

END #6 Barton Services & Regional Locations

**Military Academics
Program Division
Fort Riley and Fort
Leavenworth Campus**

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6 SERVICES AND REGIONAL LOCATIONS

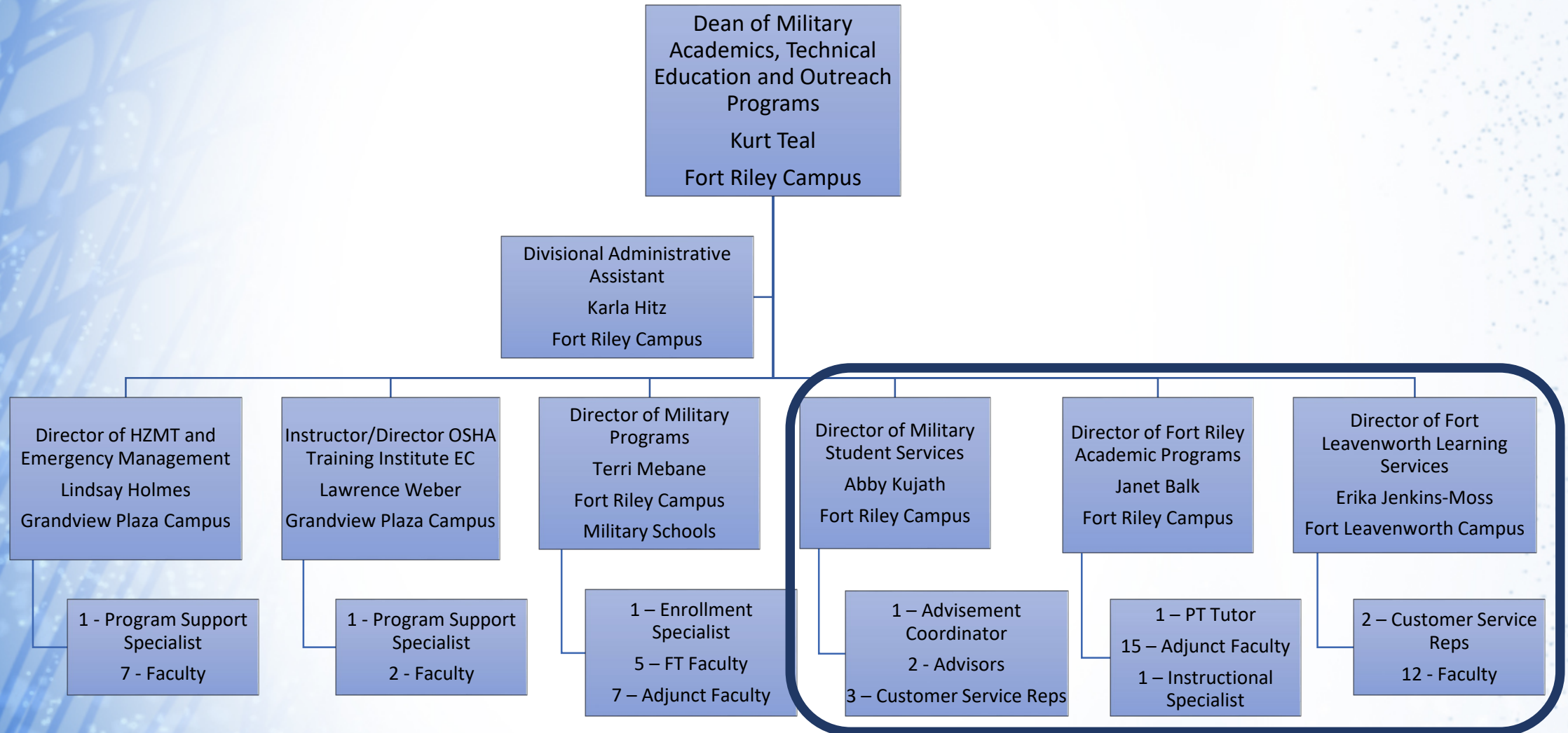


BARTON
COMMUNITY COLLEGE



Barton Community College

Military Academics, Technical Education, and Outreach Programs



1. The Military Academics Program Division uses the following criteria to ensure services and locations are compatible with the college mission.

- Maintain a solid working relationship within the Education Services Officer and Consortium of College representatives at both military installations; attend/participate in monthly/scheduled meetings.
- Cross training of staff in more than one area to assist students during high volume enrollment/student service times.
- Hire faculty possessing qualifying credentials eligible for instruction across all campuses.
- Provide a one stop shop (Academic Services) for students at the Fort Riley campus (Advising, enrollment assistance, Financial Aid, VA advising and financial servicing).
- Provide face-to-face or Zoom advising and VA related services to Fort Leavenworth students via quarterly visits from Fort Riley Academic Services representatives. Students may also request scheduled appointments via phone or Zoom outside of the quarterly visits.

1. The Military Academics Program Division uses the following criteria to ensure services and locations are compatible with the college mission (Cont).

- Participate in regional conferences and workshops and serve on committees and advisory boards when afforded the opportunity.
- Advisors attend NACADA each year and several staff/faculty attended multiple NISOD conference sessions this year.
 - Faculty have mentioned the excellent support the College provides through Cougar Tales with relevant topics. For example, new faculty took advantage of a recent session on how to navigate new updates to Canvas and learned of ways to improve student engagement in an online environment.
- Provide a variety of educational formats Face-to-Face, LiveOnline, Fuzion and fully online programs.
- Provide tutoring services in-person and via Zoom at the Fort Riley campus and via Zoom at the Fort Leavenworth campus.
- Placement testing and academic assistance is available to students both in person and via Zoom through the Tutor Center at Ft. Riley. Placement testing is also available in person at the Ft. Leavenworth campus.

2. The Military Academics Program Division uses the following criteria to ensure resources are available.

- Position the Military Academic Services at Fort Riley and Fort Leavenworth at key locations on each military installation.
- Design Academic and Technical programs with soldiers, civilians, and their family members' educational needs in mind.
- Work closely with Education Service Center representatives to ensure maximum utilization of available resources (classrooms, technology, office space, etc.).
- Employ hiring practices that strive for faculty and staff that are functional experts in more than one program/discipline/area.
- Cross training of staff to create functional experts in more than one department/ area.
- Conduct monthly divisional staff meetings to facilitate planning, operation, and resource allocation across the division.

3. The Military Academics Program Division is anchored to fiscal accountability and the following criteria is in place to meet this responsibility.

- Budgetary funds are watched closely by each program/department Director; all requisitions require Dean approval.
- Academic schedules are created by utilizing past data, student needs, student surveys and regular discussions with the Education Services Office representatives with a focus of minimizing expenses and maximizing the student experience.
- Grant opportunities are sought out where applicable/available.
 - With Director Jenkins-Moss' assistance, FL faculty applied for and received Foundation Grants for Art and Music courses. The grants allowed FL to purchase a keyboard and digital camera, GoPro camera, and a background lighting kit. This new technology will provide opportunities for the instructor to facilitate hands-on learning in the composition of music in the fundamental music class and creating digital art in the Intro to Film class.
- Identify, evaluate, and pursues restructure options when/where applicable and/or directed.
 - The FR and FL campuses have a stronger working relationship due to the team mentality of the current directors.
 - The FR Tutor Center was restructured in Fall 2020.

4. The Military Academics Program Division uses the following to ensure local tax reliance is considered.

- Promote to the military community Barton's LSEC, CP, and BOL course offerings to generate enrollments.
 - Maintain and regularly post items including but not limited to LSEC and CP schedules, inclement weather delays/closures, and Barton student interest articles to both the FR and FL campus Facebook webpages.
 - Partner with the Barton print shop and mail office for regular mailings to FR housing units.
 - We have had students come in stating they specifically came in to find out more or enroll in a class because they received our post card advertising our programs in the mail.
 - The directors of each military campus work as a team to maximize enrollments by ensuring the majority of Barton courses open at one Fort are available to eligible students at the other Fort.
 - We are pursuing a partnership with Dean Howe and Dr. Kottas to offer 8-week Great Bend campus classes to FR/FL students under the LSEC scholarship starting Fall 21/Spring 22.

5. The Military Academics Program Division uses the following criteria to ensure student learning services can accommodate growth.

- Cultivate and maintain a solid working relationship with Education Service Center representatives at both military installations.
- Identify and address new student services opportunities/requirements in monthly one-to-one and group program/department meetings.
- Continue cross training of administrative and enrollment staff to assist during peak enrollment and personal absences of staff.
- Key department personnel participate on the College's PTP committee and other learning service related committees.
- Directors conduct regular Academic Programs Directors' meetings to ensure allocation of available resources between Ft. Riley and Ft. Leavenworth.
 - Janet and Erika work closely together with faculty to expand the availability of Barton's courses to eligible students at both military campuses. This teamwork has significantly reduced the number of low-enrollment class cancelations.
 - Abby pulls it all together in building the schedules in Banner using multiple CRNs to keep everything organized. This is a labor intensive task that Abby has mastered.

Our responses to maintaining/continuing services during the COVID-19 pandemic

- Staff and faculty transitioned from face-to-face to online operations with record speed and minimal disruptions to services.
- Transitioned/offered classes via LiveOnline format as well as Fuzion (combination of in person and LiveOnline Format) in accordance with Installation directives.
 - Faculty converted face-to-face delivery lessons and materials to LiveOnline delivery modes (using Zoom and Canvas) in a 2-week period (FL faculty facilitated their transition in 1-week and it was over their Spring Break in 2020).
 - Numerous students have commented that without the LiveOnline instructional format they would not be able to take classes with Barton because they did not have daycare. This course delivery option has allowed them to continue their education.
- Offered/facilitated the proctored Accuplacer placement testing via Zoom.
- Offered/facilitated tutoring via Zoom.
- Offered/facilitated advising sessions via Zoom.
- Offered/facilitated Customer Service Representative (CSR) interactions via Zoom.

Our responses to maintain services during the COVID-19 pandemic (Cont)

- Continued to facilitate book issue/turn-in during the initial panic period of March 2020.
- Motivated and assisted faculty to develop resources and move to participation in the College's OER certification process to reduce reliance on physical textbooks and reduce costs.
- Pursued and provided digital class materials for MATH and STAT classes with Covid-19 funding (Knewton Alta). We expect the current stock of codes to last two years.
- Allowed student self-service for enrollments and withdrawals of classes.
- Limited exposure to students and staff by moving student computers into advisors offices to better accommodate social distancing in the main lobby and making it easier for the student to complete all their tasks in one area.
- FL - Provided local high schools counselors with LSEC schedules to increase enrollment dual enrollment through LiveOnline instructional format. School counselors share the LSEC schedule with parents through email blast and on their school's social media accounts.
- FL - Due to mandatory staff reduction requirements, the office implemented a LiveOnline customer service assistance session for students.
 - Multiple students have express their appreciation of our efforts to continue providing excellent customer service and providing them with the same experience as if they were in the office. Many mentioned that giving them this option made them feel valued.

Enrollment Update

Fort Leavenworth				
		Actual Enrollments	Total Hours	FTE
College Program	2018	32	108	7.2
	2019	30	104	6.9
	2020	51	159	10.6
BSEP	2018	104	156	10.4
	2019	106	159	10.6
	2020	64	96	6.4
LSEC	2018	1305	4045	269.7
	2019	1523	4693	312.9
	2020	1185	3640	242.7

Fort Riley				
		Actual Enrollments	Total Hours	FTE
College Program	2018	255	765	51.0
	2019	136	433	28.9
	2020	220	712	47.5
BSEP	2018	678	1012	67.5
	2019	521	785	52.3
	2020	537	806	53.7
LSEC	2018	3215	9940	662.7
	2019	2833	8695	579.7
	2020	2580	7911	527.4

Student Engagement / Positive Feedback

- Positive student comment in person to a CSR: Larry XXXXX came into the FR office to talk to someone regarding Jessica Fullen. He said everyone always voices their complaints, he wanted to say she is a great instructor and she is very helpful and he wanted to make sure she is recognized as being one of those instructors who care about teaching and is not in it for the money.
- Satisfied student comment through ICE: “Abby and Megan were amazingly helpful! First time enrolling and they made the process so easy for me! Thank you so much for your help.”
- Positive student comment through email regarding assistance for his class: “Thank you ALL! I appreciate that you all are so supportive and helpful! Thank you for working with me.”
- Positive student comment through email regarding MyCAA: “Thank you, Abby and Megan! I appreciate all your help.”

Student Engagement / Positive Feedback (Cont)

- Student evaluation regarding Kenneth Kolembe's MATH 1828 LSEC: "Mr. Kolembe is a great teacher! He always asks if anybody has questions about the homework at the beginning of class, and helps whenever anybody needs help. He is always very encouraging if somebody does not understand the material and involves everybody in problems that we go over during class."
- Student evaluation regarding Jim Turner's BSEP class: "Your efforts have gone above and beyond to help students understand how to properly do the math for problem solving. Along with showing how you got the answers, you taught us multiple ways of solving math problems if one way was too difficult. Soldiers will have a better understanding of what to do when faced with complications and for that we have you to thank."
- Student evaluation regarding Melissa Hardwick's ENGL 1195 LSEC: "Professor Hardwick is a great teacher and truly cares about her students educational needs."

Student Engagement / Positive Feedback (Cont)

- Alejandra (CSR) received a comment today from a parent and student. The student wanted to register for BartOnline classes but did not know where to begin. Student would transfer these classes to another institution. Alejandra shared how to search for course description and share that with the counselor at the transferring school. She also mentioned Articulation agreements for them to check for on the other institution website. Both were very appreciative. The customer stated that the assistance provided by Alejandra was invaluable to registering and establishing a pathway forward to an associate's degree.
- Several students were worried that learning in a LiveOnline course was not going to be possible. A large majority of the Fort Leavenworth students have been impressed with Mr. Kolembe's MATH courses. Students' regular comment on his passion and effort to structure his class to ensure each student develops the necessary knowledge and skills to be successful. I have been told he goes over and beyond to make sure each student is learning and is supported even outside of class. Most have said they cannot believe it but they actually like math now.
- A student enrolled in online courses at Johnson Community College came into the office wanting to take one of our classes. He indicated he does not learn in classes conducted through zoom but needed the course we were offering. Midway through the course, he came in the office to register for the next cycle because he dropped all of his online courses at Johnson Community College because our LiveOnline courses embody a classroom setting that promotes learning through engagement.

Questions?