ADVANCEMENT, COE FUND, C3 AND ALUMNI OFFICES

ADVANCEMENT, COE FUND & ALUMNI OFFICES

● David Hayes, Vice President for Advancement

● If a potential donor contacts me, where should I send them?
  o Direct the donor to the Advancement Office. Caitlyn Campagna, Special Projects Coordinator and Assistant to the VP of Advancement (ccampagna@coe.edu; x8555), can route the donor to the appropriate person—either David Hayes, VP of Advancement (dhayes@coe.edu; x8714), Megan Ruffles, Development Officer (mruffles@coe.edu; 8612), or Debbie Green, Senior Development Officer and Director of Planned Giving (dgreen@coe.edu; x8592).

● I would like to set up a gift in the form of an endowment or scholarship and/or include Coe College in my estate planning. Who should I reach out to?
  o Development Officers—Megan Ruffles (mruffles@coe.edu; 8612) and Debbie Green (dgreen@coe.edu; x8592)—are the primary contacts for these types of requests. Megan and Debbie handle outright giving and estate planning, but are divided based on territory. To see their territory map, go to the Advancement tab on my.coe.edu.

● What should I do if I know of any updates about an alum?
  o The Alumni Office loves to hear about all of the great things our alumni are doing. By being provided with up-to-date information, we are better able to stay in contact with our alumni regarding things such as events, campus news, and connecting them with current students. If you get any information (phone numbers, emails, new jobs, relocated, marriages, births, etc.) about an alum, email the info to Alumni@coe.edu; or contact our Alumni Assistant, Emily Stiers (estiers@coe.edu; x8561).

● What if I want to contact alums that are in my program/area?
  o The Alumni Office has the data and would be happy to help you. Contact our Alumni Assistant, Emily Stiers (estiers@coe.edu; x8561).

● What if I want to raise money for my program/area?
  o Whether you are having a silent auction, an event, a grant request, or sending a solicitation, we can help. All solicitations must be coordinated out of the Advancement Office, so please contact Mary Springer, Coe Fund Director (mspringer@coe.edu; x8569) about any fundraising requests. Donor and alumni information is very sensitive and we want to be sure to coordinate communications so we do not overload our donors and alumni.

● What if I want to donate to Coe myself?
  o We would love for you to choose to make Coe part of your philanthropy plans as faculty and staff giving is an outward testament of your belief in our mission! For questions, contact Mary Springer, Coe Fund Director (mspringer@coe.edu; x8569). You can also give online, or pick up and fill out a payroll deduction form from the Office of Human Resources.

● What if I have a question about my giving to Coe, a change in communication preferences, or need a new copy of a gift receipt?
  o Advancement Services is responsible for entering in gifts, updating data, issuing receipts and thank you letters, and managing communication preferences. Contact Sally Terukina, Gifts and Records Specialist (sterukina@coe.edu; x8542) for assistance.
What services reside in C3 and who should I contact?

- **Careers**
  - **Carrie Bettcher (8608)**, Career Specialist: advises students in Nursing, Education and Kinesiology. Employer contacts are health care.
  - **Joe Demarest (8780)**, Career Specialist: advises students in Psychology, Sociology, Political Science, Communications, Pre-Law, English/Creative Writing, The Arts (Art/Music/Film/Theatre) and the Humanities. Employer engagement with Non-Profits, Government, Legal/Law Enforcement, Media/Journalism, The Arts, Sports Management and Hospitality.
  - **Nanci Young (8581)**, Career Specialist: advises students in Business, Accounting, Computer Science, Math, Biology, Chemistry, Physics and other Life Science. Employer contacts in finance, accounting, business, marketing, research and industry.
  - **Barb Tupper (8662)**, Co-Director of C3 and Executive Director of External Partnerships and Annual Giving.

- **Community and Civic Engagement**
  - **Kara Trebil-Smith (8660)**, Director of Community and Civic Engagement: works with partners on and off campus to engage students, faculty, and staff with opportunities to collaborate on innovative responses to community and civic challenges. This includes working with faculty to develop community-based learning/research opportunities, and serving as the point of contact for voter registration and election engagement.
  - **Laura Van Buer (8260)**, Program Coordinator for Community Engagement: manages community engagement programming for students, including the Off Campus Federal Work Study Program and the Iowa College AmeriCorps Program. She also oversees our student work staff, composes our weekly e-newsletter, and helps coordinate our many career, community engagement, and creativity programs.

- **Creativity**
  - **Marty St. Clair (8582)**, Co-Director & Faculty Director of C3

Where should I send a student who wants help with resumes, cover letters, interviewing or job searches?

- Direct students to their Handshake account to make an appointment with C3 staff or have them contact us directly at 319.399.8260 or O-career@coe.edu. Appointments are conducted in our offices on the main floor of McCabe Hall.

How do students get connected with alumni and employers and learn how to network?

- Kohawk alumni love to help current students, and we have many contacts locally and across the world who we can connect students with. We work with students on their LinkedIn presence and teach them how to network directly with alumni that way, too. Coe has a variety of great programs designed to connect students with alumni: our Coe Alumni Mentoring Program (matches a student to a local alum for 1:1 mentoring), Externship (trip over spring break to tour and network with alumni), Sip and Socialize (networking event exclusively for students, alumni and faculty), Career Communities, Network with Kohawks events like Coffee with Cool People and Career Community Chats; and more.

I have a student who wants to do an internship. How are those handled on campus?

- All of our Career Specialists (Carrie Bettcher, Joe Demarest, Nanci Young) work with students, faculty and the community to identify and develop internships. They will work with the student and their advisor to help them navigate the process of finding and applying for internships, and to ensure that any on-campus registration and paperwork is completed.

I have a student who would like to complete a community-based practicum. How are those handled on campus?

- Kara Trebil-Smith will assist in developing these in collaboration with students, faculty, and community partners. Kara ensures that projects are mutually beneficial for the partner and the student and serves as the...
point of contact for registration and paperwork processes. You can also contact Laura Van Buer, our Community Engagement Coordinator.

- I have a student who is really unsure about his/her choice of major or what he/she wants to do for a career. In addition to the student's faculty advisor, what other resources are available for this student?
  - Both the C3: Creativity, Careers, Community and the Learning Commons (8844) staff can assist. If the student is trying to decide what to major in, the Learning Commons is a great place to start. If the student has chosen a major and wants to explore careers utilizing skills gained within that major, send him/her to the staff in C3. Staff in both places are trained to administer interest inventories, such as the Strong, and other tools to help a student navigate these types of academic and career path questions.

- I have a student who is interested in gaining some experience, but not through an internship or community-based practicum (student may not have time, transportation, etc.). Where should I send them?
  - C3 has a variety of options for the student who is ready to explore, but may not want to commit to a full-fledged internship/community-based practicum experience. Experience can be gained in a variety of ways:
    - job shadowing and conducting informational interviews with alumni in their career of interest
    - volunteering at a local non-profit and collaborating with community partners to solve real-world problems
    - updating resumes and developing a solid LinkedIn profile
    - participating in mock interviews and attending a networking event

- Where should I send students who want to participate in the Off-Campus Federal Work Study program?
  - Direct students to Laura Van Buer (8260). Students can also find more information about our Off-Campus Work Study Programs by navigating to our Step-by-Step Guides for students on our website.

- Where can I send students who have questions about, or need assistance with, voting or voter registration?
  - Our Community and Civic Engagement staff are the point people for voter and election engagement on campus. Contact Kara Trebil-Smith (8660).

- As a faculty member, where can I get support for developing a service-learning/community-based experience in one of my courses, or a community-based research project?
  - Kara Trebil-Smith (8660), is happy to help you explore opportunities and develop learning outcomes, project partners, reflection activities, etc. for your courses or research.

ATHLETICS

- Sonny Travis, Director of Athletics & Recreation

- Where can I exercise?
  - We have multiple exercise areas for Coe Faculty and Staff to utilize: the Athletic Recreation Complex (ARC) Fitness Center and Weight Room (strength and cardio equipment), Eby courts, climbing wall, natatorium (pool), Clark Racquet Center (indoor track, tennis courts, racquetball and squash courts, cardio equipment, weight equipment, exercise classes, sauna), and outdoor track.

- Can all faculty and staff use the Fitness and Recreational Facilities?
  - Yes, you must show your Coe ID card at the front desk of the ARC.

- Can faculty and staff families use the Athletic and Recreation Facilities?
  - Yes, but only immediate family will be allowed to use the facility for free, and all members are required to get a card from Connie Van Winkle or Joelle Rummel. This card will be used each time they enter the facility.

- What facilities are employees able to access with a Coe ID card?
  - ARC (Fitness Center, weight room, Eby courts, and Pool) and the Clark Racquet Center and outdoor track
• Do we have to pay to attend Coe athletic events?
  o No, all faculty, staff and students have free admittance with Coe ID

• Where can I find a schedule of athletic events?
  o https://kohawkathletics.com/

• Where are the locker rooms located?
  o The women’s locker rooms are located on the first floor of Eby and in the Clark Racquet Center.
  o The men’s locker rooms are located on the first floor of Eby and in the Clark Racquet Center.

• Can locks be used on the lockers?
  o Yes, but they must be removed daily. We do not have long-term locker rentals.

Facilities:

Kohawk Arena
• The Kohawk Arena sits over 1,600 spectators and is home to our men’s and women’s basketball teams, volleyball team, and wrestling team. We can go from one main court to two courts side by side. It has an upper concourse level which adds a top down feel to the arena.

Fitness Center and Bridge
• A key feature of the project is the cardio bridge over College Drive that joins the ARC addition to the Clark Racquet Center, creating a new, comprehensive facility. This bridge—which is mostly glass—provides a stunning visual feature for the Coe community and visitors alike. The cardio bridge has treadmills, ellipticals, stationary bikes, and a stretching area.

Wrestling Room
• This area features a state-of-the-art wrestling room. This area includes a team locker room, coaches’ locker room, sauna, and in-ground cooling plunge. Even in the wrestling tradition-rich state of Iowa, Coe is unique in foregrounding wrestling in this way.

Eby Fieldhouse
• All levels of Eby have been renovated as part of this project. The centerpiece is the conversion of the former gymnasium and wrestling areas into a multi-purpose court for recreational sports and intercollegiate practices. The facility includes three basketball courts that can be separated by curtains or opened into one large facility for throwing, indoor soccer, baseball and softball practices, and all club and recreational activities.

Clark Racquet Center
• Clark Racquet Center has ample locker-rooms for both men and women. A new elevator has been installed to integrate the facility with the entire athletic and recreation complex project. Cardio and weight training machines are available.

Clark Field and Stadium
A state-of-the-art track surrounds Clark field. Recent enhancements include much needed additional seating for Kohawk fans.

The new, Athletic and Recreation Complex (ARC) will serve the entire Coe community by emphasizing a culture of health and wellness. Student-athletes will especially benefit from the enhanced facilities. Moreover, with the additional space provided by the new facility, Coe plans to increase wellness and athletic programming and access to recreational space for all Coe students, as well as, hundreds of children and youth from the Cedar Rapids community. Emphasis will be placed on serving those in the neighborhoods surrounding the campus.

BUSINESS OFFICE: Please see Human Resources for additional questions
Accounts Payable

- I have a question about an invoice that was (or needs) to be paid
  - Angie Dvorak x 8580

- Is Coe sales tax exempt?
  - Yes, Angie Dvorak, Angie Calhoun, Brad Meisterling, or Pam Strumpfer can provide the certificate.

- What is the IRS mileage rate?
  - Angie Dvorak and it is on our expense report form.

- I have a question about W-9s.
  - W-9s that are needed from vendors – Angie Dvorak x8580
  - I need a W-9 completed by Coe – Angie Calhoun, Brad Meisterling or Pam Strumpfer

- I have a question about my credit card.
  - Angie Dvorak x 8580

- I want to receive my employee reimbursement by ACH
  - Angie Dvorak and you can find the form at Coe College Business Office

- I have a question about my budget.
  - Basic balance questions – Karalee Williams/Carly Szawiel
  - Budget access questions – Angie Calhoun
  - Budget allocation, increases or process – Angie Calhoun

General Business Office Questions

- I have a question about a restricted account.
  - Basic balance questions – Karalee Williams or Carly Szawiel
  - Allocations or income distribution – Angie Calhoun

- I have a question or need help with transferring/reclassing an expense.
  - Carly Szawiel

- I have questions about an endowment fund.
  - Angie Calhoun

- I am working with a student that has questions about their student account balance.
  - Basic balance questions – Karalee Williams
  - Needs assistance with paying their account – Carrie Heims

- I have a student that is going to do work study for me.
  - First step is to have the student meet with financial aid (Janet)

- I need a notary.
  - Angie Dvorak or Pam Strumpfer (other offices, President’s Office and Advancement)

- I have a question about Coe’s Verizon wireless phone account.
- Angie Dvorak

- I need a travel advance.
  - Karalee Williams and you can find the form online at Coe College Business Office

- I will be driving for the college or have a student who will be driving.
  - Pam Strumpfer

- Other issues or concerns.
  - Angie Calhoun

ENROLLMENT, MARKETING & IT

ADMISSION

- **Julie Staker**, Vice President for Enrollment, Marketing & Institutional Effectiveness – develops strategy and direction for the offices of admission, marketing, financial aid and information technology
- **Josh Kite**, Assistant Vice President for Enrollment & Dean of Admission – oversees all aspects of recruitment and financial aid
- **Jill Kuhlers**, Associate Director for Campus Engagement – in addition to coordinating various scholarship opportunities, including Williston Jones and Visual & Performing Arts, Jill acts as faculty and athletic liaison for the admission office, oversees the scheduling of daily visits and manages the office's outreach to on- and off-campus recruitment partners

- How can I refer a student to Coe?
  - Send an email to admission@coe.edu and include the following information:
    - Student Name
    - Full Mailing Address
    - Phone (if available)
    - E-mail address (if available)
    - High School Graduation Year (required)
    - Any additional information you may have: academic or athletic interests, name of high school, etc.

- How do people schedule a campus visit?
  - [www.coe.edu/visit](http://www.coe.edu/visit) or 877.CALL.COE.
  - Questions? Contact Delaney Novy, Campus Experience Coordinator (319.399.8500 or dnovy@coe.edu) or Jill Kuhlers, Associate Director for Campus Engagement (319.399.8500 or jkuhlers@coe.edu).

- Can a student trained to work in the Admission Office help with a tour/presentation/panel, etc.?
  - If one of our Admission Assistants is needed for a tour/presentation/panel, etc., please call 319.399.8500 and ask to speak with Larimer Porter or Jill Kuhlers who may be able to make necessary arrangements.

- Who do I talk to if I want to help at an admission-related event?
  - Contact Larimer Porter, Marketing & Events Manager, at 319.399.8251 or lporter@coe.edu.

- I will be traveling on Coe business. Could I make contact with any prospective students while I am there?
  - Josh Kite (319.399.8243 or jkite@coe.edu) can discuss the timing of your event and determine if there might be opportunities to reach out to prospective students.

- Can I get student data from your office? Can Admission run a report for me?
  - A vast majority of admission data is pushed to the all-campus database, Jenzabar, nightly, making it readily available to faculty and staff with Jenzabar access for any reporting or information needed.
  - Once a student has submitted their Mandatory Forms, the most current information on those students is in Jenzabar and is more accurate than Admission data.
Questions? Contact Erica Huk, our Systems Manager, at 319.399.8240 or ehuk@coe.edu.

- **Who works with currently enrolled Coe students?**
  - Actually, no one in our office does. The Admission team recruits Kohawks and then hands them off to the faculty and Student Life staff once they arrive as a Coe student.

- **Can we have some admission materials to hand out at an upcoming event?**
  - Email Natalie Milke at nmilke@coe.edu at least 48 hours prior to event. She will respond to let you know whether or not materials are available.
  - Information to include:
    - For what event do you need the materials?
    - What type of information are you looking for in the publications?
    - How many copies would you like?
    - By when do you need them?

**FINANCIAL AID**

- **Josh Kite**, Assistant Vice President for Enrollment & Dean of
- **Barb Hoffman**, Director of Financial Aid
- **Contact Financial Aid:**
  - o-financialaid@coe.edu
  - 319.399.8540
  - Lower Voorhees

- **When should I refer a student to the financial aid office?**
  - General financial aid questions and/or financial concerns – Refer a student to their financial aid counselor. Students with last name beginning A-C refer to Barb Hoffman, last name D-M refer to Ali Romano-McClain and last name N-Z refer to Renae Armentrout. It is also appropriate to submit a SPAN Alert for financial concerns.
  - Work Study questions
  - Federal and State Aid Satisfactory Academic Progress Requirement
  - Help with filing a Free Application for Federal Student Aid (FAFSA)
  - Debt Counseling as it relates to student loans
  - Financial Literacy
  - Scholarship eligibility
  - Endowed Scholarship Recipient information

- **Where do I send an alum with questions about loan repayment?**
  - Janet Boddicker-Rampulla

- **Who should I contact to find out how many hours a student can work?**
  - Financial aid staff can answer this general question and students and supervisors can view this information in my.coe after October 1st.

- **Where do I send a student with questions about their work study payroll forms or pay checks?**
  - Payroll/Business Office

- **Who should I talk to about my department work study budget?**
  - Angie Calhoun, Business Office

- **Who should I talk to about work-study student conduct issues?**
  - Human Resources o-humanresources@coe.edu or 319.399.8627

- **Who should I contact about financial aid related survey items?**
  - Amanda Colehour

- **Who should I talk to about tuition benefits?**
  - For eligibility determination contact Human Resources. For forms and procedures refer to my.coe.edu, employee tab. Completed forms should be turned in to Janet Boddicker-Rampulla.
Where do I send a student with account/billing questions?
  - Office of Student Financial Services

Where do I send a student with a registration hold or transcript hold?
  - Office of Student Financial Services

MARKETING

Natalie Milke, Director of Marketing & Institutional Effectiveness

Who can I contact about photos/headshots or logos and creating graphics, videos, postcards or brochures?
  - Marketing project request forms are located at my.coe.edu under the “brand assets” tab. All project requests should be made utilizing these forms:
    - Graphic Design Projects: [www.coe.edu/why-coe/discover-coe/marketing/marketing-design-project-request](www.coe.edu/why-coe/discover-coe/marketing/marketing-design-project-request)
    - Video Projects: [www.coe.edu/why-coe/discover-coe/marketing/marketing-video-request](www.coe.edu/why-coe/discover-coe/marketing/marketing-video-request)
    - Photo Requests: [www.coe.edu/why-coe/discover-coe/marketing/marketing-photo-request](www.coe.edu/why-coe/discover-coe/marketing/marketing-photo-request) (Please Note: The college does not have a photographer on staff but the Marketing Office will attempt to assist with as many requests as possible.)
  - Once submitted, Natalie Milke will coordinate with our project leads, designers and videographer to take care of your requests and ask questions.
  - Natalie Milke (nmilke@coe.edu) is also available to answer general questions.

Who do I contact regarding the Coe College website?
  - Contact Natalie Milke (nmilke@coe.edu) regarding visuals and new content or initiatives on the Coe College website. For general updates, edits and technical needs, submit the website update request form ([www.coe.edu/why-coe/discover-coe/marketing/website-update-request](www.coe.edu/why-coe/discover-coe/marketing/website-update-request)) or contact your department’s website editing administrator. If you are not sure who your department’s website editing administrator is, please contact Natalie Milke (nmilke@coe.edu).
  - Updates to the online directory should be directed to the Office of Human Resources.

Who can I contact regarding the Print Center and having materials printed?
  - Print project request forms are located at my.coe.edu under the “brand assets” tab. All project requests should be made utilizing this form. ([www.coe.edu/why-coe/discover-coe/marketing/print-center-order](www.coe.edu/why-coe/discover-coe/marketing/print-center-order))
  - Once submitted, the Mail & Print Specialist will coordinate with print shop staff to take care of your requests.
  - Contact Andrea Perkins (aperkins@coe.edu), our Mail & Print Specialist, for general questions.
  - You should also contact the Print Center to order business cards and letterhead.

Who can I contact for advice or help with social media accounts and guidelines?
  - Contact Natalie Milke (nmilke@coe.edu) regarding social media needs.

Who do I talk to about Coe’s brand identity?
  - The brand assets tab at my.coe.edu can provide much information related to Coe’s brand identity.
  - Resources include logos, electronic templates for PowerPoints, letterhead, electronic signatures and posters are also on my.coe.edu. There are also quick reference guides for identity standards for the college and for athletics.
  - Contact Natalie Milke (nmilke@coe.edu) regarding questions related to Coe brand assets or special requests.

To whom should I submit a request for information to be submitted to the media?
  - Contact Natalie Milke (nmilke@coe.edu) regarding media. Natalie is responsible for news releases and media relations.

I have been approached by the media with a request for an interview or information. What should I do?
Any requests for media interviews should be immediately referred to Natalie Milke (nmilke@coe.edu, x8275 or 319.899.3784). Natalie handles media relations and is the spokesperson for the college. It is especially important for Natalie to be consulted about media inquiries in situations where the college is involved in a potential controversy (crisis communications).

- **How do I get a public event on the Coe calendar?**
  - Contact your department calendar administrator:
    - Alumni/Advancement/C3: Emily Stiers
    - Music: Karen Wilson
    - Academic Departments: Dawn Novetzke or Beth Valenta
    - Registrar’s Office: Jodie Chadima or Jesse Upah
    - Student Development: Teresa Wille
  - If your division does not have a calendar administrator (listed above), please submit your request using the website update request form (www.coe.edu/why-coe/discover-coe/marketing/website-update-request).

- **Where can I find information about the events happening on campus?**
  - Reference the calendar on the Coe College website at www.coe.edu/why-coe/events/calendar.

- **Who is responsible for the Courier? Who should I contact if I have an idea?**
  - Contact Natalie Milke (nmilke@coe.edu) and Natalie Crall (ncrall@coe.edu) in the Office of Advancement, regarding the Courier.

- **How do I schedule a Charlie Kohawk appearance?**
  - Submit your request for Charlie to appear at an event using the online request form: www.coe.edu/why-coe/discover-coe/marketing/charlie-kohawk-appearance-request

- **If I have exciting news to share (one of your students receives an award, etc.), who should I tell?**
  - Share the information with Natalie Milke (nmilke@coe.edu) via email or use the Story Sharing Form: www.coe.edu/why-coe/discover-coe/marketing/story-news-sharing-form

### INFORMATION TECHNOLOGY

- **Deb Bahr,** Director of Information Technology

- **Contact IT:**
  - o-computer@coe.edu
  - 319.399.8877
  - Lower Voorhees & Gage

- **Online Help Requests:** Log onto [http://my.coe.edu](http://my.coe.edu), and click on SchoolDude Link

- **What can I contact Information Technology for?**
  - Computers
  - Accounts
  - Network/Wireless
  - My.coe.edu
  - eClassroom Technology
  - Cable TV/Streaming IPTV
  - Telephones/Voicemail
  - WebEx/Telepresence/Conference Call Telephone
  - Residential – network, wireless, TV
  - And anything you’re not sure of.

- **Are there any IT perks that are free to faculty and staff?**
  - Yes! You are eligible to borrow CDs of the latest versions of Microsoft Windows, Office for Windows and Mac, as well as anti-virus software.

HUMAN RESOURCES: Please see Business Office for additional questions
I have an HR question and I’m unsure who to ask!
  o Utilize the main HR email or phone number above and we can help!

Paycheck questions, payroll forms and tax withholding.
  o Tess Werner

General Benefit questions, enrolling in or changing benefits.
  o Andy Cooley

Questions about retirement and enrolling in retirement benefits, Medicare transition.
  o Andy Cooley

Workers Compensation injury or questions.
  o Andy Cooley

FMLA or medical leave.
  o Andy Cooley

How can I see what benefits I’m enrolled in and how do I make a change to my benefits?
  o You can view your current benefit summary on SmartBen at www.smartben.com. Your user ID is your employee ID number + @coe and you have a unique password.
  o Generally you can only make changes to your benefits during open enrollment, but if you have a qualifying life event (marriage, child, loss of coverage, etc.), you can log into SmartBen and upload any documentation associated with the change to initiate a change to your plans.
  o Andy Cooley can help you with specific questions or assistance.

Questions about health insurance claims for finding a doctor.
  o Due to HIPAA we are unable to access specific information, but we have a resource called Health Advocate who has access to our benefit plans and can assist you with this by calling 866.799.2728.

I have questions about retirement and retirement planning.
  o Upcoming retirees and those transitioning to Medicare should meet with Andy Cooley to discuss details and planning necessary.
  o To enroll in TIAA or to make changes to your contributions or investment allocations, you can login to your TIAA account at www.tiaa.org/coe and make changes online.
  o If you have specific questions about your TIAA retirement plan and investment options or rollovers, you can contact TIAA directly at 1-800-732-8353.

Where can I find my sick leave and vacation balance?
  o On my.coe. Click the Employee Information tab and choose Monthly Sick Leave/Vacation Report. If you are a supervisor you can also view employee sick leave and vacation under the same report in the Managers tab. If you have questions about the information or access to it, contact Tess Werner.

Extended leave/family leave, or medical situations requiring absence from work.
  o Please share any absence needs with your supervisor, and contact Andy Cooley for information related to sick leave usage or FMLA.

Employee Assistance Program/Counseling
• All Coe employees have access to 3 free counseling services each year through our Employee Assistance Program, in addition to free webinars, assistance with Medicare and transition questions, and coaching resources for work and work/life challenges. These services are not specific to work-related issues, and may be used for financial, legal or emotional support. Please contact Health Advocate at 866-799-2728 for more information.

• Concerns or complaints related to the workplace.
  o You may reach out to any member of the HR team, including Kris Bridges to discuss any concerns regarding the workplace, including safety, policies or other colleague or supervisor concerns.

**FOOD SERVICE/SODEXO CAMPUS SERVICES**

- 319.399.8648

• How do I change meal plans?
  o All Student Meal Plan changes take place the first week of classes for Fall and Spring term (August 21-27, 2019 & January 13-17, 2020) hosted on mycoe.edu.

• When can I convert meals on the 175 Meal Plan?
  The dates for first term are Sept 4 & 5 (effective Monday, September 9) and Oct 16 & 17 (effective Monday, October 21). Second semester dates are Jan 15 & 16 and March 11 & 12. This can be done at the Sodexo office in upper Gage Union.

• What are the hours of operation?
  o Dining Service hours can be found on the Coe College Home page-Dining Services-Dining Choices. They are also posted at the front door of the cafeteria.

• What does Sodexo provide?
  o Breakfast, lunch and dinner to students, faculty, and staff in the Gage Union dining room seven days a week
  o Provides food menu in the PUB
  o Catering services for any event on or off campus

**LEARNING COMMONS AND PERSISTENCE TO GRADUATION**

• **John Chaimov**, Director of Off-Campus Study; German & International Studies prof (Main)
• **Marc Falk**, Learning Commons Program Co-Director; Music professor (Main level)
• **Gina Hausknecht**, Associate Dean for Student Academics; English professor (Lower level)
• **Tom Hicks**, Director of TRIO (Academic Achievement Program) (Lower level)
• **Peggy Knott**, Academic Technology Support Specialist (Lower level)
• **Bethany Baker**, Math Specialist (Main level)
• **Rob Kuennen**, Academic Advisor-At-Large; Business professor (Main level)
• **Kim Lanegran**, Learning Commons Program Co-Director; Political Science professor (Main)
• **Michelle McIllece**, Academic Coach & Tutoring Coordinator (Lower level)
• **Jane Nesmith**, Director of the Writing Center (Writing Center office, main level)
• **Kim Pierson**, Academic Coach & Accessibility Coordinator (Lower level)
• **Shanna Pikora**, Academic Support Coordinator & Academic Coach (Lower level)
• **Laura Riskedahl**, A/V Librarian & Head of A/V (Lower level)
• **Amber Shaw**, Fulbright/National Fellowships Advisor; English professor (Main level)
• **Lisa Stroschne**, Academic Technologist (Lower level)
• **Nikole Stallman**, TRIO & LC Program Coordinator (Lower level reception desk)
• **Crystal Triplett**, Learning Commons Office Manager & Program Coordinator (Main level)

• What is the main purpose of the Learning Commons?
  o The mission of the Learning Commons is to promote student success and persistence. (See below for more detail.)
• **What student services and resources are offered in the Learning Commons?**
  o Exploring and choosing a major
  o Academic coaching: learning strategies, study skills, time management, executive functioning, self-regulation
  o Writing Center: peer support for all aspects of the writing process
  o Speaking Center: peer support for public speaking, presentations, interviews, etc.
  o MakerStudio: includes 3D printer, laser cutter, sewing machines, etc.
  o Off-campus study
  o Tutoring: lower level - tutor request form online under the student tab of my.coe
  o Test Proctoring: lower level
  o Accessibility (504/ADA) support: lower level
  o National Fellowship advising
  o Identifying how to take advantage of and maximize the opportunities Coe offers
  o Micro Grants
  o Individualized support for all students, with particular attention to those at higher risk of not completing degree

• **What do I do if a student discloses to me that they have a disability or think they might have a disability?**
  o Refer the student to Accessibility Services for assistance having them call 319-399-8547 or 319-399-8534. They may also email kpierson@coe.edu or accessibility@coe.edu. It is also very important that the individual receiving this information contact Accessibility Services via any of the contacts listed above. This is not a breech of confidentiality, rather it allows the student to be fully informed of their rights and services that may be available to support their academic efforts.

• **Can I refer a student to the Learning Commons?**
  o Yes! Students can make an appointment during consultant office hours or stop by during regular business hours (and a few evening hours) and ask to see a Learning Commons Consultant, or email LearningCommons@coe.edu, or call 399.8844. Or, simply send a student over to the Learning Commons and we’ll take it from there.

• **When would I refer a student to the Learning Commons?**
  o When a student has questions related to academic progress, courses, majors, academic advising, study abroad, life plans, or any of the college’s academic resources or requirements
  o When a student is struggling with a class or seems to lack direction or motivation
  o When a student has great ideas for doing interesting things and needs someone to talk with to make them happen
  o When a student seems not to be working up to his or her potential
  o When a student expresses doubts about whether Coe is the right place to be

• **What are Micro Grants?**
  o Learning Commons Micro-grants are small, one-time grants available to any current Coe student, faculty, or staff member to fund projects to enhance teaching and learning at Coe. More information and applications are available at the Learning Commons.

• **Who does what in the Learning Commons?**
  o All Learning Commons staff and associated faculty can connect students with the appropriate resources and personnel. We are friendly and love working with students!
  o Learning Commons Consultants (*) hold drop-in office hours as well as scheduled meetings to discuss any aspect of students’ academic experience, guide students toward the services and resources listed above, answer questions and help students figure out next steps to take with any academic concern or question.
  o Faculty associated with the Learning Commons provide support with specific dimensions of the academic program. The At-Large Advisor consults about courses, majors, and requirements; this complements but does not replace the work of the student’s primary faculty advisor.

• **Where do students go for help with internships and careers?**
  o Students seeking to identify their strengths and aptitudes as they think about career directions, looking for an internship or conducting a job search will work with the Center for Creativity & Careers. That team will help students with resumes, interview skills and other job and internship preparation.

• **What does “success and persistence” mean?**
  o *Student success* refers to a productive college experience culminating in graduation, in most cases within four years. For the Learning Commons, it means helping every student make the most of their four years at Coe: not just getting passing grades in classes but having meaningful, transformative learning experiences in those
classes and taking advantage of a whole host of opportunities beyond the classroom. These opportunities include:

- co-curricular experiences like participation in clubs, organizations and teams;
- involvement in the Cedar Rapids community through service learning and volunteering;
- engagement with career exploration through networking, alumni contact, job shadows, informational interviews, externships and internships;
- meaningful work-study;
- developing relationships that comprise an individual support network;
- off-campus study;
- preparation for graduate study and post-graduate fellowships;
- and other ways in which students use the resources available at them at Coe.

Persistence refers to the routines, practical steps, beliefs and habits of mind that help students meet the inevitable challenges of the college years with confidence as they progress toward graduation. Important aspects of persistence include:

- Adopting a growth mindset rather than a fixed mindset
- Seeking help and using available resources, e.g. talking to professors outside of class; taking advantage of tutoring and help rooms; seeking counseling; asking for help in the Learning Commons and library, residence halls, Student Development, etc.; actively relying on one’s support network
- Setting expectations both aspirationally and realistically, and being able to accurately identify which is which (e.g. using SMART goals)
- Avoiding the temptation to catastrophize and keeping things in perspective
- Maintaining healthy personal habits and making good choices regarding sleep, nutrition, exercise, and use of one’s time

How do I contact the Learning Commons?
- Call 399.8844 or email learningcommons@coe.edu, call or email any of the staff, or stop by the library and say hello.

PERSISTENCE/RETENTION:

- What if a student is concerned about their academic performance?
  - Contact the Learning Commons. Two useful contacts are:
    - Crystal Triplett (Learning Commons Office Manager & Program Coordinator), ctriplett@coe.edu (x8845)
    - Nikki Stallman (TRIO-AAP and Learning Commons Program Coordinator), nstallman@coe.edu (x8547)

- What do I do if I grow concerned about a student? If I see odd behavior, unexcused absences from class or work, signs of depression?
  - The best thing to do is to submit a SPAN Note via my.coe.edu (https://my.coe.edu/ICS/Faculty/Persistence.jnz). The SPAN Note will allow you to explain your concern and send it to the appropriate person.

- What do I do if a student tells me that they are thinking of transferring or leaving Coe for other reasons?
  - The SPAN Note system has this as a selectable option. But if you feel more comfortable, please contact Gina Hausknecht (ghauskne@coe.edu) or Tom Hicks (thicks@coe.edu)

- What if I see something happening at Coe that may be affecting retention negatively? Or if I have an idea that might improve student thriving and success?
  - Contact Gina Hausknecht (ghauskne@coe.edu) or Tom Hicks (thicks@coe.edu)

PHYSICAL PLANT

- Lisa Ciha, Director of Physical Plant
• How do I get something repaired in my office or classroom?
  o Submit a work order through the School Dude portal located on the my.coe Home page.

• What if I discover a mess in the building that needs attention?
  o Call Physical Plant for assistance

• Who do I contact if I need something taken to another department?
  o Submit a work order through the School Dude portal.

• Who do I call with a concern about the grounds, such as a tree limb down or snow removal?
  o Call Physical Plant or submit a work order, as we have moved landscaping in house.

• If I have a special project or questions about a project my department may need, what do I do?
  o Call Physical Plant or email lihia@coe.edu. It's best to discuss the projects first and not just submit a work order.

PROVOST & DEAN OF THE FACULTY

• Paula O’Loughlin, Provost and Dean of the Faculty

• What are some primary responsibilities of the Provost Office staff?
  o The Provost Office is charged with maintaining faculty employment and promotion records, collaborating with the Registrar’s Office to prepare each year’s course offerings, and documenting any modifications to academic policy matters.

• What is the role of the Provost Office in creating the academic calendar?
  o The Dean of the Faculty is a member of the executive committee of the faculty, the committee which creates and approves the academic calendar each year.

• What is the significance of a faculty member's title?
  o Faculty members’ titles indicate their rank. The order of rank follows: adjunct (indicates a part-time, benefit-eligible faculty position), instructor, assistant professor, associate professor, professor.

• What should I do if a student or parent has a concern about a class or instructor?
  o Have them talk to the Department Chair.

• What should I do if a student or parent has talked with the Department Chair and still is unhappy?
  o Have them contact the Provost’s Office.

• What if I want to take students to a research conference?
  o The Provost's Office website has a link for students to apply for research funding (www.coe.edu/academics/provost/provost-students)

• How many semesters does Coe offer each year?
  o None. Instead of semesters, Coe offers Fall Term, Spring Term, and May Term.

STUDENT DEVELOPMENT

• Marc’ Bady, Dean of Students and Senior Student Affairs Office (Assistant to the Dean of Students – Teresa Wille)
  o Responsible for the delivery of student services and for working with student organizations
  o Administers student life policies and procedures
  o Serves as a student advocate to the faculty, administration, and other College constituencies
Advises students, parents, faculty, and others concerning campus life issues and out-of-class activities.

- Oversees the Office of Diversity & Inclusion

- Below please find additional information about Student Development members and responsibilities.

- Where do I go now to get a new ID badge?
  - You can get your ID badge in the new Student Development Office in Upper Gage Union.

- If a student shares with me that they have been sexually assaulted, do I have to tell anyone at the College?
  - Yes, as a non-confidential resource you must refer/report what you know to the Dean of Students (Marc Bady) and if possible, recommend or help get that student to see Health Services as that is a confidential resource and can tend to our primary concern; their health and welfare. Call Student Development at 8843 if you have any questions regarding process or next steps.

- What if I have a problem with my roommate?
  - Please contact your Resident Assistant or Area Coordinator if you are having an issue with your roommate. They will work with you to develop ways to address the issue with your roommate to resolve the issue. If additional help is needed they are able to facilitate mediation and conflict management conversations with those involved.

- What if I want to change my room?
  - With over 1250 spaces and even more students, a move may seem like a simple solution but in reality it is much more complicated. Please contact your Area Coordinator if you are interested in moving to another room or space. They keep a current list of available spaces in their buildings and can obtain other open spaces from the other staff members if needed. Also know that we keep waiting lists of students who are wanting to move and students who have been on the list longer or with specific needs will be placed first. We allow for students to move after the first three weeks of the term (to make sure our Date of Record count is as accurate as possible).

- What services/programs are offered through Student Development?
  - Great question! Below is a list of our staffing and the areas supported by Student Development. We are located in Gage Union, and if you have a question and you aren’t sure who to ask, call 8843 and we can help!

- Divisions of Student Development:
  - Campus Life:
    - Madison Dockter, Orientation and Events Coordinator (8261)
      - Oversees Orientation planning and activities
      - Oversees reservations and summer conferences
      - Oversees Campus Information and Box Office
      - Supervises CAPs (College Adjustment Peers)
    - Hayley Goddard, Programming and Student Organization Coordinator (8206)
      - Manages student organization recognition and policies
      - Coordinates a broad range of student activities including leadership programming, student Homecoming events, President’s Ball, and other events
      - Advises Student Activities Committee and Homecoming
      - Advises fraternities, sororities, and governing councils
  - Residence Life, Director of Residence Life and Area Coordinators (8741)
    - Oversees room selection and room assignments for all students
    - Conducts educational programs in residence life areas to promote a strong out-of-class learning experience
    - Supervises Assistant Area Coordinators and Resident Assistants
    - Oversees the physical condition of the residence life areas
    - Manages student related emergencies and crisis situations
  - Diversity & Inclusion
    - Melea White, Chaplain and Counselor (8843)
      - Conducts and/or coordinates on-campus religious services and special events
      - Provides pastoral counseling regarding ethical, family, and personal concerns
      - Facilitates student interaction with area churches, mosques, and temple
    - Steven Shelby, Coordinator of Multicultural Affairs (8843)
      - Coordinates programs and services for students from diverse backgrounds
- Manages the Intercultural Center and supervises the student leadership team

- **Health, Wellness and Counseling Services**
  - Emily Barnard, Director of Health & Wellness/Counselor (8843) & Melea White, Counselor (8843)
    - Provides short-term counseling to students for personal, health, social, educational, financial and other interpersonal concerns
    - Provides crisis intervention, case management, student advocacy, prevention, and education as needed
    - Serves as liaison between students, faculty and staff
    - Refers students to community mental health resources as needed
    - Assists students through process of actively working towards better health by providing support, skills, and education
    - Coordinates and implements campus wellness initiatives
  - Sara Heisdorffer, Health Coordinator (8617) & Lindsay Shedek, Nurse Practitioner (8617)
    - Provides medical care for all injured and ill students
    - Health promotion (weight reduction, nutrition, smoking cessation, fitness, and stress reduction counseling)
    - Initial evaluation and treatment for mental health conditions, with possible referral to psychiatrist and/or therapists
    - Provides referrals to local hospital and medical specialists
    - Offers health education materials and conducts campus wellness programs

- **Safety & Security**
  - Carlos Velez, Director of Security (8517) & Security Officers (8888)
    - Provides security and safety services to students, faculty, and staff
    - Provides on-campus escorts for students
    - Enforces College parking and traffic regulations

- **What other services are coordinated by Student Development that are not staffed by Coe employees, and how can I contact them?**
  - Counseling Services - Andrew Beer and Emma Thompson, Tanager Place Therapists, Gage Memorial Union, 319.399.8843
    - Provides short-term counseling to students experiencing persona adjustment problems
    - Provides assessment, short-term counseling, and when appropriate, referral to community resources in a manner that maximizes the ability to address and resolve personal issues.
    - This is an off-campus provider however, they will hold limited hours in the Student Development Suite.