operates 24 hrs a day 365 days a year. Safety & Security is the only department within OCCC that is staffed in this manner. Safety & Security officer and dispatchers work a variety of 8 and 12 hour shifts. With that said, Safety & Security staff take meals and breaks during their shift and often in office. Safety & Security does not have space for a separate lounge area. Safety & Security officers currently have a minimum physical requirement which all officers currently meet. There has not been a service related call in which officers were unable to respond due to their physical condition. Playing games during work hours is not a productive use of OCCC resources and will be addressed in ongoing training.

Ike Sloas

Director of Campus Safety & Security

Suggestion(s) or Comment(s): How about on the elevators. Student life can place a flier once a week showing how much calories, weight, one could lose by taking the stairs. I think it is sad when all these young people take the elevator when they have an abundance of staircases to choose from. I also get mad when I see people use the elevator before a special needs person has the chance to get on.

Response(s): Thank you for your suggestion. We are always excited to explore new and innovative ways to engage and educate our students. As we plan our activities and services in the upcoming year, we will be sure to include your ideas for consideration.

Liz Largent

Dean of Student Development

Suggestion(s) or Comment(s): The people who work in the testing center are consistently rude. As I was writing this complaint I mentioned it to some other students and 5 others nodded in agreement. Please talk to them about their attitudes. Thank you.

Response(s): Thank you for bringing this matter to my attention. Quality service and academic integrity are a high priority in the testing center and all matters of this nature will be appropriately addressed with the Test Center staff.

Liz Largent

Dean of Student Development

Suggestion(s) or Comment(s): Testing Center employees are extremely uptight about every little thing. Chill out! It's our grade & we have to suffer the consequences of our actions. If you are that concerned about our testing, BE QUIET and observe us! You are extremely loud when we are testing. BE NICE to us & we will BE nice to you! We are adults not elementary students!

Response(s): Thank you for bringing this matter to my attention. Quality service and academic integrity are a high priority in the testing center and all matters of this nature will be appropriately addressed with the Test Center staff.

Liz Largent
Dean of Student Development

Suggestion(s) or Comment(s): Offer sign language as a credit class for students. Many other colleges offer sign language as a credit course. I think this would be a valuable class to offer and I would be the first in line. Pretty Please!!!!

Response(s): I will confer with the Dean of Arts & Humanities about the possibility of offering a course in American Sign Language.

Felix Aquino
Vice President of Academic Affairs

Suggestion(s) or Comment(s): After finishing success in college and life I believe it was a waste of time and money. All it did was “try” teach remedial skills. So, why are there zero-level courses in reading, writing, study skills, and mathematics? Success in college and life should be a zero-level course taken only if you tested badly.

Response(s): Some students have expressed dismay with the Success in College and Life class. However, our data indicates that successful completion of that class has a positive impact on students’ success in subsequent courses. Therefore, we take this as an indication that the SCL is doing what it is supposed to do: teach students how to be successful in college.

Felix Aquino
Vice President of Academic Affairs

Suggestion(s) or Comment(s): I love accounting lab. One specific employee is very helpful. At the pace my professor is going, I would’ve been in trouble if I had no help from accounting lab. The only thing I would wish for is that for it’s extended hours or if it can be open one day over the weekend.

Response(s): We are very proud of our Accounting Lab and know what an important factor it is in the success of accounting students.

Felix Aquino
Vice President of Academic Affairs

Suggestion(s) or Comment(s): Please have ESL Advance on Tuesday and Thursday 6-9 pm many people need this days.

Response(s): I will pass on this concern to the Dean of Arts and Humanities.

Felix Aquino
Vice President of Academic Affairs

Suggestion(s) or Comment(s): Please have ESL/ADV on Tuesday and Thursday 6-9 pm.

Response(s): I will pass on this concern to the Dean of Arts and Humanities.

Felix Aquino
Vice President of Academic Affairs

Suggestion(s) or Comment(s): I would like to suggest that the organizations and clubs enter their information on the website. I have searched in several places on

line and can't find information about any of the organizations. Not good for viewers and students who would like to find out about what the student life has to offer. Please verify. Thanks. MRG.

Response(s): Thank you for your suggestion. I'm sorry you've not been able to locate information about student organizations on our website. A listing of student organizations and their various meetings and events can be found on links from the Student Life main webpage at www.occc.edu/StudentLife If you have additional questions you can also contact the Office of Student Life at 682-7523.

Liz Largent
Dean of Student Development

Suggestion(s) or Comment(s): I went to the bookstore to get the text I need for my pspy-2403 class. They did not have the text available. I was told it may not be available till the middle of next week. The reason I choose on-line course is due to my hectic schedule. I feel that if OCCC is going to provide a class they should have the text available.

Suggestion(s) or Comment(s): The computer desks in my English Comp. I class in room 1X4, are somewhat of a painful danger. The leg room is way too narrow. I have banged my knee several times, and my classmates have also bumped their knees. Every time I bring this issue up it only gets laughed off. Thank you for your time.

Suggestion(s) or Comment(s): Also I'm in an Intro to Public Speakin and my instructor grades WAY too hard for an Intro class. Most of my friends are in a different instructor's class for the same course and they are still learning the same info, but teachers are not grading like it's PhD level class. DUDE! CHILL OUT!!!

Suggestion(s) or Comment(s): I suggest the computers in the lobby of the main building get fixed. Internet connection doesn't work 90% of the time and peripherals don't work either.

Suggestion(s) or Comment(s): We need a student day care for their kids so the parents can go to college worry free.

Suggestion(s) or Comment(s): The people that work in the financial aide office are very unpleasant and very unhelpful. Every time I go to the financial aide department I am very rushed and do not feel they take their time to explain things nor do they explain things very clearly to where it's understandable. It's often a guessing game about my loan paperwork, grant awards, tuition, etc. I hope this problem can be resolved with the staff.

Suggestion(s) or Comment(s): I have 8 assignments due Friday that I can't do because financial aid SCREWED ME

Suggestion(s) or Comment(s): THE FINANCIAL AID OFFICE SUCKS!!

Suggestion(s) or Comment(s): Why have all the pay phones been taken out of the college? It is very inconvenient to not have any phones available for public use. Will there be any other public phones installed for students or none at all? If not, what phones could we use?

Suggestion(s) or Comment(s): I am concerned how unorganized this school is. Maybe you guys should get better organized and get workers that actually know something when you ask them for help.

Suggestion(s) or Comment(s): I took Accounting I. I was 95% taught through the Accounting Lab. Honestly feel that my money should of went to the accounting lab. I would of withdrew had it not been for a specific employee and his/her staff. At no time did I feel foolish asking for help. The whole staff was knowledgeable and curious. Feel free to contact me. Thanks.

Suggestion(s) or Comment(s): It seems we've all tried to live a more healthier lifestyle these days. Restaurants and convenient stores have done so by adding them to their menu's and or to the store's selection. What I'm getting at is, at the cafeteria there is not much whole grain foods. For instance the bagels and the breads for the sandwiches. Yogurt, lowfat cheeses, more baked foods to replace fried foods. These are just some examples of more variety we could possibly get in the future, pretty please. If only you could find it in your beautiful little hearts, it would mean so much to the health freaks that you live amongst!!! – Blessed be to all who read this.

Suggestion(s) or Comment(s): One of the employees in Career transitions is very anti-male. She express these feelings in words, actions, and back stabbing the male members of the class. She is a bitter divorced woman that the students have problems with. Remove her from a position of authority before EEOC changes are filled against her and the school.

Suggestion(s) or Comment(s): One of the employees with Career Transitions is anti-male student. She belittles and harass male students to the point of dropout. She is an open invitation to an EEOC complaint. Her constant male bashing is trite and out of date. It is not the male students fault she had a bad divorce from her husband.

Suggestion(s) or Comment(s): Food service should stay open later than 6:00 pm. Classes go until 10:00 pm. Also, the prices are very high. Arby's is cheaper.

Suggestion(s) or Comment(s): One of the employees in the TEST CENTER! Needs to change how he treats people going in there to take a test. I couldn't even focus on my test because he had been so rude. He was rude, made me feel stupid for not understanding what he had said even though I could not understand what he was saying. (Learn Proper English!) I'm sorry if I come off rude myself but I am a

very nice person, however, there is no need for him to be so rude! I hope that something is done about this. And I am glad that wasn't my first time to take a test in there or I would NOT EVER go back.

Suggestion(s) or Comment(s): The high school student should be put on a "tighter rope." It is very upsetting to be around them with their foul mouths and rowdy behaviors. You would think young adults that are that intelligent would act better. When you are on the second floor you hear them slamming doors, cussing and just acting completely out of control at times.

Suggestion(s) or Comment(s): I was needing to file a complaint on an instructor. She taught Success in college. She is very un-professional in the way he/she conducts his/her-self. She puts more effort into talking about her cat & her husband love of football than how to teach a class. She has spoken to me as a child. Snapping remarks at me as if I were a child. Can you please address her attitude.

Suggestion(s) or Comment(s): One of my professors is not a very good professor. If asking a question sometimes he tends to make fun of you if he thinks the question is too easy. He needs to be replaced by a real professor. ASAP!!!

Student Conduct

Program Highlights & Information:

- Liz Largent, Dean of Student Development, served as the designated representative of Dr. Marion Paden, Vice President for Enrollment & Student Services to adjudicate Student Conduct Complaints during FY09.
- All Student Conduct Complaint forms received were processed in compliance with the Code of Student Conduct outlined in the 2008-2009 Student Handbook on pages 37-40.
- Processed forty-seven (47) student conduct complaints.
- Zero conduct appeal hearings were held.

Quantitative Data:

Summary of Conduct Code Violations

Conduct Code	# of Violations
#1 - Interference with the functions or activities of the college.	9
#2 – Dishonesty, cheating, plagiarism, etc.	1
#3 – Abuse, threats, assault, etc.	4
#4 – Drug and alcohol	4
#5 – Lewd, indecent or obscene conduct	3
#6 – Refusal to comply with direction of staff or faculty.	4
#7 – Hazing or mistreatment of others.	8
#8 – Stalking	1
#9 – Possession of weapons	1
#10 – False reporting of threat	0
#11 – Violation of law	12
#12 – Refusal to pay	0
#13 – Solicitation	0
#14 – Refusal to give ID	2
#15 – Actions off campus that involves the college’s interest.	2
#16 – Theft, vandalism, misuse of property.	5
#17 – Littering	0
#18 – Tobacco use in buildings.	0
#19 – Acceptable use policy	9

Summary of Sanctions

Sanction/Resolution	#
Not current student	3
Probation	17
Expulsion	1
Suspension	6
Warning	10
No violation determined	5
No action taken	5

Student Development Organizational Chart

June 30, 2009

Liz Largent, Ph.D.
Dean of Student Development

Kim Lusk, B.A.
Assistant to the Dean
FT Permanent

Darin Behara, M.S.
Director of Student Life
FT Permanent

(vacant)
Director of Advising
FT Permanent

Debra Vaughn, Ed.D.
Director of Employment & Career Services
FT Permanent

Jim Ellis, M.Div.
Director of Testing & Assessment
FT Permanent

Marcy Roll, A.A.S.
Secretary
FT Permanent

Work Study
(3)

Katie Treadwell, M.Ed.
Coordinator of Service Learning & Student Life Programs
FT Permanent

Student Life Program Leader
PT Temporary

Stephanie Baird, M.Ed.
First Year Experience & Student Life Programs Coordinator
FT Permanent

Student Life Program Leader
PT Temporary

Karlen Grayson, M.A.
Student Org. Asst.
FT Permanent

(vacant)
Student Life Technician
FT Permanent

Mary Ann Bodine, M.Ed.
Assistant Director of Academic Advising
FT Permanent

Sara McElroy, M.Ed.
Transfer & Academic Advising Coordinator
FT Permanent

Claire Echols, M.S.
Academic Advising Coordinator of Health Professions
FT Permanent

Marcelene James, M.Ed.
Personal & Academic Advisor
FT Permanent

Ed Williams, M.Ed.
Personal & Academic Advisor
FT Permanent

George Maxwell, M.Ed.
Personal & Academic Advisor
FT Permanent

Melissa Aguigui, M.B.A.
Academic Advisor
FT Permanent

Debbie Pierce, M.H.R.
Academic Advisor
FT Permanent

Tennent Emmons, B.S.
Academic Advisor
FT Permanent

(vacant)
Academic Advisor
PT Permanent

Brenda Clink, M.Ed.
Personal & Academic Advisor
PT Permanent

Lois Ganick, M.Ed.
Personal & Academic Advisor
PT Permanent

(vacant)
Personal & Academic Advisor
PT Permanent

Judi McGee
Coordinator of Employment Services
FT Permanent

Nicholas Lyon
Student Employment Assistant
PT Permanent

Chris White
Student Employment Clerk
PT Permanent

Work Study
PT Temporary
(1)

Elsa Gonzalez, B.S.
Advisement Support Assistant
FT Permanent

Crystal Woodward
Evening Intake Assistant
PT Permanent

Peer Advisor
(6) PT Temporary

Brian Nguyen, B.S.
Coordinator of GED & Testing
FT Permanent

Paul Rodebush
Test Center Assistant
FT Permanent

Vaneza Cabellos
TA Specialist
FT Permanent

Ron Brooks, M.S.
TC Assistant
FT Permanent

Linda Aguigui
TC Assistant
PT Permanent

(vacant)
TC Assistant
FT Permanent

Linzy Hill, A.A.S.
TC Assistant
FT Permanent

(vacant)
TC Assistant
PT Permanent

Diana Hulseberg
TC Assistant
PT Permanent

Tola Suleiman
TC Assistant
PT Permanent

PT Temporary
(3)

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**STUDENT FINANCIAL SUPPORT SERVICES
Annual Report FY 2009 (2008-2009)**

Mission: Provide financial assistance for Oklahoma City Community College students enabling access to educational opportunity and in support of persistence toward successful completion of their educational goals.

Organization and Management: Total FTE: 15.61

Full time:	4.0	Non-Exempt
	11.0	Exempt
Part time:	.61	Temporary Part-time

Staff Development:

Janis Armstrong

Coordinator of Veterans Services: State Veterans Administrator Conference (Quartz Mtn.), Veterans Administration Regional Conference (Oklahoma City).

Alicia Harris

Assistant Director Financial Aid Programs and Services: OSRHE Workshop (Redlands Community College), OASFAA Conference (Oklahoma City), U.S. Department of Education Webinar: Higher Education Opportunity Act, OSHRE/Noel-Levitz. ELM Resources Training Workshop (Oklahoma City).

Erik Hedges

Systems Coordinator: Federal Student Aid Conference (Dallas), U.S. Department of Education Webinar: Higher Education Opportunity Act.

Meghan Morgan

Coordinator of Client Services: Federal Student Aid Conference (Dallas).

Pat Hauck

Financial Aid Advisor: ELM Resources Training Workshop (Oklahoma City), U.S. Department of Education Webinar: Higher Education Opportunity Act.

Linette McMurtrey

Financial Aid Advisor—Loans: Federal Student Aid Conference (Dallas), U.S. Department of Education Webinar: Higher Education Opportunity Act, ELM Resources Training Workshop (Oklahoma City), OGSLP Training (Oklahoma City).

Joan Sublett

Financial Aid Advisor: Elm Resources Training Workshop (Oklahoma City), OASFAA Conference (Oklahoma City).

Leanne Drury

Financial Aid Loan Assistant: Elm Resources Training Workshop (Oklahoma City), OASFAA Conference (Oklahoma City), OGSLP Training (Oklahoma City), U.S. Department of Education Webinar: Higher Education Opportunity Act.

C.W. West

Financial Aid Advisor: OASFAA Conference (Oklahoma City), ELM Resources Training Workshop (Oklahoma City), State Veterans Administrators Conference (Quartz Mtn.).

Harold Case

Dean, Student Financial Support Services: Workshop: One Stop Student Services (Kansas City, KS), Federal Student Aid Conference (Dallas).

Department’s Total Financial Resources: \$620,011

Staff Salaries/Wages and Benefits	\$573,516
Operations	\$ 37,931
Travel	<u>\$ 8,564</u>
Total	\$620,011

Highlights and Information:

- Transitioned in collaboration with ESS E-Services from use of hard copy forms and documents to create student files, to imaged documents available using system software.
- Collaborated with ESS E-Services to transition to online interactive forms resulting in trend to more efficient processing of student data.
- Expansion of the number of student use stations in Financial Aid reception area from three to six, and with support of ESS E-Services established use of new thin client hardware available 24/7 as needed resulting in improved services.
- In consultation and support from Vice-President of Enrollment and Student Services, and Facilities Management, planned and implemented significant remodel of Financial Aid and Veterans Services to improve office space and service to students.
- With support of Vice-President for Enrollment and Student Services and President’s Cabinet established a full time Coordinator of Veterans Services and full time Assistant Director of Financial Aid Programs and Services. Both positions have been critical to continuous improvement of service to all students.
- Demonstrated continuing support of Achieving the Dream initiative by improving financial aid services to students through activities established by Financial Aid Subcommittee focused on access and retention efforts.
- Increased the amount of financial assistance dollars to students over the previous year.

Distribution of Funds:

<u>Program</u>	<u>Dollars Disbursed</u>	<u>Awards By Program</u>
Federal Pell Grant	\$9,477,703	3,824
Federal SEOG	231,383	999
Federal ACG	94,140	152
OTAG	806,993	1,241
OHLAP	1,064,288	1,219
BIA Grant	564,154	317
Tuition Waivers	2,061,004	3,708
Scholarships (OHLAP)	355,755	1,200
Loans: Subsidized	7,771,046	2,740
Loans: Unsubsidized	5,257,011	1,744
Loans: Plus	65,716	15
Loans: Alternative	231,314	59
Federal Work Study	186,167	93
Student Employment	613,962	242
Veterans Benefits	4,107,735	589
Scholarships (Other)	453,245	414
Total Dollars	\$33,296,616	-----

Percent of Total Dollars:

Grants	\$11,174,373
Loans	\$13,325,087
Waivers	\$ 2,061,004
Scholarships (OHLAP)	\$ 355,755

Grants:	33.6%
Loans:	40.0%
Scholarships:	5.6%

Unduplicated Head Count: 8,053

Scholarships Other	\$453,245
Federal Work Study	\$186,167
Student Employment	\$613,962
Veterans Benefits	\$4,107,735

Work:	2.4%
Waivers:	6.1%
Veterans Benefits:	12.3%

Departmental Focus for FY 2009 (2008-2009):

- Analyze and Report initiatives on Year One Achieving the Dream (AtD) initiatives and activities developed by the AtD Financial Aid Subcommittee for Persistence and Retention:
 1. Increase number of joint Recruitment/Financial Aid presentations to schools and agencies serving adult populations.
Accomplished: Success in College and Life Classes (36), High School Presentations (7), New Student Orientation (30), additional orientations (4) PTA, OTA, Nursing. Total FY 09=77, Total FY 08=48.
 2. Expand marketing of financial aid on College homepage by Prospective Student Link and adding Right-to-Know enhancing link.
Accomplished.
 3. Utilize students in recruitment process to improve communication with prospective students. Seek community service credit for student outreach service.
Partially Accomplished: Students were used in the recruitment process. However, students were made aware of option to request community service credit but no interventions were taken to insure credit. This component was dropped and students will be responsible for pursuing credit.
 4. Collaborate with Bursar to create a comment on student fee statement encouraging students to file the FAFSA at www.FAFSA.ed.gov if they need assistance to help pay for college.
Accomplished.
 5. Utilize high school senior lists to insure seniors from area high schools receive information about financial assistance and completing the FAFSA.
Accomplished: However, use of online Admission Application enables prospective students to seek information directly from Financial Aid through email process. This and other uses of technology (DVD and Webpage) have insured more awareness among high school students.
 6. Utilize Right-to-Know emails sent to all students and Right-to-Know link on Financial Aid Webpage to encourage prospective and current students to file the FAFSA.
Accomplished.
 7. Grow the number of financial aid presentations for Success in College and Life classes and other groups. Develop a video or power-point presentation.
Accomplished: Success in College and Life FY 09=36, FY 08=14. Power-point presentation has been developed and updated and is a link on the Financial Aid Webpage.
 8. Increase OCCC Faculty and Staff awareness of financial aid information and procedures through professional development activities such as W.O.W.

Partially Accomplished: Although a power-point presentation was developed as a link on the Financial Aid Office Webpage for use by students, families, and College faculty and staff it has not been publicized effectively. No W.O.W presentation has been developed.

9. Utilize Hobson's Contact Management System to identify current and current and prospective students who inquire through Recruitment and Admission Webpage about financial aid opportunities. Develop message from Financial Aid Office to be sent to these individuals. Accomplished.
 10. Establish College financial support enabling the Financial Aid Office to evaluate late applicants for financial aid on an interim basis prior to receipt of federal eligibility. Based on preliminary data the Financial Aid Office will approve Bookstore charges enabling students to charge against pending financial assistance. College will cover costs incurred by Bookstore if some students ultimately do not qualify for financial assistance. Accomplished.
 11. Annually distribute U.S. Department of Education free publication: Counselor and Mentors Handbook on Federal Student Aid. Distribution to key Enrollment and Student Services Division staff and faculty advisors will help these key service providers assist students with general student financial assistance questions. Accomplished.
 12. Recommend adjustment to annual Division Tuition Waiver calendar to award these tuition waivers on an academic year basis rather than a semester basis. Students, under recommended change, would receive a commitment for the academic year as long as they continue to meet eligibility criteria. The proposed change would help students with annual financial plans. The Financial Aid Office would check student academic progress at the close of each semester. Not Accomplished: Due to lack of interest and no apparent problems with current procedure.
- Eight additional Departmental focus goals FY09 (Unit Plan)
 1. Develop and implement year two Achieving the Dream (AtD) initiative activities recommended by Financial Aid Subcommittee and approved by AtD Leadership Team. In Process during FY 10.
 2. Establish and hire full time Coordinator of Veterans Services to accommodate expansion and improvement in services to service members attending Oklahoma City Community College. Accomplished.

3. Establish and hire 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.
Accomplished.
4. Plan and implement significant remodel of Student Financial Support Services Offices to improve services and accommodate need for office space for new positions.
Accomplished.
5. Play a significant role in support of Bursar Office implementation of direct deposit for refunds to students to include massive amounts of refunds to financial aid recipients.
Accomplished.
6. Support and collaborate with ESS E-Services to improve imaging systems.
Accomplished.
7. Continuous improvement in e-services used to enhance delivery of student financial support services at OCCC.
Accomplished: Collaboration with ESS E-Services resulted in an increase in the number of student computer use stations in the Financial Aid Office and the transition from exclusively paper forms to availability of all key financial aid forms online and interactive.
8. Seek continuous improvement in student satisfaction with financial assistance services.
Accomplished: Increases in the number of students served and the accompanying increase in dollars disbursed to students has dramatically reduced the number of student complaints. Results of the spring 2009 Community College Survey of Student Engagement (CCSSE) report indicates improved satisfaction with services.

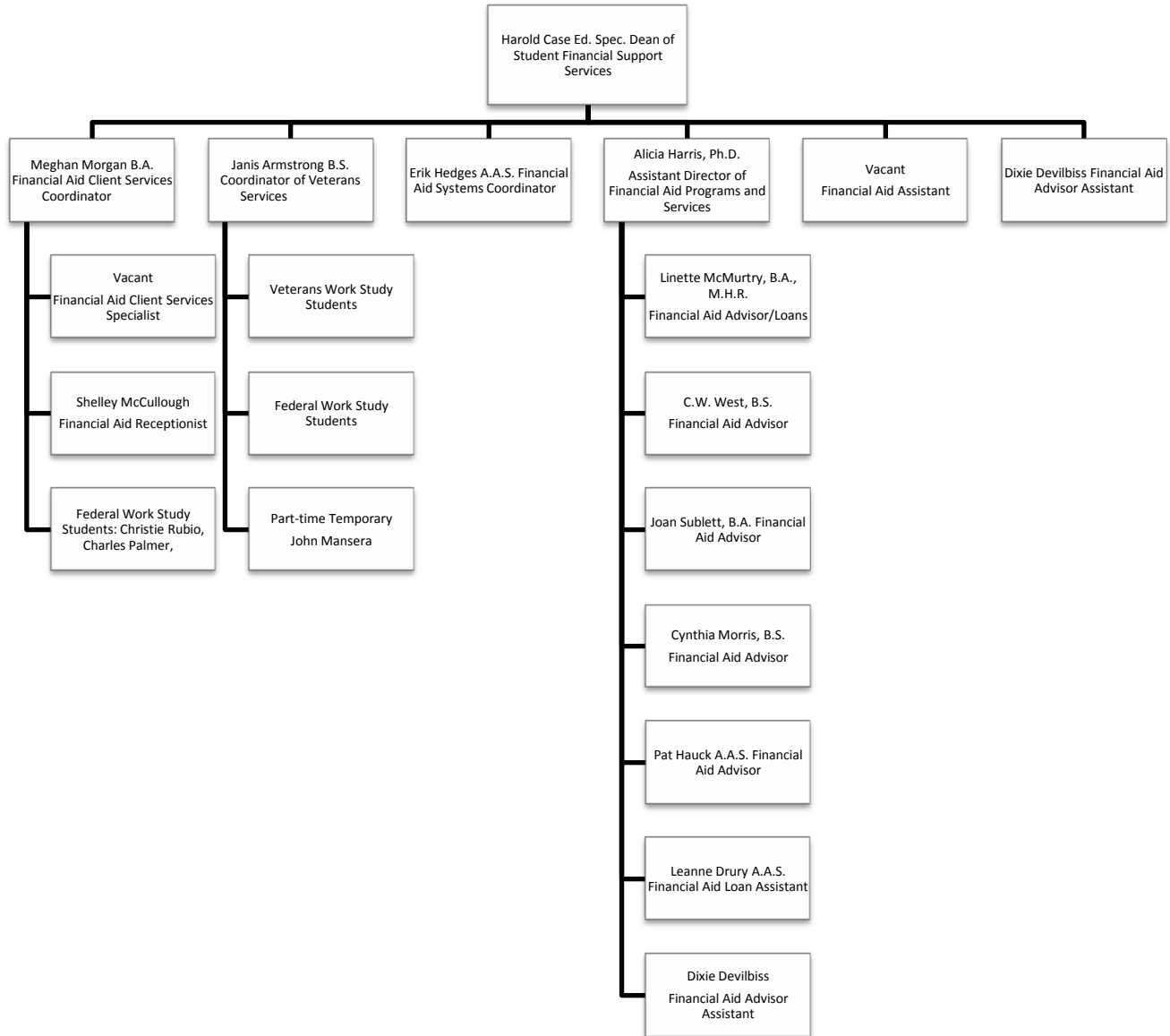
Departmental Focus for FY 2010 (2009-2010): Unit Plan

- Implement, Analyze, and Report on Year Two Achieving the Dream (AtD) initiatives and activities developed by AtD Subcommittee for persistence and retention:
 1. Encourage current and perspective students to file the Free Application for Federal Student Aid (FAFSA).
 - Conduct and/or participate in one or more OCCC activities: fairs, career or financial aid nights with Recruitment/ Admissions, Support Services, Advisors, Academic Division, and Community Outreach and Education.
 - Continue Financial Aid Office participation in annual High School Counselor Breakfast to update Counselors on financial aid processing for 2010-2011 year.
 2. Continue efforts to hold outreach activities focused on community based agencies serving adults and their families.

- Hold an OCCC fair for community based agencies to include Financial Aid, Recruitment/Admissions, Support Services, Academic Divisions, Advising, and Community Outreach and Education.
 - 3. Recommend expansion of Division Tuition Waiver Program to offer more merit based awards to current students. Tuition Wavier Allocations:
 - FY 07 \$126,469
 - FY 08 \$133,389
 - FY 09 \$152,718
 - 4. Continue to support requests from Recruitment/Admissions staff to participate in outreach efforts to help maximize the number of FAFSA filings.
 - 5. Insure Financial Aid and Veterans Services Webpage link in on College Homepage menu. Currently Financial Aid/Veterans Services are not identified except by detailing on other options.
 - 6. Enhance Financial Aid and Veterans Services Webpage to provide sufficient information detail for current and prospective students to enable more self-service opportunities for understanding financial aid and veterans policies, processes, procedures, and student responsibilities. This addresses the use of high tech in-service delivery.
 - 7. Increase Financial Aid front counter full-time staff by one or, through scheduling, increase presence of full-time staff at the counter. Designed to insure consistency and quality of general information services. Provide staff development as needed.
- Additional initiatives in Unit Plan for FY 10 (2009-2010). To improve opportunities for student success.
 1. Provide full-time professional staff position to College Student Loan Program services to complement Loan Assistant and form a team devoted to a growing loan program. Loan team will provide for improved loan certification process, loan counseling services, debt management services, financial literacy services.
 2. Enhance services to veterans by improved outreach activities using email, webpage, information packets, referral, community agency outreach, and recognition events.
 3. Implement specific consumer information requirements as required by the Higher Education Opportunity Act (HEOA).
 4. Implement all required Federal Title IV Student Assistance Program changes as required by HEOA.
 5. Collaboration between OCCC Student Support Services and Veterans Services Office to increase services to veterans and service members: orientation, Success in College and Life courses, registration services, workshops and brochure focused on Veterans Service Office.

Student Financial Support Services

June 30, 2009



STUDENT SUPPORT SERVICES

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

Organization and Management:

Total FTE: 12.99 Non-Exempt: 6 Full-time Part-time temporary: variable
 Exempt: 4 Full-time Part-time temporary: variable
 Federal Work study: variable

Adaptive Technology Specialist: - B.A, Adaptive Technology Certification
Assistant Director for Disabilities: Master of Counseling (vacant)
Captioning Specialist: - A.A., Court Reporting Certification
Coordinator of Interpreting Services: - A.A., A.A.S, Interpreting Certification
Counselor: - Master of Social Work, LCSW
Director: Master of Education, Interpreting Certification
Disability Accommodation Assistant: B.S. Behavioral Science (May 2010)
Disability Support Assistant:
Learning Support Specialist: Master of Educational Psychology
Student Support Assistant: A.A.
TRIO Project Administrator: Master of Science in Counselor Education
TRIO SSS Assistant Director – Master of Education in Adult and Higher Education
TRIO SSS Advisor/ Counselor: - Master of Arts in Clinical Psychology
TRIO SSS Project Assistant: - Bachelor of Science in Psychology
TRIO Upward Bound Assistant Director: - Master of Human Resources
TRIO Upward Bound Advisor/Counselor : - 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:

Adaptive Technology Specialist: Low Vision and Blindness Workshop, OK-AHEAD conference, Eating Disorders Workshop, Bridges Out of Poverty Workshop, Distressed Student Awareness Workshop, Dragon Naturally Speaking webcast, Eating Disorders Brown Bag Session, Drug Abuse Brown Bag Session, Get Motivated Seminar

Disability Accommodation Assistant: OACC Conference, OK-AHEAD Fall Conference, Get Motivated Seminar

Disability Support Assistant: Survive and Thrive in a Multi-Generational World workshop, Get Motivated Seminar

Captioning Specialist: Magnum Steno Seminar, Distressed Student Awareness workshop, Get Motivated Seminar

Coordinator of Interpreting Services: OK-RID Conference, TSID Conference at South Padre Island, Texas

Counselor: Leadership OCCC, OK-AHEAD conference, Eating Disorders Workshop, Bridges Out of Poverty Workshop, Distressed Student Awareness Workshop, Festival of Hope- Palette of Grief, Early developmental disorders resulting from Abuse, Ethics #10: Crisis Management, assessment and decision making, General Ethics, Get Motivated Seminar

Learning Support Specialist: Rocky Mountain Educational Research Association conference, Regents' Enrollment Management Conference, Cultural Competency Training, Tobacco-Free Campus Workshop

Director, Student Support Services: ODMHSAS Palette of Grief workshop, OK-AHEAD Fall & Spring Conference, Legal Issues in Higher Education Conference, ODMHSAS Suicide Prevention Conference, OK-RID Conference, 2009 NASPA Mental Health Conference, Planning for a One-Stop Enrollment Services Model Conference, TRiO Pre-Application Technical Assistance Workshop, Survive and Thrive in a Multi-Generational World workshop, General Ethics

Student Support Assistant: OACC Conference, OK-AHEAD Spring Conference, Distressed Student Awareness Workshop, Survive and Thrive in a Multi-Generational World workshop, Get Motivated Seminar

TRIO SSS Advisor: Council for Opportunity in Education Annual Conference, AHEAD TRiO Training, Get Motivated Seminar

Upward Bound Advisor: Council for Opportunity in Education Annual Conference, SWASAP Conference, Priority #4 TRiO Training Seminar, Oklahoma Division of Student Assistance Spring Conference, Bridges Out of Poverty workshop, Oklahoma College Student Personnel Association conference, Get Motivated Seminar

Assistant Director, TRIO SSS: NASPA Annual Conference, Oklahoma Division of Student Assistance Spring Conference, Priority #1 TRiO Training Seminar, Get Motivated Seminar

Assistant Director, Upward Bound: Council for Opportunity in Education Annual Conference, SWASAP Conference, Oklahoma Division of Student Assistance Spring Conference, Priority #3 TRiO Training Seminar, Oklahoma College Student Personnel Association conference, Get Motivated Seminar

Director, TRIO Programs: Pre-Application Technical Workshop, Council for Opportunity in Education Annual Conference, Priority #2 TRiO Training Seminar, Oklahoma Division of Student Assistance Spring Conference, How to Supervise People and Lead a Team

Student Support Services personnel are given time to attend WOW sessions with complete support from the Director.

Responses: Personnel took advantage of several sessions typically:
Sessions for Outlook, Preparing PAF's, Sessions on Performance Appraisals
Sessions for Managers for preparing Performance Appraisals

Personnel in Student Services have presented WOW sessions: Aspergers and Distressed Students

WOW Sessions Attended
(by category)

Performance Appraisals: 3
Technical and Software: 11
Purchasing and Finance: 1
Interpersonal and Communication: 1

Financial Resources:

Student Support Services: Total \$652,414
Personnel Salary and Benefits: \$526,685
Part time temporary: \$54,489
Contract Service: \$3,491
Initiatives for 2009: \$9,000
Operations: Supplies, Memberships, Services \$8,603

Program Highlights & Information:

- Campus Alert Response and Evaluation (CARE) team was assembled with representation from Safety and Security, Retention Alert, Counseling, Student Discipline, and Student Support. Training was provided to this team by the Executive Director of CABA. A CARE guideline manual is being created by the team and should be ready for distribution for Fall 09.
- A contract for services was negotiated with CABA to provide emergency counseling for students in response to a campus crisis. The contract also provides for training to faculty and staff.
- The first "Critical Student Intervention" training for faculty occurred in the fall. Seventy-six faculty members were present and surveys showed the training was viewed as excellent and requested that it be represented in the future. It was repeated in a video format in the spring.

- Student Services staff members were also presented this information and the feedback was also positive.
- In collaboration with E Student Services, completed the Retention Referral system for summer piloting and implementation for fall.
- Reclassification and restructuring to create an Assistant Director of Disabilities position.
- New construction was completed in order to provide additional space for captioning function and a new office.
- Updated the captioning equipment to provide additional on-line and closed captioning capability.
- TRIO Upward Bound and Student Support staffing was completed and space allocation plans were submitted that would combine those offices.
- A new counselor was hired.
- College Board pre-conference was led by the Director, Counselor and Adaptive Technologist
- First Health and Wellness Fair was held in conjunction with other College departments.
- “Healthy Matters” monthly newsletter was initiated summer 08 and linked to the college and employee home pages.
- The Supplemental Instruction Program was successfully transferred to the Coordinator of Learning in Academic Affairs.
- Began project with IT to create an accommodation notification system with the hopes it can be ready to pilot Spring 2010.
- The Carl Perkins grant was monitored for FY09 and resubmitted for \$145,026 for FY10.
- Coordinated informational slide material for the campus large screens with E Services.
- SMART (Single Mother’s Academic Resource Tea) initiative was completed with the Board of Regents for Higher Education.
- Achieving the Dream leadership teams have and will continue to engage many staff members as we research best practices and make recommendations.
- Staff continues to commit to instruct the Success in College and Life Course.

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 to include making application for Veterans Upward Bound according to the federal time table.
- Support for OCCC's "Achieving the Dream" project.
- Provide mental health on-line screenings for students with initiative funds.
- 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 to bring a Learning Disability Specialist for faculty training with initiative funds.
- Support training opportunities for faculty and staff through the Carl Perkins grant.
- Continue to provide projects, workshops, and training for faculty, staff and students by means of existing venues and more deliberate separate delivery modes.
- Reapply for the TRIO Student Support Services grant according to federal time-lines.
- Update the website.
- Realign job descriptions within the department to respond to student needs.
- Fill the Assistant Director of Disabilities position.
- Complete an electronic notification system for accommodations.

Learning Support

Early Alert becomes Retention Referral

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.

During the fall semester, a survey was administered to the faculty to gather their feedback regarding the process and effectiveness of the program. Overwhelmingly, the primary criticism of the process was that the current form was cumbersome and time consuming. Even though modifications had been made to the form to make it easier to understand and mark, it was still necessary for a professor to fill in his/her personal information in addition to each student's personal information for each student referred. This was a time consuming process that some faculty members were reluctant to complete. For the Learning Specialist, the process was equally cumbersome as student records had to be explored manually, and tracking had to be done manually.

During fiscal year 2009, the college purchased retention software from Datatel that will streamline the process of making referrals, interacting with students and faculty, and generating reports. Because the interface for faculty will be the same webpage from which they currently access their class rosters and submit grades, training requirements should be minimal. It is expected that the system will "go live" by August, 2009.

The name of the program has also changed to reflect the fact that faculty may submit referrals at any time. Confusion about the definition of "early" led some professors to believe that they could not submit a concern about a student after a certain point in the semester.

Additionally, faculty will be able to use the new retention system to submit concerns to the Counselor, to the Director of Student Relations, and to the CARE team as appropriate.

Qualitative and Quantitative Assessment and Usage Data:

Referrals At A Glance

(Includes only students formally referred via the early alert system)

Summer of 2008: 17

Fall of 2008: 585

Spring of 2009: 569

Total for 08-09 year: 1171

This represents approximately a 33% increase in the number of referrals received for fall and spring.

Approximately 10% of faculty submit referrals.

Future Plans:

- The current form and process will be replaced by an integrated system that will make it easier to submit, process, and monitor.
- Faculty will be trained on the new process and encouraged to use the system.
- An awareness campaign will be launched to teach students what the system is so that they will be less resistant to it.

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 student 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 FY10 Student Handbook
- The Biennial Review was updated and filed
- Informational slides were prepared and run on the digital TV's around campus to provide general information regarding the flu, swine flu, and hand-washing
- An attempt was made to provide free flu vaccines to students through collaboration with the Nursing program and the Oklahoma City County Health Department (OCCHD). It was too late to provide these vaccines this year, but the groundwork is in place to provide them during the fall 2009 semester
- The first Health and Wellness Awareness Fair was held in March, 2009.
- Health presentations were made in a couple of sections of Success in College and Life
- *Healthy Matters*, a monthly health and wellness newsletter was launched during the summer of 2008. It is available in print and also online via the employee homepage and the current student homepage. The publication is used in the Success classes and has been well received on campus
- Served as a watch party site for the documentary *Crystal Darkness*

Qualitative and Quantitative Assessment and Usage Data:

- Between 200 and 300 packets of health insurance information have been distributed this year
- A few hundred handouts on various health related topics have been distributed.
- Approximately 1500 print copies of *Healthy Matters* are made available each month in addition to web access

Future Plans:

- Offer free flu vaccines to students through collaboration with the OCCC Nursing program and OCCHD
- Make the Health and Wellness Fair an annual event
- Offer additional slide shows on health related topics

Student Success Seminars

Program Highlights & Information:

This program is being modified to include participation by other Student Support Services staff members so that a broader spectrum of seminars and workshops can be offered.

- Seminars are typically an hour in length.
- Special topics may be requested by specific programs or by individual faculty (eg, critical thinking for nurses or learning to set goals for students in developmental courses).
- Seminars are designed to provide general information. Students are invited to meet with Student Support Services personnel for more personalized information and strategies.
- 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:

- Made 5 Brown Bag presentations during the Fall 2008 semester
- Made 2 Brown Bag presentations during the Spring 2009 semester (inclement weather caused 2 sessions to be cancelled)
- Made a presentation to PTA students on how to be more successful in the program

- Made approximately 24 in class presentations
- Recorded presentations on study skills, test taking skills, and finals preparation

Future Plans:

- Collaborate with other Student Support Services staff members to offer a wider variety of workshops

Counseling

Program Highlights & Information:

The Office of Student Support Services continues to provide quality services to students in a manner to promote learning and personal growth. This is accomplished through supportive, solution-oriented interventions and educational services. A new counselor was hired in December of 2008, with a license in clinical social work.

- **Counseling** - The counselor provided short-term counseling based on the needs of the student.
 - **Referrals** - When it was determined that the student is best assisted with consistent, long-term counseling, hospitalization and other outside community resources, the counselor provided assistance in connecting students with these services.
 - **Casework Management** - The counselor provided and maintained a confidential system of casework management as appropriate to the requirements of the individual and for the purposes of statistics, documentation, and reporting.
 - **CARE Team** – As an active member of the CARE team the counselor assisted with development and consultation.
 - **Faculty and Staff orientation:** Student Support Services provided Distressed Student Workshops to faculty and staff.
 - **Outreach** - The counselor collaborated with student life and faculty to provide workshops and programs to enhance students' abilities to develop strategies to address issues of potential impediments or deterrents toward reaching their educational goals.
 - ❖ Student Workshops included:
 - ✓ Disordered Eating presented by Chylene DeLarre, from DECCO in Norman (Disordered Eating Center of Central Oklahoma)
 - ✓ Alcohol and Chemical Dependency presented by Dr. Julio Rojas, Director of Addiction Psychology Program ; University of Oklahoma Health Sciences Center
 - ✓ Domestic Violence presented by Erin Walker, Director of Outreach and volunteer services, YWCA
- Disordered Eating and Alcohol and Chemical dependency was well attended with about 50 students and faculty in attendance. Domestic Violence was not as well attended, maybe because the workshop was held at the end of the semester when students are busy with end of the year activities.

- ❖ Created our first Health and Wellness fair in collaboration with other departments on campus.

Community Participants included:

- ✓ Low cost medical resources
 - ✓ Community Mental Health Centers
 - ✓ Disordered Eating Resources
 - ✓ Many other community resources to provide needed services to students
- ❖ Magnets, banners and power point information on the flat screen monitors were created to promote awareness of counseling services and our outreach programs.

Qualitative and Quantitative Assessment and Usage Data:

- 100 students have had 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, self harm, domestic violence, relationship problems, eating disorders, drug and alcohol addictions, academic success, pregnancy and health issues.
- Students were referred to community services which included: mental health centers, alcohol and chemical dependency recovery programs, inpatient treatment, domestic violence centers, basic need resources (low cost food, financial assistance, housing etc...) and low cost community medical resources.

Future Plans:

- Continue building and improving the CARE Team
- Continually update website linkages to reflect current student issues.
- Continue providing workshops and outreach to students
- Continue to network and build relationships with community resources
- Expand Health and Wellness fair – provide more mental health and community resources
- Promote our services through different venues
- 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.

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.
- Provided free psycho-educational evaluations through OU Counseling and testing services.

New programs this year included:

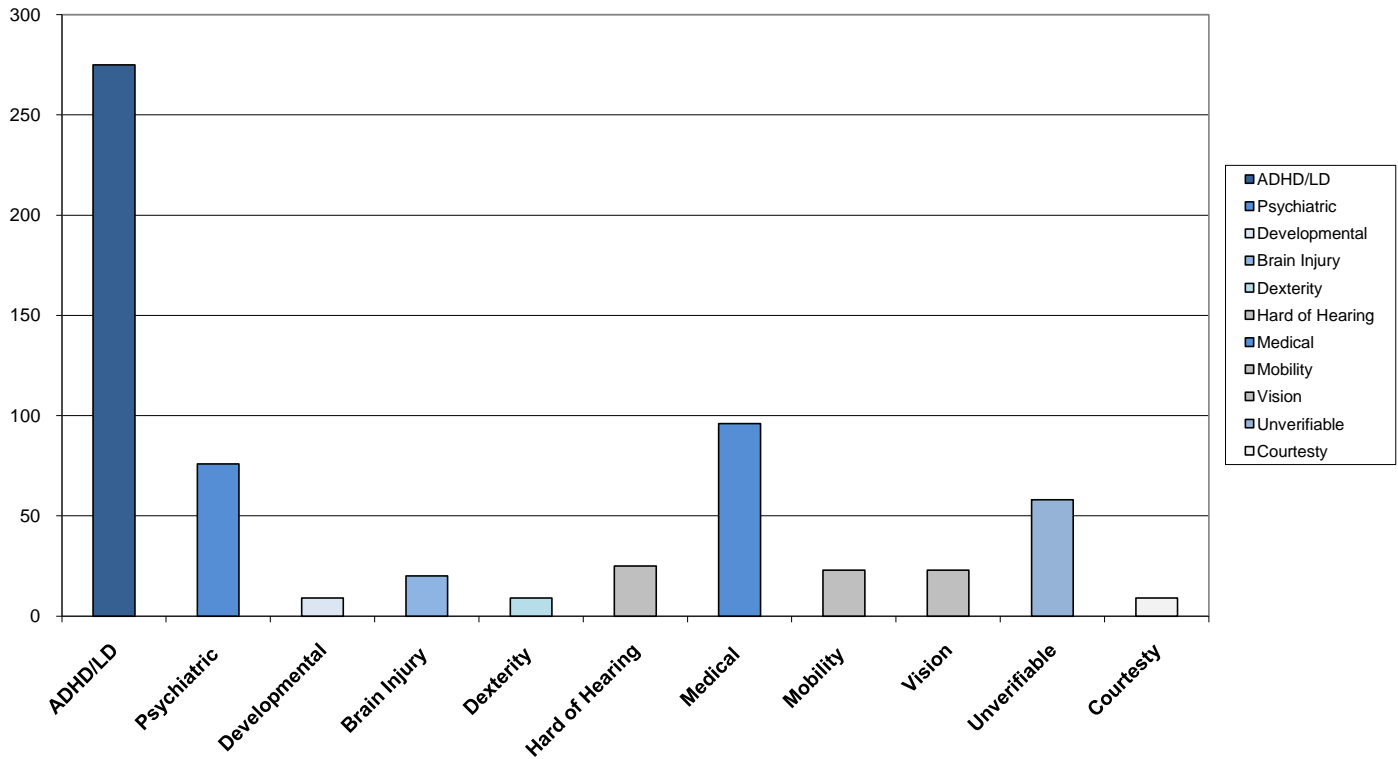
- Working with Information Technology to begin creating Electronic Notification System
- Represent the college by board membership on the State Association for Higher Education and Disability.
- Presentation at the College Board - Disability and Higher Education, basics of Asperger syndrome and Technology used for Students with Disabilities.

Qualitative and Quantitative Assessment and Usage Data:

623 open files reflect Section 504 and ADA related advisement activity during FY 08-09 (summer 08, fall 08 spring 09)

275	Learning Disabilities (Including ADD/ADHD)	20	Head injury
76	Psychological/Emotional	9	Physical Dexterity
96	Medical	25	Hard of Hearing
23	Physical Mobility	58	Unverifiable
23	Vision Impaired/Blind	9	Developmental
9	Courtesy		

Disabilities 08-09



In an effort to ensure that appropriate accommodations were provided to students, survey forms were sent to faculty the fall and spring semester.

Faculty Surveys:

Fall 08 Semester:

Two hundred and sixty-six (226) surveys were sent to faculty in the fall 08 Semester with a 62 % response rate. 87.5% reported providing the accommodations suggested by the Advisor and 22.9% responded that they provided assistance other than what was requested by the Advisor.

Spring 09 Semester:

Two hundred and fifteen (240) survey requests were sent out to faculty in the spring 09 semester, with a 59 % response rate. 85.3 % reported providing the accommodations suggested by the Advisor and 24.8 % responded that they provided assistance other than what was requested by the Advisor.

In effort to improve our services to students, satisfaction surveys were sent to our students in the fall and spring semester.

Student Satisfaction Surveys:

There were (432) student survey requests sent during the fall '08 semester with a 13 % response rate (58 responses) AND (555) student survey requests sent for the spring 09 semester with a 6 % response rate (35 responses). The response rates may be too low to provide an adequate picture of what each student's satisfaction is with our office. (Survey requests are sent through email and not all students check their email).

Fall '08 Semester	
Overall satisfaction:	77.6 % (neutral 12.1 %)
Courteous and helpful staff:	85.9% (neutral 10.5 %)
Clear and helpful information:	73.7 % (neutral 21.1 %)
Use of adaptive equipment:	33.3 % (neutral 10.5 %)
Visited Student Support Services website:	43.9%
Spring '09 Semester	
Overall satisfaction:	75.8% of respondents (neutral 12.1%)
Courteous and helpful staff	87.6 % (neutral 9.4%)
Clear and helpful information	71.9% (neutral 21.9 %)
Use of adaptive equipment	40.6 % (neutral 21.9 %)
Visited Student Support Services website:	48.4%

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 working with Information Technology to complete the Electronic Notification System.

- New Plans include:
 - Provide WOW sessions to increase faculty and staff awareness about disabilities and provide practical methods in helping students with specific disabilities.

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 products 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 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.

A filling system has been set-up so this office will have e-text on CD's ready for students. However, it is a continuing process, since books change frequently.

Out-dated CD's will be discarded (continuing process). A new system was set-up for back-up and extra CDs'. A new printer was purchased as well as a new scanner that will lift color from the text for better electronic image.

Qualitative and Quantitative Assessment and Usage Data:

The total number of books requested for alternative text for Fiscal year 2008-2009 is 89. The requests were as follows:

Summer 2009	5 Books requested
Fall 2008	42 Books requested
Spring 2009	34 Books requested

Total Books Requested: 81

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 required, 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.
- Textbooks will be borrowed from the OCCC Student Store or with the permission from the students, their books, when e-text cannot be acquired from the publisher nor the students'. When books are borrowed from the book store, then the process takes longer since we cannot cut the binder and scan. We must copy each page and then scan.

Adaptive Technology

Program Highlights & Information:

A total of \$10,445.77 was spent from the Carl Perkins Grant for adaptive technology, software upgrades, and student psycho-educational testing.

Adaptive Technology Lab:

Five additional seats of ZoomText Enlarging Software were added for low vision students. After the Student Support Services office remodel, the Adaptive Technology Lab is again a stand-alone lab that contains three computers with JAWS software for blind students, WYNN software for learning disability students, ZoomText software for low vision students, and Dragon Naturally Speaking for students with dexterity or learning disabilities. These software packages, excluding Dragon Naturally Speaking, are also available for student use in the Communications Lab, Library, and the Computer Lab.

Qualitative and Quantitative Assessment and Usage Data:

The Adaptive Technology Lab was used by three students with disabilities for test taking with adaptive software.

Five students were trained in the use of WYNN software for learning disabled students, and Dragon Naturally Speaking speech to text software for students with dexterity disabilities.

Future Technology Acquisitions:

Adaptive software upgrade purchases of \$3,500 were proposed for inclusion in the application for the Carl Perkins Federal grant for fiscal year 2010.

Interpreting Services and Community Outreach

Program Highlights & Information:

Provide access, opportunities, and quality accommodation services that include advisement, classroom and extra-curricular interpreting, providing note takers, 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:** 1,328 classroom hours of interpreting for twenty three classes were requested.
- **Extra-curricular Interpreting:** Provided 88 additional hours of extra-curricular interpreting. This included special presentations on and off campus, student participation in club activities, and site tours.
- **Note taking:** Peer note takers provided classroom notes for students. The amount is dependent on the type of class taken and the number of classes requiring note taking services.
- **Tutoring:** Provided 134 hours of individual tutoring in classroom subjects, as well as interpreting for on-campus learning and tutoring labs.
- **Advisement:** Provided 90 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:**
 - Recruitment of deaf students at Mid-Del Public Schools, Norman Public Schools, and Classen School for Advanced Studies.
 - Attended and presented Professional Day at West Moore High School and Central Junior High School to provide career information on interpreting for the Deaf.
 - Evaluator for the State of Oklahoma's Quality Assurance Testing Program which certifies interpreters.
 - Attended TSID Conference in South Padre Island, Texas.
 - Provided 4 "Communicating with Deaf Patients and Medical Situations" presentations to nursing students and the Student Nursing Organization.
 - Guest presenter at OSU-OKC.

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: Summer 08 – 1 returning student; Fall 08 – 2 retained students from Spring 08. Spring 09 – 4 students; 2 returning and 2 retained from Fall 08. Summer 09 – 2 retained students from Spring 09 (pending enrollment).

Future Plans:

- Continue to provide exceptional communication access and services to students who are deaf that include, but are not limited to, interpreting classroom instruction.
- 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.
- Continue 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.

- This year the college has made an effort to make sure that media put out on the airways is captioned. Extensive work with the Audio/Visual Department to caption the Around Campus episodes that are broadcast to support OCCC on the COX educational channel.
- Several short videos were captioned to promote different departments in the college and the new HigherOne Debit Master Card
- Additionally, several videos were captioned for Student Services for the Brown Bag Meetings to make them available on the internet
- One student utilizing this service received a scholarship this year and also the President's Award for Excellence.
- The Oklahoma City Consortium and Pathways retained our services to caption a second promotional video to air over broadcast television.

Qualitative and Quantitative Assessment and Usage Data:

- Classroom Real-time: 624 hours of classroom real-time were requested.
- Instructional Video Captioning: 1600 minutes of captioning in 45 videos
This includes:
Open Captioned Instructional Videos requested for the classroom: 12 videos
Brown Bags: 4
Around Campus Segments full/partial for broadcast on COX : 25
Promotional Videos supporting OCCC: 3
Out of house captioning: 1
- Industry standards dictate that in order to provide 1 hour of video captioning it requires an additional 10 hours for preparation.

Future Plans:

- FY10 new equipment and software will be used to make production more professional and efficient.

Carl Perkins Grant 2008-2009

Program Highlights & Information:

The Carl Perkins grant is a federal grant to support students in Vocational Technical Programs. The regulations permit and endorse students having access to the newest technological advances in their technical vocational fields of endeavor. Preparing students for the workforce is the objective of the use of funds from the Carl Perkins grant. Additionally, the Perkins grant will also support students with disabilities in order to provide them equal access to the programs and activities.

The programs which receive Carl Perkins support at Oklahoma City Community College are: Health professions, which include Nursing, OTA, PTA, and EMS, Biotechnology, and Graphic Communications.

Student Support Services administers the grant and communicates with the Vocational/Technical academic programs, with the state administrator and Finance to facilitate the award distribution and providing a tracking system of all purchases.

Compliance to all regulations and timelines are adhered to and monitored. A typical cycle would be:

- Application for federal funds due July 30
- Self-monitoring report of previous year due with application
- Approval for expenditures October
- All equipment purchases made prior to end of April
- Report for Pell and BIA recipients requested in March
- Notification of funds available for the following year June

Qualitative and Quantitative Assessment and Usage Data:

The award for 2008-2009 was \$159,013.00

Distribution of the Carl Perkins funds were:

All aspects of industry:	\$ 7,000.00
Use of technology:	10,192.46
Professional development:	5,311.00
Modernization and expansion:	131,509.54
Services and Activities:	5,000.00

Future Plans:

- Continue to ensure effective communication with all programs specific to the grant.
- All timelines met regarding the reporting periods to the state administrator.

- All purchases against the grant tracked from requisition to delivery, and verified through the integrated information system of the College.
- Ensure technical vocational industry standards are incorporated into the curriculum.
- Equal access is afforded to students with disabilities within the curriculum.
- Provide for effective professional development.
- Offer the latest in technological advances that support students.

Federal Funded TRIO Programs
Student Support Services and Upward Bound

Mission:

The TRIO Programs at OCCC are **Student Support Services (SSS)** and **Upward Bound (UB)**, which are funded through a U.S. Department of Education grant. The universal purpose of these programs is to increase retention and graduation rates of eligible students. Upward Bound is a pre-college program whose purpose is to increase the rate at which students complete secondary education and enroll in and graduate from institutions of postsecondary education. Student Support Services is a college program whose purpose is to increase the college retention and graduation rates of its participants and help students make the transition from one level of higher education to the next.

TRIO SSS Program

- 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 SSS Grant: \$230,066.00, account # 18044

Salaries (September – April) – \$70,556.13

Benefits (September – April) - \$37,947.03

Travel (September – April) - \$5,780.45

Equipment (September – April) - \$6,183.15

Materials & Supplies (September – April) – \$2,934.92

Participant Costs (September – April) - \$3,304.32

Program Highlights & Information:

Student open house	October 2, 2008
Transfer trips to University of Science and Arts of Oklahoma	October 3, 2008 and April 4, 2009
Transfer trips to University of Oklahoma	October 10, 2008 and March 27, 2009
Transfer trips to University of Central Oklahoma	December 1, 2008 and January 30, April 1, 2009
Transfer trip to Oklahoma State University	February 20, 2009
Trio Day at the Capitol	February 25, 2009
Educational events	January 30, February 18, April 15, May 11-15, 2009
Cultural events	December 10, 2008 and February 11, March 12, May 21, 2009
TRiO SSS student celebration	April 16, 2009
Movie night discussion	September 4, November 6, 2008
Community service	April 24, 2009

Qualitative and Quantitative Assessment and Usage Data:

Number of Students Served 160
 Tutoring Hours 128
 Contact Hours 1,148
 Number of Students with GPA 2.0 or better 111
 Number of Graduates 20
 Number of Transfers (graduates & non-graduates) 11
 Two students plan to continue in nursing degree programs at OCCC
 Seven students plan to transfer to University of Central Oklahoma
 Two students plan to transfer to University of Science and Arts of Oklahoma
 Other schools students plan to attend: Northeastern Oklahoma A & M College and Oklahoma State University – Oklahoma City

Future Plans:

- TRiO Programs – Academic Year Planning Retreat – late July/early August
- StudentAccess database training for professional, support and student staff
- Professional Development for Peer Mentors/Tutors
- TRiO SSS Orientation Fall/Spring
- Transfer Visits: Cameron University, University of Tulsa, Oklahoma City University,
Oklahoma Christian University, Southwestern Oklahoma State University, Mid-America Christian University, Southern Nazarene University
- Cultural Trips: Oklahoma History Center, Wichita Mountains Wildlife Refuge, Oklahoma Aquarium, Myriad Botanical Gardens
- Community Service: Habitat for Humanity

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:

TRIO UB Grant: \$295,834.00, account # 18045

Salaries (September – April) - \$73,849.99
 Benefits (September – April) - \$41,777.17
 Travel (September – April) – \$8,592.60
 Equipment (September – April) - \$4,244.83
 Materials & Supplies (September – April) - \$4,057.40
 Participant Costs (September – April) - \$21,934.42

Program Highlights & Information:

Fall Orientation	September 6, 2008
CAT Survey/Testing	September 29, October 11, 2008 and March 25, 2009
PSAT prep	October 11, 2008
Monthly Group Counseling Session at all target schools	September – May
Monthly Student Council Meetings	September – May
Campus visits to Southwestern Oklahoma State University	September 13 and October 11, 2008
Campus visit to Pittsburg State University	October 31-November 1, 2008

Campus visit to Northeastern State University	November 8, 2008
Campus visit to University of Central Oklahoma	January 31, 2009
Campus visit to East Texas Baptist University	March 6-7, 2009
12 various community service projects	Christmas Connection, Special Olympics Feed the Children, Salvation Army and Food Bank
Money Matters	February 7, 2009
Haunted Trails	October 25, 2008
Winter Dance	December 20, 008
Bangladesh Night at OU	February 21, 2009
Teenagers Right to Work	November 6, 2008
Gates Millennium Scholarship Application	November 15, 2008
Drug Awareness	November 22, 2008
Dating Violence	March 26, 2009
Trio Day at State Capitol	February 25, 2009
UB Student Leadership Conference	February 27-28, 2009
UB Graduation Celebration	May 15, 2009

Qualitative and Quantitative Assessment and Usage Data:

Number of Students Served 68
Tutoring Hours 398
Contact Hours 4,386
Number of Graduates 17
Eleven students plan to attend OCCC (9 OKC-GO students)
Two students plan to attend Oklahoma City University. Each student received the Clara Luper Scholarship.
Other schools students plan to attend: Oklahoma State University, St. Gregory's University, University of Central Oklahoma, and University of Oklahoma

Future Plans:

- Summer Mini College – June 8 – July 17, 2009 (33* students enrolled)*as of 5/27/09
- Friday Field Trips – OKC History Museum; Tulsa Aquarium, Blue Bell; UB Olympics (OSU – Stillwater); Team Thunder (on campus);
- End-of-Summer Trip – Branson, Missouri
- Bridge Program – OCCC Summer Session (6 students enrolled)
- Bridge Trip – San Antonio, Texas

- Community Service: Food Bank
- Upward Bound Scholarship Fundraiser: Car Wash

Student Support Services June 30, 2009

