2023-2024

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 22, 2024 to February 2, 2024

*** Submissions for the next update are due **Friday, February 16, 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 15ᵗʰ 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:*
  - *With the start of the new spring semester, the faculty received a reminder in their "Welcome Back" packet regarding the expectations for their advisees.*
  - *Spring 2024 to date –*
    - *23% of the faculty have reached out to all of their advisees.*
    - *31% have done zero documentation in Aviso*
    - *16% have documented on 15-20% of their advisees*
    - *30% have documented on 30-35% of their advisees.*
  - *During the Health Science Division meeting on 2/1/24- discussions were had surrounding performance and reminders of expectations.*
  - *We will continue to monitor for success.*

04_ Liberal Arts Division
Increase the pass rate in the Liberal Arts courses by 2%

- *Met with Human Services, marketing, and admissions to begin to develop new marketing strategies to promote the program.*
- *Met with Ashland University Social Work program to discuss how to better work together to promote transfer opportunities.*
- *Meeting being planned with Kent State University to discuss opportunities in Education program.*

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: 23*   *Faculty sessions: 08*
  - *Student Groups: 0*
  - *Events/workshops held: 01/31/24 – Student Check-In - 00*
- *Technology Success Coach engagement:*

Workshops Held:	*In-Person: 0*	*Zoom: 0*	*Video Hits: 2*
Student Support:	*Email: 9*	*Phone: 1*	*In-Person: 0*
Faculty Support:	*Email: 10*	*Phone: 0*	*In-Person: 0*
Staff Support:	*Email: 1*	*Phone: 1*	*In-Person: 1*

- *Additional Updates*
  - *Learning glass studio page uploaded to Canvas Faculty Hub*
    - *https://ncstate.instructure.com/courses/1880576/pages/learning-glass-studio*
  - *Consulting agreement has been sent to evaluator for signature*
  - *Data is being collated for Year 1 annual performance report (APR), waiting on reporting portal to be released by Department of Education*
    - *Finance office is finalizing Year 1 budget summary*
  - *ACUE FCB spring cohort is finalized and will begin their training on February 5th*
  - *Initial planning for March & April faculty division meetings is underway*
    - *Will build upon discussions initiated at November 2023 meeting*
    - *Planning meeting was held on 30Jan with CTE instructional designers*
    - *Future discussions planned for 02Feb CTE Steering Committee 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*
  - *Level 1 Meetings Scheduled: 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
- o *Level 2 awaiting follow-up on: ACCT, BUSM, PTA, PNUR, RADS, RNUR, RESP & ENGL*

08_ TRIO, Solutions, and Tutoring Support Services

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

- *Total enrolled TRIO students (Spring 2024): 66*
- *January events:*
  - *Spring Kickoff orientation-January 19th (Cancelled due to weather)*
  - *Spring semester TRIO lending library – fourteen (14) TRIO members served (21%)*
- *February events planned:*
  - *Rescheduled Spring Kickoff orientation – February 1st 2024*
  - *Student Leadership conference, Columbus Ohio February 15th-17th (13 students & 3 staff members registered)*
  - *National TRIO Week – Open house, Coffee with TRIO February 20th & 21st*

B. Tutoring Center: 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

- *Over the past two weeks, the Tutoring Center has refined the process for tracking this metric.*
  - *Total number of tutors on staff: 24. Tutors participating in active outreach to faculty: 18 (75.0%)*
  - *Total faculty for SPR2024: 125. Tutors outreached to 33 different faculty members with 117 various interactions.*

09_ STUDENT SERVICES

Enrollment Overview

The unofficial snapshot of enrollment on day 15 of the term shows an increase in both headcount and credit hours compared to prior years. Please understand this information is preliminary, and final data could be impacted by issues such as continuing CCP enrollment in session B, or non-attendance drops in session B. We ask everyone's help in our continuing mission to enhance student access and success.

Enroll Type Headcount	SP2022		SP2023		SP2024	
High School	1139	46%	1170	49%	1172	49%
Undergraduate	1320	54%	1194	51%	1240	51%
Total	**2459**		**2364**		**2412**	

Enroll Type Credit Hours	SP2022		SP2023		SP2024	
High School	7229.00	38%	7707.00	40%	8327.00	42%
Undergraduate	12010.00	62%	11481.00	60%	11465.50	58%
Total	**19239.00**		**19188.00**		**19792.50**	

==Strategic Goal:== 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 345 current high school seniors that have applied to NC State for Fall 2024, 111 have completed a CCP course with us. We have made nearly 600 conditional Tuition Freedom offers so far just based on CCP. Of seniors offered, 71 have applied to NC State. We anticipate that offers will grow as final high-school-based CCP grades arrive and Career Technical course completion information is passed on.*

- *We are up to nearly 80 e-mail inquiries about Tuition Freedom, and all responses encourage students to not solely rely on TFS but to research other scholarship options available on the NC State website such as the Foundation Scholarships.*

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 to 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 inquiries and applicants quickly to implementing our customer service vision (goal response time is 48 hours)*
- *Cross training and scheduling professional development opportunities to be versed in areas outside the department to be able to handle student questions more effectively and efficiently*
- *Reallocating admissions duties amongst the admissions team to balance out job responsibilities to become more efficient.*
- *Attending CCP nights in conjunction with the CCP director and being more intentional in incorporating CCP information in our reach-out to students.*

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)*
- *Secured high school visits for each Crawford County high school (Feb)*
  - *Encourage NCSC Foundation Scholarship month participation*
  - *Continued applicant engagement*
  - *Generate interest for seniors with undetermined next step plans*
- *Providing customer service to new general applicants within 48 hours of application*
  - *Crawford, Huron, Seneca, Wyandot, Marion, Morrow*

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 01/16/2024 to 01/31/2024 = 78
- Held professional development and training on 01/31. Presenters were Tessa Bianci and Megan Bailey who shared how to support students who may be in distress, how to handle difficult student situations and how to make referrals.
- "Lead Measure" activity planning *(Purpose: apply disproportionate energy to the behaviors and activities that lead to, or predict, achieving the WIG)*
  - Classroom visits to FYEX 0070 and ENGL 1010 completed by Resource Navigator
  - Career Pathway & Internship Coordinator completed Resume Drop ins:
    - January 23rd-Kehoe Tutoring Center
    - January 24th-Fallerius
    - January 30th & 31st-Virtual

+ There has been an increase in student utilization of the food & essentials pantry – in particular new, incoming students. 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, which has been completed. A donation drive is scheduled in conjunction with the February In-service:

+ 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, we have made changes in onboarding processes which have resulted in improvements and increased student engagement. In addition, provided training to staff within the Crawford Success Center on the early alert and student success platform (Aviso/Watermark).

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.

+ *23-24 Enrollment Updates*
  - *SP24 enrollment*
    o *8% increase in credit hours (8,328 hours) compared to SP23*
    o *Even with individual enrolled students (1172 students) compared to SP23*
    o *We expect both of these percentages to increase as we work with students on Spring B term enrollment opportunities*

+ *FA23 enrollment*
  - *8% increase in credit hours over FA23*
    o *7% increase in enrolled students over FA23*
    o **In Comparison to Fall 19 (Pre-pandemic Benchmark)*
      ▪ *3% increase in credit hours over FA19*
      ▪ *3% decrease of individual students compared to FA19*

+ *24-25 Application and Accuplacer Days at Mansfield Senior HS and Galion HS*
+ *24-25 CCP Information Sessions for families and students to promote NCSC and recruit students for CCP/CNOW at Shelby, Mid-Ohio ESC, Loudonville, Lexington, Norwalk, EHOVE & Hillsdale.*
+ *Continued report streamlining in progress with students' cumulative credits for strategic goal, noted 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 positions.*

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.
- *SP24 grad apps are just shy of 300, will begin processing next week*
- *Auto-cert processing is still ongoing*
- *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.*
- *Reached out to all the SP24 academy students and reminded them 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.*
- *Created an email to send to students explaining the 2024/25 FAFSA delay.*
- *Created an email about the foundation scholarship application opening up and sent to advisors and students. Explained that they must complete a 2024/25 FAFSA*

  Comparison of FAFSA data from last year to this year.
- *FAFSA completion ending week of 01/26/24 vs week ending of 01/27/23 (19 vs 17)*
- *FAFSA completion ending week of 02/02/24 vs week ending of 02/03/23 (23 vs 15)*

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.

- *A schedule/criteria for reporting hold information was established as such:*

  1 – The day before registration opens

2 – The first day of the term
3 – The day after the first financial aid posting
4 – Anytime a file is sent to the Attorney General's Office

18_ Facilities Management

- *Boilers and Chillers in Fallerius and Kee Hall*
  - *Timeline March 2024*
  - *Both Boilers and Chillers are installed and functioning*
  - *Currently, 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 June 2024*
  - *Generators have been ordered and shipped*
  - *We have received all of the 4 transfer switches and one Generator.*
  - *We are finalizing documents from the contractor, waiting on the purchase order to be Approved to proceed.*

- *Criminal Justice Move to Kehoe*
  - *Timeline April 2024*
  - *Drawing and design phase has been approved, Knoch Construction selected*
  - *Contractor has started the process of demo & prep work in room 001*

- *Fallerius Renovation Project*
  - *Timeline 2024 / 2025*
  - *Request for Quote (RFQ) has been completed.*
  - *We are waiting to submit to state board for approval*

- *Chemistry Lab*
  - *Timeline 2024*
  - *Hasenstab has been awarded the project for Design and Architect and they are in the design phase*

19_ Child Development Center
Maintain full enrollment and update curriculum for education of children.
President's Bi-Weekly Report ~ Child Development Center

Date~ As of Week of 1.30.24				
Class (Room)	Maximum Enrollment	Available Slots	Filled Spots	Notes

Adventure (39)	8	0	8	
Imagination (21)	8	0	8	
Puddles (24)	8	0	8	
Fascination (27)	8	0	8	
Explorers (29)	20	1	20	Private Pay Parents Share a Spot. One full-time slot for child transitioning inhouse in February
Sunshine (32)	20	1	19	One full-time slot for child transitioning inhouse in February
Homebase	28	0	28	

Status of Updated Curriculum

We started Lunch & Learns this past week! This is where we meet with each team of teachers and we talk about areas of strength and areas of need around the curriculum, while having lunch together. During our first Lunch & Learn we worked with our Homebased staff to talk about the curriculum planning cycle and developed an Action Plan Document to take out into the field to address the needed components of a home visit. These areas include a parent-child activity, guided conversations, what the family can practice at home, making connections/checking on developmental goals, addressing family needs and concerns and parent coaching. Each Friday, we will meet with a different team of teachers!

20_Information Technology

GreyCastle (DeepSeas) Project
- *GreyCastle was purchased by another company and has been rebranded as DeepSeas. Our team isn't changing and work will continue as before.*
- *IT is working on remediating the vulnerabilities discovered during last year's external infiltration test. A follow up test is scheduled for February to ensure that patching was successful. We have a meeting on February 2nd to schedule the scan and agree to the rules of engagement.*

Switch Project
- *Edge switches have arrived and ArubaOS training has been completed. We have migrated the main campus cores to the new Aruba switches and are working on edge switches now, closet by closet. The Kehoe cores are being migrated on February 2nd after hours.*

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

Staffing

- *We have hired Gage Everly as our new Systems Security Specialist. Gage will be working with the rest of the IT team as well as our DeepSeas vCISO to develop and modernize NCSC's cybersecurity program.*

+ ***Student MFA***
  - *IT has presented their findings to President's Staff and college leadership, and working together to decide the course that we will take. Stand by for additional updates.*

21_ Information Services

IS-Report manager update of reports. Report Manager:
  Total number of reports currently available
  Total number of reports used

+ *SaaS Migration Project:*

- *Reviewing the SaaS database change over from Microsoft SQL to PostgreSQL and what it means for SQL Server Reporting Services (Report Manager).*
- *Also looking into IDE/SQL Editor solutions for IS and IR with the upcoming change over from Microsoft SQL Server Management Studio to Ellucian Insights.*
- *Ellucian CTS Tech Support users were setup in Colleague for hands on assistance with the SaaS integration project.*
- *Identifying and notifying the power users of Colleague modules of the upcoming workshops to provide insight into what Ellucian Experience with SaaS will mean to them, as well as their departments.*
- *Continued investigations into Aviso and its compatibility with SaaS as well as looking into more Ethos integrations with Canvas for better faculty support.*
- *Continued investigations into other systems that may be affected by the SaaS migration.*
- *Reviewing new SaaS integration documentation provided by Ellucian on the project itself.*
- *Awaiting the installation of a scanning utility within Colleague to identify data type errors within the database to ensure SaaS compliance.*
- *Continued work with IT to identify and remove security concerns as well as potentially identifying the cause of new-user bug that has been causing problems for IT.*

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*
+ *Have had several other meetings with stakeholders to discuss requested/provided information*
+ *Continuing testing BI tool*
  - *Learning associated necessary tools*

- o *2 very preliminary dashboards developed & in testing*
- o *Through testing, we are running into some security concerns that need to be addressed before any dashboards can be more broadly deployed*
- *Draft of data dictionary in progress*

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: 1/17/24 – 2/2/24*
  - *Gage Everly, IT Systems and Security 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.

- *$405,000 received year to date (YTD),*
- *Implementing two new workforce development programs that will support Workforce's target of $245,000 target,*
- *The new Drone program launched $123,505.76 received and billed YTD*
- *A target of $1 million in state and federal grants, with $613,500 committed from Super Rapids YTD, a possible additional $404,000*
- *an NSF grant is still outstanding to hear from*
- *For events, we have a $35,000 target with rentals, and $$31,343.00 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%.

- *28 total web inquiries sent to admissions and deans on Monday, 1-22-24*
- *27 total web inquiries sent to admissions and deans on Tuesday, 1-29-24 (YTD 839)*
- *Web tracking – 89,323 users/86,143 new users since July 1, 2023.*
- *In addition, topical campaigns have begun focused on CCP, LPN and Certificates.*
  - o *Below is the report from the first tactic for CCP within our smart solutions campaign*
  - o *2,809 have been directed to "/ccp-welcome" and "/ccp" pages in the past two weeks*

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

- *Communicated with Laurie Jackson to collaborate with recruiting team so they have updated information regarding programs and their associated labs*
- *Provided a reminder to faculty that Jeff Stacklin is available to assist with Canvas related concerns for faculty*

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 plans to meet again on February 13 to discuss issues related to employee retention at the college.*
- *Staff Caucus will also have follow-up discussion related to our recent meeting with college administration regarding employee retention ideas.*
- *In addition, we will also begin to discuss an additional topic for improving Customer Service at the college: Cross Training Staff.*