

LEARNING RESOURCES AND SUPPORT SERVICES FOR STUDENTS

Currently, the campus is served by student support service staff who are trained in more than one area. An enrollment clerk working during the day also performs general receptionist duties, student accounting functions, scheduling and handling of classroom media, and facility scheduling. The enrollment clerk also handles bookstore functions when needed at the beginning of the semester. An academic advisor assigned to the campus also does academic placement testing and provides financial aid counseling.

The library at ICC North is staffed by professional reference librarians with MLS degrees from 8:00 AM to 9:00 PM to assist students with informational needs. The librarian will also assist with the media needs of faculty and monitor the open computer lab in Birch Hall. The library at ICC North will be predominantly a virtual library with students having access to a collection of 19,000 electronic books and over 11,000 electronic journals. All services offered by the main library in East Peoria, including a PowerPoint library instruction session, interlibrary loan service, and e-mail "ask a librarian" service are available via the ICC webpage. Print resources will be delivered three times daily from the East Peoria and Peoria site libraries. In addition, a small collection of materials pertinent to the programs offered exclusively at ICC North, such as the Culinary Arts Program and the Alcohol and Drug Counselor Training Programs, will be developed in conjunction with the faculty in these disciplines and housed in the library at ICC North.

The College's cafeteria manager has made vending services available in three of the buildings (Arbor, Cedar, and Birch) and is planning to work with a variety of vendors to provide food service at lunchtime beginning with the winter minimesters in December 2003.

Classroom media available on-site includes six Smart Classrooms in Birch Hall which have overhead projectors, LCD projectors and laptop computers with VCR/DVD players, TVs with VCR/DVD players, and slide projectors. An additional Smart Room is planned. In addition, a network center and media system will be installed in room A in Birch Hall. Any other equipment needed can be sent from the East Peoria or Peoria Downtown Campuses.

During the spring minimester and summer sessions, students were surveyed to determine satisfaction with the course offerings, facilities, and services available. Overall the results, found in Appendix III, were favorable with over 59% of the students very likely to take another class at ICC North. In addition 71% would recommend taking classes at ICC North. Student suggestions such as making student activities available are being evaluated for possible implementation. The intent is to continue surveying students each semester to ensure continuous quality improvement. Beginning with the Fall 2003 semester, faculty will also be surveyed.

TIMELINE

The following is a timeline indicating how services, classes and renovations have been scheduled.

- November 12, 2002 – Lease finalized and signed.
- December 26, 2002 to January 2003 – Winter minimesters offered in Cedar Hall. Total enrollment is **80**
- Spring Semester 2003 – General education, health, and GED classes offered in Arbor Hall and Culinary Arts Program moves to Dogwood Hall from the East Peoria Campus. Total enrollment is **260**.
- Summer Session 2002 – General education, culinary, homemaker, GED, community education classes offered.
– Kay Sutton appointed campus coordinator with Carol May as assistant. An academic advisor was assigned to ICC North. May minimester enrollment is **48**. Summer semester enrollment is **285**.
- Fall Semester 2003 – Classes offered for first time in the newly renovated wing of Birch Hall include Drug and Alcohol Counselor Training, Real Estate, and Travel programs and beginning and intermediate-level ESL classes. All classes formerly held at Peoria Notre Dame High School in the evenings move to ICC North.
– Planning is begun to offer all of the courses for an Associate in Arts and Sciences at ICC North beginning in Fall 2004.
– Plans for a multi-purpose science lab and a Health Careers Institute in the second wing of Birch Hall are being finalized.
– Work-based learning programs for high school students in nurse assistant, culinary arts, and skilled trades are held at ICC North.
– A library and a second open computer lab are available in Birch Hall. Two evening coordinators, two learning resources staff, and an evening receptionist are added to the staff. Total enrollment is **1,620**.

Spring Semester 2004 – Community of learning and cohort scheduling will be piloted.
– Renovation of the other wing of Birch Hall will begin.

Fall Semester 2004 – Classes are to be offered for the first time in the newly renovated second wing of Birch Hall, which includes a multi-purpose science lab and the Health Careers Institute.
– A complete Associate in Arts and Sciences Degree will be available.
– A full-time coordinator of student services and activities will be added to the staff.

Besides offering general education classes to students, workshops, and College for Kids, ICC North will also enable students to receive both degrees and certificates at ICC. Currently the following have complete offerings at ICC North:

Associate in Applied Science

Culinary Arts Management
Drug and Alcohol Counselor Training
Real Estate

Certificate

Culinary Arts
Drug and Alcohol Counselor Training
Nursing Assistant
Real Estate
Travel and Tourism