



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 5, 2024 to February 16, 2024

*** Submissions for the next update are due **Friday, March 1, 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 = Complete.*
- ✚ *Goal 2 = Continuing to gather usage data.*

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:*
 - *Spring 2024 to date –*
 - *46% of the faculty have reached out to all of their advisees.*
 - *15% have done zero documentation in Aviso*
 - *The remaining faculty have notation in varying degrees with their advisees.*
 - *During the Health Science Division meeting on 2/1/24- discussions were had surrounding performance and reminders of expectations.*
 - *As a division we discussed what the purpose of this documentation is for and why we are stressing this so adamantly.*
 - *We will continue to monitor for success.*

04_ Liberal Arts Division

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

- ✚ *13 cadets graduated from the Police Academy on February 9.*
- ✚ *Dr. Eric Williams spoke to students about World War I propaganda at an Honors College Colloquium on February 8.*
- ✚ *Met with ATD coach to discuss NCSC's 2023-2024 goals.*
- ✚ *Information Night was held for potential students interested in transfer programs.*

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.

✚ Updates

- Learning glass studio page uploaded to Canvas Faculty Hub
<https://ncstate.instructure.com/courses/1880576/pages/learning-glass-studio>
- Completing work on Year 1 performance report (due end of March to Dept. of Education)
 - Weekly meetings with grant evaluator discussing report and data presentation
- Provided grant updates to CTE Steering committee on 02Feb
- Ongoing discussions with Shella on expanding OER implementation
- Planning for March & April faculty division meetings is underway
 - Will build upon discussions initiated at November 2023 meeting with breakout groups
 - March meeting will include very brief updates from grant personnel
 - April meeting will re-introduce summer research stipend opportunities for faculty and provide time for faculty to collaborate on ideas

✚ Equity & Access Coordinator engagement:

- 1:1 Support sessions: 28 Faculty sessions: 06
- Student Groups: 0

✚ Events/workshops held:

- 02/01/24 Students for Success Workshop: 14
- 02/08/24 Financial Aid 101 Seminar: 03
- Student Check Ins 01

✚ Technology Success Coach engagement:

- Workshops Held: In-Person: 0 Zoom: 0 Video Hits: 3
- Student Support: Email: 5 Phone: 2 In-Person: 3
- Faculty Support: Email: 3 Phone: 1 In-Person: 0
- Staff Support: Email: 3 Phone: 0 In-Person: 1

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

- *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: 21. Tutors participating in active outreach to faculty: 12 (57.1%)*

✚ *Total faculty for SPR2024: 125. Tutors outreached to 23 different faculty members with 99 various interactions.*

09_ STUDENT SERVICES

Enrollment Overview

We have received results of a spring 2024 enrollment survey comparing NC State with other 22 Ohio community colleges. Overall, we are up 3.2% in credits compared to last spring. This was higher than 11 other community colleges.

Of special note were increases in first-time (non-CCP students), and students age 25+. In the former category NC State registered a 14.5% increase in new students – higher than 16 other colleges. In terms of adult students, NC State experienced a 12.2% increase – higher than 20 other colleges.

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 376 current high school seniors that have applied to NC State for Fall 2024, 122 have completed a CCP course with us. This is significant as traditionally the ratio of CCP seniors to all has been 25%.*
- ✚ *We have made more than 500 conditional Tuition Freedom offers so far just based on CCP. Of seniors offered, 81 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 90 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 the high schools for recruitment and continuing to work directly with the departments for recruiting.*
- ✚ *We have scheduled group campus tours by school*
- ✚ *We continue to reach out to inquiry's 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*
- ✚ *I have revamped the way the admission's team reaches out to inquiry's and applicants by division in our Recruit CRM. This is to ensure they can follow the student from inquiry to point of application reducing the handoff of onboarding of students.*
- ✚ *Attending CCP nights in conjunction with the CCP director and being more intentional in incorporating CCP information in our reach out to students.*
- ✚ *Developing personalized messages to be sent out to "admitted" students on next steps based on program*

- ✚ *We are revisiting schools for spring, also visited Buckeye community school which is a new school on our list. The school invited parents to our presentation who were interested in NCSC as an option for their kids.*
- ✚ *Next week we will be busy on the road. Joi, Logan, and I will be out at college fairs and presenting to schools at EHOVE, JA inspire, Mansfield Senior high, Ashland High School, River valley, and Crestview*
- ✚ *This week we had Lexington here for a campus tour specifically at the HS building.*

Employee Retention Efforts:

- ✚ *I continue to keep my team updated on changes and we are developing a closer relationship with CSC team on issues, challenges, and wins. Keeping the team motivated and encouraged and allowing them to give me feedback on ways we can be more impactful in our recruitment efforts. I also allow them to give me feedback on things they would like for me to do differently that would help support them better in their jobs.*

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.

- ✚ *Visiting each Crawford County high school (Feb)*
 - *Facilitate NCSC Foundation Scholarship month participation*
 - *Continued applicant engagement*
- ✚ *Developed partnership with Bucyrus Chamber of Commerce to host new monthly networking event for area businesses (Feb)*
- ✚ *Partnering with Crawford AdamH to host Peer Recovery Supporter training (April)*
 - *Offer next step opportunities at NCSC*
- ✚ *Promoting Talent Ready funding to Crawford business community*
- ✚ *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 02/01/2024 to 02/15/2024 = 58*
- ✚ *Held team meeting on 02/07 to discuss “scorecard” activity in order to monitor progress toward the WIG (Purpose: ensure that everyone knows the score at all times)*
- ✚ *“Lead Measure” activity planning (Purpose: apply disproportionate energy to the behaviors and activities that lead to, or predict, achieving the WIG)*
- ✚ *Resource Table completed by Resource Navigator on February 14- Health Science*
- ✚ *Career Pathway & Internship Coordinator completed Resume Drop-In on February 8-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. To date, nothing has been completed. 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, 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

- 8.3% increase in credit hours (8,360 hours) compared to SP23
- Even with individual enrolled students (1175 students) compared to SP23
- 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
- 7% increase in enrolled students over FA23

○ *FA23 comparison to Fall 19 (Pre-pandemic Benchmark)

- 3% increase in credit hours over FA19
- 3% decrease of individual students compared to FA19

- ✚ *Recent 24-25 Application and Accuplacer Days scheduled for Pioneer, Plymouth and Madison.*
- ✚ *Recent 24-25 CCP Information Sessions for families and students to promote NCSC and recruit students for CCP/CNOW at Ashland Co. West Holmes Career Center, Seneca East.*
- ✚ *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.
- ✚ Candidates brought back for second round 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, began processing this 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.
- ✚ Sent a text to all fall applicants about the foundation scholarship application. Explains that they must complete a 2024/25 FAFSA
- ✚ Created a power-point/Financial Aid 101 presentation for James Davis cohort of students. Unfortunately, no one showed up to the presentation
- ✚ Held the final scholarship night presentation for the school year. Only two students showed up.

Comparison of FAFSA data from last year to this year.

- ✚ FAFSA completion ending week of 02/09/24 vs week ending of 01/27/23 (16 vs 24)
- ✚ FAFSA completion ending week of 02/16/24 vs week ending of 02/03/23 (19 vs 12)

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.

✚ Hold Restrictions and Collections Information

FY 2024

	<u>BH</u>	<u>COLL</u>	<u>Total</u>
1st day of SP24 term	66	2,137	2,203
After 1st FA posting	49	2,132	2,181

18_ Facilities Management

✚ Boilers and Chillers in Fallerius and Kee Hall

- *Timeline March 2024*
- *Both Boilers and Chillers are installed and functioning*

✚ 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 are ordered and shipped, Paper work and PO have been issued to BC&G*

✚ Criminal Justice Move to Kehoe

- *Timeline April 2024*
- *Drawing and design phase has been approved, Knoch Construction*
- *Has started the process of demo. Framing, Electrical and plumbing have started*

✚ Fallerius Renovation Project

- *Timeline 2024 / 2025*
- *Status Update: RFQ has been completed and pending submission to state board for approval*

✚ Chemistry Lab

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

<i>Date~ Week of 2.12.24-2.16.24</i>				
<i>Class (Room)</i>	<i>Maximum Enrollment</i>	<i>Available Slots</i>	<i>Filled Spots</i>	<i>Notes</i>
<i>Adventure (39)</i>	8	0	8	
<i>Imagination (21)</i>	8	0	8	
<i>Puddles (24)</i>	8	0	8	
<i>Fascination (27)</i>	8	0	8	
<i>Explorers (29)</i>	20	0	20	<i>Private Pay Parents Share a Spot. One full-time slot for child transitioning inhouse in February</i>
<i>Sunshine (32)</i>	20	1	19	<i>One full-time slot for child transitioning inhouse</i>
<i>Homebase</i>	28	0	28	

Status of Updated Curriculum

We are working with Policy Council and Governing Board to determine our school readiness goals for our five-year grant renewal beginning July 1, 2024 to June 30, 2029. Each developmental domain will be addressed using the outcomes of our Teaching Strategies Gold data, our Ages & Stages Screening Tool data, and Individual Education Plans (IEPs) if applicable to develop the school readiness goals. The curriculum will be utilized to provide activities to support mastery of skills, knowledge and behaviors (SKBs).

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 penetration test. A follow up test is scheduled for February to ensure that patching was successful. Follow up scan sometime this month.*

✚ Switch Project

- Edge switches have arrived and ArubaOS training has been completed. We have migrated the main campus AND Kehoe cores to the new Aruba stacks and are working on edge switches now, closet by closet.*

✚ Signage / Communications

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

Student MFA

- *IT has presented their findings to President's Staff and are working with other departments to finalize our plan for rolling out MFA to students.*

21_ Information Services

IS-Report manager updates 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*
 - *Discussing other possible projects that could be converted.*

- *2 very preliminary dashboards developed & in testing.*
- *Through testing, we are running into some security concerns that need to be addressed before any dashboards can be more broadly deployed.*
- *Have contacted their technical assistance & trying to work through the issues.*

✚ *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: 2/3/24 – 2/16/24*

- *No new hires for this period*

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.

✚ *\$600,000 received year to date (YTD),*

✚ *NCSC Workforce Development is on track to meet the target and*

- *implemented two new workforce development programs that will support Workforce's target of \$245,000 target, with*
- *the new Drone program launched, and*
- *\$123,505.76 received and billed YTD.*

✚ *For the grant program a target of \$1 million in state and federal grants, with*

- *\$613,500 committed from Super Rapids YTD,*
- *a possible additional \$404,000 and*
- *an NSF grant still outstanding to hear from, and*
- *\$185k from RCF for the new IDAS lab.*

✚ *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%.

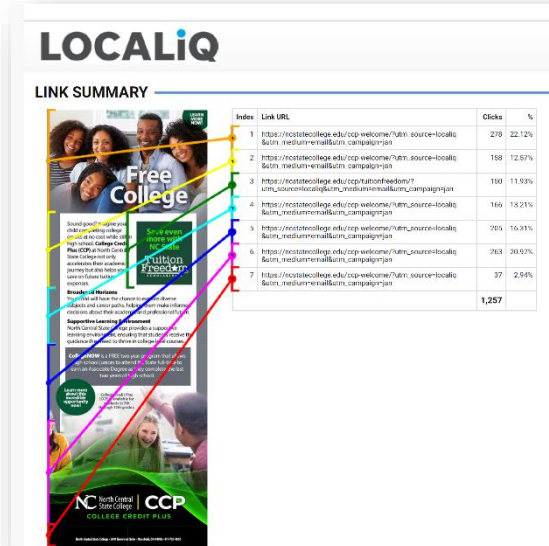
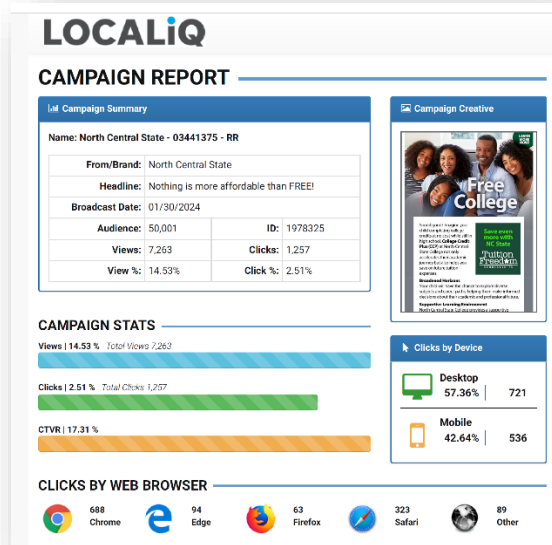
✚ *27 total web inquiries sent to admissions and deans on Monday, 2-5-24*

✚ *27 total web inquiries sent to admissions and deans on Tuesday, 2-12-24 (YTD 893)*

✚ *Web tracking – 99,042 users/95,766 new users since July 1, 2023.*

Tactic Spotlight: Smart Solutions - Sub-tactic – second email deployment

- **Focus: CCP**
- **Audience: Households with high school-age children**
- **Deployment Date: 1/30/2024**
- **Quantity deployed: 50,001**
- **Views: 7,263**
- **Clicks: 1,257**
- **Open (view) Rate: 14.53% (National Education Benchmark 13.52% - 15.00%)**
- **CTR: 2.51% (National Education Benchmark 1.22% - 1.37%)**



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 Canvas concerns to CTE and Mike Welker, who then communicated with the instructure team for updates regarding Canvas fixes*
- *Dr. Diab visited the Caucus meeting to address any questions or concerns that faculty currently have. We discussed AI and the upcoming panel and addressed class cap sizes and how that might impact student success*
- *Continued to discuss recruiting ideas*

27_ Staff Caucus

Each week, request that staff caucus representatives contact the staff they represent, and identify potential areas of improvement for customer service. Specifically, the areas for improvement for customer service would focus on areas that would benefit both internal and external stakeholders at the same time. In addition, as part of identifying areas for improvement in customer service, the staff caucus will also request possible solutions and recommendations for improvement. Customer

service topics include: Customer Service Response Timeframes, Problems Solving/De-escalating Situations, Staff as Representatives for the Entire Organization, Cross Training Staff, Aesthetic Intelligence / Emotional Environment (Overall Campus Aesthetic Appearance).

- ✚ *Staff Caucus met as a group on February 13th, to discuss:*
 - *the fourth topic for improving customer service at the college: Cross Training Staff.*
 - *Discussion of concerns regarding this included that college staff may be unaware of the roles and responsibilities of other staff members at the college.*
 - *Possible solutions were discussed, including the idea of including a brief description of employee roles and responsibilities, along with basic directory information.*
 - *Dr. Diab also joined the Staff Caucus meeting to discuss questions and concerns from the Staff Caucus.*
 - *Discussion included employee retention and recruiting,*
 - *the college advising structure, and*
 - *the process for student registration for Session B classes.*