

Chancellor's Memo
Eastern Iowa Community
College District
September 15, 2006



Off to a Good Start!

At the beginning of each school year, I attempt to get myself included in as many welcome back events for faculty, staff, and students as possible, and this year was no exception. I was very happy to attend the CCC Welcome Back Breakfast and Workshop, on Wednesday, August 23 and then to drive straight to MCC for a delicious grilled welcome back lunch on that day. On Friday, August 25, I learned a lot about SCC when I attended the daytime Student Orientation where a large group of new students received information, encouragement, and advice from a myriad of SCC staff. Last but not least, I was able to attend the ABE/GED Instructor Orientation offered by Jim Schneider at the CAC on Wednesday, August 30 and relished the chance to talk ABE/GED with these devoted instructors and staff. In all cases, I was energized by the positive spirit we all brought into the new school year and, need I mention, the chance to consume some excellent food.

Another exciting new welcome event this year that I was not able to attend (ok, my granddaughter Hailey was visiting and while work often comes first, it rarely can trump a chance to hang out with my beloved granddaughter) occurred at Scott Community College which hosted "beat the rush" open house event for students on the Saturday before classes began. [Teresa Paper](#), Dean of the College, provided me with a paragraph describing the event:

The “Beat the Rush” open house on Saturday at SCC was a great success. We had nearly 400



people at the college, distributed 200 t-shirts to students before noon, and had about the same number of students who completed an application to become eligible for one of the five \$500.00 scholarships. The teamwork and willingness of the faculty and staff to do whatever it took to help our students and their families (including advising, providing tours of the buildings, helping the students buy books, printing students’ schedules, assisting with financial aid, handing out t-shirts, offering story telling and crafts for

kids, and preparing and serving lunch) was exceptional. Some of the anecdotal comments exemplified the value in having the “Beat the Rush” open house. For example, a parent expressed her appreciation to the college for providing this opportunity for her daughter as a first time student. Another example was reported to me by a staff member who overheard several students commenting that they didn’t expect that much would happen, but found that they got a lot out of the visit and were able to accomplish a lot. Finally, faculty and staff expressed the benefits they saw by having the event and began to offer suggestions for future events.

What wonderful evidence of the student-centered values at Scott Community College that so many faculty and staff came in, on the Saturday before school started, to lend a hand to new students (including [Nnachi Umennachi](#), pictured handing out t-shirts to new SCC students.)

Enrollment Concerns

In spite of the hard work everyone did in the district to recruit students, the overall credits enrolled in by EICCD students dipped over 4% this fall. Headcount was almost the same as last year. Certainly, some of the enrollment decline is the direct result of some variables over which we have little or no control: the lowest unemployment rate in many years in the area, a continued aging of our population, and the decision by the Davenport Public Schools to forego offering their students SCC dual enrollment classes to focus on Advanced Placement courses instead, and the predicted dip in the number of Iowa youth graduating from high school. (According to a recent NTES study, Iowa will see the most dramatic decline in high school graduates in the nation over the next nine years, a decline of over 11%.) If you’ve been

reading this memo regularly, you know that the district and each college is in the process of implementing enrollment development strategies that emerged from our year-long enrollment study. One thing everyone has agreed on as we've tackled this challenge is that retaining the students we have, through quality programs and outstanding support, is a key enrollment development strategy. I appreciate all that each of you does to make each of our current student's experiences a positive one.

As our overall enrollment dipped, our students' enrollment in online options soared again this year. Online enrollment was up 27% from our last year's totals and online enrollments now constitute 25% of our credits – and it's important to note that we haven't really actively marketed our online offerings in an intense way.

If you find this fact interesting, exciting, or even threatening, you might want to join representatives from the colleges, Association, Senates, and Councils for a briefing by [Ellen Kabat Lensch](#) and her online/hybrid IDEAS team which will discuss that team's work and future plans – followed by a chance to ask questions and for us to talk about the impact of the growth of online on our district's and college future. If you'd like to join this group, please let Robin or Doris know beforehand, since we expect to be serving a light supper.

Event: **Briefing and Discussion about IDEA Project: Expanding Online Courses and Services**

Day: **Thursday, September 28, 2006**

Time: **4 p.m. – 7 p.m.**

Place: **District Office, Downtown Urban Center (Light supper served.)**

If you'd like to join in this discussion, please rsvp to [Robin Blount](#) by September 25.

Colleges Open Despite Reconstruction Residue



As you can see in the picture of me and [Vic McAvoy](#) looking at the President's Office Reception Area only a week before classes were to start, our many reconstruction, repair, and air-conditioning projects challenged staff throughout the district to find alternative ways to work and serve students as the first day of classes got closer and closer. Many of us have tried to carry on while we've had major remodeling

projects in our homes – multiply that by several factors, and you'll get a sense of the challenges faced by the faculty and staff this summer, particularly at CCC and MCC with their major HVAC projects.

I was assured by all, however, that it would be worth it once the air conditioning was turned on!

Learning Outcomes Assessment - Part II

In my last memo, I wrote about (ok, pontificated a bit) the importance of continually assessing the level at which our students are learning as they move through our courses and programs on route to achieving their goals. In this memo, I'd like to share with you some of the things that Eastern Iowa Community College District is doing to assess the learning of our students – along with a forecast of activities that will occur in the year to come. This report is provided by [Laurie Hansen](#) who works with [Karen Vickers](#), Vice Chancellor of Instruction, and the Instruction Council, to guide our learning outcomes assessment work.



Eastern Iowa Community College's mission is "to provide accessible quality educational programs and services, which anticipate and respond to personal and community needs and expectations. These efforts will reflect an active commitment to excellence, to lifelong learning and to cooperation with all segments of the community."

Discussions among faculty about student learning and teaching, and assessment of student learning outcomes are two vital processes to determine whether the teaching and learning activities within our credit classrooms and programs are accomplishing their educational goals.

August is the time when several of the EICCD learning outcome reports are created. These include year-end numbers for credit and noncredit programs, the graduate placement report, the Collegiate Assessment of Academic Proficiency (CAAP) reports, the occupational skills achievement report, and the CAAP linkage report that compares students' performance on their entering assessment to their CAAP performance. These reports will be shared with faculty and the District community in the fall.

August is also a time to look forward to the coming activities for the 2006-2007 academic year.

Instructional Council will be conducting the Career Education Program Review with the faculty members for the programs of Automotive Technology; Graphic Arts; Health Information Technology; Heating, Ventilation and Air Conditioning; Industrial Engineering Technology – both Machining and Drafting; Sign Language Interpreter; and Emergency Medical Services.

The General Education Review Process is going to bring District discipline faculty together to focus on the two EICCD transfer programs with the largest number of declared majors: Education and Business.

Fall 2006 is also the time for the biannual administration of the Noel-Levitz Student Satisfaction Inventory. The SSI has items about our credit students' satisfaction with EICCD educational and support services. Additional local questions will be added to gather feedback on EICCD initiatives and concerns.

This fall will also be a time when EICCD begins college-based conversations among EICCD faculty about:

- *What should EICCD students know, be able to do and value?*

- *How do we know our students are acquiring this learning?*
- *How can we as educators best foster that learning?*

Once the gaps between our learning goals and measured student learning outcomes are identified, changes in instructional methods and deliveries, and professional staff development activities can be undertaken to narrow the gap. A new faculty/learning support group will be pulled together this fall to focus on learning approaches and outcome assessment in the District.

Assessment is best accomplished with a variety of direct and indirect measures of student learning. Direct measures are occurrences during which the student is asked to demonstrate knowledge and skills. Indirect measures of student learning are measures in which the student reports or reflects on the learning he or she has accomplished.

In the EICCD system of learning assessment and improvement, students are involved in a number of direct and indirect assessments throughout their experiences with the colleges of the District. Direct measures include national competency tests such as CAAP, and vocational/technical program assessments of critical employment skills. Indirect measures include the Student Satisfaction Survey, classroom Student Perceptions of Teaching Surveys (SPOTS), and graduate/alumni surveys.

To be most successful, assessment of student learning also goes beyond examining the primary teaching and learning processes in the classrooms and the programs and includes a close look at the educational support processes throughout the institution. These include areas such as advising, placement assessment, the learning resource center, tutorial services, registration, and job placement services.

A formal system of district-wide learning assessment and improvement not only key to fulfilling our mission, it is also a part of fulfilling the requirements of the regional accrediting body, the Higher Learning Commission.

Kirby Kleffmann, Board of Trustees President, Resigns



At the meeting of the EICCD Board on Monday, August 21, 2006, the Board regretfully accepted the resignation of long-time Board Member and Board President, [Kirby Kleffmann](#). As all of you know, Kirby has had a long career with Eastern Iowa Community College, first as a faculty member and later as a board member and Board President. In his almost 29 years as a Board member for Eastern Iowa Community College District, Kirby Kleffmann exhibited a deep commitment to our colleges and their students. As a community college instructor himself, he taught drafting at MCC and was the

Instructional Materials Coordinator at Southeastern Community College in Burlington. His roots as a community college instructor gave him tremendous insight into the power of community colleges to change people's lives, and he brought that knowledge and understanding to the Board. He also well understood the challenges facing community colleges and advocated at the state and national level for additional funding.

First elected to the EICCD Board in 1977, Kirby became Board president in 1989. He also served as the Board's delegate to the Iowa Association of Community College Trustees (IACCT). His colleagues on the IACCT board selected him to be their state representative to the Association of Community College Trustees, and he served in that capacity for many years.

EICCD will be hosting a formal reception and ceremony to honor Kirby for his long service and contributions to the district, colleges, and students at the December board meeting in Muscatine. If you'd like to send Kirby a message of thanks for his long service, feel free to use this link:

[Kirby Kleffmann's home e-mail address](#) .

Bob Gallagher Elected New EICCD Board President



At the August 21, 2006 Board meeting, Bob Gallagher was unanimously selected by the Board to serve as the new Board President. Bob Gallagher has been a member of the Board since 1991. He has a much longer association with EICCD, however, as he served as the District's legal counsel for many years prior to his election to the Board. A native of New Jersey, Bob came to Iowa for college and decided to stay. He earned his law degree from the University of Iowa and has been practicing law since 1969. He is a well-known community leader and has provided outstanding leadership not only for EICCD but, over the years, for the Riverboat Development Authority, Bettendorf Planning and Zoning Commission, Bettendorf Chamber of Commerce, Bettendorf Schools Foundation, Bettendorf Rotary and the Scott Community College Foundation. He and his wife, Sue, have three grown children and four grandchildren.

EICCD "Internal Climate" Survey Reviewed by Chancellor's Advisory Council

At least every other year, the district administers to all employees of the district the Internal Climate Survey, and this year, with the survey available on-line as well as through hard copy, we had excellent participation. [Laurie Hanson](#) has prepared a summary report of survey responses that we can use as the basis for review, with the purpose of identifying areas where we can do better, brainstorming some routes to improvement, implementing changes, and measuring their impact on surveys to come. This report is now on the EICCD Intranet, and I encourage you to both go out and review it and to take the opportunity to send your feedback and ideas for improvement to Laurie provided by the link on the site.

At the first meeting of the Chancellor's Advisory Council on September 14, the group reviewed and discussed the report, began the process of brainstorming some possible district-wide improvements where appropriate, and agreed to gather more input from you as we move forward.

Organizational Climate Survey Report -- 2006

Pandemic Flu Preparation Task Force Submits Preliminary Set of Recommendations

Headed by [Robert Majchrzak](#), members of the EICCD Pandemic Preparation Committee recently provided me with a prioritized list of agenda items we need to start thinking through in preparation for a possible pandemic situation affecting our district. While the likelihood of a pandemic here in Eastern Iowa is small, we think it is definitely worth while to outline our institutional response “just in case.” The committee, which includes [Kris Barkdoll](#), [Robin Blount](#), [Lana Dettbarn](#), [Peg Garrison](#), [Nancy Luikart](#), and [Julie Plummer](#), has done a wonderful job of reviewing a myriad of documents and expert recommendations; the group will continue its work after the Cabinet works through the recommendations and provides parameters for further delineation. While we may not yet have a plan for a potential pandemic, I do want to assure you that district and sites have developed Emergency Readiness and Safety Plans over the past year, and much of these plans would be applicable in a Bird Flu emergency. If you have not recently reviewed these plans, I invite you to take a look. It never hurts to be prepared!

Health & Safety/Environmental Compliance Issues

- [Bloodborne Pathogen Exposure Control Plan](#)
(For: Maintenance, Janitorial, Biology, Chemistry, Allied Health [EMT, END, Nursing, Nurse Aide, Rad Tech], Child Care Personnel, Dental, Emergency Response Personnel, Laboratory Personnel, and Athletic Coaches)
- College Emergency Readiness Plan Guide
(For: Administrators, Area Leaders, Floor Leaders, and Maintenance Supervisors) -
 - [Emergency Readiness Plan](#) - [Emergency Response Guide](#) - District Office/Urban Center
 - [Emergency Readiness Plan](#) - [Emergency Response Guide](#) - Blong Technology Center
 - [Emergency Readiness Plan](#) - [Emergency Response Guide](#) - Clinton Community College
 - [Emergency Readiness Plan](#) - [Emergency Response Guide](#) -

Muscatine Community College

- [Emergency Readiness Plan](#) - [Emergency Response Guide](#) -

Scott Community College

- [Emergency Readiness Plan](#) - [Emergency Response Guide](#) -

Kahl Educational Center

- [Emergency Response Guide](#) - Career Assistance Center

- [Handling Hazardous Materials](#)

(For: Maintenance, Janitorial, Biology, Chemistry, Auto Tech, Diesel Tech, Auto Collision Repair, Rad Tech, and Dental)

- [Hazard Communications Safety Program](#)

(For: All Employees)

- [Powered Industrial Truck \(Forklift\) Safety Program](#)

(For: Maintenance, Auto Tech, Diesel Tech, and Welding)

- [Safety Policy](#)

(For: All Employees)

Laurie Hanson also provided me with some links to emergency readiness plans out on the Web that any individual or family ought to review and consider applying. Take a minute to link to the following sites:

www.ready.gov/american/npm/index.htm or www.ready.gov or www.bereadyiowa.org

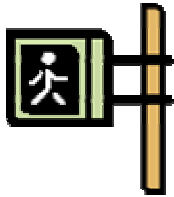
Chancellor Tours Datatel “Behind the Screens”



We have been having a number of meetings lately to discuss the progress and problems with our ongoing Datatel conversion process, and it was in the middle of one of them that I realized that I really didn't know what I was talking about on a concrete level. In order to better understand Datatel, I asked several end-users to sit down at the computer with me and to guide me through their parts of the system, answering my questions, and pointing out some of the intriguing possibilities and challenges. I want to thank Bill Meck, Cathy Maynard, and Kris Barkdoll for my tours of accounting, payroll, and student registration and services. Do you want to provide a guided tour of another behind the screens part of Datatel that could further build my knowledge? If so, please invite me to join you at your desk for an information session.

As many of you know, our Datatel systems chose this past month to cause us some problems, as we attempted to do our end of year reports and gear up for the new semester. I know that a lot of people worked very hard to get us through these challenging times. In particular, though, I want to thank the IT staff who worked day and night (literally) to fix problems and provide all of us with downloads critical to reporting and decision-making: [Ed Hanna](#), [Sandy Gayman](#), [Bob Voss](#), [Karinda Richard](#), [Tammy Hoover](#), [Winnie Jones](#). I also want to thank [Kirk Barkdoll](#) for his leadership and for really stepping up to communicate about the status of Datatel on a daily, sometimes even hourly, basis.

Walk Across the USA?



Those of you who are interested in walking, running, or biking might be interested in a great government website I have found . . . it allows you to enter your mileage each day and then shows you how far you have progressed on a virtual trip across the United States. The interesting aspect of this mileage recorder is that when you enter the data, a picture of how it looks on the trail where you are appears . . . along with a dot on a map, information about how far it is to the next city, and a chance to “race” other walkers, bikers, and runners from your own home state. Here’s a description of the “transcontinental virtual trip” across the US you can start right now!



[Tools to Keep You Active](#)

We have designed a transcontinental virtual trip across the United States. Each time you enter your mileage, we add it to your total and show you exactly what you would see if you had been traveling from Yorktown, Virginia to Florence, Oregon. For example, if you ran two miles one day, walked four miles the next, and cycled six miles on the third day, you would see the views at 2, 6, and 12 miles west of Yorktown on days one, two and three. We also provide maps that show your progress and the progress of your running partners. You can also form teams to race across the United States.

I have found this site extremely motivating, and I urge you to take a look!

What Do You Do When You Run Into a Bear in the Smoky Mountains?

In the midst of a wonderful vacation with my sister and her husband in the beautiful Smoky Mountains, I had an experience I will never forget. About six miles in on an eight mile hike, walking alone about an eighth of a mile ahead of my hiking partners, I heard a loud snuffling sound and what was distinctly a growl and I stopped in my tracks. I carefully walked backward, retracing my steps, until I met up with my sister and husband and as we all proceeded forward, we spotted a very large brown bear a little up the hill on our left, looking at us like we could very well be its dinner. We froze and eventually the bear moved on, but all of us wished we had read the bear sighting manual before starting off.

Any tips on what we should have done?

[What to do Next Time I Run Into a Bear in the Woods](#)

And by the way, the Smoky Mountains are stunning and the hiking unsurpassed.

Pat

