



LTC URGING STUDENTS TO
APPLY BY NEW PRIORITY
DEADLINE



LTC THEATER PRESENTING TWO
FALL SHOWS



LTC CELEBRATES ADULT
EDUCATION WEEK

LINCOLN TRAIL COLLEGE

Network

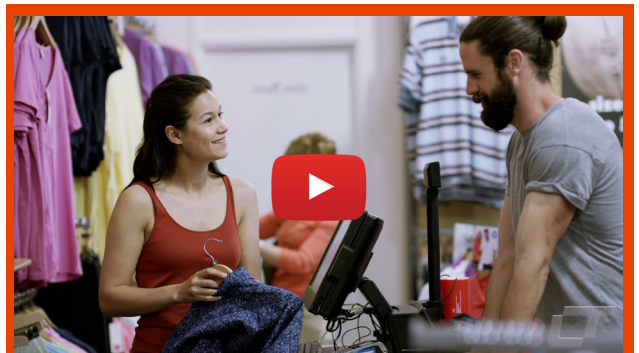


LTC LAUNCHING CUSTOMER SERVICE MANAGEMENT MICROCERTIFICATE

Lincoln Trail College will begin offering a new microcertificate that will help train people to better serve customers in January of 2021. The new Customer Service Management program is available online and is open to LTC students and members of the community.

Customer Service Management focuses on customer service theories, communication, problem-solving, and resolving complaints among other topics. The idea behind the certificate is to give students the skills they need to provide quality customer service.

“One thing that we know is that recent data suggests that 87 percent of customers have actually left a business or left a company because they were unhappy with the service that they received,” says Dean of Instruction Brent Todd. “In addition, seven-to-ten Americans say that they will actually spend more money with a company where they feel that they get an adequate amount of service.”



See a video version of this story on YouTube.

Watch the LTTV video:

<http://www.youtube.com/LincolnTrailCollege>

Todd says the idea of the new Customer Service Management program is to give people a chance to learn how they can build better relationships with customers and better serve customers.

Todd believes the program would be great for LTC students looking at a career in business or public service, but he also believes the new microcertificate program is a great opportunity for local businesses to enhance the skills of their employees.

The Customer Service Management program will be available in a fully online format, making it easier for community members to take the classes. The certificate is six credit hours in length, and it can be completed in as little as one semester.

Customer Service Management is the latest microcertificate to be offered by Lincoln Trail College. Special Events Management and Public Service Management launched in the Fall 2020 semester. Just like Customer Service Management, those two programs are also available online and can be completed in as little as one semester. They are also available to LTC students as well as the public.

ORGANIZATION LOOKS TO ENHANCE THEATER PROJECT



As Lincoln Trail College's Theater Renaissance project gets underway, a new committee is working to enhance the project.

Perfect Pitch is working to add state-of-the-art sound isolation practice rooms to the project. The practice rooms are already in the plans for the new building, but these practice rooms would enhance them by adding sound dampening technology. It would allow students to practice and take lessons without the sounds of other students interfering.

LTC's current practice rooms have concrete block walls, and Music Instructor Rebecca Carmack says they don't provide an ideal environment for education. "They are not soundproofed so you can hear other people practicing or taking lessons and they're very small and dark."

Carmack says the applied music lesson program has been growing over the last few years. She says there's a mix of students taking lessons for credit and community members taking non-credit lessons. She believes enhancements like this will only help strengthen the program.

Perfect Pitch is working to raise money to install Wenger SoundLok Sound Isolation Rooms. The rooms are regarded as some of the best soundproofed practice rooms available. The organization, which is a partnership between the LTC Foundation and people who have a passion for the performing arts at LTC, is hoping to raise \$90,000 for the rooms.

"The Performing Arts at LTC has greatly impacted so many of us, changed and enriched our lives," says committee member Barbara Shimer. "This new building is a wonderful testament to the value of music and theater in our community."

PHI THETA KAPPA INDUCTS NEW MEMBERS



Lincoln Trail College's Alpha Iota Epsilon Chapter of the Phi Theta Kappa International Honor Society inducted its newest members at a ceremony on October 15.

Phi Theta Kappa recognizes and encourages scholarship among two-year college students. An invitation for membership is extended to full-time students achieving at least a 3.5 grade point average.

Phi Theta Kappa President Winter Harmsen and officers Ava Aguirre, Blake Barrett, Lexi Wilson, and Morgan Boyer along with advisors Carrie Brown and Kim Schucker conducted the new member ceremony. LTC Interim President Roger Eddy and Dean of Instruction Brent Todd also spoke to the new members during the ceremony.

New members of LTC's Phi Theta Kappa chapter are Ava Aguirre, Blake Barrett, Zane Belford, Austin Boyer, Morgan Boyer, Reid Brown, Charles Catt, Anthony Conner, Allison Dunlap, Harleigh Haddix, Winter Harmsen, Travis Hollingsworth, J'Amy Jackson, Micah Janes, Dustin Lassen, Kyle Leftwich, Destanee Liston, Ashlyn Matthews, Marah Matthews, Paige Matthews, Jonathon Maynard, Abbey McCord, Nathan Meese, Joseph Perkins, Mackenzie Rinehart, Joshua Rosborough, Carrie Sablone, Tristan Sablone, Melissa Stone, Daniel Weger, Ashton Wesley, Lexi Wilson, Madison Workman, and Brittany Young.

Lincoln Trail College's Alpha Iota Epsilon chapter has regularly been recognized as a Five Star Chapter, which is Phi Theta Kappa's highest level of recognition a chapter can achieve. In 2020, the chapter was recognized as one of the Top 100 chapters in the Phi Theta Kappa organization, which has a presence on almost 1300 community college campuses in 11 nations. The chapter was also named Outstanding Chapter in the Illinois Region and earned Outstanding College Project and Outstanding Honors in Action Awards.

PHI THETA KAPPA FOCUSING ON MENTAL HEALTH

**OCTOBER 10
WORLD MENTAL HEALTH DAY**


**YOU ARE
NOT
ALONE**

MENTAL HEALTH HELP

1-800-950-NAMI

TEXT NAMI TO 741741

TALK TO YOUR ADVISOR

 **PHI THETA KAPPA**
HONOR SOCIETY

Lincoln Trail College Phi Theta Kappa students helped put a focus on mental health as a part of a college project. As a part of their service project, students in the honor society are drawing attention to mental health awareness.

They kicked off the project in October by promoting World Mental Health Day on October 10. The goal of the day is to raise awareness of mental health issues and mobilizing efforts in support of mental health. Phi Theta Kappa made posters to help students find the resources they need through either their advisors or the National Alliance on Mental Illness.

“We chose this project because as students of Lincoln Trail we were trying to realize what kind of resources we had and how we could help those through their time here at LTC and after,” says Phi Theta Kappa member Madison Workman. “Being able to help even one student can have a huge impact.”

In addition to creating the posters, Phi Theta Kappa students are meeting with LTC administration. Workman says they are providing them with statistics to show how common mental health issues are among college students.

“This is a very important topic because statistics have proven that mental health issues are on the rise for college students. Sixty-four percent of students drop out due to reported mental health reasons while 35 percent of college students have reported that they are struggling with mental health issues. Half of students have admitted to having suicidal thoughts. These statistics are crucial. If we don’t step up now for this common cause, who will?”

Workman says one of the goals of the project is to take away the stigma that mental health issues can sometimes bring. “We want students to feel welcome and unashamed. Our college years can be the best years of our lives but as the most difficult ones. Everyone has battles but coming together and creating a safe environment for students who may need a little help along their journey of education is important.”

DAVIDSON COMMITS TO RADFORD



Statesmen pitcher Zach Davidson will continue his collegiate career at Radford University. The lefty from Hartsburg, Missouri has committed there and will play after he completes the spring season at Lincoln Trail College.

Davidson started out of the bullpen for LTC but quickly worked his way into the starting rotation. Coach Kevin Bowers believes that Davidson will be a weekend starter at Radford.

“He has supreme command and has two or three pitches he can consistently throw as strikes. He has an above-average fastball at 89-91 miles per hour. He’s also tough to beat. Davidson is also unflappable on the mound. He’s always calm, cool, and collected. He’s the kind of guy that will have a smile on his face if he gives up a big hit and is ready to go for the next guy.”

Bowers says Davidson had some other options before coming to Lincoln Trail, but ultimately chose here because he liked the size of the college. He says Radford watched a couple of his games last year and also saw some additional footage. Bowers says Radford wanted to sign him quickly because of his potential.

“He’s already had one unexpected jump in velocity here. He’s a great worker and solid in the weight room. There are a lot of guys that can throw with his velocity, but not many of them have his ability and command. If he keeps that up and continues to build on it, I think he has a shot at playing pro ball.”

BEAUCHAMP COMMITS TO EVANSVILLE

It isn’t often to see a junior college basketball player commit to his next college before he ever plays a game, but that’s exactly what happened with the Statesmen’s Blaise Beauchamp. He announced that he will join the University of Evansville as a part of their Class of 2021. The freshman guard from Minnetonka, Minnesota will have four years of eligibility at Evansville after playing at LTC.

Statesmen coach Luke Stuckey says he was a little surprised Beauchamp committed as early as he did, but he says he landed at exactly the level they expected him to. He says Evansville is a great fit for Beauchamp both on the court and in the classroom.

Beauchamp played at Bella Vista College Preparatory School in Scottsdale, Arizona, and also attended Hopkins High in Minnetonka and Findlay Prep in Nevada before joining the Statesmen. He was a three-star high school recruit by 247Sports and had offers from Siena, California Riverside, and Southern Utah.

“He’s one of the best scorers I’ve coached,” says Stuckey. “He has a great shot and a real knack for scoring. He’s very tough to cover because of his shot. He can also make plays, is a good passer, and is unselfish.”

When LTC’s season begins in January, Stuckey expects Beauchamp to be one of the Statesmen’s main scoring options. “I expect that he’ll carry a large load for our offense.”

Stuckey says Beauchamp has been a winner everywhere he goes and played at a high level in high school. He believes that he’ll continue to rise to the occasion at LTC and at Evansville.



LTC POOL REOPENS



The indoor pool at Lincoln Trail College will reopen on a limited schedule beginning November 1.

“We’re excited that we can open the pool again,” says Lincoln Trail College Coordinator of Marketing and Public Information Chris Forde. “As we reopen, there will be some additional guidelines in place to help prevent the spread of COVID-19.”

The College is using guidelines from the Illinois Department of Public Health and the Centers for Disease Control for the reopening of the Rowland-Nicholas Natatorium.

- Occupancy will be limited to 50% capacity.
- Anyone entering the facility must wear facial coverings. Face masks may be removed while engaging in swimming activities. Exceptions will be made for children under the age of 2 or for people with medical conditions or disabilities that prevent them from safely wearing a face covering.
- Operators, employees, and patrons must frequently wash hands or use hand sanitizer (at least 60% alcohol). Sanitizer will be made available.
- Operators, employees, and patrons must adhere to social distancing rules and stay at least six feet apart.
- Employee and patron temperature will be checked before entry and patrons must self-certify to be COVID-19 symptom free before entering the facility. At mid-shift, temperature checks will be required for employees.
- Employees will follow all existing IECC guidelines related to COVID-19.
- If a patron is experiencing any COVID-19 symptoms, they must leave immediately. Cleaning and disinfecting will take place immediately.
- No concessions will be offered. Patrons may bring water for personal use.
- Locker Rooms, Showers, and Restrooms will be available and cleaned and sanitized regularly. The use of these facilities will be limited by social distancing guidelines. This could cause some delay in the use of showers.
- Face-to-face employee and customer interaction should be minimized as much as possible while observing social distancing guidelines and mask requirements.
- Items like kickboards and pool noodles will not be supplied by LTC. Patrons must supply their own life jackets. There should be no sharing of any such items.
- Doors, tables, and high touch surfaces will be sanitized regularly.
- Ventilation systems of indoor spaces will be used to increase the circulation of outdoor air as much as possible. The practice of opening doors/windows and using fans will occur as needed.
- Seating areas will be adjusted to ensure that individuals cannot congregate without adherence to social distancing rules.
- Physical cues or guides such as lane lines in the water, tape on the decks, floor, and sidewalks will be displayed and adhered to.

Lincoln Trail College will offer water aerobics classes when the pool opens. There will also be times available for lap and open swims. An updated calendar with the pool schedule is available at www.iecc.edu/ltpool.



STUDENT SENATE FOOD DRIVE

Lincoln Trail College Student Senate is once again hosting a food drive. The annual event helps provide donations to Upper Room Street Ministries, the Oblong Children's Christian Home, and the Robinson and Palestine Food Banks.

Donation bins for non-perishable food are located in Williams Hall November 1-15. They also accept cash donations.



Cade Carlson delivers a pitch in a scrimmage between the Statesmen and Frontier Community College.



Students in Yvonne Newlin's World Music class gather for an outdoor drum circle in the LTC Triangle



Tara Gallion and Dan Dix perform in LTC's performance of "Love Letters." It was the first production on stage since Fall 2019.



Mavis Jemco (Becky Miller) hits burglar Tug Goff (Gil T. Wilson) on the head with a mallet while Violet Bassey (Debbie Knight) looks on in LTC's production of "A Delightful Quarantine."

PRESIDENT'S CORNER

After thirty-three years of work and commitment to Lincoln Trail College, Deanna Chrysler will officially retire on December 1st. Her final day here at LTC will be November 20th. I have known Deanna for many years, she was the mother and grandmother of students who attended Hutsonville Schools during the time I was Superintendent there. I knew back then that she worked at LTC. However, I did not know how much she has been counted on and the incredible job she has done during her career here. I have had the opportunity to work here at LTC with Deanna for just a few short weeks of the 33 years she has served this College and have benefitted greatly from her knowledge. During her time here, she has seen many changes, served with several Presidents, and either started or was an integral part of several events that are synonymous with LTC, Trick or Treat at the Trail and Celebrate Art come to mind immediately. Some people “work” somewhere for a period of time, Deanna has left a legacy and some big shoes to fill. Best wishes to her on a very happy retirement!



I continue to meet with faculty and staff and continue to be impressed with the quality of the individuals working here. Deanna's retirement reminds us that with attrition there are challenges, but there are also opportunities to analyze, reflect, grow, and even improve. During the past month, there has been much time and focus spent examining potential scenarios to best move forward. I am confident that the excellent staff here at LTC will take full advantage of the opportunities ahead of us.

Part of that bright future is the momentum that comes with the building project planned for the Performing Arts Center. During the past month, we have had a glimpse of the construction schedule for this campus addition. Of course, with COVID, all schedules and plans are subject to change. Hopefully, any effect on the original schedule will be limited. In addition to the construction schedule, meetings also occurred to update us regarding other aspects of the proposal including an initial discussion related to interior and exterior colors for such things as doorways, carpet, and trim. Those types of decisions have a way of making the project “real.” A committee will continue to work on these and many more details yet to come. Fundraising efforts continue in hopes to enhance the project. A group known as “Perfect Pitch” is active and has had some early success at raising additional money for the project.

The LTC Theatre Department has held two live performances on campus. *Love Letters* and fittingly, *A Delightful Quarantine*, were recently performed in the Zwermann Arts Center. These two performances mark the first live productions on campus since 2019. Of course, there were appropriate precautions taken regarding COVID mitigation. The production of *A Delightful Quarantine* was live-streamed to allow greater access due to the limited capacity implemented to comply with social-distancing requirements.

During the past couple of weeks, I met with each of the Superintendents in Crawford and Lawrence County in order to reintroduce myself and hear any thoughts they have about how we can continue to provide each school district great options for their students. I also met with Marathon Refinery General Manager, Brad McKain, and Hershey Plant Manager, Robbie Nethery. Finally, I had a good meeting with Regional Superintendent, Monte Newlin. All these folks have a great working relationship with LTC and had many positive comments about their experiences with the College.

As you know, students will not be returning to campus after the Thanksgiving Break. These are difficult times and these precautions will help to keep our students safe. The effort that has taken place this fall and the extra time and attention by faculty and staff to provide students with a quality and safe educational experience has been commendable.

Roger Eddy
Interim President