



STUDENT SERVICES
RESOURCE GUIDE
FOR
FACULTY & STAFF



Enrollment Services & Student Success
DES MOINES AREA COMMUNITY COLLEGE

Contents

Departments by Category	2
Academic Advising	3
Academic Achievement Centers	4
Preadmissions Non-Credit Self-Paced Biology and Chemistry Courses.....	5
Academic Records.....	6
Admissions	7
Athletics	8
Campus Recreation	9
Career Center	10
DMACC Child Development Center/Ankeny Campus.....	11
Open Computer Labs	12
Conduct/Behavior - Judicial Office.....	13
Counseling.....	14
Disability Services.....	15
Office of Diversity, Equity, and Inclusion	15
Student Support Request (formerly Early Alert Referral)	Error! Bookmark not defined.
Evening Services.....	18
Financial Aid	19
Graduation/Credentials	19
International Student Resources within the Office of Diversity, Equity, and Inclusion (DEI).....	21
DMACC Online Learning.....	22
Pathway Navigators	23
Pregnancy and Childbirth.....	24
Recruitment	25
Registration.....	26
Service Animals	27
Sexual Harassment & Assault - Title IX Office	28
Sign Language Interpreters	29
Student Accounts	30
Student Activities	31
Student Orientation	32
TRiO – Student Support Services	33
Testing Centers	34

Last Update: JANUARY 2023

Textbook Services 34
 Veterans Services 36
 Career Advantage 37
 Career Advantage Advisors 38
 CCTC **Error! Bookmark not defined.**
 Directory 40

Departments by Category

Academic Support	Records-Related	Advice	Financial-Related	Personal Issues	Recreational
Advising/Navigators	Academic Records	Advising/Navigators	Career Center	Counseling	Athletics
AAC	Admissions	Career Center	Financial Aid	Judicial Affairs	Student Activities
Computer Labs	Evening Services	Counseling	Evening Services	Disability Services	Student Support Services
Disability Services	Credentials	DEI	Student Accounts	DEI	
Student Support Request	Registration	Evening Services	Veterans Services	Evening Services	
Evening Services		Veterans Services	Student Support Services	Pregnancy	
Online Learning		Student Support Services		Sexual Harassment	
Service Animals				Service Animals	
Sign Language Interpreting				Sign Language Interpreting	
Student Orientation				Veteran Services	
Student Support Services					
Testing Centers					
Textbook Services					
Veterans Services					

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Academic Advising

Website: <https://internal.dmacc.edu/advising/Pages/welcome.aspx>

Advisors provide a variety of services, but one of their most important jobs is to act as a direct, personable connection between a student and the college. Advisors are invested in students' successes.

Whether students have questions about scheduling, transferring, or even withdrawing from classes, advisors are trained to provide all necessary information for students to make an informed decision.

Services Provided:

- Reviewing degree requirements
- Checking progress toward graduation
- Selecting appropriate courses to take for the next semester
- Discussing career goals
- Developing a transfer plan
- Identifying courses needed for transfer
- Reviewing college policies and procedures
- Deciding on a major

Refer students to an advisor when:

- They are in the wrong class
- They want to change their major
- They are uncertain about requirements for a degree
- They are exploring transfer schools
- They have questions about the degrees, diplomas, and certificates that DMACC offers
- They want to check their progress toward graduation

You can contact an Academic Advisor by contacting the main number at any location:

Ankeny – (515) 964-6200

Newton – (641) 791-3622

Boone – (515) 432-7203

Urban – (515) 244-4226

Carroll – (712) 792-1755

West – (515) 633-2407

Or Find an Advisor here -- <https://internal.dmacc.edu/advising/Pages/findadvisor.aspx>

Points of Contact

Ankeny: Wade Robinson

Newton: Joe Dehart

Boone: Rachel Erkkila

Urban: Erin Lee Schneider

Carroll: Joel Lundstrom

West: Tony Paustian

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Academic Achievement Centers

Website: https://internal.dmacc.edu/students/Pages/academic_achievement_center.aspx

The Academic Achievement Centers provide holistic support to students to help them learn and to achieve the grades they want. Students can connect with professional and peer educators who help students achieve their academic goals in-person, via e-mail through DMACC Tutoring by Email (DTE), or virtually on DMACC Online Tutoring (DOT).

Services Provided:

Based on location, AAC offers tutoring in the following subjects:

- Accounting
- Math
- Writing Lab
- Chemistry
- Physics
- Biology
- Study Strategies

Refer students to an AAC when:

- You are introducing the syllabus and talking about supports offered by DMACC.
- You are covering new concepts in class and want students to know that extra homework help is available with direct support by faculty.
- Students ask for information about study strategies, test taking strategies, time management, and writing.
- You are talking about upcoming tests and want to remind students of the benefits of studying in the AAC.
- You are working with a student who would benefit from tutoring by faculty in a comfortable, academic setting.

You can contact the Academic Achievement Centers:

Ankeny – (515) 965-7004

Newton – (641) 791-1730

Boone – (515) 433-5095

Southridge – (515) 287-8713

Carroll – (712) 792-8307

Urban – (515) 697-7809

Points of Contact

Ankeny: Sharon Bittner

Newton: Joe Dehart

Boone: Ann Kiesel

Urban: In Progress

Carroll: Joel Lundstrom

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Preadmissions Non-Credit Self-Paced Biology and Chemistry Courses

Website: <https://internal.dmacc.edu/academicachievement/Pages/preadmissions.aspx>

The Academic Achievement Center offers two independent study courses: Biology and Chemistry. These courses can fulfill the high school requirement if a student has not completed a year of biology and/or chemistry with a C or higher. The curriculum is similar to a typical high school course without a lab component. This would be an alternative to taking BIO157 (Human Biology) and CHM122 (Intro to General Chemistry) for college credit. Credits are not assigned to these preadmission courses nor do they count towards the GPA. They can be started at any time during the year and do not have to coincide with the start of a semester. Once students are enrolled, they are given four months to complete each part of the course. (There are two parts to each course.) Students purchase a book online and follow a syllabus of topics at their own pace, testing after each chapter. A minimum 70% average must be maintained for successful completion. The course will not necessarily transfer to meet prerequisite requirements at other colleges.

Services Provided:

- Registration for preadmissions biology and chemistry
- Academic Achievement Center support while taking courses
- Scoring of exams
- Completion letter sent to admissions to begin program of study

Refer students to Stacy Vaughn when:

- They need to enroll in preadmissions biology or chemistry to fulfill entry requirements for their program of study

Contact Person:

Stacy Vaughn

slvaughn@dmacc.edu

(515) 965-7148

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Academic Records

Website: <https://internal.dmacc.edu/registrar/academicrecords/Pages/welcome.aspx>

Academic Records is responsible for the safekeeping and privacy of all student records. The Family Educational Rights and Privacy Act (FERPA) protects these records and the students who own them.

Services Provided:

- Allows students to inspect and review their educational records
- Allows students to request the amendment of records they believe are inaccurate
- Accepts requests to block disclosure of students' personally identifiable information

The Academic Records office assures that DMACC adheres to FERPA

Refer students to Academic Records when:

- They need a copy of a transcript
- They need to verify their enrollment with a third party
- They need to submit a Name Change or Change of Address

You can contact Academic Records:

(515) 964-6341 or (515) 964-6396

Transcripts@DMACC.edu

Points of Contact

Lynnae McNamee-Charles

Katie Seuntjens

Ida McIntyre

Kim Spitzig

Heidi Heilskov

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Admissions

Website: <https://internal.dmacc.edu/admissions/Pages/welcome.aspx>

The Admissions team at DMACC is responsible for processing applications for admission, processing program changes, and accepting high school and college transcripts. Our Admissions team also manages the Standby lists for Limited Capacity programs.

Services Provided:

- Reviews and processes incoming applications for admission
- Reviews and processes program change forms when submitted
- Reviews and processes incoming high school and college transcripts

Refer students to Admissions when:

- They need to submit a program change form
- They need to inquire about an application status
- They need to verify their position on a waitlist for a full program

You can contact Admissions:

(515) 964-6341 or (515) 964-6396

Admissions@DMACC.edu

Points of Contact

Tiffany Hartley

Wendy Borst

Erica Hoskins

Angie Collum

Last Update: JANUARY 2023

Athletics

Website: <https://www.dmaccbears.com/landing/index>

All of DMACC's athletics teams are housed at our Boone campus. If ever you have some free time on a weekend, consider venturing out to Boone and checking out the Bears. You can find the [schedule](#) for all of our teams on the Bears website.

Services Provided:

- Men's sports: basketball, baseball, golf, and cross country
- Women's sports: basketball, softball, volleyball, golf, and cross country

Refer students to Athletics when:

- A team member in one of your courses is struggling
- A student has expressed an interest in participating in team sports and wants more information

You can contact Athletics:

Baseball, Nic Mishler – (515) 433-5032

Men's Basketball, Blake Sandquist – (515) 432-5213

Men's & Women's Golf, Chris Seaboch – (515) 433-5047

Men's & Women's Cross Country, Michael Melchert – (319) 480-9802

Softball, Bob Ligouri – (515) 371-4846

Women's Basketball, Jocelyn Kovarik – (515) 433-5209

Women's Volleyball, Danielle Lopez – (515) 433-5051

Points of Contact

Athletic Director, BJ McGinn – (515) 433-5049

bjmcginn@dmacc.edu

Last Update: JANUARY 2023

Campus Recreation

Website: <https://www.dmacc.edu/campusrecreation>

DMACC Campus Recreation serves a diverse student body by inspiring students, enhancing learning and promoting healthy lifestyles through quality facilities, programs, and services. We promote teamwork, fun, direction, and the total college experience while supporting student development through programs and opportunities that strengthen leadership skills.

Intramurals are a part of the total college experience and have become a tradition at DMACC. The DMACC Intramural Program offers a collection of competitive and recreational sports and activities that promote sportsmanship, leadership, exercise, recreation and fun in a structured environment.

DMACC Campus Recreation is also committed to serving as a leader on campus and in recreation. We provide dynamic and diverse recreational experiences, which positively engage students through learning and leadership opportunities.

Services Provided:

- Intramurals
- Extramurals
- Outdoor Recreation
- Club Sports
- eSports
- Equipment Rentals

Refer students to Campus Recreation when:

- They want to meet new people
- They want to get involved in Intramurals Sports
- They are looking to join or create a Club Sport
- They want to get involved in Outdoor Recreation
- They are looking for a job on campus

You can contact Campus Recreation:

Ankeny –

(515) 964-6539

Email: arnelson@dmacc.edu

Boone –

(515) 433-5226

Email: arstrayer@dmacc.edu

Points of Contact:

Andy Nelson (arnelson@dmacc.edu) (515) 964-6539)

Amanda Strayer (arstrayer@dmacc.edu) (515) 433-5226)

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Career Center

Website: <https://www.dmacc.edu/careercenter>

The DMACC Career Center provides free career services to students and alumni at all stages of their career development to support successful transitions from college to career.

Services Provided:

- Career assessments and career coaching
- Job and internship search assistance
- Resume and cover letter writing assistance
- Mock interviews
- [Job and internship postings](#)
- [Career fairs and other recruiting events](#)

Refer students to the Career Center when:

- They are undecided about their academic or career pathway
- They are seeking information about careers related to their area of study
- They are looking for a job or internship on or off campus
- They need assistance writing/updating a resume, cover letter, etc.
- They need assistance practicing their interview skills

You can contact the Career Center:

Phone: (515) 964-6463

Email: careers@dmacc.edu

Points of Contact:

Coordinator: Sara Clayton

Career Advisor (PT): Sarah Kessler-Deutsch

Career Advisor (PT): Mark Sirois

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DMACC Child Development Center/Ankeny Campus

Website: <https://internal.dmacc.edu/programs/earlychildhood/center/Pages/welcome.aspx>

DMACC Child Development Center is a unique setting where our lab school is used for the training of early childhood education students. It is our mission to provide high quality early care and education for children of our DMACC community. Our program is a teaching program where we work closely with the Early Childhood Education faculty and ECE students to provide innovative, quality education for all.

Services Provided:

- DMACC Child Development Center is a non-profit, full day child development program providing quality care for children eight-weeks through five-years old. The center is open to DMACC students, faculty, staff and members of the community.

Refer students when:

- Individuals are seeking quality, affordable childcare on the Ankeny campus.

You can contact the Child Development Center:

Phone: 515-964-6588

Email: slsciarrotta@dmacc.edu

Points of Contact:

Sherri Sciarrotta, DMACC Child Development Coordinator

Jennifer Wardyn, Child Development Specialist

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Open Computer Labs

Website: <https://internal.dmacc.edu/helpdesk/Pages/computerlabs.aspx>

Open computer labs are available to faculty, staff, and students on a walk-in basis during open hours.

Services Provided:

- Desktop computers are available and may be accessed by logging in with a DMACC username and password.
- Free printing is available to all current faculty, staff, and students thru *Papercut*.
- Staff are available to answer general computer-related questions.
- The Ankeny campus Building 6 computer lab provides access to some software used for classes. The Building 6 lab has four computers with the following software:
 - Adobe Creative Cloud
 - AutoDesk Suite
 - 3ds Max
 - AutoCAD
 - Civil 3D
 - Inventor
 - Revit
 - Maya
 - Eclipse
 - Filezilla
 - JMP Pro 14
 - Packet Tracer
 - Python
 - PyCharm64
 - SolidWorks
 - MasterCam
 - MATLAB
 - Maple 18
 - Visual Studio Pro
- There are four Mac computers available.
- The Ankeny Building 6 computer lab may be used for class sessions when your students need to complete an assignment or take an online test. Email the Point of Contact below to reserve a time.
- At the Ankeny Building 6 computer lab an open table area and power strips are available for students to plug into their personal devices.

Refer students to a Computer Lab when:

- A student wants a quiet place to work on homework.
- A student needs basic computer application assistance.
- A student needs to print.

You can contact the Computer Labs:

Website: <https://internal.dmacc.edu/helpdesk/Pages/computerlabs.aspx>

Point of Contact

Jodie Skellenger
(515) 965-6007
jskellenger@dmacc.edu

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Conduct/Behavior - Judicial Office

Website:

<https://internal.dmacc.edu/studentconduct/Pages/welcome.aspx>

DMACC Procedures:

<https://internal.dmacc.edu/studentconduct/Pages/studentconductpolicies.aspx>

Purpose:

1. Create and maintain an educational and developmental disciplinary system which promotes a civil, respectful, and safe educational community.
2. Encourage the informal resolution of disciplinary incidents using a progressive disciplinary sanction model.
3. Uphold and balance student rights and the College's rights while striving to ensure a fair process for all those involved.

By voluntary enrollment at DMACC, students assume the obligation and responsibility of conducting themselves in accordance with the reasonable and lawful requirements of DMACC in its educational functions and processes. Violations of these responsibilities may result in sanctions that can include expulsion from the institution.

All students are expected to conduct themselves in such a manner as to show respect for properly constituted authority, exhibit and maintain integrity and honor in all matters related to the College and not interfere with or disrupt the orderly educational processes of the College.

Other Services Provided:

- Mediator
- Confidant
- Situational Advisor
- Facilitator
- Training and Presentations
- Work with Security and Safety Directors
- Behavior Intervention Teams
- Crisis Management Teams

Points of Contact:

Debbie McKittrick
Judicial Office/Title IX Coordinator
dkmckittrick@dmacc.edu
2006 S. Ankeny Blvd
Building 1
Ankeny, IA 50023
(515) 964-6574

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Counseling

Website: <https://internal.dmacc.edu/counseling/Pages/welcome.aspx>

Counselors at each of the DMACC campuses meet with currently enrolled students on a variety of issues. Counselors can assess for harmful behaviors and then refer to appropriate community resources (Mobile Crisis Unit, hospital ER, etc.).

Services Provided:

DMACC's counselors provide mental health counseling and advocacy services. While we are not staffed to serve in a clinical crisis response capacity, we have structured our services to respond to crises when able. If a student is in crisis, walk the student to the Counseling office, if possible, and tell us that there is a crisis situation. If you refer a student in crisis Counseling, please call to let us know the student is coming and that it is crisis situation.

The Student Support Request form is NOT a good referral source for students in crisis.

Refer students to a Counselor when:

- They feel unsure about where they're going with their life
- They are having difficulty coping with friendship or relationship issues
- They are having difficulty coping in the academic environment
- They seem stressed, anxious, sad, or depressed
- They feel like they can't continue, or that things always go wrong
- They are challenged by a physical or learning disability
- When you believe that a student would benefit from talking with someone about life issues

You can contact a Counselor:

Ankeny: Information Center -- (515) 964-6200

Shannon Peterson – (515) 964-6294 Josh Lundahl – (515) 964-6442
George Clark – (515) 964-6268 Thomas Tweedy – (515) 964-6486
Mary McClure – (515) 964-6436 Erin Borchardt – (515) 965-7153

Boone/Hunziker:

Rebekah Lauritzen – (515) 635-1210

Newton:

Kara Dirksen – (641) 791-1747

Carroll/Perry:

Kristina Whitver-Soyer – (712) 792-8335

Urban/Southridge:

Joshua Herold – (515) 697-7727
Rebecca Papian – (515) 697-7704

West Des Moines:

Lindsey Hays – (515) 633-2431

Last Update: JANUARY 2023

Disability Services

Website:

<https://internal.dmacc.edu/disabilities/Pages/welcome.aspx>

DMACC Procedure:

https://catalog.dmacc.edu/preview_course_nopop.php?catoid=20&coid=24222

Services Provided:

- Reasonable accommodation to be granted to students with disabilities in the form of auxiliary aids/accommodations and services.
- An accessible environment that supports students with disabilities.
- Equal access for students with disabilities to educational opportunities, programs, and services.
- Accessible campuses and programs that are free from discrimination and harassment.

Steps to apply for accommodations:

- Complete the online application for accommodation [online application](https://www.dmacc.edu/disabilities/Pages/accommodation.aspx) (<https://www.dmacc.edu/disabilities/Pages/accommodation.aspx>).
- Provide documentation of a disability.
- The application and documentation are reviewed by Disability Services to determine eligibility and appropriate accommodations.
- The student receives an accommodation letter.
- Faculty receive informational accommodation letters on behalf of the student and the Disability Services office.

Refer students or contact Disability Services when:

- A student discloses that they have a disability
- A student asks how to apply for services
- Support is needed to ensure that an environment is accessible
- Questions exist about the ADA or accommodations
- Questions exist or clarification is needed about a student's accommodations

You can contact the Disability Services office or Disability Services Liaisons:

[Staff Directory \(dmacc.edu\)](#)

Points of Contact:

Disability Services Office: 515-964-6234 or dso@dmacc.edu

Jennifer Argo, Disability Services Coordinator
515-964-6850 or jdargo@dmacc.edu

Sharon Bittner, Director, Program Development/Academic Support Services and Section 504/ADA Coordinator, 515-964-6857 or sgbittner@dmacc.edu

Last Update: JANUARY 2023

Office of Diversity, Equity, and Inclusion

Website: <https://internal.dmacc.edu/diversity/pages/welcome.aspx>

The Office of Diversity, Equity, and Inclusion provides support, training, education, and resources surrounding institutional equity and inclusion efforts.

Services Provided:

- Providing institutional awareness regarding all aspects of DEI
- DEI Training opportunities
- Heritage Month Celebrations
- Multicultural student admissions events
- Support for affinity groups, student clubs, and mentoring programs
- Student programming around inclusion, identity, and belonging

Refer students to the DEI Office when:

- The student needs a safe space to share a DEI concern.
- The student needs support to start or join an affinity group or multicultural student club.
- The student has an idea for a DEI event or celebration.
- The student needs connection support.
- The student needs information regarding a DEI resource.

Last Update: JANUARY 2023

Student Support Request

Website: <https://internal.dmacc.edu/counseling/Pages/facultyreferrals.aspx>

The Student Support Request electronic form (previously known as Early Alert Referral, or EAR) is a mechanism by which DMACC faculty members may send an encouraging “Kudos” message to students who are performing well in class or refer students to various DMACC student services professionals for support. Faculty can find the online form in the Faculty tab of myDMACC. Training materials are located [online](#).

Services Provided:

- Referral of students to support resources
- Outreach to support students based on identified needs
- Follow-up with faculty submitting referrals

Reasons for a submission may include:

1. Send a Kudos note to students who are doing well in your class. The note will be sent to their DMACC email and will include your name, class name, and any notes entered.
2. Request Academic Support: a note will be sent to the student’s DMACC email detailing online and on campus options for academic support.
3. Request Academic Advising Assistance: please explain the reason for the referral in the notes section. The student will receive staff outreach including an automated message to their DMACC email.
4. Request Non-Emergency Personal Counseling Support: please explain the reason for your referral in the notes section. Counseling services are available for enrolled students age 18 and older.

Point of Contact:

Bobby Nalean, 515-697-7723, rjnalean@dmacc.edu

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Evening Services

Website: https://internal.dmacc.edu/students/Pages/evening_weekend.aspx

The Evening Services team at DMACC is responsible for answering and responding to information center inquiries, processing registrations for credit and non-credit (Continuing Education) courses, payments, and advising services. Evening Services is located in Building 1 at the Ankeny Campus Monday-Thursdays from 4:00 p.m.-6:00 p.m. (Open on the Saturday prior to start of term from 10:00 a.m.-1:00 p.m.)

Services Provided:

- Registration of credit and non-credit courses
- Express (Drop-in) Academic Advising
- Tuition payments accepted

Refer students to Evening Services when:

- They need assistance during evening hours.
- They need help with registering for credit or non-credit courses.
- They need to meet with an express (drop-in) academic advisor.
- They need to make a payment via cash, check, credit, or debit card.

You can contact Evening Services:

(515) 964-6200 or (515) 964-6800

Express (Drop-In Advising) email: advising@dmacc.edu

Points of Contact:

Drea Iseminger (aliseminger1@dmacc.edu -- (515) 964-6441)

Lori Obernolte (laobernalte@dmacc.edu – (515) 964-6491)

Financial Aid

Website: [Financial Aid \(dmacc.edu\)](https://dmacc.edu/financial-aid) or https://internal.dmacc.edu/fin_aid/Pages/welcome.aspx

Financial aid staff administers all federal, state, institutional and private funding for DMACC students across all campuses and educational programs. The Office is responsible for providing information on financial aid services available to college students as well as continuous monitoring of application materials, student eligibility, and progress standards. Staff are responsible for accurate record keeping of budgets and confidential, personal data. In addition, staff must ensure institutional compliance with all federal and state regulations to maintain continued financial aid participation eligibility.

Services Provided:

- Information on multiple aid programs
- Application assistance and maintenance
- Access to higher education opportunities
- Student employment opportunities
- Scholarship (internal and external) opportunities
- Educational loans to pay school or living costs while attending school
- Veterans' Education Benefits Opportunities
- Compliance regulators for the institution
- Satisfactory Academic Progress (financial aid) of students
- Presentations or information sessions on financial aid

Refer students to the Financial Aid Office when:

- Enrolling in school for first time
- They feel unsure about applying for any financial aid resources
- They have questions about paying for any education related costs
- Withdrawing from classes/school (when using financial aid resources)
- Reporting a lifestyle change directly affecting finances or how they pay for school (employment, divorce, death or illness, or other related event)

You can contact an Advisor or Specialist at:

(515) 964-6282 or (800) 362-2127 (option 3)

finaid@dmacc.edu

Points of Contact

Director-	Jerry McKeen	(515) 964-6514	jemckeen@dmacc.edu
Assistant Director	Ben Rikkels	(515) 964-6640	bhrikkels@dmacc.edu
Advisors-	Korrie Price	(515) 248-7217	ktprice@dmacc.edu
	Melissa Mincy	(515) 964-6553	mlmincy@dmacc.edu
Veterans Coordinator-	Don Enright	(515) 964-6278	dlenright2@dmacc.edu
Foundation Scholarships-	Sue Rardin	(515) 256-4993	sgrardin@dmacc.edu

Last Update: JANUARY 2023

Graduation/Credentials

Website: <https://internal.dmacc.edu/registrar/graduation/Pages/welcome.aspx>

The Credentials/Graduation team works closely with Admissions, Registration, and Advising staff to answer student questions regarding course requirements, degree audits, and graduation requirements.

Services Provided:

- Evaluation and processing of transfer credit
- Processing course substitutions
- Reviewing graduation applications
- Awarding degrees/diplomas/certificates
- Maintaining DegreeWorks (audits, plans, course pre/co-requisites)
- Planning Metro Commencement

Refer students to Credentials/Graduation when:

- They have an issue with a degree audit
- They need a replacement diploma
- They have a question regarding what did or didn't transfer in from another institution
- They have a question about a course substitution
- They have a question about graduation/commencement

You can contact Credentials/Graduation:

(515) 964-6644 or by emailing: credentials@dmacc.edu

Points of Contact

Kate Evans

Karen Fieg

Karen Williams

April Leach

Heidi Heilskov

Last Update: JANUARY 2023

International Student Resources

Website: <https://internal.dmacc.edu/international/Pages/welcome.aspx>

An international student is typically defined as a someone who will be on a F-1 student visa, and who is neither a U.S. citizen or permanent resident of the United States. International student resources within the Office of Diversity, Equity, and Inclusion (DEI) provide the support and assistance necessary for international students to achieve their educational goals and to ensure institutional compliance with government immigration regulations.

Services Provided:

- Serves as a liaison between F-1 students and the Student and Exchange Visitor Program (SEVP) and U.S. Citizenship and Immigration Services (USCIS)
- Provides guidance on maintaining F-1 visa student status while attending DMACC
- Helps F-1 students obtain permission to work both on campus during their program of study and off campus after graduation through the *Optional Practical Training* program
- Advises international students and their dependents with general academic advising questions
- Coordinates international travel plans and logistics, including airport drop- offs and pickups
- Assists F-1 students with the transfer process

Points of Contact

International Student Enrollment Specialist

intlstudentoffice@dmacc.edu

515-965-7180

Ankeny Campus, Building 5, Room 1120A

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DMACC Online Learning

Website: <https://internal.dmacc.edu/online/Pages/faculty.aspx>

DMACC offers an extensive suite of online, hybrid, synchronous and asynchronous courses. The online team supports all DMACC instructors regardless of their location or course delivery method.

Services Provided: Internal and external training opportunities and support is provided on a variety of educational topics:

- Learning Management System
- Digital content accessibility assistance (ADA)
- Video/lecture tools
- Virtual meeting tools
- Simple Syllabus
- Internal and external training opportunities
- Publisher integration and testing tools

For additional support: Instructional designers are experts in learning methodologies, learner-centered approaches, and educational technology. Contact a designer for help with the following:

- developing and evaluating courses
- creating engaging interactions
- organizing course materials
- scaffolding learning activities
- designing quality assessments and rubrics
- choosing the best tools and methods
- applying Universal Design principles

Contact a member of DMACC Online: <https://internal.dmacc.edu/online/Pages/fcontact.aspx>

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Pathway Navigators

Website: <https://internal.dmacc.edu/advising/Pages/findadvisor.aspx>

Pathway Navigators serve students in our “in-demand” credit and non-credit career programs district-wide. Their focus is to increase enrollment, reduce barriers to increase retention/graduation, and help students to successfully enter the workforce. Navigators provide a “one-stop shop” of basic DMACC student services and maintain a direct, personable connection with students to assist with all aspects of their college and career experience. They offer personal, educational, and career supports using financial and community resources to assist in removing barriers in and out of the classroom. Navigators provide case management to qualified students, following them through their program of study at DMACC and often assisting with employment related activities.

Services Provided:

- General student services support in all areas
- Outreach to prospective students – events, tours, admission support
- Career exploration, education, and recruitment for in-demand programs
- Business connections/partnerships
- Financial and community resources
- Advising and tracking graduation progress
- Supports for current students in non-credit & credit- Personal, educational, and career resources

Refer students to a Pathway Navigator when:

- A prospective student is interested in one of the ‘in-demand’ program areas AND
 - Would like program specific information or a program tour
 - Shared concerns related to career indecision and/or employment
 - May have barriers that could prevent them from entering/completing a program
- A current student in one of the ‘in-demand’ program areas
 - Seems to have personal or financial challenges affecting their attendance
 - Could benefit from additional resources - DMACC or in the community
 - Has shared concerns related to any student services process
 - Wants to check their progress toward graduation
 - Are looking for connections to employers
- They have questions about “Last Dollar Scholar” programs and eligibility
- They need help with a non-credit to credit program transition

Contact:

See Directory

Last Update: JANUARY 2023

Pregnancy and Childbirth

Website:

<https://internal.dmacc.edu/disabilities/Pages/Pregnant%20and%20Parenting%20Students.aspx>

DMACC Procedure: https://catalog.dmacc.edu/preview_course_nopop.php?catoid=20&coid=24223

Specific Services Provided for Students:

- Include the student in all aspects of the class. Safety concerns should be expressed directly to the student, who should be given all the relevant safety information and then allowed to make their own attendance decisions. Should a safety concern be addressed by the student, accommodations should be made to address the issue.
- Pregnancy related absences should be excused and the student should be allowed to make up missed work or tests. The college is allowed to request a doctor's note if the school requires students with other medical conditions to submit a doctor's note under similar circumstances. Contact the Disabilities Service office for guidance in this area.
 - A student must be allowed to submit work after a deadline because of absences due to pregnancy or childbirth.
 - If grading is based in part on class attendance or participation, the student should be allowed to make up the points missed due to pregnancy related absences.
- When a student returns to school after an absence, they should be allowed to return to the same academic and extracurricular status as before the absence(s) began.
- Any special services provided to students who have temporary medical conditions should also be provided to a pregnant student.
- To ensure a pregnant student's access to educational programs, when necessary, a school must make program adjustments that are reasonable and responsive to the student's temporary pregnancy status.

General Services Provided:

- Ensure Title IX or ADA supports for students who are pregnant or post childbirth.
- Work with faculty to discuss ways to provide supports.
- Determine potentially needed accommodations.
- Ensure that lactation rooms are available at each campus and site.

Refer a student to Disability Services when:

- A student discloses that they are pregnant.

Contact:

Jennifer Argo, Disability Services Coordinator
(515) 964-6850 or jdargo@dmacc.edu

Last Update: JANUARY 2023

Recruitment

Website: [Admissions Team \(dmacc.edu\)](https://dmacc.edu)

The Recruitment team provides prospective students a comprehensive overview of the DMACC admissions process.

Services Provided:

- Provide general DMACC information (application/admissions processes, program requirements, financial aid, scholarship, campus resources, etc.)
- Information on academic programs
- Information regarding transfer planning and resources
- Campus tours for individuals and groups

Refer students to the Recruitment Department when:

- General new student questions
- Assistance with application for admission, including application password issues
- To confirm next steps in the admissions process
- Schedule campus tours

You can contact Recruitment:

515-965-7100

campustours@DMACC.edu

Points of Contact

Sean Hartnett

Jon Frank

Kristen Blair

Mariana Villa-Drees

Shelby Hildreth, Interim

Rachel Erkkila

Last Update: JANUARY 2023

Registration

Website: <https://internal.dmacc.edu/registration/pages/methods.aspx>

Provides district-wide student registration services for current and prospective students, parents, faculty, staff and the general public,

Services Provided:

- Process credit and non-credit registrations including drop/adds, postsecondary, career advantage, cross enrollment, special registrations and course waitlists.
- Enforce prerequisites on courses.
- Create and maintain registration files for imaging district wide.
- Provide other student records services including transcript, enrollment and verification requests.
- Process reenrollment requests after Never Attending and Quit Attending processing.
- Maintain FERPA forms

Refer students to the Registration Department when:

- Students know what courses they want to enroll in at DMACC.
- After Faculty have signed the add drop form or completed the online reenrollment request.
- They have questions about prerequisites.
- Withdrawing from classes/school

You can contact the Registration Department at:

(515) 964-6800

registration@dmacc.edu

Points of Contact

Heidi Heilskov haheilskov@dmacc.edu (515) 964-6564

Julie Emehiser jaemehiser@dmacc.edu 515-964-6808

Charity Watson Cawatson1@dmacc.edu 515-965-7184

Andrea Jacobsen apjacobsen@dmacc.edu 515-964-6803

Lori Davis ladavis12@dmacc.edu 515-965-7183

Angie Teter asteter@dmacc.edu 515-964-6804

Erin Rinderknecht elrinderknecht@dmacc.edu 515-964-6807

Service Animals

Website: [Service Animals \(dmacc.edu\)](http://dmacc.edu)

- The Americans with Disabilities Act (ADA) under Titles II and III defines service animals as dogs and, in some exceptions, miniature horses.
- To meet the definition of a service animal, the dog must be individually trained to do work or perform tasks for a person with a disability. A dog meeting this definition is considered a service animal under the ADA regardless of whether they have been licensed or certified by a state or local government.
- Service animals are working animals, not pets.
- Dogs providing emotional support only are not service animals by definition under the ADA.
- When it's not obvious what service a dog provides, only limited inquiries are allowed. Staff/faculty may ask two questions: 1) Is the dog a service animal required because of a disability? 2) What work or task has the dog been trained to perform?

Services Provided:

- Entities responsible under [Titles II](#) and III (DMACC) must permit persons with disabilities to bring service animals into all areas where members of the public are allowed.
- Persons with service animals are allowed to participate in all college activities, classroom activities, and visit all college locations available to any person without a service animal.
- Individuals using or training service animals do not need to apply for services or inform the college that a service animal will be on campus, participating in an event, or attending a class.
- Individuals aware of the service animal should allow the student privacy and not attend to the animal.

Refer students to Disability Services when:

- The student has questions about a service animal.
- The student asks about disability services accommodations.
- The student has difficulty maintaining control of the animal and the animal is a disruption.

You can contact Disability Services:

Disability Services Office (515) 964-6234

Points of Contact

Jennifer Argo, Disabilities Services Coordinator (515) 964-6850

Sharon Bittner, Director Academic Support Services (515) 964-6857

Last Update: JANUARY 2023

Sexual Harassment & Assault - Title IX Office

Website:

<https://internal.dmacc.edu/titleix/Pages/welcome.aspx>

DMACC Policy:

https://catalog.dmacc.edu/preview_course_nopop.php?catoid=20&coid=24276#:~:text=In%20accordance%20with%20Title%20IX,or%20activity%20of%20the%20College.

Purpose:

Title IX is a federal civil rights law enacted in 1972 that prohibits sex discrimination in educational programs and activities.

Title IX prohibits gender discrimination in all educational programs and activities. Title IX applies to admissions, financial aid, academics, athletics, career services, counseling, medical services, employment, and all other programs, events, and activities available at educational institutions. The prohibition against gender discrimination includes sexual harassment, sexual violence, sexual intimidation, stalking, dating violence, and domestic violence.

As part of an educational community, Des Moines Area Community College (DMACC) is committed to the principles of Title IX and to creating and maintaining an educational environment and workplace that is free from discrimination, sexual harassment, sexual assault, sexual intimidation, and sexual violence.

Points of Contact:

- **Debbie McKittrick**
Judicial Office/Title IX Coordinator
dkmckittrick@dmacc.edu
2006 S. Ankeny Blvd
Building 1
Ankeny, IA 50023
(515) 964-6574
- **Security After Hours & Weekends:**
(515) 964-6500

Last Update: JANUARY 2023

Sign Language Interpreters

Website: [Sign Language Interpreting \(dmacc.edu\)](https://dmacc.edu/sign-language-interpreting)

DMACC employs licensed staff interpreters to provide communication access district-wide for students who are deaf/hard of hearing. DMACC's interpreters value the rights of deaf/hard of hearing students, meet the requirements of the Registry of Interpreters for the Deaf (RID), and support students in reaching their full potential.

Interpreting Services may be scheduled for classes, meetings, peer tutoring, homework help in the Academic Achievement Center, and other DMACC-sponsored events.

Services Provided:

Interpreting services for students who are deaf/hard of hearing are provided on all campuses and DMACC locations.

Refer students to a Sign Language Interpreter when:

- You are working with a student who could benefit from a sign language interpreter, but has not contacted the Disability Services Office to set up services.
- You are working with a student who needs to request an interpreter for an event or other meeting. Students may be directed to request an interpreter via this online form. [Sign Language Interpreting \(dmacc.edu\)](https://dmacc.edu/sign-language-interpreting)

You can contact the Sign Language Interpreters:

Lori Hamilton

515-249-5694 Cell

llhamilton1@dmacc.edu

Lisa Inskeep

515-249-5673 Cell

lsinskeep@dmacc.edu

Points of Contact

Disability Services Office 515-964-6234

Jennifer Argo, Disability Services Coordinator

Sharon Bittner, Academic Support Services Director

Last Update: JANUARY 2023

Student Accounts

Website: <https://internal.dmacc.edu/studentaccounts/Pages/welcome.aspx>

The Student Accounts team assists students in meeting their financial obligation to DMACC.

Services Provided:

- Billing statement generation
- Student account payment processing
- Assistance with payment plans
- Refund processing and delivery
- Generation and delivery of 1098-T Tuition Statements for tax purposes
- Application of outside scholarships to student accounts
- Management of third party relationships and payments
- Deferred payment options
- Purchase order approval and processing
- Application of tuition remission, waivers and cross enrollment to student accounts
- Application of some grant funds to student accounts
- Collection of past due accounts

Refer students to the Student Accounts Office when:

- They have a Student Accounts hold on their account preventing them from registering for or dropping a course
- They have questions about their billing statement, due date or payment options
- They have questions about their refund
- They want to use excess financial aid to purchase tools, uniforms or supplies (purchase order)
- They have questions about an outside payment (scholarships, third party, grants, waivers)
- They have questions about their 1098-T form
- They have an inactive status at Trail Point

You can contact a Specialist at:

(515) 964-6446

mybill@dmacc.edu

Points of Contact:

Director	Wade Grauerholz	(515) 965-6029
Asst Director	Vicky Korf	(515) 964-6251
Specialists	Julie Ager	(515) 964-6228
	Nancy Frisk	(515) 964-6420
	Stacy Howe	(515) 965-7058
	Nikki Klinkefus	(515) 964-6432
	Julie Gossett	(515) 964-6843
	Skye Murray	(515) 965-7059

Last Update: JANUARY 2023

Student Activities

Website: <https://internal.dmacc.edu/studentactivities>

Student Activities provides social and educational opportunities for students to learn, meet new people, make connections, stay engaged, be involved, develop leadership skills, and more. You can join the Student Activities Council (on all six campuses) or any of our 50+ student organizations across the district.

Services Provided:

- Events and activities
- Student Clubs
- Discount tickets
- Lost and Found (Ankeny Campus)

Refer students to Student Activities when:

- They are wanting to meet new people.
- They want to get involved in a student club.
- They are looking to gain new skills and experiences for their resume.
- They want to be a part of a programming board/student government.
- They want to start a new club on campus.

You can contact Student Activities:

Ankeny --

(515) 964-6376 or (515) 964-6359

Boone –

(515) 433-5226

email: studentinvolvement@dmacc.edu

Points of Contact:

Ankeny --

Erin Smith (elsmith5@dmacc.edu) (515) 964-6376)

Anne Allen (aeallen@dmacc.edu) (515) 964-6359)

Boone --

Amanda Strayer (arstrayer@dmacc.edu) (515-433-5226)

Last Update: JANUARY 2023

Student Orientation

Website: <https://internal.dmacc.edu/students/orientation/Pages/welcome.aspx>

Student Orientation provides new students and students changing programs comprehensive general orientation information, program information and advising, and registration support.

Services Provided:

- Provide general DMACC orientation information (paying for college, academic policies and procedures, campus resources, etc.)
- Information on academic program, including connecting with advisor/navigator
- Registration information and support

Refer students to the Orientation Department when:

- Need assistance or information regarding completing orientation
- First semester registration and assistance
- Information regarding advisor or navigator for their program
- General new student questions
- To confirm orientation completion

You can contact the Orientation Department:

(515) 965-7321

orientation@dmacc.edu

Points of Contact

Megan Snook-Lautner (mesnooklautner@dmacc.edu)

Christine Wiseman

Tinika Roland

Holly Clemons

Sandy Verhasselt

Last Update: JANUARY 2023

TRiO – Student Support Services

Website: <https://internal.dmacc.edu/urban/trioss/Pages/welcome.aspx>

Persistence, Performance. Completion. Transfer. With students always at the center of our work, everything we do strives for these goals. We coach and support students to success.

TRIO-Student Support Services (TRIO-SSS) is funded through the US Department of Ed to serve 220 select DMACC students. The directive of TRIO-SSS is to provide underrepresented student populations with the support mechanisms needed to meet the challenges of higher education. By providing individualized wrap-around services and through the development of academic and personal skills, TRIO-SSS focuses on increasing student retention and persistence, as well as promoting degree completion and transfer.

Refer students to Student Support Services when:

They are seeking the services provided and meet **ONE** of the following requirements:

- **First generation:** neither parent has a 4-year college degree. **OR**
- **Limited finances:** indicated by receiving a Pell Grant **OR**
- Documented **physical or learning disability** (indicated by DMACC accommodations or an IEP or 504 in high school).

In addition, they must meet the following qualifications:

- **Good academic standing** (2.0 or higher GPA & 67% or higher completion rate)
- **Enrolled in at least 9 credits** (6 credits need to be level 100 or above)
- **Ability to enroll in ENG 105** (based on pre-requisite requirements), **enrollment in ENG 105 OR successful completion of ENG 105**

You can contact Student Support Services:

(515) 965-7321

dmacctriosss@dmacc.edu

Points of Contact

Tricia England	tlengland@dmacc.edu
Paige Kloster	pckloster@dmacc.edu
Robert Kuennen	rrkuennen@dmacc.edu

Testing Centers

Website: <https://www.dmacc.edu/testingcenter/Pages/welcome.aspx>

The testing centers provide students and outside agencies with a quiet, proctored environment for taking instructor exams, assessments, and certification testing.

Services Provided:

- Proctor DMACC make up exams
- Proctor DMACC assessments
- Proctor tests for a DMACC class or for a program specific admission requirement
- Proctor certification exams for the Des Moines area (e.g., exams for Assessors, CNA, Pesticide Applicators, Dental, Plumbers/Mechanical/HVAC, and Water Treatment).
- Proctor exams for employment purposes (e.g., Fire Department, DMPS, and Ames Community School District)
- Proctor exams for other colleges
- Proctor exams for national and global testing companies such as Kryterion, Meazure, NCCT
- Proctor exams for CLEP and HiSet

Refer students to the testing center when:

- They need to make up a missed exam
- Their online instructor directs them to take a proctored exam in the testing center
- They have an accommodation on file with Disability Services related to testing
- They registered for, got approval for, and paid for a Challenge Test
- They want to (or have a program requirement to) take the ACCUPLACER assessment
- They are required to take the TEAS assessment
- They want to take the Biology and/or Chemistry pre-admission assessment(s)
- They request a copy of their ACCUPLACER and/or ALEKS scores for another college
- They registered for a CLEP exam and want to take it at a DMACC testing center
- They have questions about directions to a Testing Center or their hours

You can contact the Testing Centers:

Ankeny – 515-964-6595

Southridge – 515-287-8720

Boone – 515-433-5096

Urban -- 515-697-7807

Carroll – 712-792-1755

West – 515-633-2426

Newton – 641-791-1731

Points of Contact:

Ankeny – Joanne Purtil

Southridge – Jane Rogers

Boone – Ann Kiesel

Urban – Albert Farr

Carroll – Holly Hoffman

West – Rick Dawson

Newton – Amy Onstot

Last Update: JANUARY 2023

Textbook Services

Website: <https://internal.dmacc.edu/disabilities/Pages/alternatetextbooks.aspx>

The Textbook Services department provides students (with approved accommodations) access to textbooks and other class content in an accessible format. Textbooks are converted into files supported by the Kurzweil 3000 text-to-speech program. This technology can also be used to read web related content, giving students with print disabilities the same access to content and note-taking tools as their peers. Students can use Kurzweil 3000 with any computer or device with internet access.

Additionally, the Textbook Services department can provide tests in an accessible format allowing students to take their tests in the DMACC Testing Center with the same Kurzweil 3000 technology.

Services Provided:

- Kurzweil 3000 text-to-speech technology
- Textbooks and class content in an accessible format
- Tests in an accessible format

Refer students to Textbook Services when:

- They have already been approved for services by the Disability Services Office
- They have a disability and are looking for more information on reading class content

You can contact Textbook Services:

515-964-6636

K3000a@dmacc.edu

Point of Contact

Kari Carpenter

K3000a@dmacc.edu

515-964-6636

Last Update: JANUARY 2023

Veterans Services

Website: [DMACC Veterans Services](#) or <https://internal.dmacc.edu/veterans/Pages/welcome.aspx>

DMACC Veterans Services provides support to members of the military, veterans and eligible spouses and children by administering veterans' education benefits for eligible programs of study at all DMACC campuses. The office also advises faculty and staff on military service, active duty call up, and other military related questions.

Services Provided:

- Advising eligible recipients about benefits
- Submitting enrollment information to the VA or other government agency
- Coordinating with staff on invoicing of benefits
- Submitting grades and transcripts to appropriate agencies
- Tracking all eligible recipients, benefits, and payments
- Advising leadership on policies or procedures involving veterans or military members
- Ensuring compliance with all appropriate government regulations
- Providing information to faculty and staff as needed or requested

Refer students to the Veterans Services when:

- They are a new student and wish to use veterans' education benefits
- They have questions about veterans' education benefits
- They are changing their schedule and are using veterans' education benefits
- They are a returning student and used veterans' education benefits in the past

Points of Contact

Don Enright Veterans Services Coordinator (515) 964-6278
Melissa Mincy Financial Aid Specialist (515) 964-6553

Career Advantage

<https://www.dmacc.edu/careeradvantage>

What is a Concurrent Enrollment (CE) Career Advantage course?

CE courses are DMACC classes (either arts and sciences or career and technical) offered to high school students for both high school and DMACC credit. Enrollment generates an official college transcript for each student where grades, withdrawals, etc. are recorded. Each Instructor is required to possess the same credentials as a full-time instructor hired on an DMACC campus. Those credentials are reviewed in the same manner they would be if the instructor were teaching on DMACC's campus. Courses taught to high school students are the same courses taught on the DMACC campus, with consistent and rigorous instruction to meet course quality standards. DMACC Faculty Peer Collaborators provide collegial interaction with CE instructors to insure equivalency between courses taught concurrently and "traditional" college campus courses. CE students must be of freshman standing or higher or have been identified as talented and gifted by their local high school. All CE students must meet all entrance requirements outlined through Senior Year Plus (the legislation which addresses all high school to post-secondary relationships in the State or Iowa). <https://educateiowa.gov/adult-career-comm-college/senior-year-plus> In addition, students must also meet any pre-requisite course requirements (including test scores) required by DMACC. Students are enrolled in conjunction with their high schools and career advantage advisors. DMACC creates a permanent record/transcript for these students.

Contacts

Mark Steffen
Director, Career Advantage
masteffen@dmacc.edu
515-965-7078 Office
515-238-0148 Cell

Michael Lentsch
Director, Career Advantage
mjlentsch@dmacc.edu
515-965-7086 Office
515-249-8245 Cell

Randy Gabriel
Director, Career Advantage
rgabriel1@dmacc.edu
515-965-6011 Office
515-238-7906 Cell

Melinda Tingle Williams
Southridge Site Director
mjwilliams12@dmacc.edu
515-287-8701 Office

Eddie Diaz
Director, DMACC Perry VanKirk Career Academy
ediaz@dmacc.edu
515-428-8120 Office

Jeff Kelly
Coordinator, Ames Hunziker Center
jjkelly@dmacc.edu
515-663-6708

Joseph DeHart
Executive Campus Dean, Newton Campus &
Career Academy
tdnorton@dmacc.edu
641-791-5165 Office

Karen Swanson
NACEP Coordinator, Career Advantage
Kswanson4@dmacc.edu
515-965-7347

Jennifer Wollesen
Coordinator, Carroll Career Advantage
jswollesen@dmacc.edu

Last Update: JANUARY 2023

712-792-8501 Office

Lisa Olk

Administrative Assistant

lolk@dmacc.edu

515-964-6422 Office

Alyssa Ploeger

Career Advantage Specialist

arploeger@dmacc.edu

515-965-7172 Office

Megan Mudd

Coordinator, Online Career Academy

mjmudd@dmacc.edu

515-965-7170 office

515-249-0560 cell

Staci Scholten

Online Career Academy

slscholten@dmacc.edu

515-964-6316 Office

Career Advantage Advisors

The following staff provide academic advising, recruitment, assessment, and orientation to high school students in the Career Advantage program.

To find the advisor at your high school, click on [Classes at Your School](#)

Aly Cappaert

amcappaert@dmacc.edu

515-339-8874

Vacant

515-964-6898 Office

515-777-6151 Cell

Becca Henrichs

bhenrichs@dmacc.edu

515-964-6398 Office

319-415-3416 Cell

Kam Klaver

kcklaver@dmacc.edu

515-964-6361 Office

515-330-5366 cell

Vacant

515-287-8715 Office

515-229-6448 Cell

Kirk Pohlman

kjpohlman@dmacc.edu

515-964-6840 Office

515-238-8350 Cell

Megan Wicks

mewicks@dmacc.edu

515-663-6707 Office

515-240-7845 Cell

Katie Heither

kfheither@dmacc.edu

515-964-6658 Office

515-720-8267 Cell

Ellen Sandholm

emsandholm@dmacc.edu

515-964-6659 Office

515-971-8397 Cell

Katie Smith

ksmith108@dmacc.edu

712-792-8501

Tom Lipovac

tlipovac@dmacc.edu

515-728-8101



College and Career Transition Counselors/Advisors 2023-2024

The CCTCs will work in high schools to assist students and families with the process of transitioning from high school to college and/or career. They will assist with a variety of activities including but not limited to searching for colleges, selecting a college/career, career exploration, financial aid assistance, connecting to work-based learning activities, teaching college orientation or success courses, and transitioning students to DMACC/college.

Tracy Edwards

taedwards3@dmacc.edu

Office: 515.289.9564

Cell: 515.339.7735

Ballard High School

Colo-NESCO High School

Collins-Maxwell High
School

Danielle Harris

dharris20@dmacc.edu

Office: 515.289.9552

Cell: 515.318.9607

Southeast Polk

Morgan Donovan

mddonovan@dmacc.edu

Office: 515.289.9557

Cell: 515.314.2236

Knoxville High School

PCM High School

Brent Swanson

bsswanson2@dmacc.edu

Office:

Cell:

Boone High School

Ogden High School

Kara Donovan

kdonovan2@dmacc.edu

Office:

Cell: 515.954.9070

Waukee High School

Waukee Northwest High
School

Kara May

kamay1@dmacc.edu

Office: 515.289.9556

Cell: 515.380.4264

Interstate 35 High School

Van Meter High School

Patricia Tice

pktice@dmacc.edu

Office: 515.289.9567

Cell: 515.344.6591

ADM High School

Perry High School

Jo Riley

jriley9@dmacc.edu

Office: 515.289.9560

Cell: 515.329.5036

Bondurant High School

North Polk High School

Kenya Pruitt

kpruitt@dmacc.edu

Office: 515.289.9558

Cell: 515.314.8691

Johnston High School

Valley High School/ Walnut
Creek HS

Michael Seufert

mseufert@dmacc.edu

Office: 515.289.9570

Cell: 712.249.1955

Ankeny High School

Ankeny Centennial High
School

Steve Rude

sg rude@dmacc.edu

Office:

Cell:

Earlham High School

Panorama High School

TBA

Email

Office:

Cell:

Des Moines Public High

Schools – East, Hoover,

Lincoln, North, Roosevelt

Eric Sackett

etsackett@dmacc.edu

Office: 515.964.6332

Cell: 515.805.8244

Ames High School

Gail Zehr

gmzehr@dmacc.edu

Office: 515.965.7094

Cell: 515.571.8286

District Coordinator -
College and Career
Transition

Directory

ENROLLMENT SERVICES & STUDENT SUCCESS STAFF

ENROLLMENT SERVICES STAFF

Ames/Hunziker

Jennifer Wendeln	Administrative Assistant	515/663-6700
Casual PT Staff	Evening Student Services Assistant	515/663-6700
Jeff Kelly	Coordinator/Hunziker Center	515/663-6708
Megan Wicks	Career Advantage Advisor	515/663-6707
Steve Schlatter	Career Advantage Consultant	515/663-6705
Katy Huston	PT Advisor	515/663-6703
Deb Ludwide	Testing Center	515/663-6723

Ankeny

Erica Spiller	Vice President, Student Affairs	515/964-6622
Denise Gehlhaar	Administrative Assistant to Erica Spiller	515/964-6217
Debbie McKittrick	Judicial Officer	515/964-6574
Heidi Heilskov	Registrar	515/964-6564
Vacant	Director of Recruitment & Admissions	515/964-6305
Jill McGinn	Administrative Assistant	515/964-6320
Wendy Borst	Admissions Specialist	515/964-6496
Tiffany Hartley	Admissions Specialist	515/964-6449
Erica Hoskins	Admissions Specialist	515/965-7145
Lynnae McNamee-Charles	Academic Records	515/964-6341
Ida McIntyre	Academic Records	515/964-6396
Kim Spitzig	Academic Records	515/964-6565
Karen Fieg	Credentials	515/964-6647
April Leach	Credentials	515/964-6507
Kate Evans	Credentials	515/964-7354
Steve Rude	International	515/964-7180
Mariana Villa-Drees	Enrollment Advisor	515/964-6353
Sydnee Ruhl	Enrollment Advisor	515/964-3993
Jon Frank	Enrollment Advisor	515/964-7113
Kristen Blair	Enrollment Advisor	515/964-6861
Debbie Wagner	Enrollment Comm. Specialist	515/964-6817
Julie Emehiser	Registration Lead	515/964-6808

Last Update: JANUARY 2023

Andrea Jacobsen	Registration Specialist	515/964-6803
Lori Davis	Registration Specialist	515/965-7183
Charity Watson	Registration Specialist	515/965-7184
Angie Teter	Registration Specialist	515/964-6804
Erin Rindernecht	Registration Specialist	515/964-6807
Mindy Schardt	Scheduling Specialist	515/964-6860
Kristin Bode	Scheduling Specialist	515/964-6459
Jerry McKeen	Financial Aid Director	515/964-6514
Barb Badger	Assistant Director/Financial Aid	515/964-6887
Ben Rikkels	Financial Aid Advisor	515/964-6640
Korrie Price	Financial Aid Advisor	515/248-7217
Diane Wood	Financial Aid Tech Support	515/964-6657
Don Enright	Veteran's Coordinator	515/964-6278
Ashley Bailey	Administrative Assistant - Fin. Aid	515/965-7302
Phyllis Bailey	Financial Aid Specialist	515/964-6380
Denise Boring	Financial Aid Specialist	515/964-6225
Julie Gossett	Financial Aid Specialist	515/965-6016
Courtney Gaer	Financial Aid Specialist	515/964-6674
Melissa Mincy	Financial Aid Specialist	515/964-6553
Sue Rardin	Financial Aid Specialist	515/256-4933
Shelly Stoppel	Financial Aid Specialist	515/964-6261
Sherry Untiedt	Financial Aid Specialist	515/964-6888
Wade Robinson	Dean, Student Resources & Ankeny Student Services	515/964-6222
Megan Snook Lautner	Assistant Director/Student Development	515/964-6858
Sara Clayton	Coordinator, Career Center	515/964-6215
Ashlie Lee	Administrative Assistant to Wade	515/964-6487
Sheila Aukes	Counselor	515/964-6294
George Clark	Counselor	515/964-6268
Mary McClure	Counselor	515/964-6436
Josh Lundahl	Counselor	515/964-6442
Thomas Tweedy	Counselor	515/964-6846
Michelle Vaccaro	Counselor	515/965-7153
Sara Alexander	Academic Advisor	515/964-6599
Amy Wood	Academic Advisor	515/964-6395
Matt Sprengeler	Academic Advisor	515/965-7193
Jeremy Austin	Academic Advisor	515/964-6556
Christa Grove	Academic Advisor	515/964-6243
Shari McLean Merten	Academic Advisor	515/964-6307
Bethany Gallimore	Academic Advisor	515/964-6314
Kent Spillers	Academic Advisor	515/964-6567
Jordan Lewton	Academic Advisor	515/965-7149

Last Update: JANUARY 2023

Allison Kipp	Academic Advisor	515/965-6467
Carah Mabry	Academic Advisor	515/965-7359
Jill Ryan	Information Specialist	515/964-6347
Michelle Reeve	Information Specialist	515/965-6004
Bridget Rinehart	Information Specialist	515/964-6410
Leslie Page	Information Specialist	515/964-6680
Drea Iseminger	Assistant Director/Student Development	515/964-6441
Lori Obernolte	Administrative Assistant, Evening	515/964-6491
Anne Allen	Administrative Assitant, SAC	515/964-6359
Erin Smith	Coordinator, Student Activities	515/964-6376
Gail Zehr	District Coordinator, CCTC	515/965-7094
Danielle Harris	CCTC Advisor	515/289-9552
Kara May	CCTC Advisor	515/289-9556
Morgan Donovan	CCTC Advisor	515/289-9557
Kenya Pruitt	CCTC Advisor	515/289-9558
Jo Riley	CCTC Advisor	515/289-9560
Tracy Edwards	CCTC Advisor	515/289-9564
Patricia Tice	CCTC Advisor	515/289-9567
Michael Seufert	CCTC Advisor	515/289-9570
Jose Lopez	CCTC Advisor	515/289-9574
Dan Nelson	AAC	515/964-6623
Allison Pugh	AAC	515/965-7112
Rob Reynolds	AAC	515/965-7116
Marshall Stuart	AAC	515/965-7115
Stacy Vaughn	AAC	515/965-7148
Janelle Thornton	AAC	515/965-7136
Jennifer Argo	Disability Services	515/964-6850
Sharon Bittner	Dean, Student Learning & Support Systems	515/964-6857
Lori Hamilton	Disability Services	515/964-6872
Lisa Inskeep	Disability Services	515/965-6034
Lee Lyons	Academic Support Services Admin. Assistant	515/965-7143
Joanne Purtill	Testing Center	515/965-7137
Jasmine McAleavey	Testing Center Assistant	515/965-6517
Aly Cappaert	Career Advantage Advisor	515/339-8874
Nicole Stepleton-Hardin	Asst. Director DEI, Student Initiatives	515/964-6271

Career Advantage

Randy Gabriel	Director Career Advantage	515/965-7309
Michael Lentsch	Director Career Advantage	515/965-7086
Mark Steffen	Director Career Advantage	515/965-7078

Last Update: JANUARY 2023

Jeff Kelly	Coordinator Ames Hunziker Center	515/663-6708
Terry Norton	Director Newton Career Academy	641/791-5165
Eddie Diaz	Director Perry Career Academy	515/428-8120
Melinda Williams	Site Director Southridge Academy	515/287-8701
Jen Wollesen	Coordinator Career Advantage-Carroll	712/792-8501
Megan Mudd	Coordinator Career Advantage-Online	515/965-7170
Gail Zehr	District Coordinator, CCTC Services	515/965-7094
Karen Swanson	NACEP Coordinator, Career Advantage	515/965-7347
Alyssa Ploeger	Career Advantage Specialist	515/965-7172
Lisa Olk	Administrative Assistant	515/964-6422
Kaci Conetzkey	Academic Advisor - Ankeny	515/777-6151 (cell)
Becca Henrichs	Academic Advisor - Ankeny	319/415-3416 (cell)
Kam Klaver	Academic Advisor - Ankeny	515/330-5366 (cell)
Kirk Pohlman	Academic Advisor - Ankeny	515/238-8350 (cell)
Berenice Real Rodriguez	Academic Advisor - Southridge	515/229-6448 (cell)
Katie Smith	Academic Advisor - Carroll	712-792-8511
Megan Wicks	Academic Advisor - Ames	515/240-7845 (cell)
Aly Cappaert	Academic Advisor - Perry	
Staci Scholten	Part-Time Academic Advisor - Online	515/964-6316
Katie Heither	Part-Time Academic Advisor - Ankeny	515/720-8267 (cell)
Tom Lipovac	Part-Time Academic Advisor - Perry	515/428-8101
Ellen Sandholm	Part-Time Academic Advisor -Ankeny	515/201-1289 (cell)
Tracy Edwards	College/Careers Transition Counselor	515/289-9564
Chanae Fitzgerald	College/Careers Transition Counselor	515/289-9557
Katie Johnson	College/Careers Transition Counselor	515/289-9552
Kara May	College/Careers Transition Counselor	515-289-9556
Jo Riley-McCoy	College/Careers Transition Counselor	515-289-9560
Kenya Pruitt	College/Careers Transition Counselor	515-289-9558
Patricia Tice	College/Careers Transition Counselor	515-289-9567

Boone

Kerry Ballantyne	Asst. Bookkeeper/Financial Aid	515/433-5022
Kelli Bennett	Program Coordinator, Iowa DOT	515/433-5232
	Dean, Enrollment Management & Boone Student	
Rachel Erkkila	Services	515/433-5025
Rebekah Lauritzen	Counselor	515/433-5219
Wendie Fagen	Enrollment Services Specialist	515/433-5027
Christina Graham	Enrollment Services Specialist/Athletics	515/433-5029
Danielle Coronado	Assistant VB Coach/Housing/Enrollment Srvcs.	515/433-5200
Danielle Lopez	Head VB Coach/Academic Advisor	515/433-5051

Last Update: JANUARY 2023

Thana Heller	Enrollment Services/Housing/Softball	515/433-5026
Daniel Higginbotham	Enrollment Services/Housing/Baseball	515/433-5032
Shelby Hildreth	Lead Academic Advisor	515/433-5024
Jocelyn Kovarik	Head Women's BB Coach/Advisor	515/433-5209
Amanda Strayer	Coord. Student Activities	515/433-5078
Nic Mishler	Coordinator, Resident Housing	515/433-5046
Blake Sandquist	Head Men's Basketball Coach/Advisor	515/433-5213
Taylor Tucker	Asst. Men's Basketball Coach/ES/Housing	515/433-5028
Erin Neumann	Coord. DMACC Student/Comm. Resources	515/433-5037
Jamie Sitterle	Bookkeeper/Financial Aid	515/433-5023
Lori Zahnd	Campus Health Spec/Nurse	515/433-5030

Carroll

Cindy Rattenborg	Enrollment Services Specialist	712/792-8315
Christy Schettler	Administrative Assistant to Provost	712/792-8306
Maggie Steinkamp	Academic Advisor	712/792-8332
Val Enenbach	Academic Advisor	712/792/8331
Kristina Whitver-Soyer	Counselor	712/792-8501

Newton

Kathy Sylvester	Student Services Specialist	641/791-1724
Kara Dirksen	Counselor	641/791-1747
Nicole Kalkwarf	Academic Advisor	641/791-1723
Jody Stiles	Academic Advisor	641/791-1722
Jana Van Genderen	Student Services Specialist	641/791-1725

Perry

Connie Saenz	Academic Advisor	515/419-9030
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Urban

Erin Lee Schneider	Dean of Student Success & Urban Student Services	515/697-7761
Kristin Brookover	Coordinator, Student Engagement & Retention	515/965-7359
Hadi Atal	Academic Advisor/Adjunct Instructor	515/248-7515
Kate Chandler Ernst	Academic Advisor/Adjunct Instructor	515/248-7255

Last Update: JANUARY 2023

Lee Ann Davis	Student Engagement Coordinator	515/697-7731
Duy Ly	Information Specialist	515/248-7504
Hillary Johnson	Academic Advisor/Adjunct Instructor	515/248-7214
David Lopez	Academic Advisor/Adjunct Instructor	515/697-7805
Marcel Erazo	Academic Advisor	515/697-7717
Alyssa Burnett	Academic Advisor	515/697-7242
Ivon Mihura	Information Specialist/Office Manager	515/248-7514
Fadila Mousa	Information Specialist	515/248-7504
Becca Papian	Counselor	515/697-7704
Tinika Roland	Outreach & Orientation Coordinator	515/697-7782
Yesenia Hernandez	Student Services Specialist	515/248-7510
Berenice Real-Rodriguez	Academic Advisor/Adjunct Instructor	515/248-7520
Alma Pesina	Student Services Specialist	515/248-7522
Corey Trader	Academic Advisor/Adjunct Instructor	515/697-7763
Joshua Herold	Counselor	515/697-7727
Heidi Sisler	Student Services Specialist	515/248-7329
Daniella Guerrero	Student Services Specialist	515/248-7234
Kris Olds	Coordinator, Testing & AAC	515/248-7204
Bobby Nalean	Director, Student Success Initiatives	515/697-7723

Southridge

Diane Eischeid	Counselor/Academic Advisor (PT)	515/287-8714
Karen Webb	Academic Advisor	515/287-8706
Veronica Ouya	Academic Advisor (PT)	515-287-8721
Jane Rogers	Testing Center	515/287-8720
Daniela Leo	AAC (PT)	515/287-8713

West

Teresa Tripp	Student Services Specialist	515/633-2408
Dyann Herwah	Student Services Specialist	515/633-2411
Jim Koopman	Academic Advisor	515/633-2412
Jennifer Julich	Academic Advisor	515/633-2405
Lindsey Hays	Counselor	515/633-2431

Last Update: JANUARY 2023

Pathway Navigators

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Applied Engineering Tech	Erika Berry	515-965-7097	eaberry@dmacc.edu
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Auto Mechanics Technology	Matt Schneiderman	515-965-6024	mjschneiderman@dmacc.edu
Building Maintenance	Caitlyn Zimmermann	515-964-6821	cmzimmermann@dmacc.edu
Building Trades/Const Mgmt	Travis Hanson-Pollock	515-964-6267	tkhansonpollock@dmacc.edu
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CNC	Caitlyn Zimmermann	515-964-6821	cmzimmermann@dmacc.edu
Civil Engineering Technology	Jean Ostrander		jmostrander2@dmacc.edu
Computer Info Systems - all	Silas Hanneman	515-964-6614	swhanneman@dmacc.edu
Cybersecurity - all	Silas Hanneman	515-964-6614	swhanneman@dmacc.edu
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Electronics Engineering Tech	Travis Hanson-Pollock	515-964-6267	tkhansonpollock@dmacc.edu
Electric Utility	Erika Berry	515-965-7097	eaberry@dmacc.edu
Fluid Power	Erika Berry	515-965-7097	eaberry@dmacc.edu
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Heating, A/C, Refrigeration	Caitlyn Zimmermann	515-964-6821	cmzimmermann@dmacc.edu
Honda PACT	Matt Schneiderman	515-965-6024	mjschneiderman@dmacc.edu
Health Information Tech	Vacant	515-965-7351	
Horticulture	Matt Schneiderman	515-965-6024	mjschneiderman@dmacc.edu
ITNA	Silas Hanneman	515-964-6614	swhanneman@dmacc.edu
Machinist Technology	Caitlyn Zimmermann	515-964-6821	cmzimmermann@dmacc.edu
Mortuary Science	Lindsay Gelder	515-965-7171	lrgelder@dmacc.edu
Network Technology	Silas Hanneman	515-964-6614	swhanneman@dmacc.edu
Nursing – all programs	Sue Mixdorf	515-964-6651	scmixdorf@dmacc.edu
Photography	Erika Berry	515-965-7097	eaberry@dmacc.edu
Power Equipment Tech	Jean Ostrander		jmostrander2@dmacc.edu
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Tool & Die	Caitlyn Zimmermann	515-964-6821	cmzimmermann@dmacc.edu
Vet Tech	Erika Berry	515-965-7097	eaberry@dmacc.edu
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