Academic Support Services

Mission Statement

The Office of Academic Support Services mission is to provide high quality academic supports services and tutoring that enhance the academic success of all Kennedy King College (KKC) students. The Office of Academic Support Services is committed to empowering students to succeed, reach their full academic potential, and become lifelong learners.

Student Learning Outcome(s)

- Students will utilize academic support services and tutoring to enhance and/or improve academic success;
- Students will be able to reflect on the value tutoring has had on their overall educational experience and;
- Students will experience academic success through tutoring
Admissions & Registrar Office

Mission Statement

The Office of Admissions and Records promotes Kennedy-King College to prospective students through campus tours, orientations and presentations, and supports new students with the onboarding process to ensure they have successfully matriculated. The office supports student success and service by maintaining academic and student records, protecting student privacy rights (FERPA), enforcing CCC academic and student policies, and assisting with enrollment, transfer and graduation processes.

Student Learning Outcome(s)

- Students will be able to complete the online admission application and understand the next steps needed for matriculation and registration
- Students will become familiar with the programs of study offered at the City Colleges of Chicago
- Students will comprehend academic standards outlined in the Student Policy Manual
- Students will be able to identify their needs, determine resources available to them, and seek services accordingly
- Students will be able to complete admissions and/or registration functions satisfactorily
Academic Advising

Mission Statement

To promote academic opportunity and student success through collaboration and engagement for the campus community at large.

Student Learning Outcome(s)

- Students will utilize College resources and online platforms to assist them in meeting their academic goals
- Student will be able to construct expectations for an advising session.
- Students will be able to accurately interpret educational plans, program requirements and degree audit materials in order to make appropriate course selections.
- Students will demonstrate effective decision making concerning their degree and career goals
- Students will develop a comprehensive plan for achieving their educational goals
Athletics

Mission Statement

The Kennedy-King College Athletic program is dedicated to providing student athletes a comprehensive, educational experience that assists them in accomplishing their educational, career and life objectives.

Student Learning Outcome(s)

• Students will learn to set and accomplish attainable academic and life goals.
• Students will learn to manage time so academic, athletic and social commitments can coexist.
• Students will learn to set and accomplish personal and team athletic goals.
• Students will learn to complete and contribute to the overall success of a team.
Business & Operational Services

Mission Statement

The Business Office at Kennedy King College is dedicated to supporting the educational mission of the City Colleges of Chicago by providing effective and efficient professional and courteous financial services to our students, faculty and staff with a smile. This office acts:

- To provide accurate processing of tuition and fee payments, collection on past due accounts, and timely and accurate answers to billing questions.
- To provide timely and accurate processing of requisitions, travel forms, expense reimbursement forms, and personnel requisitions for students, faculty, and staff.
- To ensure that the integrity, compliance, and the spirit of Grant spending is followed and supported.
- To ensure that financial services are compliant with City Colleges of Chicago, City, State, and Federal rules and regulations as well as applicable GAAP accounting standards through adherence of business and student policies.

Department Student Learning Outcome(s)

- Students will learn how to navigate through the Finance section of their account and how to reconcile it.
- Students will become educated on our payment plan, refund options and at times a brief overview of Financial Aid.
Career Planning and Placement Center

Mission Statement

The Kennedy-King Career Planning and Placement Center seeks to increase the career self-efficacy of all Kennedy-King students and alumni by providing quality transactional and transformational experiences to ensure all Kennedy-King students and alumni succeed in attaining quality of life enhancing careers.

Student Learning Outcome(s)

- Students and alumni who engage with Career Planning and Placement Center programs, services, and staff will learn about career resources on campus and online to help with their career search.
- Students and alumni who engage with Career Planning and Placement Center programs, services, and staff will learn the tools to construct a resume and cover letter and apply them during and after their time at KKC.
- Students and alumni who engage with Career Planning and Placement center programs, services, and staff will learn to construct a career plan towards post-college career placement.
- Students and alumni who engage with Career Planning and Placement center programs, services, and staff will learn how to market their personal brand to employers in their field of choice.
- Students and alumni who engage with Career Planning and Placement center programs, services, and staff will increase their career self-efficacy through leadership and career exposure initiatives.
Disability Access Center

Mission Statement

Kennedy-King College’s Disability Access Center works directly with students and in coordination with faculty, staff, and administrators to create individual student accommodation plans that remove physical and attitudinal barriers and support equal and integrated educational access for students with disabilities. The DAC aims to engage with disability studies scholarship, current technology, and community resources to move beyond compliance and model best practices in accessibility services.

Student Learning Outcome(s)

After their first semester, students who have requested accommodations with the DAC will be able to:

• Identify their disability and the functional strengths and limitations resulting from their disability
• Understand the term “reasonable accommodations”
• Understand the meaning of “equal access” in terms of higher education
• Summarize the process for requesting accommodations through City Colleges of Chicago
• Explain accommodation needs to instructors and respond to instructor questions or concerns
• Describe on and off campus resources that are available to support their academic success
• Demonstrate knowledge of testing accommodation procedure (as needed)
• Demonstrate knowledge of process to request emergency evacuation (as needed)
• Demonstrate effective operation of adaptive technologies (as needed)
Office of Financial Aid

Mission Statement

At City Colleges of Chicago, we believe your education is an investment...one that pays dividends throughout your lifetime. That's why we are dedicated to helping students get the assistance they may need to attend one of our seven colleges.

The Financial Aid Offices at City Colleges of Chicago work closely with students and families to provide financial assistance in the form of grants, loans, and work-study from federal and state resources. The Financial Aid Office is your guide and resource to help you make college affordable.

Student Learning Outcome(s)

- Students will have the autonomy to complete their FAFSA prior to the early deadline
- Student will be able to identify the various sources of financial aid that our institution offers to assists in funding their education
- Students who want to apply for a student loan will gain knowledge of the rights, responsibilities, requirements and repayment commitments associated with acquiring a federal student loan
Office of Information Technology

Mission Statement

The Office of Information Technology (OIT) supports student success by providing a leading edge technology environment for students, faculty and staff to improve teaching, learning and operations.

Student Learning Outcome(s)

- Students will be able to demonstrate proficiency of Microsoft Office suite. (skills)
- Students will be able to articulate laptop computer functionality for academic purposes. (knowledge)
- Students will be able to understand laptop computer benefits and responsibilities for academic purposes (attitude)
Library

Mission Statement

The Kennedy-King College Library has the primary responsibility of promoting the mission of the College by connecting all constituents to its collections, and facets of operation and instruction. The Library adds value to the College as it identifies, develops, provides access, maintains and analyzes appropriate print and electronic information resources needed for current research based on curricula and campus interests. Library faculty teach information literacy, and provide instruction designed to meet both the standard and the unique informational and skills development needs of our students in an environment that promotes life-long learning.

Student Learning Outcome(s)

- Students will be able to identify their information need
- Students will be able to express their immediate and long-term information goals (to a librarian)
- Students will be able to identify possible resources
- Students will be able to apply factors in selecting appropriate resource(s)
- Students will be able to access the resources, either physically or virtually
- Students will be able to implement the selected resource(s)
- Students will be able to determine whether or not the information need has been met
- Students will be able to cite the resources
MSEIP Minorities in Science and Engineering

Mission Statement

To present targeted students with an array of services that will support and strengthen their academic development in mathematics and science, and technology ensuring they succeed in the basic college requirements, graduate, and have the potential to matriculate to four-year institutions.

Student Learning Outcome(s)

- Students will meet the required performance level to stay in good standing with the program.
- Students will be retained throughout the two-year academic year through graduation.
- Students will graduate with a 2-year degree and/or transfer to a 4-year institution by the end of the 2012-2015 terms.
Student Activities

Mission Statement
The mission of the Student Activities Office is to promote positive engagement at Kennedy-King College through social, cultural, and educational programming that highlights the vibrancy of our campus community.

Student Learning Outcome(s)
As a result of participating in student activities KKC students will

- Exhibit responsible decision-making and personal accountability
- Enhance their feeling of engagement, belonging, and pride
- Encouraged to participate programs/events that are not possible to attend in the local community
- Foster the ability to meet and interact with individuals that have similar and differing opinions and beliefs on a variety of subjects
- Demonstrate an understanding of group dynamics and effective teamwork
- Develop a range of leadership skills and abilities such as effectively leading change, resolving conflict, and motivating others
Testing Center

Mission Statement

The Testing Center at Kennedy-King College provides student support through examinations and resources for academic advancement. The center is committed to maintaining professional testing standards and practices, safeguarding confidentiality of student records, and creating an optimal testing environment.

- Students will utilize online testing resources to accomplish educational goals
- Students will be able to identify academic proficiency through online testing resources
- Students will be able to reflect on the value online testing resources of their educational experience
Transfer Center

Mission Statement

The Kennedy-King College Transfer Center is committed to providing students with comprehensive transfer support services and exposure to baccalaureate degree institutions and transfer partnership agreements. Such exposure will empower students to make an informed decision which ultimately yield in the transition to a four-year university with ease.

Student Learning Outcome(s)

- Kennedy-King College students will be able to articulate their academic and career goals with the intent of identifying the most appropriate baccalaureate institution
- Kennedy-King College students will demonstrate an awareness of the colleges various transfer partnership agreements and guaranteed admission partnerships
- Kennedy-King College Students will increase their knowledge of the transfer admission process that will result in a successful transfer application submission
Educational Talent Search - TRiO

Mission Statement

The mission of the Educational Talent Search Program (TRiO) seeks to serve young people in grades six through twelve by providing college & career exploration through one-on-one and group training on college admissions requirements, scholarships, and various student financial aid programs. This early intervention program helps people from families with incomes under $24,000 (where neither parent graduated from college) to better understand their educational opportunities and options.

Student Learning Outcome(s)

Secondary School Persistence: 80% of non-senior participants served each project year will complete the current academic year and continue in school for the next academic year, at the next grade level.

- Knowledge: Students will understand the value of persisting in school.
- Skills: Students will demonstrate a positive sense of school pride and engagement by participating in school and ETS program activities. Students will maintain higher test scores by utilizing available tutoring resources. The usage of these resources will assist each program participant in persisting to the next grade level.
- Attitudes: Students will value their education and see it as a means of breaking educational barriers such as low-income backgrounds, incarceration, and cycles of poverty. Students will also be able to see themselves as potential first-generation college students.

Secondary School Graduation: 80% of seniors served during the project year will graduate during the project year with a regular secondary school diploma within the standard number of years.

- Knowledge: High School students will know how to select an appropriate course of study that will not only allow them to graduate in four years, but make them more marketable to various colleges/universities.
- Skills: Students will meet with ETS staff members to discuss an individualized education plan.
- Attitudes: Students will be secure in the knowledge that the courses they take will place them on a positive educational track toward graduation and successful enrollment in postsecondary education.

Postsecondary Education Enrollment: 70% of participants, who have graduated with a regular secondary diploma, during the project year, will enroll in an institution of higher education by the fall term immediately following high school graduation or will
have received notification, by the fall term immediately following high school, from an institution of higher education, of acceptance but deferred enrollment until the next academic term (e.g. spring term).

- Knowledge: Students will know how to intelligently determine the best fit for their postsecondary educational needs.
- Skills: With the assistance of the ETS staff member, students will write college essays and complete their college applications for admission. Students will apply to, at least, five colleges/universities in accordance with their educational needs. Students will describe their rationality behind selecting specific colleges/universities to meet their needs.
- Attitudes: Students will know and understand the impact a degree/certificate at the postsecondary level will hold in their lives. Students will know how to ask appropriate questions that will help them determine the best college/university for them.

First-Year College Experience (FYE). 100% of all college-ready students will be aware of the benefits of successful transitioning into a college/university.

- Knowledge: Students will understand the benefits of successful transitioning into a college/university.
- Skills: Through FYE training, students will be able to discuss various methodologies that will help them transition into college, and remain persistent toward degree/certificate attainment.
- Attitudes: Students will utilize the various tenets of FYE throughout their educational career as a means of degree/certificate attainment.

Student Leadership. 100% of all program participants will be able to exhibit the canons of Student Leadership.

- Knowledge: Students will know the three canons of Student Leadership which are Excellence, Integrity, and Civility.
- Skills: Students will sign the Student Leadership pledge in which students commit to upholding a behavior that reveals excellence integrity and civility at all times.
- Attitudes: By signing the pledge, students will declare a belief that upholding excellence, integrity, and civility will strengthen their character and cause them to be productive citizens of society.
Veteran Services

Mission Statement

To foster an atmosphere that ensures that veterans receive all of their earned entitlements, successfully complete their educational goals, provide balance between their professional and personal dealings, and improve their overall health.

Student Learning Outcome(s)

- Student veterans will understand how to access and apply for their educational & veteran benefits.
- Student veterans will become more knowledgeable about resources within the college to help them become successful and assist with their transition to student life.
- Student veterans will have a detailed road map & plan of their educational and/or career goals for the next 5 years, by their 3rd semester within the college.
Wellness Center

Mission Statement

The KKC WELLNESS CENTER MISSION is to increase retention and graduation rates of KKC students in all programs by (1) helping qualified students to receive classroom and GED test accommodations; (2) providing psycho-education, social and emotional support through counseling; and (3) providing instrumental support through linkage and referrals to other KKC departments and community resources.

Student Learning Outcome(s)

PSYCHOEDUCATIONAL ASSESSMENT clients undergo a battery of psychological tests including at least one test that measures intelligence or psycho-neurological functioning, one test that measures basic academic skills, and one test that measures personality functioning. (Many clients are administered five or six tests.) Each assessment also includes a diagnostic interview and a face-to-face feedback session in addition to production of a detailed report. These assessments help students in the following ways:

• COGNITIVE DOMAIN – Students learn how to use their strengths to overcome their weaknesses. In most cases, students will receive some form of classroom or test accommodations that will increase their chances of academic success. Students will use more effective study techniques
• SKILLS DOMAIN – The assessment findings guide others who help the client to acquire skills (such as tutors or faculty) by identifying which learning strategies are most likely to work best.
• VALUES DOMAIN – By making their academic efforts more successful, some students will value learning more and are more likely to stay in school.

COUNSELING clients each participate in a unique combination of cognitive, affective, and behavioral interventions. This combination is based on the initial (and ongoing) therapy contract, progress in therapy, the client’s responses to treatment, and the abilities of the therapist. Some interventions straddle all three domains, such as confrontation to resolve discrepancies between attitudes, feelings, and behavior. Interventions include, but are not limited to:

• COGNITIVE DOMAIN – Psycho-education about topics such as stress management, time management, budgeting and study skills, emotional regulation, etc.
• SKILLS DOMAIN – This includes behavioral changes consistent with the student’s personal goals. These changes include, but are not limited to:
  o Better time management, budgeting and study skills;
o Improved mood and ability to concentrate; and
o Resolution of relationship issues.

VALUES DOMAIN – This domain is approached with a variety of interventions that promote attitudinal changes, including, but not limited to:

• Cognitive Therapy and Cognitive-Behavioral Therapy to reduce self-defeating thought patterns (sometimes referred to as “stinkin’ thinkin’” by 12-step groups) and to cope with various symptoms of stress, anxiety and depression;
• Empathic connection between therapist and client to increase self-acceptance and accurate perceptions of how the client functions in relationships;
• Interventions aimed at values-informed decisions (e.g., the values wheel, the decisional matrix, and the decisional balance ruler) to help clients make choices between competing values and needs.

LINKAGE AND REFERRAL services to community resources help students meet their instrumental needs so that they can function more effectively as a college student, and in many cases, remain in college altogether. These community resources and partnerships include (but are not limited to) the Illinois Hunger Coalition (for Link Cards) the Beloved Community Family Wellness Center (for Affordable Health Care) and the Center for Working Families (for employment assistance). Linkage and referral services to other KKC resources (such as the Vets Center, the Disability Access Center, and the tutoring labs) help students to access other academic and support services to increase their retention and student success.

• COGNITIVE DOMAIN – Students increase their knowledge about resources available to help them.
• SKILLS DOMAIN – Decreasing the steps necessary for students to learn about resources increases the chances that they will access the resources.
• VALUES DOMAIN – When students successfully access resources and discover that these resources are helpful, their attitudes toward seeking help changes.