

89% of CSC staff surveyed agree or strongly agree that internal and external constituencies value the services Carl Sandburg College provides

## **Core Component 5-d**

*Internal and external constituencies value the services Carl Sandburg College provides.*

### **Internal Constituencies**

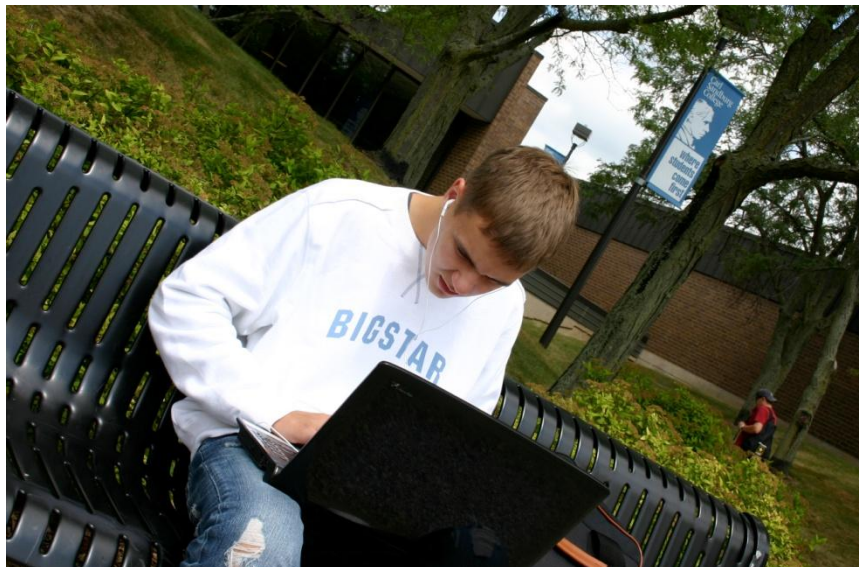
**5.d.1 Process: Instructor Evaluations** reflect student appreciation of the educational quality provided by faculty. Tenured, non-tenured, and adjunct faculty are evaluated.

**Outcome:** As a result of evaluations, instructors will adjust and modify the course in an effort to increase student learning. Many instructors restructure their courses after reviewing their evaluations.

**Evaluation:** *Continue with this process.*

**5.d.2 Process:** The [ACT Evaluation-Student Survey](#) indicated student satisfaction with service, academic programs, and other areas measured.

**Outcome:** CSC administered the Student Opinion Survey from ACT to a random sample of students in 2003, 2005, and 2007. The survey results consistently revealed that CSC students were generally as satisfied as the national norm of Community College students.



ACT Evaluation Survey Comparison 2005-2007		
Areas of Interest	Level of Satisfaction Change	College Response
Cultural Programs and Activities	Improved consistently between 2003-2007 (came of the bottom five list)	Increased campus cultural programs, YFU, International Fair, etc.
Personal Security Safety on Campus	Decreased between 2003 (4.01) and 2007 (3.84)	Video monitoring, crisis/emergency plan, student/faculty notification system, etc.
General Condition of the Campus	Decreased between 2003 (4.2)-2007 (4.08)	Campus Refresh Projects
Classroom Facilities	Decreased between 2003 (4.07) - 2007 (4.06)	Classrooms were repainted, new carpet, new desks, etc.
Athletic Facilities	Increased between 2003 (3.55)-2007 (3.62)	New gym floor, scoreboards, score table, paint, and carpet. The Fitness Center was also constructed during the evaluation period.
Course Availability	Increased from 2003 (3.60) to 2007 (3.72)	Reviewed schedule and adjusted times offered also made an effort to cancel fewer low enrollment courses
Student Government Association	Increased from 2003 (3.33) to 2007 (3.44)	The College has made efforts to increase student participation
College Activities	Increased from 3.54 (2003) to 3.62 (2007).	Additional funds were provided to support student activities
Study Areas	Decreased from 4.05 (2003) to 3.93 (2007)	Refreshed furniture in study areas and improved lighting
Housing	Increased from 2003 (3.14) to 2007 (3.33)	This improvement is more than likely a result of CSC staff assisting students in the housing process.

**Evaluation:** *Continue with survey.*

**5.d.3 Process:** Students nominate faculty for the “Faculty of the Year” awards each spring semester demonstrating the value they place on instructional styles and methods. The awards are for full-time faculty and

adjunct faculty. There is one award each year for each group. The award is presented at the commencement ceremony in May.

**Outcome:** For the past five years an average of 15-20 faculty members receive nominations. Past recipients (2008, 2009) were asked how receiving this honor affected them. Below are their responses.



*Well, it made me feel that what I do here as a teacher makes a difference. The thought that a student would even take the time to nominate a teacher is an honor in itself. I'm proud to have received the award, but it's even more satisfying to know that I affected someone in a positive way. It has only made me want to work harder at being an effective teacher. I also believe the fact that it happened here at CSC where I was once a student also makes a statement on the kind of teachers we have here, because if it weren't for many of these people, I wouldn't be here.*

*D. David Burns, Biology Instructor  
2008 Faculty of the Year*

*I can identify three main areas where this award has influenced me. One, I feel a responsibility to live up to myself. If I was all that last year, I can't let the students down now. I also feel more confident in my ideas, more creative. When I have a new idea concerning presentation of an assignment or concept, I am more likely to deviate from my old patterns and take some risks. Lastly, personally, I feel I really belong here now. Since receiving the award, I feel I have been fully accepted into a group of extraordinary teachers.*

*Lisa Mohr, Art Instructor  
2009 Faculty of the Year*

**Evaluation:** *Continue with this program. It provides public acknowledgment of outstanding teaching and the College wants to reinforce this with its own constituents as well as with students. Additionally, it gives students a mechanism to provide input on their faculty and to say "thank you" to those faculty who have gone over and above the call of duty!*

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### ***External Constituencies: Testimonials***

- “The Western Area Career System is a cooperative of 15 high schools that develop career and technical programs and activities for its member districts. This includes student events and career and technical course offerings. Carl Sandburg has been an important partner in helping us provide both career development activities and career and technical classes to area high school students.”

*Joyce Taylor, Director, Western Area Career System #265*

- “In my role as Regional Superintendent of Schools for Hancock and McDonough Counties, I have a close association with the administration of the G.E.D. testing program in Hancock County. I have served as a Chief Administrator for the program, I have given the test in years past to the general population, and more recently, I have administered the test to students who qualify for special needs accommodations. Nearly all of the registrants tested at our Hancock County testing site participate in the Adult Education program of the Carl Sandburg College, located at the Carthage Campus.

*Gary Eddington, Regional Superintendent, Hancock/McDonough Regional Office of Education #26*

- “Due to the increased use of Microsoft Office (Word, Excel, PowerPoint, and Outlook) by the staff at OSF St. Mary Medical Center, we felt it was necessary to provide training on these applications. The instructor did an excellent job preparing and presenting the information to the staff. She tailored each training session to meet the needs and skill levels of each class. I would definitely recommend this type of training to any business.”

*Kory Tinkham, Local Systems Analyst, OSF Healthcare*

- “It is important to communicate effectively with the growing Hispanic population in our market place to better understand and communicate the needs of the homebuyer. The facilitator for Spanish for Real Estate Professionals was awesome! She had prepared a list of real estate terms exclusively for our course, she was patient, and connected well with the participants.”

*Christine Denisar, Branch Manager, Wells Fargo Bank*

- “I contacted Carl Sandburg College because I had some very specific computer training needs for employees and felt none of the classes that

were being offered met those needs. I expressed to the instructor the desired outcome of the training program, and she was able to develop a custom training program. The instructor kept me abreast of the employees' progress and their strengths and weakness and made further recommendations. The employees really appreciated and benefited from this customized training because it helped them do their specific job better and more efficiently."

*Lori Stufflebeem, Marketing Manager, Dick Blick Art Materials*

- "In the construction industry we are required by OSHA to provide an annual refresher for our waste site workers. I contacted Carl Sandburg College and they were able to provide us with a professional instructor who developed an excellent program to keep us in compliance. The one day course is lively and up to date with the current changes in the OSHA requirements."

*John D'Albora, Safety Manager, Gunther Construction Company*

- "Carl Sandburg College is an invaluable asset and ally in the ongoing development of our community. In addition to their highly regarded educational mission, the College offers a wide variety of programs designed to enhance economic development in the areas served by the institution. Staff and faculty are actively engaged in the development process, and the College commits substantial resources to this effort. CSC is considered as one of the leading contributors to our economic vitality."

*Bob Maus, President of the Galesburg Area Chamber of Commerce*

### **Evaluation: *Continue being active in the district.***

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#### ***External Constituencies Participate in CSC Activities***

**5.d.4 Process:** Carl Sandburg College initiated and hosted a ***Sustainable Energy Education Summit*** to discuss regional needs for workers trained in operations and maintenance of renewable/sustainable energy production facilities. Fifteen area businesses attended the initial summit.

**Outcome:** As a result of the Sustainable Energy Education Summit, Carl Sandburg College moved forward with initiating a new Associate in Applied

Science degree program titled Renewable Energy Technology. However, due to the lack of jobs in the area, there has been little enrollment.

**Evaluation:** *Discontinue the Renewable Energy Technology Program for the immediate future, however, consider later if jobs materialize in that field.*

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**5.d.5 Process:** Automotive Performance Club hosts an annual free “*Cruise In*” each spring, inviting area auto customizing enthusiasts to display their vehicles, with the general public invited to view the vehicles on display. 2010 will be the 8<sup>th</sup> year for this event.

**Outcome:** There are approximately 60-80 cars displayed each year, with approximately 400 people attending the event to view the vehicles.

**Evaluation:** *Continue with this process.*

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**5.d.6 Process:** Allied Health Programs have *students located in 70 health care facilities* throughout Illinois and Iowa.

**Outcome:** These external constituencies provide not only learning opportunities but also are a way to stay updated on accreditation standards. Those updates drive some of the curriculum changes to ensure students are learning the most up-to-date material/guidelines.

Number of students placed yearly in clinical rotations:

80-Associate Degree Nursing students

80-Practical Nursing students

32-Radiologic Technology students

7-Diagnostic Cardiac Sonography students

18-Medical Sonography students

10-Medical Assisting students

13-Magnetic Resonance Imaging students

8-Computer Tomography students

4-Nuclear Medicine Technology students



**Evaluation:** *Continue with this process.*

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## *External Constituencies Values Use of Facilities and Services*

**5.d.7 Process:** There are many [area nonprofit organizations that are in need of meeting space](#). Because CSC feels so strongly about being a valuable asset to the community the College frequently opens its doors to area organizations. Examples of such organizations are listed below.

- Support Group for African American Affairs scholarship dinner
- Dr. Martin Luther King, Jr. Celebration Committee
- City of Galesburg Recreation Division
- Knoxville Youth Program
- DARE Program
- Dept. of Health and Human Resources
- Kuk Sool Won
- Prairie Players
- Choral Dynamics
- Civil War Discussion Group
- Galesburg High School CUSD #205
- ISU Motorcycle Safety
- Knox County Health Department-Red Ribbon Classic
- WING-Western Illinois Nature Group
- Community Hospices of American
- University of Illinois Extension Center
- Knox County Association for Home and Community Education
- Area high schools, i.e. ROWVA High School After-Prom Event

**Outcome:** The College's [Use of Facility questionnaire](#) has been sent out for the last year in hopes of gathering data regarding how the College is meeting the needs of the community. Although the response rate has not been as high as anticipated, written comments provided by patrons are positive.

**Evaluation:** *Continue with this process.*

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**5.d.8 Process:** In honor of the 40<sup>th</sup> anniversary of Carl Sandburg College, a special recognition award and event were established. ***The Founders Circle Award*** is presented in recognition of outstanding service and leadership to CSC by alumni and friends of the institution and presented during the annual Founders Dinner. The dinner serves as a means for stewardship and fundraising, as proceeds from the event are used to fund two (2) Founders

Scholarships. The Founders Award has served as a means to celebrate the history made as an institution and to thank and recognize those individuals who have played key roles in the development and continued growth of CSC.

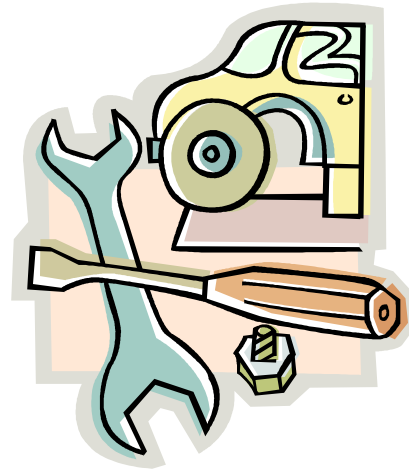
**Outcome:** The Founders Award was first given out in 2006. To date, 13 people have received the award. The 2009 committee included the director of the CSC foundation, director of marketing & public relations, president, the College historian and a retired faculty member, who reviewed potential nominees for the award; then that committee presents the names to the CSC Foundation for approval. Alumni do not vote on the award. The student recipients for the Founders Scholarship are selected by the Foundation's scholarship committee from the application pool.

**Evaluation:** *Continue with this process.*

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**5.d.9 Process:** The Automotive Technology program provides services to the public for *automotive servicing and repairs*. The program charges cost of the parts only.

**Outcome:** In a given year the Auto Tech program repairs around 280 vehicles, which belong to automotive students, faculty, and the general public (usually made up of students attending CSC). Verbal feedback from clients, especially students who do not have jobs or have low paying jobs, has indicated many times that without the CSC Auto Tech Program repairing their automobile they would not be able to continue to come to CSC. Also, many written thank you cards have been received from customers.



In terms of cost savings, one example is of a young woman who had her intake gasket and water pump repair quoted on a 1998 Chevrolet Lumina at a dealership for \$1,150 and then brought the car to CSC because she could not afford the repair. The CSC Auto Tech program students fixed it for under \$100.

**Evaluation:** *Continue with this process.*

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**5.d.10 Process:** Galesburg hosts “Railroad Days” each June and the Foundation sponsors a [Train and Toy Show](#) at the College. The Railroad Days event requires a large area with ample parking to provide the miniature train and toy show and the College seemed a logical venue. Any money raised from this show goes to the CSC Foundation and is used for student scholarships.

**Outcome:** The College generally hosts over 2,000 people on campus for the weekend Train and Toy show. No proceeds from the Train and Toy Show go to the Railroad Days committee. Rather, all proceeds go to support CSC scholarships. In 2009, the College raised approximately \$12,000 for scholarships.

CSC has also hosted a number of other community events including but not limited to, recurring annual usage by the City of Galesburg Recreation Division; DARE Program; Kuk Sool Won; Prairie Players; Choral Dynamics; Civil War Discussion Group, Support Group for African American Affairs, Dr. Martin Luther King, Jr. Celebration Committee, Knox County Health Department-Red Ribbon Classic, etc.

**Evaluation:** *Continue with this event. This is an outstanding event that brings hundreds of people to the campus as well as generates thousands of dollars for the Foundation.*

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