



1600 East Golf Road  
Des Plaines, Illinois 60016

7701 North Lincoln Avenue  
Skokie, Illinois 60077

[www.oakton.edu](http://www.oakton.edu)



## **Handbook for Oakton Staff**

*Student Success Is Everyone's Business*

## Police Department

Oakton's Police Department's mission is to provide the campus community with a safe and friendly learning environment. The department offers services to the campus community including crime prevention, preparation for emergencies, and enforcement of state, local, and federal laws and regulations. Each Oakton police officer is fully sworn and certified in the State of Illinois.

### Services include:

- Enforcing of state and local traffic laws, criminal laws, and college regulations;
- Criminal and traffic crash investigation;
- Emergency management and preparedness;
- Crime prevention and detection of any unsafe conditions that need correction;
- Providing a variety of services and assistance to the campus community (i.e. escorts, vehicle lock outs and jump starts, lost and found, etc.); and
- Maintaining and communicating Clery Act compliance (crime records and statistics).

### How We Impact Student Success

A safe and friendly learning environment is vital to student success as well as faculty and staff job performance. The Police Department touches everyone at Oakton and every aspect of the campus community by serving as a resource to students and the community at large.

### Contact Information:

Police Chief Dale Gustafson • [dgustafs@oakton.edu](mailto:dgustafs@oakton.edu) • 847.635.1880 or 847.635.1881

## Access, Equity, and Diversity

The vision of the Office of Access, Equity, and Diversity is to have an inclusive and accepting campus free of bias and hate where students, employees, and other stakeholders work together to create positive change in our community.

We support the strategic plan, *Connecting What Matters*, that emphasizes connected communities. As part of this support, we invest in anti-bias strategies with programs, services, and curricula to make Oakton a more inclusive institution.

### Services include:

#### Access and Disability Resource Center

- Accommodations
- Access consultations
- Anti-bias strategies/training

#### Diversity Council

- Funding
- Advocacy
- Climate assessment/data

#### Student Rights and Responsibilities

- Mediation/consultation
- Codes of student and academic conduct
- R.A.D.A.R. (risk assessment to determine appropriate response)

#### Title IX

- Investigations
- Prevention
- Training/workshops

#### Training and education

- Coaching and staff development
- Workshops for students
- Cultural competency education
- Programming

### How We Impact Student Success

We partner with faculty, staff, and students to fulfill the college's access and equity goals/mission by creating an open and accepting climate. With research and assessment to inform practice, we support the retention and success of our students and act as transparent stewards of the college's assets and stakeholder interests.

Contact Information: 847.635.1745 • Room 2270, Des Plaines

## Anti-Racism Team

### Goals:

- Shape awareness of systemic racism and identify the specific barriers to change;
- Foster a college-wide commitment to dismantle institutional racism and establish an anti-racist purpose;
- Develop an action plan for dismantling the structures that perpetuate racism within the institution;
- Develop cultural identities within the institution based on an anti-racist understanding; and
- Build new organizational structures that share college policy and decision-making powers.

### Programs include:

- Preliminary Training: Introduction to Institutional Racism
- Critical Cultural Competency Training
- Analyzing and Understanding Systemic Racism (2.5 day workshop)
- Lunch Counter Conversations

### How We Impact Student Success

Forty percent of Oakton's population are students of color. Recent achievement gap data shows these students are more likely to place into developmental courses in reading, writing, and math. Black and Latino students persist at lower rates than other students, and this leads to significant gaps in completion and transfer rates. We believe that aspects of the achievement gap are a result of structures that negatively impact some racial groups (but not others) regarding student learning, outcomes, and success.

We work across Oakton with many partners and allies to:

- encourage all employees to receive anti-racism and critical cultural competency training to understand better the impact of racism on the college community;
- provide training to interested student groups;
- help employees work from an anti-racist perspective using data to inform our institutional and pedagogical practices; and
- advocate for students of color by assessing and transforming college and classroom procedures, processes, and norms that might limit student access and deter success.

**Contact Information:** [antiracism@oakton.edu](mailto:antiracism@oakton.edu)

## Learning Center

The Learning Center provides tailored academic support services that foster college success for all students.

### Services include:

- **Tutoring** – Appointment-based, open lab, or in-class tutors provide roughly 10,000 tutoring sessions per academic year in more than 50 courses.
- **Academic Skills Coaching** – Individual meetings with learning specialists may regard study skills, test-taking strategies, and time-management.
- **College Success Workshops** – One-hour workshops review topics such as the tenets of college-level writing.
- **Co-curricular Programs** – Pre-term, mid-term, and end of semester holistic academic support programs include Return & Learn, Midterm Madness, and #studybreakfast.
- **Test Performance Analysis** – Learning specialist analyzes student performance on multiple-choice tests.
- **Learning Resources** – Computers and printers, calculators, anatomical models, textbooks, and more are available at both campuses.

### How We Impact Student Success

Learning Center staff works diligently to ensure the center is well-equipped and welcoming to students studying alone, in small groups, or with tutors. Many students consider the Learning Center their “home base” on campus and spend as many as 10-15 hours per week at the center. As such, according to our most recent assessment of tutoring attendance data, students who visited tutoring two or more times persisted at Oakton at a 14 percent higher rate than those who only visited once. Frequent visitors had roughly .20 higher cumulative GPAs. Engaging physical space and services enable us to build community and connection with and amongst students. These efforts positively impact student persistence and help enable degree or certificate completion.

### Contact Information:

847.635.1658 , Room 2400, Des Plaines, • 847.635.1434, Room A135, Skokie  
Tutoring schedules and events: [www.oakton.edu/learn](http://www.oakton.edu/learn)  
Social media: @OaktonCCLEarns  
Blog: <https://occllearningcenter.wordpress.com/>

## Information Technology

The Information Technology (IT) Department delivers high-quality technology services to the students, employees, and the community. It is our goal to anticipate and continuously meet the technology needs of all students, staff, faculty, and visitors.

### Support services:

- IT Help Desk supports students and employees directly. IT lab staff also assist students using computer labs;
- Assist in new employee or student login IDs and passwords for accessing computers, email, and web portal;
- Assist in resolving hardware, software, and connectivity issues in offices, classrooms, and computer labs;
- Support and maintenance of software and computers throughout the college, including computer labs;
- Preserve data integrity in our SIS and network environments;
- Work with faculty in support of technology-enhanced classrooms;
- Train and assist with lecture capture capabilities, set up streaming media, and create video content;
- Provide telephone service for the college; and
- Maintain Oakton's website in conjunction with College Relations.

### How We Impact Student Success

Information Technology services are essential the moment a future student views our website; our service continues from completing admission forms and registration, through computer labs, online courses, and Wi-Fi connections while on campus. We develop and maintain the grading system, Desire2Learn, student records, and provide critical services to the employees and the faculty at the interface of technology and education. IT is also responsible for training, data, and network security, and leading technology workshops and orientations.

**Contact Information:** helpdesk@oakton.edu • 847.635.1264

## College Relations

The mission of the Office of College Relations is to market the college and distribute information through effective, accurate, and efficient communication. Coordinated with academic and non-academic departments, this work is done through consistent, quality messaging and materials created in an integrated manner. We help to develop more effective communications, consistent with the brand identity of the college.

College Relations supports Oakton's objectives as they relate to student success, access and affordability, quality services, and educational opportunities. We develop and implement college-wide awareness campaigns and marketing plans, coordinate media buying, and ensure advertising and promotional materials are consistent with the image and visual standards of the college, as well as best practices for marketing and branding.

### Services include:

- Advertising
- Brand management
- eNews (or college news)
- Graphic design
- Internal communications and messaging
- Media relations (press releases)
- Promotional Materials and Giveaways
- Publications and Printed Materials
- Room scheduling
- Signage
- Social media
- Website development and maintenance

### How We Impact Student Success

College Relations helps students and their families by communicating clearly and accurately the value and strengths of Oakton's programs, services, and culture. Throughout their journey, from student to lifelong alumni, we provide resources to share stories, make connections, discover new offerings, and promote awareness and understanding. We also provide a support service to faculty and staff who need to connect with students or the community.

### Contact Information:

collegerelations@oakton.edu • 847.635.1811 • Room 1140, Des Plaines

## Enrollment Center

The Enrollment Center creates a seamless enrollment experience so that students who start at Oakton persist until they reach their goals of graduating or transferring. We guide students and families by introducing them to everything the college has to offer including academic and administrative processes and academic planning. We help guide decision-making in an environment that encourages independence and personal responsibility.

### Primary Services:

- Academic records
- Academic advising
- Admission
- Course registration
- Financial assistance and scholarships
- Tuition payment

### Connections to Other Support Services:

- Career Services
- Disability Services
- New student orientation
- Placement testing
- TRIO Support Services
- Tutoring

### How We Impact Student Success

The one-stop service model of the center enables easy access to services that are critical to student success. We help students navigate the complex systems of a large institution including how to gain financial aid, schedule courses, get advising and counseling, and utilize other primary services. We also teach students how to become self-sufficient by guiding them through the resources available on the website and student portal.

**Contact Information:** [enrollmentcenter@oakton.edu](mailto:enrollmentcenter@oakton.edu)

847.635.1700, Room 1860, Des Plaines • 847.635.1400, Room A100, Skokie

Monday – Thursday, 8:30 a.m. – 7 p.m.; Friday, 8:30 a.m. – 5 p.m. (fall and spring semesters);  
Saturday, 9 a.m. – 12 p.m. (fall and spring semesters)

## Human Resources

The Department of Human Resources provides leadership and guidance in the development, implementation, and equitable administration of policies and procedures to create and maintain a positive and productive work environment for all.

### Services include:

- **Recruitment** – attract, evaluate, and hire the best person for the job and Oakton.
- **Professional development/training** – help employees with continuous learning.
- **Service/support** – provide employee benefits and other services.
- **Policy development** – formulate guidelines, procedures, and processes that help to shape Oakton.
- **Compliance** – ensure compliance with federal, state, and local government regulations.

### How We Impact Student Success

From faculty to facilities, from advising to accounting, from public safety to the president's office—each employee shares the mission of supporting student success.

Experiences and interactions with Oakton employees play a significant role in students staying enrolled and succeeding. Through rigorous recruitment initiatives and careful selection efforts, Human Resources strives to hire and retain student-focused individuals. All Oakton employees are called upon to teach and guide students, make sure they have the resources to succeed, and to support the complex functions and operations of an institution of higher learning.

**Contact Information:** [hr@oakton.edu](mailto:hr@oakton.edu) • 847.635.1675 • Room 1130, Des Plaines

## **Student Success**

The Student Success team's goal is to improve academic engagement, career attainment, and personal outcomes for each student. Specifically, the team supports the institution's wildly important goal of increasing fall-to-fall persistence from 45 to 54 percent.

### **Departments and Services Reporting to Student Success:**

- Achieving the Dream
- Career Services
- College Studies
- Early Alert Program (StudentsFirst)
- Learning Center
- Office of Advising, Transitions, and Student Success
- Student Success Team
- Testing Center
- TRIO

### **How We Impact Student Success**

The Student Success team collects and analyzes data/evidence; develops, recommends, and implements strategies and policy changes; and tracks and evaluates outcomes to increase student success—student learning, persistence, transferability, and degree or certificate completion.

### **Contact Information:**

Contact each department directly or Sebastian Contreras, Jr., dean of Student Success, at [scontrer@oakton.edu](mailto:scontrer@oakton.edu) or 847.635.1756.