

**Institution: Highland Community College**  
**Public Act 96 – 0133 Survey**

1. Please provide the contact information of the primary person on campus with veterans and military personnel responsibilities.

Name	Vicki Schulz
Title	Student Advisor
Department	Student Services/Advising
Address	2998 West Pearl City Road, Freeport, IL 61032
Phone number	815-599-3664
Email address	Vicki.Schulz@highland.edu

2. Have you appointed the Coordinator of Veterans and Military Personnel Student Services?

Yes

No

If the Coordinator is different from the primary person named in Question 1, please provide the contact information.

Name  
Title  
Department  
Address  
Phone number  
Email address

3. Please indicate how your institution identifies veterans or military personnel.

Check all that apply.

Admission process

Financial aid

Registrar's Office

Veteran Center

Other (please describe)

**Preparer Name: Elizabeth Gerber**  
**Preparer Email Address: Liz.Gerber@highland.edu**  
**September 22, 2009**

**Institution: Highland Community College**  
**Public Act 96 – 0133 Survey**

4. Please indicate which of the following provide programs or services designed for veterans or military personnel and their families. Check all that apply

- Academic Advising Office
- Admissions Office
- Counseling Center
- Counseling Center
- Bursar Office
- Disability Service Office
- Financial Aid Office
- Health Services
- Veterans Center
- Other (please describe)

5. Please check the box to indicate which services are provided and provide the contact information for each program or service offered to veterans, military personnel, and spouses or dependents. Check all that apply.

	Veterans	Military Personnel	Families
a. Academic advising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact Name      Vicki Schulz  
 Department        Student Services/Advising  
 Address             2998 West Pearl City Road, Freeport, IL 61032  
 Phone number      815-599-3664  
 Email address      Vicki.Schulz@highland.edu

b. Academic support/tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
------------------------------	--------------------------	--------------------------	--------------------------

Contact Name      Carolyn Petsche  
 Department        Success Center  
 Address             2998 West Pearl City Road, Freeport, IL 61032  
 Phone Number      815-599-3677  
 Email Address      Carolyn.Petsche@highland.edu

**Preparer Name: Elizabeth Gerber**  
**Preparer Email Address: Liz.Gerber@highland.edu**  
**September 22, 2009**

**Institution: Highland Community College**  
**Public Act 96 – 0133 Survey**

- c. Campus social events  X  X  X
- Contact Name Lorita Burris  
Department Student Activities  
Address 2998 West Pearl City Road, Freeport, IL 61032  
Telephone Number 815-599-3543  
Email Address Lorita.Burris@highland.edu
- d. Career services  X  X  X
- Contact Name Dana Zimmerman  
Department Career Services  
Address 2998 West Pearl City Road, Freeport, IL 61032  
Telephone Number 815-599-3597  
Email Address Dana.Zimmerman@highland.edu
- e. Counseling  X  X  X
- Contact Name Robbin Klein  
Department Counseling Center  
Address 2998 West Pearl City Road, Freeport, IL 61032  
Telephone Number 815-599-3654  
Email Address Robbin.Klein@highland.edu
- f. Disability Services  X  X  X
- Contact Name Dawn Zuehlke  
Department ADA Services/Success Center  
Address 2998 West Pearl City Road, Freeport, IL 61032  
Telephone Number 815-599-3605  
Email Address Dawn.Zuehlke@highland.edu
- g. Employment assistance  X  X  X
- Contact Name Dana Zimmerman  
Department Career Services  
Address 2998 West Pearl City Road, Freeport, IL 61032  
Telephone Number 815-599-3597  
Email Address Dana.Zimmerman@highland.edu

**Preparer Name: Elizabeth Gerber**  
**Preparer Email Address: Liz.Gerber@highland.edu**  
**September 22, 2009**

**Institution: Highland Community College**  
**Public Act 96 – 0133 Survey**

- h. Financial aid assistance     
counseling (excluding  
Montgomery GI Bill, IVG,  
ING, or Post 9/11 Bill)

Contact Name Kathy Bangasser  
Department Financial Aid  
Address 2998 West Pearl City Road, Freeport, IL 61032  
Telephone Number 815-599-3448  
Email Address Kathy.Bangasser@highland.edu

- i. Health services

Contact Name  
Department  
Address  
Telephone Number  
Email Address

- j. Mentoring

Contact Name  
Department  
Address  
Telephone Number  
Email Address

- k. Orientation

Contact Name Norma Barnes  
Department Coordinator of Learning Services  
Address 2998 West Pearl City Road, Freeport, IL 61032  
Telephone Number 815-599-3428  
Email Address Norma.Barnes@highland.edu

- l. Tuition assistance counseling

Contact Name Barb Price  
Department Financial Aid  
Address 2998 West Pearl City Road, Freeport, IL 61032  
Telephone Number 815-599-3559  
Email Address Barb.Price@highland.edu

**Preparer Name: Elizabeth Gerber**  
**Preparer Email Address: Liz.Gerber@highland.edu**  
**September 22, 2009**

**Institution: Highland Community College  
Public Act 96 – 0133 Survey**

- |  |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|
| 1. Montgomery GI Bill                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Illinois National Guard Grant (ING)               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Illinois Veterans Grant (IVG)                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Post 9/11   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. Transition assistance (counseling, housing, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Contact Name  
Department  
Address  
Telephone Number  
Email Address

- |   |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|
| n. Veteran student lounge or designated gathering space | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|---|--------------------------|--------------------------|--------------------------|

Contact Name  
Department  
Address  
Telephone Number  
Email Address

- |                            |                          |                          |                          |
|----------------------------|--------------------------|--------------------------|--------------------------|
| o. Other (please describe) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|----------------------------|--------------------------|--------------------------|--------------------------|

Veterans, military personnel and/or family members may qualify for Project Succeed. Consult program staff for more information.

Contact Name     Virginia Ware  
Department     Project Succeed, Title III Student Support Services  
Address         2998 West Pearl City Road, Freeport, IL 61032  
Telephone Number     815-599-3588  
Email Address     Virginia.Ware@highland.edu

Project Succeed is a federally funded program that provides intensive advising and student support services for qualified students.

6. Please estimate to the best of your knowledge the percent increase for each of the following in 5 years.

**Preparer Name: Elizabeth Gerber  
Preparer Email Address: Liz.Gerber@highland.edu  
September 22, 2009**

**Institution: Highland Community College**  
**Public Act 96 – 0133 Survey**

	Veterans	Military Personnel	Families
a. Academic advising	-34%		
b. Academic support/tutoring	40%		
c. Campus social events			
d. Career services			
e. Counseling			
f. Disability Service Office	0%		
g. Employment assistance			
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)			
i. Health services			
j. Mentoring			
k. Orientation			
l. Tuition assistance counseling	-34%		
1. Montgomery GI Bill			
2. Illinois National Guard Grant (ING)			
3. Illinois Veterans Grant (IVG)			
4. Post 9/11			
m. Transition assistance (counseling, housing, etc.)			
n. Veteran student lounge or designated gathering space			
o. Other (please describe) Project Succeed	0%		

**Preparer Name: Elizabeth Gerber**  
**Preparer Email Address: Liz.Gerber@highland.edu**  
**September 22, 2009**

**Institution: Highland Community College**  
**Public Act 96 – 0133 Survey**

7. Please estimate to the best of your knowledge the percent increase for each of the following in 10 years.

	Veterans	Military Personnel	Families
a. Academic advising	-11.5%		
b. Academic support/tutoring	100%		
c. Campus social events			
d. Career services			
e. Counseling			
f. Disability Service Office	200%		
g. Employment assistance			
h. Financial aid assistance counseling (excluding Montgomery GI, IVG, ING, or Post 9/11)			
i. Health services			
j. Mentoring			
k. Orientation			
l. Tuition assistance counseling	-11.5%		
1. Montgomery GI Bill			
2. Illinois National Guard Grant (ING)			
3. Illinois Veterans Grant (IVG)			
4. Post 9/11			
m. Transition assistance (counseling, housing, etc.)			
n. Veteran student lounge or designated gathering space			
o. Other (please describe) Project Succeed	0%		

**Preparer Name: Elizabeth Gerber**  
**Preparer Email Address: Liz.Gerber@highland.edu**  
**September 22, 2009**

**Institution: Highland Community College**  
**Public Act 96 – 0133 Survey**

8. Please indicate which of the following services are provided. Check all that apply.

- Psychiatrist
- Referral to off-campus support services
- Referral to support services provided by the U.S. Department of Veterans Affairs
- Other (please describe)

9. Please indicate which of the following communication methods are used to inform currently enrolled veterans, military personnel and their families about programs and services available to them. Check all that apply

- Advisor
- College catalog
- Email
- Mailing
- Print advertisement
- Web-based advertisement
- All of the above
- Other (please describe)

10. Please describe how your institution tracks or intends to track retention and goal completion of veterans and military personnel.

Highland is researching the possible addition of a question on the application that identifies veterans and military personnel. This identification process would improve our data collection and tracking mechanisms. Once collected, data can be mined from our administrative database.

**Preparer Name: Elizabeth Gerber**  
**Preparer Email Address: Liz.Gerber@highland.edu**  
**September 22, 2009**



**Institution: Highland Community College**  
**Public Act 96 – 0133 Survey**

11. Please indicate which accommodations are made for students called to active duty during the semester.

- Tuition and fee refund policy
- Leave of absence policy
- Online options for continuing in the same semester

12. Please indicate which accommodations are made for families of military personnel called to active duty during the semester.

- Tuition and fee refund policy
- Leave of absence policy
- Online options for continuing in the same semester

13. When called to active duty during the semester, would the semester count as a withdrawal?

- Yes
- No

14. Does your institution accept military credit?

- Yes
- No

15. Does your institution use the *ACE Guide to the Evaluation of Educational Experiences in the Armed Services* in making the determination for accepting credit?

- Yes
- No

**Preparer Name: Elizabeth Gerber**  
**Preparer Email Address: Liz.Gerber@highland.edu**  
**September 22, 2009**

**Institution: Highland Community College**  
**Public Act 96 – 0133 Survey**

16. Does your institution accept Defense Activity for Non-Traditional Education Support (DANTES) credits?

Yes

No

17. Is professional development training related to veterans or military personnel issues available to administrators and faculty?

Yes

No

**Preparer Name: Elizabeth Gerber**  
**Preparer Email Address: Liz.Gerber@highland.edu**  
**September 22, 2009**