Sauk’s Organizational Planning and Improvement Committee (OPIC) revised the strategic goals during the Spring of 2012. These strategic goals were accepted with minor revisions by the Board of Trustees on April 6, 2012. However, due to employee turnover, the strategic objectives for each goal were not completed. OPIC has already addressed this deficiency in the Fall semester of 2012. Operational plans will be dispatched to college areas by October 5th.

In Fall of 2012, OPIC will also revisit/revise last Fiscal Year’s Key Performance Indicators (KPI) and add new KPIs that allow OPIC to measure the progress of our strategic goals/objectives. Where possible, those KPIs will be measured at the end of both the fall and spring semesters. A midyear report (January) and an annual report (August) will be generated that will allow the President and Board of Trustees to review progress toward these goals twice annually.

This particular annual report summarizes the results obtained last fiscal year from the College’s planned activities and the progress made toward achieving the strategic goals. The annual report, combined with other reports, other data, and emerging trends provide a basis for evaluating institutional progress and for determining if the strategic directions remain viable or if they require revision. This system keeps the strategic plan current and provides institutional direction.

Steve Nunez
Dean of Institutional Research and Planning
Phone: 815-835-6263
E-mail: steve.c.nunez@svcc.edu
Mission  Tells who we are as an institution and what we do
Sauk Valley Community College is an institution of higher education that provides quality learning
opportunities to meet the diverse needs of its students and community.

Vision  Tells where we want to go as an institution
Sauk Valley Community College will be recognized as a benchmark institution of higher education that
provides exceptional learning opportunities in response to the diverse needs of its students and community.

Goals: Strategic activities that will move the College toward its vision
Objectives: Tactical activities that will enable the College to achieve its goals

Shared Ethical Values  Tells how we do what we do
Recognizing that education is the single best means of improving the quality of people’s lives, we the people of
the SVCC community commit to living these shared ethical values:

Respect  We respect the worth and dignity of all people.
Responsibility  We value and advocate that all take responsibility for themselves, their learning, and the
environment.
Fairness  We advocate fairness and just treatment of all people.
Integrity  We expect and constantly stand for integrity, honesty, and ethical treatment of all people.
Caring  We value the creation of opportunities in a caring environment.

Key Performance Indicators (KPI)  Metrics which are vital to organizational success and used to measure
progress toward achieving our goals
1. Transfer rate
2. Employment rate
3. Credit hours generated
4. Number of certificate and degree program completions
5. Proportion of departments that operate within approved budgets
Goal #1: The College will expand and improve the quality of programs and services.
Objectives:
1.1 Identify and implement quality improvements in instructional courses and programs (especially those resulting from program review and assessment activities)
1.2 Expand instructional courses and programs
1.3 Expand the number of courses and programs that can be completed through alternate delivery methods, to expand student access
1.4 Identify and implement quality improvements in services to students (especially those resulting from program review)
1.5 Expand services to students
1.6 Identify and implement quality improvements in operations (especially those resulting from program review)
1.7 Use technology to improve the quality and efficiencies of programs, services, and operations

Goal #2: The College will improve student success through effective assistance activities.
Objectives:
2.1 Improve student persistence in classes through the end of the semester
2.2 Improve student retention from one semester to the next
2.3 Increase the number of program completions

Goal #3: The College will maintain an appropriate operating fund surplus.
Objectives:
3.1 Identify and implement methods to increase revenues
3.2 Identify and implement methods to decrease expenses
3.3 Improve operating efficiencies
3.4 Emphasize student success in all marketing promotions
3.5 Increase the number of high school graduates who enroll at SVCC during the fall after graduation
3.6 Increase the number of minority students
3.7 Increase the number of non-traditional age students

Goal #4: The College will be responsive to non-academic community needs.
Objectives:
4.1 Assess community needs regularly
4.2 Expand and strengthen programs and services for community members and organizations
4.3 Maintain communication with organizations that have a strategic importance to the College, and act upon information received from those organizations

Goal #5: The College will pursue programs to improve the physical campus environment.
Objectives:
5.1 Identify and implement activities to improve sustainability
5.2 Redesign the campus for better utilization, efficiency, and handicap accessibility
5.3 Improve, upgrade, and remodel instructional spaces
5.4 Improve campus aesthetics
5.5 Maintain a high level of emergency responsiveness
Highlights of the Year

- After a comprehensive visit in the fall of 2011, HLC voted to continue the accreditation of SVCC for 10 years.
- Six new programs were developed this FY: Fire Science, Multicraft, Microsoft Server Specialist, Pipe Welding, Solar Installer, & Sustainable Energy. All four programs have ICCB approval. Classes started Fall Semester 2012.
- Sauk completed 36,419 ft² of facility renovations.
  - Fire Science/EMS area renovations (6,976 ft²) were completed. Renovations included one classroom and one training lab for EMS and one classroom and one training lab for Fire Science.
  - Biology and Chemistry area renovations (10,322 ft²) were completed. Renovations included two large lab spaces, one prep area, one instrument room, three classrooms, and a number of employee offices.
  - The Technology area renovations (15,770 ft²) were completed. Renovations included two classrooms, one computer lab, one small meeting room, one electrical training lab, one HVAC lab, one wind energy lab, and a 20 station welding lab.
  - The Rad Tech area renovations (3,351 ft²) were completed. Renovations included two classrooms and one X-ray lab and three offices.
- A new comprehensive marketing strategy was implemented. The marketing strategy promoted SVCC to both traditional and nontraditional students and promoted our new programs (including Fire Science and Multicraft).
- The LRC is spending more than 50% of each book allocation budget on eBooks to meet the demands and expectations of our students.
- The Testing Center has become a certified Pearson VUE center which allows the Testing Center to proctor certification exams for information technology (e.g., CISCO and CompTIA). It is also an authorized center for Prometric which allows the Testing Center to proctor certifications for Microsoft products. Also, the Testing Center is one of three pilot sites in Illinois to offer online testing for GED.
- PPO networks ECHO & HFN merged which allows SVCC employees access to over 100 new hospitals. We also negotiated a direct contract with CHG, our largest provider, which will save the college around $50,000.
### Unemployment Rate* (FY 12)

<table>
<thead>
<tr>
<th></th>
<th>Fall Enrollment Period</th>
<th>Spring Enrollment Period</th>
<th>Fall/Summer Enrollment</th>
<th>chart scale</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jul 2011</td>
<td>Aug</td>
<td>Sept</td>
<td>Oct</td>
</tr>
<tr>
<td>National</td>
<td>9.3</td>
<td>9.1</td>
<td>8.8</td>
<td>8.5</td>
</tr>
<tr>
<td>Illinois</td>
<td>10.4</td>
<td>10.3</td>
<td>9.8</td>
<td>9.5</td>
</tr>
<tr>
<td>Lee</td>
<td>10.2</td>
<td>10.5</td>
<td>9.5</td>
<td>9.4</td>
</tr>
<tr>
<td>Whiteside</td>
<td>10.4</td>
<td>10.4</td>
<td>9.8</td>
<td>10.2</td>
</tr>
<tr>
<td>Bureau</td>
<td>10</td>
<td>10.3</td>
<td>9.6</td>
<td>9.9</td>
</tr>
<tr>
<td>Carroll</td>
<td>9.9</td>
<td>10</td>
<td>9.1</td>
<td>9.3</td>
</tr>
<tr>
<td>Ogle</td>
<td>12.2</td>
<td>12.6</td>
<td>11.5</td>
<td>12</td>
</tr>
<tr>
<td>Average of 5 counties</td>
<td>10.54</td>
<td>10.76</td>
<td>9.90</td>
<td>10.3</td>
</tr>
</tbody>
</table>

*Data collected from IDEA 2011-2012. The red line represents the average unemployment rate for the five counties that feed SVCC.
## FY 2012 Key Performance Indicators

<table>
<thead>
<tr>
<th>Transfer rate</th>
<th>FY10</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>39.3%</td>
<td>42.7%</td>
<td>not yet available</td>
</tr>
</tbody>
</table>

Definition: Fall semester entrants with no prior college experience, who complete 12 or more semester credits, and who transfer to senior institutions by the fall semester, 4 years later. (FY12 rate = fall 2006 entrants, transfer by fall 2010) Data source: ICCB data table 5M3 (requested from Nathan Wilson)

<table>
<thead>
<tr>
<th>Employment rate*</th>
<th>FY10</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>438/637 = 69%</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

Definition: Career and technical education students who completed a program and were working, placed or retained in employment, or placed in military service in the 2nd post program quarter. Data source: ICCB Postsecondary Perkins Online Data System (PODS) 4P1 Student Placement Data (overall) * Employment data is processed two years later than other ICCB data sets.

<table>
<thead>
<tr>
<th>Credit hours generated (apportionment)</th>
<th>FY10</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>55,457</td>
<td>53,233</td>
<td>53,323</td>
</tr>
<tr>
<td></td>
<td>n/a</td>
<td>-4.0%</td>
<td>+0.02%</td>
</tr>
</tbody>
</table>

Definition: Total reimbursable credit hours for all funded instructional categories Data source: ICCB Databook, Table IV

<table>
<thead>
<tr>
<th>Number of certificate and degree program completions</th>
<th>FY10</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>893</td>
<td>833</td>
<td>814</td>
</tr>
<tr>
<td></td>
<td>n/a</td>
<td>-6.7%</td>
<td>-2.3%</td>
</tr>
</tbody>
</table>

Definition: Total number of career certificates, career degrees, and transfer degrees completed during the fiscal year. Data source: ICCB Databook, Table III-7 and Table III-8

<table>
<thead>
<tr>
<th>% of departments that operate within approved budgets</th>
<th>FY10</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>55.4%</td>
<td>47.1%</td>
<td>63%</td>
</tr>
<tr>
<td></td>
<td>n/a</td>
<td>-8.3%</td>
<td>+ 15.9%</td>
</tr>
</tbody>
</table>

Definition: The proportion of organization code-level budgets with final expenditures at or below the approved budget for the fiscal year Data source: SVCC Business Office review of accounts after the annual audit is completed
## SVCC Program Reviews

Nine areas within the college were scheduled for a Program Review in FY 2012. The program review report was accepted by ICCB on 7/7/2012.

<table>
<thead>
<tr>
<th>Program Area</th>
<th>FY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Education</td>
<td>Completed</td>
</tr>
<tr>
<td>Communications</td>
<td>Completed</td>
</tr>
<tr>
<td>Computer Science</td>
<td>Completed</td>
</tr>
<tr>
<td>Criminal Justice</td>
<td>Completed</td>
</tr>
<tr>
<td>Electronics</td>
<td>Completed</td>
</tr>
<tr>
<td>OAS</td>
<td>Completed</td>
</tr>
<tr>
<td>Business Office</td>
<td>Completed</td>
</tr>
<tr>
<td>Dual Credit</td>
<td>Completed</td>
</tr>
<tr>
<td>Student Activities</td>
<td>Completed</td>
</tr>
</tbody>
</table>

Five college areas will undergo a Program Review in FY 2013.

<table>
<thead>
<tr>
<th>Program Area</th>
<th>FY 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Ed/ESL</td>
<td>due FY 2013</td>
</tr>
<tr>
<td>Math</td>
<td>due FY 2013</td>
</tr>
<tr>
<td>Rad Tech</td>
<td>due FY 2013</td>
</tr>
<tr>
<td>Admissions &amp; Records</td>
<td>due FY 2013</td>
</tr>
<tr>
<td>Athletics</td>
<td>due FY 2013</td>
</tr>
</tbody>
</table>

### Self-Study Concerns

The following is a list of 51 issues that were identified by the SVCC self-study committee. Green bulleted points have already been addressed by the institution; those in yellow are currently in discussion or under review and should be addressed before the end of 2013 fiscal year, and the bullets in red have not been addressed at the time of this report.

<table>
<thead>
<tr>
<th>Total Issues</th>
<th>Addressed</th>
<th>Solution in Progress or In Discussion</th>
<th>Not Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>51</td>
<td>26 (51%)</td>
<td>13 (25%)</td>
<td>12 (24%)</td>
</tr>
</tbody>
</table>

**SVCC self-study issues: already addressed**

- In response to the need for additional faculty mentoring of adjunct faculty, faculty leaders will now be responsible for mentoring adjunct faculty in their areas. Further, the Dean of Instructional Services has created an online module to foster adjunct professional development.
- In order to foster more college-wide communication, the Dean of Institutional Research will regularly post minutes from college committees on FAST. Also, college reports that are not confidential in nature will also be posted on FAST.
- The charges of the Faculty Development Committee were altered to allow the committee members to recommend funding (with faculty development funds) for on-campus faculty development.
- The Dean of Instruction will now encourage and track adjunct professional development.
- The Acceptable Use Policy (AUP) was added to the syllabus template.
- The student handbook was updated to include information about “student rights.”
- New courses have been developed for the journalism program and a faculty member has been found to advise the Student Newspaper Club. It is a goal to have a new issue of the Student Newspaper by Spring 2013.
• "The Works" has also received financial support from the College Foundation to cover printing costs.
• Review of the student, faculty, and staff handbooks will be added to HR’s Operational Plan to remind staff of the annual review of each handbook.
• Each area/office at the college will conduct an area/office specific orientation for new employees. HR has provided a form entitled “Supervisors Guide to Orientation” that will guide supervisors in the orientation process.
• All mandatory training (professional development) of staff is conducted annually as per a schedule created by their supervisor.
• The Strategic Directions are posted throughout campus.
• The Strategic Directions are found commonly in marketing print materials.
• Each supervisor is responsible for tracking relevant tasks of employees that retire or leave their current positions and is responsible for retraining new employees in these tasks. When possible, an employee that is retiring or leaving will work for a brief period of time training a new employee.
• Students are allowed to be members of OPIC. Three student members served in FY 12, two student members will serve in FY 13. Students are also a part of at least three other committees.
• Dean of IR discussed the function of area Operational Plans do reduce confusion about the types of information that should be included in the plan.
• Professional development for staff has already been a part of the college’s mission. Supervisors are asked to budget for professional development funds for their staff. However, supervisors will now be asked to include staff professional development within their operational plans. Second, the Staff Professional Development Committee conducts regular staff development.
• The Dean of Informational Services will champion additional staff and faculty development.
• In order for some professional development acquired by a faculty member to permeate through the faculty more effectively, the faculty development fund request forms now include a statement indicating that the faculty may be asked to give a presentation on the activity that was funded by the college. Presentations will be given during in-service or during a Wednesday meeting.
• As part of Marketing’s Operational Plan, faculty/staff accomplishments have been routinely released to the press.
• In order to promote community service by College employees, the staff self-evaluation form now allows them to report on their community service.
• The IT/IS area is short staffed. However, a Dean of IS has been hired and Chris Shelly has moved full-time to the Dean of IT position reducing the workload somewhat. Additional employees will be hired as funding allows.
• Classroom expectations, cheating and plagiarism policies are now mentioned within the universal syllabus template.
• In order to address the concern that survey information is not dispersed to all employees, a summary of the Noel-Levitz and other college-wide survey data is sent to all employees by email.

SVCC self-study issues: Issues are being addressed in FY 2013
• The Faculty Development Committee will pursue the creation of an annual teaching award to be presented during the employee workshop of 2013 along with other college awards.
• The Faculty Development Committee will finalize the Faculty Development Request Form to allow SVCC to more effectively track professional development attainment.
Adjunct faculty compensation for attendance to in-service, workshops and other forms of professional development is under consideration. The Dean of Instructional Services is considering many options and will discuss them with the President at the appropriate time.

Key Performance Indicators will be revised/updated in the Fall of 2012 in order to gather more pertinent institutional data.

The topic of “academic freedom” will be discussed in a faculty meeting or workshop.

If a definition of “academic freedom” is agreed upon, inclusion of the definition into Board Policy will be discussed.

A new student Faculty Evaluation Form will be generated for Fall 2013. Information from it may be included in the planning process.

The Assessment Committee will revise the assessment plan to create guidelines ensuring the systematic public access to appropriate assessment data.

The Assessment Committee will revise the assessment plan to create guidelines ensuring the systematic reporting to the Board of Trustees.

Dean of Instructional Services will review and revise “nontraditional occupation” mini-conferences (e.g., Women in Criminal Justice Day) as some of them have not been successful in attracting many students to the College.

The Assessment Team will monitor changes in music and education as they may require a discipline level assessment due to GECC (Gen Ed Common Core).

The assessment team will discuss with faculty the need for a “diversity” component in the Gen. Ed. competencies.

Dean of IR will create, in FY 13, a mechanism to identify mid-year innovations on the Program Review and Operational Plans.

SVCC self-study issues: not addressed

Because it is a faculty contractual issue, it is not possible for the college to arbitrarily adjust the full-time faculty salary lanes to multiples of 15 instead of 30.

Because it is a faculty contractual issue, the reimbursement rate for completing college level classes has not been increased.

Because it is a faculty contractual issue, on campus professional development activities cannot be counted for promotion.

Because it is a adjunct faculty contractual issue, it is not possible to mandate adjunct faculty office hours. However, the Dean of Instructional Services has strongly encouraged adjunct faculty to have at least one on-campus or online office hour each week.

Due to fiscal constraints the college cannot fund every advisor on campus.

The college has yet to create additional career-focused clubs that link SVCC to community professionals.

The college has yet to conduct a marketing analysis to determine what continuing education opportunities exist and are needed for practicing professionals.

It was suggested that the job descriptions of all administer positions at the College include mandatory membership and attendance in relevant community organizations. While the President’s Council did not suggest changing the job descriptions, a pertinent question was added to each administrator’s evaluation form so that data can be collected about community organization involvement.

A “cleaning process” needs to be instituted to remove dated material from the college website.

The Retention Committee needs to examine the implications of raising class caps on student persistence and success.

Non-credit certificate programs are currently not being accessed by Academic Assessment processes.

The college needs to develop additional environmental scans of our community to provide community assessment of services.
HLC identified five concerns in their final Report of a Comprehensive Evaluation Visit. They are listed, word for word, below with responses. Three of the five concerns have already been addressed in FY 2012 (in green). Two of the concerns (in yellow) will be discussed in FY 2013.

1. The college vision statement calls for SVCC to be a “benchmark” for “exceptional learning opportunities.” The Trustees confirmed their seriousness in aspiring for benchmark status, which entails a pattern of other colleges taking notice of and attempting to emulate at least some of SVCC’s distinctive strengths. That phenomenon does not happen by itself, but would constitute significant evidence of effectiveness in achieving the vision. The Team encourages the institution to pursue this goal with fervor and to seek those distinctives for SVCC.

   **In the Fall 2012, OPIC will discuss the college’s status as a “benchmark” institution and ways to become or promote a benchmark institution.**

2. OPIC members related difficulties obtaining transfer rate data. Since they are the subject of a Key Performance Indicator, attention to resolving the problem needs to be a priority.

   **Transfer rate data is being obtained. ICCB reports transfer rate data to us each fall semester.**

3. It would serve OPIC better to announce its meetings in advance and invite all college employees to attend as observers and as resource persons when called upon.

   **OPIC’s schedule will be announced early each fall and spring semester. Any modifications to the schedule will be announced by email. All stakeholders will be invited to each OPIC meeting.**

4. While SVCC faculty are engaged in the assessment process, a review of FAST data/documents/reporting and minutes of the Assessment Committee notes that faculty involvement in the assessment process is not unanimous. The Committee minutes note that those disengaged faculty should be prompted to be a part of assessments and various incentives were suggested to be used in prompting 100% participation with faculty. SVCC should take note of those suggestions and should strongly encourage all faculty to be part of this critical component of the teaching/learning process.

   **The Dean of Institutional Research will follow up with faculty that has not completed their assessment entry in late November and late April.**

5. The college discovered during the self-study process that “no formal process exists to channel information collected from community involvement.” An objective (4.3) was added to the FY 2011 Strategic Plan that calls for the development of a process to systematize the collection and use of community information. Although interviews with staff indicate a strong collaborative environment that often leads to opportunities to leverage resources, a more systematic way to collect feedback from the community will help ensure opportunities are not missed. It is commendable that the college was able to identify this gap and integrate it into a strategic initiative. Ensuring appropriate responsiveness to community feedback and opportunities is important enough to the mission of the college that it warrants specific organizational attention.

   **OPIC will discuss the utility of collecting and using community information.**
**FY 2012 Strategic Goal Highlights**

**Goal #1: The College will expand and improve the quality of programs and services.**

**Objective 1.1:** Identify and implement quality improvements in instructional courses and programs (especially those resulting from program review and assessment activities)

- Adult Ed increased academic level gains from 24% to 38% this year.
- Business/CIS/OAS reviewed most of their course outlines to bring them up-to-date.
- Communications area completed objective-matched skill reports for each of their classes in response to the new Common Core Benchmarks.
- Math and Developmental Ed areas met on several occasions to discuss universal benchmarks for entering and exiting Math developmental classes. Developmental Math class sequencing is being reviewed before further action occurs.
- EMS program was aligned with new educational format and standards as indicated by National Registry of EMT’s and U.S. DOT. Accreditation pending.
- New simulation unit installed in Rad Tech area.
- New articulated skeleton and skulls purchased for Rad Tech area.
- In Nursing, ATI scores for Pharmacology increased from 69% to 76% and ATI scores for lab values increased from 76% to 88% (2011 to 2012).
- New departmental final exam was created for Math 121.
- Math area website was updated to reflect current curriculum.
- Math faculty attended a meeting sponsored by IMACC concerning developmental math.
- Physics outlines were reviewed and updated to meet state and IAI standards.
- All faculty of the Social and Behavioral Science department participated in academic assessment.
- Many course outlines in the Social and Behavioral Science department were updated to meet state and IAI standards.
- New and improved *Internship Forms* were evaluated by external sources. Form received high marks.
- A survey was conducted of students attending the LAC and it indicated that 93% of students were complimentary of the staff’s helpfulness and friendly atmosphere.
- The LRC participated in the fall Adjunct Faculty Orientation, I3 course, and the Dual Credit Workshop.
- New pre and posttests were generated from PSY 100 courses. Posttests indicated that 87% of Fall and 81% of Spring students had a good understanding of PSY 100 learning outcomes.
- A new PSY 100 course outline was created and approved in curriculum.
- Two specialized sections of PSY 100 are being offered in Fall 2012: Criminal Justice, Veteran Students.

**Objective 1.2:** Expand instructional courses and programs

<table>
<thead>
<tr>
<th>New Degrees/Certificates to be offered FY 13</th>
<th>Degrees/Certificates Eliminated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Science A.A.S. Degree &amp; Certificate</td>
<td>Certified Manufacturing Assistant Certificate</td>
</tr>
<tr>
<td>Microsoft Server Specialist A.A.S. Degree</td>
<td>Communication Electronics Certificate</td>
</tr>
<tr>
<td>Multicraft A.A.S. Degree</td>
<td>Microprocessor Maintenance</td>
</tr>
<tr>
<td>Solar Installer Certificate</td>
<td>Programming I Certificate</td>
</tr>
<tr>
<td>Sustainable Energy A.A.S. degree</td>
<td>Programming II Certificate</td>
</tr>
<tr>
<td>Pipe Welding Certificate</td>
<td>Programming A.A.S. Degree</td>
</tr>
</tbody>
</table>
- Adult Ed created three new course opportunities:
  - work based mentoring program
  - workforce readiness
  - bridges to learning math
- Middle East History and Latin American History will now rotate as online classes
- LRC will give customized orientations to PSY 100 students

**Objective 1.3:** Expand the number of courses and programs that can be completed through alternate delivery methods, to expand student access

- Adult Ed implemented GED-I Hybrid/Blended program and GED-I at-a-distance program
- Introductory Psychology online course was updated and implemented
- Text a Librarian text reference software has been used successfully throughout the year
- Student Needs implemented the creation and promotion of DAISY, an alternative text & materials for students with special needs.
- Student needs created an Access data base program to catalog library material and equipment in the Student Needs Office
- Student needs is using assistive technology that orally administers exams to some special needs students
- IT assisted in the development of GOV 232 and IND 116.
- IT designers worked on a number of projects to assist academic areas including the creation of videos in nursing and their incorporation into Moodle, created a chemistry experiment video, and created podcasts for PSY 103.

**Objective 1.4:** Identify and implement quality improvements in services to students (especially those resulting from program review)

- Adult Ed opened a Community Technology Center that assisted with technology and academic assistance for adult learners.
- Adult Ed hired a ESL/Citizenship Coordinator to provide assistance for ESL student learners.
- Seven mandatory and/or elective competencies changed to match ASRT curriculum in the Rad Tech area.
- 2076 new books were added to the LRC collection.
- 472 new audio-visual materials were added to the LRC collection.
- Price estimates were obtained to replace Fitness Center equipment (five year replacement cycle).
- Financial Assistance Office presented 18 presentations to high school students.
- Financial Assistance Office presented 43 financial aid presentation to PSY 100 classes.
- 100% of Student Service programs were evaluated by program participants. Each program averaged a 4.65/5.0 rating or higher by the participants.
- Academic advising used data collected from July 2011 to Dec. 2011 to implement changes on the quality of service given to students.
- IS will institute the My Campus portal project in the Fall 2012.
- Student Services used the Noel-Levitz survey to find performance gaps. In response, EAS expanded marketing/referrals, advising expanded staff, added on-call/Skype, and expanded focused advising by discipline/student attributes.

**Objective 1.5:** Expand services to students

- BUS/CIS/OAS awarded a faculty funded scholarship to a Business department student.
- The LAC incorporated Special Needs tutors this academic year. 58/94 Special Needs students visited the LAC for tutoring for 593 visits.
- The LRC provided increased access to online journal articles.
- Student Needs is now open two evenings per week to give expanded access.
- SVCC softball and baseball programs hosted a skills camp for junior high and high school students
- Financial Assistance office was remodeled.
• Information Services expanded the laptop, iPad, and textbook lending programs.
• Campus EAI and access service has been purchased, installed, and is now being tested. This should provide centralized access to Sauk Services and higher security while increasing student friendliness.
• A new employee’s newsletter has been created (called The Hawk’s Nest).

Objective 1.6: Identify and implement quality improvements in operations (especially those resulting from program review)
• Adult Ed. held two in-services, four open-houses for professional development, and four open-houses for instructional technology training.
• Adult Ed. is piloting a program called “Teachers teaching teachers.” Two teachers have been identified as coaches for the other Adult Ed. teachers.
• Developmental Ed. created a Developmental Ed. handbook.
• 60% of Science faculty and 70% of Social & Behavioral Science faculty attended professional meetings.
• LAC created a continuous improvement process that was started Dec. 2011.
• Student Needs employees participated in professional development activities that increased their knowledge of assistive technology.
• Financial Assistance implemented individual student direct loan counseling. Estimated default rate dropped from 14.2% to 12.7%.
• Student Support Services employees attended a number of professional development sessions that would help them better assist students with academic planning and financial aid and scholarship search process.
• Human Resources completed four employee handbooks.
• IS now provides student major lists to each head faculty.
• IS now provides instructor grade, success, completion reports annually for departmental discussion.
• IR has updated the Program Review forms. They will be used FY 13.
• IR completed the PACE survey of employee satisfaction. Results disseminated to the College Board.
• IR helped finalize the HLC visit and report.
• IR has examined the Self-Study recommendations and over 75% have been addressed or will be addressed in FY 2013.
• IR has examined the HLC’s concerns. They have either been addressed or they will be addressed in FY 2013.

Objective 1.7: Use technology to improve the quality and efficiencies of programs, services, and operations
• Adult Ed. implemented online TABE assessment to measure student growth.
• Adult Ed has updated their website.
• BUS/CIS/OAS faculty met with VP of Academics to refine internship database.
• Developmental Ed. will use COMPASS diagnostic testing to further evaluate students and give them additional support as necessary.
• 60% of lab experiments in the Rad Tech area incorporated computed radiography or digital radiography equipment.
• NRS 110 and NRS 133 labs utilized “moderate fidelity manikin.”
• Rad Tech no longer sends mailed surveys to graduates. 80% of graduates completed the survey online, which is a 3-6% increase from past years.
• Computer testing in Bio 105, 123, and 131 labs were implemented.
• History and Sociology classes were placed on Moodle.
• Technology as a new website to promote the area.
• In order to have student information all digitally stored, all 1213, 1112, and 1011 documents were scanned and old student files were imaged to the “Cs.” Process continues this FY.
• HR imaged personnel records of terminated personnel for increased efficiency.
• Moodle tutorials were created so that users of Moodle would have a better understanding of Moodle processes and abilities.
• IT helped college staff with Microsoft Word, Windows 7, and Google mail and calendar.
• Marketing increased the number of followers to the SVCC Facebook page to 450 individuals.

**Goal #2: The College will improve student success through effective assistance activities.**

**Objective 2.1:** Improve student persistence in classes through the end of the semester

<table>
<thead>
<tr>
<th>Persistence rate: % of students completing courses with grade of A,B,C,D,F,P,Q, or I</th>
<th>FY06 – FY10 5 year annual average</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td>87.9%</td>
<td>86.3%</td>
<td>87.5% (+1.2%)</td>
<td></td>
</tr>
</tbody>
</table>

- The LAC hand distributed 500 brochures to developmental students
- Students in athletics or in TRIO were contacted after midterm reports were sent to see if students needed additional services or had any questions
- Student Support Services provided peer tutoring programs that allowed for early intervention of target student groups (“at risk”). A total of 157 program students received tutoring in math, science and other subjects and 67% of them received a “C” or better in their classes.
- Counseling marketed the Early Alert System to faculty so they could track and possibly intervene in students with academic or nonacademic problems.

**Objective 2.2:** Improve student retention from one semester to the next

<table>
<thead>
<tr>
<th>Retention</th>
<th>FY 11</th>
<th>FY 12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall to Spring Retention</td>
<td>69.5% returning</td>
<td>65.8% returning (-3.7%)</td>
</tr>
<tr>
<td>Fall to Fall Retention</td>
<td>42.4% returning</td>
<td>40.8% returning (-1.6%)</td>
</tr>
</tbody>
</table>

**Fall to Spring retention** = the % of students who are enrolled in the Fall semester that reenroll in the Spring semester. This excludes students who graduate or who transfer.

**Fall to Fall retention** = the % of students who are enrolled in the Fall semester that reenroll in the following Fall semester. This excludes students who graduate or who transfer.

- Adult Ed provided certificates to encourage participants to complete Adult Ed classes. In an award ceremony on June 7th, 110 certificates were awarded.
- The Health Careers Club was reestablished to provide support to current nursing students.
- The LAC made mid-semester follow up visits to three math classes.
- Intramural sports activities increased by 40% over last year.
- Student Activities/Cross Cultural coordinator increased participation in ALAS by 4% and increased minority student participation in a number of activities.
- Student activities had more than 3400 students attend various activities around campus this fiscal year.
- A total of 16 student organizations were active on campus this year.
- Feedback was garnered from Sauk students using surveys after each student activity event.
- SSS made 1383 student office contacts and retained 68.9% of their students (compared to 41% non-SSS participants)
- A new student veteran organization and support group was formed.
Objective 2.3: Increase the number of program completions

<table>
<thead>
<tr>
<th></th>
<th>FY 06 – FY 10 5 year annual average</th>
<th>FY 11</th>
<th>FY 12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of certificates awarded</td>
<td>572</td>
<td>568</td>
<td>517</td>
</tr>
<tr>
<td></td>
<td>(-9.1%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of associate degrees awarded</td>
<td>264</td>
<td>267</td>
<td>289</td>
</tr>
<tr>
<td></td>
<td>(+8.2%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number of certificates and degrees awarded</td>
<td>836</td>
<td>835</td>
<td>806</td>
</tr>
<tr>
<td></td>
<td>(-3.5%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Adult Ed will have some students participate in a Work-based mentoring program
- Nursing faculty have 100% same Moodle presentation format
- Athletics increased booster membership by 95%
- SSS students completed programs at a higher rate (88%) than non-SSS students (75%)
- 100% of counselors and advisors attended Capp training by BANNER support specialist
- Capp usage by students increased by nearly 25% from FY 2011 to FY 2012

Goal #3: The College will maintain an appropriate operating fund surplus.

<table>
<thead>
<tr>
<th></th>
<th>FY 2011</th>
<th>FY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Fund Balance</td>
<td>$4,512,670</td>
<td>$5,819,430</td>
</tr>
<tr>
<td>% change</td>
<td>n/a</td>
<td>+ 29%</td>
</tr>
</tbody>
</table>

Objective 3.1: Identify and implement methods to increase revenues

Annual comparison of # students enrolled and # credit hours

<table>
<thead>
<tr>
<th></th>
<th>FY 11</th>
<th>FY 12</th>
</tr>
</thead>
<tbody>
<tr>
<td># unduplicated students (credit + noncredit)</td>
<td>5350 students</td>
<td>4782 students</td>
</tr>
<tr>
<td></td>
<td>(-10.6%)</td>
<td></td>
</tr>
<tr>
<td>End of term census date credit hours</td>
<td>59137 credit hours</td>
<td>53045.5 credit hours</td>
</tr>
<tr>
<td></td>
<td>(-10.3%)</td>
<td></td>
</tr>
</tbody>
</table>

(Indicates the % change from fiscal year to fiscal year)

Definitions

- # unduplicated students (credit + noncredit) = the number of actual students that attend SVCC for credit or noncredit courses. A student who takes one 3-credit class and a student taking four 3-credit classes are counted equally. Data includes Fall, Spring, and Summer semesters.

- End of term census date credit hours = number of credit hours at the end of a semester. Data includes Fall, Spring, and Summer semesters.

- Fire Science, Multicraft, Microsoft Server, and Renewable Energy programs were approved by SVCC curriculum committee and ICCB. Programs begin Fall 2012.
- In athletics, volleyball, men’s and women’s basketball showed an increase in attendance and a 19% increase in the monies received at the gate.
- Marketing conducted a focused marketing campaign for the new Fire Science and Multicraft programs.
Objective 3.2: Identify and implement methods to decrease expenses

- The Natural Science area saved 19.6% by using bulk orders.
- The Natural Science area saved $638.92 by increasing print shop use and reducing copying machine usage and by having more resources on Moodle instead of printing them.
- Rad Tech reduced mileage expenses by $300 this fiscal year.
- Student needs implemented assistive technologies to reduce paid note taking by students. The area spent less than $1000 this year compared to $12,000 in FY 2011.
- Financial Aid utilized more Webinars reducing conference expense by $1000.
- Human Resources renegotiated a health care contract with CGH that has the possibility of saving the college $50,000.

Objective 3.3: Improve operating efficiencies

- Adult Ed completed a rubric to measure developmental teaching effectiveness
- Natural Science area completed an audit of lab fees. Lab fees charged to students for the current FY match expenses.
- The Registrar’s office sends 100% of Statement of Standing to students by email.
- Admissions and Counseling have revised the Add/Drop form for students. It will no longer be outsourced for printing.
- Athletics updated the student athlete handbook to meet current standards of the NJCAA, NCAA, and Sauk Valley Community College rules and regulations.
- Financial Assistance has improved workflow by using Filebound.
- The Business Office has updated its rules to increase security of credit card information of students.
- Employees of the Information Office are being used to assist other areas of the building.
- News articles are now scanned and stored electronically instead of cutting and laminating.
- i3 course was redesigned to incorporate Moodle and updated to current course materials and learning strategies.
- Print Shop area has maintained cost of printing while increasing services.

Objective 3.4: Emphasize student success in all marketing promotions

- *Women in Criminal Justice* Day was held again. In total, 22 students attended.
- Three SVCC students were referred to the Marketing department.
- Athletic results, honors, etc. were regularly posted on Sauk’s website, by email, and released to the newspaper.
- Sauk used 30 Student Ambassadors to create meaningful connections with incoming students.
- Student achievements were presented in newspaper, website, and billboards.

Objective 3.5: Increase the number of high school graduates who enroll at SVCC during the fall after graduation

<table>
<thead>
<tr>
<th>Total # of recent high school graduates attending SVCC: fall enrollment totals, all high schools counted</th>
<th>FY 2011 (Fall 2010)</th>
<th>FY 2012 (Fall 2011)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>394</td>
<td>397</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(+0.8%)</td>
</tr>
</tbody>
</table>
This table represents the number of 2010 high school students from six local high schools. This represents 62% of our total number of high school graduates that attend SVCC.

<table>
<thead>
<tr>
<th>FY 2011 (Fall 2010)</th>
<th>Sterling High School</th>
<th>Dixon High School</th>
<th>Rock Falls High School</th>
<th>Newman High School</th>
<th>Amboy High School</th>
<th>Morrison High School</th>
<th>Totals for these 6 HS</th>
</tr>
</thead>
<tbody>
<tr>
<td># of recent high school graduates attending SVCC</td>
<td>58</td>
<td>61</td>
<td>56</td>
<td>18</td>
<td>24</td>
<td>26</td>
<td>243</td>
</tr>
<tr>
<td>Total # of high school graduates</td>
<td>211</td>
<td>179</td>
<td>152</td>
<td>50</td>
<td>81</td>
<td>85</td>
<td>758</td>
</tr>
<tr>
<td>% of high school graduates attending SVCC</td>
<td>27.5%</td>
<td>34.1%</td>
<td>36.8%</td>
<td>36.0%</td>
<td>29.6%</td>
<td>31.0%</td>
<td>32.1%</td>
</tr>
</tbody>
</table>

This table represents the number of 2011 high school students from six local high schools. This represents 61% of our total number of high school graduates that attend SVCC.

<table>
<thead>
<tr>
<th>FY 2012 (Fall 2011)</th>
<th>Sterling High School</th>
<th>Dixon High School</th>
<th>Rock Falls High School</th>
<th>Newman High School</th>
<th>Amboy High School</th>
<th>Morrison High School</th>
<th>Totals for these 6 HS</th>
</tr>
</thead>
<tbody>
<tr>
<td># of recent high school graduates attending SVCC</td>
<td>68</td>
<td>63</td>
<td>54</td>
<td>19</td>
<td>25</td>
<td>13</td>
<td>242</td>
</tr>
<tr>
<td>Total # of high school graduates</td>
<td>201</td>
<td>185</td>
<td>162</td>
<td>65</td>
<td>70</td>
<td>69</td>
<td>752</td>
</tr>
<tr>
<td>% of high school graduates attending SVCC</td>
<td>33.8%</td>
<td>34.1%</td>
<td>33.3%</td>
<td>29.2%</td>
<td>35.7%</td>
<td>19.0%</td>
<td>32.2%</td>
</tr>
</tbody>
</table>

- 70% of science faculty/staff visited or hosted students from the district to promote enrollment at SVCC.
- LRC demonstrated use of I-Share catalog and research data bases at Dual Credit workshop
- 166 of 190 athletic events were covered by the newspaper (87%) and 67% had written coverage and not just box scores.
- 100% counselors and advisors attended the high school counselor’s breakfast.
- 100% of the in-district high schools (15 total) were visited by one our counselors/advisors.
Objective 3.6: Increase the number of minority students

<table>
<thead>
<tr>
<th>Objective 3.6</th>
<th>FY06 – FY10 5 year annual average</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of minority students</td>
<td>360.2</td>
<td>404</td>
<td>541</td>
</tr>
<tr>
<td>% of those reporting race &amp; ethnicity</td>
<td>12.3%</td>
<td>13.3%</td>
<td>12.8% (-0.5%)</td>
</tr>
</tbody>
</table>

- Student activities coordinator documented the number of minority students enrolled each semester.
- The updated Spanish and Cross-cultural services webpage was viewed 7% more than last year and now contains a number of videos to assist families in preparing for college.
- The Student Activities Coordinator wrote a New Look grant and was awarded $1800.
- The Student Activities Coordinator provided SVCC information at a number of community events focused on attracting minority students to SVCC.

Objective 3.7: Increase the number of non-traditional students

<table>
<thead>
<tr>
<th>Objective 3.7</th>
<th>FY06 – FY10 5 year annual average</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number age 24 years and older</td>
<td>1302.8</td>
<td>1309</td>
<td>1772</td>
</tr>
<tr>
<td>% of those reporting age</td>
<td>43.8%</td>
<td>42.3%</td>
<td>41.2% (-1.1%)</td>
</tr>
<tr>
<td>Number married, divorced, or widowed</td>
<td>368.2</td>
<td>500</td>
<td>478</td>
</tr>
<tr>
<td>% of those who reported marital status</td>
<td>20.8%</td>
<td>24.6%</td>
<td>24.8% (+0.2%)</td>
</tr>
<tr>
<td>Number employed more than 15 hours per week</td>
<td>1326.6</td>
<td>902</td>
<td>747</td>
</tr>
<tr>
<td>% of those who reported employment status</td>
<td>57.3%</td>
<td>53.6%</td>
<td>23% (-30.6%)</td>
</tr>
<tr>
<td>Number 1st generation (neither parent with a bachelor’s degree)</td>
<td>1657.4</td>
<td>1253</td>
<td>1396</td>
</tr>
<tr>
<td>% of those who reported parents’ education</td>
<td>82.2%</td>
<td>82.0%</td>
<td>63.3% (-18.7%)</td>
</tr>
</tbody>
</table>

% in parentheses indicated the one year difference between fiscal years.

- Coordinator of Veterans Affairs and Career Services met with veterans services representatives at the Rock Falls armory. National Guard solders using educational benefits increased by over 20%.
- Surveyed 400-500 nontraditional students on their educational goals, class offering requirements, etc.

Goal #4: The College will be responsive to non-academic community needs.

Objective 4.1: Assess Community needs regularly
- Area Planning Council met three times during the fiscal year.
- Faculty members in technology regularly met with the Workforce Council.

Objective 4.2: Expand and strengthen programs and services for community members and organizations
- The literary magazine was published and placed in community locations.
- An open house was held for the new technology wing.
- Two continuing education programs were offered in the health field area.
- LRC staff routinely provided assistance to members of the community.
- 45 letters were sent to community nonprofits to develop a Sauk speaker’s bureau.
- Marketing created a Community Report to be distributed annually in August.
Objective 4.3: Maintain communication with organizations that have a strategic importance to the College and act upon information received from those organizations

- Dean of Health Careers attended Summit III meeting on Nursing Education and participated in regional forum.
- 90% of Americorp members completed a minimum of 4 volunteer opportunities.
- Marketing/PR employees attend every Chamber meeting.

Goal #5: The College will pursue programs to improve the physical campus environment.

Objective 5.1: Identify and implement activities to improve sustainability
- Sustainable products are included in all aspects of building projects.

Objective 5.2: Redesign the campus for better utilization, efficiency, and handicap accessibility
- New signage has been designed, purchased and will be placed around campus in Fall 2012.
- Admissions and Records kept one door open to main office area 100% of the time.
- Admissions and Records maintain separate forms at a handicap accessible area.

Objective 5.3: Improve, upgrade, and remodel instructional spaces
- Technology wing and Rad Tech area renovations are complete.
- Science lab areas are nearly complete and will be open for operation starting in the Fall 2012.
- Fire Science renovations are complete.

Objective 5.4: Improve campus aesthetics
- The North Parking lot renovation was approved by the Board and will be open for bid FY 2013.
- New furniture has been purchased and installed in the East Mall. Some furniture has been reupholstered and repaired to make more common areas for students.
- Professional banners have been designed and produced for each student club at SVCC. They were hung in the East and West malls.

Objective 5.5: Maintain a high level of emergency responsiveness
- All head coaches have CPR and AED certifications.
- Emergency Preparedness Committee met regularly.
<table>
<thead>
<tr>
<th>FY 2013 Strategic Goals</th>
</tr>
</thead>
</table>

**Goal #1: The College will expand and improve the quality of programs & services.**  
Objectives:  
1.1 Improve existing instructional courses and programs using available data and resources including data from program reviews and assessment activities.  
1.2 Offer appropriate instructional courses and programs for our community and our students using available resources and data.  
1.3 While maintaining academic quality, expand the number of courses and programs that can be completed through alternate delivery methods to expand student access.  
1.4 Improve existing services to students using available resources and data including data from program reviews.  
1.5 Offer appropriate services to students using available resources and data including data from program reviews.  
1.6 Maintain and improve facilities, technology and equipment.  

**Goal #2: The College will continue to emphasize lifetime student success.**  
Objectives:  
2.1 While maintaining academic quality, improve student persistence in classes.  
2.2 While maintaining academic quality, increase semester to semester retention rates.  
2.3 Increase the number of students who come to the College for continuing education.  
2.4 Increase gainful employment opportunities for those enrolled in career programs.
<table>
<thead>
<tr>
<th>Goal #3: The College will maintain an appropriate operating fund surplus.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objectives:</strong></td>
</tr>
<tr>
<td>3.1 Identify and implement methods to increase revenues.</td>
</tr>
<tr>
<td>3.2 Identify and implement methods to decrease expenses.</td>
</tr>
<tr>
<td>3.3 Improve the efficiency of College operations.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal #4: The College will be proactive and responsive to community needs.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objectives:</strong></td>
</tr>
<tr>
<td>4.1 Expand and strengthen relationships and services with community members and organizations.</td>
</tr>
<tr>
<td>4.2 Maintain and improve communication with key stakeholders.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal #5: The College will enhance community awareness through a comprehensive marketing plan.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objectives:</strong></td>
</tr>
<tr>
<td>5.1 Conduct a market analysis of the College community.</td>
</tr>
<tr>
<td>5.2 Conduct a market analysis of the internal College environment.</td>
</tr>
<tr>
<td>5.3 Enhance the reputation of the College as a quality institution of higher education.</td>
</tr>
<tr>
<td>5.4 Enhance business awareness of the educational opportunities provided by the College.</td>
</tr>
<tr>
<td>5.5 Enhance the awareness of the availability of College facilities for community functions.</td>
</tr>
<tr>
<td>5.6 Increase enrollment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal #6: The College will seek to maximize performance based funding.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objectives:</strong></td>
</tr>
<tr>
<td>While maintaining academic quality and in accordance with State standards, the College will:</td>
</tr>
<tr>
<td>6.1 Increase completion rates.</td>
</tr>
<tr>
<td>6.2 Increase transfer rates.</td>
</tr>
<tr>
<td>6.3 Increase the percentage of non-college ready students to college level courses.</td>
</tr>
<tr>
<td>6.4 Increase student momentum (increase the number of credit hours completed by students each semester).</td>
</tr>
</tbody>
</table>