

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 February 3, 2025 to February 14, 2025

*** Next Report is due Friday, February 28, 2025 "Pay Day"*

Strategic Projects for 2024-2025 Academic Year

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

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

ACADEMIC AND STUDENT SERVICES

01_ Admissions & Enrollment Management

Increasing general applications by 3% with strategic recruitment of HS students, adult students, and a foci on the matriculation of CCP students to general application. This will also include a 1% increase in minoritized applications. Work to Increase yield rate from application to enrolled by 2% working closely with the academic liaison's providing exceptional customer service.

- Increase yield rate from application to enrolled by 2% by working closely with academic liaisons
- Increase general applications by 3% with strategic recruitment of HS students, adult students, and with a focus of matriculation of CCP student to general application. This will include an increase of 15 applications from minority students.
- Provide exceptional customer service to prospective students and current students implementing a response period of 48 hours.

Activities

- ✚ *Continued scheduling of advising appointments for summer and fall 2025*
- ✚ *This month we started awarding conditional TFS acceptance offers*
- ✚ *High school visits are as follows:*
 - *Norwayne HS 2/3*
 - *College Now career event Mansfield Public Library*
 - *Clearfork HS campus tour*
 - *Mansfield Senior High Gear up*
 - *Cypress HS College Fair*
 - *Ohio Health Info Session*
 - *Mansfield Senior Campus Tour*
- ✚ *Continued work on adult learner ATD strategic enrollment plan*
- ✚ *Admission representatives had 25 in-person/online admission appointments*

02_ Engineering Technology, Business, and Criminal Justice (EBC) Division

Increase enrollment by 1%, retention by 1%, and class size by 1%

Business:

- ✚ *Finalized ACBSP interim report due on February 14.*

Engineering:

- ✚ *Continuing program assessment to align with ABET accreditation requirements.*
- ✚ *Awaiting final status of ABET accreditation in late Spring.*
- ✚ *Investigating AI integration into engineering courses including optimization, analytics and process control*

Criminal Justice/Police Academy:

- ✚ *Spring 2025 Academy set to begin on February 24, 2025. As of last report, at least twelve candidates referred from local law enforcement agencies will enroll.*
- ✚ *Surveying opportunities for AI specific courses and potential certificate.*
- ✚ *Noncredit-to-Credit: Investigating potential of Industrial Technology certificate and coursework to align with industry recognized credentials and credit for prior learning.*
- ✚ *ODHE RAPIDS for improvements of PLC trainers and VFD trainers in IST lab*
- ✚ *Gathering potential candidates' interest for advisory board to evaluate Manufacturing Program offerings and course outcomes using OMA competencies study.*
- ✚ *Preparing room 106 for deployment of Vacuum Systems equipment, Industry 4.0 workstations, and building a clean room environment. The vacuum system assembly will be student engineering project.*
- ✚ *Vacuum system is unpacked in future IDAS lab 106. Assembly started.*
- ✚ *Smart Factory / Industry 4.0 equipment delivery delayed. Awaiting response on new ETA.*
- ✚ *Tutoring Center relocated to room 217. The movement of furniture and removal of old computer lab equipment is complete.*
- ✚ *Computer equipment from 217 to be used in ITEC networking and CompTIA course work.*
- ✚ *The engineering project area reorganized and cleaned. Room 012 reorganized as engineering project materials storeroom. Project area organized students actively using area.*
- ✚ *Continuing evaluation and optimization of Kehoe Center space use and organization.*

03_ Health Sciences Division

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

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

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✚ Since last reported 2 weeks ago, we have only lost one student from the classes listed below. This number represents a less than 1% decrease in student numbers.

Spring Courses Retention Goals			# day 12	current	% of change
Course	Spring 2024%	% goal for 2025	1/28/2025	1/28/2025	Day1-day 12
BIOL-1550	97%	97%	91	91	1%
BIOL-1730	88%	90%	32	32	0%
BIOL-2752	80%	85%	135	135	1%
PHTA-1090	NA	88%	3	3	0%
PHTA-1110	NA	88%	session B		
PNUR-2012	100%	95%	26	26	0%
RADS-1260	94%	95%	21	21	0%
RESP-1220	94%	94%	16	16	0%
RNUR-1050	89%	92%	79	79	0%

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

✚ The applications as of 02/05/2025 are listed below. Even though the HS division enrollment goal does not begin until March 1st, two programs (Radiology and Physical Therapy Assistant) have already met the March goal. Last year at this time, our total apps totaled 133 and we currently have 115 applications. This is a 13.6% increase in applications submitted.

HS Enrollment Goals						
HS Program	Max #	enrollment	2025 % total and # of apps= goal	Current		to date
		3/1/2024	3/1/2025	= #	2/5/2025	% of max #
LPN/RN ART	32	18	63% of max	20	1	3%
BSN	FT 15	0	33%	5	4	26%
RN	88	47	58%	51	45	51%
PN- PM/SU	32	24	82%	26	19	59%
PN-Trad/FA	24	4	33%	8	3	12.50%
PTA	20	NA	40%	8	9	45%
RADS	22	22	100%	22	46	100% +
RESP	24	6	33%	8	6	25%

04 Liberal Arts Division

Increase Liberal Arts program recruitment events to two per semester.

✚ Continued working on submissions for renewal for Ohio 36 courses.

- ✦ *Midterm grades for Session A are now due. Faculty should stay tuned for updates regarding Session B and full-term courses.*

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

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

- ✦ *Total enrolled TRIO students (Spring 2025): 63*
- ✦ *Tuesdays with Tickhill – 10 students in attendance during reporting period (low attendance due to weather)*
- ✦ *Number of referrals to TRIO via Aviso Engage since start of term = 35*

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

- ✦ *For the time period of 1/26 to 2/08: Visits = 131; Hours = 328; Unique students = 70*
- ✦ *Number of referrals to Tutoring via Aviso Engage since start of term = 39*
- ✦ *Spring 2025 Tutor Schedule available*

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

- ✦ *13 students placed in internships this semester*
- ✦ *20 student appointments completed since start of term*
- ✦ *11 employer contacts this semester*
- ✦ *Events conducted during this two-week reporting period included:*
 - *Leveraging Your LinkedIn Workshop: 2/11*
 - *Leveraging Your LinkedIn Workshop: 2/20*

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

- ✦ *Number of referrals to campus counseling via Aviso since start of spring term = 2*
- ✦ *Updating Wellness & Mental Health webpage to include campus wellness events: <https://ncstatecollege.edu/personal-wellness/>*
- ✦ *Developed a “Gentle Reminder” messaging campaign; Week 5 focus is on connection - [“Wanna Get Paid Automatically Every Week?”](#)*

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

- ✦ *Responded to 1 Alerts/Referrals for the time period of 1/26 to 2/08*
- ✦ *Registered 2 new students for accommodations for the time period of 1/26 to 2/08*

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

- ✦ *Number of laptops lent out for spring term = 21 / Number of calculators lent out = 10*
- ✦ *Number of referrals to Resource Navigator via Aviso since start of spring term = 11*
- ✦ *Weekend Food Box program resumed on 1/30/25; 18 served since restarting program*

08_College Credit Plus

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

✚ CCP enrollment update:

- SP2025
 - *Enrolled thus far: 1275 students and 8437 credit hours; B Session provides additional CCP enrollment opportunities, and we will continue to enroll students.*
 - *Continued B Session registration*
 - *Continued with school partners – working toward wrap on audit of HSB SP enrollment records for high school-based sections; alignment of rosters; troubleshoot access to materials, ordering materials, access to Canvas and NCSC platforms.*

✚ Spring Semester Activity –

- *Commenced – 25-26 CCP Information Session meetings at high schools for parents and potential CCP students for 25-26 enrollment. Recently we've had information sessions with families at Centerburg, Ashland Co. West Holmes, Crestview, Ontario, Clear Fork, Mapleton, Wynford and Willard High Schools*
- *The CCP team is continuing review of processes related to Spring semester A Session and Standard launch, celebrate the successes, and discuss the challenges, to revise efforts and resources where needed.*
- *Beginning – ACCUPLACER ramp up for new Fall 2025 Applicants*
 - *The CCP team works to recruit, advise, and enroll incoming CCP students each term,*
 - *The CCP Advisors also maintain and academically advise/support/and inform a continuing caseload of CCP, approving and supporting their registration each term.*
 - *The team also serves as primary contacts for assigned school partners, supporting needs of the students, counselors and faculty; and providing outreach for advising/pathway planning/academic support and intervention, until that student graduates high school.*
- *Additionally, a large portion of time is spent supporting educational partnerships, and working to fulfill the needs of our school district partners - training and support for counselors, faculty and administrators, CCP application, advising, enrollment and success tracking*
- *Represent each school and their needs to NCSC, and be the NCSC representative to each school -- the first point of contact and the friendly solution provider.*
 - *As each semester approaches, we address school districts need, providing course materials, troubleshooting login and materials access needs.*
 - *The CCP team continues to schedule and host CCP events at the high schools for enrollment and engagement. This includes meeting students where they are for events such as CCP Program Info Sessions for parents, CCP Application events, ACCUPLACER proctoring, CCP Advising, Orientation and Registration sessions at the high schools.*

✚ Looking ahead: 2025-26 Applications received thus far: SU: 9; FA: 100

- ✚ *Duo Rollout to all NCSC students (including CCP) amidst Ohio's statewide K-12 mandate to implement a district policy, restricting student access to cell phones while at their high school:*
 - *Continued in Spring - The CCP Team coordinates with IT to program and deliver Hardware Fobs to the high schools, provide support on fob use, and the financial responsibility to the student if the fob is not returned; securing the NCSC property agreement/contracts each student must sign in order to be assigned a fob. Fobs provide a code that must be used in place of the duo app, when a student cannot access their cell phone, needed, to ensure CCP students can access their NCSC platforms to successfully complete their assignments (Canvas, MyNC, Microsoft 365, etc.) and persist in their coursework that makes up the pathway to their goals.*

09_ Center for Teaching Excellence

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

✚ **CONCLUDED REVIEWS:**

- *ENGL-1010 (All modalities) - [Next Review - SP27]*

✚ **PENDING CONCLUSION:**

- *PSYC-1010 (All Modalities)*

✚ **TO BE REVIEWED: Spring/Summer '25**

CTE has been notified the following departments have courses to be reviewed for Fall:

- *Engr Tech, Business & Criminal Justice (EBC):*
 - *Engineering (BASMET) will select courses based on needs for ABET accreditation.*
- *Health Sciences:*
 - *Radiology has new courses approved for the 2025-2026 academic year and will determine specific order for their review.*
 - *Registered Nursing has new courses approved for the 2025-2026 academic year and will determine specific order for their review.*
- *Liberal Arts:*
 - *No additional courses have been identified.*

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

Courses completed:

- *ACCT-1070*
- *ACCT-1090*
- *ACCT-2031*
- *ACCT-2092*
- *ACCT-2060*
- *ACCT-2030*

- *BUSM-2090 OER*
- *BUSM-1260*
- *COMM-2030*
- *ENGL-1010 (8W)*
- *ENGL-1030*
- *HMSV-2050*
- *HMSV-2090*
- *HMSV-2160*
- *HMSV-1170*
- *MECT-2910*
- *RNUR-2070*

BUSINESS SERVICES

10_ Accounting Services

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

✚ *We are currently working on reviewing the procedure manual for the Cashier's office and Accounts Payable making any necessary updates and changes.*



	BH	COLL	Total	Current Active Students	Current Outstanding Fees
1st day of Spring 24 term	66	2,137	2,203	2052	3,856,803.40
After 1st Fin Aid posting	49	2,132	2,181	2302	2,430,507.01
Day before Registration for Fall	155	2,065	2,220	1720	2,275,586.89
1st day of Fall 24 term	62	2,039	2,101	2329	4,907,249.09
After 1st Fin Aid posting	37	2,038	2,075	1369	1,578,583.76
Day before Registration for Spring	178	2,052	2,230	1012	1,200,928.63
1st day of Spring 25 term	101	2,041	2,142	2439	4,498,826.12
After 1st Fin Aid posting	84	2,098	2,182	1846	2,571,025.39

11_ Financial Aid Office

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

- ✚ *Transmitted aid for "A" session and full-term courses.*
- ✚ *Continue to draw down all 25/26 FAFSA applications. Unlinked files are saved in FA public drive for those departments who wish to work them. Unlinked files are students who completed a FAFSA but have not applied to the college.*
- ✚ *Emailed all students about applying for foundation scholarships.*
- ✚ *Emailed all FA2026 admission applicants who have not completed a 25/26 FAFSA*
- ✚ *Emailed all current TFS and reminded them about the TFS rules, doing a FAFSA etc.*
- ✚ *Only five high school students have returned their TFS agreements for the 25/26 year that admission's office sent out. Our office reached out to each one with reminders on what they need to still do for financial aid.*

12_ Facilities Management

Fallerius Renovation

Boilers and Chillers Project: Fallerius and Kee Hall,

- ✚ *Timeline Completed*
- ✚ **Status update:** Both Boilers and Chillers Project is Closed Out

Generator Project: Health Science, Child Development Center and Kee Hall

- ✚ *Timeline December 2024.*
- ✚ **Status Update:** All three Generators are installed Final inspections were completed
- ✚ **Project Completed**

VR Lab Health & Science

- ✚ *Timeline 2024/2025*
- ✚ *A proposal has been drafted by MacMillan engineering and company and received*
- ✚ *Currently Contacting Companies for estimates.*

Fallerius Renovation Project

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

13 Information Technology & Information Systems

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

IS: Completion of Ellucian SaaS conversion project.

IT Update

- ✚ *Rollout of DUO MFA for remaining began on 8-26-24 and has been progressing since. We have 6.56K users pulled into the Duo admin panel. Of those 3.36K have yet to either register their phones or pick up a hardware token. As time goes on this number will drastically reduce as old accounts are disabled and unlicensed. There have been markedly fewer compromised student accounts since the rollout began.*

IS Update

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

Security Blurb: Cyber Threat Weekly Article:

Critical Outlook Vulnerability Actively Exploited in Attacks, Urgent Patch Required by February 27

A serious security flaw in Microsoft Outlook, tracked as CVE-2024-21413, is actively being exploited by hackers to gain control of systems. This vulnerability affects several versions of Microsoft Office and Outlook, including 2016, 2019, and Microsoft 365. The issue occurs when Outlook fails to properly validate malicious links in emails, allowing harmful files to be opened in editing mode, bypassing built-in protections. Once opened, these files can steal sensitive information like passwords or run malicious code. Federal agencies must patch their systems by February 27, 2025, and all organizations are advised to apply updates immediately. The flaw has been added to CISA's Known Exploited Vulnerabilities catalog, marking it as an active threat. Timely patching is critical to prevent data theft and system compromise.

14_ Child Development Center

Maintain full enrollment.

Date~ Week of 2.14.25				
Class (Room)	Maximum Enrollment	Available Slots	Filled Spots	Notes
Adventure (39)	8	0	9	Two families sharing one spot
Imagination (21)	8	0	8	
Puddles (24)	8	0	8	
Fascination (27)	8	0	8	
Explorers (29)	20	0	21	
Sunshine (32)	20	0	20	
Homebase	28	0	28	

15_ Development (Foundation and Workforce)

Increase Enrollment and Retention by delivering on 5% increase targets

Foundation and Development

- ✚ \$450,000 in YTD to the NCSC Foundation
- ✚ New Grants application in progress-Total of \$380,000

1. Identifying a match for Rapids III of \$150,000
2. \$75,000 for each hospital to submit five students for RN to BSN program
3. New \$44,000 grant request submitted for 5G workforce equipment

4. *New \$13,500 for TFS*
5. *New \$11,500 for LPN foundation program*
6. *Shelby Foundation - \$10,000 update Ralph Phillips Conference Center IT equipment*
7. *Ashland Chamber - \$2,500 Supervision & Leadership Trainings in Ashland*
8. *Ashland Community Foundation - \$15,000 Supervision & Leadership Trainings in Ashland*
9. *Securing Phillips Tube Group Emerald Club gift for FY25*
10. *TE Connectivity – New \$3,000 Scholarship*

Partnerships/Nursing Support

- + *Attended Kingston Open House – Kingston has interest in meeting to discuss phlebotomy, nursing, clinical sites, partnership opportunities*
- + *Ramping up for Summer and Fall Foundation Nursing program registration – to continue to serve the needs of our hospital partners*
 - o *OhioHealth information session today, February 13*
 - o *Avita information session, Monday March 3*
- + *Spring numbers – all stages of their journey*
 - *LPN – 42*
 - *LPN to RN Articulation – 30*

Phlebotomy

- + *Avita agreed to be a clinical site*
- + *Making appointments with area agencies to establish relationship, inform about program, request clinical support*
- + *Identified additional instructor for second cohort*
- + *Major gift from donor \$15,000 for startup funding*

Workforce-\$257,250 Target in Revenue, \$80,583 YTD

- + *North Central State College and Mid-Ohio ESC launched our TurboCert program on Friday, January 10th. This is a pilot program available to Crawford County High School juniors and seniors that allows them the opportunity to earn industry recognized credentials in advanced manufacturing or drones. This program is held each Friday at the Crawford Success Center.*
- + *The Timken Electro-Mechanical lab officially opened on Monday, January 27 with 3 employees from Timken starting their training in ac/dc electricity, mechanical systems, and pneumatics at the Crawford Success Center. This lab has specialized equipment that will be available to area manufactures who want to upskill their employees in electrical or mechanical maintenance.*
- + *Full schedules for Sup/Leadership classes*

16_ Crawford Success Center

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

- ✦ *School & Community Engagement*
 - *Hosted February 4th financial aid night- assisted 20 individuals and 37 total guests*
 - *February school visits- Meet with applicants and complete the NCSC Foundation Scholarship*
 - *Hosting CCP Application Day on February 24 with Crawford Home School Group in collaboration with CCP*

- ✦ *Scholarships for Success- \$35,000 target, March 6*
 - *Finalizing auction - \$10,000 target*
 - *Finalizing program and order of events*

- ✦ *Workforce Engagement Support*
 - *Timken Manufacturing Lab- Timken meeting 2x/week*
 - *Promoting February 25 & 26 Leadership Training*
 - *Baker's Pizza/Old 30 BBQ- launched press release, developing training plan led by Randy, preparing next steps for certificate and associate degree promotional*

Strategic and Institutional Transformation (Institutional Research & Grants)

17 Institutional Research

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

- ✦ *Implementation of the dashboard is being delayed due to work associated with the Colleague SaaS conversion and its associated challenges and opportunities.*

- ✦ *We have joined an OACC group that is exploring best practices to improve data literacy.*

18 Grants

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

- ✦ *-[Achieving the Dream](#) has written profiles about NC State and 14 other community colleges taking part in the grant-funded project to pilot strategies in Community Vibrancy. In other ATD news, we have been recognized for the third time as a Leader College of Distinction for our continuing success work.*

- ✦ *-NC State's entry in the [Rural Guided Pathways Phase 2](#) student success technical assistance project has been announced. We will take part the next three years in various activities to enhance student success.*

- ✦ *-There is a pause right now from the federal government in posting new grant opportunities. We are monitoring and advocating through our various networks.*

19 Human Resources

Onboarding and Orientation Processes:

Create formal onboarding process to ensure new hires are fully integrated and feel welcomed within their first 90 days.

Conduct regular check-ins with new employees at the 30, 60, and 90-day marks to gather feedback and address any concerns promptly.

New hires/new positions: 2/2/25 – 2/15/25

- + Melissa Hershner – Admissions Administrative Assistant*
- + Kyle Borders – Part-time Custodian*
- + Introducing New Employees for this period:
(see “Our Growing Family” and/or specific departments in the [Employee Photo Directory](#))*

20_Marketing and Public Relations

Capture 1,200+ inquiries to populate top of funnel (20% increase over FY24 goal)

- + Continuing web inquiries for FY25: We have an additional 40 web form inquiries since the last report. **Total is now 1,360 for FY25.** Web chat inquiries added a total of 554 chats and calls, in addition to 904 form fills in the last 60 days.*
- + Support the development of processes and communication streams as we move inquiries toward application and registration*
- + Spring promotion is in process supporting, in part:
 - *Foundation Scholarship Month*
 - *Special events, e.g. open houses, visits, CCP nights, financial aid nights, and more*
 - *CCP*
 - *AtD Adult Learning*
 - *Web traffic continues to grow.*
 - *Here is the activity logged by our google business profile. Take a look at the green numbers below the individual measures:**



Mon 2/10/2025 10:48 AM

Google Business Profile <businessprofile-noreply@google.com>
North Central State College, your performance report for January 2025

To Keith Stoner

If there are problems with how this message is displayed, click here to view it in a web browser.

4,349 interactions* last month

See how North Central State College at 2441 Kenwood Circle, Mansfield, OH 44906 performed in January 2025 compared to the previous month.

[See full report](#)

Your performance at a glance

633

calls
+116%

326

people asked for
directions
+63%

3,390

website visits from
profile
+56%

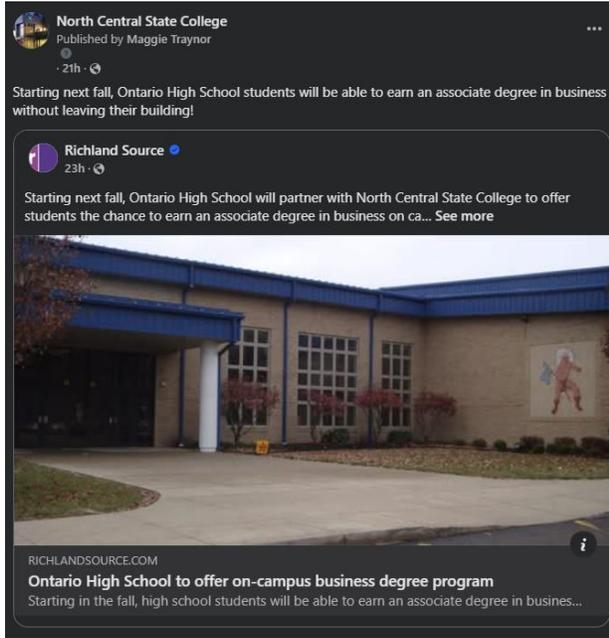
4,697

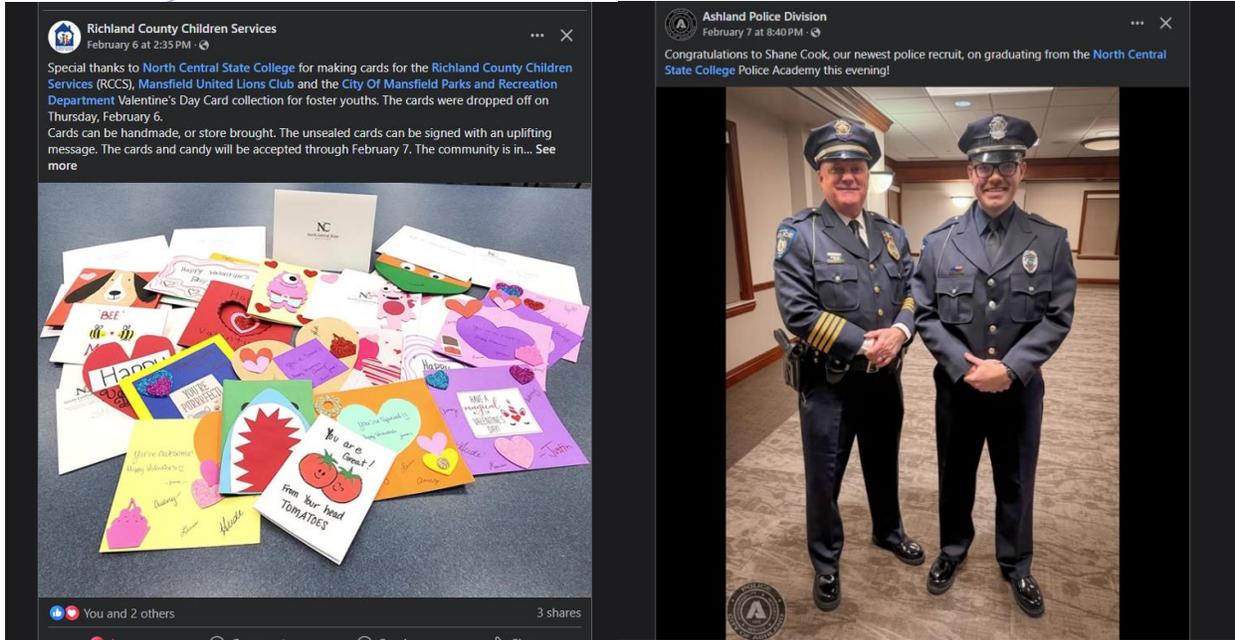
profile views
+43%

2,139

searches
+59%

Social had some nice wins for our connections to community through our partners:





21_ Faculty Caucus

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

- ✚ *Discussed advising and other policies and gathered feedback*
- ✚ *Discussed the CTE cycle for classes and invited Jason Tucker to the next Caucus meeting*
- ✚ *Discussed the calendar dates*
- ✚ *Continue encouraging the use of Aviso*

22_ Staff Caucus

Considering the previously identified customer service topics which benefit both internal and external stakeholders, which are:

- a. Customer Service Response Timeframes
- b. Problems Solving/De-escalating Situations
- c. Staff as Representatives for the Entire Organization
- d. Cross Training Staff
- e. Aesthetic Intelligence/Emotional Environment (Overall Campus Aesthetic Appearance)

Staff Caucus will revisit each of these 5 topics over the following year, and discuss progress toward improvement in these areas.

In addition, considering the focus of strategic planning for this year, Staff Caucus will identify improvements to these areas based on making the college exceptional and unique, without considering hypothetical budget or resources constraints (providing at least 2 ideas for improvement), and then also discuss impacts to improvements in these areas based on possible

contingency scenarios at the college (declining enrollment, changes in budget) etc. (Providing at least 2 ideas for improvement based on possible contingency scenarios). Staff Caucus will also continue to emphasize the role of customer service, regardless of role or position at the college.

- ✚ *With the departure of Brandon Stover, the Staff Caucus meeting for February 11th was cancelled.*
- ✚ *Lisa Barrick will step up to the role of Staff Caucus Facilitator moving forward.*
- ✚ *Staff Caucus will discuss the fourth category for possible improvement (Cross Training Staff) at the next Staff Caucus meeting on March 11, 2025.*