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Illinois Community College Board

04/07/2023
Dr. Tim Taylor, President
Shawnee Community College
8364 Shawnee College Road
Ullin, Illinois 62992-9725

Dear Dr.Taylor,

The Illinois Community College Board (ICCB) is mandated by the Illinois Public Community College Act (P.A. 78-669) to coordinate a statewide program review system, by which instructional programs are reviewed once every five years by their respective institution. The purpose of Statewide Program Review is to 1) support strategic campus-level planning and decision-making related to instructional programming and academic support services, 2) support program improvement, and 3) support the delivery of locally responsive, cost-effective, high-quality programs and services across Illinois' community college system. For fiscal year 2021, the following instructional program areas were reviewed.

I. Career and Technical Education (See program review schedule for full listing).
II. Academic Disciplines: Social Behavioral Sciences
III. Student Services: Business Services, Athletics, Student Activities
IV. Cross-Disciplinary Instruction: Vocational Skills

This summary report documents feedback from the ICCB staff for Shawnee Community College's program review submission completed in fiscal year 2021. For each area of review, feedback has been provided by ICCB staff and has been included in the following summary report. Feedback has been generalized and may not encompass specific and measurable corrective actions, though in some places specific recommendations are provided. The expectation is that colleges will consider this feedback and ensure it is incorporated into their ongoing reviews.

If you believe this summary reflects any factual errors or if you require clarification, inquiries should be directed to ICCB.programrevewsubmission@illinois.gov and an ICCB staff person will respond accordingly. Thank you to the faculty and staff for the hard work that was completed to compile this report for the statewide review.

Sincerely,
Jennifer Foster
Jennifer Foster
Deputy Executive Director
Illinois Community College Board

CC: Kristin Shelby

Summary Report: Program Review Feedback for Shawnee Community College

I. Career and Technical Education Programs

Need:
Shawnee Community College sufficiently addressed the indicators of program need for all five program areas reviewed. The college utilized labor market information (LMI) from the ICCB 2021 Economic Impacts and Student Employment Outcomes report, EMSI, the Illinois Department of Labor, LWIA 26 Occupation Predictions, and the U.S. Bureau of Labor Statistics. Additionally, review of program needs resulted in some actions and modifications. The college's Automotive program is working to regain its accreditation with the National Automotive Technicians Education Foundation (NATEF), and the college is considering changing the Social Work degree from an Associate of Applied Science degree to an Associate in Arts degree. Finally, the Direct Support Provider program was placed on in active status and was not offered during the review period. In terms of recruitment, the college utilizes traditional means, including the Shawnee Experience, CTE Day, high school visits, and social media. The college also noted that advisors serve a dual role as recruiters when visiting high schools.

Cost:
Shawnee Community College sufficiently addressed the cost effectiveness of its programs. Overall, students are responsible for tuition, fees, a technology fee, books, and other supplies, including uniforms. While the programs reviewed are primarily institutionally funded, the college does utilize some funds from Perkins to offset costs for instructional supplies and equipment. Additionally, Perkins V assistance is available to all CTE students. In an effort to increase cost effectiveness, the college is actively seeking grants for CTE programs and plans on purchasing a truck driving simulator that will potentially save on the cost of fuel, repairs, and upkeep. The college also hopes to contract with a tool company, so students in the Automotive program can build a toolbox gradually over the course of the program. The college increased the cost effectiveness of the Occupational Therapy Assistant by offering it as part of a consortium with another community college.

Quality:
Shawnee Community College sufficiently addressed the indicators of program quality in their review. Overall, student and employer satisfaction is high. The Truck Driver program has a 98 percent pass rate, and the college became Federal Motor Carrier Safety Administration (FMCSA) accredited last fall. The Occupational Therapy Assistant program also has an excellent completion rate, and in 2020, the pass rate for the National Board for Certification in Occupational Therapy (NBCOT) certification was 100 percent. Additionally, the college offers dual credit classes at several local high schools and work-based learning opportunities. The college has an articulation

agreement with Southern Illinois University Carbondale for students in the Automotive program. The college is also seeking articulation agreements with the University of Illinois at Urbana-Champaign, Southeast Missouri State University, Southern Illinois University Carbondale, and Murray State for the Social Work program. However, the college noted that there are no program completers in the Social Work program. Finally, the college noted that full-time faculty receive professional development opportunities throughout the year and are also encouraged to seek out opportunities that can be paid for with Perkins funds. However, the college does not mention any opportunities for adjunct faculty.

> ***Recommendation 1:*** *The ICCB recommends that the college place a concerted effort on offering industry recognized credentials for students in the Automotive program. Earning industry-recognized credentials allows students to demonstrate mastery of certain skills, meet graduation requirements, and earn a livable wage while pursuing additional education.*
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> ***Recommendation 2:*** *The ICCB recommends that the college continue placing a concerted effort on establishing formalized articulation agreements with local four-year universities.*
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> ***Recommendation 3:*** *The ICCB recommends that the college thoroughly assess and mitigate the barriers impacting the Social Work program to effectively support current students and assist in program completion.*
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> ***Recommendation 4:*** *The ICCB recommends that the college provide adjunct faculty with access to all professional development and/or training opportunities.*

II. Academic Disciplines: Social Behavioral Sciences

Need:
The college has justified the need for the discipline. The courses offered satisfy the general education and elective requirements for the A.A., A.S., A.G.S., and A.A.S. degrees, as well as many Career and Technical Education Certificates. Course and curricular additions, modifications, and discontinuations are considered through their faculty, department chairs, college-wide curriculum committee, and academic leadership.

Cost:
Salaries and benefits for faculty are the primary operational expenses for the discipline. The institution utilizes both full- and part-time faculty. Costs are monitored by the departments and deans for each academic department through access to the annual financial report.

Quality:

The college offers traditional face-to-face, hybrid, and online (both synchronous and asynchronous) courses in a variety of traditional and accelerated formats. The college offers 12 courses in this academic discipline, all which meet the criteria for transfer coursework articulated to the baccalaureate level. Faculty monitor and assess the quality of all courses. Faculty identify "at-risk" students through a Retention Alert program, as well as through referrals through various student services and support offices, such as tutoring, the writing center, and disability services. Students can access support services through the Student Success Center.

III. Student Services: Business Services, Athletics, and Student Activities

Business Services:

Bookstore: The Shawnee Community College Bookstore offers supplies, apparel, transportation passes, computer software, and laptops. Per the prior review update, the bookstore has implemented a new enterprise resource system which assists with orders and billing. The program aims to provide low-cost options to students and offer purchasing and delivery options. A challenge noted is the issue of getting returned rental items back by the deadline. The action steps noted address this issue by having students sign an agreement prior to rental and communicating due dates.

> ***Recommendation:*** *The ICCB recommends reviewing methods for online tracking of rental items with a system that would have capacity to send automatic emails with reminders and notice of overdue rental items. The program may also want to consider implementing late fees to ensure that books are returned by the deadline.*

Bursar: The Business Office handles student account and billing functions, provides class schedules, provides financial aid distributions, and other related functions. Since the last update, the office has implemented an ERP system which provides an online portal for students. The portal also allows students to set up online payment plans. A challenge noted by the office is that inability to offer payment plans for old balances. The office intends to contact the payment plan provider, Nelnet, to discuss options for payment of prior semester balances.

> ***Recommendation:*** *The ICCB recommends researching other potential options to handle prior semester balances. Nelnet payment plans are set up by semester and do not allow an option for past due balances to be carried forward in most cases. Given this limitation, there may be internal processes that can be implemented to allow students to make arrangements to pay a past due balance directly with the college if they are not able to pay the balance in full by the billing due dates. There may also be financial aid options available to students with past due balances through additional student loans, Parent Plus loans, private loans, etc.*

Athletics:
The departmental responsibilities of the coaches include operation of their respective sport(s) and participation in fundraising. The department hosts various camps to raise money for the athletic programs. In addition to coaching staff, there are support staff members who assist student athletes academically. The department has an advisor who is responsible for academic advising for all student athletes. The department noted upgrades to equipment and locker room facilities which have occurred since the last update.

The department places emphasis on diversity and attracts many students from the Shawnee Community College district. The coaches and staff members prioritize student success and monitor student progress to ensure completion and persistence. The department advised that the primary challenges are the number of part-time head coaching positions and limited housing options for student-athletes. The action items noted address these issues and the department is working to secure additional full-time coaching opportunities. They are also working on securing affordable housing near the campus to address the limited housing options.

> ***Recommendation:*** *The ICCB recommends focusing on ways to provide student supports in areas such as financial aid and other academic support services. The department should focus efforts on devoting the most time and resources to populations where these resources can result in the most benefits. The department may also consider establishing a system with incentives so that a student athlete earns his or her way out of organized study/tutoring requirements which could be managed by the athletic academic advisor.*

Student Services:
The college provided a summary for each student organization and club which was active during the review period. It is unclear where the student activities listed in the report are officially housed/coordinated. There was no mention of staff involvement and/or oversight of student activities at the college.

> ***Recommendation:*** *The ICCB recommends that for future program review reports the college provide the information in one section with an explanation of faculty and/or staff involvement in these activities and how they are tracked and monitored. It is not clear how additional organizations and clubs are formed/approved and if there is oversight at the college level of these activities. If these activities and organizations are managed within a department on campus that information should be included.*

IV. Cross-Disciplinary Instruction: Vocational Skills

The district has a variety of vocational skills courses. The district reviewed vocational skills courses as a whole, rather than by program or sector type, which is the typical process for review. However, the review was thorough in nature and meets the standards of review by the ICCB. The college identifies a clear objective of vocational skills courses and their role within the college's mission.