

Western Illinois University  
Quad Cities Student Services  
Fiscal Year 2016 Annual Accomplishments and Fiscal Year 2017 Planning Report

Submitted by: Curtis M. Williams  
Associate Director of Academic Advising and Student Services

February 20, 2016

**Mission Statement:**

Our mission in Student Services is to demonstrate leadership, implement innovative programs, and engage in strong service delivery to help students reach their educational aspirations. Our staff will diligently provide a quality student experience, both in and outside of the classroom. Our actions will keep the students' best interests and be governed by the University's Core Values of Academic Excellence, Educational Opportunity, Social Responsibility, and Personal Growth.

**I. Accomplishments and Productivity for FY16**

**Support Campus Expansion and Growth**

- Student Services hosted PSAT testing on campus for Moline High School, which gave 170 high school students exposure to QC campus.
- Student Services continues to support Visit Days, which allows prospective students to learn about services and support available when they become students.
- Multiple visits have been made to high schools to provide on-site class registration for the special high school program by Student Services.
- In partnership with QC Admissions, Student Services continues to assist with community and outreach events.

**Provide Mentoring and Resources for Student Success**

- Student Services initiated a new "Student Success Series", a workshop series designed to improve academic performance and enhance important life skills. Each semester, Student Services will offer innovative, hands-on workshops on a variety of topics, such as financial aid, scholarships, budgeting, credit card management, campus technology, career development, and fitness for mind and body. To date, we have already seen 40% increase in student attendance.
- Student Services provides tutoring support for students needing assistance with math, accounting, and finance students. In partnership with other departments on campus, Student Services has developed a webpage to assist students with finding tutoring resources on campus.
- Audrey Adamson selected female student leaders to attend three Women's Connection Leadership Luncheons and engaged in post event reflections with other female leaders in the community.
- Student Services has established a food vendor schedule for Spring 2016 to provide food options for faculty, staff, and students on campus.

Sensasian – Mondays  
Cup A Jo – Tuesdays  
Happy Joe’s Grille – Wednesdays  
Qdoba - Thursdays

- Vending Machines options were modified to provide healthier choices and Starbucks Coffee in beverage machines.
- Audrey Adamson taught University 100 in Fall 2015 with class enrollment of 17 students on a weekly basis. She established regular goal setting meetings with all students and encouraged each student to connect with faculty and staff mentors.

## **University, Volunteer, and State & National Involvement**

### **University:**

- Student Services staff serve on a variety of University committees such as COAP, search committee for admissions and graduate assistant, FYE Classes and Leadership, ADA, HLC Persistence and Completion Academy, HLC Persistence and Completion Academy Steering Team, IT Governance Cloud Services task Force, QC Coordination, Administration Team, Community Outreach, WIU-QC Spring Commencement, New Student Orientation, CSAF Committee, and WIU-QC Fall Graduation Celebration.

### **Volunteer:**

- Audrey Adamson’s volunteer activities include the following:
  - *Dress for Success Quad Cities* – conducts career workshops, suiting and mock interviews for economically disadvantaged women in the Quad Cities. Act as a referral partner for services for WIU-QC students. Chaired a One Night One Mission fundraiser.
  - *United Way Quad Cities* – Women’s Leadership Council, Operation Read Volunteer.
  - *Girl Scouts of Eastern Iowa and Western Illinois* – Moline Service Unit Director and Product Manager. Guides team of 32 troop leaders and oversees \$150,000 in cookie sales. Troop Leader for middle school troop.
  - *PTA* – Logan Elementary, Moline, IL – PTA President, classroom volunteer, raised over \$25,000 for new playground.
  - *Adventure Guides* – Pilot new family focused organization through the YMCA, lead “circle” of 9 families.
  - Daughter’s of the Nile Member
  - Women’s Connection Member
- Curtis Williams’s volunteer activities include the following:
  - Quad Cities Minority Partnership Membership and Website Chair & Board Member
  - Quad Cities Minority Partnership Math & Science Coordinator
  - United Neighbors Partner
  - Quad Citians Affirming Diversity – Vice President
  - QC Scholars Board Member
  - Quad Cities Career Connection Board Member

- West High School – Boys Varsity Tennis Coach
- Floricienta Neighborhood Committee
- Veterans Advisory Committee
- Scott Brouette
  - Quad Citians Affirming Diversity Board Member
- Donna Schroeder
  - Alzheimer’s Association Annual Memory Walk

**State & National Involvement:**

- Audrey Adamson and Dr. Kristi Mindrup were selected to present two sessions at ACPA in March 2016 on “More than a place to park.” This is being sponsored by the Commission for Commuter Students and Adult Learners and “Serving students with disabilities on their college and career journey” Co-sponsored by the Commission for Career Services and the Coalition for Disability.
- Audrey Adamson presented at the Career Professionals of Iowa Conference, “Serving students with disabilities on their college and career journey” and elected as the Scholarship Chair (July 2015).
- Student Services staff are members of the Iowa Student Personnel Association where Audrey Adamson served on the 2015 Conference Planning Committee. This event had 14 colleges/universities in attendance with 98 attendees.
- Audrey Adamson was selected to serve on the ACPA Commission for Commuter Students and Adult Learner Directorate.

**Student Engagement and Enrichment**

- WIU-QC Student Activities provides students with a range of opportunities in the outside of the classroom environment to encourage and promote leadership and community engagement.

<b>Academic Organizations</b>	
Communication Student Society(CSS)	Imagination Station
Counseling Association(CA)	Hygiene Drive Manage Your Stress Week New Student Orientation GLSEN Safe Space Training
Criminal Justice Society(CJS)	New Student Orientation Food Drive
Graduate Experience in Museum Studies(GEMS)	Professional Business Trips Fundraiser
Interdisciplinary English & Arts Society(IDEAS)	Coffee House Bash
Liberal Arts & Sciences Student Organization(LASSO)	Dinner and Theater Night New Student Orientation Social Entrepreneurship Salon Bus Trip to Shedd in Chicago
QC PSY Club	Manage Your Stress Week New Student Orientation
Society of Accountancy(SOA)	VITA Tax Prep

	Etiquette Dinner Professional Speaker – Former FBI Agent
Society of Business & Technology(SOBAT)	Professional Speaker
Society of Educators(SOE)	QC Block Party – Fall Kick-Off Celebration New Student Orientation
Society of Human Resoruce Management(SHRM)	New Student Orientation Food Drive Professional Speakers
Student Recreation Association(SRA)	Logan Afterschool Program New Student Orientation
Supply Chain Management Student Association(SCMSA)	Professional Speakers Business Trips Night of Networking
<b>Honorary Organizations</b>	
Chi Sigma Iota	Study Sessions Take Back the Night
<b>Leadership Organizations</b>	
Student Government Association(SGA)	Homecoming Event Manage Your Stress Week Blood Drives Casino Night QC Hockey Night Day at Logan Elementary School
<b>Professional Organizations</b>	
Toastmasters	Professional Conference New Student Orientation

- Student Services with the support of the QC campus held its first New Student Welcome program Fall 2015. It was an opportunity for new students to meet QC faculty, staff, and fellow classmates.
- Audrey Adamson collaborated with Dr. Janna Dietz to host a civic engagement/youth vote event Fall 2015.
- Student Services staff coordinated QC Welcome Week activities for Fall 2015.
- 1<sup>st</sup> Annual Art Show will be held on the QC campus in April. This is the result of a partnership between Student Services and Museum Studies. This event will allow faculty, staff, and students an opportunity to showcase their work and talent.

**Veterans:**

- Student Services with partnered with Veterans Source Center, WIU Foundation, Disability Resource Center, English Department, University Libraries brought Author & Veteran Bruce Lack to QC and Macomb campuses for a poetry reading revolving around the issues of war, fighting an elusive and ruthless enemy, survivor’s guilt, and residual anger that is impacting are returning Veterans.

- November 2015, Student Services held its annual Veterans Breakfast to show support and appreciation for Western's current and past Veterans for their service.

## **Educational Opportunity and Access**

### **Scholarships:**

- Student Services assisted with the annual Minority Scholarship Appeal Breakfast to raise matching funds for WIU-QC students with community partners (QC Unites, VIVA Quad Cities, NAACP Local Chapters, Greater Quad Cities Area Hispanic Chamber of Commerce, League of United Latin American Citizens (LULAC), 100 Black Men of the Quad Cities, Davenport Council 10).
- Student Services has held multiple scholarship workshops on campus and at local community colleges, churches, and community centers with a special focus on minority families and students.
- Paul Plagenz and Curtis Williams helped to secure additional scholarship funding from RIA Federal Credit Union for QC business students.

### **Student Employment**

- Student Services has provided a new avenue for students to access student employment opportunities for across campus by creating an online application process. Students can now access and submit all required student employment materials online. This has resulted in a 5% increase in application submissions. This has allowed for faster communication between departments to share applications and get students through the interview process. The time between application submission and interview has been reduced from weeks to days, and in some cases just hours.

### **Grants & Sponsorships**

- Audrey Adamson and Paul Plagenz secured a third year of a \$5000 grant to help support WIU-QC students in unpaid internships.
- Paul Plagenz and Curtis Williams secured a \$1000 sponsorship from RIA Credit Union for the FY17 Student Handbook.
- Curtis Williams secured a sponsorship from Jimmy John's which covered food costs for QC summer orientation programs.
- Jefferson Elementary/United Neighbors program is funded by a \$10,000 USTA grant and private sources, which were secure by Scott Brouette and Curtis Williams.

## **Community Outreach & Engagement**

- Scott Brouette oversees the Science, Technology, Engineering, Art & Math (STEAM) Program at Thomas Jefferson Elementary School in Davenport, Iowa. The program alternates weekly between tennis instruction and STEAM activities throughout the school year. The children are 4<sup>th</sup> and 5<sup>th</sup> graders at Thomas Jefferson Elementary School. Activities include: observational drawing, drawing techniques, architecture with different materials, cooking, reverse engineering, aeronautics, chemistry, measurement, computer programming, design, geometry, geography and many more.

Program is funded with a \$10,000 USTA Grant written by Curtis Williams. *(photos attached: kone1032.jpg, empire1033.jpg, eifel1035.jpg, putman0174.jpg, putnam0152.jpg, putnam0166.jpg)*

- Scott Brouette, Amber Dicosola, Nathasha Chandrasekharan, and Curtis Williams conducts STEAM enrichment activities with Eugene Field Elementary Students once per quarter on campus. Student Services has served approximately 80 students with this program.
- Student Services in partnership with QC Engineering Department and Quad Cities Minority Partnership hosted 17 local high school students on campus for a day of Engineering. The event targeted minority high school seniors that have experienced an interested in the field of Engineering. Students had the opportunity to design and build hot air balloons while learning about the engineering and physics in a fun and hands-on way.
- Scott Brouette conducted STEAM Activities at Earl Hanson Elementary School Summer Camp Children ages 4-12 participated in several STEAM activities as part of their summer camp. Activities included: digging for fossils and fossil identification, a measurement scavenger hunt, observational sculpture, architectural design and product design. *(photos attached: Hanson1.jpg, Hanson2.jpg, Hanson3.jpg)*
- Building Bridges at Scott & Clinton Community Colleges  
Junior High students from several schools in the district worked in teams to create stable bridges from craft sticks. The challenge was to apply design skills to create a bridge that could hold the most sustained weight.  
*(photos attached: Bridges1.jpg, Bridges2.jpg)*
- Coding with Kids at Scott & Clinton Community Colleges  
Junior High students worked in teams to write computer code to program a robot (fellow student) to build a structure with cups. The students then proceeded to work on actual coding online.
- Student Services helped to organize and participate in the Career Opportunities Activities at North Scott Junior High School based on the State of Iowa's Career Paths that focus on providing over 200 youth with hands-on activities to learn about multiple career paths.

### **Other Student Services Accomplishments**

#### **Career Development:**

- Fall Business Career Fair – 43 companies registered for the fair with 152 students attending. This represents a 23% increase in student attendance from Spring 2015.
- Conducted 14(class size 15-50) classroom presentations.
- Held 15 workshops that served 68 students.
- In the community, 9 career-based presentations were conducted.
- For Walk-In Resume Review Days, 37 students were served in Fall 2015.
- To improve efficiency and access, email resume reviews were conducted via email with 37 students taking advantage of this method.
- To date, 182 students have used career counseling, resume review, and mock interview services.

- Presented at QC Chamber Network at Noon, “Leadership through connections”(October 2015).
- University 390 enrollments increased to 8 students for Spring 2016.

**Disability Resources:**

- Launched new Disability Resource online Faculty Notification System and conducted student/faculty/staff trainings.
- Presented and Participated in WIU Disability Resource/Universal Design training, “Faculty and Staff Partnerships for Accessible Solutions” in Fall 2015.
- For fall, 41 students utilized disability support services through office visits and electronic communications.

**Student Activities:**

- SGA held its annual Fall Blood Drive, which had 32 donors.
- SGA has tripled its membership compared to last year.
- Paperwork required for student organizations to conduct business has been converted into electronic formats online to allow for greater access and less paper waste.

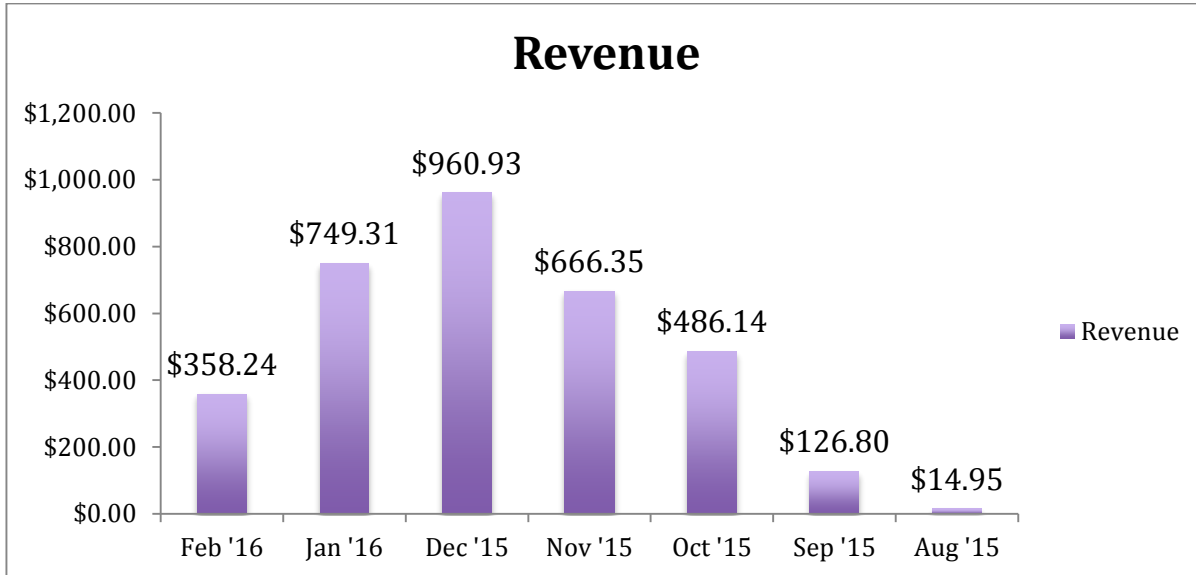
**Student Payments:**

- Student Services collected and processed \$152,357.63 in tuition payments between July 7, 2015 and February 17, 2016. This was a preferred method for QC students.

**QC Bookstore**

Fall 2015 was the start the mini bookstore on the QC campus to sell Western merchandise and apparel to faculty, staff, students, and general public. The demand for Western merchandise and apparel is reflected in the Revenue chart, August 2015 – February 2016.

Month	Revenue	Discounts	Shipping	Sales Tax	Cost	Profits
Feb '16	\$358.24	\$11.98	\$0.00	\$25.77	\$254.37	\$78.10
Jan '16	\$749.31	\$101.13	\$0.00	\$53.88	\$412.10	\$283.33
Dec '15	\$960.93	\$54.04	\$0.00	\$69.14	\$441.71	\$450.08
Nov '15	\$666.35	\$37.44	\$0.00	\$47.94	\$233.42	\$384.99
Oct '15	\$486.14	\$30.66	\$0.00	\$30.02	\$252.95	\$203.17
Sep '15	\$126.80	\$0.00	\$0.00	\$9.51	\$0.00	\$117.29
Aug '15	\$14.95	\$0.00	\$0.00	\$1.12	\$0.00	\$13.83
<b>Total</b>	<b>\$3,362.72</b>	<b>\$235.25</b>	<b>\$0.00</b>	<b>\$237.38</b>	<b>\$1,594.55</b>	<b>\$1,530.79</b>



Sales results were achieved without credit card payments just cash, checks, and money orders. The future plan is to accept credit card payments after technological and security issues are resolved.

- Student Services assisted with coordinating the WIU-QC Fall Graduation Celebration.
- Amber Dicosola redesigned the QC Student Handbook.
- Audrey Adamson presented on “Today’s Student” at QC Professional Development Network. (November 2015)
- Pam Young joined the Student Services team Fall 2015.

## II. Budget Enhancement Outcomes for FY16

Student Services has no Budget Enhancement Outcomes to report for FY16.

## III. Realignments and Reductions for FY16

### Realignments:

Fiscal Year 2016 brought about realignments within Student Services. Leslie Mose (Testing Center) was moved to Academic Affairs under Dr. Kristi Mindrup. Kenny Wheeler (Academic Advisor) was realigned under Dr. Richard Carter in General Studies. Pam Young (Office Support) was switched to Student Services under Curtis Williams. All realignments will help Student Services operate even more efficiently and effectively, particularly concerning everyday issues such as personnel supervision and development, and day-to-day business practices and procedures that affect campus climate for both employees and students. The realignment creates a better balance of duties among our staff and will help us prepare for current and future student engagement.

### Operational Reductions:

- Reduction in travel between campuses except for special events for all Student



Services staff. This would result in one-time savings of approximately \$1,458.

- Eliminating conference participation outside the states of Illinois and Iowa. If conference attendance were approved, each participant would be required to pay at least 50% of conference costs. This would result in one-time savings of \$1500.
- Rescheduling of campus events to avoid the need to provide food. This would result in one-time savings of \$1350. This reduction has the potential to become a one-time savings if community partners select another partner besides Western for events.
- All purchases must be reviewed. Then approval granted if purchase is essential to daily operations or a particular program. Estimated one-time savings would be approximately \$1400.

**Budget Year  
Fiscal Year 2017**

**IV. Major Objectives and Productivity Measures for FY17**

**BUILD A CULTURE OF INNOVATION**

**Develop and enhance assessment tools**

- Identify and conduct a comprehensive needs assessment to clearly identify the needs of our students. (short-term)
- Complete division-wide assessment practices to ensure the appropriate quantity and quality of assessments. (short-term)

**Develop and expand programs/initiatives that meet the needs of our students**

- Utilize assessments to strengthen student success and program accountability
- Benchmark programs/initiatives at other institutions and determine institutional need
- Expand the breadth of our student support programs online
- Develop initiatives to support our military-related students
- Develop support programs for our transfer student populations
- Develop support programs that promote student health and wellness

**Forecast needs and build staff and space to ensure program effectiveness**

- Create a 5-year Student Services staffing plan
- Utilize the approved Student Services staffing plan when creating new positions
- Identify and enhance spaces for effective program delivery
- Assess and identify future space needs for office personnel and multi-purpose spaces

**ENHANCE CAMPUS LIFE & STUDENT SUCCESS**

**Collaborate to develop university-wide traditions and spirit initiatives**

- Identify strategies to fund tradition and spirit initiatives
- Develop and implement annual programs/initiatives that celebrate our history with the military
- Develop and implement annual programs/initiatives that address cultural awareness

- Enhance and develop annual spirit programs/initiatives for the university
- Develop mechanisms to share traditions and spirit initiatives with internal and external constituents

**Increase marketing and communication with faculty, staff, and students**

- Promote the role of Student Services within the university
- Create marketing strategies for operational plans within each office
- Create Student Services branding in social media
- Create communication and marketing plan that targets faculty and seeks input
- Develop and enhance faculty relationships

**Foster supportive environments that are accessible and diverse**

- Assess and address attitudinal barriers that impede disability access and diversity awareness
- Enhance the delivery of online programs/initiatives
- Implement diversity education through appropriate programs/initiatives
- Develop a comprehensive framework and procedures for disability support
- Raise disability support awareness through existing programs/initiatives

**Develop opportunities to celebrate student success**

- Create additional recognition opportunities through the Student Leadership & Service Awards Ceremony
- Identify funding strategies to aid students researching and presenting at conferences
- Research and recognize career related success stories of students

**Develop programs to aid student retention**

- Create an early-alert and warning system to identify at risk students
- Develop and implement a peer mentoring program
- Develop and implement a new student development team
- Develop a comprehensive new student orientation plan that includes online and military students

**FOSTER AN ENVIRONMENT OF LEARNING**

**Ensure programs and initiatives promote learning**

- Establish student learning outcomes for the Division of Student Services and each functional area to strategically map student learning
- Utilize student learning outcomes within programs
- Review and share results with internal and external constituents

**Aid faculty and staff to enhance student learning and support**

- Create and implement professional development opportunities and workshops for faculty and staff
- Develop a professional development plan for all student Services employees

- Make available satisfactory professional development opportunities for staff within Student Services

## **ENGAGE THE COMMUNITY**

### **Establish opportunities for students to learn and gain valuable experience within the community**

- Create and implement a comprehensive internship program
- Develop employer relations program to aid in career-connectedness for our students
- Enhance the quality and quantity of college-readiness presentations

### **Develop and enhance community outreach programs/initiatives**

- Develop and implement a comprehensive volunteer program
- Develop and implement a comprehensive service-learning program

### **Cultivate partnerships within the community**

- Develop mechanisms for students to strengthen transition from lower-level to an upper-level institution with partner community colleges
- Develop and maintain relationships within the community to explore collaborative efforts in joint programs/initiatives
- Deliver educational programs/initiatives that engage the community and our students.

## **V. Technology Goals and Objectives**

Expand the integration of technology into daily Student Services operations to provide greater access to students on-and-off campus.

- Create a mobile app.
- Implement effective and reliable database management for Veteran Resources, Scholarships, Outreach Programs, Alternative Funding Sources, Student Employment, and Volunteer Resources.
- Streamline processes to maximize efficiency and migrate to an automated, paper-less work environment.
- Increase scanning capabilities and enable remote access to digital documents and databases.

## **VI. Internal Reallocations and Reorganizations: Western Illinois University – Macomb**

No Internal Reallocations and Reorganizations.

## **VII. Internal Reallocations and Reorganizations: Western Illinois University- Quad Cities**

**Reallocation:**

Move current Student Services Graduate Assistant from appropriated funds to Publication Fee account to better align responsibilities of QC campus student publications.

**VIII. Reductions for FY17**

**Operational Reductions:**

- Reduction in travel between campuses except for special events for all Student Services staff. This would result in continued savings of approximately \$1,944 per academic year.
- Eliminating conference participation outside the states of Illinois and Iowa. If conference attendance were approved, each participant would be required to pay at least 50% of conference costs. This would result in continued savings of \$1600 per academic year.
- Rescheduling of campus events to avoid the need to provide food. This would result in continued savings of \$2300 per academic year. This reduction has the potential to become a one-time savings if community partners select another partner besides Western for events.

**IX. New Operating Resources**

Student Services will not be requesting new operating resources for FY17.

**X. Facilities Requests**

Student Services will have no facilities requests for FY17.

