



**NORTH IOWA AREA
COMMUNITY COLLEGE**
FEDERAL COMPLIANCE FILING 2023



NORTH IOWA AREA COMMUNITY COLLEGE

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Federal Compliance Filing by Institutions

Effective September 1, 2023–August 31, 2024

Institutions should answer the questions below and provide supporting documentation where applicable. The [Federal Compliance Overview](#) provides information about the applicable HLC policies and provides an explanation of each requirement. Please review the Overview in its entirety prior to completing this Filing.

The necessary supporting documentation should be directly responsive to specific documentation requested. While there is no minimum expectation with respect to length, the completed Federal Compliance filing, including Appendix A (if applicable), should not exceed 300 pages.

Note that some federal requirements are related to and accounted for in the Criteria for Accreditation or Assumed Practices. Those related Criteria and Assumed Practices have been identified for cross-referencing purposes. Cross-references are also provided to the Code of Federal Regulations. Because HLC may, in some cases, require more of its institutions than the federal regulations, it is important that institutions write to HLC's requirements to ensure their compliance not only with the federal regulations but also with HLC's expectations. Lastly, although cross-references to the Code of Federal Regulations are provided here, an institution is always responsible to ensure that it is in compliance at all times with such regulations, as they may from time to time be updated.

Submission Instructions

Comprehensive Evaluations

Upload this form, any required attachments and, if applicable, Appendix A to the Assurance System no later than the institution's lock date, unless otherwise noted. Instructions for uploading the documents are provided in the Assurance System.

Other HLC Processes

Submit this form, any required attachments and, if applicable, Appendix A at hlcommission.org/upload. Select the appropriate submission option from the list provided to ensure the documents are sent to the correct HLC staff member.

Institution name: **North Iowa Area Community College**

1. Assignment of Credits, Program Length and Tuition

Provide web addresses to the following:

- Policy(ies) and procedures for assignment of Credit Hour for all **types** of courses, disciplines, programs, credential levels, formats, regardless of modality.
- Course or program credit assignment procedures. (Note: The Federal Compliance reviewer will contact the institution's Accreditation Liaison Officer (ALO) after the Federal Compliance materials are received to request a sample of course and program materials. The purpose of the representative sample of materials is to enable the Federal Compliance reviewer to make a preliminary determination as to whether an institution ensures it is adhering to its credit hour policy.)

Provide the web address to relevant policy(ies):

Link: Iowa Administrative Code 281, 21.2(12) <https://www.legis.iowa.gov/docs/iac/rule/08-29-2018.281.21.2.pdf> (see **Appendix B** below) sets requirements for determining credit hours based on the amount of instructional contact time and delivery method.

Also, [current tuition and expenses](#) can be found on NIACC's website in various ways. The tuition and fee schedules are updated yearly for [resident](#) and [non-resident](#) fees. Students can estimate their educational expenses in a way that best suits their needs. Printable .pdf files of tuition, fees, and housing costs and online calculators are available. The [Net Price Calculator](#) is a tool that provides an estimated attendance cost, including tuition, fees, books, supplies, room and board, and other related expenses. The cost of attendance listed for on-campus, off-campus, and those living with parents can be found on the financial aid webpage. Program and course fees for tools, supplies, and other additional costs are also available. Students can find specific textbook costs on the [BookZone website](#) by entering their courses and determining if books are available to purchase or rent.

Link to NIACC's Refund Policy: <https://www.niacc.edu/admissions/tuition-and-aid/financial-aid/refund-and-repayment-policy/>

Provide the web address to relevant procedure(s):

Link: Program Approval: Guidelines for Iowa Community Colleges including Appendix C Credit Hour Guidelines: <https://educateiowa.gov/documents/program-approval-guidelines-iowa-community-colleges>

NIACC Catalog <https://catalog.niacc.edu/index.php?catoid=11>

The public can access NIACC's Catalog which includes the number of credit/semester hours (terms used interchangeably) assigned to each course as well as the breakdown of contact hours that make up the course credit/semester hours. This assignment of contact hours adheres to Iowa Code and follows the procedures in Guidelines for Iowa Community Colleges Appendix C.

The following procedures are accessible in TrojanHome which requires a NIACC username and password.

Course Outline Template (**Appendix C**)

Changes to curriculum are submitted through the electronic document system, eTrieve. How to Submit Curriculum Changes in eTrieve instructions (**Appendix D**)

Describe the process the institution utilizes to verify length of academic period and compliance with credit hour requirements through course scheduling.

[Iowa Administrative Code 281, Chapter 21.2\(12\)](#) sets requirements for determining credit hours based on the amount of instructional contact time and delivery method. When determining course credit, colleges must follow some basic rules as stated in Iowa Administrative Code, starting with the requirement that each course must be assigned a minimum length of one credit hour. A fractional unit of credit may be awarded provided the course exceeds the minimum length of one credit hour. Each credit hour shall consist of a minimum number of contact hours based on its delivery method. Conventional instruction is subdivided into four instructional methods with the minimum number of required contact hours as defined below. The criteria listed below are minimum requirements only, which institutions may exceed at their discretion.

One semester hour of credit will be calculated as follows:

Lecture classes: One semester hour of credit will be awarded for a class meeting (under the supervision of an instructor) for one hour (60 minutes) per week for 16 weeks (800 instructional minutes).

Laboratory classes: Laboratory credit is awarded at a rate not to exceed one-half of the instructional rate. One semester of credit is awarded for completion of experimentation and practice (under supervisor instruction) for a minimum of 1600 minutes.

Clinical Practice: Instruction offered through applied learning experience under the supervision of an instructor. One semester hour of credit is awarded for completion of a minimum of (3:1) 2400 minutes.

Work Experience: Planned work experience that is coordinated by an institutional representative and the employer. Control and supervision of the student on the job is the responsibility of the employer. One semester hour of credit is awarded for completion of a minimum of 3200 minutes.

Credit hour calculations are included on the course outlines submitted by instructors and/or Division Chairs. New and modified courses are evaluated for appropriate semester hour requirements upon submission for approval. Credit hour calculations are reviewed and approved during Curriculum and Academic Affairs meetings. Course outlines are the official record of the semester credit hours awarded for each course. Course outline forms include the breakdown of lecture, laboratory, clinical, and work experience.

Per the 2023-2024 Faculty Handbook:

Course Outline Updates

Every three years the course outline for each course needs to be evaluated. Division chairs receive a Course Review Rotation spreadsheet with the list of courses that will be evaluated/updated during the academic year. Faculty will review the course outline and determine if changes need to be made to reflect current classroom practices. Courses can be updated outside of the recommended review cycle as needed, however this cycle ensures that all courses are reviewed on a consistent basis.

Any changes to the course outline must be brought to Curriculum and Academic Affairs Council (CAAC) for approval. Course and program changes must have two readings at CAAC and be finalized at or prior to the March meeting. CAAC meets on the 1st and 3rd Mondays of the month in the Fall semester, and the 1st Mondays of the month in the Spring semester. After approval, the updated course outline is submitted to the Iowa Department of Education.

Please contact Katie Williams (katie.williams@niacc.edu) for the current, official version of the course outline Word document. PDFs of all course outlines can be found on the I: drive (I:\COURSE OUTLINES \Course Outlines - CURRENT COURSE #s).

Course Review Rotation Process

Purpose

To review each NIACC course on a regular basis and assess if it needs to be updated to reflect current classroom practices.

Process

- Division chairs notify their faculty of the courses to be reviewed (August).
- Instructor reviews the course outline and determines if updates are needed (September-November).
 - o No updates needed: No further action taken.
 - o Updates needed:
 - Instructor updates course outline.
 - Instructor fills out the ACD – Curriculum Change Request (select “Course Change” as request type) in eTrieve and describes what changes have been made to the course outline and why.
 - Instructor submits updated course outline to their division chair for departmental approval.
 - Instructor and division chair bring updated course (with Course Change Request Form) to Curriculum and Academic Affairs Council for approval (first readings during September-January).
- Course updates are submitted to the Department of Education by the Administrative Assistant to the VPAASL for the next academic year.

For more information see Federal Regulations 34 CFR §§602.16(a)(1)(viii), 600.2, and 668.8(k) and (l).

Related HLC Requirements: Assignment of Credits, Program Length and Tuition (FDCR.A.10.020), Criteria for Accreditation Core Component 3.A. (CRRT.B.10.010), and Assumed Practice B.1. (CRRT.B.10.020)

2. Institutional Mechanisms for Handling Student Complaints

Provide the web address to the institution’s complaint policy.

Link: https://www.niacc.edu/wp-content/uploads/PDFFiles/2023-2024_Student_Handbook.pdf

(Note: All page references are to the page of the .pdf file not the numbered pages.)

Formal Student Complaint Policy pg 7

State-Based Student Complaints Process link in 2023-2024 Student Handbook pg. 2 and at the bottom of the Consumer Information page: <https://www.niacc.edu/about/consumer-information/>

Provide the web address to the institution's complaint procedure.

Link: https://www.niacc.edu/wp-content/uploads/PDFFiles/2023-2024_Student_Handbook.pdf

(Note: All page references are to the page of the .pdf file not the numbered pages.)

Grade Appeal Process pg. 6

Formal Student Complaint Policy pg 7

Sexual Misconduct and Non-Discrimination Policy pg. 9

Mandated Reports and Formal Notice/Complaints in Student Handbook pg. 14

Grievance Procedure pg. 14

Procedure for Resolution of Discrimination Complaints pg. 15

Disciplinary Procedures pg. 29

For more information see Federal Requirement 34 CFR §602.16(a)(1)(ix).

Related HLC Requirements: Institutional Records of Student Complaints (FDCR.A.10.030), Criteria for Accreditation Core Component 2.A (CRRT.B.10.010) and Assumed Practices A.3, A.4. (CRRT.B.10.020)

3. Publication of Transfer Policies

Provide the web address to the institution's transfer policies.

Link: https://www.niacc.edu/wp-content/uploads/PDFFiles/2023-2024_Student_Handbook.pdf

Pg 52-54 of the pdf file Credits and Grading and Additional Credit Options

Provide the web address where the public can access a list of all institutions with which the institution has established articulation agreements. Note that there is not a need to provide the full articulation agreements themselves, only the list of agreements that the institution makes public. This list should include the name and location of the agreement partner, the extent to which the institution accepts credit for courses offered by the partner or offers courses for which credits are accepted by the partner, and any credit limitations.

Link: Program Articulations

<https://www.niacc.edu/academics/articulation-agreements/program-articulations/>

Associate in Arts/Associate in Science Articulations

<https://www.niacc.edu/academics/articulation-agreements/general-aaas-articulations/>

Provide the web address where current and prospective student can ascertain the institution's transfer requirements in addition to what will and will not transfer.

Link: <https://www.niacc.edu/academics/transfer-information/>
<https://www.niacc.edu/academics/prior-learning-assessment/>

For more information see Federal Regulations 34 CFR §§668.5, 668.8, 668.43(a)(11) and 668.43(a)(12).

Related HLC Requirements: Publication of Transfer Policies (FDCR.A.10.040), Criteria for Accreditation Core Component 2.A (CRRT.B.10.010) and Assumed Practice A.5.D. (CRRT.B.10.020)

4. Practices for Verification of Student Identity

Does the institution have students enrolled in distance or correspondence courses, as defined in federal definitions?

- Yes
 No (If no, please move on to the next section.)

How does the institution verify the identity of students enrolled in these courses?

North Iowa Area Community College makes use of one or more methods to verify student identity per the HLC Policy "Institutional Practices for Verification of Student Identity and Protection of Student Privacy."

NIACC uses secure logins and pass codes for all students. In order for students to access our online tools including TrojanHome and Canvas, students must login using their username and password. They are held to the requirements defined by several technology policies. The NIACC [Technology Policy](#) includes the following highlights, Responsible Use, and Unacceptable Use descriptions:

- "The use of technology and information resources is governed by all applicable College faculty, staff, and student policies as well as applicable federal, state, and local laws and statutes."
- "NIACC provides a number of computer labs to the general College population for course work and related educational endeavors. In addition, **students enrolled in credit classes are offered a temporary personal Internet account, renewable each semester they are enrolled at NIACC. The policies outlined here apply to the use of these accounts.**"
- "Use only computer IDs or accounts and communications facilities which you are authorized to use and use them for the purposes for which they were intended."

The use of technology and information resources is governed by all applicable College faculty, staff, and student policies as well as applicable federal, state, and local laws and statutes.

Responsible Use:

The user bears the primary responsibility for the material that he or she chooses to access, send, or display. Respect the rights of others by complying with all College policies. Remember that you are representing the College in all of your communications.

Use only computer IDs or accounts and communications facilities which you are authorized to use, and use them for the purposes for which they were intended. **Do not let others use your username or password.** Students will be responsible for maintaining their own files that are stored on network drives including deleting files no longer in use, and copying files that they want to save to removable media.

Staff will be responsible for maintaining their own files that are stored on network drives including deleting files no longer in use. Do not use up valuable network storage resources with unnecessary and outdated files.

Unacceptable Use:

The following unacceptable activities may result in suspension or revocation of this privilege, disciplinary action, as well as possible legal and civil action by the copyright owner and/or the College.

- a. Unauthorized copying, downloading, or transferring of copyrighted music, video, audio, software (including operating systems, applications and games, databases, or code) or other licensed or copyrighted material.
- b. "Computer hacking" (i.e. unwanted or unsolicited entry into a computer system).
- c. Knowingly introducing a "computer virus" to a computer or network (i.e. a program – either harmless or damaging – which attaches itself to another program and/or has the capability to reproduce in order to infect other computers).
- d. Unauthorized access, willful damage, or misuse of systems, applications, databases, code, or data.
- e. Use of the campus network, the Internet, ICN, or other telecommunications or data networks for actions that constitute harassment (as defined by the NIACC Harassment Policy). This includes introducing inappropriate materials to the network, displaying for others to view or hear, or printing on College printers.
- f. Using the network or College equipment to conduct personal business for one's own personal gain or profit, for the personal gain or profit of others, for solicitation of services, or for political lobbying or campaigning.
- g. Allowing others to use your personal username and password to access campus networks or the Internet.**

The above items in this section are all unacceptable activities.

The [Student Handbook](#) contains this Technology Policy as well (pg. 31-33 of the pdf).

The issuance of credentials utilizing unique and personal user accounts and passwords combined with the policy bullets provided in the student handbook and Technology Policy are how NIACC meets this requirement.

How does the method of verification make reasonable efforts to protect student privacy?

Reasonable efforts to protect student privacy:

NIACC requires all employees to demonstrate understanding of the Family Educational Rights and Privacy Act (FERPA). FERPA training is conducted on a bi-annual basis with all employees completing a refresher in Fall 2023.

NIACC limits the collection, use, sharing and storage of student personally identifiable data to that which reasonably serves the institution's academic, administrative, or other legally permitted purposes. Such collection, use, sharing, and storage shall comply with applicable federal and state laws and with the policies and procedures of the institution.

Are there any additional costs (e.g., fees associated with test proctoring) charged directly to the student because of this method?

Yes

No

If yes, how are the additional costs disclosed to students prior to enrollment in a distance or correspondence course?

Provide the web address where the public can access information regarding the additional costs.

Link: n/a

For more information see Federal Regulations 34 CFR §§602.17(g) and 602.17(h).

Related HLC Requirement: Institutional Practices for Verification of Student Identity and Protection of Student Privacy (FCDR.A.10.050), Criteria for Accreditation Core Component 2.A. (CRRT.B.10.010)

5. Protection of Student Privacy

Provide the web address to the institution's policies governing student privacy and the privacy and security of student data, including student records.

Link: https://www.niacc.edu/wp-content/uploads/PDFFiles/2023-2024_Student_Handbook.pdf

European Union's General Data Protection Regulation pg. 8 of the pdf

The Family Educational Rights and Privacy Act (FERPA) pg. 55 of the pdf

Board Policy 2.21 Data Classification Policy excerpted from the Board Policy Manual below (**Appendix E**). This policy is applicable to all College students, faculty and staff, contractors, volunteers, students and to all others granted use of North Iowa Area Community College information resources. The policy classifies data into three sensitivity levels (Confidential, Sensitive, Public) and the appropriate Data Owners for each level.

Iowa Administrative Code 281.21.2(10) Academic records
<https://www.legis.iowa.gov/docs/iac/rule/281.21.2.pdf>

College Statement on Privacy in Student Handbook pg. 11 of the pdf.

Mandated Reports and Formal Notice/Complaints in Student Handbook pg. 14 of the pdf

Provide the web address to the institution's disclosures about how any personal data collected, including personally identifiable information (PII), may be used.

Link: <https://www.niacc.edu/about/niacc-web-privacy-policy/>
<https://www.niacc.edu/user-data-deletion-policy/>

Provide a brief narrative below describing how the institution ensures timely training and adherence to the policies referenced in this section by its employees and any third-party contractors acting on its behalf:

Information regarding the Family Educational Rights and Privacy Act (FERPA) is presented during New Faculty Orientation Week. The FERPA policy is included in the Faculty Handbook and the Student Handbook.

All employees are required to complete new employee training in Cornerstone, consisting of: Hazard Communication-GHS and your Right to Know; Title IX and Sexual Misconduct; Workplace Harassment; and Family Educational Rights and Privacy Act (FERPA) during their first two weeks of employment. All faculty, staff, and students are required to complete Iowa's First Amendment training as well. The Title IX and First Amendment training refreshers are completed annually. Employees who, in the scope of their duties work regularly with children are required to complete Mandatory Child Abuse Reporter training. In Fall 2023, all employees were required to complete a refresher on FERPA.

The Technology Policy and Acceptable Use Policy establishes acceptable practices regarding the use of NIACC information resources in order to protect confidentiality, integrity, and availability of information.

As part of Master Service Agreements with third party servicers, NIACC ensures that student information is safe and secure by entering into contracts that specifically address confidentiality and security of student information and also adhere to FERPA regulations. (See **Appendix F** Master Service Agreement Exhibit 6-13-2023)

For more information see Federal Regulations 34 CFR §602.17(h).

Related HLC Requirements: *Institutional Practices for Verification of Student Identity and Protection of Student Privacy (FDCR.A.10.050), Recruiting, Admissions and Related Enrollment Practices (FDCR.A.20.020), Assumed Practice A.2. (CRRT.B.10.020)*

6. Publication of Student Outcome Data

The institution must disclose student outcome data in a manner that is easily accessible to the public. The institution's website includes a webpage containing (or linking to) data related to student achievement that addresses the broad variety of its student populations and programs, including at the

undergraduate and graduate levels, as applicable. The information must include retention, completion, required state licensure exam pass data (if applicable), and data about the institution's students after transfer or graduation (such as continuing education, job placement and earnings). The institution must also disclose which student populations are excluded from the data. If an institution uses student job placement data in any marketing or recruitment content, it must also publicly disclose these data on its website along with information necessary to substantiate the truthfulness of its marketing and recruitment materials. All student achievement information must be presented in plain language, with any technical terms defined and the institution's methodology for compiling data included.

Are student outcome data published on the institution's website following the specifications above?

Yes

No (If no, please move on to the next section.)

If yes, provide a link to the webpage(s) that contains the student outcome data.

Link(s): Student Outcome Data section of the Consumer Information Page at <https://www.niacc.edu/about/consumer-information/>

For more information see Federal Regulations 34 CFR §§602.16(a)(1)(i) and 668.14(b)(10).

Related HLC Requirements: Public Information (FDCR.A.10.070), Review of Student Outcome Data (FDCR.A.10.080), Assumed Practice A.6. (CRRT.B.10.020)

7. Standing With State and Other Accreditors

List the governing or coordinating bodies in states (e.g. Illinois Board of Higher Education; Arizona State Board for Private Postsecondary Education) in which the institution has a presence.

Iowa Department of Education

State law ([Iowa Code 260C.48](#) and [Iowa Administrative Code 281-24](#)) sets accreditation standards for Iowa's community colleges

Note whether there are any pending or final state actions that affect the institution's legal status or authority to grant degrees or offer programs.

None

List any relationships the institution has with any other recognized accreditor (e.g. Accreditation Commission for Education in Nursing; Council for the Accreditation of Educator Preparation; Distance Education Accrediting Commission).

Concurrent High School Partnerships (Career Link) – National Alliance for Concurrent Enrollment Partnership (NACEP)

Emergency Services program – Iowa Department of Public Health Bureau of Trauma and Emergency Services

Nurse Aide (CNA) - Iowa Department of Inspections, Appeals, and Licensing

Nursing (ADN) - Accreditation Commission for Education in Nursing and Iowa Board of Nursing

Nursing (PN) - Iowa Board of Nursing

Physical Therapist Assistant (PTA) - Commission on Accreditation in Physical Therapy Education (CAPTE) of the American Physical Therapy Association (APTA)

Medical Assistant - Medical Assisting Education Review Board (MAERB) which is a Committee on Accreditation (CoA) of the Commission of Accreditation of Allied Health Education Programs (CAAHEP)

Automotive Service Technology - certified upon the recommendation of the Automotive Service Excellence (ASE) Foundation. The College has achieved ASE Master Automotive Service Technician (MAST) accreditation. Reaccreditation was awarded in September 2023.

Also, NIACC has state accreditation through the Iowa Department of Education and is NC-SARA approved for distance learning.

Note whether there are any pending or final actions by any other recognized accreditor to withdraw status or impose a sanction, Show-Cause Order or adverse action.

All accreditor relationships are in Good Standing.

Provide the web address(es) where students and the public can find information about the institution's current standing with state agencies and accrediting bodies.

Link: <https://www.niacc.edu/about/accreditation/>
<https://www.niacc.edu/about/accreditation/programmatic-accreditation/>

For more information see Federal Regulations 34 CFR §§602.28, 668.41 and 668.43.

Related HLC Requirements: Standing With State and Other Accreditors (FDCR.A.10.090), Criteria for Accreditation Core Component 2.B; Assumed Practices A.7, C.4.; Obligations of Membership #8 and #9 (INST.B.30.020)

8. Recruiting, Admissions and Related Institutional Practices

Upload as part of this filing the institution's (i) training materials and (ii) code of conduct (or its equivalent) for its recruiters, admissions counselors, marketing or advertising staff, financial aid advisors, and any other personnel engaged in direct communications with prospective and current students, as required by HLC policy.

Provide a brief narrative below describing how the institution ensures timely training and adherence to its procedures by employees and any third-party contractors acting on its behalf in this area.

NIACC Student Services staff participate in many training and cross-training activities. When onboarding new financial aid employees, staff participate in Learning Tracks offered by Federal Student Aid at <https://fsatraining.ed.gov/>. NIACC also invests in additional training for new staff members through the National Association of Student Financial Aid Administrators (NASFAA) with enrollment in the Fundamentals of Student Financial Aid; a four-week, interactive, online course that focuses on the fundamentals of financial aid including applying, financial aid concepts, categories and types of financial aid, Title IV aid programs and more.

When new staff are hired in the Student Services Department, cross-training occurs to ensure new employees are equipped with an understanding of the different department's actions, interactions and goals in helping students. Regular monthly and weekly meetings are held with the Student Services Department to provide updates and necessary trainings. The college has also established a Strategic Enrollment Management team that is comprised of the Vice President of Student Development & Success, Director of Marketing, Director of Financial Aid, Registrar, Director of Admissions and Director of Academic Advising. This group works together to coordinate and advance the colleges engagement with prospective students (**Appendix G**).

NIACC Student Services staff are engaged in many leadership organizations that offer support and provide best practice resources across departments. Organizations include The Iowa Association of College Admissions Counseling, Iowa Association of Student Financial Aid Administrators, Iowa Community College Student Services Association and many others.

All NIACC employees participate annually in Title IX and Sexual Harassment Prevention training and First Amendment Training and typically FERPA Confidentiality of Records Training every other year. However, for Fall 2023 all employees completed a FERPA refresher. The Employee Handbook also includes Employee Standards of Conduct (**Appendix H**) that all employees are expected to adhere to.

In addition, to ensure NIACC is practicing ethical financial aid and scholarship awarding practices, the college utilized a financial aid consulting firm to evaluate policies and procedures in October 2020. This evaluation and further process mapping was used to ensure that NIACC staff provide clear and accurate information to students during the recruiting and admissions process (**Appendix I**).

The NIACC Financial Aid Office coordinates campaigns with the Marketing Department by creating an annual social media calendar. Posts are reviewed between the departments to determine the accuracy of media (**Appendix J**).

In addition to general new employee orientation, Admissions uses several tools to ensure proper and thorough onboarding of staff. These tools include reviewing our NIACC Admissions Procedure Manual, Action Plans, and Tour Guide Booklet (**Appendix K**). The Admissions team also collaborates with the NIACC IT team to provide Colleague training.

The Admissions team which includes Enrollment Advisors, CCTCs, and our Career Advisor meets twice per month to report out any new programs or changes to academic curriculum, student services resources, and recruitment goals. The Director of Admissions participates in several campus leadership committees; Curriculum and Academic Affairs Council, Student Services Directors Meetings, Marketing/Recruitment collaboration meetings, Title III strategy meetings, and regular communication

with the Concurrent/High School Partnership team to ensure accurate information is brought back to the Admissions team in a timely and accurate manner.

The Admissions team is encouraged to participate in various professional development conference opportunities and trainings including ICAN FAFSA Training, ICCSSA, ISCA and Iowa ACAC.

The marketing department follows the American Marketing Association (AMA) [Statement of Ethics](#). The Director of Marketing and Community Relations maintains AMA membership and regularly utilizes materials from the organization to provide staff training and ensure that all marketing activities meet and exceed the highest ethical standards. The ethical norms put forth by the AMA include: do no harm, foster and maintain integrity, and embrace ethical values. The ethical values comprise honesty, responsibility, equity, transparency, and citizenship – a responsibility to serve the College’s stakeholders.

For more information see Federal Regulations 34 CFR §§668.14 and 668.82

Related HLC Requirements: Fraud and Abuse (FDCR.A.20.010), Recruiting, Admissions and Related Enrollment Practices (FDCR.A.20.020), Criteria for Accreditation Core Components 2.A and 2.B (CRRT.B.10.010), Assumed Practice A.2. (CRRT.B.10.020)

Additional Documents

Please attach the following documents as applicable:

Appendix A..... With respect to an institution’s ongoing responsibilities under federal regulations, provide any action letters issued by the U.S. Department of Education that articulate a rationale for any negative actions and any reports issued by the institution, if applicable, demonstrating the institution’s improvement efforts in response to such communications. Negative actions include, but are not limited to limitation, suspension or termination actions by the Department; letter of credit requirements, fines, heightened cash monitoring, or reimbursement payment methods imposed by the Department; or other negative findings on the basis of any Single Audit (or its equivalent) submitted by the institution.



Appendix B

Iowa Administrative Code 281.21.2 Credit Hours

281—21.2(260C) Administration.

21.2(1) *Policy manual.* A community college board of directors shall develop and maintain a policy manual which adequately describes the official policies of the institution.

21.2(2) *Administrative staff.* A community college shall develop an administrative staff appropriate to the size and the purpose of the institution and one which permits the institution to function effectively and efficiently. This administrative staff shall provide effective leadership for the major divisions of the institution including administrative services, adult and continuing education, career and technical education, college parallel education, and student services.

21.2(3) *Chief executive officer.* A community college shall have a chief executive officer who shall also be the executive officer of the board of directors. The executive officer shall be responsible for the operation of the community college with respect to its educational program, its faculty and student services programs, and the use of its facilities. The executive officer shall delegate to the staff all necessary administrative and supervisory responsibilities to ensure an efficient operation of the institution.

21.2(4) *Financial records and reports.* The community college shall maintain accurate financial records and make reports in the form and pursuant to the timeline prescribed by the department and other state agencies.

21.2(5) *Enrollment.* A community college shall meet minimum enrollment requirements if it offers instruction as authorized in Iowa Code chapter 260C, and if, to the satisfaction of the state board of education, it is able to provide classes of reasonable economic size as needed by students, meets the needs of the students, and shows by its past and present enrollment and placement record that it meets individual and employment needs.

21.2(6) *Catalog.* The catalog shall be the official publication of the community college. It shall include accurate information on institutional policies, admissions requirements, procedures and fees, refund policies, residency requirements, program enrollment and degree requirements, due process procedures, affirmative action, and other information as recommended by the department. Students' rights and responsibilities may be included in the catalog or in a separate document.

21.2(7) *Admissions and program/course enrollment requirements.* The community college shall maintain an open-door admission policy for students of postsecondary age. This admission policy shall recognize that students should demonstrate a reasonable prospect for success in the program in which they are admitted. Applicants who cannot demonstrate a reasonable prospect for success in the program for which they apply should be assisted to enroll in courses where deficiencies may be remediated or into programs appropriate to the individual's preparation and objectives. The community college may set reasonable requirements for student enrollment in specified programs and courses. Admissions and program enrollment requirements established by each community college shall be published in the community college catalog.

21.2(8) *Academic year.* The academic year of the community college shall consist of semester, trimester, or quarter terms, and shall be a period of time beginning with the first day of the fall term and continuing through the day preceding the start of the next fall term as indicated in the official college calendar. A community college may offer instruction in units of length (i.e., days and weeks) consistent with the identified scope and depth of the instructional content.

21.2(9) *Award requirements.* The director shall approve all new credit certificate, diploma, and degree award programs in accordance with Iowa Code section 260C.14. Awards from a community college shall be certified by the issuance of appropriate recognition, pursuant to award approval requirement guidelines issued by the department, indicating the type of program the student has completed. The minimum number and maximum number of credit hours required for each award type contained within this subrule may be waived pursuant to paragraph 21.2(13) "i." Each award shall meet the expectations of statewide articulation agreements between Iowa community colleges and public universities.

a. Associate of arts (AA). The degree is awarded upon completion of a college parallel (transfer) course of study that provides a strong general education component to satisfy the lower division general education liberal arts and sciences requirements for a baccalaureate degree. An associate of arts degree

shall consist of a minimum of 60 semester (90 quarter) credit hours and a maximum of 64 semester (96 quarter) credit hours.

b. Associate of science (AS). The degree is awarded upon completion of a course of study that requires a strong background in mathematics or science. The degree is intended to prepare students to transfer and initiate upperdivision work in baccalaureate programs. An associate of science degree awarded upon completion of an arts and sciences course of study shall consist of a minimum of 60 semester (90 quarter) credit hours and a maximum of 64 semester (96 quarter) credit hours.

c. Associate of general studies (AGS). The degree is awarded upon completion of an individualized course of study that is primarily designed for the acquisition of a broad educational background rather than the pursuit of a specific college major or professional/technical program. The AGS is intended as a flexible course of study and may include specific curriculum in lower division transfer, occupational education, or professional-technical education. It shall not include a marketed course of study. An associate of general studies degree shall consist of a minimum of 60 semester (90 quarter) credit hours and a maximum of 64 semester (96 quarter) credit hours.

d. Associate of applied science (AAS). The degree is awarded upon completion of a state-approved program of study that is intended to prepare students for entry-level career and technical occupations. An associate of applied science degree shall consist of a minimum of 60 semester (90 quarter) credit hours and a maximum of 86 semester (129 quarter) credit hours. The general education component of the associate of applied science degree program shall consist of a minimum of 15 semester (22.5 quarter) credit hours of general education and shall include at least one course from each of the following areas: communications, social science or humanities, and mathematics or science. A maximum of 3 semester (4.5 quarter) credit hours of the required 15 general education credits may be documented through an integrated, embedded, and interdisciplinary model adopted by the chief academic officers of the 15 community colleges in consultation with the department. The technical core of the associate of applied science degree shall constitute a minimum of 50 percent of the course credits.

e. Associate of applied arts (AAA). The degree is awarded upon completion of a state-approved program of study that is primarily intended for career training in providing students with professional skills for employment in a specific field of work such as arts, humanities, or graphic design. An associate of applied arts degree shall consist of a minimum of 60 semester (90 quarter) credit hours and a maximum of 86 semester (129 quarter) credit hours. The general education component of the associate of applied arts degree program shall consist of a minimum of 15 semester (22.5 quarter) credit hours of general education and shall include at least one course from each of the following: communications, social science or humanities, and mathematics or science. A maximum of 3 semester (4.5 quarter) credit hours of the required 15 general education credits may be documented through an integrated, embedded, and interdisciplinary model adopted by the chief academic officers of the 15 community colleges in consultation with the department. The technical core of the associate of applied arts degree shall constitute a minimum of 50 percent of the course credits.

f. Associate of professional studies (APS) pilot. The degree is awarded upon completion of a state-approved program of study that is intended to prepare students for transfer and upper division coursework in aligned baccalaureate programs or immediate entry into the workforce.

(1) Pilot awards shall be approved on a limited basis at the director's sole discretion. To be eligible to participate in the pilot, a college shall demonstrate that other award types cannot meet needs and the associate of professional studies award is appropriate. The department shall study the effectiveness of associate of professional studies programs with regard to transfer and employment success after five years and make recommendations to the state board of education regarding program parameters and continuation.

(2) Each state-approved associate of science-career option (AS-CO) program of study shall be phased out by the end of the 2015-2016 academic year. All existing AS-CO programs shall be modified to meet the parameters of allowable award types or shall be discontinued.

(3) An associate of professional studies degree shall consist of a minimum of 62 semester (93 quarter) credit hours and a maximum of 68 semester (102 quarter) credit hours. The general education component of the associate of professional studies degree shall consist of a minimum of 30 semester

(45 quarter) credit hours of general education including 3 semester (4.5 quarter) credit hours of each of the following: speech, mathematics, humanities, social and behavioral sciences, science; 6 semester (9 quarter) credit hours of writing; and 9 semester (13.5 quarter) credit hours distributed among mathematics, social and behavioral sciences, humanities, and science. The technical core of the associate of professional studies degree shall consist of a minimum of 16 semester (24 quarter) credit hours of career and technical coursework accepted by a receiving baccalaureate degree-granting institution with an aligned program as applying toward a specific major or program of study. The technical core of the degree shall also consist of a minimum of 16 additional semester (24 quarter) credit hours of career and technical coursework accepted by the receiving institution as electives.

(4) An associate of professional studies degree program of study shall have a minimum of three program-to-program articulation agreements with baccalaureate degree-granting institutions, at least one of which must be a public institution. A program shall have a minimum of one articulation agreement effective prior to program implementation, provided all three agreements are effective within the program's first year of student enrollment. The agreements shall provide for the application of no fewer than 60 semester (90 quarter) credit hours toward the graduation requirements of each articulated baccalaureate degree program.

g. Diploma. The diploma is awarded upon completion of a state-approved program of study that is a coherent sequence of courses consisting of a minimum of 15 semester (22.5 quarter) credit hours and a maximum of 48 semester (72 quarter) credit hours including at least 3 semester (4.5 quarter) credit hours of general education. The general education component shall be from any of the following areas: communications, social science or humanities, and mathematics or science. The technical core of the diploma shall constitute a minimum of 70 percent of the course credits. A diploma may be a component of and apply toward subsequent completion of an associate of applied science or associate of applied arts degree.

h. Certificate. The certificate is awarded upon completion of a state-approved program of study that is designed for entry-level employment and shall consist of a maximum of 48 semester (72 quarter) credit hours. A certificate may be a component of and apply toward subsequent completion of a diploma or associate of applied science or associate of applied arts degree and may be developed in rapid response to the needs of business and industry. A certificate may consist of only career and technical courses and no general education course requirements.

21.2(10) Academic records. The community college shall maintain in perpetuity for each student the complete academic record including every course attempted and grade received. An official transcript must be created at the time of course enrollment. The credit hour(s) and grade must be recorded on the student's official transcripts upon completion of a community college course. These records shall be kept in disaster-resistant storage, unless other equivalent safeguards are used, such as maintaining duplicate files (electronic or otherwise) in separate facilities. The method of storage shall be consistent with current technology to ensure the ability to retrieve records. The community college shall implement a security plan that ensures the confidentiality of student records.

21.2(11) Residency status and tuition. A student who has been admitted to an Iowa community college shall be classified as a resident or as a nonresident for admission, tuition, and fee purposes. A student classified as a resident shall pay resident tuition costs. A student classified as a nonresident shall pay nonresident tuition costs. Tuition rates are established by a community college's board of trustees pursuant to Iowa Code section 260C.14(2).

a. Tuition rates. Tuition rates adopted by a community college's board of trustees shall be consistent with the following requirements.

(1) Resident tuition.

1. Tuition for residents shall not exceed the lowest tuition rate per semester, or the equivalent, for a full-time student charged by an institution of higher education under the state board of regents.

2. For students of high school age enrolled in a course through a contractual agreement with a school district, the limit on resident tuition shall not apply, and the amount of tuition shall be determined by the community college's board of trustees with the consent of the school board.

3. Resident tuition rates shall not require department approval.

(2) Nonresident tuition. Tuition for nonresidents shall be not less than the marginal cost of instruction of a student attending the college. The establishment of nonresident tuition rates shall not require department approval, with the exception of rates established pursuant to paragraphs 21.2(11)“a”(2)“2” and “3” and 21.2(11)“a”(3).

1. International student tuition rates. A separate nonresident rate for international students shall be permissible, provided the rate is reasonable and reflects the cost of appropriate services.

2. Reciprocal agreements. A lower tuition rate for nonresidents is permitted under a reciprocal tuition agreement between a community college and an educational institution in another state, if the rate established in the agreement is approved by the department.

3. Other nonresident rates. Other nonresident tuition rates may be established for specific purposes provided the tuition rate is greater than the resident tuition rate, the tuition rate is not less than the marginal cost of instruction, and the arrangement is approved by the department.

(3) Consortia. A separate tuition rate for residents and nonresidents is permitted for courses delivered through a consortia agreement for online, distance education, or other coursework between Iowa community colleges, if the rate established in the agreement is approved by the department. Tuition shall not be less than the lowest resident rate or higher than the highest nonresident rate of institutions within the consortium.

(4) Noncredit course tuition. Tuition for noncredit continuing education courses shall be determined based on course costs and market demand. Tuition rates for courses that are not credit-bearing shall not require department approval.

(5) Department approval. For tuition rates requiring department approval, the department shall approve rates which comply with the requirements set forth in this chapter. Before a rate is adopted by a community college’s board of trustees and charged to students, the community college shall request and receive approval for a tuition rate.

(6) Reporting. A community college shall annually report all tuition rates and mandatory fees in a manner prescribed by the department.

(7) Notification. A community college shall inform all students about residency status determinations, the appeal process, and tuition policies. Information shall be included in appropriate publications such as the college’s catalog, registration materials, Web site, and student handbook.

b. Determination of residency status. In determining a community college resident or nonresident classification, the primary determinant shall be the reason the student is in the state of Iowa. The second determinant shall be the length of time a student has resided in Iowa. If a student is in the state primarily for educational purposes, that student shall be considered a nonresident. The burden of establishing the reason a student is in Iowa for other than educational purposes rests with the student.

(1) Procedure. The registrar or officially designated community college office shall require written documents, affidavits, or other related evidence deemed necessary to determine why a student is in Iowa. A student shall be required to file at least two documents from different sources to determine residency status. Examples of acceptable documentation include: written and notarized documentation from an employer that the student is employed in Iowa or a signed and notarized statement from the student describing employment and sources of support; an Iowa state income tax return; an Iowa driver’s license; an Iowa vehicle registration card; an Iowa voter registration card; or proof of Iowa Homestead credit on property taxes. In all events, to be determined a resident of Iowa, the student must document residing in the state of Iowa for at least 90 days prior to the beginning of the term for which the student is enrolling.

1. If a student gives misleading or incorrect information for the purpose of evading payment of nonresident tuition, the student must pay the nonresident tuition for each term the student was not officially classified as a nonresident.

2. The procedures described in paragraph 21.2(11)“b” shall be administered by the registrar or staff designated by the community college.

(2) Residency of minor students. The domicile of a minor shall follow that of the parent with whom the minor resides, except where emancipation of said minor can be proven. The word “parent” herein shall include legal guardian or others in cases where the lawful custody of a minor has been awarded to persons other than the minor’s actual parents. A minor living with a resident of Iowa who is legally

responsible for the minor shall be granted resident status if the minor has lived with the Iowa resident for at least 90 days immediately prior to enrollment. The residency status of an emancipated minor shall be based upon the same qualifications established for a student having attained majority.

(3) Residency of students who are not citizens of the United States. The residency status of students who are not citizens of the United States shall be determined consistent with the following procedures.

1. A student who is a refugee or who is granted asylum by an appropriate agency of the United States must provide proof of certification of refugee or asylum grantee status. A student may be accorded resident status for admission and tuition purposes when the student comes directly, or within a reasonable time, to the state of Iowa from a refugee facility or port of debarkation and has not established domicile in another state.

2. A student who has immigrant status, and the student's spouse or dependents, may establish Iowa residency in the same manner as a United States citizen.

3. A student who has nonimmigrant status and who holds a nonstudent visa, and the student's spouse or dependents, may establish residency in the same manner as a United States citizen. An alien who has nonimmigrant status and whose primary purpose for being in Iowa is educational is classified as nonresident.

4. A student who is a resident of an Iowa sister state may be classified as a resident or nonresident, in accordance with rules adopted by the college's board of directors.

(4) Residency of federal personnel and dependents. A student, or the student's spouse or dependent child, who has moved into the state of Iowa as the result of military or civil orders from the federal government, and the minor children of such student, is immediately an Iowa resident.

(5) Residency of veterans and family members and individuals covered under Section 702 of the Veterans Access, Choice and Accountability Act of 2014. A veteran of a uniformed service, a member of the National Guard, or the veteran's or member's spouse or dependent child shall be classified as an Iowa resident student and be eligible for resident tuition and fee amounts, if the veteran or national guard member meets the requirements of paragraph 21.2(11) "b"(5) "1," "2," or "3."

1. The veteran has separated from a uniformed service with an honorable or general discharge, is eligible for benefits, or has exhausted benefits under the federal Post-9/11 Veterans Educational Assistance Act of 2008 or any other federal authorizing veteran educational benefits program.

2. The individual is an active duty military person or activated or temporarily mobilized National Guard member.

3. The individual is a covered person under Section 702 of the Veterans Access, Choice and Accountability Act of 2014 or subsequent legislation.

(6) Reclassification of residency status. It is the responsibility of a student to request a reclassification of residency status. If a student is reclassified as a resident for tuition purposes, such classification shall be effective beginning with the next term for which the student enrolls. In no case shall reclassification to residency status be made retroactive for tuition and fee purposes, even though the student could have previously qualified for residency status had the student applied.

(7) Appeal. The decision on the residency status of a student for admission, tuition, and fee purposes may be appealed to a review committee established by the community college. The findings of the review committee may be appealed to the community college's board of trustees, whose decision shall be a final administrative decision.

21.2(12) Credit hours. Credit hours shall be determined consistent with the following procedures.

a. Specifically stated criteria are minimal requirements only, which institutions may exceed at their discretion.

b. Conventional instruction is subdivided into four instructional methods as herein defined.

(1) Classroom work — lecture and formalized classroom instruction under the supervision of an instructor.

(2) Laboratory work — experimentation and practice by students under the supervision of an instructor.

(3) Clinical practice — applied learning experience in a health agency or office under the supervision of an instructor.

(4) Work experience — employment-related experience planned and coordinated by an institutional representative and the employer, with control and supervision of the student on the job being the responsibility of the employer.

c. No registration or orientation hours may be included when determining credit hours.

d. Institutions shall take into account the soundness of the learning environment being created by the scheduling sequence and length of classroom, laboratory, clinical, and work experience sessions. However, the final decision on these matters is left to the institutional administration so long as minimal standards are met.

e. Only minutes for students officially registered for courses or programs, including audit registration, may be included when determining credit hours.

f. Each community college must establish a policy that defines its methods of equating alternative instruction to credit hours and the process for evaluating the effectiveness of the alternative instruction to meet or exceed the expected student outcomes as if the course were taught utilizing conventional methods in paragraph 21.2(12)“b.” Colleges will be held accountable for evaluating and maintaining high-quality programs, and their evaluations may be subject to department review. Students shall be expected to meet all approved course requirements and shall be expected to demonstrate the acquisition of knowledge and competencies/outcomes at the same level as those obtained in traditional classroom settings, in the time frames set by the institution. Alternative courses or programs of study must be approved by the college’s review processes including faculty review and input. Courses shall be listed in the college catalog. Instructional formats for which alternative methods of determining credit hours are applicable include the following:

(1) Accelerated courses (study, programs). Courses or programs of study that allow students to complete courses or programs at a faster pace than if offered by conventional methods. Courses and programs shall be tailored to involve more student participation and self-directed study. Instructors may teach in traditional classroom settings or by alternative methods specified in this subrule.

(2) Distance education. Courses or programs of study taught over the Internet, Iowa Communications Network (ICN), or other electronic means that allow students to receive instruction in the classroom or other sites, over personal computers, television, or other electronic means. Courses may or may not be interactive with direct communication between the teacher and students. Credit hours shall be awarded in accordance with the credit hours that would have been assigned if the course or program were taught by conventional methods.

1. Correspondence courses. Courses offered outside the classroom setting in which the instruction is delivered indirectly to the student. Instruction is provided through another medium, such as written material, computer, television, or electronic means. Course materials are sent to a student who follows a detailed syllabus to complete assignments. Students correspond with and transmit assignments to the instructor by telephone, computer, mail, or electronic means. A third party may administer tests.

2. Television courses. Courses or programs delivered primarily via broadcast television such as Iowa Public Television, digital video disc, or other media allowing students to receive instruction in a classroom or equipped remote location.

3. Video conference courses. Courses or programs delivered via a closed synchronous audio-video conferencing system such as the Iowa Communications Network or similar system which allows students to receive instruction in a classroom or any equipped remote location via an audio-video feed to a television, computer, or other electronic device.

4. Internet courses. Courses or programs delivered via the Internet. Courses may be taken using computers in a classroom setting or using personal computers or other electronic devices from the student’s home or other location using an online content management system or mixed-media methods. Students may be linked at times directly with the instructor or with other students electronically. Interaction may be direct (synchronous) or indirect (asynchronous) allowing students to participate during their own time frames.

5. In-class hybrid courses. Courses or programs that combine traditional classroom and computer-based instruction. In-class sessions are offered with online instructional activities to promote independent learning and reduce seat-time.

(3) Self-paced instruction. Courses or programs that permit a student to enter at variable times or progress at the student's own rate of speed. Start and end dates may or may not correspond to the official college calendar. Contact or credit hours for self-paced programs or courses shall be computed by assigning to each registration the total number of credit or contact hours the student would have received if the student enrolled in a conventional program or course with stipulated beginning and ending dates.

(4) Arranged study. Instruction offered to students at times other than stated or scheduled class times to accommodate specific scheduling or program needs of students. Credit hours shall be awarded in accordance with the credit hours that would have been assigned if the course or program were taught by conventional methods.

(5) Multiformat nontraditional instruction. Instruction utilizing a variety of nontraditional methods that may incorporate self-paced learning, text, video, computer instructional delivery, accelerated training, independent study, Internet delivery, or other methods that do not follow standard classroom work guidelines. Credit hours shall be awarded in accordance with the credit hours that would have been assigned if the course or program were taught by conventional methods.

g. Individualized learning experiences for which an equivalent course is not offered shall have the program length computed from records of attendance using such procedures as a time clock or sign-in records. Individualized learning experiences means independent study courses in which an equivalent course is not offered by the college or listed in the college catalog. Independent study permits in-depth or focused learning on special topics of particular interest to the student.

h. Each course must have a minimum length of one credit hour. A fractional unit of credit may be awarded provided the course exceeds the minimum length of one credit hour.

i. Each credit hour shall consist of a minimum number of contact hours as defined in paragraphs 21.2(12) "h" to "m." One contact hour equals 50 minutes.

j. Classroom work.

(1) The minimal requirement for one semester hour of credit shall be 800 minutes (16 contact hours) of scheduled instruction.

(2) The minimal requirement for one quarter hour of credit shall be 533 minutes (10.7 contact hours) of scheduled instruction.

k. Laboratory work.

(1) The minimal requirement for one semester hour of credit shall be 1,600 minutes (32 contact hours) of scheduled laboratory work.

(2) The minimal requirement for one quarter hour of credit shall be 1,066 minutes (21.3 contact hours) of scheduled laboratory work.

l. Clinical practice.

(1) The minimal requirement for one semester hour of credit shall be 2,400 minutes (48 contact hours) of scheduled clinical practice.

(2) The minimal requirement for one quarter hour of credit shall be 1,599 minutes (32 contact hours) of scheduled clinical practice.

m. Work experience.

(1) The minimal requirement for one semester hour of credit shall be 3,200 minutes (64 contact hours) of scheduled work experience.

(2) The minimal requirement for one quarter hour of credit shall be 2,132 minutes (42.6 contact hours) of scheduled work experience.

21.2(13) Career and technical program length.

a. Program length for the associate of applied science (AAS) degree in career and technical education, for the associate of applied arts (AAA) degree, and for the associate of professional studies (APS) degree shall consist of an academic program not to exceed two academic years. All required course offerings are to be available within two academic years. All required offerings in AAS and AAA degree programs shall not exceed a maximum of 86 semester (129 quarter) credit hours unless the department of education has granted a waiver pursuant to paragraph 21.2(13) "i." All required offerings in pilot APS degree programs shall not exceed a maximum of 68 credit hours. Programs shall not exceed an average of 19 credit hours per regular term.

b. All credit-bearing courses required for program admittance or graduation, or both, shall be included in the program length credit hour maximum, with the exception of developmental course credit hours. Prerequisites that provide an option to students for either credit or noncredit shall be counted toward the program parameters. Prerequisite options that are only offered for noncredit shall not be counted toward program length parameters. A high school course prerequisite is permissible and shall not count toward program length parameters, provided the prerequisite is reasonable. A high school course prerequisite is reasonable if a community college demonstrates that students entering the program predominantly meet the requirement without prior college coursework.

c. Associate of applied science (AAS) and associate of applied arts (AAA) programs that receive accreditation from nationally recognized accrediting bodies may appeal maximum credit hour length requirements to the department for consideration of a waiver. All AAS and AAA degree programs over the 86 semester (129 quarter) credit hour maximum must have approved program-length waivers pursuant to paragraph 21.2(13)“*i.*”

d. Associate of professional studies pilot programs shall not be eligible for a program-length waiver pursuant to paragraph 21.2(13)“*i.*”

e. All credit certificate and diploma programs as defined in subrule 21.2(9) shall not exceed 48 semester (72 quarter) credit hours.

f. Each course offered in the area of career and technical education shall be taught in the shortest practical period of time at a standard consistent with the quality and quantity of work needed to prepare the student for successful employment in the occupation for which instruction is being offered.

g. A full-time student in career and technical education shall be defined as a student enrolling in 12 or more semester credit hours or the equivalent in career and technical education.

h. Curricula in full-time career and technical education programs shall ordinarily be offered on the basis of student workload of 20 to 30 contact hours per week.

i. Waiver process. A college may petition the department to suspend in whole or in part a program-length requirement contained in paragraphs 21.2(13)“*a*” to “*e*” as applied to a specific program on the basis of the particular circumstances of that program.

(1) Waivers shall be issued at the director’s sole discretion. Waivers shall be narrowly tailored and granted for a period no longer than two academic years, after which reapplication is required. A waiver may be granted on a long-term basis not to exceed ten years if issuing the waiver for a shorter period is not practical.

(2) All petitions for waiver must be submitted in writing to the department. A petition shall include the following information: specific waiver request including scope and duration, the relevant facts that the petitioner believes would justify a waiver, a detailed statement of the impact on student achievement, any information known regarding the department’s treatment of similar cases, and any additional information deemed relevant by the petitioner. The department shall acknowledge a petition upon receipt.

(3) The department shall ensure that, within 30 calendar days, notice of pendency of the petition and a concise summary of its contents have been provided to a committee consisting of the chief academic officers of each community college. In addition, the department may give notice to other persons.

(4) A committee consisting of the chief academic officers of a majority of community colleges shall review the waiver request and provide a recommendation to the department regarding whether approval should be granted. Within 90 calendar days of receiving the recommendation, the department shall review the petition and issue a ruling. Failure of the department to grant or deny a petition within the required time period shall be deemed a denial of that petition. If a waiver is issued, the department shall provide a description of the precise scope and operative period to all interested parties.

21.2(14) Faculty organization. The faculty shall be organized in such a way as to promote communication among administration, faculty and students and to encourage faculty participation in the development of the curriculum, instructional procedures, general policies, and such other matters as are appropriate.

21.2(15) Faculty salary allocation plan. Pursuant to the appropriation of funds from the state general fund to the department for the purpose of supplementing community college faculty salaries, the department follows the formula herein when distributing such funds to community colleges.

a. For purposes of this subrule, the following definitions apply.

(1) “Full-time faculty” means those nonadministrative instructors, counselors, and librarians who are classified as full-time employees as defined in the college’s collective bargaining agreement or written policy.

(2) “Part-time faculty” means those nonadministrative instructors, counselors, and librarians who are employed less than full-time as defined in the college’s collective bargaining agreement and who are covered by the college’s collective bargaining agreement. For purposes of the definition of “eligible full-time equivalent instructor,” each part-time faculty person shall be counted as a fraction that accurately reflects the person’s percentage of employment by the college when compared to a full-time faculty person.

(3) “Temporary/seasonal faculty” means those nonadministrative instructors, counselors, and librarians who are employed, full-time or part-time, by the college for short periods of time for specific purposes.

(4) “Adjunct faculty” means those nonadministrative instructors, counselors, and librarians who are employed without a continuing contract, whose teaching load does not exceed one-half time for two full semesters or three full quarters per calendar year.

(5) “Eligible full-time equivalent instructor” means the total of full-time faculty and part-time faculty where each full-time faculty counts as one, and each part-time faculty counts as a fraction that accurately reflects the person’s percentage of employment by the college when compared to a full-time faculty person.

b. The appropriation shall be distributed to the community colleges based on their proportional share of eligible full-time equivalent instructors.

c. Moneys distributed to each community college pursuant to this subrule shall be rolled into the funding allocation for all future years. The use of the funds shall remain as described herein for all future years. The appropriation will be distributed to the community colleges in equal monthly payments made on or about the fifteenth of each month.

d. Moneys appropriated and distributed to community colleges pursuant to this subrule shall be used to supplement and not supplant any approved faculty salary increases or negotiated agreements, excluding the distribution of the funds herein. Eligible expenditures for the moneys appropriated are for salary expenditures and the required college contribution to FICA and IPERS or an alternative retirement benefits system. These moneys shall then be considered as part of the instructor’s salary in future years.

e. Moneys distributed to a community college pursuant to this subrule shall be allocated to all full-time faculty and shall include part-time faculty covered by a collective bargaining agreement. The moneys shall be allocated pursuant to any existing negotiated agreements according to Iowa Code chapter 20. If no language exists to specify the method of allocation, the moneys shall be allocated equally to all full-time faculty with part-time faculty who are covered by a collective bargaining agreement receiving a prorated share.

f. A community college receiving funds distributed pursuant to this subrule shall determine the amount to be paid to instructors in accordance with Iowa Code section 260C.18D, subsection 4, and the amount determined to be paid to an individual instructor shall be divided evenly and paid in each pay period of the fiscal year.

This rule is intended to implement Iowa Code section 260C.33.

[ARC 8646B, IAB 4/7/10, effective 5/12/10; ARC 0687C, IAB 4/17/13, effective 5/22/13; ARC 2021C, IAB 6/10/15, effective 7/15/15; ARC 3288C, IAB 8/30/17, effective 10/4/17; ARC 3982C, IAB 8/29/18, effective 10/3/18]



Appendix C

Course Outline Template



North Iowa Area Community College Course Outline

Please follow the included instructions when completing this form. Direct questions to Division Chair. After Course Outline is completed, please submit to Division Chair for review and then to the Administrative Assistant to the Vice President for Academic Affairs for review by the Curriculum and Academic Affairs Council (CAAC).

Prepared by:	[Name of faculty member completing and submitting this form]
Date Approved by CAAC:	[Do not edit – added by Academic Affairs Office]
Course Title:	(Example) Introduction to Ethics
Course Number:	(Example) PHI-105
Equivalent Prior Course Numbers:	[Do not change – added by Academic Affairs Office]
Academic Division/Department:	(Examples) Agriculture, Business, Developmental, Health, Humanities, Human & Public Services, Skilled Trades, STEM, Student Services

Credits – Semester Hours (s.h.):

Contact Hours As defined by the Iowa Department of Education in consultation with Division Chair/Registrar (see attached instructions). NIACC uses a 60-minute hour for scheduling.

Lecture:	<input type="text"/>	1 s.h. = 15 contact hours
Lab:	<input type="text"/>	1 s.h. = 30 contact hours
Clinical Practice:	<input type="text"/>	1 s.h. = 45 contact hours
Work Experience:	<input type="text"/>	1 s.h. = 60, 75, 90, or 105 contact hours
Total:	<input type="text"/>	

Prerequisite(s):

[Course Number and Title (Example) PHI-105 Introduction to Ethics [See attached instructions]]

Corequisite(s):

[Course Number and Title (Example) PHI-105 Introduction to Ethics [See attached instructions]]

Course Description:

[Taken from college catalog for the current academic year, includes recommended courses/skills]

Purpose of Course Check one [X] in consultation with Division Chair

<input type="checkbox"/>	Arts and Sciences (General Education)
<input type="checkbox"/>	Arts and Sciences
<input type="checkbox"/>	Career and Technical (General Education)
<input type="checkbox"/>	Career and Technical
<input type="checkbox"/>	Developmental

Terms Offered Check only the consistently scheduled offerings
Check only the minimum offerings

<input type="checkbox"/>	Fall
<input type="checkbox"/>	Interim
<input type="checkbox"/>	Spring
<input type="checkbox"/>	Summer

Maximum number of weeks for which the course is offered:

[Enter 4, 5, 6, 8, or 16. If other, please explain]

Student Learning Outcomes (SLOs):

[See attached instructions]

(Example)

The student who successfully completes this course will be able to:

1. Compare and contrast utilitarianism and deontological ethics.
2. Apply ethical egoism, utilitarianism, Kantianism, natural law, and virtue ethics to current ethical controversies.

Units of Instruction:

(Example)

1. Moral Theory Primer
2. Moral Theory Selections
3. Sex
4. Freedom of Speech
5. Drugs and Addiction
6. Sexism and Racism
7. The Ethics of Immigration
8. Euthanasia and Physician-Assisted Suicide
9. Abortion
10. Cloning and Genetic Enhancement
11. The Death Penalty
12. War, Terrorism, and Torture
13. Economic Justice
14. The Ethical Treatment of Animals
15. The Environment, Consumption, and Climate Change

Course Outline Instructions

The following materials provide guidance on how to properly complete the Course Outline Form. It addresses each field in the same order as found on the actual form. **Complete Course Outline Form in consultation with all faculty who teach the course.**

Note: On the Course Outline Form, you should not edit the shaded fields, as these will be completed by others after submission. Only complete the fields that are unshaded.

Questions on how to complete the form should be directed to your Division Chair. For assistance writing student learning outcomes (SLOs), you may also contact the NIACC Center for Excellence in Teaching and Learning (CETL) CETL@niacc.edu

Prepared by:	Enter the first and last name of faculty member completing and submitting the Course Outline Form.
Date Approved by CAAC:	Do not enter anything into this section. This will be added by the Academic Affairs Office upon approval by the Curriculum and Academic Affairs Council (CAAC).
Course Title:	If this is a preexisting course, please enter the title as found in the current NIACC Catalog. If it is a new course, enter the title here.
Course Number:	If this is a preexisting course, please enter the course number as found in the current NIACC Catalog. If it is a new course, enter the number here. For new courses, please consult with the Administrative Assistant to the Vice President for Academic Affairs prior to selecting a new course number, as these must follow standards set by both the Iowa Department of Education and NIACC.
Equivalent Prior Course Numbers:	Do not edit this section. This will be managed by the Academic Affairs Office, upon submission, prior to review by CAAC.
Academic Division:	Enter your division. See form for examples and note unusual examples, below: “Humanities” instead of “Fine Arts” “Social Sciences” instead of “Education” or “Early Childhood” or “Criminal Justice”
Credits – Semester Hours (s.h.):	Simply enter the number of semester hours. If you have questions, please contact your Division Chair.
Contact Hours:	Enter the number of contact hours (actual scheduled number of hours) into each of the category fields (Lecture, Lab, Clinical Practice, and/or Work Experience), and then enter the total in the “Total” field. For details on each category, please see “Lecture, Lab, Clinical Practice, and Work Experience” page, later in this document. Note: These are defined by the Iowa Department of Education. Division Chair and Registrar are your points of contact if you have any questions.
Prerequisite(s):	These are courses that <u>must</u> be successfully completed prior to taking this course. Enter any prerequisite courses in the format shown on the form. If no changes are being made, please use the prerequisites as found in the current NIACC Catalog. If there are no prerequisites, enter “None” or “N/a.”
Corequisite(s):	These are courses that <u>must</u> be taken while taking this course. Enter any corequisite courses in the format shown on the form. If no changes are being made, please use the corequisites as found in the current NIACC Catalog. If there are no corequisites, enter “None” or “N/a.”
Course Description:	If this is a preexisting course, please enter the Course Description as found in the current NIACC Catalog. If this is a new course or new description, enter the

description here. If there are *recommended* courses or skills (these should not be prerequisites or corequisites), they should be included in this section. This must be in standard paragraph format with complete sentences, no bullet points, etc.

Purpose of Course:

For details on each option, please see “Course Purpose Definitions,” later in this document.

Terms Offered:

Check only the consistently scheduled/minimum offerings. Be conservative—this should reflect the common scheduling practice and does not preclude the course being offered periodically in an off term to answer student need. If a course is typically only offered in Fall semester but could theoretically be added to the Summer schedule if there’s enough student interest one year, only Fall should be selected since it is not consistently offered in the Summer as well.

Maximum number of weeks for which the course is offered:

This is the maximum number of weeks. For example, if the course is offered in both 8-week and 16-week formats, you would only enter “16” in this field.

Student Learning Outcomes:

This is a list of measurable competencies that begin with a verb and complete the sentence “The student who successfully completes this course will be able to...”

Please see “Student Learning Outcomes” section of this document for helpful resources to use when constructing and updating your course’s student learning outcomes.

Tips and Guidelines:

- This is what your students will be able to do by the end of the course.
- Use a numbered list format to enter your Student Learning Outcomes.
- Each Student Learning Outcome (SLO) must begin with a verb.
- Each SLO must be measurable. Ask yourself, “How will I measure this?”
- Avoid vague unmeasurable verbs, such as “understand” and “know.” “The student who successfully completes this course will be able to understand...” How will you know that they understand? Because they can explain...? Then use that verb. “...will be able to explain...”
- Don’t be so vague that your outcome is unmeasurable, but don’t be so specific that you’re talking about a specific assignment rather than an outcome. For example: “write a 10-page paper on causes of the Civil War” is an assignment. It’s how you’re going to measure an outcome. It’s not an outcome itself. The real outcome might be something like this: “explain and analyze factors that contributed to the Civil War.”
- For assistance constructing measurable and clear SLOs for your subject, please contact the Center for Excellence in Teaching and Learning (CETL) at CETL@niacc.edu.
- Different disciplines have different standards for the number and complexity of SLOs, often determined by program-specific accrediting bodies. For example, most courses in the Arts and Sciences will have fewer SLOs than those in Nursing. While SLOs in Humanities may be broader and fewer, those in Nursing are often extremely detailed and many in number. These variances are fine. However, in general, the

Council will be looking for SLOs that are fewer and broader, unless your discipline requires more. Consult with your Division Chair if you have questions.

- Student Learning Outcomes drive your course. All teaching and learning activities, all textbook readings, all assessments must align with your SLOs. Notice that the textbook serves the SLOs, not the other way around. Under no circumstances should your textbook determine your SLOs. Construct the SLOs first, then find suitable resources to help you accomplish teaching and assessing those outcomes. You should not have to change your SLOs just because your textbook changes.

Lecture/Lab/Clinical Practice/Work Experience

Classroom Work

Definition: Lecture and formalized classroom instruction under the supervision of an instructor. The **minimal** requirements for one semester hour of credit shall be 800 minutes. **NIACC uses 15 hours for one lecture credit.** **NIACC uses 900 minutes for one semester hour of lecture credit.**

Laboratory Work

Definition: Experimentation and practice by students under the supervision of an instructor. The **minimal** requirement for one semester hour of credit shall be 1,600 minutes of scheduled laboratory work. **NIACC uses 30 hours for one laboratory credit.** **NIACC uses 1,800 minutes for one semester hour of laboratory credit.**

Credits	Ratio	
1	2:1	30
2	2:1	60
3	2:1	90
4	2:1	120

Clinical Practice

Definition: Applied learning experience in a health agency or office under the supervision of an instructor. The **minimal** requirement for one semester hour of credit shall be 2,400 minutes of scheduled clinical practice. **NIACC uses 45 hours for one clinical credit.** **NIACC uses 2,700 minutes for one semester hour of clinical credit.**

Credits	Ratio	Contact Hours
1	3:1	45
2	3:1	90
3	3:1	135
4	3:1	180

Work Experience

Definition: Work experience planned and coordinated by an institutional representative and the employer, with control and supervision of the student on the job being the responsibility of the employer. The **minimal** requirement for one semester hour of credit shall be 3,200 minutes of scheduled work experience. **Each program at NIACC maintains its own ratio with a minimum of 60 hours for one work experience credit.** (See table below.) **NIACC uses a minimum of 3,600 minutes for one semester hour of work experience credit.**

Credits	Ratio	Contact Hours	Ratio	Contact Hours	Ratio	Contact Hours	Ratio	Contact Hours
1	4:1	60	5:1	75	6:1	90	7:1	105
2	4:1	120	5:1	150	6:1	180	7:1	210
3	4:1	180	5:1	225	6:1	270	7:1	315
4	4:1	240	5:1	300	6:1	360	7:1	420

Course Purpose Definitions

Arts and Sciences ¹

Definition: Course curriculum that is general or theoretical in scope, which is intended to develop understanding of cultural, social, and innate aspects of an individual's environment.

Points to consider - Outcomes:

- Curriculum scope is general in application.
- Primarily theory-based learning as opposed to skill-based learning
- Broad foundation of study in preparation for transfer to baccalaureate institution

Career and Technical ²

Definition: A skills-based course curriculum, which is intended to attain, develop, and refine skill-sets specific to occupations and career specialties.

Points to consider – Outcomes:

- Curriculum scope is directed toward a specific career or professional objective
- Primarily skill-based learning as opposed to theory-based learning
- Focused study in a specific field in preparation for career-readiness

Arts and Sciences (General Education)

Definition: An Arts and Sciences course that must explain in the course outline how the course will address general education skills appropriate to the division; address at least three general education skills (two for math and science), as documented in course student learning outcomes; be accepted by two out of three Regent institutions into a department that NIACC considers to be a general education area.

Career and Technical (General Education)

Definition: A Career and Technical (General Education) course must explain in the course outline how the course will address general education skills appropriate to the division; and address the core competencies as documented in course student learning outcomes.

Developmental

Definition: A course offered by Student Services (course code: SDV) or a course offered by the Learning Support Division (course number starting with "0", e.g., MAT-044) that is a skill-building course designed to develop a student's skills sufficiently to enable them to successfully complete related General Education courses (e.g., Math and English) or to address other specific areas related to student academic success (e.g., ESL, academic support). Course numbers that begin with a "0" do not provide credit towards completing program or degree requirements.

¹ Adopted from the Office of Higher Education/State Education Department – State of New York.
Retrieved from <http://www.monroec.edu/depts/currprog/resources/Liberal%20Arts%20Defined.pdf>

² Adopted from the Association for Career and Technical Education.
Retrieved from www.acteonline.org/uploadedFiles/About_CTE/.../CTUFactSheet2.0-3.doc

NIACC Institutional Learning Outcomes

(1) Communication

Learners will effectively express information and ideas in written, oral, and visual forms of communication.

(2) Critical Thinking and Problem Solving

Learners will demonstrate proficiency in conducting research, evaluating information, analyzing problems, and applying the results to construct appropriate responses to questions and/or problems.

(3) Life Skills and Professionalism

Learners will recognize the nature and importance of the interpersonal, intrapersonal, and professional behaviors necessary to be successful in ever-changing life and work environments, developing appropriate improvement strategies as needed.

(4) Global Awareness

Learners will demonstrate an informed awareness of the interconnected world in which they live, how various factors in one area can affect other areas, the existence and value of diverse perspectives, and the importance of respecting all human life in a global society.

Student Learning Outcomes

As explained in the “Tips and Guidelines” section, in the Instructions area, Student Learning Outcomes (SLOs) must be measurable (able to be assessed) and begin with verbs. The table on the next page (Bloom’s Taxonomy Action Verbs) provides you with a wide variety of suggested verbs to accurately and clearly describe what your students should be able to accomplish upon completion of your course.

Notice that these verbs are organized into categories, which correspond to the “Levels” of Bloom’s Taxonomy. A taxonomy is simply a system for classifying or categorizing something. In this case, it is a system for categorizing levels of learning.

Students progress from being able to recall or recognize information (Knowledge) to a deeper understanding of the material (Comprehension), then they move on to using the knowledge in some way to accomplish a task (Application). Next, they build upon their prior levels of learning by examining the subject more deeply, such as comparing and contrasting, classifying, etc. (Analysis). Then, the student creates something new based on their learning (Synthesis). Finally, the student is able to critique or assess aspects of the subject being studied (Evaluation).

In the “Bloom’s Taxonomy Action Verbs” table, the “Level” column provides a description of each of the levels briefly described above. The “Sample Behaviors” column provides an example of how this might look if you were teaching Bloom’s Taxonomy to your students. Please note that when writing your own SLOs, you are not limited to the verbs provided in this table. They are simply provided for your consideration and to demonstrate how they relate the specific levels.

Bloom's Taxonomy Action Verbs

Level	Sample Verbs					Sample Behaviors
KNOWLEDGE Student recalls or recognizes information, ideas, and principles in the approximate form in which they were learned.	Arrange	Enumerate	Memorize	Recall	Select	The student will define the 6 levels of Bloom's taxonomy of the cognitive domain.
	Choose	Find	Name	Recognize	Show	
	Cite	Identify	Omit	Record	Spell	
	Count	Label	Order	Relate	State	
	Define	List	Outline	Repeat	Tabulate	
	Duplicate	Match	Quote	Reproduce	Tell	
COMPREHENSION Student translates, comprehends, or interprets information based on prior learning.	Add	Demonstrate	Generalize	Locate	Rephrase	The student will explain the purpose of Bloom's taxonomy of the cognitive domain.
	Clarify	Describe	Give example(s)	Outline	Review	
	Classify	Discuss	Identify	Paraphrase	Rewrite	
	Compare	Distinguish	Illustrate	Picture graphically	Select	
	Compute	Estimate	Indicate	Predict	Show	
	Contrast	Explain	Infer	Recognize	Summarize	
	Convert	Express	Interpret	Relate	Translate	
Defend	Extend					
APPLICATION Student selects, transfers, and uses data and principles to complete a problem or task with a minimum of direction.	Adapt	Demonstrate	Identify	Operate	Relate	The student will write an instructional objective for each level of Bloom's taxonomy.
	Apply	Develop	Illustrate	Organize	Schedule	
	Apply change	Discover	Interpret	Plan	Select	
	Build	Dramatize	Interview	Plot	Show	
	Calculate	Draw	Make use of	Practice	Sketch	
	Choose	Employ	Manipulate	Predict	Solve	
	Complete	Experiment with	Model	Prepare	Use	
	Compute	Express	Modify	Produce	Write	
Construct	Graph					
ANALYSIS Student distinguishes, classifies, and relates the assumptions, hypotheses, evidence, or structure of a statement or question	Analyze	Contrast	Figure out	Motive	Separate	The student will compare and contrast the cognitive and affective domains.
	Apply	Correlate	Function	Operate	Show	
	Assume	Demonstrate	Group	Order	Simplify	
	Break down	Diagnose	Identify	Practice	Sketch	
	Categorize	Differentiate	Illustrate	Predict	Solve	
	Change	Discover	Inference	Prepare	Survey	
	Characterize	Dissect	Inspect	Prioritize	Tabulate	
	Choose	Distinguish	Interpret	Produce	Take part in	
	Classify	Divide	Lay out	Project	Test for	
	Compare	Dramatize	List	Relate	Use	
Compute	Employ	Manipulate	Schedule	Write		
Conclusion	Examine	Modify				
SYNTHESIS Student originates, integrates, and combines ideas into a product, plan or proposal that is new to him or her	Adapt	Construct	Explain	Organize	Revise	The student will design a classification scheme for writing educational objectives that combines the cognitive, affective, and psychomotor domains.
	Arrange	Create	Formulate	Originate	Rewrite	
	Assemble	Debug	Generate	Plan	Set up	
	Build	Delete	Hypothesize	Predict	Solve	
	Categorize	Depict	Import	Prepare	Summarize	
	Change	Design	Improve	Proofread	Suppose	
	Choose	Develop	Invent	Propose	Synthesize	
	Collect	Devise	Make up	Rearrange	Tell	
	Combine	Discuss	Maximize	Reconstruct	Test	
	Compile	Elaborate	Minimize	Relate	Theorize	
	Comply	Estimate	Modify	Reorganize	Write	
	Compose					
EVALUATION Student appraises, assesses, or critiques on a basis of specific standards and criteria.	Agree	Critique	Evaluate	Perceive	Relate	The student will judge the effectiveness of writing objectives using Bloom's taxonomy.
	Appraise	Decide	Explain	Predict	Revise	
	Argue	Deduct	Influence	Prioritize	Rule on	
	Assess	Defend	Interpret	Produce	Select	
	Attach	Describe	Judge	Prove	Summarize	
	Award	Determine	Justify	Rank	Support	
	Choose	Discriminate	Mark	Rate	Validate	
	Compare	Disprove	Measure	Recommend	Value	
	Conclude	Estimate	Opinion	Reconstruct	Verify	
Contrast						

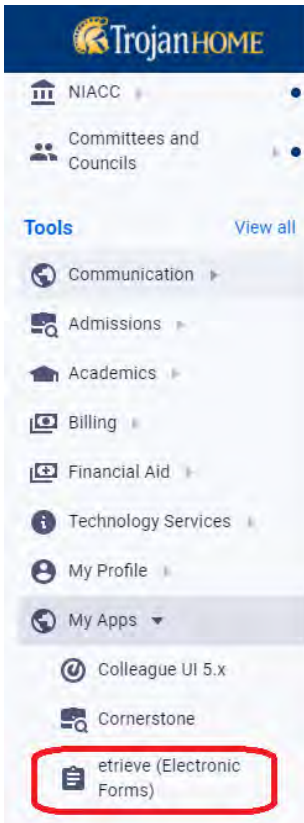


Appendix D

How to Submit Curriculum Changes in eTrieve

How to Submit Curriculum Changes in eTrieve

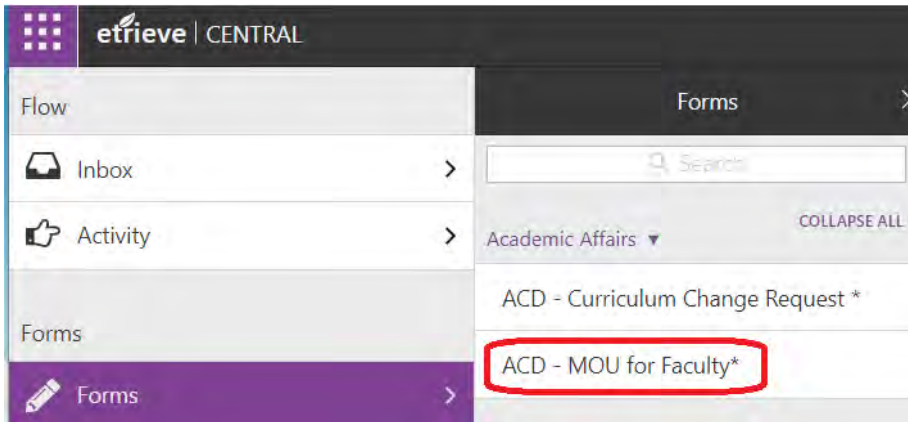
1. Log in to TrojanHome.
2. In the left-hand navigation, go to Tools > My Apps > eTrieve



3. eTrieve will open in a new window/tab. Click on the NIACC logo to log in.



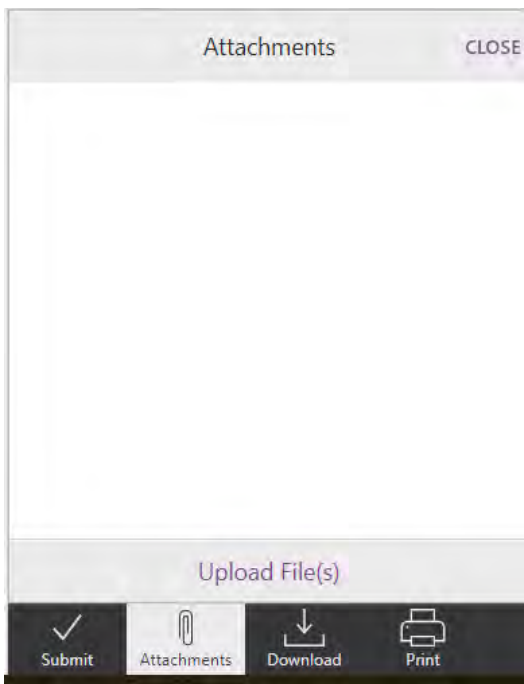
4. Go to Forms and then select ACD – Curriculum Change Request



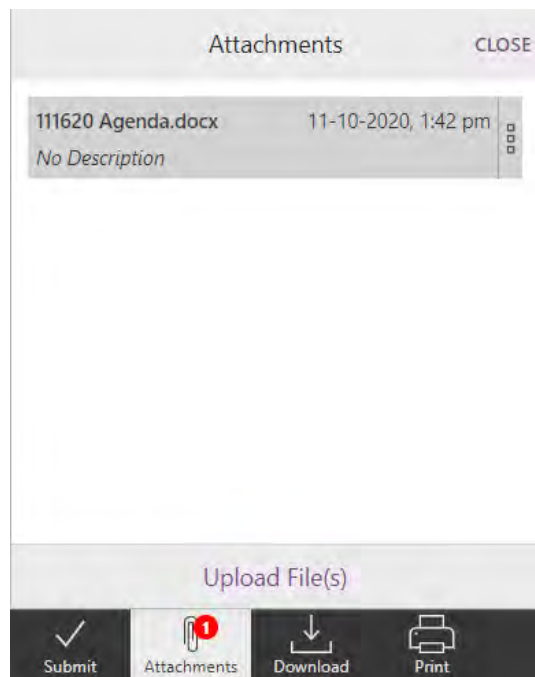
5. Start with the Request Type dropdown box and select the type of change you are submitting. If you have any questions about how to fill out the form, please contact Jenny Ryan (641-422-4277 or Jennifer.ryan@niacc.edu).

6. All submissions require an attached course outline or program curriculum and department/advisory committee minutes (as applicable). To attach a document, select Attachments. Click on Upload Files then select the document(s) to attach. Click on “Close” at the top of the box when done. You will see a red number now that shows that your file(s) have been attached.

Please attach editable Word documents instead of PDFs whenever possible.



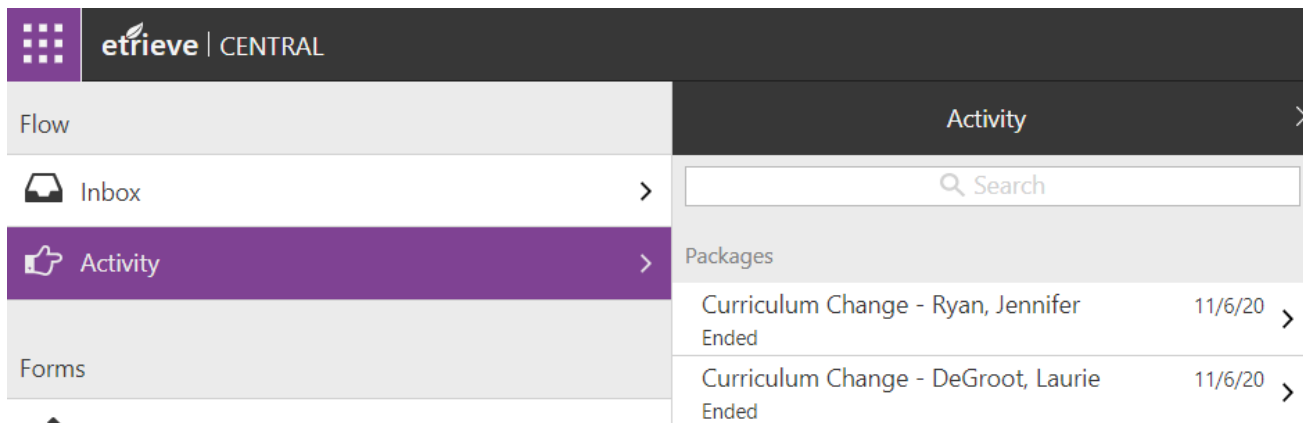
After attaching:



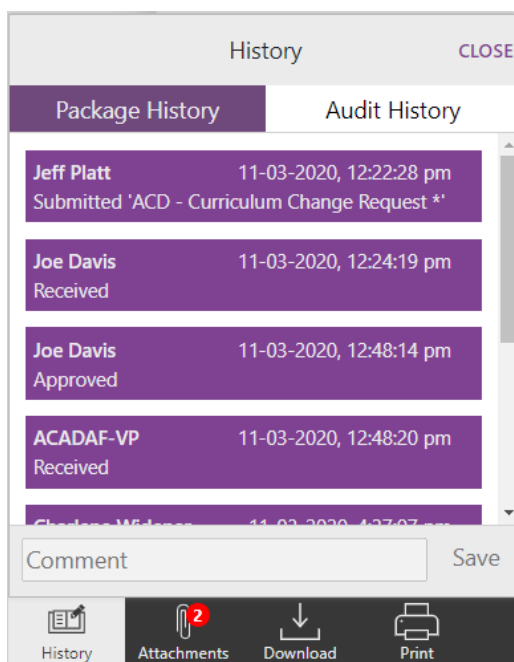
7. When you hit submit the form will be routed to the person you indicated in the Division Chair field. If you are a division chair and you put your own name in the division chair field, you will receive the form in your eTrieve inbox and will need to approve it. After the division chair approves the form it is routed to the Vice President for Academic Affairs and Student Learning (Charlene Widener). After they approve it, the form is routed to the Administrative Assistant to the VPAA (Jenny Ryan) who processes it for inclusion in the next Curriculum and Academic Affairs Council (CAAC) agenda packet.

8. During the approval process, the division chair or VPAA may have questions or request revisions. They may return or reject the form as needed and will communicate with you via email about how to move forward.

9. To check on the status of a form you submitted, go to Activity and then select the package (form).



Once you open the submitted form, go to the bottom navigation and select History. This will show the date that the form was submitted and when each person in the process took action on the form.



For questions about CAAC or curriculum changes, please contact Jenny Ryan (641-422-4277 or Jennifer.ryan@niacc.edu).

If you are having technical difficulties in eTrieve (ex., cannot access a form, cannot access forms that have arrived in your inbox, etc.), please contact the NIACC help desk (helpdesk@niacc.edu).



Appendix E

Board Policy 2.21 Data Classification Policy

CHAPTER:	ADMINISTRATION	NUMBER	2.21
	<i>Data Classification</i>	LAST REVIEWED	May 31, 2023
	<i>Policy</i>	LAST REVISED	May 2013
		DATE ADOPTED	December 2010

1. General Policy: All College data is classified into defined access levels. Data may not be accessed without proper authorization. The purpose of this policy is to protect the information resources of the College from unauthorized access or damage. The requirement to safeguard information resources must be balanced with the need to support the pursuit of legitimate academic objectives.
2. Scope: This policy is applicable to all College students, faculty and staff, contractors, volunteers, students and to all others granted use of North Iowa Area Community College information resources. Every user of these resources has a responsibility toward the protection of this information; some offices and individuals have very specific responsibilities. This policy refers to all College information resources whether individually controlled or shared, stand-alone or networked. It applies to all data sources found on equipment owned, leased, operated, contracted, by the College, or equipment used by College staff in their travel or home environments. This includes laptops, personal digital assistants, telephones, wireless devices, laptops, personal computers, workstations, minicomputers and any associated peripherals and software, regardless of whether used for administration, research, teaching or other purposes.
3. Policy: Data classification, in the context of information security, is the classification of data based on its level of sensitivity and the impact to the College should that data be disclosed, altered or destroyed without authorization. The proper classification of data helps determine what baseline security controls are appropriate for safeguarding that data. All College data should be classified into one of three sensitivity levels, or classifications:

A. Confidential (High Sensitivity)

Data should be classified as Confidential when it could seriously damage the mission, safety or integrity of the College, its staff or its constituents. Such data should not be copied or removed from the College's operational control without authorized permission. High sensitivity data is subject to the most restricted distribution and must be protected at all times. Examples of High Sensitivity data include data protected by state or federal privacy regulations, such as: Social Security numbers, credit card numbers, bank account numbers, student records and medical records. High Sensitivity data may also include, but is not limited to, data associated with investigations, bids prior to award, personnel files, trade secrets, safety and security plans, appraisals of real property, constituent records, academic records, contracts during negotiation and risk or vulnerability assessments. These public records shall be kept confidential pursuant to Iowa Code section 22.7.50.

Confidential data should be protected to the highest possible degree as is prudent or as is required by law. Such guidelines include, but are not limited to the following:

- When stored in an electronic format, must be protected with strong passwords and stored on servers that have protection or encryption measures applied in order to protect against loss, theft, unauthorized access and unauthorized disclosure.
- Must not be disclosed to parties without explicit authorization from a vice president.
- Must be stored only in a locked drawer or room or an area where access is controlled by a guard, cipher lock, or that otherwise has sufficient physical access control measures to afford adequate protection and prevent unauthorized access by members of the public, visitors, or other persons without a need-to-know.
- When sent via fax must be sent only to a previously established and used address or one that has been verified as using a secured location.
- Must not be posted on any public website.

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- Must be destroyed when no longer needed by shredding (for paper records) or degaussing/erasure/physical destruction (for electronic records).

B. Sensitive (Internal Use, Private, Medium Sensitivity)

Data should be classified as Sensitive when the unauthorized disclosure, alteration or destruction of that data could result in a moderate level of risk to the College or its affiliates. By default, all College data that is not explicitly classified as Public or Confidential should be treated as Sensitive data. Data in this category is not routinely distributed outside the College. It may include, but is not limited to non-Confidential data contained within: internal communications, interim financial reports, minutes of meetings and internal project reports. A reasonable level of security controls should be applied to Sensitive data, such as:

- Must be protected to prevent loss, theft, unauthorized access and/or unauthorized disclosure.
- Must be stored in a closed container (i.e. file cabinet, closed office, or department where physical controls are in place to prevent disclosure) when not in use.
- Must not be posted on any public website.
- Must be destroyed when no longer needed by shredding (for paper records) or degaussing/erasure/physical destruction (for electronic records).

C. Public (General Use, Low Sensitivity)

Data should be classified as Public when the unauthorized disclosure, alteration or destruction of that data would result in little or no risk to the College and its affiliates. Examples of Public data include press releases, annual reports, course information, publicly accessible web pages and research publications. While little or no controls are required to protect the confidentiality of Public data, some level of control is required to prevent un-authorized modification or destruction of such data.

Classifications of data should be performed by an appropriate Data Owner. Data Owners are director-level employees who oversee the lifecycle of one or more sets of Institutional Data.

4. Roles and Responsibilities

Chief Information Officer

Has overall responsibility for the security of the College's information assets and is responsible for disseminating and providing interpretation of this and other policies related to security. Serves as the chief information security officer. Responsibilities of the CIO include:

- Ensuring that the College's information practices and policies comply with the Open Records statute, Chapter 22 of the Iowa Code, including the formulation of any response of the College to a formal request for records under the statute.
- Ensuring that appropriate data classification policies are delegated throughout the College to various College services, departments and other units.
- Acting as Data Custodian for all College information not otherwise assigned.

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- Ensuring adequate security technology is applied to information resources in keeping with their classification.
- Ensuring that the College's data classification policies and practices meet all Federal, State and College data security policies or are complied with on a timely and prudently acceptable basis.
- Annually reviewing, in conjunction with the Data Custodians, that all data classifications remain relevant, are complete and any required changes are being adequately addressed on a timely basis.
- Ensuring that a recording of these processes is adequately and effectively maintained.

Data Trustees

Data Trustees are senior college officials or their designees who have planning, policy-level and management responsibility for data within their functional areas. Data Trustees responsibilities include:

- Assigning and overseeing Data Owners
- Overseeing the establishment of data policies in their areas
- Determining legal and regulatory requirements for data in their areas
- Promoting appropriate use and data quality

Data Owners

Data Owners are college directors having direct operational-level responsibility for the management of one or more types of data. Data Owners are assigned by the Data Trustee and are generally division chairs and directors. Data Owner responsibilities include:

- The application of this and related policies to the systems, data, and other information resources under their care or control
- Assigning data classification labels using the college's data classification methodology
- Identifying and implementing safeguards for restricted data
- Communicating and providing education on the required minimum safeguards for protected data to authorized data users and data custodians

In cases where multiple data owners collect and maintain the same restricted data elements, the data owners must work together to implement a common set of safeguards.

Data Custodians

Data Custodians are Information Technology or computer system administrators responsible for the operation and management of systems and servers which collect, manage, and provide access to college data. Data Custodians must be authorized by the appropriate Data Owner or the CIO. Data Custodian responsibilities include:

- Maintaining physical and system security and safeguards appropriate to the classification level of the data in their custody
- Complying with applicable college computer security standards
- Managing Data Consumer access as authorized by appropriate Data Owners

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- Following data handling and protection policies and procedures established by Data Owners and Information Security.

Data Consumers

Data Consumers are the individual college community members who have been granted access to college data in order to perform assigned duties or in fulfillment of assigned roles or functions at the college. This access is granted solely for the conduct of college business. Data Consumer responsibilities include:

- Following the policies and procedures established by the appropriate Data Owner and Chief Information Officer
 - Complying with federal and state laws, regulations, and policies associated with the college data used
 - Implementing safeguards prescribed by appropriate Data Owners for Restricted Data
 - Reporting any unauthorized access or data misuse to Information Security or the appropriate Data Owner for remediation
5. Violation of Policy: The College Information Security Officer must be notified in a timely manner if data classified as Confidential is lost, disclosed to unauthorized parties or suspected of being lost or disclosed to unauthorized parties, or if any unauthorized use of the College's information systems has taken place or is suspected of taking place.

Violation of this policy may subject a user to disciplinary action under appropriate College disciplinary procedures. The College may take such action as necessary, in its discretion, to address any violation(s) under this policy.



Appendix F

Ascendium Master Service Agreement 6-13-2023



**Master Service Agreement
Cohort Catalyst® Exhibit**

This Cohort Catalyst Exhibit ("Exhibit") is made between Ascendium Education Solutions, Inc. ("Ascendium") and North Iowa Area Community College ("Client"). This Exhibit is supplemental to the MSA entered into between the parties and, in the event of a conflict, the terms of the MSA shall prevail. Capitalized terms used but not defined in this Exhibit have the meanings assigned to them in the MSA.

Ascendium's Responsibilities. Ascendium will collect School Information from the NSLDS and from Client's federal student loan servicers to identify the recipients, who are active cohort default rate borrowers, for co-branded outreach.

Upon receipt of the School Information, Ascendium shall prepare co-branded outreach (emails and phone calls) to be sent to Client's students who are active cohort default rate borrowers only. Additionally, Ascendium will provide an inbound call center to provide repayment support to students and to perform skip tracing services. Note: Calls will not be made to foreign phone numbers. Ascendium will comply with the FDCPA applicable to Ascendium while providing Cohort Catalyst.

Client Responsibilities. The Client authorizes Ascendium access to School Information on the Ascendium website, www.ascendiumeducation.org (Portal) or through other means agreed to by Client and Ascendium.

The Client agrees to complete SAIG Enrollment Forms, providing Ascendium authority to access School Information from NSLDS. Client also authorizes NSLDS to provide School Information to Ascendium through other means agreed to by Ascendium and NSLDS. This information remains effective until terminated by either party.

The Client agrees to complete third party authorization forms as required by Client's federal student loan servicers, providing Ascendium authority to access School Information. Client also authorizes Ascendium and Client's federal student loan servicers to provide School Information to Ascendium through other means agreed to by Ascendium and federal student loan servicers. This access remains effective until terminated by either party.

Fees. For a period of one (1) year from the Effective Date, the fee for Cohort Catalyst shall be a flat fee of five thousand forty dollars (\$5,040.00). Thereafter, increases or decreases in fees may be made from time to time; provided however, that Client shall be given written notice not less than sixty (60) days prior to the effective date of any change in the fee schedule. This fee includes the outreach and counseling services selected below.

- Grace-End Outreach and Counseling (emails and inbound calls): Begins ≈ 60 days prior to grace end
- Premium Grace-End Outreach and Counseling (emails, outbound and inbound calls): Begins ≈ 60 days prior to grace end
- Deferment-End Outreach and Counseling: Begins ≈ 60 days prior to deferment end
- Forbearance-End Outreach and Counseling: Begins ≈ 60 days prior to forbearance end
- Delinquent Outreach and Counseling: Begins ≈ 80 days past due through 360 days past due
- Default Rehabilitation: Begins after Ascendium obtains a file identifying defaulted borrowers reported by NSLDS. This outreach focuses on active cohort years only.
- Second Chance Pell Program: This outreach focuses on assisting incarcerated students in rehabilitating their defaulted loans, so that such students will qualify for Pell Grants. Assistance begins after Ascendium obtains a file identifying defaulted borrowers reported by NSLDS. Ascendium's assistance is expressly conditioned on the cooperation of the Client and the applicable corrections agency to obtain access to said students.



Term and Termination. This Exhibit shall remain in effect until terminated by either party in accordance with the MSA.

Ascendium Education Solutions, Inc.

Signature:

Printed Name: Beth Erickson

Title: VP Repayment Solutions

Date:

Client Name: North Iowa Area Community College

Signature: *Abbie Steinberg*

Printed Name: *Abbie Steinberg*

Title: *Director of Financial Aid*

Date: *6/13/23*

NOT FOR SIGNATURES

Attigo Product Suite Master Services Agreement

This Master Services Agreement ("MSA") is made between Ascendium Education Solutions, Inc., a Wisconsin non-profit corporation ("Ascendium"), located at 38 Buttonwood Court, Madison, Wisconsin 53718 and North Iowa Area Community College located at 500 College Drive, Mason City IA 50401 ("Client").

Definitions. The following definitions apply to this MSA and any exhibit related thereto:

"Client Content" means those names, service marks, trademarks, logos and other Client intellectual property, provided by or on behalf of Client to Ascendium.

"College Cost Meter® Correspondence Tracking Report" means the report that Ascendium provides to College Cost Meter clients to identify the intended recipients of College Cost Meter correspondence, and including an indicator of any invalid email addresses or data.

"Confidential Information" refers to all information one party receives from or on behalf of the other party in connection with this MSA.

"Effective Date" shall mean the start of the MSA or the respective exhibit determined by the last date set forth in the signature block of each respective document.

"FDCPA" means the Fair Debt Collection Practices Act, as amended.

"FERPA" means the Family and Educational Rights and Privacy Act of 1974, as amended.

"Force Majeure Events" are conditions beyond a party's control, including, but not limited to, acts of God, government restrictions (including denial or cancellation of any necessary license), wars, insurrections and/or any other cause beyond the reasonable control of the party whose performance is affected.

"HEA" means Title IV, Part B of the Higher Education Act of 1965, as amended.

"NSLDS" means the National Student Loan Data System, the U.S. Department of Education's central database for student aid.

"School Information" means information that NSLDS and federal loan servicers have about the student loans of Client's students and former students, including SSN, address, date of birth and driver's license or state ID numbers.

"Enrollment File" means information from Client's system to be used to populate College Cost Meter school-branded letters to be sent to Client's students via electronic mail.

"Services" refers to any of the Attigo® Product Suite of Services.

"Users" refers to Client and its users.

MSA. This MSA consists of the general terms and conditions set forth in the body of this MSA and specific terms related to each subscribed Service in exhibits attached hereto and incorporated herein. If there is a conflict between this MSA and the terms of any exhibit, the general terms and conditions set forth in the body of this MSA shall prevail.

Timing of Payment. All fees pursuant to this MSA shall be payable by Client within forty-five (45) days of receipt of an itemized invoice from Ascendium.

Termination for Insufficient Funding (Applicable to Publicly-Funded Schools). The Client may immediately terminate this MSA without penalty if it does not obtain funding from the applicable state legislature or if funding cannot be continued from the applicable state legislature at a level sufficient to allow for the payment of the services covered here. Termination must be by written notice to Ascendium. The Client is not obligated to pay for any Services that are provided after Ascendium's receipt of the Client's written notice under this Section.

License to Use Client Content. Client grants Ascendium a limited, revocable, non-exclusive, non-assignable, nontransferable, non-sub-licensable license to use the Client Content for purposes of Ascendium carrying out its obligations under this MSA. Client may immediately terminate or suspend Ascendium's use of Client Content, in whole or in part, by giving written notice to Ascendium.

Intellectual Property. The Services are the property of Ascendium and Client's use of the Services does not transfer any right, title or interest from Ascendium to Client in any Ascendium's intellectual property. All right, title, and interest to such property will remain (as between the parties) solely with Ascendium. Client's use of the Services grants it no right to license or reproduce or otherwise use any content related to the Services or any Ascendium trademarks. Client may not reverse engineer, copy for sale or other distribution, or otherwise attempt to appropriate the technological know-how or intellectual property of the Services at any time or for any other purpose without the express written authorization of Ascendium.

Confidentiality. To the extent permitted by federal and state law, each party agrees to maintain the confidentiality of all Confidential Information and not use or disclose Confidential Information of the other party except as necessary to perform its obligations under this MSA.

Information Security. Ascendium will treat all information it receives from Client as Confidential Information. Ascendium has established and will maintain appropriate administrative, technical and physical safeguards designed to: (A) protect the security, confidentiality and integrity of Confidential Information; (B) protect against any anticipated threats or hazards to its security and integrity; and (C) protect against unauthorized access to or use of Confidential Information that could result in substantial harm or inconvenience to Client. Without limiting the generality of the foregoing: (Y) Ascendium has established and will maintain safeguards, and will ensure that its affiliates, agents, representatives and subcontractors, as applicable, establish and maintain safeguards, against the destruction, loss, or alteration of Confidential Information in the possession or control of Ascendium or such affiliates, agents, representatives or subcontractors, as applicable, that are no less rigorous than those maintained by Ascendium for its own information of a similar nature; and (Z) Ascendium has established and will maintain written information and physical security programs, including a procedure for response to unauthorized access to Confidential Information, the terms of which meet or exceed the requirements for financial institutions under the Interagency Guidelines Establishing Information Security Standards (12 C.F.R. Part 364, Appendix B). Ascendium agrees not to use Confidential Information except as necessary to provide the Services to Client or as allowed by law.

Data Storage. Client's Confidential Information will not be stored outside of the United States without prior written consent of the Client.

Notice of Security Breach. Ascendium will provide Client with twenty-four (24) hours' notice after it has determined that there has been a breach in the security of computer systems on which Client's Confidential Information is maintained that results in the loss of or access by unauthorized persons to Client's Confidential Information. Ascendium will also notify Client if any computer, electronic device, electronic data media or paper documents of Ascendium that contain Client's Confidential Information are lost or stolen. Ascendium will take reasonable steps to remedy any such breach or loss of Confidential Information, including cooperating fully, and causing any subcontractor or agent to cooperate fully, with Client and its designees and with any civil or criminal authority in any investigation or action relating to such breach.

Insurance. During the term of this MSA, Ascendium shall maintain at its own expense insurance liability policies which shall include coverage for instances of security breaches and such policies shall have limits of at least one million dollars (\$1,000,000) per occurrence.

Proper Disposal of Confidential Information. All Confidential Information that exists on paper will be shredded before being discarded. All Confidential Information that exists on computers or electronic media will be erased before being disposed of or disposed of in a manner that destroys the media and prevents recovery of any data from it. At Client's written request, any Client Content shall be deleted upon termination or expiration of this MSA.

Legal Compliance. Both parties agree to abide by all applicable federal, state and local laws and regulations.

FERPA Compliance. Ascendium acknowledges that certain information or data provided to or made accessible to Ascendium by the Client's personnel regarding students may be confidential by reason of FERPA and/or applicable state law, unless valid consent is obtained from the student or their legal guardians. Accordingly, Ascendium agrees to comply with 34 C.F.R. § 99.33(a) of FERPA and applicable state law.

Term. The term of this MSA shall commence on the Effective Date and continue until such time that the parties have fully completed their obligations under this MSA and each applicable exhibit or until such time that it is terminated by either or both parties in the manner and under the conditions defined below.

Termination. Client may terminate this MSA at any time by giving Ascendium not less than thirty (30) days' prior written notice. Ascendium may terminate this MSA at any time by giving Client not less than sixty (60) days' prior written notice, except that in the event Client fails to satisfy a requirement it has under this MSA, Ascendium may terminate this MSA with thirty (30) days' prior written notice. Notwithstanding the foregoing, Client may terminate this MSA immediately, without penalty, if the Client or Ascendium is notified that the Department of Education has imposed an emergency, limitation, suspension or termination action with regard to Ascendium's ability to contract with Client to administer any aspect of its participation in the Title IV, HEA programs or Ascendium has been debarred, suspended or voluntarily excluded government-wide from participation in the covered transactions.

Liability. Ascendium will exercise reasonable care and due diligence in providing the Service. In no event will Ascendium be responsible for: (i) the failure of Client to perform; (ii) the accuracy of any data received from Client or NSLDS or federal student loan servicers; or, (iii) the failure of Client to act in a manner consistent with applicable law or regulation or this MSA.

NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY FOR ANY SPECIAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL DAMAGES WITH RESPECT TO ANY MATTER WHATSOEVER ARISING OUT OF THIS MSA.

Open Records Laws. Ascendium shall comply with all applicable provisions of any state open records laws.

Relationship of the Parties. No agency, partnership, joint venture, employee-employer, or franchiser-franchisee relationship is intended or created with the use of the Service. Neither shall have the power to bind the other or incur obligations on the other's behalf without the other's prior written consent.

Notice. Any notice, demand, or communication required or permitted to be given by any provision of this MSA shall be in writing and deemed to have been sufficiently given or served for all purposes if sent by U.S. Mail, electronic mail to the party's electronic mail address (not including a spam filter), delivered personally to the party to whom the same is directed, or sent by overnight mail/courier addressed to the party's address, as follows:

If to Ascendium:

Ascendium Education Solutions, Inc.
Attn: Ms. Beth Erickson
38 Buttonwood Court
Madison, WI 53718
Email: BErickson@ascendiumeducation.org

If to Client:

Attn:

Email:

Either party may change its address for notice by giving notice in writing, stating its new address for notices to the other party. Except as otherwise provided herein, any such notice delivered by mail shall be deemed to be given on the date on which the same is received by the intended recipient if by personal delivery or by email, and one calendar day after being sent by confirmed overnight mail/courier.

Taxes. Client, to the extent it is not a 501(c)(3) entity, shall pay and be liable for all sales, use, property, excise, and other applicable taxes but excluding Ascendium's net income, net worth, and franchise taxes. Ascendium agrees to accept full exclusive liability for the payment of all taxes and contributions for unemployment insurance, pensions or annuities and other security benefits now or hereafter imposed by the government of the United States or any state or local government which are measured by the wages, salaries, and other remunerations paid to persons employed by Ascendium in the performance of the Services.

Force Majeure. Neither party shall be liable for damages nor have the right to terminate this MSA for any delay or default in performing hereunder if such delay or default is caused by a Force Majeure Event. The party suffering a Force Majeure Event shall give notice as soon as reasonably practicable of the Force Majeure Event to the other party, stating the period of time the occurrence is expected to continue and shall use diligent efforts to end the failure or delay and ensure the effects of such Force Majeure Event are minimized.

Third-Party Servicer Requirements. Ascendium agrees to comply with all statutory and regulatory provisions applicable to the Services, including, but not limited to the guidance and requirements of the Dear Colleague Letters (DCL): GEN-15-01, GEN-16-15 and GEN-23-03 published by the Department of Education in January 2015, August 2016 and February 2023 respectively. Upon notice from Client, Ascendium will comply with any special arrangements, MSAs, limitations, suspensions, and terminations that apply to Client under Title IV of the HEA. Ascendium is not responsible for violation of any special arrangements, MSAs, limitations, suspensions and terminations that apply to Client under Title IV of the HEA of which Client did not provide notice. Ascendium will refer any information indicating that Client might have engaged in fraud or other criminal conduct to the Office of Inspector General of the Department of Education. Notwithstanding any other provision in this MSA, Ascendium agrees to be jointly and severally liable with Client to the Secretary of the Department of Education for any violation of Title IV, HEA requirements resulting from Ascendium's provision of the Services. In the event that Ascendium ceases operations, files for bankruptcy, or stops providing services hereunder, Ascendium will, upon Client's written request, destroy or return to the Client all records in Ascendium's possession pertaining to the Client's participation in the Title IV program as well as any Client funds paid hereunder for which services will no longer be provided.

Pursuant to the guidance and requirements of the *Dear Colleague Letter: GEN-15-01* published by the Department of Education in January 2015, if a third-party servicer subcontracts any of its contractual responsibilities, the contract must identify the subcontractor and clearly describe the functions performed on behalf of the servicer and school by the subcontractor. As such, Ascendium hereby notifies Client that it will subcontract the hosting of its Attigo data to Amazon Web Services, Inc.

Ascendium Contact. Ascendium's principal office is located at 38 Buttonwood Court, Madison, Wisconsin 53718 and its primary telephone number is (608) 733-2500. Ascendium's president and CEO is Richard George whose phone number is (608) 733-2500 and email address is RGeorge@ascendiumeducation.org.

Entire MSA. This MSA and any exhibits or addendums attached hereto constitute the entire agreement between the parties with respect to the subject matter hereof. There are no representations, understandings, or agreements which are not fully expressed in this agreement or any exhibit or addendum. No change, waiver or discharge shall be valid unless in writing and signed by an authorized representative of the party by whom such change, waiver or discharge is sought to be enforced.

Ascendium Education Solutions, Inc.

Signature:

Printed Name: Beth Erickson

Title: VP Repayment Solutions

Date:

Client Name: North Iowa Area Community College

Signature: 

Printed Name: Abbie Steinberg

Title: Director of Financial Aid

Date: 06/13/2023



Appendix G

NASFAA Training and Conference Receipts

Financial Aid Training Presentation

2023-2024 FAFSA Filing Demo Event Invitation to
Financial Aid, Admissions, TRIO, CCTC Counselors

Student Development Monthly Report Example



NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS

P.O. Box 426067, Washington, DC 20042-6067
(202) 785-0453 Ext. 1 Fax: (202) 785-1487 Email: membership@nasfaa.org

Invoice

Sold Mrs. Abbie A. Steinberg (Member ID 225759)
To: Director of Financial Aid
North Iowa Area Community College
500 College Drive
Mason City, IA 50401-7299

Ship Ms. Grace Heimer (Member ID 275210)
To: Financial Aid Advisor
North Iowa Area Community College
500 College Drive
Mason City, IA 50401-7299

NASFAA Fed. Tax ID	Purchase Order No.	Order Date	Invoice Number	Due Date	
83-0211970		12/2/2022	B225759-160089	Due Upon Receipt	
Qty	Description		Unit Price	Extended Price	
1	Fundamentals of Student Financial Aid - January 2023 Registrant: Ms. Grace Heimer (275210) Order No. 656890 Fundamentals of Student Financial Aid - January 2023		\$299.00	\$299.00	
			Subtotal	\$299.00	
			Account Credit Applied	\$299.00	
			Amount Received	\$0.00	
			Amount Due	\$0.00	

Payment Method: Check Enclosed AMEX Discover Visa MasterCard

Name On Card: _____ Card Number: _____ Security Code: _____

Expiration Date: _____ Signature: _____

Cardholder's Phone Number: _____ Amount to be Charged: _____



NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS

P.O. Box 426067, Washington, DC 20042-6067
(202) 785-0453 Ext. 1 Fax: (202) 785-1487 Email: membership@nasfaa.org

Invoice

Sold Mrs. Abbie A. Steinberg (Member ID 225759)
To: Director of Financial Aid
North Iowa Area Community College
500 College Drive
Mason City, IA 50401-7299

Ship Mrs. Abbie A. Steinberg (Member ID 225759)
To: Director of Financial Aid
North Iowa Area Community College
500 College Drive
Mason City, IA 50401-7299

NASFAA Fed. Tax ID	Purchase Order No.	Order Date	Invoice Number	Due Date	
83-0211970		5/1/2023	B225759-174105	Due Upon Receipt	
Qty	Description		Unit Price	Extended Price	
1	2023 NASFAA Virtual Conference Registrant: Mrs. Abbie A. Steinberg (225759) Order No. 687990		\$300.00	\$300.00	
			Subtotal	\$300.00	
			Account Credit Applied	\$300.00	
			Amount Received	\$0.00	
			Amount Due	\$0.00	

Payment Method: Check Enclosed AMEX Discover Visa MasterCard

Name On Card: _____ Card Number: _____ Security Code: _____

Expiration Date: _____ Signature: _____

Cardholder's Phone Number: _____ Amount to be Charged: _____



NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS

P.O. Box 426067, Washington, DC 20042-6067
(202) 785-0453 Ext. 1 Fax: (202) 785-1487 Email: membership@nasfaa.org

Invoice

Sold Mrs. Abbie A. Steinberg (Member ID 225759)
To: Director of Financial Aid
North Iowa Area Community College
500 College Drive
Mason City, IA 50401-7299

Ship Mrs. Abbie A. Steinberg (Member ID 225759)
To: Director of Financial Aid
North Iowa Area Community College
500 College Drive
Mason City, IA 50401-7299

NASFAA Fed. Tax ID	Purchase Order No.	Order Date	Invoice Number	Due Date	
83-0211970		7/16/2021	B225759-103546	Due Upon Receipt	
Qty	Description		Unit Price	Extended Price	
1	New Director Group Coaching - September 2021 Registrant: Mrs. Abbie A. Steinberg (225759) Order No. 484043		\$995.00	\$995.00	
			Subtotal	\$995.00	
			Amount Received	\$995.00	
			Amount Due	\$0.00	

Payment Method: Check Enclosed AMEX Discover Visa MasterCard

Name On Card: _____ Card Number: _____ Security Code: _____

Expiration Date: _____ Signature: _____

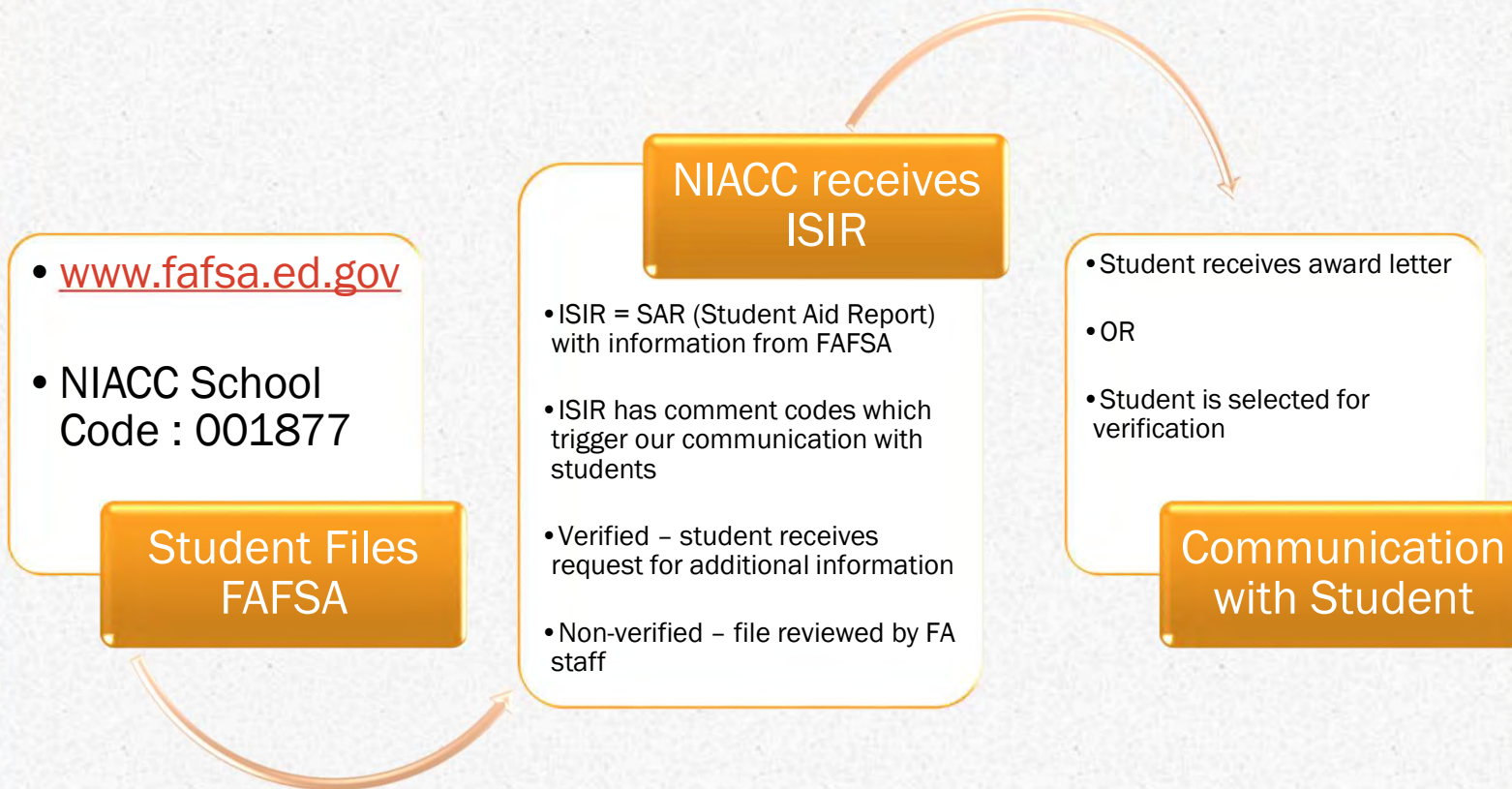
Cardholder's Phone Number: _____ Amount to be Charged: _____



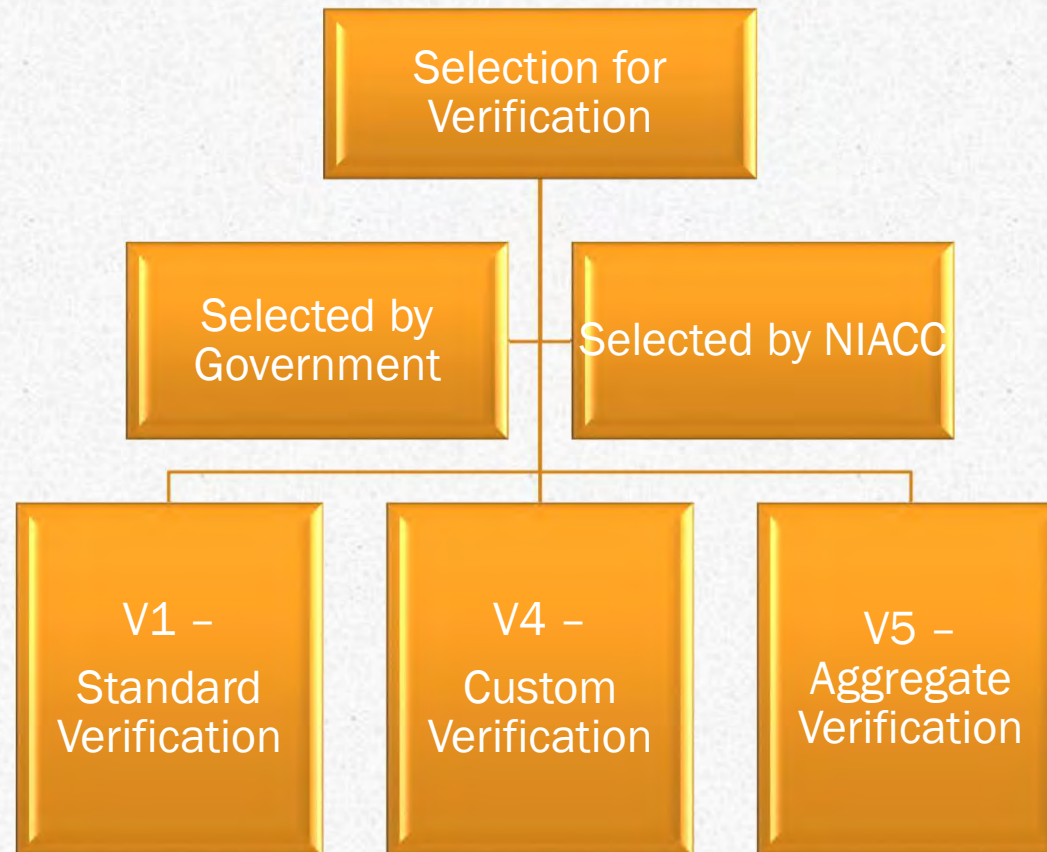
Financial Aid Training

2022-2023

Financial Aid Workflow



Verification Process

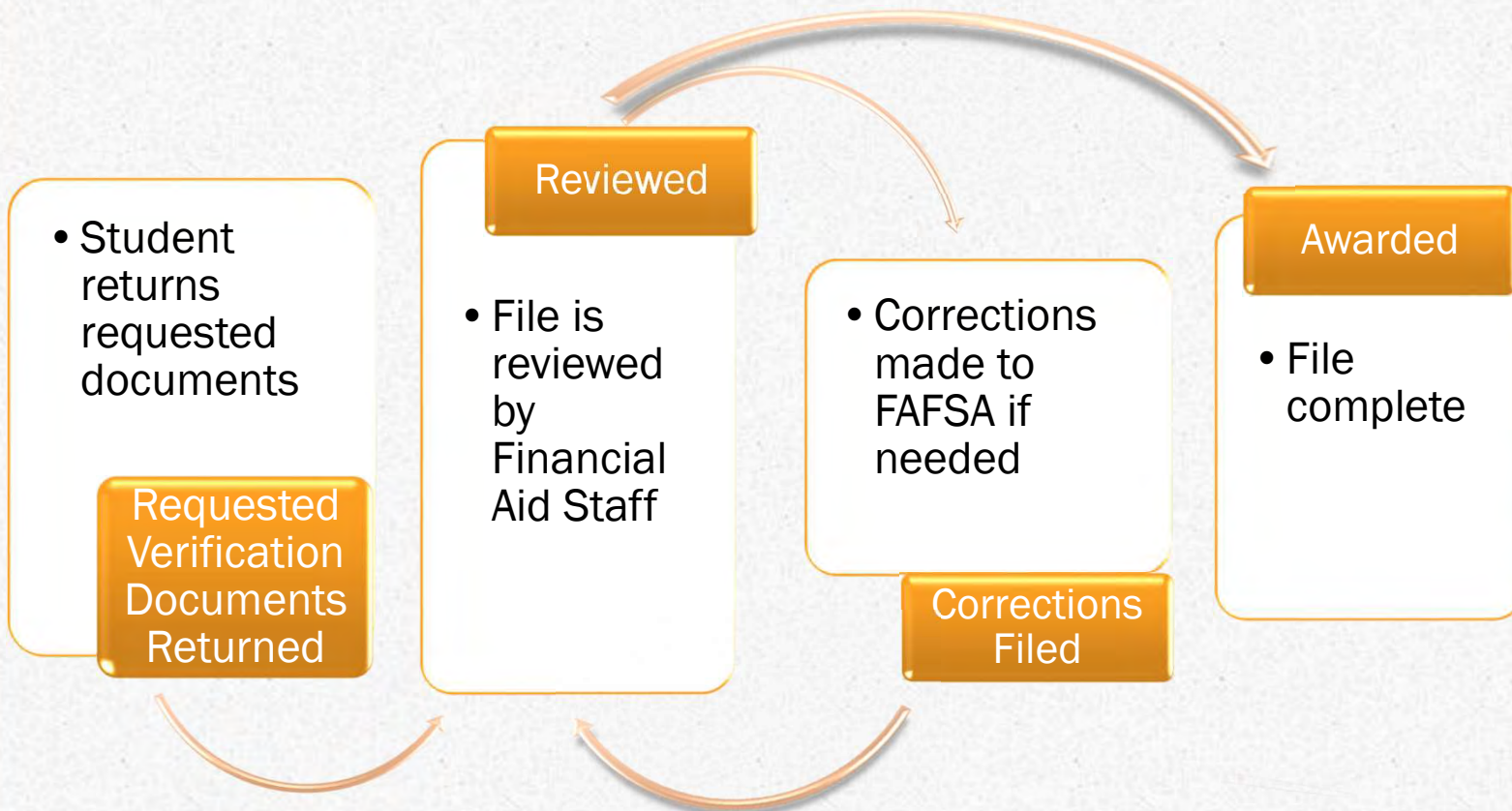


Tax Return Transcripts

o Tax Return Transcripts

- Ways to get Tax Return Transcripts
 - Use IRS Data Retrieval Tool by logging into FAFSA
 - Request from www.irs.gov (Download or Mail)
 - Call 1-800-908-9946

Financial Aid Workflow



Awarding

- o Assign Budgets (Cost of Attendance) in Datatel
 - Based on enrollment level, grade level, dependency status, residency, and housing plans as outlined on budget charts

- o Review for Aggregate Loan Amounts and First Time Borrower Status
 - May review for Lifetime Eligibility of Pell Grant

- o Awarding Process
 - Reviewed for accuracy

- o Award Packets Assembled and Mailed to Student's Primary Mailing Address

Award Packet

o Cover Sheet

- Defines contents of packet and gives instructions of next steps

o Brochures

- Direct Subsidized/Unsubsidized Loan Brochure
- Parent Plus Loan Brochure (for dependent students only)

Award Letter

o Award Letter displays :

- Cost of Attendance
- Expected Family Contribution (EFC)
- Need
- Aid Outline
 - Gift Assistance
 - Grants & Scholarships
 - Work Assistance
 - Work Study
 - Other
 - Federal Student Loans

Annual Direct Stafford Loan Limits

		Base Stafford Eligibility (if unmet need remaining)	Additional Unsubsidized Eligibility (can not exceed COA)	Academic Year Maximum Eligibility
Dependent	Freshman	\$3,500	\$2,000	\$5,500
	Sophomore	\$4,500	\$2,000	\$6,500
Independent	Freshman	\$3,500	\$6,000	\$9,500
	Sophomore	\$4,500	\$6,000	\$10,500

Federal and State Grants

Pell Grant

- Based on
 - EFC between 0-6206
 - Enrollment Level
 - Complete before end of term
 - Use Pell Charts to determine award

SEOG Grant

- Based on
 - 0 EFC (full need)
 - File FAFSA before March 1
 - See SEOG Grant Chart

Vocational-Technical Grant

- Based on
 - Iowa Residency
 - Career Program
 - Filed FAFSA before July 1
 - See Voc – Tech Grant Chart

Work Study

- o Based on EFC of 10,000 or Less
- o Must file FAFSA by March 1st.
- o Must indicate on FAFSA they are interested in Work Study
- o Use Work Study Chart to determine award

Full Time	\$2000
$\frac{3}{4}$ Time	\$1500
$\frac{1}{2}$ Time	\$1000

Scholarships

- o Refer to gold Financial Assistance sheets
- o Review with students
 - o Trustees' Scholarship
 - o President's Scholarship
 - o LINK Scholarship
 - o Minnesota/Illinois/Wisconsin/Missouri/Nebraska Scholarship
 - o Other – if student already knows of awards they're receiving

Student Reminders

o First Time Borrowers

- o Complete Master Promissory Note
- o Complete Entrance Counseling
 - www.studentaid.gov
 - Need FSA ID

o Paying Student Bill

- o Aid is applied to NIACC student account
 - If bill is paid and financial aid remains, student's receive a refund check to use on other student expenses
- o NELNET Payment Plans
 - Enroll on Trojan Home portal
 - Automatic Withdrawal from Debit/Credit

Financial Aid Estimations

- o Program of Study
 - Used to identify some grant eligibility
- o Estimate Direct Costs with students
 - Estimated Direct Cost **IS DIFFERENT** than Cost of Attendance (use Tuition and Fees Chart)
- o Cost of Attendance (used in FA calculation)
 - Use Budget Charts
- o Estimated Family Contribution (EFC)
 - Comes from SAR/ISIR
- o Financial Need
 - $(\text{Cost of Attendance} - \text{EFC} = \text{Financial Need})$
 - Can not award more than Financial Need

EFC Estimator

College Board EFC Estimator

bigfuture
by The College Board

Share This Like 3.6k Find Colleges, Advice and More search Sign up | Sign in

Get Started ▾ Find Colleges ▾ Explore Careers ▾ Pay for College ▾ Get In ▾ Make a Plan ▾

It's okay to change your plans even if it means changing your major.

Monica realized the major she started college with wasn't right for her. By staying flexible, she opened the door to new opportunities.

Watch ▶

Explore college majors.

Not sure where to start? Go ▶

Meet Monica

find colleges

Look up a college by name Go

OR

Search by location, major — any way you'd like. Search

pay for college

How much federal financial aid is out there to help students pay for college? Take a guess.

\$1 billion

Get the Facts

make a plan

Get a free step-by-step college plan. Just answer a few simple questions.

What grade are you in?

8th or lower 9th 10th
 11th 12th H.S. grad

Financial Aid Estimations

- o Review Gold Scholarship Sheet & discuss Foundation Application
- o Use grant charts to see what student qualifies

- o **Estimation Calculation**
 - Financial Need
 - Anticipated Scholarships
 - Anticipated Grants
 - Remaining Financial Need
 - Student Loans (Can not exceed Financial Need)

- o Provide copy of estimation to student and copy to FA Office

Calculating Loan Eligibility

Cost of Attendance

- EFC

Financial Need

Financial Need

- Scholarships
- Grants
- Work Study

Unmet Need

Unmet Need

- Use Annual Loan Limits Chart to determine **Subsidized Loan Eligibility** if unmet need is remaining.

- **Unsubsidized Loan** can have remainder of maximum loan eligibility as presented on Annual Loan Limits Chart, but not to exceed COA

-- **Parent PLUS Loan Option** can not exceed COA, for dependent students only. Parent must go through credit check.

Paying Student Bill

- o Can view bill on MyNIACC - Financial Aid disbursements
- o Make Payments at business office, via phone, or on MyNIACC Portal
- o Financial Aid Refund Checks
 - o Notified of Refund in MyNIACC Portal
 - o Pick up in Business Office
 - o Must have photo I.D.
- o NELNET Payment Plans
 - o Enroll online
 - o Automatic Withdrawal or Debit/Credit

Self-Service

- o Students can follow their financial aid process by watching their Checklist
- o View their financial aid awards
- o Review their financial aid Satisfactory Academic Progress
- o Link to important resources

Re: FSA Webinar: 2024–25 FAFSA® Demonstration

Steinberg, Abbie

Wed 8/16/2023 12:14 PM

To: Hausmaninger, Melanie <Melanie.Hausmaninger@NIACC.EDU>; Gonzalez, Valeria <Valeria.Gonzalez@niacc.edu>; Boyer, Anne <Anne.Boyer@niacc.edu>; Frenz, Chris <Chris.Frenz@niacc.edu>; Kelly, Steven <Steve.Kelly@NIACC.EDU>; Mohl, Mark <Mark.Mohl@niacc.edu>; Vaught, Bradley <Bradley.Vaught@NIACC.EDU>; McGuire, Rachel <Rachel.McGuire@niacc.edu>; Vance, Lisa <Lisa.Vance@niacc.edu>; Shultz, Bridget <Bridget.Shultz@niacc.edu>

Cc: Riley, Lori <Lori.Riley@NIACC.EDU>; Green, Aubury <Aubury.Green@NIACC.EDU>; Wilcox, Sarah <Sarah.Wilcox@NIACC.EDU>; Molencamp, Kristy <Kristy.Molencamp@niacc.edu>

Hello everyone!!

I'm looking forward to the 2024-25 FAFSA Demonstration tomorrow.
Please join us in the Activity Center Room 101 to view the demo together.

Lunch of Pulled Pork Sandwiches, Beans, Chips, Watermelon & Bars will be served. BYOB.



Abbie Steinberg

Director of Financial Aid
North Iowa Area Community College
641-422-4313 • AB102C
[Book an Appointment](#)
www.niacc.edu



From: Steinberg, Abbie

Sent: Tuesday, July 11, 2023 3:06 PM

To: Steinberg, Abbie <Abbie.Steinberg@niacc.edu>; Hausmaninger, Melanie <Melanie.Hausmaninger@NIACC.EDU>; Petersen, Denise <Denise.Petersen@niacc.edu>; Gonzalez, Valeria <Valeria.Gonzalez@niacc.edu>; Boyer, Anne <Anne.Boyer@niacc.edu>; Frenz, Chris <Chris.Frenz@niacc.edu>; Kelly, Steven <Steve.Kelly@NIACC.EDU>; Mohl, Mark

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Cc: Riley, Lori <Lori.Riley@NIACC.EDU>; Green, Aubury <Aubury.Green@NIACC.EDU>; Wilcox, Sarah <Sarah.Wilcox@NIACC.EDU>; Molencamp, Kristy <Kristy.Molencamp@niacc.edu>
Subject: FSA Webinar: 2024–25 FAFSA® Demonstration
When: Thursday, August 17, 2023 12:00 PM-1:30 PM.
Where: AC 101

FSA Webinar: 2024–25 FAFSA® Demonstration

Date/Time: Thursday, August 17 2023, 1–2:30 p.m. ET

Big changes are coming to the 2024–25 FAFSA form! Join us as we tour new features and discuss important updates to the FAFSA experience. Our demonstration will include a look at the new roles page, inviting contributors, new question order, student demographic questions, the parent wizard, and other exciting features. We will also view how to provide consent to retrieve and disclose Federal Tax Information (FTI).

Link to Join Webinar: Microsoft Teams Link for 2024–25 FAFSA® Demonstration August 17

<https://teams.microsoft.com/l/meetup-join/19%3ameeting_NjMxYzdlZTMtYzFjMC00ZjI1LTkzZjAtNmMxYjZjMzgyMDNm%40thread.v2/0?context=%7B%22Tid%22%3A%22bd5d4514-84de-4928-a9fd-6ae10bbad677%22%2C%22Oid%22%3A%22b728783b-4b3a-4305-834c-76ad7d504e6c%22%2C%22IsBroadcastMeeting%22%3Atrue%2C%22role%22%3A%22a%22%7D&btype=a&role=a>

A PDF of the Presentation Slides will be available to download from the FSA Training Center the day before the webinar from the "Upcoming Webinars <<https://fsatraining.ed.gov/course/view.php?id=411>> " page on the FSA Training Center.

Note: If you do not have a username and password for the FSA Training Center <<https://fsatraining.ed.gov/>> , click on "Create new account" at the bottom of the login page and follow the instructions to create a username and password.

If you have any questions, please contact us helpdesk.fsatraining@ed.gov <<mailto:helpdesk.fsatraining@ed.gov>> .



Student Development Monthly Report
August 2023

Tanya Dadisman

Advising

Metrics - Not able to get report at this time. Will try again to get data and import

Projects (Current projects; Active, Waiting for Input, Completed)

- **Active- Implementation of Navigate for Faculty Progress Reports**
 - Week 1 Progress Report sent by Student Development to Faculty
 - Walk in appointments first week of classes for changes
 - Orientation – Everyone was able to participate and created an amazing environment campus wide
- **Waiting for Input**
 - Working with Records and Faculty to finalize Spring 2024 schedule
- **Completed**

Plans (Upcoming Projects)

Upcoming Events

Continue to work with faculty on implementation of Navigate for Ad Hoc progress Reports and alerts. Week 5 will be the next Progress Report sent by Student Development

Other items

Anne Boyer

Admissions

August Metrics

Fall 2023:

Current (as of 8.31.23)		<i>This time last year*</i>
Total applications:	1468	1408
• Traditional age (18-22)	1103	1119
- Total 2023 graduates	807	889
- Area II (2023 graduates)	466	583
• Adult (23+)	365	289
Total new students (head count) registered for FA23	633	677
Total new students (head count) registered for SU23	73	XX

**Spring 2024 and Fall 2024 metrics to be added next month

Acuity Scheduling (data represents appointments scheduled):

- Campus Visits: 41
- Virtual Campus Visits/General Questions: 10
- FAFSA Appointments: 5

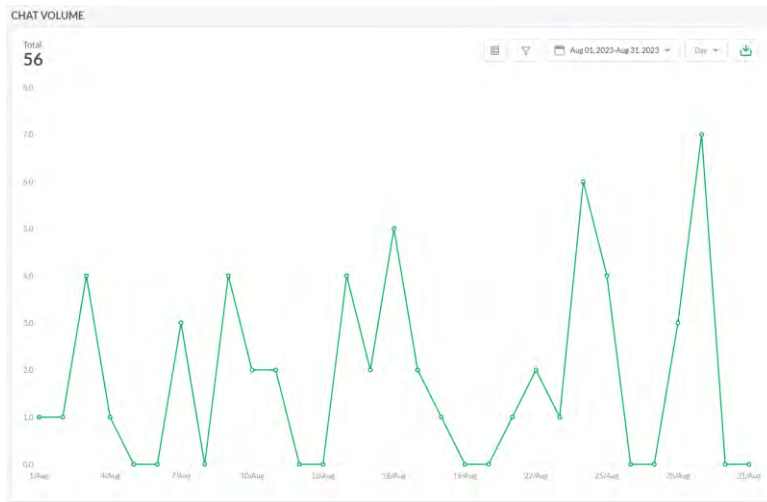
Other Recruitment Activity

- High School Visits: 18 (recruiting visits, CareerLink registrations/orientations, and assessment testing)
- Group Campus Visits: 1 (Mason City Schools PD Tour)
- College Fairs: 0
- Other: Attended a FAFSA Updates Webinar, Hosted New Student Orientations

Prospect Tracking (data of prospects entered; prospects can be duplicated in numbers):

	2023-2024		2022-2023	
	July	Overall	July	Overall
Adult Campus Visits	15	27	6	8
College Fair Prospects	0	0	0	10
Campus Visits (Traditional)	41	74	24	61
High School Visits	0	0	0	8
Group Campus Visits	0	0	0	0
Saturday Visit	0	0	0	0
Totals	56	101	30	87

Tawk (Online Chat):



CCTC Highlights:

- Hired Kristy Molencamp to serve West Fork, West Hancock and Belmont-Klemme
- CCTCs met with each school to go through strategies and goals for the upcoming school year
- Lori contacted all the students she had worked with over the past year and received the following response from one of them: *“Hey, thanks for reaching out, yes my first couple of days at NIACC have gone tremendously well and that's because the atmosphere is very welcoming and all of my instructors are easy to talk to. I will for sure stop by sometime and say hi. I will however, let you know if I do need to talk to you or ask for help for things.”*

Career Advising:

- Melissa Hocken started mid-July
- Has provided 7 students with 1:1 career advising
- Provided a presentation at Orientation with 6 student attendees
- Hosting tables across campus to remind students of services
- Meeting with faculty to provide introductions and possible services
- Working collaboratively with Melinda McGregor in services provided

Projects (current projects; Active, Waiting for Input, Completed)

Active

- o Navigate Implementation (Boyer, Marzen, Gonzalez) - intake survey
- o Website revisions (Boyer, Gonzalez, Marzen) – continuous review of Admissions pages
- o Recruiting Communication Plan and HubSpot implementation (Boyer, Marzen, Marketing)
- o NCAL – Human Services and GED Short-term – Credit program processes

- o Onboarding packet – making revisions and preparing for initial print (Boyer, Dadisman, Calhoun)
- o Student Ambassador on-boarding (Marzen)
- o CareerLink Registration and Orientations (All)
- o Scheduling travel – high school visits and college fairs (Marzen and all)

Waiting for Input

- o Strategic Enrollment Plan (Boyer, TBD): revisit strategic enrollment initiatives
- o Story-driven marketing (McGuire, Boyer, Dadisman, Zahorski-Schmitt): Continuing meetings monthly; development of additional stories
- o Research and development of an international recruitment strategy (Gonzalez): currently researching potential resources
- o Drawing Boards for Clear Lake HS by Meta-Major (summer project - Knudson)
- o College and Career Day 2024: planning phase
- o NIACC Job Fair (CCTCs and Hocken, CE)

Completed

- o Orientation Reboot for Fall 2023 (All Student Services) - sent student survey on 8/31 for feedback in planning for next year

Plans (upcoming projects)

- Interactive Viewbook – 2023; after new Graphic Designer is hired (Boyer)
- Social Media recruitment/communication plan – 2023; after new Enrollment Advisor is hired

Upcoming Events

Other items

- Angie Marzen took the new position of Enrollment Services Coordinator and will support the staff in coordinating travel and large-scale events as well as co-advise the Student Ambassador program
- Grace Juhl has accepted the position of Enrollment and Academic Advisor and starts on September 5.

Lisa Vance

Disability Services/Data Analytics

Metrics - 85 students registered with DS so far.

Projects (Current projects; Active, Waiting for Input, Completed)

- **Active** – CTP
- **Waiting for Input** – Student Life Website updates
- **Completed** – finished video for CETL training about checking for accessibility, data project for Rachel re: gender, HLC data on Technical Programs, fillable PDF for Rachel’s paperwork, CCSSE data, Orientation video.

Plans (Upcoming Projects)- updates to CCSSE summary report, data for Postsecondary Enrollment by JE Experience

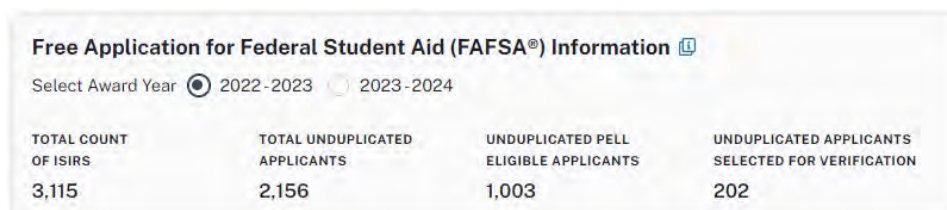
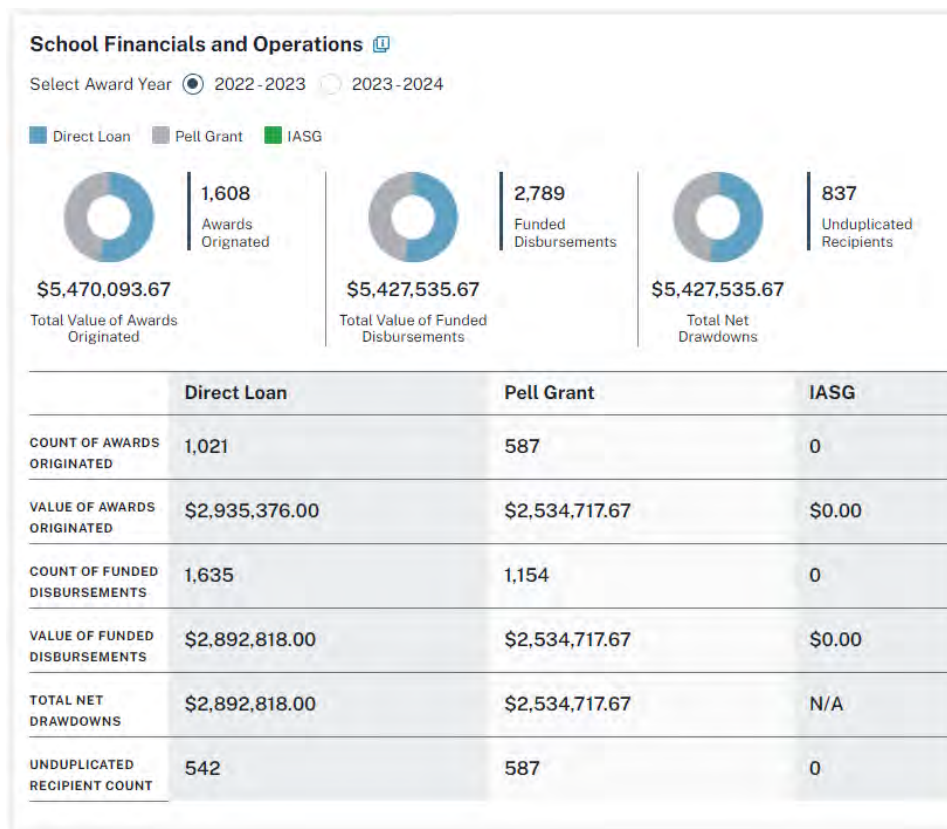
Upcoming Events

Other items – Met with Glean rep for demo, Presented for AHEAD via Zoom, presented for new faculty, presented to Bridge participants, taught session for Success Seminar

Abbie Steinberg

Financial Aid

Metrics



Free Application for Federal Student Aid (FAFSA®) Information [U](#)

Select Award Year 2022-2023 2023-2024

TOTAL COUNT OF ISIRS	TOTAL UNDUPLICATED APPLICANTS	UNDUPLICATED PELL ELIGIBLE APPLICANTS	UNDUPLICATED APPLICANTS SELECTED FOR VERIFICATION
2,572	1,838	871	165

Projects (Current projects; Active, Waiting for Input, Completed)

- **Active**
 - 23/24 Financial Aid Offers – 1126
 - Consumer Information Updates
 - Federal Compliance Report
- **Waiting for Input**
 - Program Participation Agreement Approval
 - SFA Audit
- **Completed**
 - 2022-2023 Financial Aid Award Year
 - Total Aid Transmitted to Student Accounts - \$10,022,576.76
 - Fall 2023 Deregistration
 - Outreach Conducted – 62 students by Financial Aid & Business Office
 - Received Notification – 45 students email that payment must be made with past due balance below \$500 by August 4th
 - Deregistered on August 4th – 16 students
 - 11/16 students paid their bill and are now enrolled Fall 2023
 - Summer Satisfactory Academic Progress
 - Students Evaluated – 483
 - Satisfactory - 398
 - Suspended - 59
 - Failed Plan - 4
 - Warning – 22
 - Promise Scholarship Informational Meeting
 - 92/126 (73%) Students Attended
 - 2023-2024 FAFSA Demo

Plans (Upcoming Projects)

- Fall Aid Transmittal – September 6th
- Re-award Fall Scholarships
- HSE Event – September 14th

Upcoming Events

- Fall IASFAA Conference – October 4th – 6th, Cedar Falls

Other items

Metrics

Fall 2023 Schedule Changes

Cancelled

15 low enrolled sections

Moved to 2nd 8 week offering

2 sections

Changed modality after students were enrolled

New sections were created and enrollments were moved

1 section f-2-f to online (8 students)

1 section f-2-f to hybrid (13 students)

1 section flex to f-2-f (16 students)

2 sections f-2-f to hybrid (47 students)

679 records included in the degree verification file sent to the National Student Clearinghouse for graduates from 2/25/23-08/25/23

1138 High school students registered as of 9/5/23 for Fall 2023

Projects (Current projects; Active, Waiting for Input, Completed)

- **Active**

- Federal Compliance Report
- NCAL
- VA Training w/Grace Heimer –including submission of Fall 2023 enrollments
- Working with Tech Services to revise datasets in Informer 5 for outstanding data requests
- Weekly data checks every Monday to catch inaccurate/missing data weekly

(Data checks include programs, high school info, race, gender, ethnicity, SSN, first generation, and address information)

- **Waiting for Input**

- Academic Calendar Committee-Proposed 2024-2025 Calendar

- **Completed**

- Hired Krista Lipp as Records Office Assistant
- New Faculty Orientation – FERPA and Grading
- Submitted Catalog Worksheet for VA Approval to State Approving Agency- received approval on 9/5/2023

Plans (Upcoming Projects)

- Create 5-year reports for highly requested items (e.g. First Generation, Low Income)
- Website revisions and updates (prior to 10/9) HLC submission

Upcoming Events

College Fair – September 27, 2023 9:15 a.m. - 10:45 a.m.
(Expecting 60 colleges and 20 high schools)

NIACC Transfer Fair – October 23, 2023 11 a.m. - 1 p.m. in Activity Center

New Faculty Orientation- Academic Policies – September 13, 2023

NIACC/Waldorf ADN-BSN Articulation & Marketing Meeting – September 19, 2023

Other items

Professional Development

MECA Conference – September 14-15, 2023 Davenport, IA
Fall ICCSSA Conference – October 12-13, 2023 Sheldon, IA
UMACRAO Conference – October 25-27, 2023 Des Moines, IA

Jeremy Winters

Student Housing

Metrics

Total move in from August was 333

Total Applications for fall 373

C-store August Sales: \$2,102.45

Projects (Current projects; Active, Waiting for Input, Completed)

- **Active**
 - Floor Meetings for each wing in housing

- **Waiting for Input**
- **Completed**
 - New Vender for the C-store
 - Hired three security guards for housing

Meetings:

- RA training
- Director Meeting
- ICCAC Basketball Meeting
- Marketing Meeting about Gym
- P-card Training
- Emergency Response Training/Active Shooter training

Metrics

TRIO In-Takes: 11 (JM), 7 (KB) 12 (BS), 17 (JG)

TRIO Appointments: 9 (JM), 27 (KB) 13 (BS), 4 (JG)

Advising Appointments: 49 (JM), 82 (KB) 34 (BS)

New Student Appointments: 2 (JM), 19 (KB) 8 (BS)

Fin. Aid Plan: 1 (JM), 4 (KB)

Tutor Requests: 4 (JG)

Requests Filled: 0 (JG)

TrojanTime: 14.25 hrs

Projects (Current projects; Active, Waiting for Input, Completed)

- **Active**

- SDV 127 planning & class (KB, JG, JM)
- Fall events on CANVAS 'class'(BS)
- ICCSSA Conference Planning (BS)
- Budget Spend Down – Year End (BS)
- Reviewed pre-advising forms/Reviewed Intakes (BS)
- Intake eligibility paperwork (AS)
- Updated TRIO list, financial literacy tracking, Campus Orgs (AS)
- TRIO acceptance and wait list letters (AS)
- TRIO student contacts in Student Access (AS)
- Called and letters sent to individuals that have submitted TRIO apps (AS)
- Created Campus Orgs lists for 23-24 (AS)
- Scanned tutoring applications, hiring paperwork (AS)
- Entered APR data for priors in Student Access (AS)
- Removed contacts prior to intake date for cohort 30 (AS)
- Prospective TRIO letters (AS)
- TRIO data to Rachel (AS)
- Success Seminar letters (AS)
- Created 23-24 Cultural events/campus visits spreadsheet tracking (AS)
- Mailed and emailed TRIO welcome letter and fall events (AS)
- Tracking TRIO registered and non (AS)
- Success Seminar contacts (AS)
- FA/ETI wkshts. (AS)

- **Waiting for Input**

- **Completed:**

- Success Seminar Planning and Class (All)
- TRIO Events and Beginning of semester Newsletter materials – (KB) (BS)
- TRIO Fall Letter - (BS)
- TRIO Kickoff – Aug 29 & 30 (All)
- Contacted Housing not registered-partial list (BS)
- 2 Bridge Presentations (BS)
- Revised PP for Core Meta Major Breakout (BS)

Upcoming Events

- Time Management workshop (9/6)
- TRIO & Friends Club (9/11)
- Clear Lake Cultural Trip (9/15)
- Best Practices for Studying workshop (9/19)
- Sculpture Walk cultural event (9/25)
- Craft-a-preneur (9/13)

Other items

Orientation (All)

Ag/Skilled Trades Orientation (BS)

Welcome Week Table (All)

Cornerstone Trainings (JG)

Professional Development:

Adjunct Dinner (All)

All Staff Meeting (All)

Early Alerts, Copy Leaks (KB) (BS)

FAFSA Webinar (BS)

Meetings:

Navigate Team Meeting (JM)

CETL Meetings (JM)

Enrollment & Academic Advisor Hiring Committee (KB)

Food Pantry committee work (KB)

Student Leadership Conference committee (KB, BS)

TRIO, NCAL, Director's Meeting, ICCSSA Board, VTT Group, Password Vault Meetings (BS)

1 on 1 with Sarah Wilcox, Heather D-F, and Laurel (BS)

SI new faculty meeting (JG)



Appendix H

NIACC Employee Standards of Conduct
(excerpt from Employee Handbook)

Screenshots from Employee Training Modules

Cornerstone Training Transcript Example

Employee Standards of Conduct

Adopted: March 20, 1984

Reviewed: May 2023

Revised: October 2, 2019

General Policy: It is the policy of the College that no full-time employee shall have any interest, financial or otherwise, direct or indirect, or engage in any business transaction or professional activity or incur any obligation of any nature which is in substantial conflict with the proper discharge of his or her duties.

Standards of Conduct

Everything employees do and say should always reflect a positive image. Each employee's conduct, both on and off campus, influences the general public's opinion of the College. Faculty and staff shall conduct themselves as responsible individuals in relationships with all members of the College and community.

Employees, while conducting College business, are expected to:

- Behave in an orderly, courteous and dignified manner and not engage in misconduct or insubordination.
- Competently perform job duties and responsibilities including abiding by applicable College policies.
- Abide by any explicit or implicit expectations for maintaining employment with the College. The College may establish specific conduct, appearance and attendance expectations that bear on an employee's ability to be effective in her/his job.

Implied Expectations:

Personal qualities of employees such as honesty, industriousness, and willingness to cooperate with co-workers are examples of implied expectations.

Specific Expectations include but are not limited to:

1. Attentiveness to work responsibilities.
2. Observing all health and safety rules.
3. Dressing in a manner compatible with an employee's assigned job responsibilities and work environment, and observing good grooming and personal hygiene practices. Strong smells are prohibited.
4. Maintaining a good record of regular, punctual attendance, and using leave appropriately.
5. Refraining from conduct that is incompatible or in conflict with an employee's College employment or with the interests of the College; such conduct includes, but is not limited to, the improper acceptance of gifts.
6. Refrain both from conduct which presents a conflict of interest and that which may appear to present such a conflict of interest.

Employee Standards of Conduct - continued

Adopted: March 20, 1984

Reviewed: May 2023

Revised: October 2, 2019

7. Honesty and truthfulness in everything an employee undertakes on behalf of the College.
8. Display a NIACC ID badge while serving in an official capacity as a NIACC employee. There may be some exceptions if you work in a potential hazardous area.

Violation of these standards of behavior and safety may result in discipline, up to and including termination.

Standards of Ethics:

No employee shall:

Solicit in any form by requesting money, support or sell products, groups, organizations or causes which are unrelated to the College. The only organization NIACC recognizes and allows as an exemption from this policy is the United Way of North Central Iowa.

Examples include but are not limited to:

- Seeking funds or donations for a non-profit organization
- Asking for signatures for a petition
- Selling merchandise or services
- Requesting support for a political candidate

Accept or solicit any gift, favor, or service that might reasonably tend to influence the discharge of his or her duties.

Use his or her position to secure special privileges or exemptions for anyone, except as may be otherwise provided by law.

Disclose confidential information gained by reason of his or her position, nor shall such information be used for personal gain or benefit.

Transact any College business in any capacity with any business entity of which he or she is an officer, agent, or member, or in which a substantial interest is owned.

Accept or maintain outside employment which conflicts with the complete performance of assigned duties and responsibilities.

Use any facilities, equipment, or materials of the North Iowa Area Community College for personal purposes or for purposes which are not a part of the regular program of the North Iowa Area Community College, except as provided under regulation to all citizens of the area.

Employee Standards of Conduct - continued

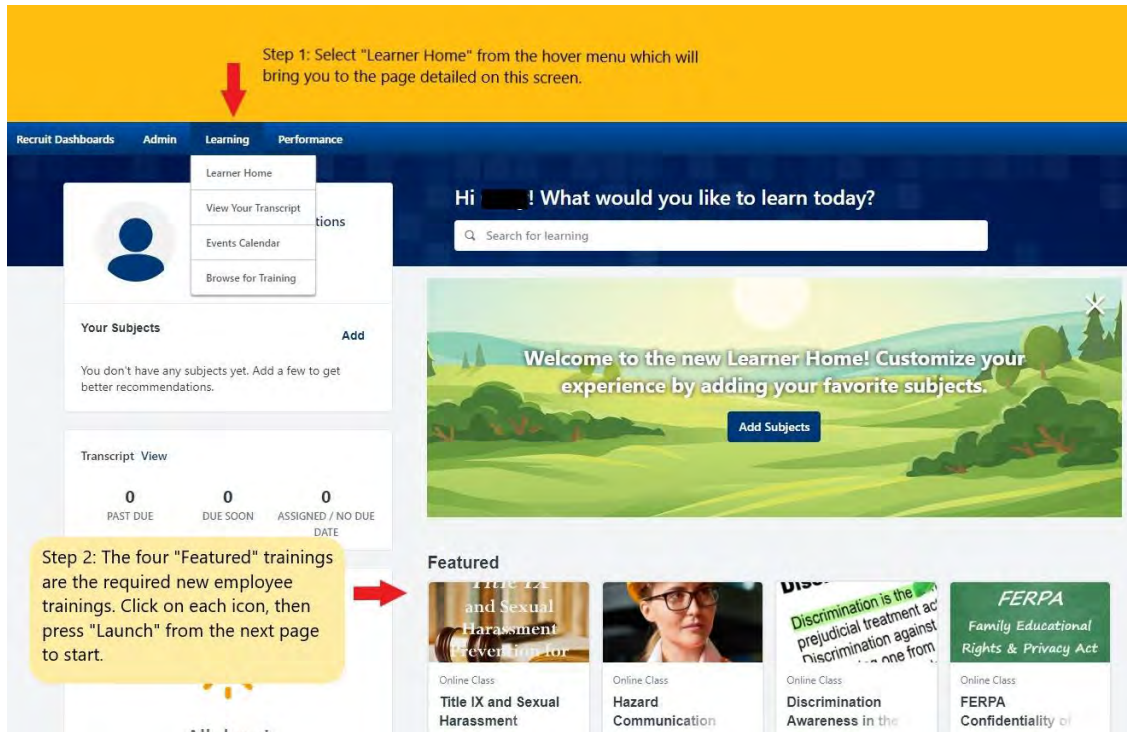
Adopted: March 20, 1984

Reviewed: May 2023

Revised: October 2, 2019

Instructional Materials: The President shall establish procedures governing the required purchase by students of instructional materials (including textbooks, study guides, syllabi, and supplies) either (a) from a College employee; or (b) from which a College employee may receive direct financial benefit.

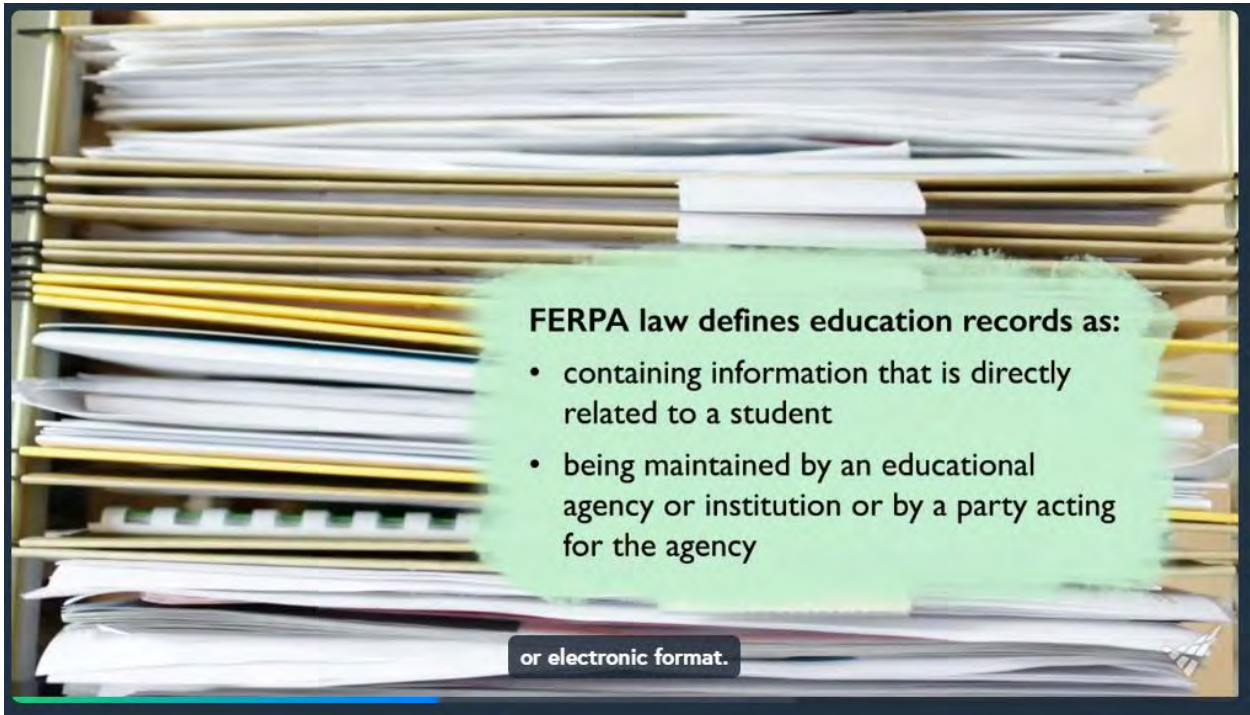
Tutoring: Professional personnel shall not render tutorial services for pay to students enrolled in classes of the North Iowa Area Community College except as authorized by the President.



Trainings including FERPA, Title IX, Discrimination Awareness in the Workplace, and Hazard Communication are found in Cornerstone; content is provided by Vector Solutions.

Screenshots from FERPA training:

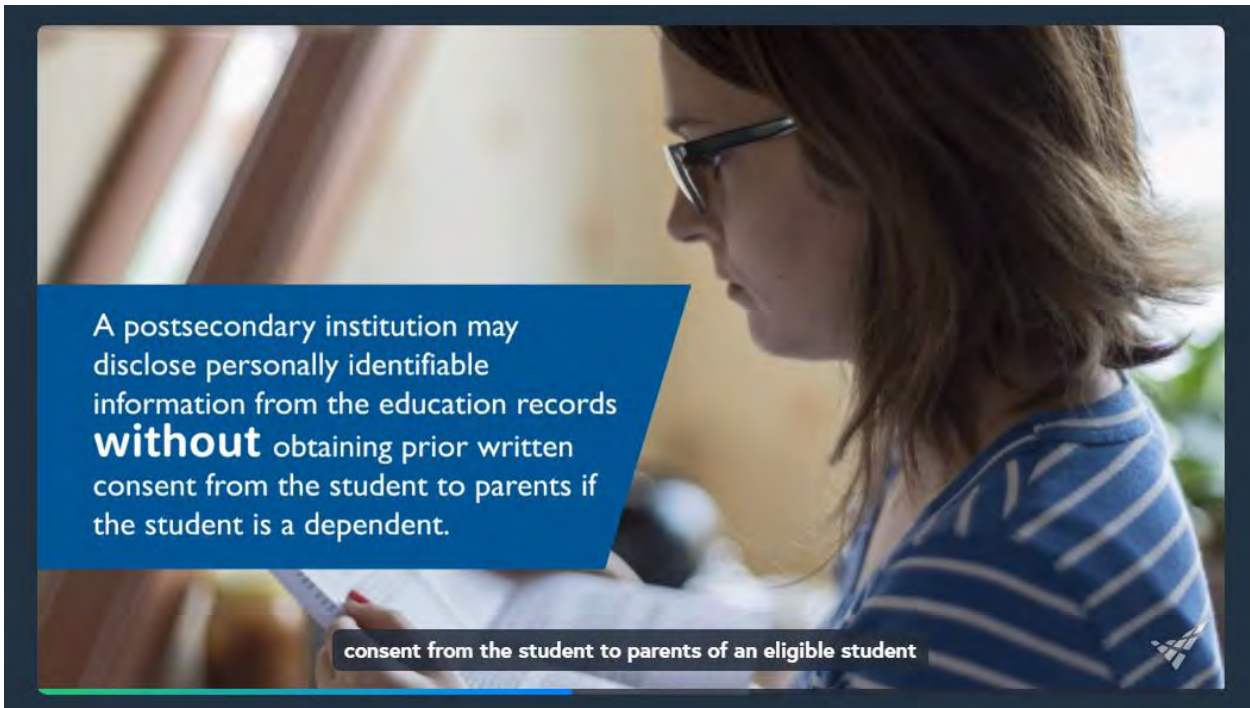




FERPA law defines education records as:

- containing information that is directly related to a student
- being maintained by an educational agency or institution or by a party acting for the agency

or electronic format.



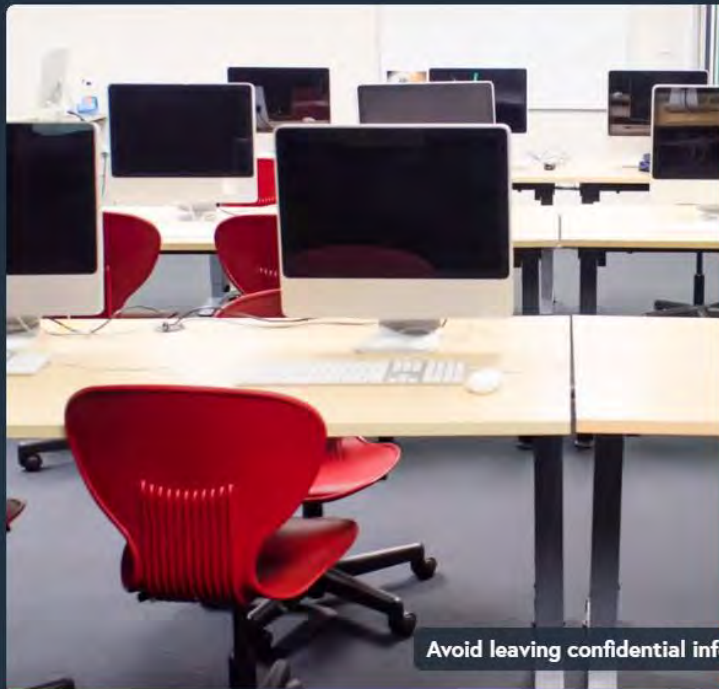
A postsecondary institution may disclose personally identifiable information from the education records **without** obtaining prior written consent from the student to parents if the student is a dependent.

consent from the student to parents of an eligible student

Access to student information via
computer software doesn't authorize
unrestricted use
of that information.



via computer software doesn't authorize unrestricted use



1. When in doubt, don't give it out.
2. Always follow your campus policy for FERPA and requests for information.
3. Avoid leaving confidential information displayed on an unattended computer.

Avoid leaving confidential information





- Students have the right to inspect and review their education records.
- Institutions have 45 days (or less in some states) to honor that request.
- Students can request that records be amended.
- If the college denies the request, the student has a right to a formal hearing with a hearing officer.

And if the college denies the request,

Modules include a multiple-choice quiz.

QUESTION 3 OF 10

The FERPA amendment procedure may be used to challenge which of the following?

CHOOSE AN OPTION BELOW

- facts that are inaccurately recorded
- grades
- substantive decisions made by a school about an eligible student
- all of these

✔ Correct!






According to the U.S. Department of Education, "while the FERPA amendment procedure may be used to challenge facts that are inaccurately recorded, it may not be used to challenge a grade, an opinion or a substantive decision made by a school about an eligible student."
Correct answers are indicated by green borders.

NEXT QUESTION →

Course Sections

4 / 5 Complete



-  **Pre-assessment**
About 2 Minutes Required **Completed** >
-  **Introduction**
About 3 Minutes Required **Completed** >
-  **Confidentiality and Disclosure**
About 6 Minutes Required **Completed** >
-  **Access to Education Records**
About 4 Minutes Required **Completed** >
-  **Final Assessment**
About 2 Minutes 80% required to pass Required >

XXXXX - Summary

User Data

Email: XXXXX@niacc.edu
Phone: 4360
Fax:
Division/Position: Student Services/Associate Director of Financial Aid/Work Study Coordinator
Cost Center: Financial Aid
Location: North Iowa Area Community College
Manager: Steinberg, Abbie
Approver:
Required Approvals: 1
Active: True

Transcript

Transcript

TITLE	TYPE	PROVIDER	REQUEST DATE	DUE DATE	STATUS	ASSIGNOR
FERPA Confidentiality of Records	Online Class	SafeColleges	8/21/2023	9/21/2023	Completed	Clausen, Andrew
Title IX and Sexual Harassment Prevention for Employees (Full)	Online Class	SafeColleges	8/21/2023	9/21/2023	Completed	Clausen, Andrew
First Amendment Training - Iowa Association of Community College Trustees	Online Class	North Iowa Area Community College	8/18/2023	9/21/2023	Completed	Clausen, Andrew
Phishing Foundations	Online Class	KnowBe4	11/7/2022		Completed	Clausen, Andrew
2022 Cybersecurity Training	Curriculum	KnowBe4	11/7/2022	11/30/2022	Completed	Clausen, Andrew
Spot the Phish Game Foundational	Online Class	KnowBe4	11/7/2022		Completed	Clausen, Andrew
Pretexting - Two-Factor Authentication Attack	Online Class	KnowBe4	11/7/2022		Completed	Clausen, Andrew
Pretexting - "Fake IT" Password Break-In	Online Class	KnowBe4	11/7/2022		Completed	Clausen, Andrew
Understanding URLs	Online Class	KnowBe4	11/7/2022		Completed	Clausen, Andrew
Multi-Factor Authentication	Online Class	KnowBe4	11/7/2022		Completed	Clausen, Andrew
Non-Technical Security Skills	Online Class	KnowBe4	11/7/2022		Completed	Clausen, Andrew

Display Type: User Data; Transcript
Report Generated By: Steinberg, Abbie



Appendix I

Financial Aid Consulting Report



Experience Matters...

Financial Aid Consulting Report

North Iowa Area
Community College

Prepared by:

Laurie Wolf
Independent Consultant

Financial Aid Services, Inc.
180 Interstate North Parkway
Suite 550
Atlanta, GA 30339
770-988-9447

10/20/2020

North Iowa Area Community College Consulting Report

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Campus Visit

At the invitation of Dr. Bridgett Golman, Vice President of Student Services at North Iowa Area Community College (NIACC) Dr. Laurie Wolf (Consultant) conducted a virtual review between September 1 and 23, 2020. During this review, Dr. Wolf interviewed the following:

Dr. Steve Schulz	President
Dr. Bridgett Golman	Vice President of Student Services
Mary Bloomingdale	Director of Financial Aid
Molly Knoll	Director of the NIACC Foundation
Rachel McGuire	Director of Enrollment Services
Jennifer Patterson	TRIO Director
Michelle Petznick	Registrar

Scope of Services – Consulting Services

FAS entered into a limited agreement with North Iowa Area Community College to provide Consulting Services that addressed the following:

1. Review current financial aid awarding processes and determine:
 - How to optimize available funds
 - Address the need of low income students how to limit their student loan debt
 - Offer best practices
2. Review College Foundation Award processes and determine:
 - How to optimize available funds
 - Identify and eliminate inherent biases
 - Offer best practices
3. Determine how to upgrade current financial aid awarding system(s)
 - Offer best practices

The Consultant conducted each interview by phone. Each call last approximately 45 to 60 minutes. The following questions were asked during each interview. In addition, clarifying questions were asked based upon the responses to the core questions.

- Please describe the NIACC Scholarship Foundation processes.
- How can implicit bias be removed from the Foundation Application Process?
- Please describe how the NIACC Housing Scholarship program works.
- How can NIACC better utilized financial aid to attract students?
- If you could be ‘In Charge’ what changes would you make to the financial aid and foundation scholarship processes?

Note: FAS does not create policies for clients. However, we make recommendations for crafting policies that are compliant, concise and easy to incorporate into operating procedures.

Summary of Virtual Review

The original agreement was that Dr. Wolf would conduct a virtual review, due to the COVID-19 pandemic. The following is a summary of the work conducted.

Review of Current Financial Aid Awarding Processes

The Consultant interviewed Ms. Bloomingdale, Director of Financial Aid, regarding current processes within the Financial Aid Office. The processes discussed were limited to:

- NIACC Financial Aid Processing and Awarding of Aid
- NIACC Foundation Awards
- NIACC Housing Awards
- 150 Percent Notification
- Kibbie Grant and Last Dollar Scholarship Awards

To aid in this view Ms. Bloomingdale provided the Consultant with a data file of the 2019-20 Financial Aid Awards.

In addition, the Consultant reviewed state and federal financial aid policies and procedures provided by the Iowa College Student Aid Commission (ICSAC) and the U.S. Department of Education.

Observations and Recommendations

Financial Aid Office:

Ms. Bloomingdale has been at NIACC for 30 years, working the entire time in the Financial Aid Office. The Financial Aid Office consists of five (5) full- and part-time employees, plus a limited position that is responsible for scanning documents. These individuals conduct all work associated with the processing, awarding, and reporting of federal, state, NIACC, and private aid.

The Financial Aid Office utilizes the Datatel/Colleague Financial Aid Suite software (since 2005) to help with the processes involved with financial aid: importing and exporting data; verification tracking; calculating aid; award notification; transmitting aid to the Business Office; reconciliation of accounts; running reports.

The Financial Aid Office is supported by one IT staff member who also supports the NIACC Foundation. The previous person in this position retired during the summer of 2020. The replacement person is the head of the IT Department, who has taken on the Financial Aid and Foundation offices' IT needs.

Several of the individuals interviewed stated that Ms. Bloomingdale works very hard to keep NIACC compliant with federal and state regulations.

Observation:

Factors that Affect the Timing of when financial aid award letters can be released.

The U.S. Department of Education allows students and their families to complete a Free Application for Federal Student Aid (FAFSA) on or after October 1 for the next academic year. (Example: Students can begin completing the FAFSA on October 1, 2020 for the 2021-22 academic year.) At the time of completion, the applicant is notified of his/her eligibility for the *federal* aid programs. The applicant is also informed that they will be notified at a later date as to their eligibility for state and institutional funds.

It should be noted that the State of Iowa does not notify colleges of the next year's allocations until after the Iowa Legislature allocates funds and those funds have been approved by the Governor. This process is usually finalized by June 30 of each year.

In addition, the colleges are reliant on their software providers to make available financial aid upgrades, based on changes in the federal processing requirements. Here is a summary of the software update releases from Ellucian for the 2020-21 Award year. [The source is from another Iowa Community College that also utilizes Datatel/Colleague.]

- Pell software updates generally arrive in June. In addition, there is a final release that arrives every October.
- The COD releases generally come after that, in a separate package.
- Usually start the Communication Management process first.
- Generally, wait to begin awarding/packaging until after the Spring Term Rush has ended.
- Last year began sending out preliminary notices at the end of February. (Sometimes this is held up for last minute Pell Table updates from the U.S. Department of Education. Timing of this release is dependent on when Congress approves the Pell funding for the upcoming award year.)

Per Ms. Bloomingdale:

- Our practice, in order to recruit and retain students is to project increased tuition and fees and housing for our Cost of Attendance budgets and get award notices out as early as we can.
- We have to wait until Ellucian has the correct Federal Pell tables and new awarding year setup functioning and distributed to the College.
- Our first letters typically go out at the end of February at the latest. I believe, we are one of the earliest within the community colleges in Iowa, per conversations with peers.
- As final tuition and fees [March/April} and state funding parameters are released [June], we then update our Cost of Attendances, and re-run our entire student population and send revised award notices, as needed, with explanation.

Note: The NIACC Financial Aid Office sends out one paper letter. All revised letters are sent by email to students. Students receive an award notification packet with directions on how to navigate the Trojan Home portal. Student can view the financial aid information any time on their Trojan Home portal.

- This practice has been approved by administration and supported for many years.
- In addition, students must complete the verification process before an award notification can be sent.

A sample of ten (10) students with an ISIR receipt date between October 1, 2019 and February 1, 2020 was reviewed (Appendix A). Per this review, the first 2020-21 award letters were released on February 11, 2020.

Recommendation:

1. The Financial Aid should annually share the processing schedule with Student Services and Foundation staff, as well as other appropriate administrators, so that others understand the current process and restrictions related to the timing of awards. This information will help staff understand the steps involved and help to address questions students/families may be asking.

Award Letter

Observation:

The Financial Aid Director provided the Consultant with a copy of the NIACC Financial Aid Award notification (Appendix B). The award notification contains disclosure notification regarding what might cause an award to be revised.

References:

Federal Student Aid Handbook 2020-21, Volume 2, Chapter 6, page 143

<https://ifap.ed.gov/sites/default/files/attachments/2020-01/1920FSAHbkVol2Ch6.pdf>

NASFAA Guide for Creating an Effective Award Letter

<https://www.nasfaa.org/uploads/documents/ektron/2fd4488b-f174-40eb-ad43-eff71fb4665f/66833b4e08d2472c953bb67df88532443.pdf>

Recommendation:

2. The award letter is very factual and meets the federal requirements of what elements need to be included in award notifications. The accompanying print out of the award is a computer-generated form, which is austere and generic in appearance. Suggest working with the NIACC IT and marketing departments to determine how this form could be more attractive.

Manual Entry

Observation:

During a review of the 2019-20 NIACC Financial Aid Awards data file it was noted that of the 12,227 lines of data, 4,497 (36.78%) were manually entered into the database, 3,438 (28.12%) were automatically awarded through Datatel/Colleague, and 4,292 (35.10%) were unknown as the Award Action notes listed as either 'Declined' or 'Cancelled'.

Data lines entered manually were attributed to all NIACC Foundation Scholarships, all outside scholarships, all Dollars for Scholars awards, the majority of state grant awards and some student loans (Appendix C). When asked about the large percentage of manual entries Ms. Bloomington indicated the two major contributors are the Last Dollar Scholarship (LSS) program and the NIACC Foundation awards as there is no bridge program which allows the automate transfer of data from NextGen into the Datatel/Colleague system. She further indicated that IT support is needed to resolve these issues, plus changes to the state rules for LSS program.

Recommendations:

3. Review the programs that require manual entry to determine what factors prevent them from being automated.
4. Determine what factors could be automated if characteristics could be changed.
For example: List the characteristics associated with the Last Dollar Scholarship Program and share with the Iowa College Student Aid Commission (ICSAC) along with the approximate amount of staff time needed to calculate the awards and place them into the Datatel/Colleague system.
5. Explore administrative software options for resolution:
 - What are other Iowa Datatel/Colleague colleges doing to address similar issues?
 - What programming assistance can be obtained from other Iowa Datatel/Colleague colleges?
 - What programming support can be provided through Ellucian?
6. Review other Financial Aid software management programs that go beyond a patch option. See Recommendation 37 on page 20.

Review College Foundation Award Processes

The Consultant interviewed Ms. Molly Knoll, Director of the NIACC Foundation regarding current processes associated with the NIACC Foundation Scholarships. The discussion included:

- NIACC Foundation Selection Process
- Instructions Provided to Screeners
- How NIACC Foundation Scholarships are awarded
- Communication of Awards to Students
- Communication with Donors regarding Award Recipients
- Reporting of Awards
- Connectivity of the NextGen and Datatel/Colleague Software
- NIACC Housing Awards
- Purpose of Awards

The Consultant interviewed the Foundation Director of another Iowa community college that also utilizes NextGen and Colleague to determine what efficiencies are available.

In addition, the Consultant researched Implicit Bias within scholarship selection processes.

2019-20 NIACC Scholarship Awards Summary

Amount Awarded:	\$2,724,227
Amount Accepted:	\$1,797,967
Percent of Acceptance:	66.07%

Observations and Recommendations

NIACC Foundation Selection Process

The Consultant spent time discussing the process with each individual interviewed (see Page 2). All offered a similar description of the process, though there were some distinct differences.

Similarities:

- Students apply online
- March 1 Deadline
- Group of reviewers convene to score applicants
- The Foundation staff ranks the applicants based on average score
- Potential award recipients are matched to scholarship types
- Names of potential award recipients are sent to the NIACC Financial Aid Office for processing
- Award letters are mailed out
- Students instructed to accept by a certain date
- Students are asked to send a Thank You letter/note

Differences:

- Reviewers are told to take into consideration if an applicant already has been granted an award.
- High school information is not redacted from the materials provided to the reviewers.
- Students with low EFCs should be provided higher eligibility points.
- Students should be allowed to ‘stack’ awards.
- Students should NOT be allowed to ‘stack’ awards.
- The selection and awarding processes are not transparent.
- Students with low EFCs should have their full need met.
- NIACC Foundation Scholarships should be used equally to attract students with means as well as assist students with low EFCs.

Observation:

There are substantial differences in philosophies regarding the purpose(s) of the NIACC Foundation Scholarship Program. It is important that a consistent understanding of the program be shared by the College, and that a consistent message be delivered to potential applicants. Without consistent messages, unintended misinformation may exist. In addition, several interviewees indicated the need for campus buy-in regarding the purpose of the Reader event.

Recommendation:

7. The College should review the purpose/function of the NIACC Foundation Scholarship Program. Once the purpose is determined, an educational piece should be distributed to the NIACC Community so that each staff member has a clear understanding of the program’s purpose.

Observation:

The Consultant noted that several of the interviewees had strong opinions of who should be responsible for individual steps of the selection and awarding processes. Some of these opinions did not appear to be consistent with what is actually happening. In addition, several interviewees indicated more transparency is needed regarding the steps, timeline, and responsibilities of each department involved in the processes.

Recommendation:

8. Process mapping needs to take place regarding the NIACC Foundation Scholarship Program. Staff needs to have a clearer understanding of how the NIACC Scholarship processes work, and who (department/staff member) is responsible for which step. Mapping out this process will help staff to understand the process, identify what steps are duplicative, identifying gaps what steps can be automated, provide a clearer understanding of each responsibility and who is responsible for what, provide a clearer understanding of the timing needed for each step, possible problems at each step, and what steps need backup systems for processing.

Possible resources regarding process mapping are the Des Moines Area Community College and Indian Hills Community College Foundations. Both Foundations have conducted process mapping which included staff from the Foundation, the Marketing Department, the Financial Aid Department, and Academic Advisors.

Observation:

The current selection process does not take into account the EFC value. While completing the FAFSA is highly encouraged not all NIACC scholarship applicants complete it. The current process asks the applicant to describe their need and makes the assumption that if a student is applying for a scholarship they have need.

A review of the NIACC Foundation Scholarship applicants confirmed that 1,721 applicants had completed the FAFSA. Of those who completed 919 had EFCs below 5576, which is the cut point to qualify for federal Pell Grant funds. Of the Pell eligible applicants, 459 had ZERO for their EFC.

It was also noted that 420 of the students ***did not*** complete a FAFSA. There are varying positions on why students did not complete a FAFSA:

- Parents did not provide tax information.
- Family religious beliefs that discourage filing tax papers.
- The federal verification process was not completed.
- Student was not a documented U.S. citizen

Some of those interviewed believe that requiring the FAFSA will reduce the number of applicants.

Recommendation:

9. The Foundation Board needs to determine what role an EFC plays in the eligibility process. This discussion should at a minimum include:
 - Should the FAFSA be a requirement for receiving a NIACC Foundation Scholarship?
 - What can be used as an appropriate substitute if a FAFSA cannot be filed?
Possible options:
 - USED Financial Aid Forecaster
 - NIACC’s financial aid office estimator
 - Completion of a paper FAFSA which then will be hand calculated by the Financial Aid Office
 - Should an EFC be considered on a sliding scale, e.g., a Zero EFC receives more points than a higher EFC?

Observation:

There was a distinct split between supporters of ‘do not stack’ and ‘stack’ NIACC Scholarships.

Those that support ‘non-stacking’ feel that the NIACC funds can be offered to more students, allowing the ability to attract more students. The supporters of ‘stacking’ believe that students with high financial need should be awarded as much grant and scholarship aid as possible to avoid student loan debt.

Recommendation:

10. Review the process to determine if the ‘stacking’ of scholarships is desired.

Instructions Provided to Reviewers

Observation:

The NIACC Foundation currently utilizes an Applicant Review Event that utilizes donors, NIACC staff, and friends of the College. This event is used to not only review applications but also to build community comradery, show case NIACC, and increase the exposure of the Foundation’s Scholarship Program. Reviewers are provided instructions prior to reading/ reviewing the applications. (Appendix D)

Every college selection process, whether Admission or Scholarship, has areas where unintended influences can be a factor, especially when bringing in volunteers to assist with the process. Influencing factors can include, but not be limited to: high school rivalries, past personal experiences, age differences, or just plain had a bad day prior to arriving at the event.

Recommendations:

11. Redact as much personal and potentially influential identifiers as possible.
Examples of a potential influential identifier – high school name; 4-H Chapter name, etc.
12. Provide each reviewer with clear instructions of what should be considered when awarding points for each category.
13. Clearly define whether having been awarded another scholarship should be taken into consideration when awarding points.

Communication with Students

Observation:

General Communication

Several interviewees stated they had witnessed students being bounced between the Foundation, Financial Aid and the Business Offices when trying to get their questions addressed. All agreed

that consistent services is needed regarding the scholarship programs and processes. When asked to clarify issues, the following were mentioned the most:

- Which staff member knows what
- Inconsistent answers to questions
- How to log into the Foundation system
- How to log into the Financial Aid system
- How to reset their Foundation password

Recommendations:

14. Train the NIACC Help Desk to assist with login and password reset issues. From the student perspective, this would be a logical location as they contact the NIACC Help Desk regarding their MyNIACC portal issues.
15. Students should not have to be bounced around to receive basic information regarding the NIACC Scholarship process. Each staff member should have a basic fact sheet to refer to regarding the most common questions students ask when coming to their offices. They should also have specific information regarding where to send students when the question is more specific.

Award Notification

Observation:

The Foundation Director provided the Consultant with a copy of the Foundation Scholarship award letter (Appendix E).

Recommendations:

16. The timing of the NIACC Foundation Awards (April) may occur prior to when local high schools and civic organizations announce their awards. If a student would receive an outside award, that when combined with NIACC, federal and state aid the student's NIACC award may need to be adjusted. Language regarding the potential of an adjustment should be added to the letter. [Note: the NIACC Financial Aid Award notice contains such language.] Inclusion of this language could prevent confusion/hard feelings if a NIACC Scholarship award has to be adjusted.

17. Paragraph 7 of the award letter states:

“Please note – if you have already received this email there may have been an update to the scholarships you were previously awarded. Check the scholarship site for details.”

It is assumed that the referenced ‘scholarship site’ is what is provided in Paragraph 2 of this letter. It might be more understandable to a first-time recipient if a clearer reference be made.

Suggested language:

... the scholarships you were previously awarded. Check the scholarship site (above) for details.

18. Periodically the NIACC Foundation Scholarship award letter should be reviewed. This review should include a student focus group to determine if the message is clear to the recipients.

Reporting

Observation:

Several interviewees expressed frustration that data reports are slow in being generated and distributed.

Recommendation:

19. With the absence of a dedicated IT person to either Financial Aid or the Foundation (the current IT person supports both the Foundation and Financial Aid, plus is in charge of the NIACC IT Department) staff need to determine who has the access to what data and the ability to run reports.

The Foundation and Financial Aid Offices need to jointly establish a timeline of when reports are needed, who is responsible for generating the reports, and to whom the reports are to be distributed. [This recommendation relates to Recommendation 8.]

Marketing of Scholarships

Observations:

The Consultant was informed that the NIACC Foundation Scholarships are promoted during high school visits, campus visit days, recruitment letters (Appendix F) and in the College's internal announcements (for current students).

A review of the 2019-20 Financial Aid database shows the average age of the students who received financial aid (federal, state, institutional and outside) was 22.7. The age range was 17 to 69 years of age. The average age of students who received *only NIACC* funded awards was 21.1. The age range was 18 to 55 years of age.

When limiting the age range to the federal definition of a dependent student (18 to 24):

- 80.15 percent of all financial aid recipients fall into this age bracket
- Of those receiving only NIACC funded awards, 90.54 percent fall into this age bracket

Recommendations:

20. The College should consider expanding its outreach efforts regarding scholarships. Consideration should be given to attracting non-traditional students and students who did not attend college right out of high school. At this time, it appears that the traditional age students are covered through the activities in the Recruitment Matrix Plan.

Outreach efforts could include:

- Specialized media messages.
- Information distributed to non-profits, churches, civic organizations, etc. regarding educational and scholarship opportunities.

The Foundation staff could meet with donors to get their input regarding outreach ideas. This could be worked into already scheduled visits.

Housing Scholarships

Observation:

The Consultant was specifically asked by the Vice-President of Student Services to review the Housing Scholarship process. During each interview, the Consultant specifically asked what each individual knew about the Housing Scholarship and the awarding process.

Each interviewee recognized that there have been problems with the process:

- In the past, the appropriate staff were not at the table to make the awarding decisions.
- Lack of leadership; lack of direction.
- The purpose of the award is not clear.
- EFC is not a factor in determining eligibility.
- The Recruitment staff are not aware of how much aid is available, so are hesitant to push too much.
- Don't know who all might be interested in housing and a housing scholarship.
- Basically, spending the dollars to spend them.

All agreed that once the recipients have been selected that process runs smoothly. [e.g., The names and amounts are sent to Financial Aid and are then loaded into the Datatel/Colleague system and award adjustments are made, as needed.]

The Foundation Director provided the Consultant with a copy of the current division of duties related to the Housing Scholarship process and a summary of funds that have been set aside over the last five years (Appendix G).

At the request of the Vice-President of Student Services, the Consultant reviewed the 2019-20 NIACC Financial Aid Award data file to determine who received NIACC Housing Scholarships.

The average housing scholarship offer was \$1,000.

There was one student who was offered and received \$2,500 during the 2019-20 award year.

Summary of Recipients

	PELL ELIGIBLE*	NON-PELL ELIGIBLE	NO EFC
Offered Scholarships	20	24	5
Did Not Attend	1	1	
Total Amount of NIACC \$ Awarded**	\$47,553	\$107,302	\$20,406
Average Award	\$2,378	\$4,665	\$5,101
Range of Awards	\$500 to \$6,375	\$1,000 to \$10,133	\$4,000 to \$6,157
Number of Athletic Awards	7	10	3

* 5576 is the EFC cutoff for Pell Funds

** Includes all NIACC Financial aid awarded to these groups.

Recommendations:

21. Determine the purpose of the NIACC Housing Scholarship.
22. Establish a committee to make the NIACC Housing Scholarship award selections.
23. Determine ways to identify students who might be interested in on-campus housing.
Examples:
 - Add a question to the Admissions application.
 - Add a question to Campus Visit registration materials.
 - Add a question to Campus Orientation registration materials.
 - Review FAFSA data – Question 101 b-h: Housing Plans
24. If want to provide more housing assistance to low EFC students, include EFC in the selection process.
25. Provide NIACC Recruitment and Housing staff with guidance as to how this scholarship should be promoted, and guidance as to who is responsible for the promotion and recruitment of this scholarship.

Implicit Bias

Background

Implicit biases are the product of learned associations and social conditioning. They often begin in childhood, and most people are largely unaware that they hold them. The most harmful impact is that we often end up treating people a certain way as a result of these biases. The term itself was coined by psychologist Mahzarin Banaji who explains implicit bias as having two essential components:

“When we observe something more than once, we start implicitly, or unconsciously, building a pattern with our brains. That neuro-response coupled with cultural underpinnings of what value those patterns hold solidify our implicit biases, at which point we just go forward thinking that “that this is just the way things are”.

Source: <https://www.wizehive.com/blog/how-to-make-sure-your-review-process-is-unbiased>

Thoughtful program design and continuous review and refinement of the process can help to reduce implicit biases in a scholarship application/selection process.

Observations:

Bias

The Consultant could find no signs of intentional bias during this review. However, there are several areas where unintended/implied biases could exist.

- Application Construction
- Process
- Reviewers
- Scoring Matrix Values

Application Construction

Observation:

A paper copy of the Foundation Scholarship application was provided to the Consultant for review (Appendix H). It is the Consultant’s understanding that the online application is a ‘smart’ application. When completing the ‘smart’ version, the applicant will not see all of the questions. The paper copy includes all of the questions

It was noted that several questions were duplicates of what is asked on the NIACC Admission Application and/or on the FAFSA.

As noted on page 13 of this report, a review of the 2019-20 Financial Aid database shows the average age of the students who received financial aid (federal, state, institutional and outside)

was 22.7. The age range was 17 to 69 years of age. The average age of students who received only NIACC funded awards was 21.1. The age range was 18 to 55 years of age. When limiting the age range to the federal definition of a dependent student (18 to 24), 80.15 percent of all financial aid recipients fall into this age bracket. Of those, receiving only NIACC funded awards, the percentage is 90.54 percent.

Recommendations:

26. Review the application essay questions to determine if the questions generate the type of responses the Foundation/College would like to see from applicants.

There is a statewide Community College Foundation work-alike group that meets on a regular basis. This group could be a source to provide guidance/ideas on how to frame questions.

One college within that group, Indian Hills Community College has recently revised its application, in an effort to eliminate potential bias (Appendix I). This application may provide some ideas on where question revisions could be made.

Example:

NIACC:	Share with us how a scholarship will impact your life.
IHCC:	Please list the obstacles you faced in pursuit of your education.

27. Review the current questions to determine if they are bias towards students 18 to 24 years old, as well as to non-working students.

Process

Observation:

The Consultant was provided a copy of the Scholarship Awarding Timeline (Appendix J).

Recommendation:

No recommendations based on this review.

Observation:

Several interviewees indicated FERPA concerns when it comes to the information being provided to the Reviewers. It was indicated that some applications did not have high school names redacted, nor were distinct names of student activity groups, such as a 4-H Club name. The concern is that the communities in North Central Iowa are small and through a bit of deduction these identifiers could help a Reviewer become aware of the applicant's identity. This knowledge could influence how the Reviewer rates a particular applicant. This issue is also a confidentiality concern, as in 'will a Reviewer disclose this information once he/she leaves the event?'

Recommendations:

28. Prior to releasing information to the Reviewers, make certain that all identifying information has been removed. This includes not only information regarding the student, but also includes any information that can identify what school the student attended or the community the student lives in.
29. Staff and Reviewers need to be reminded not to share any information regarding the applicants.

Reviewers**Observation:**

The Consultant was provided copies of the Scholarship Application Rubric and the 2019-20 Scholarship Reader Form (Appendix K).

Recommendations:

30. Review the instructions provided to Reviewers. Consider the following during this review:
 - When Reviewers are brought in for a group event staff needs to remind them not to discuss the pros and cons of any of the applicants.
 - Reviewers should not make any marks on the applications.
 - Reviewers should be reminded to stick to predetermine evaluation criteria.
 - An applicant's score should not be affected if he/she mentions that they have already received another scholarship.

Observation:

The Scholarship Reader Form is designed to capture the scores of the Reviewers and to allow staff to track how many Reviewers have scored an application. While this is helpful, it can also have undue influence on the scores subsequent readers will award an applicant.

Recommendation:

31. Reviewers should not be allowed to see the scores made by other Reviewers. The Scholarship Reader Form should be revised to prevent this from occurring.

Scoring Matrix Values**Observation:**

The Consultant noted that a student's EFC is not considered part of the awarding process.

Recommendations:

32. As mentioned earlier in this report the Foundation/Administration needs to review this issue and determine if the EFC should be added to the review process. If this addition occurs, the scoring matrix will need to be revised.

Observation:

It was noted that the Scoring Matrix contains a section regarding the applicant's use of 'Punctuation, Spelling/Grammar, Capitalization'. It appears that this element has the same range of point value as each of the other elements. There was concern expressed by several interviewees about the potential point value of this element.

Recommendation:

33. The Foundation/Administration should review the point Rubric to determine if all elements should have the same weight, or if some elements should have more weight than others.

Observation:

The application contains questions regarding high school extracurricular activities, NIACC activities and athletic participation. While the application asks for information regarding volunteer work it does not ask for community or civic group involvement.

34. The Foundation/Administration should review the Scholarship Application questions to determine if the questions are bias towards younger, non-working students receiving awards. If this is proven, perhaps a different scoring matrix for older students should be considered.
35. Adding questions regarding community and/or civic involvement could provide non-traditional age students the ability to list activities.

Determine How to Upgrade Current Financial Aid Awarding System(s)

Observation:

The Consultant noted during the review of the 2019-20 Financial Aid Data file that many entries were done manually. A discussion with the Financial Aid Director regarding this issue revealed at least two major factors as to why manual entries are so high – the State of Iowa’s Last Dollar Scholarship Program and the lack of compatibility between NextGen and Datatel/Colleague. Based on this discussion the Consultant reviewed awarding systems of several other community colleges, similar in size to NIACC, that use Datatel/Colleague to compare processes.

Recommendations:

36. Find a way to eliminate manual entry of Foundation Scholarships.

Find/develop a bridge between NextGen and Colleague.

- Indian Hills Community College is developing a bridge that should be active in October 2020.
- Use of comma delimited file uploads.
- Ellucian indicated that a bridge product exists but their representative stated they would only speak with someone from the College.
 - Customer Success Team – 855.206.5589
- Explore other Financial Aid management software programs that are compatible with Datatel/Colleague, but do more processes than just import and populate data cells. One such program – Campus Logic.
 - Helps to award, same day.
 - No faxing of documents
 - Can be programed to take care of:
 - Verification tracking and processing
 - SAP notifications
 - Financial Aid Appeals
 - Debt Letters

A demo can be found at: <https://campuslogic.com/company/why-campuslogic/>

37. Map out each step of the Foundation Scholarships to provide an understanding of the current steps, what steps are duplicative, what steps could be automated, timing of each step, how much time is needed to complete each step, and a clear understanding of who is responsible for each. Also, what steps need a backup and who is that back-up.

38. Map out each process within the Financial Aid Office to determine:

- Who is responsible for each step
- What steps are automated
- What steps are manual
- What steps could be automated
- Division of responsibilities
- Who can be trained as a back-up to each process

Maximizing Financial Aid to Increase Enrollment

FAFSA Questions

Observation:

Currently NIACC's Recruitment staff does not mine non-financial aid data from student's FAFSAs for outreach efforts. Using this information could help staff to identify students that may need to be made aware of wrap around services that could help them enroll and be successful in college.

Historically FAFSA data cannot be shared. In recent years, clarification has been published regarding when/how FAFSA data can be shared *within* an institution. However, it should be noted that sharing of data still depends on the type of data and with whom the data is to be shared. It should be further noted that FERPA regulations/guidance apply to this data.

To assist college personnel in making decisions regarding the possible sharing of FAFSA data the National Association of Student Financial Aid Administrators (NASFAA) developed a Data Sharing Decision Tree (Appendix L). The decision tree's purpose is to assist financial aid administrators in their evaluation of the permissibility of common data requests.

The NASFAA Data Sharing Decision Tree:

<https://askregs.nasfaa.org/316dd107faf7435f8c3c3daad7ca28d6>

References:

HEA 483(a)(3)(E)
34 CFR 99.31

Additional Guidance:

NASFAA Develops New Case Studies on Expanded FAFSA Data Sharing

https://www.nasfaa.org/news-item/17409/NASFAA_Daveops_New_Case_Studies_on_Expanded_FAFSA_Data_Sharing

FAFSA Data Sharing Case Studies

https://www.nasfaa.org/uploads/documents/FAFSA_Data_Sharing_Case_Studies.pdf

USED's Guidance on the Use of Financial Aid Information for Program Evaluation and Research

https://studentprivacy.edu.gov/sites/default/files/resource_documents/file/FSA_final.pdf

Recommendations:

39. The NIACC Financial Aid Director, Registrar, Institutional Researcher and Vice President of Student Services should review the NASFAA documents regarding data sharing to establish an institutional policy and related procedures regarding what FAFSA data can be shared, when and with whom.

40. The following are things that the Financial Aid Office can do without violating the FERPA and FAFSA sharing regulations.

Veterans

- Identify students with Veteran/Military benefits and send them information regarding how to apply and access those benefits. This can be done by pulling the following data from the FAFSA:
Q 48. Are you currently serving on active duty in the U.S. Armed Forces for purposed other than training?
Q49. Are you a veteran of the U.S. Armed Services)?

NIACC Admission Applicants and Accepted Students Who Have not Filed a FAFSA

- Send out instructions to these students about how to apply for financial aid.

Currently Enrolled/Previously Filed Students

- During the Fall semester remind students that filing for Financial Aid is an annual event and provide instructions on how to apply for the next academic year.
- Once FAFSA/ISIR information is received from the U.S. Department of Education start sending out reminders to students who have not yet applied.
- For students enrolled in programs approved for Kibbie and Last Dollar Scholarship, remind them to file a FAFSA.

At Risk Students

- NIACC provides a number of wrap around services for At-Risk Students. The following FAFSA questions could be used to identify these students. A carefully crafted letter could be sent letting them know of services and who to contact for information.

- Q. 24 Highest school completed by Parent 1
- Q. 25 Highest school completed by Parent 2
- Q. 52 Dependent/Ward of the Court
- Q. 53 Emancipated Youth
- Q. 55 Homeless
- Q. 56 At risk of being homeless
- Q. 57 Determined to be an unaccompanied youth
- Q. 75 SNAP
- Q. 76 Free/Reduced Lunch
- Q. 77 TANF
- Q. 78 WIC

Other Issues

As occurs with program reviews, other items/issues present themselves.

The following is a compilation of those items/issues brought forward during the review of data, policies and interviews.

- Satisfactory Academic Progress (SAP) Notification
- Last semester of program
- Changing majors
- Required courses
- Program completion

Satisfactory Academic Progress – 150 Percent Point

Observations:

During the interviews, it was mentioned that students are taken off guard when they receive the letter informing them that they have reached the 150 percent point of their federal financial aid eligibility. In general, the students most affected are the Nursing students as they have a number of required Arts & Science classes to complete before they can enter into the Nursing curriculum.

It was asked if the notification letter could be softened for this group of students, as they generally have high GPAs, have one term left to finish, and are out of financial aid.

To be eligible for federal financial aid, the federal government requires that a student make satisfactory academic progress. Progress must be monitored by the college in two ways: quantitative (pace of completion) and qualitative (grade-based). The federal government further sets a maximum period-of-time regarding what is a reasonable length of time to complete a program of study. For undergraduate credit hour programs, the period-of-time is no longer than 150 percent of the published length of the program.

References

HEA Section 484(c)

34 CFR 68.16(e)

34 CFR 668.32(f)

34 CFR 668.34

Federal Student Aid Handbook 2020-21, Volume 1, Chapter 1, pages 19-25

<https://ifap.ed.gov/sites/default/files/attachments/2020-07/2021FSAHbkVol1Ch1.pdf>

Review of SAP Letters

The Financial Aid Director provided the Consultant with two letters that are distributed regarding Satisfactory Academic Progress (Appendix M).

- Standard SAP Letter – sent out at the end of each semester.
- Health Career Student SAP Letter regarding 150% point

Observations:

Standard SAP Letter

This letter is sent out at the end of each semester.

The letter contains:

- Reason for the letter.
- Notifies the student regarding their Pace of Completion
- Notifies the student they can still be enrolled at NIACC.
- Informs the student how to appeal.
- Provides contact information for questions.

Health Career Student SAP Letter regarding 150% point

This is a supplemental letter sent to Health Career Students letting them know that their program of study may exceed the allowable timeframe the federal government allows for federal financial aid. It also states:

- Do not panic.
- Follow the appeal process if you want to continue to receive federal financial aid.
- Provides contact information regarding who to talk with and how to set up an appointment.

Recommendation:

41. To avoid unintended anxiety or confused messages, it is recommended that both SAP letters be reviewed with a student focus group. This process would allow the Financial Aid staff to affirm that the message is understandable by the students, will allow the Financial Aid staff to educate the focus group on SAP, and will allow students to ask questions about the process.

Observation:

Financial Aid processes affect a number of operations within colleges. It should also be noted that departments other than Financial Aid can provide assistance with these processes. Those departments could include Academic Advising, Registrar, Student Success, TRIO and Veterans Affairs.

Recommendation:

42. A student's Pace of Completion can be found on the Datatel/Colleague Financial Aid Status Information screen – FASI. (Appendix N)
When an Academic Advisor meets with a student the advisor can review information on the FASI screen and discuss with the student his/her PACE of Completion (SAP) and how this plays into their academic plans. Currently Academic Advisors have access to this screen, but it is unclear as to how it is being utilized when meeting with students.

Observation:

It is documented at many colleges, including NIACC, that students enrolled in ‘competitive acceptance’ programs, such as Nursing, are required to take a year of Arts & Science core courses before beginning the Nursing curriculum. These additional requirements cause the students to hit or exceed the federal 150 percent point.

Recommendation:

43. At the start of the term, **prior** to students reaching the 150% point, the Academic Advisor for the program should counsel the students that the 150% threshold is approaching and discuss what options are available regarding how to cover costs of the last term. This will provide students time to ask questions, develop a plan, and avoid panic while pulling together finances at the last minute.

Alternative Funding

The Pace of Completion requirement (150% rule) applies only to federal financial aid. This requirement does not apply to state or institutional financial aid programs.

The Iowa College Student Aid Commission (ICSAC) staff confirmed that the 150% Rule does not apply to its grant and scholarship programs.

References***2020-21 Iowa Student Financial Aid Guide***

Chapter 6 – Iowa Vocational=Technical Tuition Grant

Chapter 11 – Kibbie Grant

Chapter 14 – Future Ready Iowa Last Dollar Scholarship

<https://iowacollegeaid.gov/2020-21IowaStudentFinancialAidGuide>

In the case of a Nursing student, once a student’s Pell grant and student loan funds have been exhausted, the student may still be eligible for the following state funds – Iowa Vocational Technical Tuition Grant, Kibbie Grant and/or the Last Dollar Scholarship. As long as the student has not surpassed his/her length of time to qualify to receive these state funds, and has maintained all other eligibility requirements, the student could receive funds to cover tuition and required fee costs.

Recommendations:

44. Encourage students to continue to complete the FAFSA, even when they are aware of the approaching 150 percent point, so that they can be considered for State of Iowa financial aid programs.
45. Consider establishing a NIACC ‘completion’ scholarship for students enrolled in programs that require attendance beyond the 150 percent point.

Last Semester of Program

Observation:

It was brought to the Consultant's attention that in the last couple of years Nursing students are not receiving 'full' financial aid for their last term of enrollment. Normally this last term falls in the summer, and during that last term, the students are enrolled only in Nursing 4.0. The number of credits for this course only qualifies the students for part-time eligibility. In several cases, students have added a course but received only partial aid. It was implied that in past years students had been eligible for full aid during this last term, if they added a course.

According to federal guidance, federal financial aid can only be awarded for courses that are required for a program of study.

To be eligible for Title IV funds, a student must be a regular student. A regular student is defined as, "A person who is enrolled or accepted for enrollment at an institution for the purpose of obtaining a degree, certificate, or other recognized educational credential offered by that institution".

Therefore, students **are not eligible** to receive federal Title IV assistance for credit hours or course work, which will not count towards the completion of that student's degree program requirements.

References

HEA Section 101(a)(1),(b)(2)(A)
HEA Section 484(a)(1), (b)(3), (4)
34 CFR 668.32(a)(1)
34 CFR 668.24(c)(iii)

Federal Student Aid Handbook 2020-21, Volume 1, Chapter 1, page 6.

<https://ifap.ed.gov/sites/default/files/attachments/2020-07/2021FSAHbkVol1Ch1.pdf>

Recommendation:

46. The Academic Advisor for the Nursing Program and the Financial Aid staff should review this scenario to see how many students have been caught with just Nursing 4.0 in their last semester to determine if there is a problem with their financial aid. Based on the data the Nursing Department may want to consider advising students to hold back one required elective to take with Nursing 4.0 during that last term.

Loss of State Aid

It was brought to the attention of the Consultant that some students were surprised when they did not receive financial aid that they were counting on. Each had received notice in their award letters that they would be receiving funds from a state grant or scholarships, e.g., Kibbie Grant, Last Dollar Scholarship, Voc-Tech Grant. They were later notified that they were not receiving

those awards and wonder why. When pressed on this issue, the respondent indicated that the students had come in and changed their majors.

Per the Iowa College Student Aid Commission (ICSAC), students are eligible to receive state funds if they meet all of the eligibility requirements for a State of Iowa grant/scholarship programs. These requirements include:

- Iowa residency
- Enrollment status
- Enrolled in an eligible program as outlined in the State of Iowa rules
- Making satisfactory academic progress
- Has not exceeded the maximum eligibility time period

Students must meet all of these criteria at the time the college certifies their eligibility with the ICSAC.

ICSAC further stated to the Consultant that *after a student has been certified* by the college, if the student changes major after the certification for that semester the state funds will not be pulled back, as long as they are meeting all other requirements. However, at the beginning of the next term, if the student is not enrolled in an eligible program or is not meeting other eligibility requirements, then the student will no longer be considered eligible to receive state funds.

It appears that the referenced students had changed their programs of study prior to the Financial Aid Office certifying their eligibility. `

References:

2020-21 Iowa Student Financial Aid Guide

Chapter 6 – Iowa Vocational=Technical Tuition Grant

Chapter 11 – Kibbie Grant

Chapter 14 – Future Ready Iowa Last Dollar Scholarship

<https://iowacollegeaid.gov/2020-21IowaStudentFinancialAidGuide>

Recommendations:

47. Students are known to change their majors. In this situation, timing is everything. When students meet with their academic advisor, the advisor should counsel them on what can occur when they change their intended area of study. One issue to discuss is the possible loss of financial aid.

Academic Advisors should be made aware of the ‘freeze’ date for ISCAC reporting so that students get dropped from eligibility because of the timing of their change in program of study.

Attitude towards students

Observation:

Many believe college students, no matter their age, should act and be treated as adults. There is a long-standing assumption that adults can make adult decisions and know the correct ways to go about resolving issues. What staff need to remember/understand is that many adults on college campuses are there to learn how to become adults. They need to be exposed to acceptable problem-solving behaviors.

Recommendation:

48. One way to teach these skills is the ‘soft hand off’.

Staff can accompany a student to the appropriate office and start the conversation for them. Showing them how to appropriately greet/address a staff member. How to summarize their issue. How to be patient in explaining their issues and listening to responses. How to ask follow-up/clarifying questions.

Succession Planning

Observation:

During the interviews the Consultant noted that the staff were long-tenured at NIACC. Their years of service ranged from 20 to 30 years. While these lengths of service speak to their dedication and abilities it does present another issue for the college – how much institutional and technical knowledge will be lost when they leave.

Recommendation:

49. The NIACC Administration needs to establish a succession plan for at least the following positions:

Director of Enrollment Services
Director of Financial Aid
Director of Foundation
Director of TRIO
Associate Registrar

This plan should include:

- A detailed inventory of all duties of the department.
 - Performed by who
- What duties should be automated
- What duties can be delegated now, in order to train someone else
 - Who might the duties be delegated to
- What duties should have a back-up (within or outside of the department)

Staff Relationships

Observations:

Shared Traits

Each person the Consultant spoke with had similar traits:

- Passionate about the college and students.
- Long-tenure in current position.
- Want to do what is best for the college and the students.
- All have biases, based on:
 - Personal experiences
 - Student accounts
 - Wishes of donors
 - Long term relationships (some friendly, some not)
 - Length of time at the college
 - State & federal regulations

These traits and biases need to be recognized and addressed within the caring and professional climate that NIACC has maintained since it was founded.

All need to be addressed on how they fit into the College's goals to attract students and serve the communities within the NIACC District.

In addition, it was mentioned that NIACC is notorious for introducing new ideas but not checking to see how well they are working and/or reviewing what is currently in place that addresses the same thing as the 'new idea'.

Recommendation:

50. The individuals interviewed for this report should be assigned to work on a common project, which would allow them to use their strengths and to build comradery and trust.

A possible project:

A LEAN analysis, identifying programs that have been in place that a recently proposed idea is duplicating.

Numbered Summary of Recommendations

1. The Financial Aid should annually share the processing schedule with Student Services and Foundation staff, as well as other appropriate administrators, so that others understand the current process and restrictions related to the timing of awards. This information will help staff understand the steps involved and help to address questions students/families may be asking.



2. The award letter is very factual and meets the federal requirements of what elements need to be included in award notifications. The accompanying print out of the award is a computer-generated form, which is austere and generic in appearance. Suggest working with the NIACC IT and marketing departments to determine how this form could be more attractive.



3. Review the programs that require manual entry to determine what factors prevent them from being automated.



4. Determine what factors could be automated if characteristics could be changed. For example: List the characteristics associated with the Last Dollar Scholarship Program and share with the Iowa College Student Aid Commission (ICSAC) along with the approximate amount of staff time needed to calculate the awards and place them into the Datatel/Colleague system.



5. Explore administrative software options for resolution:

- What are other Iowa Datatel/Colleague colleges doing to address similar issues?
- What programming assistance can be obtained from other Iowa Datatel/Colleague colleges?
- What programming support can be provided through Ellucian?



6. Review other Financial Aid software management programs that go beyond a patch option. See Recommendation 36 on page 20.



7. The College should review the purpose/function of the NIACC Foundation Scholarship Program. Once the purpose is determined, an educational piece should be distributed to the NIACC Community so that each staff member has a clear understanding of the program's purpose.

8. Process mapping needs to take place regarding the NIACC Foundation Scholarship Program. Staff needs to have a clearer understanding of how the NIACC Scholarship processes work, and who (department/staff member) is responsible for which step. Mapping out this process will help staff to understand the process, identify what steps are duplicative, identifying gaps, what steps can be automated, provide a clearer understanding of each responsibility and who is responsible for what, provide a clearer understanding of the timing needed for each step, possible problems at each step, and what steps need backup systems for processing.

Possible resources regarding process mapping are the Des Moines Area Community College and Indian Hills Community College Foundations. Both Foundations have conducted process

mapping which included staff from the Foundation, the Marketing Department, the Financial Aid Department, and Academic Advisors.

9. The Foundation Board needs to determine what role an EFC plays in the eligibility process. This discussion should at a minimum include:

- Should the FAFSA be a requirement for receiving a NIACC Foundation Scholarship?
- What can be used as an appropriate substitute if a FAFSA cannot be filed?

Possible options:

- USED Financial Aid Forecaster
- NIACC's financial aid office estimator
- Completion of a paper FAFSA which then will be hand calculated by the Financial Aid Office
- Should an EFC be considered on a sliding scale, e.g., a Zero EFC receives more points than a higher EFC?

10. Review the process to determine if the 'stacking' of scholarships is desired.

11. Redact as much personal and potentially influential identifiers as possible.

Examples of a potential influential identifier – high school name; 4-H Chapter name, etc.

12. Provide each reviewer with clear instructions of what should be considered when awarding points for each category.

13. Clearly define whether having been awarded another scholarship should be taken into consideration when awarding points.

14. Train the NIACC Help Desk to assist with login and password reset issues. From the student perspective, this would be a logical location as they contact the NIACC Help Desk regarding their MyNIACC portal issues.

15. Students should not have to be bounced around to receive basic information regarding the NIACC Scholarship process. Each staff member should have a basic fact sheet to refer to regarding the most common questions students ask when coming to their offices. They should also have specific information regarding where to send students when the question is more specific.

16. The timing of the NIACC Foundation Awards (April) may occur prior to when local high schools and civic organizations announce their awards. If a student would receive an outside award, that when combined with NIACC, federal and state aid the student's NIACC award may need to be adjusted. Language regarding the potential of an adjustment should be added to the letter. [Note: the NIACC Financial Aid Award notice contains such language.] Inclusion of this language could prevent confusion/hard feelings if a NIACC Scholarship award has to be adjusted.

17. Paragraph 7 of the award letter states:

‘Please note – if you have already received this email there may have been an update to the scholarships you were previously awarded. Check the scholarship site for details.’

It is assumed that the referenced ‘scholarship site’ is what is provided in Paragraph 2 of this letter. It might be more understandable to a first-time recipient if a clearer reference be made. Suggested language:

... the scholarships you were previously awarded. Check the scholarship site (above) for details.

18. Periodically the NIACC Foundation Scholarship award letter should be reviewed. This review should include a student focus group to determine if the message is clear to the recipients.

19. With the absence of a dedicated IT person to either Financial Aid or the Foundation (the current IT person supports both the Foundation and Financial Aid, plus is in charge of the IT Department) staff need to determine who has the access to what data and the ability to run reports.

The Foundation and Financial Aid Offices need to jointly establish a timeline of when reports are needed, who is responsible for generating the reports, and to whom the reports are to be distributed. [This recommendation relates to Recommendation 8.]

20. The College should consider expanding its outreach efforts regarding scholarships. Consideration should be given to attracting non-traditional students and students who did not attend college right out of high school. At this time, it appears that the traditional age students are covered with through the activities in the Recruitment Matrix Plan.

Outreach efforts could include:

- Specialized media messages.
- Information distributed to non-profits, churches, civic organizations, etc. regarding educational and scholarship opportunities.

The Foundation staff could meet with donors to get their input regarding outreach ideas. This could be worked into already scheduled visits.

21. Determine the purpose of the NIACC Housing Scholarship.

22. Establish a committee to make the NIACC Housing Scholarship award selections.

23. Determine ways to identify students who might be interested in on-campus housing.

Examples:

- Add a question to the Admissions application.
- Add a question to Campus Visit registration materials.
- Add a question to Campus Orientation registration materials.
- Review FAFSA data – Question 101 b-h: Housing Plans

24. If want to provide more housing assistance to low EFC students, include EFC in the selection process.

25. NIACC Recruitment and Housing staff with guidance as to how this scholarship should be promoted, and guidance as to who is responsible for the promotion and recruitment of this scholarship.

26. Review the application essay questions to determine if the questions generate the type of responses the Foundation/College would like to see from applicants.

There is a statewide Community College Foundation work-alike group that meets on a regular basis. This group could be a source to provide guidance/ideas on how to frame questions.

One college within that group, Indian Hills Community College has recently revised its application in an effort to eliminate potential bias (Appendix I). This application may provide some ideas on where question revisions could be made.

Example:

NIACC: Share with us how a scholarship will impact your life.

IHCC: Please list the obstacles you faced in pursuit of your education.

27. Review the current questions to determine if they are bias towards students 18 to 24 years old, as well as to non-working students.

28. Prior to releasing information to the Reviewers, make certain that all identifying information has been removed. This includes not only information regarding the student, but also includes any information that can identify what school the student attended or the community the student lives in.

29. Staff and Reviewers need to be reminded not to share any information regarding the applicants.

30. Review the instructions provided to Reviewers. Consider the following during this review:

- When Reviewers are brought in for a group event staff needs to remind them not to discuss the pros and cons of any of the applicants.
- Reviewers should not make any marks on the applications.
- Reviewers should be reminded to stick to predetermine evaluation criteria.
- An applicant's score should not be affected if he/she mentions that they have already received another scholarship.

31. Reviewers should not be allowed to see the scores made by other Reviewers. The Scholarship Reader Form should be revised to prevent this from occurring.

32. As mentioned earlier in this report the Foundation/Administration needs to review this issue and determine if the EFC should be added to the review process. If this addition occurs, the scoring matrix will need to be revised.

33. The Foundation/Administration should review the point Rubric to determine if all elements should have the same weight, or if some elements should have more weight than others.

34. The Foundation/Administration should review the Scholarship Application questions to determine if the questions are bias towards younger, non-working students receiving awards. If this is proven, perhaps a different scoring matrix for older students should be considered.

35. Adding questions regarding community and/or civic involvement could provide non-traditional age students the ability to list activities.

36. Find a way to eliminate manual entry of Foundation Scholarships.

Find/develop a bridge between NextGen and Colleague.

- Indian Hills Community College is developing a bridge that should be active in October 2020.
- Use of comma delimited file uploads.
- Ellucian indicated that a bridge product exists but their representative stated they would only speak with someone from the College.
 - Customer Success Team – 855.206.5589
- Explore other Financial Aid management software programs that are compatible with Datatel/Colleague, but do more processes than just import and populate data cells. One such program – Campus Logic.
 - Helps to award, same day.
 - No faxing of documents
 - Can be programed to take care of:
 - Verification tracking and processing
 - SAP notifications
 - Financial Aid Appeals
 - Debt Letters

A demo can be found at: <https://campuslogic.com/company/why-campuslogic/>

37. Map out each step of the Foundation Scholarships to provide an understanding of the current steps, what steps are duplicative, what steps could be automated, timing of each step, how much time is needed to complete each step, and a clear understanding of who is responsible for each. Also, what steps need a backup and who is that back-up.

38. Map out each process within the Financial Aid Office to determine:

- Who is responsible for each step
- What steps are automated
- What steps are manual
- What steps could be automated
- Division of responsibilities



- Who can be trained as a back-up to each process

39. The NIACC Financial Aid Director, Registrar, Institutional Researcher and Vice President of Student Services should review the NASFAA documents regarding data sharing to establish an institutional policy and related procedures regarding what FAFSA data can be shared, when and with whom.

40. The following are things that the Financial Aid Office can do without violating the FERPA and FAFSA sharing regulations.

Veterans

- Identify students with Veteran/Military benefits and send them information regarding how to apply and access these benefits. This can be done by pulling the following data from the FAFSA:

Q 48. Are you currently serving on active duty in the U.S. Armed Forces for purposes other than training?

Q49. Are you a veteran of the U.S. Armed Services)?

NIACC Admission Applicants and Accepted Students Who Have Not Filed a FAFSA

- Send out instructions to these students about how to apply for financial aid.

Currently Enrolled/Previously Filed Students

- During the Fall semester remind students that filing for Financial Aid is an annual event and provide instructions on how to apply for the next academic year.
- Once FAFSA/ISIR information is received from the U.S. Department of Education start sending out reminders to students who have not yet applied.
- For students enrolled in programs approved for Kibbie and Last Dollar Scholarship, remind them to file a FAFSA.

At Risk Students

- NIACC provides a number of wrap around services for At-Risk Students.

The following FAFSA questions could be used to identify these students. A carefully crafted letter could be sent letting them know of services and who to contact for information.

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Q. 25	Highest school completed by Parent 2
Q. 52	Dependent/Ward of the Court
Q. 53	Emancipated Youth
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44. Encourage students to continue to complete the FAFSA, even when they are aware of the approaching 150 percent point, so that they can be considered for State of Iowa financial aid programs.

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47. Students are known to change their majors. In this situation, timing is everything. When students meet with their academic advisor, the advisor should counsel them on what can occur when they change their intended area of study. One issue to discuss is the possible loss of financial aid.

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Staff can accompany a student to the appropriate office and start the conversation for them. Showing them how to appropriately greet/address a staff member. How to summarize their

issue. How to be patient in explaining their issues and listening to responses. How to ask follow-up/clarifying questions.

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Director of Enrollment Services
Director of Financial Aid
Director of Foundation
Director of TRIO
Associate Registrar

This plan should include:

- A detailed inventory of all duties of the department.
 - Performed by who
- What duties should be automated
- What duties can be delegated now, in order to train someone else
 - Who might the duties be delegated to
- What duties should have a back-up (within or outside of the department)

50. The individuals interviewed for this report should be assigned to work on a common project, which would allow them to use their strengths and to build comradery and trust.

A possible project:

A LEAN analysis, identifying programs that have been in place that a recently proposed idea is duplicating.

Appendix A – Sample of Students Who in the First Set of 2020-21 Award Letters

Student Number: 0478703
Student Number: 0457066
Student Number: 0303076
Student Number: 0475882
Student Number: 0478143
Student Number: 0461517
Student Number: 0093300
Student Number: 0470254
Student Number: 0476377
Student Number: 0471475

Appendix B – Financial Aid Award Letter

February 11, 2020

Colleague ID: 0478703

Alternate ID: 3067

[REDACTED]

Dear [REDACTED]

NIACC is pleased to offer you financial assistance for the 2020-2021 academic year! Thank you for listing NIACC on your 2020-2021 FAFSA.

Please review the enclosed guide to navigate to your financial aid offer on your MyNIACC portal. You have the ability to accept/decline your financial aid.

You will use your NIACC username and password to log in. If you are unsure of your NIACC username and password, contact the NIACC Help Desk at <https://www.niacc.edu/student-life/technology-services/help-desk/>.

If you have questions about your financial aid offer, contact the NIACC Financial Aid Office at 641-422-4168 or finaid@niacc.edu. We look forward to assisting you for the 2020-2021 academic year!

The NIACC Financial Aid Office

cc: student file

Financial Aid Office
500 College Drive
Mason City, IA 50401
641-422-4168

Date: 02/14/2020
Student ID: 0478703
SSN: XXX-XX-3067
Award Year: 2020-2021

Dear [REDACTED],

NIACC is pleased to offer you financial assistance as indicated below. Please read through and review the information.

To determine your eligibility, we use the following formula: Estimated Cost of Attendance less your EFC (expected Family Contribution, the result of your FAFSA).

Cost of attendance includes both Direct costs to attend NIACC and Indirect costs you may have as a student. The costs shown below are estimations. You can see your actual account information under the Student Finance page.

Estimated Family Contribution: \$65,505
Need: \$0

Direct Costs	
Estimated Tuition & Fees	\$5,798
Est. Living on Campus	\$7,562
Direct Loan Fee	\$46
<hr/>	
Total	\$13,406
Indirect Costs	
Estimated Books	\$1,034
Est. Personal Expenses	\$2,093
Est. Travel Expenses	\$558
<hr/>	
Total	\$3,685
<hr/>	
Total Cost of Attendance	\$17,091

Award Periods	Housing Status	Enrollment Status
Fall	ON CAMPUS	FULL TIME
Spring	ON CAMPUS	FULL TIME

Your awards are shown below by semester.

	Fall	Spring
Student Loans		
Fed Dir Unsub Loan	\$2,750.00	\$2,750.00
Total	\$2,750.00	\$2,750.00
Grand Total	\$5,500.00	

You have the opportunity to accept or decline the awards that have been offered to you.

For more information about Iowa state grants and scholarships, visit:

Keep watching your Financial Aid page for any updates or changes to your award offers. Keep in mind, NIACC has the right to adjust your financial aid should you: receive any outside financial aid awards, have a change in family and/or student resources, change your enrollment level, your course of study, you are not meeting satisfactory academic progress guidelines, or there is a change in the federal or state funds available.

Appendix C – Summary of Manual Entries

Comparison of Manual vs. Auto Entries

AWARD ID	PROGRAM NAME	MANUAL	AUTO
AIOS	All Iowa Opportunity Scholarship (S)	14	0
ALT	Alternative Loan (P)	34	0
AMERC	AmericaCorp (P)	3	0
DFS	Dollars for Scholars	29	0
DPL	PLUS Loans (F)	63	0
DSL	Direct Subsidized Loans (F)	103	892
DUS	Direct Unsubsidized Loans (F)	309	549
EVT	Iowa Education & Training Voucher	7	0
FWS	Work-study (F)	58	91
ILDS1&2	Last Dollar Scholarship (S)	560	29
KIB	Kibbie Grant (S)	285	24
NGT	National Guard Tuition Assistance (S)	16	0
OSS	Outside Scholarship	364	0
PACE	PACE (S)	43	2
PELL	Pell Grant (F)	45	1,319
PJ	Promise Jobs (F)	2	0
PROT	Proteus (P)	3	0
SEOG	SEOG Grant (F)	44	276
TEACH	TEACH Grant (F)	4	1
TRADE	Trade Act (F)	4	0
VRH	Voc Rehab	96	4
VTG	Voc-Tech Grant (S)	39	153
WIA	WIA (F)	0	1
varies	NIACC Scholarships	2,372	0
	TOTAL	4497	3341

S - State

F - Federal

P - Private

Appendix D – Reviewer Instructions

NIACC Foundation Scholarship Reading

- 1) You can sit wherever you like. Any of the tables where there are piles of applications and clear plastic baskets are available. Pens and pencils are available there as well.
- 2) Make sure to sign in on the yellow sheet that's located on the table where you sit.
- 3) If you want to review application examples - as to low, middle and high scores from the last couple years, they are located on a table with table tents titled Example Applications.
- 4) Rubrics are on white paper and at your table as well. These will help you with scoring. If a student does not complete the section you are scoring – **YOU MUST SCORE IT A ZERO**. Using the rubric, simply start on the left side at zero for each criteria to be scored, and advancing to the next box as the student's application allows. Once you have an idea of the ranges it will become clear the score (0 lowest up to 6 highest.)
- 5) Look at the whole student, non-traditional students. Some students may not be able to participate in extra-curricular activities or volunteer, because they work and are raising a family. We have traditional (18-22 year old students) and non-traditional students (23 years plus.) Keep that in mind.
- 6) Each application has a scoring sheet stapled to it. Only the student identification numbers are being used so you don't need to worry about knowing the applicant. Initial at the top of the score sheet if you are Reader One or Reader Two. If applications have not been scored and are laying on the table – you will know we are still on Round One and you will be Reader One.
- 7) When you finish scoring an application, please place it upside down in the clear plastic basket. NIACC staff will be picking those up and bringing more to your table as needed.
- 8) Once all the applications are scored once, we will move to Round Two. And you will initial in the Round Two box at top and keep reading.
- 9) Do not mark the applications, just the score sheet.
- 10) **You don't have to total your scores**, we will do that for you. This helps you continue to read.
- 11) Essay questions should be written with quality versus quantity. A shorter essay does not equal a lower score. Likewise, a 600+ word essay without quality would not equate to a higher score.

12) Student involvement – includes athletics, extra-curricular and/or volunteer activities or employment. A high score will include a number of activities and the length spent at each (i.e. 8 hours once at an event or only took two music lessons.) Consider the dates of activities, does applicant have a good mix of current involvement and some in the past five years. **Note:** some students may be limited to their involvement if they work to support themselves or their family.

13) There are three essay questions to be answered.

- Provide a detailed description of both your educational and career plans.
- How do you plan to finance education?
- Share with us how a scholarship will impact your life.

*As you score this question, think through the importance of receiving a scholarship and while someone may be in profound need, have they done what they can to overcome? OR a student who is of middle class means, works hard to get good grades, holds a job, will make it financially, but the importance of a scholarship could really be the boost that helps them to the next level of success? **Weigh those differences when you score.** It's all important, not just about the lack of money in their lives.*

14) Purple sheets – sometimes as you read you get a pit in your stomach, something doesn't feel right or you just know this student needs more help. Please write that number down and briefly note what the situation is. We will do our best to reach out to help these students with other services.

Appendix E – Foundation Scholarship Award Letter

Award Email (Dates are edited depending on the round of awarding)

Dear {Applicant Name},

Congratulations, you have been selected to receive a NIACC Foundation Scholarship for the 2020-2021 academic year! The review committee enjoyed your submission and wishes you much success next year at NIACC.

In order to receive your scholarship, there are a few easy steps that you will need to complete. View and accept (or decline) your award at:

https://niacc.scholarships.ngwebsolutions.com/CMXAdmin/Cmx_Content.aspx?cpld=388

1. Log in using the email address and password you created when you completed your scholarship application. **You are required to accept or decline your award. If you do not accept or decline by the deadline of May 30, 2020 at midnight, your scholarship will be withdrawn to be re-awarded to another applicant.**

2. **When you sign in click on the My Awards button at the top of the screen.** Follow the next steps.

3. Private donors make these scholarships possible so we strongly encourage you to reach out and thank them for their generosity. You can complete your thank you online or send a note to:

NIACC Foundation
500 College Drive
Mason City, IA 50401

4. Scholarships are awarded based on specific requirements of the donor. You will need to maintain these requirements throughout the 2020-2021 academic year. If any of your information changes, your scholarship may be affected. Scholarship funds will be applied to your NIACC account after the 4th week of classes each semester. Awards will be evenly split between the fall and spring semesters. You will be able to view your award and billing statement on your MyNIACC / TrojanHome page.

Please note - if you have already received this email, there may have been an update to the scholarships you were previously awarded. Check the scholarship site for details.

We would also like to invite you to the annual **Scholarship Recognition Luncheon** hosted by the NIACC Foundation each fall. This luncheon gives students and donors an opportunity to meet in person. It is a great event and provides you with an opportunity to thank your donor(s) in person. Watch for your invitation this fall and, once again, congratulations!

Thank you,
{Institution Name}
Scholarship Committee

Appendix F – Recruitment Matrix and Letters that Mention Financial Aid

Tracks & Communications Codes	Communication Name/Topic
No Track - given to prospective students and parents in their campus visit packet	Academic Program booklets/flyers for CTE programs/Transfer Sample Schedules
ACTAC; Accepted Track	Campus Visit Brochure
ADTPR	Athletic Brochure
ADCCV; Campus Visit	Thanks for Visiting
ADTAC; Accepted Track	Acceptance Email
ADTAC; Accepted Track	Financial Aid Assistance Email
ADTACS; Accepted Track Summer	Summer Acceptance Email
ADTAD; Adult Track	Scholarship Flyer
ACTAC; Accepted Track	Activities Flyer
ADTPR; Prospect Track	Viewbook (pennant)
ACTAC; Accepted Track	Tuition & Fee Sheet
ADCCV; Campus Visit	Campus Visit
ADTAC; Accepted Track	Acceptance Letter/Certificate
ADTAD; Adult Track	Adult Letter from Chris
ADTAC; Accepted Track	Cost Management (tuition and fees)
ADTAC; Accepted Track	Financial Aid Letter with Guide
ADTCAMV; Campus Visit Follow-Up Track	Campus Visit - Follow-up
No Track - lists are pulled from Informer based on who the email targets	College. Are you Ready? Let NIACC Help
No Track - lists are pulled from Informer based on who the email targets	Experience NIACC / With a College Visit
No Track - lists are pulled from Informer based on who the email targets	Foundation Scholarship / Due March 1st
No Track - lists are pulled from Informer based on who the email targets	Plans for Fall / Make NIACC a part of your Next Adventure
No Track - lists are pulled from Informer based on who the email targets	Scholarship Opportunities at NIACC / Making College Even More Affordable
ADCBC; Birthday Card Redeemed	Birthday Card
ADTAD; Adult Track	Adult Campus Visit Follow-Up
ADCCV; Campus Visit	Thanks for Visiting

Financial Aid Email

Dear @LR.FIRST.NAME ,

Need some help applying for financial aid? NIACC's Financial Management Advisor, Cindy Lind, would be happy to help you with the Free Application for Federal Student Aid (FAFSA). She is conveniently located in the Admissions Office at NIACC.

It's to your benefit to apply early. Cindy can help you file your FAFSA and answer any questions you may have about financial aid and discuss all options for paying for college.

Please contact Cindy to make your appointment.

Cindy Lind
Financial Management Advisor
North Iowa Area Community College
641.422.4417
1-888-GO NIACC ext. 4417
Cindy.Lind@niacc.edu

Boyer, Anne

From: NIACC Admissions <admisoff@niacc.edu>
Sent: Wednesday, September 30, 2020 3:22 PM
To: Boyer, Anne
Subject: [Test] Scholarship Opportunities at NIACC



Hoping to make your college education even more affordable?

Complete the NIACC Foundation Scholarship Application!

NIACC awards over \$1 Million in scholarships every year and we want to help you get some of that!!

It's easy. It's just one application. BUT... It's due March 1st!

Get started NOW

Start your NIACC Foundation Scholarship Application Here

Want more information on ways to make college affordable for you?

- Contact Us: NIACC Admissions; 641-422-4245
- Click Here: <https://www.niacc.edu/admissions/tuition-and-aid/scholarships/>
- Watch This:



Appendix G – Division of Duties Related to Housing Scholarship and Summary of Funds

Division of Duties Related to Residence Hall Scholarships

Director of Housing

Need looked at the whole picture of the student

Returners vs new

Behavior Reviewed?

RA half housing paid already

What rooms they had

Academics Return on investment were they all around honors academic for returners

Look at report timing we will award part during 1st and 2nd closer to occupation

Students earn it what about late comers

When most effective way to use it

Cost of dorms food service and healthy choices (wellness & costly)

Look at timing of late awards

Director of Admissions

Amounts awarded have varied and various processes/people have made the awards

When the amounts were increased (several years at different dollars) ½ went to new that Rachel awarded ½ went to returning students and Travis awarded

Rachel didn't think academic standing had anything to do with the awards being made

At some point Terri assigned to Rachel & Travis

Then Rachel was just awarding and awarded all of allotment to new students

Used separate housing scholarship application at one time

No people/prospects were ever on the radar for this process – no recruiting, people have already committed. Some were applying after the fact and already had a scholarship promised to them.

Award timing is an issue – funds not available to recruit from or use proactively

Director of Financial Aid

How many students end up in the candidate pool with the application set as it is now?

Could dollar amount be higher for 2nd year who stay in dorms and finish?

Edit the application to ask question of all applicants will you live in the dorm – have to answer yes, no, maybe.

Need to review and check these answers frequently to use to recruit as needed.

Currently Mary and Jeremy Winters took over the Residence Hall Scholarship awards as they were not being awarded by committee of Rachel & Travis

Historical Summary of Housing Scholarship Funds

FY15:

\$10,000 – normal housing scholarship allocation

\$50,000 – additional housing scholarship allocation

\$20,000 – this will be a carryover from the FY14 allocation made at the request of Dr. Broderson (this is assuming that this money has not yet been spent)

TOTAL: \$80,000

FY16:

\$10,000 – normal housing scholarship allocation

\$50,000 – additional housing scholarship allocation

TOTAL: \$60,000

FY17:

\$10,000 – normal housing scholarship allocation

\$30,000 – additional housing scholarship allocation

TOTAL \$40,000

FY18:

\$10,000 – normal housing scholarship allocation

\$30,000 – additional housing scholarship allocation

TOTAL \$40,000

FY19:

\$10,000 – normal housing scholarship allocation

\$30,000 – additional housing scholarship allocation

TOTAL \$40,000

Appendix H – NIACC Foundation Scholarship Application

*2020-2021 NIACC Foundation Scholarship Application

Application Instructions

FIRST, MAKE SURE TO READ ALL OF THE DIRECTIONS...

First priority is given to students who submit their application by the March 1st deadline. The application is always open. Applications submitted after priority deadline of March 1st will be reviewed as scholarship funds become available*.

The first round of scholarships are awarded April 1st
The second round of scholarships are awarded June 1st*
The third round of scholarships are awarded August 1st*

* The second and third rounds are made **if** scholarship funds become available from awards not accepted during the first round of awarding.

If you missed the priority deadline, apply anyway as some students may not accept their award and attend another school.

Please note, security features for this site include a time out process. You have **30 minutes** to complete each page of the application. Each time you navigate to another page of the application your information is saved and the clock is reset.

Most scholarships are paid by semester. Half of the award is paid in the fall and half is paid in the spring. If the information that you provide on this application changes during the year, your scholarship payment may be affected. In a limited number of scholarships the payment schedule will vary, this occurs typically for part-time students and students with career majors.

If you are **new** to NIACC you need to submit your Highschool, GED or HSED transcript. **Transcripts are required to obtain maximum points** on the scholarship application. Please submit your most recent certified transcript to the NIACC Admissions office. Second year NIACC students do not need to submit a transcript.

Students who graduate or transfer schools mid year will forfeit the spring half of the scholarship award.

BEST PRACTICES:

- Many of our scholarships have specific requirements and preferences. Please respond to all questions that apply to you, as this will increase the number of scholarships for which you may be considered.
- Remember to **SAVE** your work before you log out. You may go back into your application as many times as you need to do so. Just make sure to **SUBMIT** once you are done editing.
- Once you have submitted your application, you will not be able to access it to make changes.
- Keep your user name and password for this Scholarship Manager account to assure that you receive further communications regarding scholarships and your status. Do not create a second account, use the password or user id recovery option instead.
- Do **not** use your high school email. Those emails are deleted after your high school graduation.
- We will communicate with you using the email that you have set up in Scholarship Manager

Student Information

- If you are a current NIACC student, please enter your seven digit NIACC Student ID. If you wish to look up your Student ID on MyNIACC, please [click here](#).
- Students that are not enrolled at NIACC at time of this application will not have a NIACC Student ID. **You must officially apply to NIACC to obtain a Student ID and to be considered for scholarships. Please contact Admissions 641-422-4245 or use the apply to NIACC link at www.niacc.edu/admissions.**

NIACC Student ID (0123456) see information above to obtain student id number

No answer provided

Enter your social security number without dashes or spaces.

If you are an international student and do not have a social security number, please enter 1111111

Social Security Number (123456789)

No answer provided

Indicate your legal name (i.e. Jennifer not Jen or Thomas not Tom).

First Name

No answer provided

Middle Name or Initial

No answer provided

Last Name

No answer provided

Please note the permanent address field means the address where you lived when you graduated from high school. Use this address, city, state, country when stating permanent address.

Permanent Address Line 1

No answer provided

Permanent Address Line 2

No answer provided

Permanent City

No answer provided

If other, please enter your city

No answer provided

Permanent State

No answer provided

Permanent Zip

No answer provided

Permanent County

No answer provided

Permanent Phone

No answer provided

Email Address

No answer provided

Date of Birth
(MM/DD/YYYY)

No answer provided

Gender

No answer provided

Marital Status

No answer provided

Select the option that best describes you.

Ethnicity

No answer provided

Are you Hispanic/Latino?

No answer provided

Are you a citizen of the United States of America?

No answer provided

Have you ever been convicted of a misdemeanor or felony, excluding minor traffic violations? If yes, please explain.

No answer provided

Are you enrolled in the Emergency Medical Technician (EMT) or Advanced EMT program? If yes, please note the date your program starts.

No answer provided

Choose the option that best describes you for the 2020-21 school year. NOTE: Use caution when selecting your option, choosing the incorrect option can disqualify you from scholarship awards.

Option 1: I will be attending NIACC for the first time (this includes current high school students or any student's who've taken college courses).

Option 2: I will be returning to NIACC. I have attended previously and will be returning in the fall of 2020.

Option 3: I will have graduated from NIACC in December 2019 or May 2020 and will be continuing my education at an accredited four year college or university to obtain a bachelor's degree.

Choose the option that best describes you as a college student for the 2020-21 school year:

No answer provided

What is your anticipated enrollment status for Fall 2020?

No answer provided

Will you have completed 27 or more NIACC credits by Fall 2020? To confirm credits contact Financial Aid if you are unsure. If you marked Opt 3 NIACC Graduate, this does not apply to you.

No answer provided

Program of Study or Major - confirm this major is the same with your NIACC counselor:

No answer provided

If you selected Associate Degree in Nursing as your major, please answer the following question.

Select the nursing class you anticipate being enrolled in for Fall of 2020.

No answer provided

Have you completed the Federal Application for Student Aid (FAFSA) for the 2020-2021 academic year?

No answer provided

Do either of your parents or legal guardians have a bachelor's degree?

No answer provided

High School Information

When you begin college in the 2020-21 school year, what will be your high school completion status?

No answer provided

High School Attended. If you do not find your high school listed, select Other from the drop down menu.

No answer provided

Indicate the specific month and year of your high school graduation in the space provided below. Note: The day field must be populated, if you are unsure of the day, use the 1st of the graduation month.

High School Graduation Date
(MM/DD/YYYY)

No answer provided

Will you graduate from high school in either December 2019/January 2020 or in the Spring 2020?

No answer provided

High School Athletics

From the list choose each of the sports in which you participated during high school indicating dates of participation. Include any details that you believe the committee would be interested in knowing in regards to your involvement.

Please list athletics in which you participate

No answer provided

High School Extracurricular Activities (non athletic)

From the list choose each of the activities in which you participated during high school, indicating dates of your involvement. Include any details that you believe the committee would be interested in knowing in regards to your involvement.

List activities, as well as special honors or awards you have received.

No answer provided

Prior Educational Institutions

List all colleges or universities attended after high school. Include name of school(s) and date(s) attended.

No answer provided

NIACC Information

Do you participate in the NIACC TRiO Student Support Services program?

No answer provided

Have you applied to the TRiO Student Support Services Program?

No answer provided

Have you been or do you plan to be a peer tutor in the Basic Writing classes or Student Learning Center?

No answer provided

Did you complete the West Fork Industrial Academy? If yes, what year(s).

No answer provided

NIACC Athletics

Please select all sports in which you plan to participate at NIACC.

No answer provided

NIACC Activities

While NIACC offers 39 different clubs and organizations, please select from the following list if you plan to participate in any of the groups listed below.

Please select all the activities in which you plan to participate at NIACC.


No answer provided

NIACC Housing

Do you plan to live in the NIACC Campus View Housing during the 2020-21 academic year?

No answer provided

If you answered yes, please answer the following question.

How do you feel that living on campus will enrich your college experience? 

No answer provided

General Questions

Do your future plans include owning your own business someday?

No answer provided

Are you currently employed with a long term care facility or nursing home?

No answer provided

Do you have experience playing Rugby? If yes, please share how much and where you played.

No answer provided

Do you currently play on the River City Rugby team?

No answer provided

Are you currently employed by or interning with Sukup Manufacturing?

No answer provided

Are you currently employed or interning with Ziegler CAT? Choose One

No answer provided

Were any relatives in your family initiated into P.E.O.? If yes, please share the name of P.E.O. member and their chapter.

No answer provided

Military Service

There are scholarships available to veterans attending NIACC. If you are a veteran and wish to be considered for these scholarships, please answer the questions in this section.

Veterans - Were you either honorably discharged or generally discharged under honorable conditions?

No answer provided

Did you serve in the military between January 1, 1972 and May 1, 1991?

No answer provided

Did you join the service in Iowa?

No answer provided

Acceptable forms of documentation can be provided to the NIACC Foundation AC208 | 500 College Drive | Mason City | Iowa | 50401. Deadline for providing documentation is March 1, 2020 at 4:15 p.m.

- **Veterans** must provide a copy of your DD-214 to the Foundation, if you selected **yes** to the honorable discharge question above.

Work Experience

Describe any previous work experience.

No answer provided

Due to the limited amount of space for this answer, please feel free to submit additional work or volunteer experience as well as NIACC activities through a separate document to be attached to your application. The additional information may be submitted on one document. Email the additional information to scholarships@niacc.edu. Please include your name on the top of this document and limit yourself to **no more than 500 words**. We will make sure to attach it to your submitted application.

Volunteer Activities

Due to the limited amount of space for this answer, please feel free to submit additional work or volunteer experience as well as NIACC activities through a separate document to be attached to your application. The additional information may be submitted on one document. Email the additional information to scholarships@niacc.edu. Please include your name on the top of this document and limit yourself to **no more than 500 words**. We will make sure to attach it to your submitted application.

Describe all volunteer activities including the activity name, location and the amount of time spent for each activity.

No answer provided

During your time at NIACC share what you were involved in (i.e. athletics, clubs, activities, etc.)

No answer provided

Are you an employee of Heritage Care Center - Mason City?

No answer provided

The Charles City Scholarship is made available to part-time students from Floyd County who reside within a 20 mile radius of Charles City. If students change their part-time status to full-time during an academic year, the scholarship is forfeited. Please mark all semesters you will attend so we can assure you are considered if funds are available.

What term(s) are you planning to attend NIACC? Mark all that apply.

No answer provided

Based on the answers that you've provided on this application, it appears that you have met the initial criteria for the Jim and Sue Johnson Scholarship administered through the NIACC Foundation for students studying in math or science related programs.

In order to continue being considered, please provide only **ONE** letter of recommendation from your high school or college math or science instructor by **March 1st, 2020 at 11:59 PM**. Even though the system asks you for three, please enter one person to be contacted.

FYI - this may not be the only scholarship for which you are being considered. We do not ask for recommendation letters for every scholarship. This particular scholarship requires a letter of recommendation.

Please enter your recommender's information below:

No answer provided

Describe the STEM field you are interested in pursuing as well as your passion and interest in that field.

Maximum length: 600 words.

No answer provided

A career in a STEM field can be challenging. Describe how you plan to be successful in a STEM field. Give examples of times or situations where you persisted and by determination were successful.

Maximum length: 600 words.

No answer provided

All of the special talent scholarships (Vocal Music, Instrumental Music or Fine Arts) require either an audition or a portfolio to be considered. **Please contact Mr. Ryner at jayson.ryner@niacc.edu or 1-888-GO NIACC Extension 4241 to set up an audition time. These auditions can be set up anytime now. Mr. Ryner will work to set a time with you.**

All of the special talent scholarships (Vocal Music, Instrumental Music or Fine Arts) require either an audition or a portfolio to be considered. **Please contact Mr. Klemas at john.klemas@niacc.edu or 1-888-GO NIACC Extension 4315 to set up an audition time. These auditions can be set up anytime now. Mr. Klemas will work to set a time with you.**

All of the special talent scholarships (Vocal Music, Instrumental Music or Fine Arts) require either an audition or a portfolio to be considered. **Please contact Mr. Allison at wayne.allison@niacc.edu or 1-888-GO NIACC Extension 4242 to set up an appointment for your portfolio review. You may get this set up now. Mr. Allison will work to set a time with you.**

Did you grow up on an Iowa farm? If yes, list years of farm residency.

No answer provided

What type of business would you like to start and why?

Maximum length: 600 words.

No answer provided

Describe the characteristics you possess to become an entrepreneur.

Maximum length: 600 words.

No answer provided

After NIACC do you plan to earn your bachelor's degree?

No answer provided

Do you plan to obtain your bachelor's degree at a college or university in Iowa? If yes, where?

No answer provided

Do you plan to pursue a career as a classroom teacher?

No answer provided

Are you planning to obtain a bachelor of nursing degree through the University of Iowa on the NIACC campus?

No answer provided

Evaluation Information

The questions below are designed to help us learn more about you. Answering these questions will allow you to potentially qualify for scholarships. It is important that you share as much detail as possible so that you completely answer the questions.

You can complete the information requested below in MS Word or another similar word processing software, then copy and paste it here. You should use your keyboard (press Ctrl+C to copy and Ctrl+V to paste) or right click your mouse to copy and paste.

This application will time out after 30 minutes without use. Please note that if you do time out, your information will not be saved. We recommend that you log out, complete your questions, then log back in to the system to add the information and complete your application.

*****Provide a detailed description of both your educational and career plans.**

Maximum length: 1,200 words.

No answer provided

*****How do you plan to finance your education?**

Maximum length: 600 words.

No answer provided

*****Share with us how a scholarship will impact your life**

Maximum length: 600 words.

No answer provided

Acknowledgement and Consent

By submitting this application:

- I authorize the Scholarship Selection Committee to review my college grade transcripts, high school transcripts, or GED / HSED scores.

- I certify the information on this application is correct and complete to the best of my knowledge.
- I authorize the Financial Aid Office to release information concerning other financial resources I may be receiving to the Scholarship Selection Committee.
- If selected for a scholarship, I understand that information on this scholarship application may be released to the person(s) who financially support my scholarship and that a thank you note to the donor(s) and attendance at the annual scholarship luncheon are conditions of the award.
- If awarded a scholarship, I release to NIACC the right to use my name, picture, and quotes for publications, reports, and press releases.
- I understand that I may be awarded a scholarship based on the information that I provided on this application. If this information changes my scholarship may be affected
- It is the policy of North Iowa Area Community College to not discriminate on the basis of race, color, national origin, sex (including pregnancy), disability, age, sexual orientation, gender identity, genetic information, creed, religion, actual or potential parental, family and marital status or veteran's status in its programs, activities or employment practices as required by the Iowa Code sections 216.6 and 216.9, Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C. §§ 1681 – 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.). Individuals having questions or complaints related to compliance with this policy should contact Shelly Schmit, EEO/AA Officer, 500 College Drive, Mason City, IA 50401 or via telephone at 641-422-4211. Inquiries may also be directed to the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison, Suite 1475, Chicago, IL 60661, phone number 312/730-1560, fax 312/730-1576.

Essay Question, EMT Authorization and Consent

Explain why becoming an EMT is important to you?

Maximum length: 600 words.

No answer provided

By submitting this application:

- I authorize the Scholarship Selection Committee to review my college grade transcripts, high school transcripts, or GED / HSED scores.
- I certify the information on this application is correct and complete to the best of my knowledge.
- I authorize the Financial Aid Office to release information concerning other financial resources I may be receiving to the Scholarship Selection Committee.
- If selected for a scholarship, I understand that information on this scholarship application may be released to the person(s) who financially support my scholarship and that a thank you note to the donor(s) and attendance at the annual scholarship luncheon are conditions of the award.
- If awarded a scholarship, I release to NIACC the right to use my name, picture, and quotes for publications, reports, and press releases.
- I understand that I may be awarded a scholarship based on the information that I provided on this application. If this information changes my scholarship may be affected
- It is the policy of North Iowa Area Community College to not discriminate on the basis of race, color, national origin, sex (including pregnancy), disability, age, sexual orientation, gender identity, genetic information, creed, religion, actual or potential parental, family and marital status or veteran's status in its programs, activities or employment practices as required by the Iowa Code sections 216.6 and 216.9, Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C. §§ 1681 – 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.). Individuals having questions or complaints related to compliance with this policy should contact Shelly Schmit, EEO/AA Officer, 500 College Drive, Mason City, IA 50401 or via telephone at 641-422-4211. Inquiries may also be directed to the

Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison, Suite 1475, Chicago, IL 60661, phone number 312/730-1560, fax 312/730-1576.

Appendix I - Indian Hills Community College Financial Aid Application


Introduction

Welcome to the Indian Hills Scholarship Application!

You can apply for all Indian Hills scholarships through this one application. You will be matched to available scholarships based on your answers. While you are not required to complete all sections and essays, providing more information may increase the number of opportunities for which you are eligible.

Please Note: Meeting the minimum scholarship requirements does not guarantee that you will be awarded a scholarship.

Important Information About the Application Process:

- You do not have to complete this application in one visit. If you want to return at a later date, click **Save and Continue** before logging out.
- Your information will be saved every time you navigate to another page of the application using the **Save and Continue** button.
- For your convenience, some fields have been prefilled with information from your student record on file with the College. If there is not an answer on file, the field will display "No Answer Provided."
- The following symbol  appears after questions that are required and linked to related questions.
- The following symbol * appears after required questions.
- Scholarships are generally awarded only for the fall and/or spring terms.
- Final decisions are determined by the Scholarship Committee.
- Once you have submitted your application, you **will not** be able to make changes. If for whatever reason, you must make changes, please contact the Scholarships Office.
- **You will not be able to submit an application after the specified due date.**

Please Note: Security features for this site include a time out process. You have **45 minutes** to complete each page of the application. Each time you navigate to another page of the application your information is saved and the clock is reset.

Contact Information

First Name	<input type="text" value="No answer provided"/>
Middle Name	<input type="text" value="No answer provided"/>
Last Name	<input type="text" value="No answer provided"/>
Email Address	<input type="text" value="No answer provided"/>
Schools Student Id	<input type="text" value="No answer provided"/>

Personal Information

Date of Birth (MM/DD/YYYY)	<input type="text" value="No answer provided"/>
-------------------------------	---

Marital Status

No answer provided

Do you have children

No answer provided

Have you been a resident of the state of Iowa for at least a year?

No answer provided

Will you be attending through a VISA? If so, please indicate what type.

No answer provided

Military Background

Are you a veteran?

No answer provided

Are you the child or spouse of wounded veteran?

No answer provided

Are you the child or spouse of a veteran killed in the line of duty?

No answer provided

Academic Plans

Academic Program

No answer provided

Location

No answer provided

Home Town Newspaper

No answer provided

Home Town Newspaper City

No answer provided

Financial Information

Do you qualify for a Pell award?

No answer provided

What range does your family income fall within:

No answer provided

Will you be receiving other financial aid (Other scholarships, Veteran's, Workforce Development, direct loans, parent plus loans, partnership loans, or work study wages)? If yes, please list these sch

No answer provided

Will you be receiving an athletic scholarship at IHCC? If so, which sport?

No answer provided

Background Information

Were you home schooled?

No answer provided

Are you active in the blood donor program?

No answer provided

Are you a customer/member or related to someone who is a customer/member of one of the following (select all that apply):	No answer provided
Are you a dependent of any of the following (select all that apply):	No answer provided
Are you a dislocated worker or working adult?	No answer provided
Are you an employee or dependent of someone who works at any of the following?	No answer provided
Are you a divorced/single parent with no college degree?	No answer provided
Are you a resident of the Eddyville-Blakesburg School District?	No answer provided
Do you live within ten statute miles of the intersection of Main and 2nd St. in downtown Hedrick, IA?	No answer provided
Do you have farm experience or plan to work in the ag field?	No answer provided
Are you a first generation college student?	No answer provided
Are you a parishioner of St. Mary's Catholic Church on Oskaloosa, IA?	No answer provided
Are you a non-traditional-aged student (23 years or older)?	No answer provided
Are you an Ottumwa Resident?	No answer provided
Do you currently reside in rural area?	No answer provided
Are you a single parent with custody of your children?	No answer provided
Were you raised in a single parent home?	No answer provided

Participation/Member Questions

Do you have a history of volunteer work? If so, with whom?	No answer provided
Are you a past or present participant of the Jefferson County Fair?	No answer provided
Do you have any ties to the Masons/Masonic Lodge? If so, please explain.	No answer provided
Are you a member of/affiliated with any of the following (select all that apply):	No answer provided

Are you involved in the Ottumwa Boxing Club?	No answer provided
Have you participated in or plan to participate in drama or speech?	No answer provided
Have you participated in the FIRST Lego League or FIRST Tech Challenge?	No answer provided
Have you been involved in an IHCC theatre production?	No answer provided
Are you/will you be a student in the RISE program at IHCC?	No answer provided
Did you participate in high school or college track?	No answer provided
Did you receive any of the following awards?	No answer provided
Please list school and/or community activities you have not previously mentioned.	No answer provided

IHCC Questions

Do you plan to pursue a degree in (choose any that apply):	No answer provided
Do you plan to pursue a career in one of the following (select all that apply):	No answer provided
Is your planned program in cooperation with Buena Vista University?	No answer provided
Do you plan to complete a four-year degree?	No answer provided
Do you have an IEP (Individualized Education Program)?	No answer provided
Do you plan to transfer to one of the following universities?	No answer provided
Are you enrolled in a world classroom culture travel class?	No answer provided
Do you plan on a teaching degree? if so, please explain your reason for choosing this field.	No answer provided
Are you participating in the Indian Hills Athletic Training Program?	No answer provided

High School Information

Most recent High School attended	No answer provided
Did you take concurrent classes while in high school?	No answer provided
Please list any extracurricular activities you were involved in during high school	No answer provided
Are you a recent graduate of Ottumwa High School and participated in OHS organized athletics?	No answer provided
If you completed a GED, what was your GED Score?	No answer provided
What was your cumulative High School GPA?	No answer provided

Military Background - Continued

Are you either currently enlisted or honorably discharged National Guard

No answer provided

Did you serve in Iraq or Afghanistan?

No answer provided

Are you a veteran who served overseas?

No answer provided

Obstacles

Please list and obstacles you faced in pursuit of your education.

Maximum length: 150 words.

No answer provided

Appendix J – NIACC Scholarship Awarding Timeline

Scholarship Awarding Process

October 1 st	Application Open
March 1 st	Application Priority Deadline (scholarship application stays open all year – only closes for new one to be loaded to system)
March 2 nd -9 th	Scholarship Reader Night – preparation of information and scores for committees (2018 – March 5 th is Reader Night)
March 12 th	March 23 rd - Committee Review and Finalize Awards
March 24 th	March 31 st – All other awards made by Financial Aid (First Round)
April 1 st	Award Emails sent to All Applicants-recipients have 60 days to accept/decline
May 1 st	Contacts made to students with Scholarship Awards pending Contact for New to NIACC by Admissions and Returners by Student Development
May 31 st	Accept or Decline Deadline for 1 st round of awards
June 1 st	Awards by Financial Aid (60 days to accept/decline) (Second Round)
July 1 st	Contacts made to Students with Scholarship Awards pending Contact for New to NIACC by Admissions and Returners by Student Development
July 31 st	Accept or Decline Deadline for 2 nd Round of Awards
August 1 st to Start for Classes	– Last Minute Recruiting (Third Round of Awards)

Appendix K – Scholarship Application Rubric and 2019-20 Reader Form

SCHOLARSHIP APPLICATION RUBRIC

Traditional Student - 18-22 years of age Adult Student – 23+ years Financial Resources: Parental support, work, savings, scholarships, grants, student loans, etc.

	AVERAGE						HIGH
	0	1	2	3	4	5	6
Student Involvement (consider traditional & adult students)	No involvement or left blank			Involvement is limited in exposure and time spent.			Very involved. Variety of activities and lengthy amount of time spent.
Education and Career Goals	No goals or left blank	Unclear education and career goals	Career goals not in agreement with educational goals.	Education and career goals lack details unclear how it will be accomplished. Career is given but minimally explained.			Articulated clear academic and career goals and has clear, realistic, feasible and researched plan to achieve.
Plan for Financing Education	No plan or left blank	Unclear plan for financing education		Vague mention of plan to finance education, with nothing specific mentioned.			Demonstrates financial need. Takes ownership, utilizes multiple resources, works hard to get their degree.
Impact of Receiving Scholarship	Left blank			Vague mention of need or what they've done to be deserving.			Has profound need or is extremely deserving; articulated the importance.
Punctuation, Spelling / Grammar, Capitalization	Left blank			Average, minimal mistakes.			Written with excellent control of language (no mistakes).

Student: «NIACC_Student_ID» 2019-2020 Scholarship Reader Form

Grade the above student’s application on the six categories on the left hand side. Score from 0-6, zero being the lowest, six being the highest. Your total score reflects all six categories added together.

Name	Reader 1 - Initials	Reader 2 - Initials	Reader 3 - Initials
Student Involvement			
Educational and Career Goals			
Plan for Financing Education			
Impact of Scholarship			
Punctuation, spelling/grammar			
Total Score: (Add column)			

Reader 1 Comments:

Reader 2 Comments:

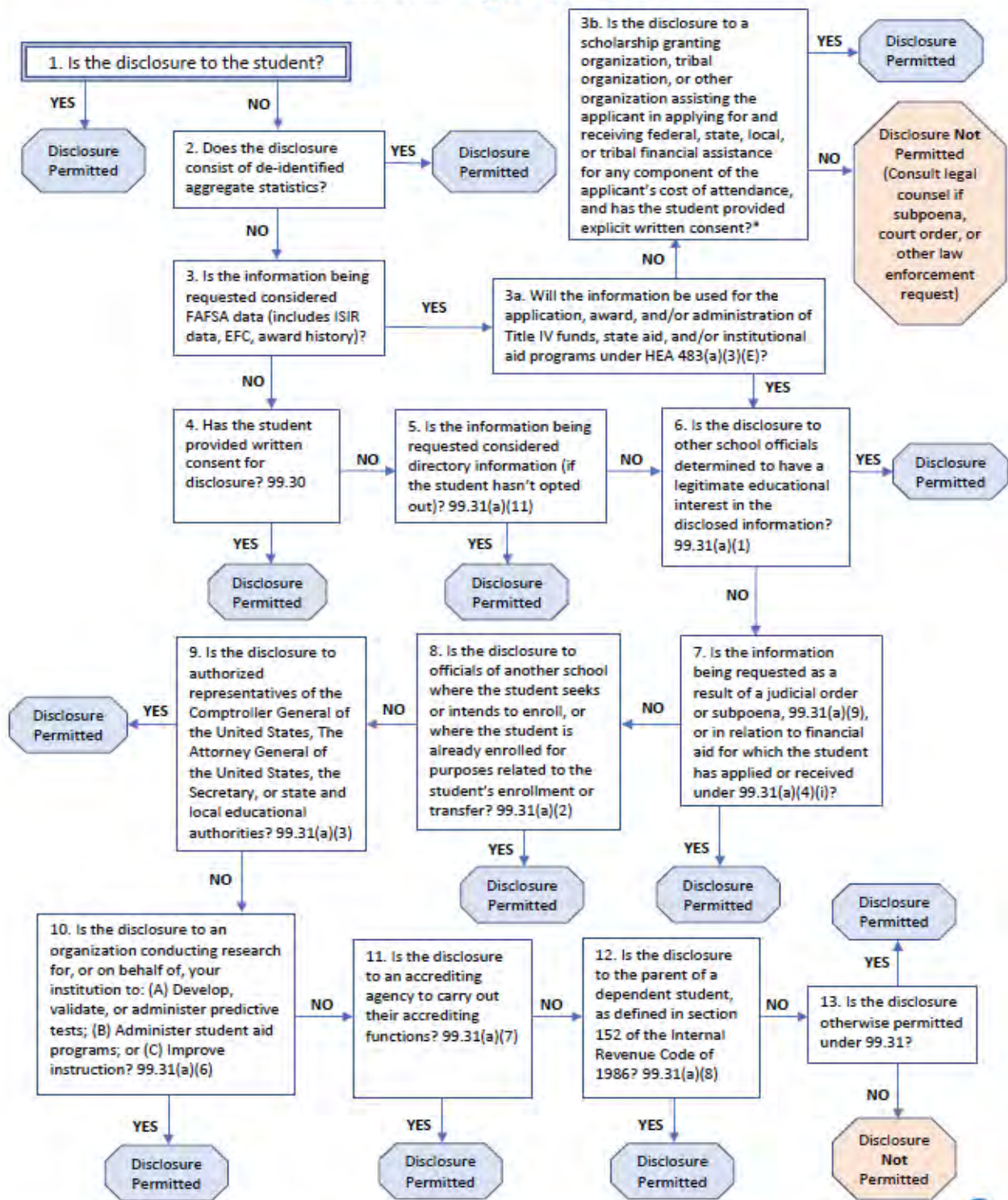
Reader 3 Comments:

Office use: Average reader score _____ + GPA _____ = Total _____ / 36

.01 – 1.99 (1pt) 2.00 – 2.49 (2pt) 2.50 – 2.99 (3pt) 3.00 – 3.49 (4pt) 3.50 – 3.99 (5pt)
4.0+ (6pt)

Appendix L – NASFAA Data Sharing Decision Tree

Data Sharing Decision Tree



Appendix M – NIACC SAP Letters

August 14, 2020

NIACC ID
SSN Last 4

Name
Address
Address

Dear First Name:

At the end of each semester, NIACC is required to review your Financial Aid Satisfactory Academic progress. Unfortunately, at this time, you have not met the policy guidelines and have been suspended from future Federal financial aid. You can still be enrolled at NIACC. You can once again receive financial aid either by meeting the standards or appealing for reinstatement.

A copy of NIACC's policy is enclosed for your review. Keep in mind the policy looks at your entire NIACC transcript, not just the past semester. It appears you have not met the highlighted standard(s):

Pace of Progression
Maximum Time Frame
Minimum GPA

Incomplete grades can affect your satisfactory progress. It is your responsibility to notify the Financial Aid Office when grades have been updated. At that time, we will be happy to review your status again and notify you of the outcome.

Please note, if you have completed your studies or graduated from NIACC, this status is only used at NIACC. We are required to notify you of your status even if you have completed your program of study. You only need to appeal if you choose to return to NIACC for further education.

If you choose to appeal for reinstatement, please:

- Complete and return the Satisfactory Academic Progress Appeal Form to the NIACC Financial Aid Office by mail or in person
- Appeals should be returned no later than one week before the semester in which you are asking for Federal financial aid

The Financial Aid Appeal Committee will notify you of their decision.

If you have questions, please call the NIACC Financial Aid office at 641-422-4168. We are here to help you reach your educational goals.

Sincerely,

Mary E. Bloomingdale
Director of Financial Aid

Enclosure
October 19, 2018

Dear Health Careers Student:

We wanted to make you aware of the Federal requirement for students to meet Satisfactory Academic Progress standards. NIACC is responsible for reviewing student's entire NIACC transcript after every semester to make sure they are meeting the standards, whether the student has used financial aid or not. Many times health career students, at some point on their path to graduation, can reach their maximum time frame for receiving Federal student aid because the program takes longer to complete.

The Federal Financial Aid regulations require that a student complete their program of study within a maximum time frame (150% of the published length of the academic program) in order to meet Satisfactory Academic Guidelines and maintain eligibility for federal financial aid. If you receive a letter stating you have been suspended from financial aid due to reaching your maximum time frame, do not panic. Follow the instructions in the letter to complete the Financial Aid Appeal Process. If you are not interested in receiving federal student aid at NIACC, you do not need to complete the appeal process. The suspended status only holds at NIACC.

Please stop by and I will be happy to explain this to you in person. You can find me in the Administration Building or call for an appointment at 641-422-4351.

Sincerely,




Mary E. Bloomingdale
Director of Financial Aid





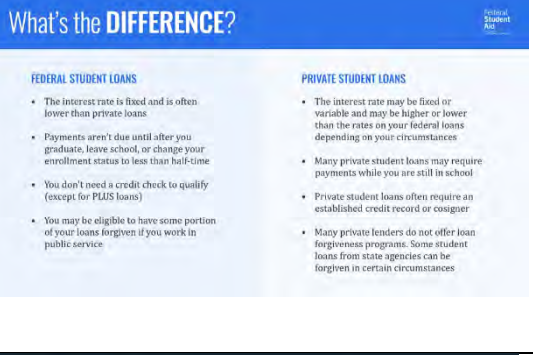

Appendix J

Financial Aid Social Media Calendar 2023-24



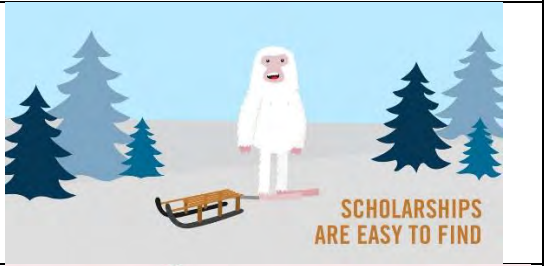

Financial Aid Social Media Calendar

Post Date	Social Media Outlet	Message	Images
08/4/2023	<ul style="list-style-type: none"> NIACC Facebook NIACC Twitter 	<p>Hey incoming freshman 🙌 How's your summer going? Don't forget to prioritize these four things! https://go.usa.gov/xSGgg</p> <p>Click the link NIACC Financial Aid Office to schedule an appointment.</p>	 <p>College Prep Tips for Incoming Freshman</p> <ul style="list-style-type: none"> Stay in contact with your school. Read all your paper mail and email. Track your to-do activities with checklists. Contact the financial aid office at your school to check on the status of your student aid. <p>Federal Student Aid</p>
09/2023	<ul style="list-style-type: none"> NIACC Facebook NIACC Twitter 	<p>What's just as important as filling out your FAFSA® form? Creating your own account username and password (FSA ID) to make sure you can fill out your form! Create yours today:</p>	 <p>How to CREATE a USERNAME and PASSWORD (FSA ID)</p> <p>Step One: Go to StudentAid.gov and select "Create Account."</p> <p>Step Two: Select "Get Started" and enter your personal information including your name, date of birth, and Social Security number (SSN). Remember that your SSN, phone number, and email address can only be associated with one account. If you are a dependent student, your parent will need to use their own.</p> <p>Step Three: Create a username, enter your email address, and create a password. We recommend not using a school-based email address, as you will need to access your account after you graduate.</p> <p>Step Four: Enter your permanent address and phone number and indicate if you would like your phone number to be used for account recovery. This can help if you forget your username or password later.</p> <p>Step Five: Select your preferred communication method, either email, text message, or postal mail.</p> <p>Step Six: Select four challenge questions and answers. These will help you should you need to regain access to your account in the future.</p> <p>Step Seven: Review your information and confirm it is all correct.</p> <p>Step Eight: Verify your mobile number and/or email address by clicking the "Verify" button and entering the code sent.</p> <p>Step Nine: Select finish and your username and password will be created. You can use your account immediately but it will take one to three days for your account to be verified.</p> <p>Federal Student Aid</p>
TBA	<ul style="list-style-type: none"> NIACC Facebook NIACC Twitter 	<p>The 2024-25 FAFSA form launches on ???? at studentaid.gov. Did you know that NIACC offers free FAFSA filing assistance? Call the NIACC Financial Aid Office at 641-422-4168 or follow the link NIACC Financial Aid Office to schedule an appointment</p> <p>Only sent the FAFSA link; Andrea is working with Marketing for scholarship app advertising</p> <p>The NIACC Foundation Scholarship Application also launches on October 1st. Go to LINK to complete the application. Incoming freshman, returning students and those graduating from NIACC in Dec 2021 or May 2022 and</p>	 <p><i>the</i> FAFSA FORM launches OCTOBER 1!</p>





Financial Aid Social Media Calendar

		<p>transferring to a four year college or university can complete the application. It's easy as 1, 2, 3!</p>	
<p>October</p>	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>We can't be-leaf it's already FAFSA® season! 🍁</p> <p>Get started on your 2023–24 FAFSA® form today at http://fafsa.gov Or click the link NIACC Financial Aid Office to schedule an appointment.</p> <p>*Info on 2024-2025 FAFSA*</p> <p>Filling out the FAFSA® form is the only way to be offered federal student loans. These loans have terms and conditions that are set by law, and include many benefits (such as fixed interest rates and income-driven repayment plans) not typically offered with private loans.</p> <p>Click the link NIACC Financial Aid Office to schedule an appointment.</p>	 
<p>11/1/2023</p>	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>The FAFSA is an annual application. Be sure to fill it out each year!</p> <p>*Info on 2024-2025 FAFSA*</p>	





Financial Aid Social Media Calendar

<p>12/6/2023</p>	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>Holiday lights ✓</p> <p>Submitting your 2024-25 FAFSA® form ✓</p> <p>http://fafsa.gov</p> <p>Click the link NIACC Financial Aid Office to schedule an appointment.</p>	 <p>Holiday checklist:</p> <ul style="list-style-type: none"> ✓ Put up lights. ✓ Shop for gifts. ✓ Submit your FAFSA® form! <p>Federal Student Aid</p>
<p>1/03/2024</p>	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>Happy New Year! Start 2024 off right by filling out the FAFSA today – or even better, right now: fafsa.gov</p>	 <p>NEW YEAR, NEW START!</p> <p>Fill out the FAFSA® form today.</p> <p>fafsa.gov</p>
<p>1/24/2024</p>	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>The Abominable Snowman? Hard to find. But scholarships are everywhere! Complete the NIACC Foundation Scholarship Application today at LINK</p>	 <p>SCHOLARSHIPS ARE EASY TO FIND</p>
<p>2/22/2024</p>	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>Submit your 2024–25 FAFSA® form while you enjoy a box of chocolates! http://fafsa.gov</p> <p>Need assistance? Click the link NIACC Financial Aid Office to schedule an appointment..</p>	 <p>Federal Student Aid</p> <p>Roses aren't always red. Violets are typically blue. But you know what's always true...</p> <p>Completing your FAFSA® form before your state deadline ensures that you don't miss out on available aid.</p>

Financial Aid Social Media Calendar

02/10/2024	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>NIACC's priority filing date for campus-based financial aid is approaching on March 1st. Don't lose out on \$\$\$ for college! Complete the FAFSA at studentaid.gov. Need help? Call the NIACC Financial Aid Office at 641-422-4168 to set up your appointment today!</p>	
02/14/2024	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>It's almost here! The NIACC Foundation Scholarship Priority Filing Date is quickly approaching. Complete your application by March 1st at https://niacc.scholarships.ngwebsolutions.com/CMXAdmin/Cmx_Content.aspx?cpld=388. Incoming freshman, returning students and those graduating December 2023 or May 2024 that will be transferring to a 4 year college or university can complete the application.</p>	
3/11/2024	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>Looking for a little luck this #StPatricksDay? 🍀 Just follow the rainbow to find scholarship gold!</p>	 <ul style="list-style-type: none"> ■ Religious or community organizations ■ Organizations related to your interests ■ Your state's higher education office ■ Your college or career school ■ Local businesses ■ Private companies ■ Your or your parent's employer
04/08/2024	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>Taking some summer classes this year? Be sure to fill out the summer financial aid request online form at LINK</p>	

Financial Aid Social Media Calendar

<p>05/02/2024</p>	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>Are you graduating, leaving school, or dropping below half-time enrollment? Then you are required to complete exit counseling. https://studentaid.gov/exit-counselin</p>																																					
<p>05/10/2024</p>	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>Your federal student loan servicer can answer all your questions about student loans. Don't know who your servicer is? Find out by logging in to http://StudentAid.gov</p>	 <table border="1"> <thead> <tr> <th>SERVICER NAME</th> <th>WEBSITE</th> <th>PHONE NUMBER</th> <th>FAX NUMBER</th> </tr> </thead> <tbody> <tr> <td>Great Lakes Educational Loan Services, Inc.*</td> <td>mygreatlakes.org</td> <td>1-800-236-4300</td> <td>800-375-5288</td> </tr> <tr> <td>EdFinancial</td> <td>edfinancial.com</td> <td>1-855-337-6884</td> <td>800-887-6130</td> </tr> <tr> <td>MOHELA</td> <td>mohela.com</td> <td>1-888-866-4352</td> <td>800-222-7000</td> </tr> <tr> <td>AidVantage</td> <td>aidvantage.com</td> <td>1-800-722-1300</td> <td>866-266-0178</td> </tr> <tr> <td>Nelnet*</td> <td>nelnet.com</td> <td>1-888-486-4722</td> <td>877-402-5818</td> </tr> <tr> <td>OSLA Servicing</td> <td>public.osla.org</td> <td>1-866-264-9762</td> <td>855-813-2224</td> </tr> <tr> <td>ECSI</td> <td>borrowerhelp.ed.gov</td> <td>1-866-313-3797</td> <td>844-365-6101</td> </tr> <tr> <td>Default Resolution Group</td> <td>myedebt.ed.gov</td> <td>1-800-621-3115</td> <td>-</td> </tr> </tbody> </table> <p><small>* Payments for federally insured student loans serviced by Great Lakes and Nelnet can also be made via your account dashboard on StudentAid.gov</small></p>	SERVICER NAME	WEBSITE	PHONE NUMBER	FAX NUMBER	Great Lakes Educational Loan Services, Inc.*	mygreatlakes.org	1-800-236-4300	800-375-5288	EdFinancial	edfinancial.com	1-855-337-6884	800-887-6130	MOHELA	mohela.com	1-888-866-4352	800-222-7000	AidVantage	aidvantage.com	1-800-722-1300	866-266-0178	Nelnet*	nelnet.com	1-888-486-4722	877-402-5818	OSLA Servicing	public.osla.org	1-866-264-9762	855-813-2224	ECSI	borrowerhelp.ed.gov	1-866-313-3797	844-365-6101	Default Resolution Group	myedebt.ed.gov	1-800-621-3115	-
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EdFinancial	edfinancial.com	1-855-337-6884	800-887-6130																																				
MOHELA	mohela.com	1-888-866-4352	800-222-7000																																				
AidVantage	aidvantage.com	1-800-722-1300	866-266-0178																																				
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Default Resolution Group	myedebt.ed.gov	1-800-621-3115	-																																				
<p>06/01/2024</p>	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>Looking for a career in a high-demand field? Find out what programs lead to high-demand jobs AND qualify for scholarships!! Go to iowacollegeaid.gov/LastDollar to learn more today!</p>																																					
<p>07/01/2024</p>	<ul style="list-style-type: none"> • NIACC Facebook • NIACC Twitter 	<p>August is a busy time for financial aid offices. Do yourself a favor and visit or call the NIACC financial aid office in July to beat the lines! Click the link NIACC Financial Aid Office to schedule an appointment.</p>	<p>Financial aid office lines</p> 																																				



Appendix K

Admissions Training Materials and
Code of Conduct Evidence

Admissions Procedure Manual

Action Plans

Tour Guide Booklet



Procedure Manual

Important Usernames & Passwords
Office Hours
Opening and Closing of Office
Locking Your Office
Expense Reimbursements
Budget Account Codes
School Cars
Telephone, Voicemail & Call Forwarding
E-mail
Name Badges
Scheduled Meetings
Dress Code
Sick Days
Vacation Requests
Campus Closing
Office Supplies
Overnight Accommodations
Outlook Calendar
High School Visits
College Fairs
Customer Service

This is a work in progress document to help you perform better in your role as an Enrollment and Academic Advisor. While this is a document to help you know and understand policies and procedures for working in this office, communication is the key to a successful working relationship. If you have questions or comments about the document, please see Rachel.

March 2022

Office Hours

General office hours for Admissions & Advising is 7:45-5:00 p.m. Monday – Thursday and 7:45-4:30 p.m. on Friday with one-half hour to one hour allowed for lunch. Lunch times will be determined at the beginning of each semester. It is our practice to mark out our Outlook calendars for one-hour lunches even though only a half hour is allowed. This is a professional position that allows flexibility with your lunch time. As an employee it is your responsibility to maintain your minimum of an eight-hour work day.

If you are a Professional Salaried Staff (PSS) member, you are expected to work more than the 40 hours as needed. While the college does not technically have flex time, it is ok to ask for flex time off for events and activities that you represent your department at outside of the regular office hours and you are exceeding the 40-hour work week.

If you utilize flex time and are approved for flex time, it must be used within the week of event or activity that you worked at. You may not carry over flex time more than one week use more than 4 hours at one time.

Your calendar must be up-to-date and marked as Out of Office (F). The (F) will represent the flex time approved by your supervisor. All flex time needs to be approved before taking it off.

Coaching Responsibilities

Full-time employees in the Admissions & Advising Office that have board approved **Head Coaching** responsibilities can be released for 2.5 hour per day for coaching duties. This applies two weeks prior to the season and two weeks after the season has ended. Normal business hours are maintained during breaks when students are not on campus (spring break, holiday break and summer). Your release time for coaching responsibilities will be determined by the coach, Rachel and Cam.

Head coaches are allowed 80 hours of release time for recruiting, conferences, professional development and other engagements related to coaching such as signing new athletes and individual workouts with players. These hours need to be documented on TrojanHome in your Self Service, Employee, Leave.

Full-time employees in the Admissions Office & Advising Office that have board approved **Assistant Coaching** responsibilities can be released for 2.5 hours per day for coaching duties. This applies one week prior to the start of the season and one week after the season ends. Assistant coaches are allowed 40 hours of release time for recruiting, conferences, professional development and other engagements related to coaching such as signing new athletes and individual workouts with players. These hours need to be documented on TrojanHome in your Self Service, Employee, Leave. Your release time for coaching responsibilities will be determined by the coach, Rachel and Cam.

Both head and assistant coaches need to send Cam Olson, Athletic Director an email and copy Rachel on it for their recruiting, conference and other engagements hours you plan to be gone. This email needs to be sent before the release time occurs.

Opening and Closing of Office

Each employee of this office is expected to know how to open and close down the office. If you are the first employee to the office in the morning and it is during normal work hours, you are expected to unlock the front door along with turning on the lights. At the end of the day if you are the last to leave, please make sure the front door is locked. Any other doors to store rooms, conference rooms, etc. should be shut and the lights off.

We handle very sensitive personal information for students. Please make sure you take every precaution to help safeguard this information and not allow identify theft to happen because of error in our offices.

Locking Your Office

Shutting and locking (if available) your office door is the best way to keep thieves from stealing your personal items as well as equipment in your office. Please shut your door if you are going to be gone from your office for more than short amount of time. Also, by shutting your door if you are going to be gone for more than 10 minutes, it will help staff know if you have stepped out for a few minutes and will be back or if you are gone for a bit. Your calendar should also indicate where you are if you are going to be gone more than 10-20 minutes.

Expense Reimbursements

NIACC will cover your travel expenses related to your work. This includes food, gas, hotel, parking, etc. Please keep all receipts to turn in with your expense forms. Receipts for food must be a detailed receipt. NIACC will not reimburse any alcohol purchased with a meal at conferences, etc. Your reimbursement will be taxed unless it is overnight travel. Any day trips to for recruiting or conferences, etc. will be taxed. Please make sure to check the box on the requisition form if your trip included an overnight stay.

The expense form, found on the I:drive in the Forms folder and is an Excel spreadsheet. The spreadsheet will calculate the amount for you when you enter the expenses on the form.
(I:\FORMS\Expense reimbursement.xls)

Expense forms must be completed and submitted to Rachel for reimbursement. Checks are cut for reimbursements twice per month (mid-month and end of the month)

Budget Account Codes

Admissions Budget Code – 10-6-10-82010-____
Athletic Recruiting Budget Code – 10-6-10-82010-____
Advising Budget Code – 10-6-10-82200-____

The last four digits to include on the code is what the expense is. Below is a listing of typical expenses.

- 6040 – Memberships
- 6120 – Printing
- 6240 – Group Meeting/Workshop Expense (outside food, facilities, etc.)
- 6260 – Other Services
- 6320 – Materials & Supplies
- 6470 – Travel – Out of State
- 6480 – Travel – In State

School Cars

You can reserve a NIACC car to travel with or use your own car. Either way, the admissions or advising budget will be charged .39 per mile expense. If you take your own car, you will need to complete a reimbursement form. It can be found on the I:drive in the Forms folder will calculate the amount for you if you enter the number of miles driven. (I:\FORMS\Expense reimbursement.xls).

If you drive a school car, a reservation needs to be made through Automobile.Reservations@niacc.edu and include the day and time of your taking the car and returning it. You must follow the timeframe you identify in your reservation because these are used college wide. Once you return, our department will be charged for the miles you've traveled. There is nothing that you need to complete or submit, it is done automatically through the Business Office. When reserving a car, please indicate if it is admission, advising or athletic recruiting so it gets charged to the correct department.

Telephone, Voicemail & Call Forwarding

Telephone: The Technology Services Department is responsible for the telephone and voice mail system. Each new NIACC employee must receive training on this system, which generally takes approximately 30 minutes. Please schedule your telephone and voice mail training by contacting the Help Desk as soon as possible. Call 641-422-4357 or email helpdesk@niacc.edu requesting phone training. *For more information, please visit the MyNIACC Portal→Technology→Phone Info*

Voicemail & Call Forwarding: If you are going to be gone and not checking your phone messages, please indicate this in your voicemail. You may direct your callers to the general office numbers by dialing 0 for an operator and asking for the Admissions Office at extension 4245 or the Advising Office at extension 4207. If it is an important time of year such as last day to register for classes, last day to drop or add a class, etc., please add to your message.

Your phone also has a call forwarding feature which allows you to forward all your calls to someone who is in the office. Sometimes that is easier for a shorter period of time than changing your voicemail.

Here is a voicemail message you can use (always include that you are not available and the date you plan to return).

You've reach Jon in the NIACC Admissions Office. I will be away from the office until Friday, March 11th. Please leave me a message at the tone or feel free to press 0 and ask to be transferred to the Admissions Office where someone else can assist you. (This is where you could add if it is an important date coming up and what the student should do.)

E-mail

Username vs. Email

Technology Services will create a network account for your use. Your username is the first five letters of your last name with the first three letters of your first name. If you only have four letters in your last name, four letters will be used for your first name. Your user name is not case sensitive.

Your e-mail address will be firstname.lastname@niacc.edu. If you have a name different than what is assigned to you, you can have IT (Help Desk) create and link your different emails so

that both come to your Inbox. For example if your official name is William but you go by Bill, you can have the email William.Jones@niacc.edu and Bill.Jones@niacc.edu.

If you are going to be gone and not checking your email, please indicate this with your Automatic Replied (Out of Office) feature on Office 365. You can select a specific time for the messages to be sent out and it includes both for internal email and external emails.

Here is a Out of Office response you can use (always include that you are not available and the date you plan to return).

Thank you for your email. I am out of the office until March 12 and will respond then. If you need immediate assistance, please call (insert who to call and what phone number) or email him/her (type the email of the person you are directing them to).

NOTE: It is crucial and expected that you remain diligent to your email. Our yearly Media Pref survey asked our students “how soon do you expect an answer from the college after sending an email?” 70% of the traditional students responded same day and more than 90% of adult students responded same day and the other 10% said within an hour. My goal for you is to respond as soon as possible but for sure within 24 hours unless you’ve indicated you will be out of the office and not checking email. You are responsible to read your email, respond in a timely manner and file them as needed.

Name Badges

Please make every effort to wear your name badge daily. This is not only for students to identify you but also if there was a mass emergency on campus, it is for your safety for law enforcement and other emergency professionals to know you are an employee.

Scheduled Meetings

There will be regular department staff meetings throughout the school year and summer. The day(s) will be determined every academic year based on scheduling. You are expected to be at these department meetings or notify Rachel if you will not be able to attend. These meetings will be put on your Outlook calendar by the Office Assistant.

Other regular scheduled meetings through the year include Cracker Barrels, category meetings, etc. which are college wide meetings. The President’s Office Assistant will put all of these meetings on your calendar. The expectation is that you make every effort to attend these college wide meetings. These meetings are important to attend and represent our offices and department.

Dress Code

Dress code is business casual. It is important to feel comfortable in what you wear but more importantly to project a professional image for our customers and community visitors.

Employees must exert a certain amount of judgment in their choice of clothing to wear to work. If you question yourself in the morning as to whether or not you should wear it to work, please pick something else to wear for the day.

Fridays are considered casual day on campus. Jeans may be worn but you must wear a NIACC shirt with the jeans. Please use your judgment on casual days. If you have appointments or if it is a scheduled visit day, please forgo the casual Friday attire and wear something that you would

wear during the week. You only have one chance to make a first impression with students and parents.

Things that should never be worn in the office are tennis shoes on a regular basis, rubber type flip flops, hooded sweatshirt (zipped sweatshirts are fine), sweat pants, shorts, tank tops or other sleeveless type shirts. Women wearing skirts need the hem line to hit at or below the knee. Tights or leggings are acceptable if your backside is covered.

Sick Days

All full-time employees will earn sick leave at the rate of 1.25 sick days per calendar month or fifteen 8-hour days. Unused days can be accumulated up to 105 days (840 hours). Sick leave may be used for illness, injury, and medical appointments of the employee, his/her spouse (or any other person who fills the equivalent role of spouse), parents, or dependent children.

If you are using sick leave for doctor appointments, please make sure to mark your Outlook calendar out for the scheduled time away. Please indicate on your calendar that you are Out of the Office (S). Also remember to enter your leave on TrojanHome/Self Service/Leave.

If you are staying home due to illness, please contact someone in the office that you will be out ill. Texting is fine to notify others you will not be in. Always include Rachel (641.425.7523) on the message. Depending on your office, the office assistant needs the notification as well. It never hurts to add another person from your office so you are covered if someone is out of the office or coming in late. If you are the person receiving the message, please notify the office staff so that the Outlook calendar of person gone can be marked out and appointments rearranged. Please complete your leave on TrojanHome the day you return.

Vacation Requests

Vacation requests must be submitted in advance. You are responsible for marking out your Outlook calendar for the days you will be gone with Out of Office (V). Two people are required in the office on all working days so vacation will be granted by a first-come, first serve model. Other methods may be used for special holidays/bonus days off.

Campus Closing

Campus closings will be announced on local TV, radio stations and through NIACC Alerts. Generally, announcements are made by 7:00 a.m. for day classes and 3:00 p.m. for evening classes. If classes are not being held, office staff is not expected to report to work or work from home. However, you will need to make sure that any appointments you have that day are notified that we are closed. It is your responsibility to notify those appointments. Your calendar is available through TrojanHome.

Office Supplies

Facilities has a supply of office supplies. The office assistant can help you request items you may need and are available. If there are items that you feel you need to be more productive that are not on the list, contact Rachel for approval. Special orders are done periodically for items not in stock on campus.

Overnight Accommodations

If you need to make overnight accommodations and would like it paid for with the NIACC credit card, contact Taylor Ann (x4001) to make those arrangements. If you prefer to make accommodations yourself, you'll need to reserve your hotel room, pay with your own credit card then get reimbursed after the stay. Charges such as parking at the hotel can be reimbursed.

Outlook Calendar

As mentioned multiple time in this document, keeping your calendar up-to-date is imperative. Make it priority to ensure your calendar is correct with meetings you will and do attend and removing things that you do not attend. Also, keep up on when you are out of the office for other duties as assigned to you helps keep the office assistant and me on track with knowing where you are if a student stops in. Anytime you are going to be away from your desk for 30 minutes or more, put that on your calendar.

A reminder of how to mark out for:

Vacation – Out of Office (V)

Sick – Out of Office (S)

Bonus Holiday – Out of Office (BH) (includes Christmas and Spring Break Days)

Customer Service

I am a firm believer that if you take the time to spend with a student as you would if that student was a family member or friend, I would never need to worry about customer service. I expect that as a professional in Student Development, you will provide the appropriate, necessary and time sensitive information to those you meet with. Go the extra mile for a student...you won't regret it.

The Student Is

The **MOST IMPORTANT PERSON ON CAMPUS**. Without the students,
there would be no need for this institution.

Not a cold enrollment but **A FLESH AND BLOOD HUMAN BEING
WITH FEELINGS AND EMOTIONS** like your own.

Not someone to be tolerated so that we can do our thing.
THEY ARE OUR THING.

Not dependent on us. Rather,
WE ARE DEPENDENT ON THEM.

Not an interruption on our work but
THE PURPOSE OF IT.

We are not doing them a favor by serving them. **THEY ARE DOING US A
FAVOR BY GIVING US AN OPPORTUNITY** to do so.

-Author Unknown

High School Visits

Each Enrollment Advisor is responsible for contacting their identified high schools to arrange visits to the school. Once the date and time is secured with the high school counselor, fill out a pink High Visit card and give it to Angie. It is best if you schedule visits a minimum of two weeks in advance. Angie will make posters to send to the guidance office of the high school as well as prepare a post card for every prospect and applicant from that school informing them that you will be visiting their school. Many counselors like to see the list to find out who has applied so make sure to take that with you when you go. Your informer reports should have the students from each school but if you feel you are missing something, have Angie run the report for you.

Every effort must be made to keep your scheduled visit. If there is an unforeseen event that you need to reschedule, it will be your responsibility to do so but my expectation is that you will visit that school on the date and time you arranged. Please give yourself an extra 15-20 minutes to get to schools because many times there can be a delay with traveling (like road construction). Being on time is very important to me and the reputation of our office and especially the college.

Every Area 2 school will be visited at minimum once in the fall and spring semesters. Other Iowa schools be visited once per year unless it is identified as a feeder school and then two visits will be required.

Items that you should hand out to students at high school visits are:

- Admissions Slick Sheet
- Admissions Apply to NIACC
- Program booklets
- Tuition & fees comparison card
- Visit campus flyer
- Information cards (cards the students fill out)
- Pencils/pens

Other items to have with you:

- NIACC Link Scholarship Chart (Area 2 schools only)
- Business cards/QR Code

College Fairs

Each Enrollment Advisor will be assigned college fairs to represent the college. The expectation of the institutions is that you will have your table set up and ready for students at least 15-20 minutes before the fair starts. Once again, give yourself extra time to get to the school in case of delays. You are expected to stay at the fair during the scheduled time. If the coordinator of the event says it is ok to leave earlier then it is ok otherwise do not pack up things until the fair has ended. Each Enrollment Advisor is expected to know the guidelines issued by each state association hosting the college fair. Guidelines can be found on the Iowa Association for College Admission Counseling (Iowa ACAC – www.iowaacac.org) or the Minnesota Association for College Admission Counseling (Minnesota ACAC – www.mn-acac.org)

If you can not attend an assigned college fair, it is your responsibility to find someone to cover your fair and then let Rachel/Anne know.

Items that you should hand out to students at college fairs are:

- Admissions Slick Sheet
- Admissions Apply to NIACC
- Visit campus flyer
- Financial aid at NIACC
- Tuition & Fees Sheet
- Tuition & fees comparison sheet card
- Meta Major sheets
- Athletic brochure
- College fair cards (to be filled out by student)
- Strive Scan (using your phone)
- Pencils/pens

Other items to have with you:

- Table skirt
- Spring and summer school flyer/postcard (spring fairs)
- Business cards/QR Code

COLLEGE FAIRS

ACTION PLAN

GOAL: To showcase NIACC and connect with students from many different high schools in a short amount of time. We want to collect as much student information possible so we can communicate with students in the future.

STRATEGY: To provide a professional and educational first impression to the students, teachers, and parents attending the college fair. Display attractive marketing materials to draw students to our booth.

DESCRIPTION: College fairs provide a great way for students and parents to get information about a lot of different colleges at once. It is an opportunity for NIACC to potentially meet with (or be visible to) a large amount of students in a small amount of time.

RESPONSIBILITY:

- Admissions

TIMETABLE:

- Event Notification
 - College Fairs are assigned to Admissions enrollment advisor/s end of August / Sept.
 - When an Admissions enrollment advisor gets date, time and location of College Fair, they block calendar, reserve vehicle by contacting (Automobile.Reservations@niacc.edu) and make lodging arrangements, if necessary. Contact Abby.Donald@niacc.edu to make lodging arrangements or to purchase credits for Strive Scan, if needed, instructions listed below.
 - Complete requisition form / bring back-turn in receipts with req. form for hotel stays, food and/or gas, as appropriate, see employee handbook for more details or reimbursement.
- Before College Fair date
 - Read through College Fair Standards of Conduct for Participants, ACAC Iowa and/or MN, both listed below.
 - Assemble NIACC marketing materials to include, but not limited to: folders, brochures, booklets, slick sheets for scholarships/meta majors, pens/pencils etc.
 - Reserve NIACC table skirt, bottom drawer of filing cabinet.
 - Download StriveScan App on phone, Student Information Cards, and pens to obtain student information, for those who chose not to sign up with StriveScan.
- After College Fair date
 - Export Strive Scan data and send to Office Manager for inputting
 - Return any student information Cards to Admissions Office Manager for inputting
 - Return table skirt
 - Return marketing materials to appropriate storage spot

College Fairs

Each Enrollment Advisor will be assigned college fairs to represent the college. The expectation of the institutions is that you will have your table set up and ready for students at least 15-20 minutes before the fair starts. Give yourself extra time to get to the school in case of delays. You are expected to stay at the fair during the scheduled time. If the coordinator of the event says it is ok to leave earlier then it is ok, otherwise do not pack up things until the fair has ended.

FINANCIAL AID PLANNING & ASSISTANCE

ACTION PLAN

GOAL: To assist students in the beginning stages of their college pathway with understanding financial aid options available to them and to help guide and gauge their understanding of what their budget might look like as they prepare for college and work through the college admissions process.

STRATEGY: Partner with the NIACC Financial Aid office to remain updated and current with financial aid options available and their processes. Provide one on one help to prospective and current students and their families in completing the Free Application for Federal Student Aid (FAFSA) and overview of scholarship opportunities at NIACC and specific requirements for each. Provide and promote outreach on campus, at area high schools and in communities within our service region by partnering with area school districts, NIACC marketing department and social media platforms.

DESCRIPTION:

- Admissions Checklist includes FAFSA information and contact information to make appointment, if needed.
- Admissions Checklist and Contact Information included in Visit Folders and on website and Admissions Enrollment Advisors provide overview of FAFSA and scholarships during campus visits.
- Provide access and guided pathway to a potentially complicated process by offering personalized advising.
- Personalized one on one financial aid and FAFSA completion appointments.
- Coordinate with the Financial Aid office to provide informational sessions at area High Schools and one on one advising and FAFSA completion.
- Enrollment Advisors register for and take ICAN (Iowa College Access Network) Certified FAFSA Professional course and maintain certification and/or remain up to date on current information and trends by attending yearly webinars and/or certification provided by ICAN.
- Email area guidance counselors and offer one on one FAFSA Help at area High School conferences throughout the year.
- Coordinate with area public libraries and/or other non-profits to provide Super Saturday FAFSA completion days to promote FAFSA completion.
- Include FAFSA Completion as an opportunity/option during organized and individual campus visits.
- Send out FAFSA Checklist to Student/Parent by Email to make sure they are prepared with appropriate paperwork/information for the meeting for both Student and Parent (Taxes, SSN, DOB, FSA ID etc.)
- Help Student/Parent create FSAID's
- Help Student/Parent complete FAFSA Application online and submit
- Help Student/Parent request Tax Transcript Online for Verification process

HIGH SCHOOL VISITS

ACTION PLAN

GOAL: To present information on NIACC, spur interest, and start conversations to encourage students to visit the NIACC campus.

STRATEGY: To foster relationships with prospective students, high school counselors, teachers, and staff. Success depends on the ability to relate and connect with others while maintaining an open and ongoing dialogue with high school partners.

DESCRIPTION: Admissions Enrollment Advisors reach out to their assigned high schools and coordinate with high school guidance counselors to provide institutional and program information and overviews to prospective students wanting more information about NIACC or programs/majors offered. Follow up visits can be made to meet with individual students to work one on one with them to provide a more detailed guided pathway, including helping with application completion, scholarship applications, FAFSA completion & submissions, facilitating placement testing, setting up campus visits and/or advising appointments. Each Admissions Enrollment Advisor is provided an Admissions File Box that contains copies of Admissions slick sheets, brochures and contact cards needed for the visits. High Schools within the nine county service area are visited twice per year and other Iowa and Minnesota High Schools are visited once per year.

RESPONSIBILITY:

- Admissions Enrollment Advisors

TIMETABLE: Each Admissions Enrollment Advisor will visit their assigned high schools a minimum of 2 times per academic year. Additional visits can be made for individual students as needed for more in depth discussion on specific academic programs, set up placement testing and/or campus visits.

- **Fall:** September/October
- **Spring:** February/March

Procedure:

- Contact each assigned high school and arrange a time to visit their high school, sometimes it's best to let them know a date/time you will be in the area and schedule accordingly.
- Fill out and complete the "pink" high school visit form with date/time and high school you are planning to visit, once confirmed with that high school. Submit to the Admissions Office Manager/Secretary for processing, at **minimum two weeks in advance**.
 - Admissions Office Manager will send post cards to all students in Datatel from that school district alerting them of the date/time you will be visiting their school.

Student Ambassador Tour Guide Booklet



2022-2023

GENERAL INFORMATION

History

Established in 1918, Mason City Junior College (now called North Iowa Area Community College) was the first public two-year college in Iowa and one of the earliest in the country. In 1966 North Iowa Area Community College was formed in compliance with laws enacted by the Iowa Legislature. At this time NIACC was located in downtown Mason City.

Construction of our present campus began in 1970.

NIACC's campus is 500-acres (which is like 500 football fields).

Accreditation and Approval

NIACC has been accredited since 1919 by The Higher Learning Commission of the North Central Association.

PIERCE ADMINISTRATION BUILDING

*Named after Dr. David R Pierce who served as NIACC President between 1971 and 1981. The majority of the administrative offices are located here. There are no classrooms in this building. **This is where everything student-related happens and is where you come to get stuff done!***

MAKING A CONNECTION

Introduce yourself, ask names and shake hands with students/parents

Share your major, home town and any activities with which you participate.

Q: What are you thinking about studying?

Q: Have you ever been on campus before today?

Q: Is there any part of campus you are most excited to see?

Student Services: Our purpose is to ensure that new students adapt to college life, become engaged in academic and social communities, are prepared for and succeed in college-level courses, have a plan in place to reach goals, and are guided and supported.

Student Development

- **Meet individually with Academic Advisors to develop your two-year plan around your chosen Meta-Major. Academic Advisors will also provide transfer assistance, when needed.**
- **Students typically work with the same advisor the length of their program**

Fun Fact - One of very few Community Colleges to have fulltime Academic Advisors; this means our Academic Advisors are all available in the summer. Other colleges often use Faculty as Academic Advisors.

- *Vice President of Student Development and Success: Dr. Rachel McGuire*
- *Academic Advisors- help students with academic advising and personal wellness, including providing resources and referrals when personal counseling is needed.*
- *This is where you will register for your classes or make changes to your schedule (called add/drop)*

Records Office

- **Send an official transcript or get a verification letter at Records**
- *Records Office – copy of schedules or transcript requests*
- **Records office helps coordinate visits for 4-year colleges and universities to visit NIACC.** *Students can meet with these university representatives to discuss transfer opportunities after NIACC.*

Registrar: Michele Petznick evaluates college transfer credits

Financial Aid Office

- *Financial Aid Director – Abbie Steinberg*
- **Help students fill out FAFSA**
- **Package your award letter**
- **Questions about scholarships**
- **Information about work study**
- **Veteran’s Administrator**

MAKING A CONNECTION

Provide an experience you have had working with staff in the Administration Building. Ex. meeting with your Advisors, working with Admissions, interacting with Dr. Schulz, helping Marketing, etc

Business Office

- **Make payments on your student bill**
- **Pick up financial aid and work study checks**

Administrative Services

- **President’s Office- Dr. Steven Schulz**
- **VP of Academic Affairs – Dr. Laural Klinkenberg**
- **VP of Administrative Services – Mindy Eastman**
- **Dr. Schulz is very student-driven and is seen interacting with students often on campus.**

- *School Partnership Office – works with local high school students who take college classes while in high school. Enrollment Advisors/Admissions also works with this program, schools, and high school students.*

Fun Fact - Most of our marketing materials feature 'real' students. This includes posters, brochures, booklets, and photos and videos on our website and social media

Point to -Student Access Center

- **Disability Services** – services available to students with IEPs, 504 plans, and other educational accommodations to help all students succeed.
- **TRiO Services** – a program designed to provide additional support to 1st generation college students.

Switchboard –

- *Lost & Found*
- *Place to go if you have general questions or need directions*

Admissions Office

- *Admissions Enrollment Advisors offices are located here. They travel to high schools to visit with prospective students, attend college fairs and meet with all prospective students that come to campus.*
- *Director of Admissions – Anne Boyer*

Fun Fact - Over half of current NIACC staff and faculty graduated from NIACC

BEEM CENTER

Built in 1977. Named for Clifford H. Beem who was once Director of Arts and Sciences at NIACC. His memorial fund provides student scholarships annually through the NIACC Foundation

Student Learning Center

■ Remodeled in 2018 to expand the Student Learning Center

- Larger center where NIACC provides FREE tutoring, 1:1 learning experiences and developmental education.
- All students can use the SLC, ranging from one-time help to weekly sessions.
- Increased the size of the testing center

■ Tutoring (FREE OF CHARGE)

- Tutors are retired teachers/instructors/students – can make appointments for regular meetings or walk-in
- If you do well in your class, you can get paid to be a tutor
- Testing center is where you go to make up a test you missed (MUST have OneCard or an ID to test!)
- Testing Center is where students will take their Accuplacer and/or ALEKS testing in preparation to register for classes. Student will call the testing center to schedule their testing session.
- *Hours are 8 a.m. -6:30 p.m. Monday-Thursday and 8 a.m.-4 p.m. Friday for testing*
- *Hours are 8 a.m. – 8 p.m. Monday–Thursday and 8:00 a.m.– 2:30 p.m. Friday for tutoring*

MAKING A CONNECTION

Walking between buildings is a great time to chat with the student and his/her family

Make your conversation relatable and friendly, helping the student feel at home and welcome.

Q: Are you involved in extracurricular activities at your high school? Work?

Q: Have you visited other colleges or is this your first college visit?

Share with the student and parents your college decision process and why you ultimately chose NIACC!!

Share a personal example using the library and/or Student Learning Center

There are lots of different places/environments to study; Café Bean, library (quiet), SLC, AC, different nooks and corners all over campus to accommodate your favorite student environment.

Library

- Full service library
- Great, quiet place to study

Café Bean

- Go through library to get to Café Bean
- Place to study, relax, and work on group projects

Phi Theta Kappa: mental health space

- Developed by our student run, Phi Theta Kappa chapter in 2022
- Received funding from the NIACC Foundation and various grants
- Room is designed to offer students a calming space for a mental health break

Upstairs Beem Center

- Stoltenberg Forum – Seats 200 people; just updated last year with new seating and new, upgraded technology
- Classrooms in each corner
- Class sizes are typically 20-30 people
- The rest of the rooms upstairs are instructors' office
- The syllabus and office hours are listed outside each office.

Fun Fact – many instructors serve as Club Advisors! Getting involved at NIACC is highly encouraged There is a huge variety of clubs – truly something for everyone!

McALLISTER HALL

Built in 1970, was the first permanent building on the NIACC campus.

Named after Dr. William McAllister, who served as the first board president after MCJC became NIACC in 1966

Health Division

- Nursing, Physical Therapy Assistant, Medical Assistant, EMT, CNA classrooms and labs are at the beginning of the hallway
- PTA labs were renovated the summer of 2022 with brand new labs and equipment!
- All Health Science programs include opportunities for students to learn in a simulation environment on campus and then a clinical environment in the field/community

MAKING A CONNECTION

Explain how the college schedule differs from high school: more sporadic, more independent, at times requiring more responsibility .

Provide an example of your own schedule and ways you communicate with your instructors, how you balance your classes and how you spend your time in between classes.

Health Simulation Lab (SIGN-IN with the # of students). Show lab to ALL students to demonstrate our commitment to providing cutting edge academic spaces and technology)

- Construction was completed Fall 2015
- 4 simulation rooms furnished with state-of-the-art equipment
- Rooms mimic a real hospital room with several different mannequins that breathe, bleed, and blink (high fidelity)
- All rooms have video capability and then students can review their own performance step-by-step
- Continuing Education courses for doctors and nurses utilize SIM Lab

Fun Fact - NIACC has the highest pass rate for nursing students taking their NCLEX (RN certification) exam in Iowa (including all Iowa 2 and 4 year colleges)!

Science/Math Wing -

NEW STEM Center completed Fall 2018

- *Includes 15,000 sq ft remodel and 13,000 sq ft addition to south end of McAllister Hall*
- Remodel of current Math and Science Area into a state-of-the-art Science, Technology, Engineering, and Math center, holding classes in Physics, Biology, Chemistry, and A & P in addition to math classes
- Features a “sandbox” (maker-space room) classroom with tables that function as whiteboards, technology to project onto a screen from any device (including mobile devices)
- Anatomage table -The table serves as a 3D virtual human anatomy system, replacing cadavers. Several human and animal anatomical structures are available for students to study and learn from.
- Full-time faculty easily accessible. Various work spaces including a student lounge for study groups, individual studying and access to instructors

- **The renovation and expansion was made possible because of the investment of many area individuals and businesses**

MAKING A CONNECTION

Q: What are your favorite classes in high school?

Q: Do you attend a large high school? (If yes, verbalize the ease of attending NIACC where you quickly and easily meet your instructors and fellow classmates; if no, explain that it will be similar to their experience where they will get to know people quickly)

Q: Did you take any college credits while in high school?

Computer Labs

- **As long as the lights are on, you can go in and use it**
- **Students don't NEED to have their own computer as there are many computers available for use**
- **Our website/tech services provides some guidance on purchasing a computer – information found on our website**

Pappajohn Entrepreneurial Center

- **Dedicated in October of 2001 and is named in honor of John and Mary Pappajohn and their extended family. (THEY ARE NOT THE SAME FAMILY AS THE PIZZA CHAIN!)**
- **John Pappajohn is a graduate of Mason City Junior College**
- **There are 5 Pappajohn Centers in the state of Iowa – NIACC, Iowa State, Iowa, UNI, and Drake. We are the only community college to have one!**
- **The Pappajohn Center offers comprehensive entrepreneurial training and support programs for entrepreneurs, small business owners and students**

Fun Fact - In one year, John and his wife gave 50 Million dollars in donations to various charities and has continued to support the efforts of NIACC and our students over the decades. In fact, in 2018, they unexpectedly gave an additional \$250,000 in scholarship funds to the already thousands of dollars he annually donates to NIACC and our students.

Small Business Development Center/Pappajohn Center

- Provides personalized, confidential, and no-cost business consulting to small business owners and entrepreneurs.

2nd Floor

- Many different classes are held in McAllister Hall
- Computer labs and additional classrooms in back hallway – also instructor offices
- Feel free to poke head into any classroom

MAKING A CONNECTION

BUETTNER CAREERS BUILDING

Named after former NIACC President David Buettner (Bit-ner), who served from 1981-2001. President Buettner was a race car enthusiast and a strong supporter of all our Industrial programs. Houses majority of our Industrial Technology programs.

Renovated various parts of the building/labs in Summer 2021 and Summer of 2022.

Walk through front hallway of building for everyone regardless of program of study. Some general education courses are held in the classrooms in the Careers Building.

For students interested in any industrial program, try to find the instructor for that program and introduce them to our visitors.

Point out the room numbers and how their class schedule provides the room number, building, time, instructor.

Share any tips you have on how to find classrooms (ie come back to Admission for a tour after setting your classes or wandering campus after your schedule is set).

Parking is FREE. You may choose to park anywhere and there are never issues finding parking close to your buildings.

Fun Facts - For ALL industrial programs, there are always more jobs than graduates

- Typically 100% job placement
- Above average starting wages compared to other starting wages for new grads
- Great career opportunities for students who prefer working with their hands vs sitting in a classroom

- Many programs include additional career-ready certifications in addition to the degrees earned for better career/salary potential
- Most graduates have more than one job offer before program completion

Automotive Service Technology

- 2 year program
- Located down the hallway in Careers Building on left hand side
- Students work on cars of students, employees, community members and donated cars for practical experience. Only have to pay for parts, labor is free. Instructors double check cars before released to the owners
- Treat it like a work environment – dress code and punch in/out
- Chassis (Chas-see) Dyno- apparatus that lifts vehicle off the ground and simulates road driving for diagnostics purposes. Essentially, you can set your car on the Dyno-set the cruise on 70 and watch how your car operates while traveling 70 mph.
- Partnership with Snap-On Tools providing students' tools and resources throughout the programs as well as various certifications to improve employability after graduation

Agriculture/NIACC Farm

- Working farm – current students plant and harvest crops (over 250 acres) and also take care of the livestock (cattle and hogs)
- Ag classrooms are located on right hand side
- Money made from crops goes back into the program and also towards scholarships
- Internships – NIACC helps place all students going into Ag with internships

Heating and Air Conditioning Technology

- 2 year program
 - 1st year residential
 - Each person has their own unit
 - 2nd year industrial
 - Instructors can put in bad parts or create system failures so students can assess and fix the problem
 - Soft-serve ice cream machine!! A favorite for everyone on campus

Welding

- 1 year program

- After completion of the program, AWS certification can be obtained

Building Trades

- 1 year program
- Student takes on 'real' projects including home renovations and putting up Morton Buildings for area community members
- Previously built a Tiny Home and helped out on an Extreme Home Makeover House
- Community Service – Help build Habitat for Humanity, travel to areas hit with weather emergencies to assist in rebuilding and other nonprofit organizations

Diesel Technology

- 2 year program
- Work on real engines, trucks, buses, and farm equipment
- New lab opened Fall 2015

Innovation Workspace

- Hands-On STEAMS Experience – Science, Technology, Engineering, Art, Math and Skilled Trades
- Real-World application to these programs
- 3-D printers, laser cutter, CNC Mill, liquid resin printer, vinyl cutter

Marketing and Community Relations

- *Creates and manages photography, videos, website, social media presence and news releases as well as general promotion of the college is generated by this office*
- **Fun Fact: Marketing often uses actual students in marketing photos, videos and testimonials**

MURPHY MANUFACTURING TECHNOLOGY CENTER

A \$3 million state-of-the-art building. A substantial gift from alumni (the late) David and Phyllis Murphy provided the opportunity to create this facility. Other major donors were industries in North Iowa who saw the need for skilled workers. Serves employees from local industries as well as degree-seeking students preparing to become high performance technicians.

Tool & Die Technology

- 1 & 2 year programs (1-General Machinist, 2-Tool & Die)
- First year left side – traditional drills, mills, lathes

- Show molds in window on left- things we use every day like toothbrush, soles of shoes
- Second year right – computer machines, CNC (computer numerical controls)

IST – Industrial Systems Technology

- 2-year program
- Electronic, Electrical, and Mechanical systems - utilizing engineering principles in real-world industrial settings
- Working with robotics and responsible for programming systems that run hospitals, manufacturing settings, and other businesses
- Could also go and work with wind turbines

IMM – Industrial Mechanics and Maintenance

- 2 year program
- Maintenance personnel for manufacturing settings
- Graduates have the ability to install, maintain, repair and troubleshoot sophisticated machinery and equipment found in the industrial setting
- Includes electronics, pneumatics, hydraulics, programmable logic controllers, motors, transformers, motor controls, pumps and mechanical systems

CAMPUS VIEW HOUSING

To apply for housing, they can fill out a contract online. A \$250 application and maintenance fee is required along with the contract. 19 meal plan is included in the cost.

Total cost for room and board is approx \$7488 (Double Suite) up to \$9788 (Full Suite/Semi-Private Suite) a year. Students not living on campus can purchase a meal plan and eat at the dorm eatery.

Fun Fact – Geese are constant neighbors at NIACC. Facilities/Grounds often use fake swans and coyotes to deter the geese.

- *Housing Director: Jeremy Winters*
- **70 + Hi-Definition Security Cameras**
 - 2 RAs on each floor
 - 2 Head Residents live on site

- Several security staff members to cover overnights
- Free Wi-Fi and cable TV
- Late night computer lab
- Free Parking (housing students do get a parking sticker)
- C-Store
- Microwaves in floor lounges
- XL twin mattress provided in each room
- Clean your own rooms and bathrooms
- Floor activities scheduled by RAs
- Need quarters for laundry
- Lounges to be used by all students

Fun Fact - Currently we have 49 different countries represented within our student body as well as students who have come from all over the US!

MAKING A CONNECTION

One Card

- Use for outside doors and room doors
- Scan for food service
- C-Store/BookZone/AC lunch (with funds available on card)
- Athletic Events
- Library

Campus View Housing Complex

- *New Fall 2015*
- *Accommodates approximately 400 students*
- *3 Room Options*
 - *Full Suite*
 - *Shared bathroom and bedroom on each side with a living space in the middle (4 people/ 2 bathrooms)*
 - *Double Suite*
 - *2 people share a room on each side and share a bathroom (4 people/1 bathroom)*
 - *Semi-Private Suite*
 - *One person has their own bedroom on each side and share a bathroom (2 people/ 1 bathroom)*

Describe the variety of students who live in housing, local students, out of area/state/country, athletes, music, anyone and everyone!

It is a great way to meet people, get involved and it's SO easy to get to class!!

Q: Do you have to share a room now or might this be the first time?

On the way back up to campus, talk about ways you have gotten involved in clubs and activities, other clubs available, and student activities available.

As you near the Auditorium...

Q: Have you ever attended a show out here (local students typically see a show or two during, elementary school.

Show Housing food service when available.

CampusView Dining Hall is being renovated now for a Fall 2023 completion date

Food Service Director: Scott Nelson

Fun Fact - Students can fish out of the ponds but should NEVER swim! The trail from the west side of housing runs to the east side of Mason City through our farm pasture land and is a great trail for walking, running, biking, or roller blading.

NORTH IOWA COMMUNITY AUDITORIUM & GALLERY

Renovated in Summer 2020 with new seating and equipment. Variety of shows and performances are offered each year (refer to the current Performing Arts and Leadership brochure for more details or check out the posters outside the auditorium)

On your way through the hallway, point out the posters of past performances. Performing Arts (Broadway Shows) and Leadership (Speaker series)

Gallery

- **Features rotating exhibits by local and national artists**

Auditorium

- **Rush tickets available for students the day of the performance for \$10**
- **Seats approximately 1200 people**
- **Explain NIACC Singers and Quodlibet**

FINE ARTS

In 2015 NIACC spent over \$400,000 in piano upgrades. NIACC has shown it's commitment to students by providing great instruments for student learning. In 2021, a new ceramics lab with a kiln and glazing stations were added.

- **New Steinway performance pianos and new Kawai practice pianos**

- **Vocal: Choir and NIACC Singers**
- **Instrumental: Concert Band and Jazz Band rehearsal space and practice rooms available**
- **Art Department (FA 176, 177, 179) and Mac Lab 177A**
- **Ceramics, drawing, painting, graphic design offered**

MAKING A CONNECTION

Describe the variety of fine arts classes offered by NIACC. All students can take these classes even if not required by your program; students can take piano or guitar lessons, a pottery or photography class and earn credits!

At the Rec Center:

Talk about your own experience with student activities and/or athletics; Athlete or fan.

Discuss any experiences with intramurals, SAAM Olympics, and other student activities.

In the Conference Center: Walk over and look at Campus View Housing and Dining Hall from the overlook

Go down the stairs to start the tour of the Rec Center – beginning in the weight room

RECREATION & FITNESS CENTER

- **Available for use by students, student/athletes, faculty, and staff – Need to provide NIACC One Card**
- **Weight room and Cardio**
- **Softball, Baseball, Cross Country, Wrestling, Track and Golf practice in the Rec Center – especially if the weather is bad**
- **Wrestling Room**
- **Walk upstairs to the top of the track**
- **3 classrooms**
- **Offices for some coaches as well as the Athletic Director, Cam Olson**

Athletic Office

- **NIACC offers many competitive and successful sports. Athletic Scholarships are awarded to student/athletes at the discretion of the head coach.**

Men

Wrestling (Kelly)

Cross Country (Story)

Soccer (Lynch)

Golf (Frenz)

Women

Volleyball (Brandt)

Wrestling (Minto)

Cross Country (Story)

Soccer (Harsma)

Golf (Frenz)

**Basketball (Winters)
Baseball (Merrill)
Track & Field (Hahle)**

**Basketball (Vaught)
Softball (Egger)
Track & Field (Hahle)**

**Co-Ed
Cheerleading (Schupanitz)
Dance Team (Wihlm)**

MUSE NORRIS CONFERENCE CENTER

Dedicated in 1990 is named after Will F. Muse and his daughter Elizabeth Norris, who have supported numerous local organizations through the Elizabeth Muse Norris Charitable Fund.

- **Meeting Facilities in upper level used by NIACC and community**

NIACC GYMNASIUM

- **Students get free admission to athletic events when they show their One Card**
- **Seats approximately 2000 fans**
- **Used for athletic events (volleyball and basketball), practices, campus, fairs, and graduation**

Institutional Advancement/Alumni Office

- **Responsible for raising money for the college and for scholarships**
- **\$1.5 Million awarded to students every year in NIACC scholarships**
- **The Alumni Association provides NIACC graduates with an on-going connection to the college.**

NIACC Food Pantry

- **The focus of the Food Pantry is to feed food-insecure individuals at NIACC with snacks or small non-perishable meal items.**
- **Located in AC136; open specific hours**

ACTIVITY CENTER

Dedicated in 1990

Bookzone

- Bookstore offers NIACC merchandise, school supplies, and gifts

Fun Fact - The Activity Center used to be the gymnasium!

Food Court

- **Pay as you go** - You can use cash, debit, or credit or you NIACC One Card
- *This is not the cafeteria for the students living in Campus View Housing; there is a dining hall located near housing*
- *Director of Food Service: Scott Nelson*

Continuing Education

- **Business & Workforce Solutions** - Offer short-term trainings for quick, career-focused educational options
- **DiscoverU** - Offers classes to the public – computers, crafts, healthcare, baby-sitting, moped safety. Some are offered as non-credit and others as credit or for CEUs (continuing education units)

Upstairs Activity Center

Student Support Coaches

- **Additional space for students needing academic support.** ‘SS’ Coaches will stay in touch with students, checking in periodically, scheduling study time, and helping them find resources when grades are at risk.

Volunteer Center

- **New Fall 2021, offers opportunities to give back and expand interests.** Compliments program/degree through community and school involvement

Several study areas and a common meeting space for clubs

Bring student back to Pierce Administration Building. Return to Admissions if there are additional questions you were not sure about OR say goodbye reminding them that they

should reach out with any future questions and you look forward to (or hope to) seeing them in the Fall

Facts about Mason City and surrounding area:

- About 28,000 people
- Activities available in Mason City: restaurants, movies, bowling, Ax-throwing, NI Bulls (hockey team), Target, Walmart, Kohls and much more!
- Public transportation is available into town
- Home to the last remaining Frank Lloyd Wright-designed hotel in the world
- The Music Man Square and Willson Boyhood Home which celebrate the life and accomplishments of Mason City native, Meredith Willson; the composer of The Music Man.
- Suzie Q Cafe ... One of only 52 surviving “Valentine” style diners in the US. This little diner has the appearance of a railroad car. Be sure to try the Omwich breakfast sandwich or the Spic ‘N Span Tenderloin – rated second in the nation.
- Birdsall’s Ice Cream – serving hand-made ice cream since the 1930’s!!
- Northwestern Steakhouse – recently named the “Most Iconic Restaurant in the State of Iowa” by thrillist.com. A Mason City tradition, this steakhouse has been family-owned since 1920.
- About 15 minutes from Clear Lake, home to the Surf Ballroom – the last concert site of Buddy Holly, Richie Valens, and J.P. “The Big Bopper” Richardson. The Surf still holds concerts today.
- Lime Creek Nature Center – a public conservation facility, the Nature Center is nestled atop the limestone bluffs of the Winnebago River. The grounds feature an education center and over nine miles of trails through prairie, forest, and wetland habitats.
- Three Golf Courses!! Highland Park Golf Course is a 18-hole municipal, public golf course in addition to our Country Club golf course and Pine Creek Golf Club located just outside city limits to the north.
- North Iowa Miniature Golf and driving range.
- Love to bike? Mason City Bikeways offer numerous multi-use pathways, bike lanes, off-road paths and paved shoulders all conveniently accessible and connected. Mason City also has a Bike Share program where people can borrow bikes at 3 locations throughout the community.
- Near Clear Lake, IA which hosts lake/beach swimming, fishing, and more activities and attractions.