2024-2025

What are we doing to help students come and complete at the College?

What are we doing to help employees come and stay at the College?

President's Bi-Weekly Report
For period December 9, 2024 to January 17, 2025

*** Next Report is due Friday, January 31, 2025 "Pay Day"*

Strategic Projects for 2024-2025 Academic Year

In identifying the strategic projects for their departments, supervisors need to address at least one of the two **SMART (**Specific, Measurable, Achievable, Relevant, and Time-based) strategies shown below in alignment with the strategic plan and its key performance indicators (KPI's) to fulfill the College mission of student access and success, and align the human, fiscal, and physical (facilities, IT) resources. The two strategies are:

1. What are we doing to help students come and complete at the College?
2. What are we doing to help employees come and stay at the College?

ACADEMIC AND STUDENT SERVICES

01_ Admissions & Enrollment Management
Increasing general applications by 3% with strategic recruitment of HS students, adult students, and a foci on the matriculation of CCP students to general application. This will also include a 1% increase in minoritized applications. Work to Increase yield rate from application to enrolled by 2% working closely with the academic liaison's providing exceptional customer service.
- Increase yield rate from application to enrolled by 2% by working closely with academic liaisons
- Increase general applications by 3% with strategic recruitment of HS students, adult students, and with a focus of matriculation of CCP student to general application. This will include an increase of 15 applications from minority students.
- Provide exceptional customer service to prospective students and current students implementing a response period of 48 hours.

Activities

- *Planned the following Spring events: Main Campus/Kehoe Open house, Presidents Day Event, Counselor Event*
- *First week back from break focused on last minute spring applications and moving them forward to advising appointments*
- *Planned strategy of spring recruitment scheduling with high schools and outreach working with CCP advisors*
- *Focused on scheduling advising appointments for summer/fall 2025 applicants*
- *Preparing communication to potential students eligible for TFS focusing on matriculating those students to general applicants*
- *Scheduled on campus visits for Pioneer Students, Mansfield Senior High, and Shelby*
- *Continued work on adult learner ATD strategic enrollment plan*
- *Met with 35 students over the last 2 weeks who scheduled either in person or phone appointments*

02_ Engineering Technology, Business, and Criminal Justice (EBC) Division
Increase enrollment by 1%, retention by 1%, and class size by 1%

Business:

- *Gathering documentation of Adjunct credentialing and revising procedures in response to accreditation requests.*
- *Finalizing ACBSP interim report due on February 14.*

Engineering:

- *Continuing program assessment to align with ABET accreditation requirements.*
- *Response to ABET Site Visit Draft Statement of Accreditation completed and submitted.*
- *Awaiting final draft of accreditation in late Spring.*
- *Investigating AI integration into engineering courses including optimization and process control*

Criminal Justice/Police Academy:

- *Fall 2024 Academy ends February 3, 2025, with twelve candidates expected to graduate.*
- *Spring 2025 Academy set to begin on February 24, 2025. As of last report, at least twelve candidates referred from local law enforcement agencies will enroll.*

- *Surveying opportunities for AI specific courses and potential certificate.*
- *Investigating potential of Industrial Technology certificate and coursework to align with industry recognized credentials and credit for prior learning.*
- *Follow up meetings with ODHE RAPIDS grant for improvements of PLC trainers and VFD trainers in IST lab. ODHE request to Controlling Board for fund distribution expected in March.*
- *Gathering potential candidates' interest for advisory board to evaluate Manufacturing Program offerings and course outcomes using OMA competencies study.*
- *Preparing room 106 for deployment of Vacuum Systems equipment, Industry 4.0 workstations, and building a clean room environment. Vacuum system assembly will be student engineering project. Industry 4.0 equipment delivery ETA is January 31.*
- *Tutoring Center relocated to room 217. Movement of furniture and removal of old computer equipment continues.*
- *Engineering Project area reorganized and cleaned. Room 012 reorganized as engineering project materials storeroom.*
- *Continuing evaluation of Kehoe Center space use and organization.*

03_ Health Sciences Division

Enrollment goal: Program application numbers, received by May 1, 2025, will increase by 19% overall, and increase enrollment by 100% in Bioscience and PHTA programs, and increase enrollment in Respiratory Care by 17%.

Retention goal: Student course completion rates, in key first year courses, will increase by 5% overall.

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- *Due to the unstable nature of courses during the first 2 weeks of the term, day 12 will serve as the starting point for the following courses. Calculations regarding the percentage of change from day 1 - day 12 will be established in the upcoming weeks. Here you see Day 1 numbers and our % goals.*

Spring Courses Retention Goals			*# day 1*	*# day 12*	*% of change*
Course	*Spring 2024%*	*% goal for 2025*	*1/13/2025*	*1/28/2025*	
BIOL-1550	*97%*	*97%*	*92*		
BIOL-1730	*88%*	*90%*	*32*		
BIOL-2752	*80%*	*85%*	*137*		
PHTA-1090	*NA*	*88%*	*3*		
PHTA-1110	*NA*	*88%*	*session B*	■■■■■■	
PNUR-2012	*100%*	*95%*	*26*		
RADS-1260	*94%*	*95%*	*21*		
RESP-1220	*94%*	*94%*	*16*		
RNUR-1050	*89%*	*92%*	*79*		

Enrollment goal: Program application numbers, received by May 1, 2025, will increase by 19% overall.

- *Applications are starting to come in and tracking is occurring. The actual enrollment goal does not begin until March 1st. Our total apps last year at this time totaled 60 and we currently have 56 applications.*

Health Science Enrollment Goals					
HS Program	*Max accepted*	*enrollment*	*2025 % total and # of apps goal by date*		
		3/1/2024	*3/1/2025*	*= #*	*1/17/2025*
LPN/RN ART	*32*	*18*	*63% of max*	*20*	*1*
BSN	*FT 15*	*0*	*33%*	*5*	*4*
RN	*88*	*47*	*58%*	*51*	*14*
PN- PM/SU	*32*	*24*	*82%*	*26*	*2*
PN-Trad/FA	*24*	*4*	*33%*	*8*	*2*
PTA	*20*	*NA*	*40%*	*8*	*4*
RADS	*22*	*22*	*100%*	*22*	*25*
RESP	*24*	*6*	*33%*	*8*	*4*
BIOS	*22*				

04_ Liberal Arts Division
Increase Liberal Arts program recruitment events to two per semester.

- *Worked with students to make the beginning of the semester as positive of an experience as possible.*
- *Participated in the ATD Adult Learner Grant, with a focus on increase retention of adult learners.*
- *Participated in USDA Distance Learning Grant discussion.*

05_ Title III
Work with academic programs to identify discipline-specific professional development and OER opportunities, finalize 8-week course investigations in remaining programs, and continue to report out grant metrics to enhance student and faculty success. Increase number of courses with OER and 8-Week terms.

- *Review and submission of time and effort forms for the month of December*
- *Ordered books for CTE spring book club, focusing on AI in education*
- *Participated in PKAL virtual conference focusing on AI In education, will share with AI council*
- *Starting to collate data and information for the next annual performance report (early Spring)*
  - *Working with evaluator on data formatting to identify possible trends*
- *Working with Finance group to establish Endowment alongside the Foundation*
  - *Purpose is to establish sustainable professional development opportunities for full-time and adjunct faculty after the conclusion of the Title III grant.*
  - *Grant will provide a total of $150,000 over next three years, with funds matched by the Foundation.*

- *Equity & Access Coordinator engagement:*
  - *1:1 Support sessions: 23   Faculty sessions: 11*
  - *Student Groups: 00*
  - *Student POP UP Check-In Event: 01*

- *Technology Success Coach engagement:*
  - *Workshops Held: In-Person: 0   Zoom: 1   Video Hits: 11*
  - *Student Support: Email: 6   Phone: 6   In-Person: 0*
  - *Faculty Support: Email: 14   Phone: 1   In-Person: 0*
  - *Staff Support: Email: 15   Phone: 4   In-Person: 1*

06_ Registrar (Student Records)
Review catalogs and course descriptions of our top 4-year partner schools to increase number of degrees & certificates awarded to former NCSC students through the Credit When It's Due program.

- *Down to the final 35 CCP courses for FA24 needing grades*

- *CCP Rosters all but complete*
- *Graduation Application deadline is January 24th.*

07_ Student Support Services (Student Success Center and Retention Services)

Increase retention rate of TRIO SSS participants to 69% through intentional engagement and sustained services provided during the reporting year.

- *Total enrolled TRIO students (Spring 2025): 62*
- *Tuesdays with Tickhill – Added Wednesdays based on student interest*
- *Student Outreach - Inactive students from (Spring 2024 – Spring 2025) contacted to re-register students, answer questions, and provide resources.*
- *TRIO Lending Library- assisted nine (9) current TRIO students*

By the end of each week, all Tier 2 & Tier 3 tutors will individually contact at least three students enrolled in their embedded or primary courses through email, phone, or Canvas messaging.

- *During the first week of the term, embedded tutors are connecting with 21 embedded courses and 392 enrolled students within those courses to provide academic support and increase awareness of tutoring resources.*
- *Spring 2025 Tutor Schedule available (Click here for the current schedule)*

Increase student internship opportunities with local businesses by 20% during Fall 2024 and Spring 2025 through a structured outreach and communication campaign.

- *6 students placed in internships this semester*
- *3 student appointments completed since start of term*
- *8 employer contacts this semester*
- *Events conducted during this two-week reporting period included:*
  - o *Informational table at Kehoe: 1/14*
  - o *Informational table at Health Science: 1/16*

By creating a campus culture of wellness, increase referrals to and utilization of student assistance program (campus counseling) by 10% during Fall 2024 and Spring 2025.

- *Number of referrals to campus counseling via Aviso since start of spring term = 1*
- *Updating Wellness & Mental Health webpage to include campus wellness events: https://ncstatecollege.edu/personal-wellness/*
- *Developed a "Gentle Reminder" messaging campaign; Week 1 focus is Welcome to Spring Term 2025: A Gentle Reminder to Thrive—as a Whole Person!*

Conduct outreach that results in an increase in student visits by 20% to the Office of Specialized Support Services (Disability Office) during Fall 2024 and Spring 2025.

- Doug Heestand is available Monday – Thursday 10 AM – 3 PM.

Develop and implement a bi-weekly engagement campaign targeting high-risk students resulting in 20% increased engagement with the Resource Navigator during Fall 2024 and Spring 2025.

- *Kathrine Bennett started as the Resource Navigator on 1/7/25*
- *Number of laptops lent out for spring term = 16 / Number of calculators lent out = 7*
- *Number of referrals to Resource Navigator via Aviso since start of spring term = 2*
- *NCSCares Pantry is located in room 086 in Fallerius and is open Monday – Thursday*

08_College Credit Plus

Increase CCP enrollment by 2% on headcount; 2% on credit hours

- *CCP enrollment update:*
  - *SP2025*
    - *Enrolled: approx. 1260 students and 8400 credit hours thus far.*
    - *Continuing with the school partners – review and confirmation of enrollment records; alignment of rosters; troubleshoot access to materials, ordering materials, access to Canvas and NCSC platforms.*
- *Spring Semester Activity – Term Launch*
  - *Commenced – 25-26 CCP Information Session meetings at high schools for parents and potential CCP students for 25-26 enrollment. Recently we've had information sessions with families at Hillsdale, Mid-Ohio ESC, Buckeye Community School, Shelby, Knox Co. Career Center, Lexington, EHOVE*
  - *The CCP team is evolving with the addition of Marissa Simmons, our new CCP Advisor! The team works to recruit, advise, and enroll incoming CCP students each term, along with managing a caseload of enrolled CCP students to advise, enroll and support one semester to the next. The team also serves as primary contacts for assigned school partners, supporting needs of the students, counselors and faculty; and providing outreach for advising/pathway planning/academic support and intervention, until that student graduates high school. Additionally, a large portion of time is spent supporting and communicating with our school district partners – conducting reports and tracking applicants, securing documents for registration being their go-to person and first point of contact for the college. As each semester approaches, we address school districts need, providing course materials, troubleshooting access needs. The CCP team continues to schedule and host CCP events at the high schools for enrollment and engagement. This includes going where they are, for CCP Program Info Sessions for parents, CCP Application events, ACCUPLACER proctoring, CCP Orientation and Registration sessions at the high schools.*
- *Duo Rollout to all NCSC students (including CCP) amidst Ohio's statewide K-12 mandate to implement a district policy, restricting student access to cell phones while at their high school:*
  - *Continued in Spring - The CCP Team coordinates with IT to program and deliver Hardware Fobs to the high schools, provide support on fob use, and the financial responsibility to the student if the fob is not returned; securing the NCSC property agreement/contracts each student must sign in order to be assigned a fob. Fobs provide a code that must be used in place of the duo app, when a student cannot access their cell phone, needed, to ensure CCP students can access their NCSC platforms to successfully complete their assignments (Canvas, MyNC, Microsoft 365, etc.) and persist in their coursework that makes up the pathway to their goals.*

09_ Center for Teaching Excellence

1. Engage all newly created courses into the course design review process.

2. Engage at least one program from each division (not including those who participated in the pilot) to participate in course design review for an existing core course and establishing a timeline for moving remaining courses through the process.

   ⬥ *CONCLUDED REVIEWS:*
      o *ENGL-1010 (All modalities) - [Next Review - SP27]*
   ⬥ *PENDING CONCLUSION:*
      o *PSYC-1010 (All Modalities)*
   ⬥ *TO BE REVIEWED: Spring/Summer '25*
      CTE has been notified the following departments have courses to be reviewed for Fall:
      o *Engr Tech, Business & Criminal Justice (EBC):*
         ▪ *Engineering (BASMET) will select courses based on needs for ABET accredi-tation.*
      o *Health Sciences:*
         ▪ *Radiology has new courses approved for the 2025-2026 academic year and will determine specific order for their review.*
         ▪ *Registered Nursing has new courses approved for the 2025-2026 academic year and will determine specific order for their review.*
      o *Liberal Arts:*
         ▪ *No additional courses have been identified.*

   ⬥ *CANVAS MASTER COURSES REFORMATTED TO CTE QM TEMPLATE:*

      • *Courses completed:*
         o *BUSM-1260*
         o *COMM-2030*
         o *HMSV-2050,*
         o *HMSV-2090,*
         o *HMSV-2160,*
         o *HMSV-1170*
         o *RNUR-2070*
      • *Courses in progress:*
         o *HMSV-1090*
         o *HMSV-2110*
      • *Courses requested but not started: N/A*

BUSINESS SERVICES

10_ Accounting Services

The Business Office/Accounting Office Strategic Project is to review, update, and streamline the office's policies and procedures to enhance operational efficiency, ensure compliance, support strategic goals and expedite student enrollment by removing obstacles in processes between student application and course registration.   This initiative is crucial to safeguard our eligibility for federal funding and to uphold our reputation for excellence and accountability, as well as to continue to have clean audits. This will ensure alignment with Federal Aid requirements to allow our students to

remain eligible for aid and assist in the enrollment process.

	BH	COLL	Total	Current Active Students	Current Outstanding Fees
1st day of Spring 24 term	66	2,137	2,203	2052	3,856,803.40
After 1st Fin Aid posting	49	2,132	2,181	2302	2,430,507.01
Day before Registration for Fall	155	2,065	2,220	1720	2,275,586.89
1st day of Fall 24 term	62	2,039	2,101	2329	4,907,249.09
After 1st Fin Aid posting	37	2,038	2,075	1369	1,578,583.76
Day before Registration for Spring	178	2,052	2,230	1012	1,200,928.63
1st day of Spring 25 term	101	2,041	2,142	2439	4,498,826.12

11_Financial Aid Office

The Business Office/Accounting Office Strategic Project is to review, update, and streamline the office's policies and procedures to enhance operational efficiency, ensure compliance, support strategic goals and expedite student enrollment by removing obstacles in processes between student application and course registration.   This initiative is crucial to safeguard our eligibility for federal funding and to uphold our reputation for excellence and accountability, as well as to continue to have clean audits. This will ensure alignment with Federal Aid requirements to allow our students to remain eligible for aid and assist in the enrollment process.

- *Email sent to all students on how to purchase books at new online bookstore. This was sent to all registered students in case they misplace first email,*
- *Attended New Student Orientation*
- *Office has been working with cashier's office on a daily basis to review de-registration lists*
- *We are in the midst or reallocating SEOG funding*
- *Awarded over $190,000 in Ohio Work Ready funding to current students*
- *Office is gearing up to remove all the aid for the students we awarded, but did not enroll in spring term*

12_ Facilities Management
Fallerius Renovation

Boilers and Chillers Project: Fallerius and Kee Hall,
- *Timeline Completed*
- **Status update**: Both Boilers and Chillers Project is Closed Out

Generator Project: Health Science, Child Development Center and Kee Hall
- *Timeline December 2024.*
- **Status Update:** All three Generators are installed Final inspections were completed Project Completed

VR Lab Health & Science
- *Timeline 2024/2025*
- A proposal has been drafted by MacMillan engineering and company and received
- Currently Contacting Companies for estimates.

Fallerius Renovation Project
- *Timeline 2024 / 2025*
- **Status Update:** Sol Harris day has been selected as the Architectural firm for this project
- A Contract has been signed by the Attorney General Office and NCSC. We are in the Design phase of the project.

13_Information Technology & Information Systems

IT: 100% enrollment or documented exception to enrollment for Duo MFA for Staff, Faculty, and Students.

IS: Completion of Ellucian SaaS conversion project.

IT Update

- *Rollout of DUO MFA for remaining began on 8-26-24 and has been progressing since. We have 6.55K users pulled into the Duo admin panel. Of those 3.38K have yet to either register their phones or pick up a hardware token. As time goes on this number will drastically reduce as old accounts are disabled and unlicensed. There have been markedly fewer compromised student accounts since the rollout began.*

IS Update

- *IS has begun monthly meetings with Colleague power-users to deliver project updates. The first environment clone is beginning and our focus is on reporting.*

Security Blurb

- *And here's the latest nasty threat going around:*

   Captcha tricks you into running malicious PowerShell scripts
   A recent cyber-attack targets users by tricking them into running harmful commands on their computers. Threat actors use fake CAPTCHA verification pages, often disguised with current news topics, to lure people into executing dangerous PowerShell scripts. These scripts can download malware, potentially giving attackers control of your computer. To stay safe, avoid running any unfamiliar commands, especially those copied from the internet, and be cautious when interacting with unexpected verification prompts.

Reminder: If you receive a suspicious email or have any questions, please contact the IT Helpdesk for assistance.

14_ Child Development Center
Maintain full enrollment.

Date~ Week of 1.17.25				
Class (Room)	Maximum Enrollment	Available Slots	Filled Spots	Notes
Adventure (39)	8	0	9	Two families sharing one spot
Imagination (21)	8	0	8	
Puddles (24)	8	0	8	
Fascination (27)	8	0	8	
Explorers (29)	20	0	20	
Sunshine (32)	20	0	20	
Homebase	28	0	28	

15_ Development (Foundation and Workforce)
Increase Enrollment and Retention by delivering on 5% increase targets

Fundraising-*$480,000, $415,000 YTD*

- *Increase annual gifts by 5% - Ahead YTD by 10%, new gift for our new*
  - *New gift $75,000 RN to BSN*
  - *New scholarships $25,000*
  - *New $36,790 Advanced Mfg. equipment*

- *Increase scholarships provided by 5%.*
  - *Three new scholarship funds have been established.*
    - *One is for Drone pilot training*
    - *One is for Cyber security*
    - *One is for students needing assistance.*

- *Launch and provide funding for the hospital LPN to RN cohorts and long-term care cohorts*
  - *$105,000 requests approved to cover program needs for machining*
  - *Funding received for three new IV pumps for health sciences.*
  - *Funding requested to support a new Introduction to 5G equipment and program.*

- *Emerald Club-Nate secured a new Preferred Partner for $10,000, and a new Gold sponsor for Scholarships for Success*

Workforce-*$257,250 Target in Revenue, $62,175 YTD.*

- *Held a ribbon cutting for the new Timken Foundation electro-Mechanical lab on Wednesday, November 6, 2024. Employers will be able to utilize the new lab to upskill their current work-force in electrical and mechanical maintenance. Enrolled five new apprentices for Spring Semester.*
- *Launching a comprehensive training program for all Gorman-Rupp employees in January 2025.*
- *Continue to have increased enrollment and demand for our leadership and professional development trainings.*
- *Expect to meet annual target.*

16_ Crawford Success Center

Identify new community partnerships and program opportunities i to drive application and enrollment growth. This will result in a 5% general applicant growth in Crawford County and 5% enrollment growth of Crawford residents.

- *School & Community Engagement*
  - *Crawford County Now Podcast Jan 28 – Scholarships for Success*
  - *Second Round of School Visits to Seniors*
    - *Buckeye Central, Bucyrus, Col. Crawford, Galion, Wynford*
  - *Financial Aid Night at the CSC on February 4*
    - *Promoted to each senior class in Crawford County, school counselors and community partners*
- *Scholarships for Success- $35,000 target, March 6*
  - *Participating in auction item gathering and solicitation, 400+ businesses sent mailer in the Crawford County area, phone call follow-ups (December)*
- *Workforce Engagement Support*
- *Collaborating with MOESC to launch Turbo Certificate manufacturing program at CSC for high school seniors beginning January 2025- 12 students started*

Strategic and Institutional Transformation (Institutional Research & Grants)

17_Institutional Research
Make data more available for decision making through the use of technology such as websites and/or dashboards as data security and cost allow.

- *Regular meetings with Ellucian and IS to discuss upcoming Colleague conversion and associated data retrieval and presentation tools (some dashboarding possibilities exist and this will affect all of our processes). We are kind of on-hold with a lot of these data access ideas as we try to figure out what SaaS will provide and how we can best leverage the tools included there.*

- *Public IR Sharepoint (closest we have to an intranet apparently) is still being re-organized and added to with things like conference presentations and some public data (e.g. from IPEDS) until we can find internal information that we are able to post there.*

🞣 *The first month or two of the year is rife with federal and state reporting deadlines which are important for federal financial aid eligibility and SSI distributions, among other things.*

18_Grants
Awarding of at least three major grants ($100,000+) in the next year.

🞣 *Federal DOL Strengthening Community Colleges Round 5. We were awarded as part of a manufacturing consortium led by Lorain County Community College. We will receive approximately $416,000 over four years with the goal to increase capacity of work-based learning.*

🞣 *Ohio Department of Higher Education RAPIDS 7. We have applied for $101,000 in IST lab equipment updates for new PLC troubleshooting learning systems. We had initial debrief with ODHE and they said everything appears good, and to expect it to go to controlling board later this spring.*

🞣 *NSF Enabling Partnerships to Increase Innovation Capacity (EPIIC) program - $280K over 3 years. We submitted as part of a consortium with three other community colleges. This is pointed toward development of faculty research projects in conjunction with local industry.*

19_ Human Resources
Onboarding and Orientation Processes:
Create formal onboarding process to ensure new hires are fully integrated and feel welcomed within their first 90 days.
Conduct regular check-ins with new employees at the 30, 60, and 90-day marks to gather feedback and address any concerns promptly.

🞣 *New hires/new positions: 12/8/24 - 1/18/24*
- *Marissa Simmons – moved from Enrollment Specialist to CCP Advisor*
- *Teresa Alt – Human Services Faculty*
- *Katy Bennett – Resource Navigator*

🞣 *Introducing New Employees for this period:*
(see "Our Growing Family" and/or specific departments in the Employee Photo Directory)

20_ Marketing and Public Relations
Capture 1,200+ inquiries to populate top of funnel (20% increase over FY24 goal)

🞣 *Continuing web inquiries for FY25: We have an additional 188 web form inquiries and (not available) web chat inquiries in the last 30 days. Total is now 1,286 for FY25.*

🞣 *Support the development of processes and communication streams as we move inquiries toward application and registration*
- *Reviewing the current communication sequence used for ACT lists.*
  - *New sequence is available if we can provide the list of names.*
- *Participated in visit from AtD Rep and Coach in support of the AtD adult learner grant.*

- ▪ *Numerous tactics in the works for Spring promotion to specific audience segments targeted by this work.*

- 🔸 *Digital Media over the holidays*
  - o *Strong performance of search with very strong CTR*
  - o *Good lead volume MoM*
  - o *Top keywords with non-branded terms performing very well*
  - o *Great call time and mix of web events*
  - o *Steady lead volume minus time around holidays*
  - o *Conclusion of smart solution display with a good number of visitors still coming after the ads were down*
  - o *Good engagement rate of audience and events taken per session*

21_ Faculty Caucus

Continue communication between faculty and students, by increasing faculty usage of college systems (Aviso, Canvas…) by 20% for Aviso notes and 8% for Aviso alerts.
Faculty Caucus will also:

- 🔸 *Reviewed the academic calendar base dates and provided feedback*

- 🔸 *Reviewed a faculty development document for CTE and provided input*

22_ Staff Caucus

Considering the previously identified customer service topics which benefit both internal and external stakeholders, which are:
a. Customer Service Response Timeframes
b. Problems Solving/De-escalating Situations
c. Staff as Representatives for the Entire Organization
d. Cross Training Staff
e. Aesthetic Intelligence/Emotional Environment (Overall Campus Aesthetic Appearance)

Staff Caucus will revisit each of these 5 topics over the following year, and discuss progress toward improvement in these areas.
In addition, considering the focus of strategic planning for this year, Staff Caucus will identify improvements to these areas based on making the college exceptional and unique, without considering hypothetical budget or resources constraints (providing at least 2 ideas for improvement), and then also discuss impacts to improvements in these areas based on possible contingency scenarios at the college (declining enrollment, changes in budget) etc. (Providing at least 2 ideas for improvement based on possible contingency scenarios).
Staff Caucus will also continue to emphasize the role of customer service, regardless of role or position at the college.

- 🔸 *Staff Caucus met as a group on 1/14/25 to discuss issues, concerns and questions from staff at the college. Staff Caucus discussed the 3rd area to improve customer service, (Staff as Representatives of the Entire Organization).*

➕ *The following are ideas that were discussed to possibly improve customer service (Staff as Representatives for the Entire Organization):*

Unlimited funds and resources to make the college exceptional scenario:
- o *Wrap college fleet vehicles in presentable NCSC graphics/theme*
- o *Media campaign across all local media to promote the college*

Limited funds and resources scenario:
- o *Place QR codes on the reverse of all NCSC Business cards that directs to general information/videos about the college*

➕ *Staff Caucus also met with Doug Hanuscin from HR, and discussed several possible ideas and topics for the upcoming Staff In-Service Day in February.*