Core Component 1-C
Understanding of and support for the mission pervade Carl Sandburg College.

Accessible, Quality Education
1.c.1 Process: Carl Sandburg College was awarded a TRiO Student Support Services (SSS) grant in 1997. SSS is a federal grant directed toward low-income, first-generation College students. Because the College’s mission is to provide accessible, quality education, the board and administration believed its constituents deserved this program.

Outcomes: Since this grant was initially awarded, it has been renewed twice. Every seven years records are shredded, so there is no documentation from 1997-2002 on file. Current records show 426 students have gone through the program since 2003. SSS students are retained at higher rates and graduate at higher rates than the regular College population.

Evaluation: Continue with this very valuable program.

1.c.2 Process: Faculty Assembly is held on a monthly basis during the spring and fall semesters, in order to stay informed about departmental information, procedural changes, along with curriculum needs and assessments. Faculty Assembly meetings allow for advisory input as to best practices, student needs, and development of the educational experience. Through the shared governance model, faculty provide an advisory role in decision-making for the institution. In addition, a faculty member is appointed to serve on the Board of Trustees.

Outcomes: Specifically all curriculum changes go through Faculty Assembly even though the Curriculum Committee and Faculty Council have already approved them. With that being said, changes still can occur in Assembly. It does not happen often, but there have been cases where the greater College community has felt strongly about a particular change and felt it needed either greater discussion or a specific change before being approved. The College believes this process allows for a robust discussion to occur on the most
primary of its purposes, which are curricula. It is believed this process improves the quality of education at CSC because of the wide involvement in the decision-making process. Additionally, it creates ownership among the faculty for the curricula the College provides.

In addition, all policy changes go through the faculty review process for presentation to Faculty Assembly. The most recent example of changes as a result of Assembly was an Information Technology Security issue. Regulations and procedures, which have direct bearing on the academic function of the institution, go through the faculty review process as well.

**Evaluation:** *Continue with current process.*

1.c.3 Process: *The Instructional Team* meets on a regular basis in order to assess and evaluate the academic needs of the institution.

**Outcomes:** The role of the Instructional Team is to provide input in decisions regarding the academic function of the College. Under the direction of the vice president of academic services, team members help guide the College to make sound decisions concerning students. Input comes from across the geographic district and across the areas of transfer, career, and continuing education. The deans, associate deans, and a representative from student services work to gather input from the teaching faculty, the student services area, and other areas of the College, including the library. Topics covered include scheduling, long-term academic planning, curriculum planning, and faculty needs and issues. Although not directly referred to in the Board Policy Manual, this team provides needed organization to fulfill the mission of the College.

**Evaluation:** *For 2010-2011, evaluate membership to ensure all areas of instruction are adequately represented.*

**Caring Environment**

1.c.4 Process: The *Campus Refresh Project* is an on-going initiative to improve campus facilities across the district. Improvements to the academic classrooms, faculty offices, and student/public spaces such as lobbies and dining centers will enhance the educational experience for internal and external constituents. Projects are based upon three phases of work, with a strategic plan followed and executed.
Outcomes: The classroom facilities and many of the public spaces on campus had not been refreshed since the College began in the early 1970s. Consequently, many areas were in need of updating and new furniture. Additionally, based upon the research of Noel-Levitz, Inc., the College wanted to take a thoughtful approach to this renovation and to create a collegial atmosphere which encouraged students to congregate and remain on campus.

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| **Phase I** (Completed) | 1. New classroom furniture in all classrooms at the Galesburg Campus.  
2. New carpeting and paint for all classrooms at the Galesburg Campus.  
3. New furniture for all faculty offices at the Galesburg Campus. |
| **Phase II** (Completed fall 2009) | 1. New furniture and paint for all common seating areas for students at the Galesburg Campus.  
2. Dining Center Remodel—new furniture, theme, carpet, and paint.  
3. External signs leading to the Galesburg campus added  
4. Men and women’s locker rooms refreshed with new carpet, paint, doors and seating surfaces. |
| **Phase III** (Completed fall 2009) | 1. Branch Campus and Education Commons in Carthage—Refresh needed furniture, carpet and paint. |

Evaluation: Continue with refreshing as feasible and necessary. The development of a fiscal plan to meet the challenges of the needs identified in the Facilities Master Plan should be considered and developed.

Learner's Needs at the Center of Decision Making

1.c.5 Process: Student, staff, and faculty representatives to the board provide the trustees with information in regard to decision-making. The student trustee participates in closed sessions as an advisory member. Faculty and staff representatives are advisory as well but do not go into closed sessions.
Outcomes: Carl Sandburg College was one of the first community colleges in the state of Illinois to include a student trustee on the Board of Trustees. The College has always believed it is vital to have student representation as well as faculty and staff representation at the Board of Trustee meetings. The student, staff, and faculty representatives are able to bring unique perspectives to the Board and provide key links to the greater College community.

Evaluation: Continue with this process.

1.c.6 Process: There are monthly department and committee meetings which provide a forum for faculty to share ideas and communicate college-wide news and information. Department meetings in particular allow each area to discuss more in-depth specific needs for each area.

Outcomes: Department meetings occur monthly and provide a forum for communication about the College in general and an opportunity for faculty to come together to discuss issues pertaining to a specific department. Topics vary from development of courses to technology and teaching to policy issues within the institution. Based upon the minutes of those meetings it is evident that student needs are continually being considered and addressed.

Evaluation: Continue with this process, but improve the flow of information from Instructional Team to all department meetings.

Partnerships within the College

1.c.7 Process: Internal constituents who provide services to students also understand and support the CSC mission. The CSC Bookstore is under management of the College Book Stores of America, Inc.

Outcomes: Bookstore facilities are accessible to all students by having services in Bushnell and Carthage as well as at the Galesburg campus. The bookstore has extended hours at the beginning and the end of each semester to accommodate students. Buy-backs are only offered at the end of each semester and occurs during finals week. Textbooks are a significant expense to students and remain an area of concern for the College. In addition, the College does put this contract up for bid on a regular basis to ensure that it is receiving the best cost possible for the service.
The book buy-back has become a bit of a problem. The bookstore likes to conduct the buy-back during the last week of finals because they have the most opportunity to get books, but many students are still using their books during that time and do not want to sell them. The College is continuing to work with the bookstore to create a schedule for buy-backs that accommodates the students and the bookstore.

In spring 2010, the bookstore will begin offering eBooks for a select few classes. This option will be monitored to evaluate its success.

**Evaluation:** *Maintain this partnership, but continue to explore ways to ensure student needs are met. The bookstore will implement a rental program in the fall of 2010. This is yet another way the College can address these issues. The Bookstore will also sell eBooks to students starting fall 2010.*

**1.c.8 Process:** The College contracts with Consolidated Management to provide [food service](#) on The Main Campus in Galesburg for staff and students.

**Outcomes:** As a means to better serve students, two locations are available at The Main Campus. The Loft, or main dining center, offers a full menu of breakfast and lunch items and is open from 8:00 a.m.-1:30 p.m. with a shortened schedule on Fridays. The Cyber Café has a smaller menu and is open from 9:30 a.m. until 6:30 p.m. for students taking evening courses. Both locations offer seasonal promotions for students, faculty, and staff. The food service contract also includes providing the meals for the Children’s School, a much appreciated benefit to the program. In addition special event catering is provided through the food service contract. [Consolidated Management conducts surveys](#) of the students to determine quality and price of food. Overall, the surveys speak well of the services provided by Consolidated Management. The College does bid this contract on a regular basis to ensure that it is receiving the best cost possible for the service.

**Evaluation:** *Continue this process. Food service is typically a money loser on community college campuses. Consolidated Management has done a good job in making the operation as cost effective as possible, however, additional ideas will always been needed.*