

EFFECTIVE PRACTICE: PEER MENTOR & LEADERSHIP PROGRAM

Direct Connection to The Illinois Commitment: Goal 4. Illinois will increase the number and diversity of citizens completing training and educational programs.

Title: Peer Mentor & Leadership Program (PMLD) in the Office of Minority Student Affairs

Issue and need addressed by effective practice: Research shows that one of the most effective strategies a college can implement to positively impact the academic of students is peer mentoring. As students from racial minority populations are 1) the fastest growing segment of the JJC student body and 2) witness lower participation and success rates, the PMLD was initiated by the Office of Minority Student Affairs in the 2003-2004 academic year.

Description of the effective practice: The PMLD program is a mentoring program designed to enhance the educational experience of minority students at JJC. The program's curriculum is designed to create a friendly and supportive environment for students and their families by connecting them to student leaders at JJC. Peer mentors serve as a resource and assist incoming minority students with first-year transitional issues by providing academic and personal support. Every year, 12 student leaders are selected through an interview process to act as mentors. 35 mentees are then selected. The mentors and mentees meet on a regular basis throughout the academic year, participating in academic skills workshops, social activities, and leadership-development training.

How does this practice achieve sustainability? The PMLD is now part of the Office of Minority Student Affairs planning schedule. Additionally, the program is funded in the JJC Budget.

What are the results/measurable outcomes? Results show the program enhances the academic success of students and mentors who participate:

- The Fall-to-Spring retention rate for mentees has been between 96%-99% over the last three years, much higher than the overall retention rate for minority students (50-66%).
- In qualitative analyses of outcomes, mentees reported that mentors did an excellent job in providing them with the necessary guidance to navigate the resources and services offered at JJC. Mentees also reported higher levels of belonging.
- Mentors reported higher levels of academic motivation due to expectations set forth by the Office of Minority Student Affairs, gaining valuable leadership skills, and feeling supported personally and academically at JJC.
- Further results are included in the JJC Office of Minority Students *Annual Report*.

Contact Information: Yolanda Isaacs, Director of Minority Student Affairs, 815-280-6680, yisaacs@jjc.edu or Angie Kaysen, Director of the Multicultural Transfer Center, 815-280-2449, akaysen@jjc.edu

EFFECTIVE PRACTICE: ADMINISTRATIVE SERVICES CUSTOMER SURVEY

Direct Connection to The Illinois Commitment: Goal 6. Illinois colleges and universities will continually improve productivity, cost-effectiveness, and accountability.

Title: Administrative Services Internal Customer Survey

Issue and need addressed by effective practice: The goal of this project was to address the effectiveness and efficiency of Administrative services in the JJC Business Services office, including purchasing, procurement card, mail services, receiving, reprographics, telecommunications, and bookstore.

Description of the effective practice: This practice was effective in two ways: 1) In the past, the survey was e-mailed to JJC employees as a Word document. Employees were instructed to print the survey and mail it back to the Business Services Office, resulting in 10-15 annual responses. In Fall 2005, the survey was put on-line and the number of respondents increased dramatically, to 132. Since the on-line survey linked to an Access database, resources were saved in terms of mailing, paper, and analysis time. 2) The survey results provide valuable information about how to make Administrative services more friendly, useful, and efficient.

How does this practice achieve sustainability? The survey is conducted on an annual basis by the Administrative Services unit of the Business Services office.

What are the results/measurable outcomes?

- 132 employees responded to the survey - 58% staff, 22% administrative, and 21% faculty. About 50% of the respondents have been employed at JJC over 10 years; 75% 5 years and over.
- Internal customer service responses were positive across the board. Typically, about 90% of survey respondents felt Business Service area staff respond to inquiries promptly, are courteous, are knowledgeable, and act in a professional and ethical manner. Only in a few instances did a respondent disagree with the statement that staff were not courteous or helpful. As an example, 89% of respondents agreed the delivery of orders is timely (the other 11% were neutral).
- There was also a positive response to questions about the ease of use of Administrative area services and training to use them. For instance, 80% of procurement card users agreed the card is convenient; 86% of respondents agreed they knew how to prepare outgoing mail to meet USPS requirements.

Overall, the results of the survey were very positive. The Administrative Services area will use the results to sustain the high-quality level of responsiveness to internal customers.

Contact Information: Judy Mitchell, Director of Administrative Services, 815-280-6640, jmitchel@jjc.edu