

*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 January 8, 2024 to January 19, 2024

*\*\* Submissions for the next update are due **Friday, February 2, 2024***

## Strategic Projects for 2023-2024 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, or 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?

## 01\_ ACADEMIC SERVICES

### 02\_ Business, Industry, and Technology Division

Increase average section enrollment by 1%, and measure and increase the faculty usage of Watermark for student outreach on non-attendance, mid-term grades, and other academic alerts.

- ✚ *Goal 1 = Awaiting 15<sup>th</sup> day to calculate section average.*
- ✚ *Goal 2 = Awaiting information from WaterMark admin.*

### 03\_ Health Sciences Division

For the success and retention of students in Health Science Programs there will be:

- a) A face to face meeting with all first-year advisees by week three of the term and with all second-year advisees by week four of the term. Notation will be provided in Aviso for every meeting and
- b) Personal contact every two weeks after initial contact to the end of the term with notation in Aviso for each meeting or contact.

#### ✚ *Activities accomplished/progress:*

- *To finish out fall semester the results remained 100% (12/12) of the full-time faculty with student advisees had submitted/completed student documentation in Aviso.*
- *With the start of the new spring semester, the faculty received a reminder in their "Welcome Back" packet regarding the expectations for their advisees. We will continue to monitor for success.*

### 04\_ Liberal Arts Division

Increase the pass rate in the Liberal Arts courses by 2%

- ✚ *Met with state to discuss grants concerning Human Services Programs.*
- ✚ *Attended Information nights concerning Human Service and Transfer programs.*
- ✚ *English department met to discuss better utilization of imbedded tutors in English courses.*

### 05\_ Academic Quality and Compliance

Coordinating the transfer of all of my duties to a new ALO and adapting my current Academic Support Services Manual to an easy to reference tool, with supporting documentation.

- ✚ *Search Interview process for new Accreditation/Compliance Officer continues*

### 06\_ Title III

Monitor and report on Title III grant metrics (number and percent of courses converted/offered to online and/or 8-week modalities, increase incorporation of OER, and faculty involvement in ACUE, QM and additional training programs) to support faculty in enhancing student success.

#### ✚ *Equity & Access Coordinator engagement:*

- *1:1 Support sessions: 07*                      *Faculty sessions: 02*
- *Student Groups: 0*

#### ✚ *Technology Success Coach engagement:*

- *Workshops Held:*      *In-Person: 0*      *Zoom: 0*      *Video Hits: 25*
- *Student Support:*      *Email: 23*      *Phone: 2*      *In-Person: 0*
- *Faculty Support:*      *Email: 6*      *Phone: 1*      *In-Person: 0*
- *Staff Support:*      *Email: 4*      *Phone: 0*      *In-Person: 0*

#### **Additional Updates**





- *Learning glass studio page uploaded to Canvas Faculty Hub*
  - <https://ncstate.instructure.com/courses/1880576/pages/learning-glass-studio>
- *Tentative agreement in place for an evaluator, consulting agreement is being finalized*
- *Data is being collated for Year 1 annual performance report (APR), waiting on reporting portal to be released by Department of Education*
- *ACUE FCB spring cohort is finalized and will begin their training in early February*
- *Met with Shella about OER efforts at the college and targeting high student-volume courses for potential OER implementation*
- *Initial planning for March & April faculty division meetings is underway*
  - *Will build upon discussions initiated at November 2023 meeting*

#### **07\_ Center for Teaching Excellence**

Continuation of NCSC Instructional Design Success/Retention Enhancement Program by:

1. Conducting monthly outreach to academic departments to move them through the defined engagement levels.
2. For previously non-participating departments, conduct outreach and activate 50% to Level 1 participation.
3. Increase participation to Level 2 by 25%.

*Continuation of NCSC Instructional Design Success/Retention Enhancement Program by:*

-  *Conducting monthly outreach to academic departments to move them through the defined engagement levels.*
-  *For previously non-participating departments, conduct outreach and activate 50% to Level 1 participation: **150% complete***
  - *Level 1 Meetings in Process of finding a dept mtg date: ENGR, ITEC, VCMT, CRMJ, HMSV & Social Sci*
-  *Increase participation to Level 2 (**Department working with CTE to actively redesign/train on best practices** to implement) by 25%: **50% complete***
-  **BIOS & MATH**
  - *Level 2 awaiting follow-up on: ACCT, BUSM, PTA, PNUR, RADS, RNUR, RESP & ENGL*

#### **08\_ TRIO, Solutions, and Tutoring Support Services**

A. TRIO:

1. Scheduling a minimum of two (2) activities per month; participation rate to be at least 10% of TRIO membership.

- ✚ *Semester began during this time period. Activity report will be updated in the next report. TRIO Kick-off was scheduled for 1/19/2024 but was cancelled due to inclement weather.*

## B. Tutoring Center

1. Conduct consistent “touch-point” meetings between tutors and faculty to expand the outreach to students. Tutors are to have intentional outreach with faculty three (3) times per session/semester: 1 week prior to start; 1 week prior to mid-term; 2 weeks prior to finals
- ✚ *Total number of tutors on staff: 21. Before SP24 start: Intentional outreach conducted & documented: 19 tutors outreaching to 44 faculty.*

## 09\_ STUDENT SERVICES

High school senior applicants that have taken CCP register at a much greater rate than seniors that have not taken CCP. We will continue to improve coordination and adapt processes in all areas of Student Services to improve the flow of CCP students after high school to the College. The goal will be to improve former CCP applicants and eventual registrants by 3% over levels for the 2022 class (excludes CNOW), and improve the overall conversion yield from inquiry to registration to be over 40%

- ✚ *Of 315 current high school seniors that have applied to NC State for Fall 2024, 93 have completed a CCP course with us.*
- ✚ *We are sending messages to high school seniors to drive fall applications by linking spring CCP and Tuition Freedom. For example, we are encouraging them to consider taking a spring CCP course to potentially become TFS eligible, including B session.*
- ✚ *We have made 463 conditional TFS offers so far just based on CCP. Of seniors offered, 52 have applied to NC State.*

## 10\_ Admissions and Enrollment Management

Improve the efficiency of the admissions process and recruitment of inquiries/prospective students focusing on the admission funnel and the steps students take in their enrollment journey. This will result in a 5% increase in overall general applications from area high school territory. It will also include a 1% increase in minority applications, a 2% increase in applications for CCP students who qualify for TFS, and a 2% increase in applications for other high school seniors

- ✚ *We are recruiting for the 2024 open houses and counselor event which are scheduled in March and April*
- ✚ *We are holding Info Sessions each week for different departments*
- ✚ *The admission reps continue to make rounds the high schools for recruitment and continuing to work directly with the departments for recruiting.*
- ✚ *We sent another round of conditional TFS offers out this week*
- ✚ *We have scheduled group campus tours by school*
- ✚ *We are ensuring we reach out to inquiry's and applicants quickly to implementing our customer service vision (goal response time is 48 hours)*

- ✚ *The recruiters will be reaching out to our schools to see if they can schedule to spend a day to go out and be available for prospective students*
- ✚ *I will be working the transition specialist position temporarily to get a grasp of what must happen to get applicants to an advisor quickly so I can relay the process to my team.*
- ✚ *We will be collaborating with CCP director to increase recruitment activities for CCP to in an effort increase the matriculation from CCP to general app*

## **11\_ Crawford Success Center**

To identify new community partnerships and program opportunities in the community 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.

- ✚ *Developed partnership with Bucyrus Chamber of Commerce to host new monthly networking event for area businesses (Feb)*
- ✚ *Requesting visits at each Crawford County high school*
  - *NCSC Foundation Scholarship Month (Feb)*
  - *Underclassmen presentations (Jan-May)*
- ✚ *Met with Bucyrus City Schools with NCSC leadership (Dec)*
  - *Identified opportunities for adding CCP classes & Crawford Success Center engagement*
  - *Hosting Bucyrus ACT Day on March 12*
- ✚ *Met with Colonel Crawford Superintendent (Jan)*
  - *Discussed NCSC collaboration, interested in pre-nursing pathways at NCSC*
  - *Setting future visit with NCSC leadership*
- ✚ *Setting future meeting with Galion City Schools*
  - *Continue to build upon monthly visits to seniors this spring & identify future opportunities*
  - *Collaborating with Dr. Haynes for a joint visit*

## **12\_ Student Success Center and Retention Services**

Improve student engagement and persistence by increasing student visits to the department by 5% through expanding awareness of career services, first year advising, and holistic student support.

- ✚ *Department visits from 01/01/2024 to 01/15/2024 = 87*
- ✚ *Held team meeting on 01/17 to discuss “scorecard” activity in order to monitor progress toward the WIG (Purpose: ensure that everyone knows the score at all times)*
  - *Based on department appointment data from 2022, we have seen an increase of over 20% in total visits during 2023*
- ✚ *“Lead Measure” activity planning (Purpose: apply disproportionate energy to the behaviors and activities that lead to, or predict, achieving the WIG)*
  - *Upcoming CSI Advising appointments*

✚ **SAVE THE DATE:**



- ✚ *There has been an increase in student utilization of the food & essentials pantry – in particular new, incoming students. An update and “refresh” of the space is sorely needed. A facilities ticket has been placed to request painting and a floor covering for the space. In addition, a request has been made to the marketing team for signage.*
- ✚ *Guiding statement for new student onboarding: “ensure that all new students receive, intentional, holistic, and timely support that helps them to successfully navigate the onboarding process”. To date, have made some changes in onboarding processes which have resulted in initial improvements resulting in increased student engagement. In addition, provided training to admissions team and staff within the Crawford Success Center on student success platform (Aviso/Watermark) and AdvisorTrac/TracCloud.*

### **13\_ College Credit Plus**

Increase the number of CCP students that complete a minimum of 12 credit hours prior to high school graduation by 2%. This will be partly achieved by streamlining reports to more effectively support student enrollment and retention efforts.

- ✚ *Fall 23 enrollment compared to Fall 19 (pre-COVID term):*
  - *3% increase in credit hours over FA19*
  - *3% down in enrolled students.*
- ✚ *SP24 enrollment – continued advising, registration and prep of campus-based CCP students for SP24; continued advising and registration of high school-based CCP students and course sections.*
- ✚ *Accuplacer Testing & Advising at Pioneer Career Technology Center for SP24*
- ✚ *24-25 CCP Information Sessions for families and students at Norwayne, Galion, Shelby, Ashland.*
- ✚ *Continued report streamlining in progress with students’ cumulative credits for strategic goal listed below.*
- ✚ *Updated Pathways and Advising content on CCP Webpages. Continued outreach to CCP students in class of 2024 for Spring enrollment and TFS potential. Continued outreach for CCP classes of 2025 and later. Topic of outreach to schedule advising follow up on pathway and/or*

*credit transfer plans; review credential opportunities that align with students' goals and plan for Spring semester enrollment opportunities as vehicle to reach these opportunities.*

- ✚ Continued recruitment and search to fill FT CCP Advisor position.*

#### **14\_ Registrar (Student Records)**

Increase processing speed of College transcripts (in one week or less); and high school transcripts (in 24 business hours or less), as well as integrity/security of high school graduation records through tighter controls and use of SendSafely drop zone.

- ✚ Processed graduation of over 50 degrees/certs for FA2023*
- ✚ Have begun the process of reviewing over 130 possible auto-certs for FA2023*
- ✚ Working on registering CCP students embedded at high school as rosters are received from said schools*

#### **15\_ Financial Aid Office**

The primary goal of the Financial Aid Office is to provide financial support and resources to help students achieve their educational goals. It will work on increasing FAFSA completion by 2% with various forms or outreach, while enhancing security through implementation of SendSafely.

- ✚ Reached out to students who completed a FAFSA for NCSC, but have not applied for financial aid.*
- ✚ Worked the SP24 "dereg" list and contacted all students who owes a bill on their next steps to completing aid file or how to apply for aid*
- ✚ Worked the SP24 orientation lists and contacted all students on their next steps to completing aid file or how to apply for aid*
- ✚ Reached out to all SU24 applicants on how to apply for financial aid.*
  - We sent them an email as well as texted them the information.*
- ✚ Reached out to all SU24 applicants who indicated they were veterans and sent them information on how to use benefits at NCSC as well as to apply for aid.*
- ✚ Reached out to all Police Academy students and explained how to apply for financial aid, accept loan offers, turn in VA paperwork, etc.*
- ✚ Created handout to explain the 2024/25 FAFSA to students and staff*
- ✚ Hosted a scholarship zoom info session*

*Comparison of FAFSA data from last year to this year.*

- ✚ FAFSA completion ending week of 12/15/23 vs week ending of 12/16/22 (31 vs 32)*
- ✚ FAFSA completion ending week of 01/05/24 vs week ending of 01/06/23 (80 vs 20)*
- ✚ FAFSA completion ending week of 01/12/24 vs week ending of 01/20/23 (29 vs 44)*
- ✚ FAFSA completion ending week of 01/19/24 vs week ending of 01/20/23 (16 vs 23)*

#### **16\_ BUSINESS SERVICES**

##### **17\_ Accounting Services**

Monitor student accounts for business holds and collection holds to ensure proper reflection of student account status. Use FY2024 to establish a baseline for number of students that have financial holds on their account that block them from registering. Counts will be taken on Friday's during fall



and spring semesters of students with Business Holds (BH) and Collections Holds (Coll). Will also report the number of students submitted to the AG for Summer, Fall and Spring split between balance type i.e. regular vs Title IV recalculation.

✚ *There are currently 131 business holds and 2,142 collections holds on student accounts.*

**18\_ Facilities Management**

Boilers and Chillers in Fallerius and Kee Hall

✚ *Boilers and Chillers in Fallerius and Kee Hall*

- *Timeline December 2024*
- *Status update Both Boilers and Chillers are installed and functioning correctly. Punch out work is ongoing*

✚ *Windows and Doors in Health Science and Child Development Center Completed as of November*

✚ *Generator – Health Science, Child Development Center and Kee Hall*

- *Timeline Generators ordered in June, 2023*
- *Generators are ordered and shipped we have received 3 of the 4 transfer switches and one Generator. BC&G was low bid at the bid selection*

✚ *Criminal Justice Move to Kehoe*

- *Timeline March 2024*
- *Status Update Drawing and design phase has been approved. Knoch Construction was awarded the job coming in at with the low bid paperwork has been submitted to the state waiting on confirmation to proceed with the process*

✚ *Fallerius Renovation Project*

- *Timeline 2024 / 2025*
- *Status Update: RFQ has been completed waiting to submit to state board for approval*

✚ *Chemistry Lab*

- *Timeline 2024*
- *Status Update: Hasenstab have been awarded the project for Design and Architect*

**19\_ Child Development Center**

Maintain full enrollment and update curriculum for education of children.

*President's Bi-Weekly Report ~ Child Development Center*

<i>Date~ As of Week of 1.19.24</i>				
<i>Class (Room)</i>	<i>Maximum Enrollment</i>	<i>Available Slots</i>	<i>Filled Spots</i>	<i>Notes</i>

<i>Adventure</i> (39)	8	0	8	
<i>Imagination</i> (21)	8	0	8	
<i>Puddles</i> (24)	8	0	8	
<i>Fascination</i> (27)	8	0	8	
<i>Explorers</i> ( 29)	20	1	20	<i>Two Private Pay Parents Share a Spot. Two children from Children's Services in Foster Care were reunited with their biological family in another county too far from the CDC. One child will finish his family transition and start on 1.8.24, the other child will be transitioning from our I/T classroom in January or early February.</i>
<i>Sunshine</i> (32)	20	0	20	
<i>Homebase</i>	28	0	28	

***Status of Updated Curriculum***

*Teaching staff completed a study unit on music! They learned about different types of musical instruments, materials that support music, like sheet music, music stands, microphones, different types of ways of listening to music. They had a visitor come to demonstrate how to play a music instrument and then put on a music performance for all the children in the school. Infants and toddlers of all ages joined our preschoolers to listen to beautiful sounds of instruments in their classroom, inviting them to give the instruments a try and join them for a song! A great time was had by all! Our next area of study will be exercise!*

**20 Information Technology**

**🚧 GreyCastle Project**

- *Data classification and Asset Inventory: Initial asset inventory is complete. An executive summary is being prepared.*
- *External Penetration Testing: Testing is complete. A presentation of the results was prepared for NCSC IT and presented by GreyCastle on 11-30-23.*

**🚧 Switch Project**

- *Edge switches have arrived. ArubaOS training has been scheduled for our Network Systems Admin and will take place in early December. The cores will be configured with our partner in this project, Network Dynamics, in early December.*

### **✚ Signage / Communications**

- *Working on updating and simplifying our signage around the office and the communication that is published. Work continues.*

### **✚ Staffing**

- *We're getting approvals for the Kehoe job posting and hope to have it posted soon.*

### **✚ Student MFA**

- *We've taken the first steps towards eventually protecting our students' accounts with multi-factor authentication. We know **WHAT** we want to protect, **WHO** will be protected, and **WHY** we want to protect them. We're working with the rest of college leadership to determine the **HOW** and **WHEN**.*

## **21 Information Services**

IS-Report manager update of reports. Report Manager:

Total number of reports currently available

Total number of reports used

- ✚ *All but six reports have been moved from ODS to Production or Local-DB. Two new reports have been created to replace those six and are currently under review. Assuming all goes well with Penelope's review, we should have the entire report manager on Production and Local-DB and ODS going end-of-life will no longer be a concern.*
- ✚ *Also, all but two linked database reports have been patched to use only one database. The two remaining reports utilize the 15<sup>th</sup> day snapshot and term data from our Local-DB. We have created a linked service account that operates from our Local-DB to facilitate those two reports.*
- ✚ *There were a handful of reports that were hard coded with credentials that were also discovered and patched. All reports now rely solely on our service accounts and no longer use any personal credentials.*
- ✚ *With all of the impending hurdles taken care of, we can move back into auditing the code of the existing reports until the SaaS project goes into full swing in the coming weeks.*

## **22 Institutional Research**

Improve Data and Information Access by making data available, understood and used effectively to support better strategic decision making in a timely manner to achieve the goals of increased enrollment, retention, and graduation/transfer. This includes: holding regular meetings with the academic and student services departments; develop data dictionary to standardize definitions of commonly used metrics; revamp Report Manager reports; develop dashboards and website.

- ✚ *Meeting monthly with someone from student services to discuss data related to their area*
- ✚ *Continuing testing BI tool*
  - *Learning associated necessary tools*
  - *Developing a test dashboard for our first 'guinea pig'*
  - *Working on a pilot dashboard that replicates a report manager report and improves it (adds visuals, filters....)*
- ✚ *Continued looking at examples of others' data dictionaries and IR websites for examples of best practices.*

- Working on draft of data dictionary
- ✚ Discussions with Matthew about several Report Manager reports and other potential reporting tools

### **23\_ Human Resources**

Reduce the recruiting/on-boarding process to 8-10 weeks by efficiently managing the search process immediately after the posting period through offer; and ensuring the hiring of quality faculty and staff that are focused on student success and representative of the diversity of our service region.

- ✚ New hires/new positions: 1/6/24 – 1/16/24
  - Shella Seckel, Instructional Designer
  - Dr. Moses Rumano, Assistant Dean, Liberal Arts
  - Hemanta Dulal, Engineering Faculty
- ✚ New hires/new positions: 12/9/23 -1/5/24
  - Yvonne Hawes, Office Assistant, Liberal Arts
  - Chloe Mealey, Financial Aid Specialist

### **24\_ Development (Foundation, Government Relations, and Workforce)**

The NCSC Development team will positively affect enrollment by meeting our FY24 financial target of \$450,000 for fundraising, implementing two new workforce development programs that will support a \$245,000 target, with the support of a foundation board taskforce, \$1 million in state and federal grants, and \$35,000 with rentals or other support programs.

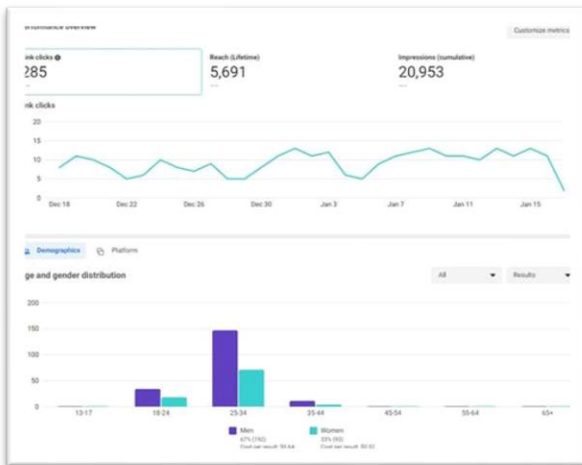
- ✚ \$285,000 received year to date (YTD),
- ✚ implementing two new workforce development programs that will support a \$245,000 target,
- ✚ the new Drone program launched, and \$110,000 received YTD, and a target of \$1 million in state and federal grants,
- ✚ \$613,500 committed from Super Rapids YTD
- ✚ NSF grant still outstanding to hear from, and
- ✚ a \$35,000 target with rentals, and \$29,048 received YTD.

### **25\_ Marketing and Public Relations**

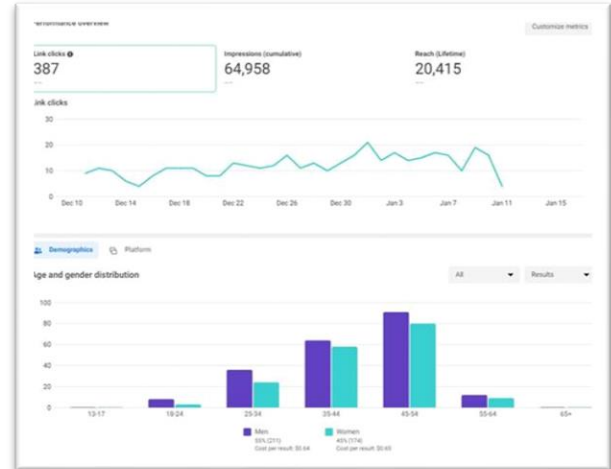
Continue to find new prospects (1,000+ inquiries) for enrollment using web inquiry forms by employing segmentation tactics and targeted messaging (increasing social media content by 20% /maintain web users at 150,000+), and work with departments to improve communication with all prospects as we all strive to improve enrollment yield to at least 40%.

- ✚ 65 total web inquiries sent to admissions and deans on Tuesday, 1-2-24 (12-11-23 > 12-31-23)
- ✚ 44 total web inquiries sent to admissions and deans on Monday, 1-8-24
- ✚ 38 total web inquiries sent to admissions and deans on Tuesday, 1-16-24 (YTD 784)
- ✚ Web tracking – 81,186 users/77,301 new users since July 1, 2023.
- ✚ Although the end of the year is relatively quiet from a promotional standpoint, we did run two campaigns:
  - The first for the new police academy beginning in February targeting 18-35 year olds

- An overview of the campaign performance is below on the left
- The second for certificate opportunities for non-trads
  - An overview of the campaign results is below on the right
- Both were successful during a season with significant additional noise and ad traffic surrounding the holidays.



February Academy Campaign (social tactic)



Non-Trad Certificate Campaign (social tactic)

## 26\_ Faculty Caucus

Continue communication between faculty and students, by increasing faculty usage of College systems (Aviso, Canvas...) by 6% for Aviso notes and 3% for Aviso alerts (to increase student success) and determine ways to increase faculty retention

- ✚ Reached out to the three division deans to share an idea regarding faculty providing feedback or input for the tasks required for each of the divisions' strategic goals as a way to continue and to promote communication

## 27\_ Staff Caucus

Each week, request that staff caucus representatives contact the staff they represent, and identify potential areas of improvement for customer service. Specifically, the areas for improvement for customer service would focus on areas that would benefit both internal and external stakeholders at the same time. In addition, as part of identifying areas for improvement in customer service, the staff caucus will also request possible solutions and recommendations for improvement. Customer service topics include: Customer Service Response Timeframes, Problems Solving/De-escalating Situations, Staff as Representatives for the Entire Organization, Cross Training Staff, Aesthetic Intelligence / Emotional Environment (Overall Campus Aesthetic Appearance).

- ✚ Staff Caucus met with Dr. Diab, Dr. Gray, and Doug Hanuscin, to discuss the recent Staff Caucus survey to identify possible areas to improve employee retention.

- The top areas noted by the survey:
- Salary (increases, fair wages)

## President's Bi-Weekly Report

- *More flexible work schedules/work-life balance/hybrid remote working schedules*
  - *Workload/Overload (allocation of job duties after a reduction in staff or recent departure)*
  - *Improve Interdepartmental Communication/Promote better communication between departments/Strengthen relationships between departments*
  - *Employee Recognition/Celebrate Employee accomplishments.*
- ✚ *The Staff Caucus provided specific ideas and suggestions for each area during the meeting. Additional discussion and dialog will continue with college administration in future Staff Caucus meetings regarding these topics, and others, to improve employee retention at the college. Monthly staff caucus meetings are open to all NCSC staff (non-supervisory).*