

Institution: Illinois Valley Community College

1. Please provide the contact information of the primary person on campus with veterans and military personnel responsibilities.

Name Patricia A. Reneer
Title Supervisor of Registration and Records/VA Certifying Official
Department Admissions and Records Office
Address Room C 213
Phone number (815) 224-0446
Email address pat_reneer@ivcc.edu

2. Have you appointed the Coordinator of Veterans and Military Personnel Student Services?

Yes
 No

If the Coordinator is different from the primary person named in Question 1, please provide the contact information.

Name
Title
Department
Address
Phone number
Email address

3. Please indicate how your institution identifies veterans or military personnel.

Admission process
 Financial aid process
 Registrar's Office
 Veteran Center
 Other (please describe) Veterans and/or their dependents meet with the certifying official in the Admissions and Records Office.

Please indicate which of the following provide programs or services designed for veterans or military personnel and their families.

Academic Advising Office
 Admissions Office
 Counseling Center
 Bursar Office
 Disability Service Office
 Financial Aid Office

Preparer Name: Patricia A. Reneer
Preparer Email Address: pat_reneer@ivcc.edu
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- Health Services
- Student Center
- Veterans Center
- Other (please specify)

4. Please describe the programs or services that are available to veterans, military personnel, and their families.

I.V.C.C. Services

Academic Support Services. The Division of English, Mathematics, and Education offers a variety of academic support services and resources designed to assist students in meeting their education goals (Reading, Writing, Study Skills Lab or Math Learning Center).

Reading, Writing, Study Skills Lab:

Contact: Jennifer Bubb Room B 207
(815) 224-0277

Math Learning Center:

Contacts: Cheryl Hobneck or Linda Mudge
Room B 202 (815) 224-0506

Bookstore Products and Services. College Bookstore provides products and services necessary for the student's success within the college environment. In addition, customers will find an assortment of trade books, emblematic clothing and merchandise, academically priced software, massage therapy and nursing supplies, greeting cards and gift cards. The Bookstore offers three ways to purchase textbooks:

- In person at the Bookstore
- Telephone in your order and the books will be shipped FedEx (a shipping charge applies)
- Online at www.ivccbookstore.com

Students may now take advantage of our textbook "rental-option" when purchasing books for a growing number of courses. If a textbook is designated as a "rental-option" title, students have the option of purchasing the textbook or renting.

Contact: Lauren Sandberg Room C 224
(815) 224-0312

Co-Curricular Transcript. The Co-Curricular transcript is a self-reported document that provides students an opportunity to record and verify participation in extra-curricular activities, learning, and development while attending I.V.C.C. It is an official record of a student's involvement in non-academic activities that may be used to complement a resume, an academic transcript, or a scholarship application.

Contact: Cory Tomasson Room E 306
(815) 224-0509

College Night. I.V.C.C. students, local high school students, parents, community members, or anyone interested in learning about colleges from across the state and across the nation are invited to attend College Night. An optional Financial Aid session is available prior to the evening's event.

Contact: Tracy Morris Room C 214
(815) 224-0437

Dislocated Workers Center. The Dislocated Workers Center is a branch of the local integrated workforce system providing employment-related services to both employers and job seekers under Title I of the Workforce Investment Act. Individuals served at the center can enroll in college training programs and/or receive job search assistance.

Contact: Joel Torbeck Room D 210
(815) 224-0442

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I.V.C.C. Services (Cont)

Distance Learning. Each year distance learning courses serve the educational needs of hundreds of I.V.C.C. students. Distance learning courses provide busy people the opportunity to fit education into their lives. Most distance learning course students report convenience as the top reason they selected a distance learning course. Distance Learning options include:

- Blended courses
- Online courses
- Self-Paced courses
- Telecourses

Contact: Emily Vescogni Room D 206
(815) 224-0462

Early Childhood Education Center. The Early Childhood Center is an educational facility for student, faculty, staff, and community children ages 3-5.

Contact: Virginia Pokryfke Room Bldg 5
(815) 224-0302

Enrollment Verification. The Records Office completes letters of enrollment, good student discount forms, and health insurance forms for students. Loan deferment requests are submitted to the National Student Clearinghouse for electronic completion. Enrollment and degree verifications are processed by both the Records Office staff and the National Student Clearinghouse.

Contact: Tracy Morris Room C 214
(815) 224-0437

Evening Orientation. Each semester, I.V.C.C. offers a New Student Information Table to provide new evening students with information they need as they get started at I.V.C.C. The table is located in the main lobby area during the first week of evening classes from 5:00 PM - 6:45 PM.

Contact: Tracy Morris Room C 214
(815) 224-0437

First Responders. I.V.C.C. has a group of volunteer First Responders. First Responders are certified by the Illinois Department of Public Health and assist people who are in need of emergency medical attention.

Contact: Ronald Groleau Room A 216
(815) 224-0482

Fitness Center. Fitness Center provides a safe and effective exercise environment where students can achieve total conditioning; including improved strength, endurance, and flexibility. Your workout program will be individually prescribed based on your fitness level and individual goals.

Contact: Anthony Ruda Room G 205
(815) 224-0333

Information Desk. The information desk can assist with connecting students to an outside phone number in case of emergency, assist students in finding classrooms and meeting rooms, assist with locating faculty offices and office hours, and assist with contacting First Responders when needed.

Contact: Fran Brolley Room C 318
(815) 224-0524

Intercollegiate and Intramural Athletics.

I.V.C.C. supports intercollegiate and intramural athletic programs for men and women. Intercollegiate sports include baseball, basketball, volleyball, softball, tennis, and golf.

Contact: Tommy Canale Room G 210
(815) 224-0471

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I.V.C.C. Services (Cont)

Jacobs Library. Jacobs Library provides resources to enhance the I.V.C.C. learning programs, and services that enable our community to seek, evaluate, and use information. Access to worldwide information sources and culturally enriching materials is provided through standard library practices, cooperation with other libraries, and innovative uses of technology.

Contact: Jane Norem Room A 203
(815) 224-0387

Job Fair. An annual spring job fair offers opportunities from nearly 90 employers and is open to all I.V.C.C. students, alumni, and college district residents. Day and evening hours are held to recruit students who attend I.V.C.C.

Contact: Sharon Barthelemy Room E Lounge
(815) 224-0214

Job Postings and On-Line Services. Students can register for I.V.C.C.'s online job search/job posting system. Job postings from I.V.C.C.'s district employers as well as Chicago suburbs are posted at <http://www.ccjobnet.com>.

Contact: Sharon Barthelemy Room E Lounge
(815) 224-0214

Learning Commons - Computer Resources. The Learning Commons – Computer Resource Center exists to provide I.V.C.C. students with prompt, attentive, friendly assistance and support that helps students find the solutions they need to complete their work utilizing computer technology.

Contact: Maria Moreno Room D 201
(815) 224-0318

Miscellaneous Services

Students have the opportunity to have automotive repairs, massages, or dental exams provided by students in those respective programs during certain times of the year. Students are notified of the availability of these services through the I.V.C.C. website, student newspaper, and campus notices.

Automotive Contact: Elaine Novak Room E 209
(815) 224-0483

Dental and Massages Contact: Gloria Bouxsein Room A 217
(815) 224-0481

Nursing Information Session. Nursing Information Sessions are offered several times throughout each semester, both day and evening times; they include discussion on admission requirements and recommended courses before applying to either the associate degree (RN) or licensed practical nurse (LPN) programs.

Contact: Connie Skerston Room C 212
(815) 224-0444

Open Houses. I.V.C.C. offers two open houses each year to allow students to experience a more in-depth look at the campus and its services and programs.

Contact: Tracy Morris Room C 214
(815) 224-0437

Payment Options: For your convenience I.V.C.C. offers the following payment options:

- | | |
|---|---|
| <input type="checkbox"/> Fax. | <input type="checkbox"/> Payment Plan. |
| <input type="checkbox"/> In person. | <input type="checkbox"/> Phone. |
| <input type="checkbox"/> Mail. | <input type="checkbox"/> Tuition Drop Box |
| <input type="checkbox"/> Online using WebAdvisor. | |

Contact: Carolyn Chapman Room Main Lobby - C 201
(815) 224-0353

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I.V.C.C. Services (Cont)

Preview. Fall and Spring Preview programs are provided to students to help acquaint them with the college services at I.V.C.C. Preview allows students to learn about a wide variety of services and organizations available on campus, attend seminars on topics important for incoming students, locate their classrooms, get their student ID, and purchase their books for classes.

Contact: Tracy Morris Room C 214
(815) 224-0437

Student Support Services TRIO Program. The Project Success Staff strives to develop personal and professional relationships with their students and works in partnership with the students to help them achieve academic success, promote personal growth, and improve student retention. Services include:

- Personal attention and support.
- Academic advising and early registration.
- Easy access computers for student use.
- Career exploration activities.
- Transfer assistance and visits to four-year colleges and universities.
- Opportunities for cultural enrichment and leadership training.
- Workshops and support groups.
- Limited scholarships.
- Summer academic program.

Contact: Chris Herman Room E 312
(815) 224-0593

Student Veterans Association. Student Veterans Association meets bi-monthly to connect with veterans transitioning into higher education. Its purpose is to provide education and outreach for student veterans at I.V.C.C. and veterans in the community. The S.V.A. offers a support system for student veterans and promotes awareness of veteran issues.

Contact: Melissa Killian Room E 207
(815) 224-0346
Jeff Spanbauer Room D 304
(815) 224-0254

Transcripts. Transcripts will be released only upon written request by the student. A photo id is required when a transcript is picked up in the office. When another person is picking up a transcript for a student, that person will need a letter signed by the student to release the document and will be asked for a photo id as well.

Contact: Tracy Morris Room C 214
(815) 224-0437

Tuesday Tours. Tuesday Tours for prospective students are offered on the last Tuesday of September, October, November, January, February, March and April. These tours provide an opportunity for prospective students and parents to take a one-hour tour of campus at either 8:30 a.m. or 1:30 p.m. Tours will cover the entire campus and highlight programs and services. Students making reservations may also sign up to visit a classroom of their choice following the one-hour tour.

Contact: Tracy Morris Room C 214
(815) 224-0437

WebAdvisor. WebAdvisor is a Web Interface that allows students to access their personal academic information. Through WebAdvisor students can search for classes to take, register and drop classes, make full tuition payments, view academic course and grade history, and process degree audits on their program of study.

Contact: Tracy Morris Room C 214
(815) 224-0437

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5. Please indicate the number of veterans, military personnel, and spouses or dependents accessing the following programs and services during the 2008-2009 academic year. Please provide the contact information for each program or service offered.

	Veterans	Military Personnel	Families
a. Academic advising	179	unknown	unknown

Contact Name	Juletta Patrick
Department	Counseling Center
Address	Room E 201F
Telephone Number	(815) 224-0381
Email Address	juletta_patrick@ivcc.edu

The Counseling Center offers students comprehensive services that are designed to assist students in attaining their educational goals and to enhance the learning and personal development of students. Services including academic advising and transfer planning, personal counseling and development, career counseling, and educational planning are available to all students and their families.

b. Academic support/tutoring	74	unknown	unknown
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Contact Name	Cathi Nelson
Department	Peer Tutoring Center
Address	Room D 201
Telephone Number	(815) 224-0479
Email Address	cathi_nelson@ivcc.edu

The Peer Tutoring Center is a learning assistance program that helps students meet their goals. The center offers peer tutoring at no extra cost to I.V.C.C. students. Peer tutors provide individual and small group academic support when students need extra help to:

- Develop effective study skills for a course
- Review course material
- Understand daily assignments

c. Campus social events	59	unknown	unknown
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Contact Name	Cory Tomasson
Department	Student Activities
Address	Room E 306
Telephone Number	(815) 224-0509
Email Address	cory_tomasson@ivcc.edu

The Student Activities department complements the student's academic experience through the development of, exposure to, and participation in social, cultural, multi-cultural, intellectual, recreational, community service, and campus governance programs.

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	Veterans	Military Personnel	Families
d. Career services	21	unknown	unknown

Contact Name Sharon Barthelemy
Department Career Services
Address E Lounge
Telephone Number (815) 224-0214
Email Address sharon_barthelemy@ivcc.edu

Career Services specializes in assisting students, alumni, and college district residents with career decision making, career planning, and job search. Individual appointments are available for career guidance and to instruct and advise students on the job search process, including resume and cover letter writing and interviewing skills.

e. Counseling	118	unknown	unknown
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Contact Name Juletta Patrick
Department Counseling Center
Address Room E 201F
Telephone Number (815) 224-0381
Email Address juletta_patrick@ivcc.edu

The Counseling Center offers students comprehensive services that are designed to assist students in attaining their educational goals and to enhance the learning and personal development of students. Services including academic advising and transfer planning, personal counseling and development, career counseling, and educational planning are available to all students and their families.

f. Disability Services	12	unknown	unknown
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Contact Name Tina Hardy
Department Disability Services
Address Room B 204
Telephone Number (815) 224-0284
Email Address tina_hardy@ivcc.edu

I.V.C.C.'s goal is to provide students with helpful, accessible information that will assist the student in successfully navigating their experience at I.V.C.C. The mission of the Disability Services Office is to:

- Serve the needs of qualified students with disabilities by providing equal access to quality education, services, and activities.
- Serve as a resource for faculty and staff to increase their awareness and expertise in the area of disabilities.
- Work with and support other local agencies that provide services to students with disabilities.
- Provide community education regarding program services and disability issues.

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	Veterans	Military Personnel	Families
g. Employment assistance	unknown	unknown	unknown

Contact Name Patty Williamson
Department Financial Aid Office
Address C 222
Telephone Number (815) 224-0440
Email Address patty_williamson@ivcc.edu

Two different types of employment opportunities are available to I.V.C.C. students:

- Federal Work-Study is a federally funded financial aid employment program for students with demonstrated financial need. A variety of on-campus jobs are offered through the Work-Study Program. Student employment enables students to earn money while attending school. All student employees at IVCC are paid the state minimum wage (\$7.75) and are limited to 20 hours of work per week (or less) during enrollment periods.
- College Employment opportunities are also available to students without regard to their financial need.

h. Financial aid assistance counseling (excluding Montgomery GI Bill, IVG, ING, or Post 9/11 Bill)	180	unknown	unknown
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Contact Name Patty Williamson
Department Financial Aid Office
Address C 222
Telephone Number (815) 224-0440
Email Address patty_williamson@ivcc.edu

The Financial Aid staff educates students about financial aid programs, application procedures, responsible management of financial aid funds and fulfilling all responsibilities that accompany being a student, student employee, or an educational loan borrower. The staff is available to answer questions about all aspects of applying for and receiving financial assistance.

i. Health services (n/a)

Contact Name
Department
Address
Telephone Number
Email Address

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Veterans Military Families
 Personnel

- Discuss the V.A. payment process and for CH 30, 1606, and 1607 veterans, explain the enrollment verification process and provide the veteran with directions to either verify monthly enrollments online at the V.A. website or via telephone.
- Strongly encourage the student to apply for federal financial aid and all grants and/or scholarships that are available to the student (I.V.G., National Guard, MIA/POW).

- m. Transition assistance (n/a)
(counseling, housing, etc.)

Contact Name
Department
Address
Telephone Number
Email Address

- n. Veteran student lounge or (n/a)
designated gathering space

Contact Name
Department
Address
Telephone Number
Email Address

- o. Other (please describe) (n/a)

Contact Name
Department
Address
Telephone Number
Email Address

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6. Please provide the estimated range of potential use by veterans, military personnel and their families accessing the following programs and services during the 2013 – 2014 academic year.

	Veterans	Military Personnel	Families
a. Academic advising	247	unknown	unknown
b. Academic support/tutoring	102	unknown	unknown
c. Campus social events	81	unknown	unknown
d. Career services	29	unknown	unknown
e. Counseling	162	unknown	unknown
f. Disability Service Office	16	unknown	unknown
g. Employment assistance	2	unknown	unknown
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)	248	unknown	unknown
i. Health services (n/a)			
j. Mentoring **	10	unknown	unknown
k. Orientation	28	unknown	unknown
l. Tuition assistance counseling	427	unknown	unknown
1. Montgomery GI Bill	193	unknown	unknown
2. Illinois National Guard Grant (ING)	18	unknown	unknown
3. Illinois Veterans Grant (IVG)	217	unknown	unknown
4. Post 9/11	25	unknown	unknown
m. Transition assistance (n/a) (counseling, housing, etc.)			

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	Veterans	Military Personnel	Families
n. Veteran student lounge or designated gathering space **	25	unknown	unknown
o. Other (please describe) (n/a)			

** Discussion is underway for a veteran life space in new building and mentoring.

7. Please provide the estimated range for potential use by veterans, military personnel and their families accessing the following programs and services during the 2018 – 2019 academic year.

	Veterans	Military Personnel	Families
a. Academic advising	340	unknown	unknown
b. Academic support/tutoring	140	unknown	unknown
c. Campus social events	111	unknown	unknown
d. Career services	50	unknown	unknown
e. Counseling	224	unknown	unknown
f. Disability Service Office	22	unknown	unknown
g. Employment assistance	10	unknown	unknown
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)	342	unknown	unknown
i. Health services (n/a)			
j. Mentoring	20	unknown	unknown
k. Orientation	42	unknown	unknown

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	Veterans	Military Personnel	Families
l. Tuition assistance counseling	590	unknown	unknown
1. Montgomery GI Bill	266	unknown	unknown
2. Illinois National Guard Grant (ING)	24	unknown	unknown
3. Illinois Veterans Grant (IVG)	300	unknown	unknown
4. Post 9/11	50	unknown	unknown
m. Transition assistance (n/a) (counseling, housing, etc.)			
n. Veteran student lounge or designated gathering space	50	unknown	unknown
o. Other (please describe) (n/a)			
8. Please indicate which of the following services are provided.			
<input type="checkbox"/> Psychiatrist			
<input checked="" type="checkbox"/> Referral to off-campus support services			
<input checked="" type="checkbox"/> Referral to support services provided by the U.S. Department of Veterans Affairs			
<input type="checkbox"/> Other (please describe)			
9. Please indicate which of the following communication methods are used to inform currently enrolled veterans, military personnel and their families about programs and services available to them.			
<input checked="" type="checkbox"/> Advisor			
<input checked="" type="checkbox"/> College catalog			
<input checked="" type="checkbox"/> Email			
<input type="checkbox"/> Mailing			
<input checked="" type="checkbox"/> Print advertisement			
<input checked="" type="checkbox"/> Web-based advertisement			
<input type="checkbox"/> All of the above			
<input checked="" type="checkbox"/> Other (please describe)			
I.V.C.C. Student Handbook			
Veteran's GI Bill Benefits handout available in the Admissions and Records Office that explain the different V.A. education benefits available to a student.			

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10. Please describe how your institution tracks retention and goal completion of veterans and military personnel.

We don't have a plan in place currently but we plan to tag these students in our system to allow us to track their progress.

11. Please indicate which accommodations are made for students called to active duty during the semester.

X Tuition and fee refund policy

Leave of absence policy

Online options for continuing in the same semester

12. Please indicate which accommodations are made for families of military personnel called to active duty during the semester. (none)

Tuition and fee refund policy

Leave of absence policy

Online options for continuing in the same semester

13. When called to active duty during the semester, would the semester count as a withdrawal?

Yes Student would be dropped for a full refund or, if close to the end of the term,

X No student would have the option of taking a final grade of Incomplete and finishing the coursework by the end of the next term.

14. Does your institution accept military credit?

X Yes

No

15. Does your institution use the *ACE Guide to the Evaluation of Educational Experiences in the Armed Services* in making the determination for accepting credit?

X Yes

No

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16. Does your institution accept Defense Activity for Non-Traditional Education Support (DANTES) credits?

Yes

No

17. Is professional development training related to veterans or military personnel issues available to administrators and faculty?

Yes

No

18. Please provide the URL where an individual may access this survey on your institution's website. Please send the link to Jennifer Timmons (ICCB) at Jennifer.timmons@illinois.gov, Edie Long (DVA) at Edie.long@illinois.gov, and Yock Tan (IBHE) at tan@ibhe.org.

19. Please send a copy of the survey as soon as possible, but no later than **October 31, 2009**, to:

- the Illinois Board of Higher Education;
- the Department of Veterans' Affairs;
- the President and Minority Leader of the Senate;
- the Speaker and Minority Leader of the House of Representatives; and
- The Governor.

THANK YOU

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