

# President's Bi-Weekly Report

For period January 25, 2021 to February 5, 2021

*\* Submissions for next update are due Friday, February 19, 2021*



# 01\_Campus Emergency Response Team (CERT)

## Accomplishments toward Strategic Projects

### Strategic Project 1:

Effectively react and implement needed changes for the COVID-19 pandemic as they relate to NC State and the safety of our students and employees. Update the CERT manual and place it on a shared drive accessed only by the CERT team.

✚ *Welcome back to hybrid learning with students on campus! Kevin Kline was able to staff our entry doors with monitors and log students entering for two days. Well done all.*

Strategic Project 2: Strengthen response plan to natural or human-made crises through training and tabletop scenarios, communication, and building relationships with first responders.

✚ *Kevin Kline following up with Mansfield Fire.*

✚ *Kevin and Keith are starting the EOP review.*

## Academic Services

### 02\_Business, Industry, and Technology

## Accomplishments toward Strategic Projects

### Strategic Project ACCESS:

a. Substantially increase the number of courses/programs available and delivered in hybrid format or fully online (complete by June 30, 2021)

✚ *We are proud to report that this goal has been met! Online and hybrid offerings have increased by 20% over the last year. Thank you to the faculty for their hard work in making course material more accessible for students.*

b. Certificates:

i. Review certificate inventory for enrollment and need (complete by June 30, 2021)

ii. Develop new 15-hour electrical cert to align w/Career Centers' strong electrical curriculum, and send to curriculum Committee in Fall 2020.

iii. Develop on-line Coding Cert (determine credit/non-credit and length) – complete by June 30, 2021

c. Increase participation of women and minorities in BIT programs 2% - fall 2020 vs. fall 2021

✚ *The division is seeking funding for a summer camp through a DOD grant.*

- ✚ *Greg will be sending out a survey to women and minority students to gauge interest in a new mentorship program.*

**Strategic Project SUCCESS:**

- Increase completions 1% Fall 2020 – Spring 2021 compared to previous year, and Fall 2020-Fall 2021 compared to Fall 2019-Fall 2020.
- Improve course review including QM additional 5% + set benchmark.

- ✚ *We are proud to announce this goal has been met! As was reported above, an additional 20% of BIT courses have been approved for online and hybrid offerings.*

**Strategic Project RESOURCES:**

- IT / ENGR integration in relevant curriculum;
- Seek grants to support strategic goals min. \$100,000 by June 30, 2021.

- ✚ *As of January 28, we have received the following grants for a total of \$78,500 towards the \$100,000 goal.*
  - *NIMS - \$2,500*
  - *Hire Foundation - \$31,000*
  - Lorain County Community College - \$45,000*

## **03\_Workforce & Non-Credit**

### **Accomplishments toward Strategic Projects**

- ✚ *Nothing to Report for this period*

**Strategic Project 1:**

Expand training and apprentices in both number and occupation (manufacturing, IT, business, plastics). Recover apprenticeships post Covid, implement Plastics Technology apprenticeship, increase number sponsored by the college. Increase apprenticeships by 15%.

**Strategic Project 2:**

Promote customized training and increase company awareness to assessment and testing resources available through the College. Increase workforce revenue by 15%.

- Implement online delivery of a) supervision/leadership' b) MS Office; c) promote MindEdge curriculum - implemented by Jan. 01/2020
- Target recruitment for workforce training opportunities to women and minorities, as aligned with DEI strategic priorities. Increase number of women and minority represented students by 2% of baseline

## 04\_Health Sciences

### Accomplishments toward Strategic Projects

#### Strategic Project 1:

Increase percent of hybrid online classes in Health Sciences with an overall goal to increase by 2% for Academic year 2021-2022 as compared to Academic year 2019-2020

- ✦ *Based on current course numbers capable of 100% online instruction, there are only five courses remaining for QM review. Three will be reviewed Summer2021 with the other two for the 2021 academic year.*

#### Strategic Project 2:

Increase student enrollment in LPN, Respiratory, BioScience and SciMed programs with an overall goal of 20% increase for the 2021-2022 Academic year.

- ✦ *Applications continue to come in for all Health Science programs with continued outreach. LPN articulation is at 50% of goal, Radiology is at 170% of goal, PHTA is at 45% of goal, PN main campus is at 65% goal, Respiratory is at 15% and the RN program is at 45% of goal.*
- ✦ *We will continue to do email and phone outreach as well as work with other college departments.*

#### Strategic Project 3:

Increase professional development for Assessment and Curriculum Design to improve the number of programs completing the College Wide Outcome (CWOs) Rubrics with an overall goal of 100% participation of Health Science Courses with identified CWOs by the 2021-2022 Academic Year.

- ✦ *Program Directors are reviewing CWOs for courses. Currently Nursing and Radiology have 100% CWO compliance throughout the respective programs. We are working together to verify all CWOs are being completed within each program.*

## 05\_Liberal Arts

### Accomplishments toward Strategic Projects

#### Strategic Project 1:

Increase new online courses/programs or transform current in-person courses and program to full online section delivery (complete by June 30, 2021). Add online degree in Communication and convert 34 courses for online delivery for 2020-2021.

- ✦ *Liberal Arts faculty successfully converted 34 new courses for online delivery in 2020-21. The only course that remains is new STAT 1040 for the business analytics degree; Sara Rollo will develop it for QM review this semester.*
- ✦ *Communication degree has been added to available online degree programs.*

- ✦ *Work will begin on review of grandfathered courses.*

### **Strategic Project 2:**

Continue work on the advancement of transfer strategic plan with the overall goal of increasing successful transfer by 1% (from 19% to 20%). Add (*Community College of the Air Force*) General Education Mobile (GEM) program and increase articulation agreements, Guaranteed Transfer Pathways, and Ohio Transfer Module/Transfer Assurance Guide (OTM/TAG)-approved courses.

- ✦ *Three draft agreements received from University of Cincinnati—psychology, English, Communication.*
- ✦ *Meetings with Heidelberg Enrollment VP Feb. 11 about updating our agreement and with Franklin Feb. 22 and Capital Feb. 25.*
- ✦ *GEM landing page and AF Portal and GEM training for Brad Dunmire as point of contact are underway.*
- ✦ *Brian Wirick is moderating a panel of several community colleges and universities on transfer advising models for the Ohio Transfer Council on Feb. 19.*
- ✦ *Revision and expansion of Transfer Program Information for Catalog and website developed and sent for review by the Transfer Council.*
- ✦ *Guaranteed Transfer Pathways in psychology and social work have been approved and will be posted on the ODHE website. Next are mathematics and English and the new Communication pathway.*

### **Strategic Project 3:**

Increase enrollment in Liberal Arts classes with the overall goal of increasing headcount and credit hours by 1% traditional, 2% non-traditional, and 1% minority in Liberal Arts programs. Promote Addiction Studies program, College Credit Plus (CCP) courses, and Galion Liberal Arts program.

- ✦ *The Marketing dept. is assisting our effort in Partnership with local law enforcement leaders and agencies to recruit for criminal justice. The leaders and our NCSC PA graduates are part of developing an updated recruiting message, also reflecting diversity, equity and inclusion. Social media, NCSC website, area media outlets will be used. A recent interview of Commander Brad Copeland will be part of an upcoming story in the Ashland Source.*
- ✦ *Open house for new GECA students scheduled for Feb. 8 at Galion HS.*
- ✦ *Liberal Arts will participate in President's Day virtual visit Feb. 15.*

**Strategic Project 4:**

Increase retention in Liberal Arts classes with the overall goal of increasing fall to spring and fall-to-fall retention by 1% and minority fall-to-fall persistence rate by 2%), especially in gateway courses such as English and Math. Increase the use and quality of Open Educational Resource (OER) materials, increase the number of courses going through Quality Matters review, and increase smart technology in classrooms.

✚ *OER materials will next be implemented for HIST 1030 and for fall PSYC 2010 and PSYC 2050.*

✚ *IR will soon provide retention data that the division will examine for possible interventions.*

## **06 Academic Support Services (Quality and Compliance: curriculum, assessment, accreditation)**

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:**

**Operations manuals for Accreditation and Compliance.** Draft to be finished December 2020. Tutorials for process involved in program approval, assessment compliance, curriculum mapping, etc...posted to the web. Audience - Deans/Faculty

**Strategic Project 2:**

**Updated operations manuals for Assessment and Curriculum.** Draft finished and posted on web- August 2020. Feedback integrated into the newest iteration for next year- May 2021. Cross-training within all academic divisions for Digarc Fall and Spring.

✚ *It was hoped the dynamic syllabi would be available this week. However, if you need your Fall 2021/2022 syllabi, you can email [gkamwithi@ncstatecollege.edu](mailto:gkamwithi@ncstatecollege.edu) and I will send you a new static copy. It will be a matter of a 2 minute fix for faculty.*

✚ *Part of the delay in the deployment of the dynamic syllabi is our desire to create the ideal syllabus for faculty/students/AA's in terms of:*

- *information placement (like TEXTBOOK information at the top,*
- *visual layout – which is important for clarity,*
- *the ability to download the dynamic syllabus and make it very easy for faculty to edit,*
- *ease of changing the template when a faculty member is seeking to update courses based upon input from assessment/advisory committees, or accreditation entities,*
- *adherence to website styles and ADA compliance.*

*This is the tension between what was, and what will be. Have no fear, if you want to work on your syllabus before Fall, I can get an editable copy to you asap.*

✚ *Curriculum Committee members have spent the last week reviewing the curriculum handbook and will meet to offer ideas to improve the handbook at the February 5<sup>th</sup> meeting.*

*(the review and update of the CC handbook is an important 'closing the loop' component that HLC looks for when evaluating the institution's curricular Integrity Framework.*

### **Strategic Project 3:**

**Increased participation in HLC Assurance Argument.** Initial tutorials deployed to faculty/staff "how to tell the story of your area" - December 2020 . First draft of all functional areas "story" - submitted to Academic Services June 2020. Repository of evidence files with substantive artifacts at least one process from each functional area - August 2021.

### **Strategic Project 4:**

**Increased engagement in co-curricular assessment as well as professional skills and academic assessment.** Update to Assessment website- August 2020. Tutorials posted for professional skills/co-curricular assessment training - November 2020. Co-curricular assessment strategy update meeting Fall and Spring.

✚ *Co-curricular team members have been added to the assessment committee. Those new members are-. Barb Keener, Kimberly Lybarger, Paula Waldruff, and Alicia Camak. January 28<sup>th</sup>, we conducted our first meeting where we combined the co-curricular/curricular members. Alicia Camak, Paula Waldruff and Kimberly Lybarger addressed the assessment team, with overviews' of their co-curricular areas. These overviews gave us important information that will allow us to create a synergy between what happens in the classroom and what happens in the co-curricular programs.*

✚ *Christine Lynch volunteered to be the first post pandemic program to participate in a review.*

### **Strategic Project 5:**

**Support data research and survey administration.** Initial tutorials deployed for Managers Advisory Council (MAC) on how to ask for/read/utilize data (required by Perkins) - December 2020. Community College Survey of Student Engagement (CCSSE) and Student Satisfaction Inventory (SSI) deployed either face to face or online - Spring 2021. Two training sessions for data analysis – MAC/AC December 2020 and March 2021.

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

### **Accomplishments toward Strategic Projects**

### **Strategic Project 1:**

TRIO: (a) Implement new grant(s); (b) complete Annual Performance Report (APR)-achieve annual goals; (c) create programming that is highly engaging and meaningful to specific student needs

(a) Implement new grant(s):

✚ *Shane Smith assumes the role of Assistant Director on Monday, February 8, 2021. I will begin the process of training him to assume this role. The timeline for this training is one year. I am anticipating it not taking that long due to his experience with NC State advising*

*systems and college processes.*

- + As we begin to move through the training process, we will continue to implement the new aspects of the latest grant proposal. Our goal is to be 100% compliant with new and changed programming by the end of the first year of the grant, August. 31, 2021.*
- + I have created an outline of the grant and defined the areas that need to be updated. We have made progress and are about 50% through this process.*

(b) Complete APR/Achieve annual goals:

- + APR is complete. We met and exceeded our outcomes:*
  - o 2019-20 **Persistence Rate Expected: 52%** all participants served by the SSS project will persist from one academic year to the beginning of the next academic year or graduate/receive a certificate and/or transfer from a 2-year to a 4-year institution during the academic year. **Persistence Rate Achieved: 87%***
  - o 2019-20 **Good Academic Standing Rate Expected: 70%** of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution. **Good Academic Standing Rate Achieved: 92%***
- + 17% of 2016-17 new participants served, will graduate with an associate's degree or certificate within four (4) years **Graduation Rate Achieved: 35%***
- + 5% of 2016-17 new participants served will transfer from a 2-year to a 4-year institution with an associate's degree or certificate within four (4) years. **Grad/Transfer Rate Achieved: 8%***

(c) Create programming that is highly engaging and meaningful to specific students (during COVID):

- + I sent out a survey asking students what kind of support they need while we continue to social distance. Student feedback was as follows:*
  - o Wish we could do something face-to-face.*
  - o Miss events and staying in touch with other Trio members, but understand the need to take precautions due to COVID.*
  - o Short virtual sessions where students can connect, see each other, and get updates.*
  - o Student likes one-on-one, face to face meetings as needed.*
  - o Some students said they needed some accountability to help them to not procrastinate.*
- + I also asked students who attended our weekly "jam" session virtually, what kind of support they needed. The feedback was much like the survey.*
- + January 4 to January 15: I focused on doing Academic Evaluations to try and catch anyone who had not yet enrolled. I called any student who was not registered, whose GPA was*



*below 3.0, whose SAP rate was low or who did not have financial aid in place. I sent out a reminder on Canvas about the last day to withdraw with 100% refund as well.*

- ✚ *January 18- January 29: A care package was mailed out to all TRIO members. Each care package included the following:*
  - *27 anxiety and stress busters*
  - *Bookmark or magnet with a motivational quote*
  - *Career services flyer*
  - *Know if Before you Need it flyer*
  - *TRIO pen*
  - *Smiley face magnet*
  - *Note (personalized into four categories-students who graduated, students who are about to graduate, students who are currently enrolled, and students who did not return)*
  - *Community resources*
  - *Study supplies*

- ✚ *We started weekly Jam sessions Monday, February 1, 2021 virtually. Based on the feedback from students, we will meet each week via zoom. During each session we will do the following:*
  - *Each student will introduce him/herself and we will have a short “getting to know you activity.”*
  - *Next, we will discuss any due dates, reminders or college updates students’ need*
  - *We will watch a short video (between 5 and 10 minutes), have a speaker, etc. to facilitate students in building their coping skills, resources, mindfulness, leadership skills, and resiliency.*
  - *Finally, we will discuss study strategies for specific courses, especially the milestone courses to help students prepare for midterms*
  - *Every student to attends will be permitted to pick up a tool that will help them with whatever skill we discussed each week (for example, a journal when we discuss coping skills; highlighters, notecards, sticky notes, school supplies when we discuss study strategies)*
  - *Students will be asked for feedback at the end of each session to ensure we are providing the appropriate support*
  - *We may need to add a second session each week if the time does not work with our members.*

### **Strategic Project 2:**

Tutoring: (a) cross-train Scott Smith; (b) develop new strategies to increase enrollment in Solutions; (c) continue to support Choose Ohio First (COF), Guided Pathways for Success (GPS), College Now and various college initiatives as needed

(a) Cross-train Scott Smith

- ✚ ***Cross-train Scott Smith, Son Wynn and Brian Glover on various aspects of my duties. Process and training documents have been created for each role they have assumed for each***

*transition if needed. We will evaluate our progress at the end of spring semester and adapt our procedures based on our evaluation.*

(b) Develop new strategies to increase enrollment in Solutions

✚ *I requested and received data from IR about the retention and success rates for students who do not pass their first college level Math and English course and for students who are on probation. There is a significant success, retention and equity gap with these students. I am working on a plan to address this. I will present my plan in March or April.*

✚ *COF: Retention plan in place and being implemented.*

- *College Now: Coordinator has been assigned and trained.*
- *Door monitors: Various tutors are covering the doors when there are call-offs or no one is available. There are still a few gaps that will need to be filled. I have interviews with potential temp takers next week.*

(c) Continue to support Choose Ohio First (COF), Guided Pathways for Success (GPS), College Now and various college initiatives as needed

✚ *A new ticket system has been created through My Services. This will allow other departments to request support, presenters, etc. from the Tutoring Center in an efficient manner. We will also be able to track additional department projects.*

## **08\_Crawford Success Center & Mansfield Sr. H.S. Outreach Accomplishments toward Strategic Projects**

### *Crawford County*

#### **Strategic Project 1:**

Grow enrollment through credit and non-credit certificate and technical programs and College Credit Plus (CCP) outreach at the high schools. Key Performance Indicator (K.P.I.): increase enrollment headcount and credit hours by 1% traditional, 2% non-traditional and 1% minority.

✚ *The transition specialist is working with a total of 349 applicants for Crawford County 2020/21.*

✚ *Summer and Fall Applicant regular contacts by text and phone (as of 1/15/21 Transition Specialist follow-up now includes applicants from Crawford, Huron, Marion, Morrow, Seneca and Wyandot Counties)*

- *149 total non -CCP applicants*
- *37 Summer*
- *112 Fall*

#### **Strategic Project 2:**

Pick back up with Avita partnership for upskilling State-Tested Nurse Assistant (STNA) to Licensed Practical Nurse (LPN). Implement this same model with Ohio Health.

- + 63 nursing applicants: this includes Spring 2020 – Fall 2021 applicants.
- + 22 are PN and 63 are RN
- + An email was sent to all nursing applicants and registered pre-nursing students to make them aware of the upcoming nursing info session on February 08.
- + Continuously calling all nursing applicants to encourage them to work through the enrollment process.

### **Strategic Project 3:**

Work with Crawford County businesses to offer opportunities for upskilling or reskilling with workforce training opportunities.

- + Working with the grants department to write a Youth Build grant for the Tradesman program.

### *Mansfield City School*

### **Strategic Project 1:**

Maximize student choices with College Credit Plus (CCP) and Career Technical Education (CTE) options. Collaborate with the new College and Career Readiness Supervisor creating pathways for students using the site articulation agreements would allow Mansfield City Schools (MCS) to qualify for Tuition Freedom scholarship. GEAR UP discussion with Calos Bing from Ohio Department of Higher Education (ODHE) as a school of interest for the next grant cycle.

## **9\_Center for Teaching Excellence** **Accomplishments toward Strategic Projects**

- + *Nothing to Report for this period*

### **Strategic Project 1:**

Develop & find resources to implement long-term professional development programming for faculty to perpetuate a culture of success in teaching & learning, especially online

### **Strategic Project 2:**

Recognize & Disseminate best practices & innovations in utilization of instructional tools & techniques to perpetuate a culture of success in teaching & learning, especially online

### **Strategic Project 3:**

Develop sustainable & collegial process for iterative distance course design & development around standards such as Quality Matters (QM) external certifications

# Student Services & Institutional Effectiveness

## 10 Admissions & Enrollment Management Accomplishment toward Strategic Projects.

### Strategic Project 1:

Focus on adult and minority student recruitment as many adults and minorities have been impacted by the pandemic and needing additional education and training for new career options (Access).

- ✚ *Reaching out to students previously enrolled who may be interested in a health program or the BASMET.*
- ✚ *Continue to use the Reconnect and Aspire scholarships to attract adult student who have not finished their degree or have earned a GED.*

### Strategic Project 2:

With uncertainty, prepare all we do to continue in a virtual experience for campus visit, campus tour, College Day / Night fair, high school visits, correspondence, and preview days or other open house programming (Access/Resources).

- ✚ *Recruiters are in the process of dropping off information to roughly 50 high schools. Information includes Presidents Day and Connect to Campus flyers, direct admission to health programs, and scholarships.*
- ✚ *Recruiters are also in the process of setting up visits to career centers and high schools where able.*
- ✚ *Registration is open for the upcoming open house programs for "Presidents Day" (February 15<sup>th</sup>) and we have "Connect to Campus" events. The events will be held March 2<sup>nd</sup>, 18<sup>th</sup>, and 25<sup>th</sup>. There will be a virtual and face-to-face option.*
- ✚ *A virtual campus tour is now available on the website.*

### Strategic Project 3:

Develop better, stronger, and positive communication with specific audiences (Tuition Freedom Scholarship (TFS), Choose Ohio First (COF), and Foundation Scholarships) receiving aid, what steps need to be completed. (Access/Success/Resources).

- ✚ *Working with financial aid to define the processes for awarding and maintaining the TFS. Continue to make TFS awards as students complete the application.*
- ✚ *Developing a communications plan for current CCP students, which will include seniors, juniors, sophomores, freshmen, and middle school students in the program.*

## **11\_Student Success Center and Retention Services**

### **Accomplishments toward Strategic Projects**

#### **Strategic Project 1:**

Increase advising support to students of color and students in the Directions program to ensure successful completion of gateway courses in the first year

- ✚ *Compiled results from CSI survey and sent summary reports related to basic needs, academic support and counseling. FYEX instructor also provided with a summary; students will be referred to appropriate resources*
- ✚ *Reviewing disaggregated results from CSI (gender, age, race/ethnicity)*
- ✚ *Analyzing data provided by IR/IS as part of Program Review related to outcomes for new students (particular focus on disaggregated data which includes race/ethnicity)*

#### **Strategic Project 2:**

Maximize utilization of Aviso Engage (key features such as alerts, referrals, action plans and texting) to increase next term persistence for new students

- ✚ *Configured Week Three automated alert; alert will be activated on February 3*
- ✚ *Preparing for enabling text messaging key feature*
- ✚ *Reviewing data from fall 2020 – alerts, referrals, resources shared, messages, notes*

#### **Strategic Project 3:**

Enhance services and strengthen support to Adult Learners during the onboarding process to remove barriers to success

- ✚ *Reallocating duties of the Transition Specialist role due to vacancy in position*
- ✚ *Analyzing data collected from success plans completed by students receiving the Reconnect Scholarship to help identify barriers and gaps in services to adult learners*
- ✚ *Retention Specialist position posted (this position works closely with adult learners)*

## **12\_College Credit Plus (CCP)**

### **Accomplishments toward Strategic Projects**

#### **Strategic Project 1:**

Support CCP enrollment growth (Access) during uncertain and changing school operating environments in 20-21, with a focus on student success (Success)

- ✚ *For Spring, 21, extended Spring CCP application deadline for new CCP students, beyond Spring application deadline, so as to accommodate our partner schools' needs and support CCP enrollment*
- ✚ *For Spring 21, extended dates and added additional orientation and advising sessions for new CCP students and continuing CCP student advising for Spring semester registration*
- ✚ *Continuing to meet partner schools' evolving needs for various delivery formats of CCP Information Sessions held annually (Oct-Feb) for students and families, both in person and virtually.*

#### **Strategic Project 2:**

Expand use of technology to support communication for Department needs, student enrollment and student success during COVID and with current staffing. (Success and Resources)

- ✚ *For Spring 21, continued use of virtual orientation format for new CCP student registration with pre-orientation delivery of virtual orientation materials and content.*
- ✚ *Testing an option for students to self-schedule advising appointments*
- ✚ *Continued work on CCP webpage content to reflect updates of 21-22 enrollment*
- ✚ *Continued updates to SharePoint for secondary school partners' applicant and enrollment tracking*

## **13\_Registrar - Student Records Office (SRO)**

### **Accomplishments toward Strategic Projects**

#### **Strategic Project 1:**

Continue work with online resources including: getting various degrees fully online, creating an extensive suite of topic-based videos/how-to videos for online students to view during orientation and to have as resources for 24/7 assistance. (Access)

- ✚ *Brad has begun writing scenarios for the how-to videos for online students.*
- ✚ *There was some concern about our ability to continue listing psychology as a fully online program since the science requirement changed due to making the program compliant with*

*OGT. However, it appears that additional online science classes will be added to the approved OGT course list. This will enable us to continue offering the AA in psychology online and potentially open the option of offering AA in social work online as well.*

### **Strategic Project 2:**

Continue work on the Career-Technical Articulation Verification (CTAV) project to enable the download of approved Career-Technical Assurance Guide Descriptions (CTAGs) through Ohio Department of Higher Education (ODHE) for enrolled students. Fully implementing this project will eliminate excessive paper and increase efficiencies for processing proficiency credit. High schools do not need to submit hard copies of CTAGs eliminating extra work on their part and credit posted in a timely manner. (Access)

- ✚ *A new run of student CTAGs was downloaded on 01/20/21. There are 10 additional students eligible for articulated CTAG credit. So far, we have heard back from two students and credit was posted for both of them.*
- ✚ *So far, the implementation is working out fairly well, but there is a need to refine the list of specific students to send in for the download. I will be working with IT to modify the report that is used to pull in the student list.*

### **Strategic Project 3:**

Review current office procedures to determine which ones can incorporate electronic vs in-person means of processing. Convert some forms to fillable pdfs to accommodate distance processing. (Access/Success)

- ✚ *The following forms were converted to fillable pdf versions to facilitate electronic transactions. They are the FERPA release, Change of Status, First Day Attendance Registration, Prerequisite Waiver, Change of Major, Reference Request, Request for Refund, Drop/Add and Replacement Degree Request forms.*
- ✚ *We will continue to monitor situations that may require alteration of procedures or forms to accommodate distance processing of student transactions.*

## **Business Services**

### **14\_Accounting/ Controller's Office** **Accomplishments toward Strategic Projects:**

- ✚ *Nothing to Report for this period*

### **Strategic Project 1:**

With the implementation of project accounting, have all new grants/projects set up on this system as well as training for any project managers.

**Strategic Project 2:**

Continue listing obsolete items on govdeals.com

**Strategic Project 3:**

Get our Synoptix reporting software ready for the new reporting related to accounts receivable and payroll reporting

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

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:**

Improve communication and customer service with students and other student-servicing departments to be clear, positive, and expeditious

- ✚ *Sent communication to advisors on NCSC foundation scholarships, outside scholarships, etc. to share with their students.*
- ✚ *Sent communication to all students letting them know the NCSC foundation scholarship application is now open.*
- ✚ *Notified advisors of how “late start” courses impact student’s aid and sent them a copy of the communication that went out to students, if students reach out to them and have questions.*

**Strategic Project 2:**

Establish Free Application for Federal Student Aid (FAFSA) completion, and scholarship awards, as a twinned process with the Admissions Office and the Foundation to expedite student application and validation.

- ✚ *The 2021/2022 NC State Foundation scholarship application is live. All those wishing to be considered are required to submit the FAFSA. After students submit the application they are emailed a reminder to complete their FAFSA for 2021/22.*

**Strategic Project 3:**

Improve/Revamp the administration of our Federal Work-Study (FWS) program to find and support internal departments with their human resources needs.

- ✚ *Updated FWS supervisors on minimum wage increase beginning in January*
- ✚ *Updated FWS supervisors on the requirement for all FWS students to be in 6 or more required hours for all terms, including summer term. Summer was previously 1 or more hours*



## **16\_Child Development Center (CDC)**

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:** Maintain full enrollment in child care, Early Head Start and Ohio Department of Education (ODE) preschool

- + *Developed FY21-22 Enrollment Goals for child care, EHS and ODE Early Learning grant*
- + *Proposed a weekly tuition increase for FY21-22*
- + *Current year: Program enrollment goal: 92 (64 center-based and 28 home-based total 92)*
- + *Current enrollment: 49 center-based, 26 home-based, 2 prenatal, total 77.*
- + *Accepting applications for enrollment for prenatal – preschool*
- + *Home-based services will be provided virtually in collaboration with community agencies*

#### **Strategic Project 2:**

Participate and maintain a quality rating through Ohio's Tiered Quality Rating and Improvement System, Step Up To Quality (SUTQ)

- + *Step Up To Quality is a five–star quality rating and improvement system administered by the Ohio Department of Education and Ohio Department of Job and Family Services. SUTQ recognizes and promotes learning and development programs that meet quality program standards that exceed [preschool licensing](#) and [child care licensing](#) health and safety regulations. Step Up To Quality program standards are based on national research identifying standards, which lead to improved outcomes for children.*
- + *The CDC is rated a five-star through October 23, 2022*
- + *Program will be submitting Early Head Start continuous grant April 1, 2021 to continue services to families and children in poverty from campus and our community*
- + *Program completed self-assessment and strategic planning*
- + *Updated objectives and activities/action steps to meet objectives*

#### **Strategic Project 3:**

Promote regular attendance for enrolled children: program wide, individual attendance, encourage positive attendance habits, engage families in understanding relationship between attendance and success

- + *Our program goal is to maintain an average daily attendance of 85%*

✚ December ADA for EHS – 64% (significantly low) Child Care – 73%

## 17\_Facilities Management

### Accomplishments toward Strategic Projects

✚ Nothing to Report for this period

#### Strategic Project 1:

Continue to implement safety procedures (COVID Safety) on campus through wayfinding signage throughout campus (internal and external) based on building restrictions

#### Strategic Project 2:

Continue work to reduce energy consumption (example number of computer rooms, work on replacing lights to Light Emitting Diode (LED) when they burn out), and minimize space utilization (by helping to improve scheduling and closing rooms, wings, floors...) both for safety and energy conservation

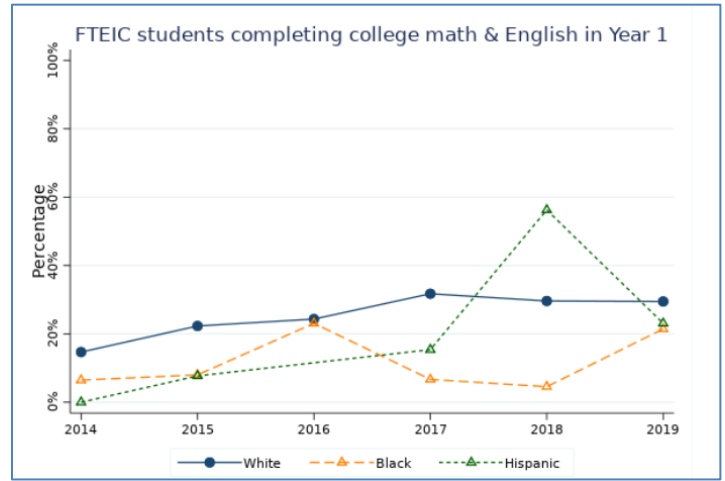
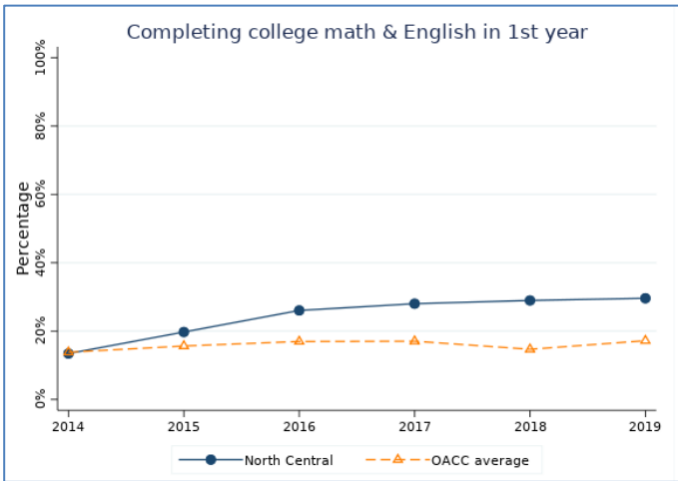
#### Strategic Project 3:

Continue Employee Enhancement through training facilities employees on proper equipment usage and equipment cleaning/maintenance, improving facilities employees awareness of department objectives, and establishing an understanding of facilities employees roles within the total campus community.

## President's Office Data Spotlight – Completing College-Level Math and English in the 1<sup>st</sup> Year

*One of North Central State College's signature strategies related to student success has been to increase the number of entering students that complete college-level math and English. This is a proven step to produce early momentum towards completion. NC State has brought these efforts to scale employing tactics such as reduction of traditional developmental courses, increase in co-requisite labs, employment of embedded tutors and most recently a switch to multiple measures for college-level placement (effective spring 2020).*

*The tables below reflects research just released by the Ohio Association of Community Colleges. It tracks entering post-high school students in fall with no prior college experience (including CCP). The data is encouraging as it shows that 30% of these entering students in Fall 2019 completed math and English in a year. This was nearly double the average rate of all OACC colleges. Further, when broken into subgroups by race/ethnicity, the performance of minority students in the most recent group is much closer to the college average than in prior years. There remains much work to do, but we wish to congratulate the hard work of so many faculty, staff, administrators and student tutors who have contributed to this effort. Great job!*



## 18\_Foundation, Government Relations & Grants

### Accomplishments toward Strategic Projects

#### Strategic Project 1:

Secure funding for scholarship programs, including Tuition Freedom and certificates.

- ✚ *The Foundation has received a total of \$302,000 in scholarships.*
- ✚ *Scholarship gifts are supporting TFS, Certificate Programs, LPN, and Health Sciences.*
- ✚ *A newly established scholarship for Advancing Diversity has been launched in 2021 and the first scholarship awarded.*

#### Strategic Project 2:

Secure donors and grants to fund emerging College and program needs especially to build the information technology infrastructure inside and outside the classroom.

- ✚ *A grant was secured to support a new certificate gift for students meeting specific criteria.*
- ✚ *An updated list and budget are being established for HyFlex and Next Gen classrooms.*

## 19\_Human Resources (HR)

### Accomplishments toward Strategic Projects

- ✚ *Nothing to Report for this period*

#### Strategic Project 1:

Increase diversity of faculty and staff while incorporating Diversity, Equity & Inclusion (DEI) best practices into the hiring process

**Strategic Project 2:**

Implement Colleague Self-Service for HR

**Strategic Project 3:**

Automate payroll payable process i.e. pay online

## **20\_ Information Technology Services (IT)**

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:**

Installation of new firewalls at the main campus and the Kehoe Center.

- ✚ *The network admin and the IT consultant are in the final stages of the configuration of the firewall units. Our network admin is working with the IT consultant to schedule a time for installation of the firewalls and for the consultant to be on site for a week to help with any IT issues that may present themselves after the new firewall installation.*

**Strategic Project 2:**

Utilization of Microsoft Azure cloud storage as a third off-campus site for College data being backed up.

- ✚ *The IT department is looking at different cloud options for storing the backup data and the operation of “standby” virtual servers operating in the cloud for disaster recovery and business continuity. As stated before, the biggest barrier with this project is trying to obtain a flat rate costing model.*

**Strategic Project 3:**

Continue to enhance the technology infrastructure and capabilities for wireless connectivity and online learning inside and outside the classroom

- ✚ *The IT department is in the process of negotiating with a partner to have a direct wide area network connection to Amazon's Data Center and Microsoft Azure Cloud using Internet 2. Internet2 is a not-for-profit United States computer networking consortium led by members from the research and education communities, industry, and the government. Internet 2 is a secure high-speed network that provides the performance, resiliency, security, and capabilities demanded by the most advanced applications for research and education.*

## **21\_ Information Services & Institutional Research (IS/IR)**

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:**

Full implementation of the Colleague Self-Service solution functionality by transitioning from WebAdvisor (MyNC) through collaboration with almost all areas across the College. This will include the development and execution of a timetable and plan to migrate from Colleague

WebAdvisor to Colleague Self-Service that will include changes to various office processes as well as training of all College employees on utilization of the new interface.

### **Strategic Project 2:**

Continue to build the foundation for effective and efficient Institutional Research in order to support the management decision-making process. This will include organizing and centralizing the collection, management, and reporting of institutional data (strategic plan, leading/lagging indicators, predictive analytics, early alert for gateway courses, section analysis, retention, program review...) through the newly established department to ensure data accuracy, consistency, and integrity. This may include the establishment of a data warehouse or data marts or defined common data sets, as well as a data steward group to monitor data policies.

✦ *Ongoing work to develop and optimize reporting data structures*

## **22\_Marketing & Public Relations**

### **Accomplishments toward Strategic Projects**

### **Strategic Project 1:**

Rework all student services content provided to prospects and students to make it more positive and customer-focused including web content and print materials (including COVID response, Transfer Center, and Foundation)

✦ *Package is developed with numerous departments for Spring Counselor Delivery.*

✦ *Rebuild of the new Foundation website is nearing completion. Working with Chris to get a meeting with her team to review.*

✦ *Deb H. is providing copy for the Transfer Center on the website.*

### **Strategic Project 2:**

Continue promotional support in an evolving world that includes continuing work for COVID/distance-learning student messaging and expanding our demographic targeting and geographic creative targeting and positioning to reach audiences including minority with relevant messaging.

✦ *Developing a message for faculty and students regarding COVID updates, maintaining protocols, be kind with those who are stressed at this time, vaccination updates, etc. May include a message to stay safe as Spring Break gets closer.*

✦ *Online form is available for faculty and staff who wish to get on the list for COVID-19 vaccination when it is available <https://ncstatecollege.edu/covid-19-vaccination-request>*  
○ *There are no updates to share at this time.*

✦ *We're rooting for Buckeye Chuck who did not see his shadow on Tuesday and predicts an early Spring for us all.*