

## **Higher Education Veteran's Service Act Survey Results**

### **John Wood Community College**

1. Contact information for the JWCC coordinator of veteran education services:

Name: Lisa Snodgrass

Title: Coordinator of Records, Registration, & Veterans Education Services

Department: Registrar's Office

Address: 1301 South 48<sup>th</sup> Street, Quincy, IL 62305

Phone: 217.641.4330

Email: lsnodgrass@jwcc.edu

2. JWCC identifies military veterans or active duty personnel through our registrar's office.

3. The following JWCC offices provide programs or services designed to support military veterans or active duty personnel and their families:

Admissions/Advising Offices (Pathways)

Career Services

Business Office

Financial Aid Office

Registrar's Office

Campus Care

4. All of the academic, administrative, financial, student support, and student life programs and services available to John Wood Community College students are also available to our military veterans and active duty students. Student life programming is also available to spouses or dependents.

5. In the spring 2025 semester, a minimum of 75 JWCC students who are military veterans, active duty personnel, or their dependents have been able to avail themselves of the following services and staff:

Academic advising:

Name: Kristen Ritterbusch

Department: Admissions/Advising Offices (Pathways)

Address: 1301 South 48<sup>th</sup> Street, Quincy, IL 62305

Phone: 217.641.4314

Email: kriterbusch@jwcc.edu

Academic support/tutoring:

Name: Robert Hodgson

Department: Academic Support Programs/Support Services

Address: 1301 South 48<sup>th</sup> Street, Quincy, IL 62305

Phone: 217.641.4349

Email: rhodgson@jwcc.edu

Campus social events:

Name: Kayla Wentz  
Department: Campus Engagement  
Address: 1301 South 48<sup>th</sup> Street, Quincy, IL 62305  
Phone: 217.641.4346  
Email: kwentz@jwcc.edu

Career Services:

Name: Madison McLennan  
Department: Career Services Center  
Address: 1301 South 48<sup>th</sup> Street, Quincy, IL 62305  
Phone: 217.641.4963  
Email: mmclennan@jwcc.edu

Financial aid assistance counseling (excluding military education benefits):

Name: Christine Genenbacher-Leinbach  
Department: Financial Aid  
Address: 1301 South 48<sup>th</sup> Street, Quincy, IL 62305  
Phone: 217.641.4312  
Email: cgenenbacher@jwcc.edu

Orientation:

Name: Kayla Wentz  
Department: Campus Engagement  
Address: 1301 South 48<sup>th</sup> Street, Quincy, IL 62305  
Phone: 217.641.4346  
Email: kwentz@jwcc.edu

Tuition assistance counseling:

Name: Kayla Lomax  
Department: Business Office  
Address: 1301 South 48<sup>th</sup> Street, Quincy, IL 62305  
Phone: 217.641.4202  
Email: klomax@jwcc.edu

6. We anticipate that 95-100 military veterans, active duty students, spouses or dependents will access the following services at John Wood Community College in 5 years:

Academic advising

Academic support/tutoring

Campus social events

Career services

Referrals for personal counseling

Financial aid assistance counseling (excluding military education benefits)

Mentoring

Orientation

Tuition assistance counseling

7. We anticipate that 95-100 military veterans, active duty students, spouses or dependents will access the following services at John Wood Community College in 10 years:

Academic advising

Academic support/tutoring

Campus social events

Career services/Employment

Referrals for personal counseling Employment assistance

Financial aid assistance counseling (excluding military education benefits)

Mentoring

Orientation

Tuition assistance counseling

8. John Wood Community College works uses a referral system for the purpose of providing students access to psychiatric/counseling services and support services provided by the Department of Veterans Affairs.

Name: Courtney Loos

Department: Campus Care

Address: 1301 South 48<sup>th</sup> Street, Quincy, IL 62305

Phone: 217.641.4301

Email: celoos@jwcc.edu

Name: Teresa Bertelli

Department: Campus Care, Counseling

Address: 1301 South 48<sup>th</sup> Street, Quincy, IL 62305

Phone: 217.641.4345

Email: tbertelli@jwcc.edu

9. JWCC uses the following communication methods to inform currently enrolled military veterans or active duty personnel:

Advisors

College catalog

Email

Direct mail

Web site content/web-based advertising

Text Messaging (opt out option available)

10. John Wood Community College tracks retention and goal completion for all students, including military veterans and active duty personnel, through our Office of Institutional Research.

LS 5/1/2025