An Introduction to Academic Affairs and Student Services

August 14th
2013
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  - Adult Education
  - Transfer & Articulation
  - College to Careers Programs
  - Enrollment management
  - Student engagement
  - Quality Instruction and Assessment
  - Academic and Operations Management

- Plans for 2014 and beyond
  - Vision
The Office of Academic Affairs assures academic integrity for the City Colleges of Chicago in its mission to be a model accredited institution, a destination for accessible higher education, and an economic engine for the City of Chicago.
A Day In the Life of Academic Affairs and Student Services

- **Provost**
  - **District**
    - Accreditation and Compliance
    - Student Engagement
    - Transfer & Articulation
    - College to Careers
    - Enrollment Management
    - Academic & Ops mgmt.
    - Adult Education
    - Instruction and Assessment
- **Colleges**
- **Vice President**
- **Deans**
- **Registrar**
- **Faculty Council**
- **Advising**
- **Athletics**
- **Transfer Center**

- Managing the regulatory reporting submission process
- Addressing External Compliance questions and risks
- Student Government, Clubs and College Programming
- Student policy interpretation
- Managing Wellness Centers and Veteran service and Athletics
- Articulation of transfer, military, international, and prior learning credit; College Transfer Partnerships
- Manage Transfer Centers
- Program Review
- Course & program approval & curriculum development
- Enrollment Outreach and management of call center
- Dual Credit/Dual Enrollment programming and partnering with CPS
- Leading retention and completion initiatives
- Management of CDL district-wide
- Manage academic systems
- Adult Ed – curriculum development, faculty & union discussions
- Planning Faculty Professional development
- Academic policy development and interpretations
- Managing assessment activities, and request for sabbaticals, Tenure Review
Priority Activities Aligned with CCC Goals – At A Glance

1. Increase the number of students earning college credentials of economic value
   - Develop district-wide innovative enrollment, retention, and completion strategies
   - Manage the Higher Learning Commission review process to seek approval for online degree and certificate conferral that will be consistent District-wide
   - Collaborate with faculty on curriculum revisions on pathways, catalogs, assessment, and student learning outcomes
   - Continued alignment of Career Programs and College-to-Careers initiatives
   - Improving the CCC Proposed Academic Change (PAC) process to ensure timely submission of program and course approvals
   - Increasing programming opportunities for student engagement, which supports retention and persistence

2. Increase the rate of transfer to bachelor’s degree programs following CCC graduation
   - Reviewing and revising academic policies and catalog, which will strengthen completion and transfer
   - Increasing CCC student participation in current articulation agreements and partnerships
   - Aligning CCC pathways curriculum with 4-year transfer institution academic programs

3. Drastically improve outcomes for students requiring remediation
   - Collaborate with Reinvention 7 Teams and Math and English faculty to implement accelerated learning initiatives

4. Increase the number and share of ABE, GED, and ESL students who advance to, and succeed in, college level courses
   - Continued expansion of adult education transition programs and improve student progress through curriculum redesign efforts
### CCC Strategies for Success

<table>
<thead>
<tr>
<th>Strategies &amp; Functions</th>
<th>Increasing Relevance</th>
<th>Reducing Time</th>
<th>Increasing Student Supports</th>
<th>Teaching Excellence</th>
<th>Strengthening Operations</th>
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<tbody>
<tr>
<td>Accreditation and Compliance</td>
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<td>Adult Education</td>
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<td>Transfer and Articulation</td>
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<td>College to Careers Programs</td>
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<td>Enrollment Management</td>
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<td>Quality Instruction and Assessment</td>
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<td>Student Engagement</td>
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This table outlines the alignment of various Academics Affairs Department strategies to CCC Strategic Initiatives, including strategies focused on increasing relevance, reducing time, increasing student supports, teaching excellence, and strengthening operations.
### Examples of Academic Affairs and Reinvention Implementation of Strategic Initiatives

<table>
<thead>
<tr>
<th>Description</th>
<th>Adult education network</th>
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<tr>
<td>• Increased the number of Adult Education Off-campus sites.</td>
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<table>
<thead>
<tr>
<th>Description</th>
<th>Credential guidelines</th>
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<td>• Decentralized the credentialing and hiring of faculty to the colleges with President and VP make the final decision</td>
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<thead>
<tr>
<th>Description</th>
<th>Holistic placement</th>
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<tr>
<td>• Piloted use cognit. &amp; non-cognit. assessments to better place students &amp; prescribe support programs based on profile</td>
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<tr>
<td>• Implementation of a suite of support programs and a new college success seminar for the Adult Education Student with college aspirations</td>
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<tr>
<th>Description</th>
<th>GradesFirst</th>
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<td>• The implementation of a district-wide Early Alert system</td>
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<thead>
<tr>
<th>Description</th>
<th>PAC process</th>
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<td>• Working together with faculty to make the PAC process more transparent and aligned with external approval agencies</td>
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<tr>
<th>Description</th>
<th>Reinvention⁷</th>
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<tr>
<td>• The vetting of curriculum, course sequencing, prerequisites and catalog revisions with faculty to strengthen pathway alignment</td>
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<th>Description</th>
<th>Tenure process and TAP</th>
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<td>• Launched a new tenure program focused faculty talents of teaching and where the college president has the final recommendation for tenure decision</td>
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Accreditation and Compliance

At a glance:

• Liaison for all regulatory, accreditation, and academic compliance matters
• Mitigate risk relative to any state, federal, regional or specialized accreditation agency requirements or regulatory audits

FY13 Performance and Accomplishments

• Recently completed Part I of the FY13 ICCB recognition visit for all colleges, including compiling required academic and financial reports and audit with minimal findings
• Developed regulatory review processes for 12 Health Sciences Programs
• Received 10 years accreditation for the Malcolm X College Surgical Technology Program for the first time since the Program’s inception.
• Created the first Compliance and Accreditation document repository on Blackboard

Goals

• Ensure 100% regional accreditation of all colleges for those Colleges who will be examined in FY14
• Ensure three (3) programs are approved by specialized accreditation agencies in FY14
• Ensure continued compliance with ICCB external and internal audits related to all programs, courses, policies, and procedures for FY14
• Provide compliance training for the Reinvention 7 Team in fall 2013
Adult Education

At a glance:
- Oversee English as a Second Language (ESL), Adult Basic Education (ABE), and Adult Secondary Education (ASE) classes at six colleges/satellite locations and 70 off-campus locations
- Adult basic education and adult secondary education classes aim to get students the GED
- Approximately 35k students

FY13 Performance and Accomplishments
- From FY12 to FY13, 33% increase in rate of transition (to 989), driven by growth in Gateways and bridge programs
- From FY12 to FY13, 21% increase in GED credentials earned (to 966)
- Over the past year, added 30 new off-campus locations
- From FY12 to FY13, enrollment up by 5% (to 36.7k students)
- Drop in level gains by 2 percentage points

Goals
- Transition 1105 students from AE to credit in FY14
- Ensure that 1009 students attain the GED in FY14
- Continue upwards trajectory of enrollment
- In FY14, achieve level gains growth of:
  - 37% for ABE
  - 33% for ASE
  - 41% for ESL
Transfer and Articulation

At a glance:
• Leads transfer center directors & advising teams in initiatives to optimize transfer
• Represents City Colleges in transfer partnerships starting in HS through university completion
• Oversees student support systems: GradesFirst, Transfer Equivalency System, iTransfer
• Ensures successful awarding of college credit to students transferring in and out, including:
  • Prior learning
  • Military credit
  • International credit

FY 13 Performance and Accomplishments
• Seven new Transfer Center Directors report that 11,141 students indicated transfer intent in advising appointments
• 3859 students (duplicated) attended transfer fairs
• 98 different universities attended CCC sponsored fairs; 46 made over 600 recruitment visits
• Implemented district-wide systems that integrate advising, tutoring, and faculty

Goals
• Increase the rate of transfer growing from 42% in 2014 to 55% in 2018
• In FY14, capture transfer intent in all advising appointments and offer professional development training for transfer advising
• In FY14, increase participation in current transfer partnerships and promote Pathway Initiative to universities; expect to enter into at least 12 new partnerships
• Improve student service in evaluating credits for incoming transfer students; goal is to evaluate credits within 2 weeks of request
College to Career Programs

At a glance:
• Oversee academic program development and approval, including ICCB submittal
• Work with faculty to enhance internal course Proposed Academic Change (PAC) process
• Oversee compliance for Perkins grants; Drive alignment with College to Careers imitative
• Ensure Career Programs’ academic offerings align with College to Careers initiative

Goals
• Support organizational goal to increase the number of students earning college credentials of economic value by ensuring that 100% of current C2C pathways have new ICCB-approved courses and programs
• Ensure that all new C2C programs include options that enhance students’ ability to transfer to four-year institutions
• Ensure district-wide discipline meetings for a all C2C programs

FY13 Performance and Accomplishments
• Rigorous, expedient internal approvals
• New C2C course/program development
  • Insurance courses reactivated
  • Health Sciences BCs approved
  • IT Problem Solving course approved
  • Welding BC submitted for approval
  • TDL programs submitted for approval
    • TDL AAS features embedded practical experience as well as enhanced transfer option
• All FY14 Perkins Plans approved by ICCB
• Standardized FY13 ICCB Program reviews for Career programs

Increasing relevance
Enrollment management

At a glance:
• Oversee enrollment including recruitment, retention and completion initiatives
• Work to harmonize and improve college registration processes, including application
• Oversee first year experience programs including College Success Seminar
• Oversee Early College programs including Level Up, Dual Enrollment, Dual Credit

FY13 Performance and Accomplishments
• Summer 2013 developed new structure of Enrollment Management to incorporate recruitment, retention and completion initiatives
• Completed hire of call center staff to assist with fall 2013 efforts
• Accomplished completion goal of 12% for IPEDS 2010 cohort in FY13
• Recruited over 11,000 new prospects district-wide for fall 2013

Goals
• Increase credit enrollment to 62,744 for FY14
• Increase retention rates from Fall 2013 to Spring 2014 to 66.9%
• Increase completion rates to 13% in FY14
• Incorporate all academic pathway maps into the college success seminar curriculum by fall 2014

Increasing student support
Student engagement

At a glance:
- Oversee programs for Student Engagement, Wellness, Veterans, Disabilities, and International students District wide
- Oversee athletics programs, Student Government Association, Clubs and develop student engagement programs, events and activities in concert with the college campus.
- Oversee student retention, persistence and completion by student engagement programs, faculty, staff and administrators

FY13 Performance and Accomplishments
- Opened Veteran’s Resource Centers and hired Veteran Specialist and VA Certifying Officials full-time to support Veteran students – 18,049 duplicated serviced
- 10,000 unduplicated contacts for the Wellness Centers and 28,000 duplicated attendees at Wellness events
- Received 2 year recertification district wide for International students approved by Homeland Security
- Partnered with the Mayor’s Office to implement the Service to Success scholarship program

Goals
- Developed, coordinated, and scheduled District wide Welcome Week for credit, evening and Adult Ed students along with the campus for Fall 2013
- Scheduled district wide FY14 program calendar (i.e., SGA Summit, Minority Male Leadership and other programs/events)
- Provide concentrated support service for student athletics to increase completion and transfer for FY14
- 100% of SGA executive leaders attending ICCB in Springfield and attending the National SGA Leadership conference
- 100% of veteran students assigned a dedicated academic advisor for FY14
Quality Instruction and Assessment

At a glance:
- Oversee compliance of district-wide tenure processes
- Coordinates Tenure Assistance Program (TAP)
- Leads district-wide faculty professional development
- Oversee district-wide assessment activities

FY13 Performance and Accomplishments
- Launched the new tenure process and the TAP program (fall 2013) for over 30 new faculty members
- Coordinated 2013 District-wide Faculty Development Week
- Developed 20-hour New Faculty Orientation Seminar for tenure track faculty
- Completed assessment guide for developing program-level student learning outcomes

Goals
- In FY14, launch the new tenure process that will:
  - Improve the quality of instruction through the TAP and professional development modules
    - Coordinate with College CTLs
    - Implement Second Semester Seminar
    - Coordinate Mentor Programs
    - Revise Student Course Evaluations
    - Develop Faculty Satisfaction Surveys
    - Train college administration on classroom observation
- Improve participation rates in course- and program-level assessment efforts
Academic and operational management

At a glance:
• Responsible for creating course schedules, academic catalog, and student policy manuals
• Collaborates with Research, OIT and Finance to improve student support services and operationalize policy and procedures
• Oversee Center for Distance Learning which supports each college with online learning delivery
• Acquisition and management of grants from state/federal sources

FY13 Performance and Accomplishments
• Launched a news and digital literacy program with USA TODAY and Reading Faculty
• Developed new policy and practice for students to declare program focus area and pathway
• Established world language testing options for students to fulfill the world language requirement
• Collaborate with faculty to develop additional IAI approved courses
• Lead the coordination of all catalog revisions and the organization of Fall & Spring courses

Goals
• Support student access and success by improving student facing business processes, policies and resources.
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