

Chapter IX

CAMPUS SERVICES

The Campus Services Committee reviewed the operation of the following departments or services: Bookstore, Food Service, Campus Police, Community Relations, Data Processing, Campus Post Office and Telecommunications. A description of each department's objectives, basic services provided and changes made as a result of the 1977 NCA self-study is presented. A review of the strengths and areas for improvement is also presented.

Bookstore

The Bookstore was established to provide instructional supplies at a reasonable cost to students at Joliet Junior College. The basic service consists of the sale of textbooks, supplementary readings and essential items needed by students while pursuing their academic and vocational objectives. "Soft" merchandise such as sweatshirts, jackets, greeting cards, paperbacks, magazines and other reading material are also offered for sale.

As part of the Bookstore's operating philosophy to provide service to students at a reasonable cost, the Bookstore allocates monies for bookstore loans to students and operates a "buy-back" service for used textbooks. The Bookstore is under the auspices of the Business Office, and the manager reports to the Vice-President for Business and Financial Affairs.

As an independent non-subsidized operation, all capital outlay, maintenance costs and other expenses allocated to or incurred by the Bookstore must be recovered. Textbook prices conform to the suggested retail prices.

Services are provided at the main campus year-round. Service has also expanded to the sale of textbooks during the first week of classes at 5 off-campus instructional sites: Lincoln-Way High School, Morris High School, the Louis Joliet Renaissance Center, the North Campus - Bolingbrook Town Center and the North Campus - Romeoville Center.

Food Service

Food Service provides a convenience to students, staff and guests, and a training environment for Culinary Arts students. Basic service includes the following: breakfast, lunch, dinner, vending machines and catering for other college food functions, such as athletic banquets, open houses, etc.

The Food Service operation is a function of the Business Office. The Food Service Director reports to the Vice-President for Business and Financial Affairs. Food Service is an independent, non-subsidized operation of the college and recovers all direct and indirect costs.

Since 1977, a variety of features has been introduced into the daily menu, such as salad bars and special buffets. Electronic registers have been purchased for improved inventory control and faster service, and for use as an instructional aid in training Culinary Arts students in inventory control and management.

Campus Police Department

In March of 1981, the Safety Department was upgraded to a Campus Police Department. The department employs a Chief of Police, 4 full-time officers, 7 part-time officers, 6 student cadets and 1 clerical staff person.

The Campus Police Department is responsible for the general security and fire protection of all college facilities and property, as well as for the general safety of people on campus.

Improvement within the department since 1977 includes campus coverage 24 hours a day, 7 days per week, and the acquisition of a radio which provides instant communication with off-campus police -- Illinois State Police Emergency Radio Network.

Community Relations Office

It is the objective and responsibility of the Community Relations Office to produce and disseminate information consistent with the college's philosophy to the residents of the college district. Information pertinent to instructional offerings--courses, student services, activities and special college events--is distributed on a regular basis. The nature of the material disseminated is recruitment-oriented, generally informative and directed to external and internal publics.

The promotional mix utilized by the office to disseminate information is varied and includes techniques such as printed publications, news releases and public service announcements, brochures, flyers, etc.

Examples of communications disseminated for external use are the Spring 1983 Focus on the college and high technology, distributed district-wide, and written communication exchanged with legislators on the college's position on pending state and federal legislation. [See Exhibit 9.1]

Internal communication among staff is achieved through various means including Board Meeting Summaries, monthly newsletters and special announcements.

Since the last self-study in 1977, Community Relations' responsibilities have been expanded to include student recruitment, service for off-campus events, such as open houses, legislative luncheons, etc.

Data Processing Department

The goal of the Data Processing Department is to provide data processing support for the college administration, educational programs and activities, and student services, while minimizing cost.

Major computer equipment purchases since 1977 include a PRIME 650 Computer, primarily for academic usage; an IBM 4331 Computer, primarily for administrative usage and 81 microcomputers distributed throughout the college. Sophisticated software has been purchased and supplemented by in-house programming to provide excellent administrative systems. In addition, computer operations have expanded to include support for the following: on-line transcripts, degree audit and personnel records.

The institution's future data processing needs are detailed in a five-year plan, and these needs are evaluated at regular intervals. [See Exhibit 9.2.]

Communication between the Data Processing Department and computer users is being improved by the issuance of a quarterly newsletter; establishment of a half-time staff position, Coordinator of Academic Computing; and the establishment of a Computer Service Committee.

Post Office

The Post Office operates as an official United States postal substation, providing standard postal services for the college. Daily mail service is provided to the Louis Joliet Renaissance Center, the North Campus - Bolingbrook Town Center and the North Campus - Romeoville Center where mail is picked up and delivered on the main campus twice daily. The Post Office has been separated from the Bookstore as suggested by the 1977 self-study.

Telecommunications

Telecommunications service is provided at the main campus, North Campus - Bolingbrook Town Center, North Campus - Romeoville Center and the Louis Joliet Renaissance Center.

Telecommunications are a vital part of the registration process for students who wish to register by telephone. The telephone system is busiest during registration periods and at the end of a semester.

The telecommunications system was upgraded from a PBX system to a Dimension system in December of 1977.

In January of 1982, new telecommunications lines were installed to service Telephone Registration directly. The installation served to reduce pressure on the main switchboard, and it further reduced complaints related to delays in answering incoming calls.

Telecommunications are operative during normal working hours, in the evenings 4 days a week and on Saturday mornings.

Survey Results

An attempt was made to measure among students the degree of satisfaction with selected campus services: Bookstore, Food Service and Campus Police. Student responses to computer services are presented in Chapter IV. These responses are shown in Table 9.1. The descriptive phrases for the numerical values are as follows:

- 1 = Very dissatisfied
- 2 = Dissatisfied
- 3 = Satisfied
- 4 = Very satisfied.

Table 9.1

STUDENT RESPONSES TO CAMPUS SERVICES

	1 % (N)	2 % (N)	3 % (N)	4 % (N)	Mean
Bookstore	6.4 (75)	10.0 (117)	62.1 (728)	21.5 (252)	2.99
Cafeteria	6.3 (60)	9.7 (93)	60.9 (583)	23.2 (222)	3.01
Campus Police	14.8 (123)	12.4 (103)	55.3 (461)	17.5 (146)	2.76

Strengths

1. The Bookstore is providing services to students efficiently. Providing bookstore service to the satellites is an asset.
2. The Food Service purpose is consistent with the college's mission, provides quality food and service to the students and staff. The Food Service provides an opportunity for culinary arts students to gain worthwhile practical experience in functioning for and with the public. The food service provides catering and banquets for special functions of the college and for community organizations.
3. The college has a highly productive Community Relations Office providing varied informational services of benefit to the college and the community.
4. The college has state-of-the-art computer capabilities, hardware and software.
5. The college has a telecommunications system which enables students to register by telephone.

Areas for Improvement

1. Although utilization of existing Bookstore space has been improved, insufficient storage facilities are a problem during peak periods.
2. Because of increased enrollment and increased demand for service, without a corresponding increase in staff, there is a need to increase support, with either additional mechanization or staff, of various campus services, such as Campus Police, Community Relations and Telecommunications.
3. A formal method to establish data processing programming priorities needs to be developed. A more formalized training program for staff on word processing and microcomputers is needed. A maintenance policy for microcomputers needs to be established.