



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 16, 2026 to February 27, 2026

*** Next Report is due Friday, **March 13, 2026** "Pay Day"*

Strategic Projects for 2025-2026 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?

PRESIDENT'S REMARKS



North Central State College has earned the National 2026 Leah Meyer Austin Award from Achieving the Dream for its excellence in student success, affordability, and economic mobility.

Presented annually, the Leah Meyer Austin Award recognizes a college in the ATD Network that exemplifies the highest levels of performance across access, momentum, completion, and post-completion outcomes that align with the organization's Community Vibrancy Framework — a comprehensive model that defines what it takes for colleges to drive student success,

economic mobility, and community prosperity. Award recipients show sustained and measurable impact on key student success metrics that lead to strong completion and post-completion outcomes that advance economic mobility, with institutional practices around seven capacities that are deeply embedded in culture and planning.

ACADEMIC AND STUDENT SERVICES

01_ Admissions & Enrollment Management

Goal: Increase total applications by 6% by June 2026 through a 2% gain in general, non-traditional, and underrepresented student applications, supported by targeted communication and improved ISIR engagement.

- + We continue our Round 2 recruitment visiting schools*
- + We averaged around 20 admission appointments phone/in-person over the last two weeks and approximately 30 advising appointments.*
- + We continue to hold weekly campus visits on both main campus and Kehoe*

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

Goal 1: Achieve a 3% Increase in Student Co-Op, Internship, and Capstone Placements by June 2026

Work-Based Learning Grant Efforts - The North Ohio Manufacturing Partnership under the Strengthening Community Colleges 5 DOL Grant, supports the expansion of earn-and-learn related activity. Russell Lloyd, Work-Based Learning Manager, focuses on expanding co-ops, internships, and apprenticeship initiatives. Russell has engaged employers, students, and the community during this period through the following tasks:

- + Multiple meetings with Charter Next Gen exploring opportunities for incumbent worker training, upskilling, and employee pipelines.*
- + Updating of apprenticeship tracking and databases*
- + KSI Evaluation for OMA/OACCC Statewide Earn and Learn program*
- + OMA, MAGNET, and NCSC one-on-one meeting to discuss strategic partnerships*
- + Ohio Technet monthly meetings*
- + Continued making connections with students and local manufacturers*

David Wright, Work-Based Learning Specialist, continues to support the IST lab and teach current apprenticeship students.

- + David continues to update and revise the electrical-mechanical maintenance technician curriculum and competency-based education processes.*
- + Investigate redesign and Canvas installation of EMMT 2300 and EMMT 1300. Researched required textbooks and initiated updates to the course requirements. Installed both courses in Canvas. Implemented new course design into the system for Spring 26 semester use. Made multiple students aware of the workforce development program.*

- ✦ *David is also reviewing and prioritizing equipment replacement, repair, and additions in the IST lab. He is focused on PLC, HMI, electrical panel wiring, and process control.*

Goal 2: Reverse Individual Program Enrollment Declines and Achieve 3% Division-Wide Growth by Fall 2026

Student Recruitment and Outreach

Kehoe Center Events

- ✦ *February 12, 2026: Kehoe hosted approximately 188 Lexington Freshmen for an EBC-focused event, including program overviews, videos, and demonstrations in Criminal Justice, Engineering Technology, Digital Media, and IST Lab. Admissions will cover CCP opportunities.*

Crawford Success Center

College-NOW Program

- ✦ *Darcy Tenney is working with Pioneer Marketing to update College-NOW handouts and coordinating with Caleb DeVore, a former College-NOW and current BASMET student, for a Richland Source feature interview.*

Institute of Management Accountants (IMA) Student Chapter

- ✦ *The IMA is a global network of over 300 student and professional chapters offering the Certified Management Accountant (CMA) credential.*

Goal 3: Relaunch the Manufacturing Maintenance Technician Program by Fall 2026

Target: 10 enrolled students and 3 new employer partners

- ✦ *Andrew Shella and Chris Harriman met to revise syllabi and advising plans for Tool and Die and CNC Operator certificates.*
- ✦ *MTOM program review will continue to determine if renewed focus will revitalize the program enrollment.*
- ✦ *The IST staff and David Wright have spoken to several students about continuing into the MTOM AAS from their apprenticeship/certificate program. The Dean and division academic staff will follow up with these potential students to engage them in the program. Brooke Miller developed an ATS plan for a student and showed him how he could be eligible for another AAS.*

Apprenticeship and Employer Outreach

- ✦ *The EBC academic division has collaborated with Workforce Development to meet with the following companies regarding current apprenticeships, scheduling, future cohorts, and expanding services: Arcelor Mittal, Gorman Rupp, Jay industries, Eagle Crusher, Hess Industries, Fire Forge, and Lakepark Industries.*
- ✦ *Follow-up meetings and discussion continue as CNG refines its priorities and prioritizes their current needs.*

Strategic Project: AI Credential Pathway

✚ *Progress: Curriculum Committee review has been completed. Certificate in review with ODHE and HLC. Approval is expected soon.*

Fall 2025 – MECT 3910/4910: AI Integration Pilot

✚ *The review went well with the students explaining their projects and giving feedback on the limitations of the AI software. The students learned that proper prompting of the AI yielded significantly better results in the Proposed AI design. The students plan to continue this software in spring courses along with expanded use of the autonomous vehicle in project courses.*

03_ Health Sciences Division

Retention goal: Student course completion rates, in key first year courses, will be greater than or equal to 90%

Health Science	# day 14 enrollment	Course Goal	Students enrolled	Retention %
Course	01/27/2026	90% or greater	As of 02/12/2025	
Chem 1030	68	61	68	100%
BIOL-1231	33	30	33	100%
BIOL-1550	91	83	91	100%
BIOL-1730	36	32	36	100%
BIOL-2751	88	79	88	100%
BIOL-2752	127	114	124	97.6%
PHTA-1090	12	11	12	100%
PHTA-1110	Session B	X	X	X
PNUR-2012	21	19	21	100%
RADS-1270	19	17	18	94.7%
RADS-1275	Session B	X	X	X
RESP-1220	13	12	13	100%
RNUR-1052	59	53	59	100%
RNUR-1054	Session B	X	X	X

Enrollment goal: Program application numbers received by May 1, 2026, will increase by 5% over the 2025 enrollment numbers for the same period.

✚ *Our total apps last year at this time were 161. We currently have 235 applications. This is an 46% increase in applications compared to last year at this time.*

HS Enrollment Goals	
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HS Program	Max #	Applications submitted	2025 % total and # of apps goal			to date % of max #
			5/1/2025	05/01/2026 Goal %	Goal # up 5%over last year	
LPN/RN ART	32	30	100%	32	29	90.6%
BSN	FT 15	5	40%	6	1	6%
RN	88	71	85%	75	51	57.9%
PN- PM/SU	32	32	100%	32	72	225%
PN-Trad/FA	24	11	50%	12	20	83.3%
PTA	20	9	50%	10	5	25%
RADS	24	52	100%	24	49	204%
RESP	24	14	63%	15	8	33%

04_ Liberal Arts Division

Goal: 1) Redesign 10 high-enrollment course shells by July 1, 2026, with structured layouts and AI-integrated components that strengthen course learning outcomes. **2)** Increase the course completion rate in all Session B (second 8-week) courses by 1.0% over the 2024–2025 academic year baseline by implementing targeted early intervention and student support strategies.

05_ Assessment, Curriculum and Compliance

Goal: Submit NCSC's Quality Initiative Proposal to HLC by November 30, 2025, and implement aligned assessment improvements college-wide by May 2026 to enhance program review and student learning feedback cycles.

- ✚ *HLC has accepted the Quality Initiative Proposal without any changes or additional information needed. I am now reviewing the parameters for the Quality Initiative Report, due this summer.*
- ✚ *The first reminder to complete the CWOs for session A and the feedback survey has gone out and a follow-up reminder will be sent next week.*

06_ Title III

Goal: Convert 50% of eligible courses to 8-week or online formats, increase OER use, and involve at least 75% of faculty in professional development by June 2026.

Alternative Course Delivery

- ✚ *Collaborated with IR on a financial analysis comparing student cost savings when using OER materials versus traditional textbooks.*
- ✚ *Continued work supporting the Respiratory Therapy program, including exploration of OER integration.*
- ✚ *Collaborated with Health Sciences Registered Nurse faculty regarding mannequin utilization in courses, with focused discussions on course content, laboratory experiences for the 8-week transition, and use of mannequins for assessment skill progression.*

Faculty Development

- ✦ Collaborated with multiple program leaders on the course conversion process for the transition to 8-week sessions.

Additional Updates

- ✦ Met with External Evaluator, Dr. Kathrine McDonald, to review Year 3 data analysis and identify further opportunities for trend analysis.
- ✦ Prepared the initial slide deck summarizing Year 3 results, including additional AI-supported analysis to identify trends followed by validation. The slide deck has been shared with Leadership, Deans, and Assistant Deans.
- ✦ Attended the President's Cabinet Meeting.
- ✦ Continued work related to Title III funds and planning for Years 4 and 5 of the grant.

Technology

✦ Workshops Held: In-Person: 0	Zoom: 0	Video Hits: 5
✦ Student Support: Email: 3	Phone: 2	In-Person: 0
✦ Faculty Support: Email: 9	Phone: 1	In-Person: 0
✦ Staff Support: Email: 0	Phone: 0	In-Person: 2

✦ Additional Projects:

- Fillable PDF requests: 2
- Canvas Masters: New: 0 Modified: 2
- Course Evaluation Setup: Spring 26 Session A Underway
- Syllabi Upload: Spring 26 A/16 Uploaded
- CWO class setup: 0

Retention and Access Coordinator: (09/15/25 – 09/26/25)

- ✦ 1:1 Support Sessions: 09 • Probation Students: 30 • Adviso Referrals: 08
- ✦ Student Groups: • GroupName. 00
- ✦ Faculty Sessions: 14
- ✦ Events / Workshops Held: 03
- ✦ Date: 02/04/26 Time Management & Study Strategies. In Person # of attendees: 04
- ✦ Date: 02/10/26 Research & Writing Workshop. In Person. # of attendees: 00
- ✦ Date: 02/12/26 Research & Writing Workshop. Online. # of attendees: 02

07_ Registrar (Student Records)

Goal: Increase student usage of Colleague planning tools by 30% and reduce certificate processing time by 50% by June 2026, while improving satisfaction scores to $\geq 80\%$ (students) and $\geq 85\%$ (advisors).

- ✦ New programs (AI cert and ECE) have been created
- ✦ All approved program modifications have been completed so advisors and students can begin planning prior to registration
- ✦ Fastest path process for current catalog underway

08_ Student Support Services

Goal 1: Raise TRIO retention to 70%, tutoring visits by 20%, career services visits by 15%, and Specialized Support Services visits by 25% through focused outreach and embedded services by May 2026.

Goal 2: Launch student survey in Fall 2025 and improve Spring 2026 satisfaction by 10%.

- ✚ *There are currently 74 TRIO students enrolled for spring term 2026. This is a decrease from 80 students registered for fall term. For 2024 Annual Performance report submitted to U.S. Department of Education, achieved 68% retention rate. Conducting continued outreach for enrollment in the program. Funded to serve total is 140 students.*
- ✚ *For the time period of 02/14 to 02/27: Visits to tutoring = 30 ; Hours = 27.78; Unique students = 24 ; Referrals = 4; Top 3 Subject Areas: English, Nursing, Chemistry.*
 - *The office of Disability Services responded to 3 Alerts(s)/Referral(s) to the office; registered 2 new student(s) for accommodations for SP26 courses during the time period of 02/14 to 02/27. Current active students SP26 = 60; Current caseload = 74.*
- ✚ *Annual NCSC/OSU Mansfield Job & Internship fair was held on February 24th with 40 NCSC students that attended. Completed a Career Fair Prep Workshop with 3 students in attendance. For the time period of 02/14 to 02/27: Visits to career services = 4; Hours = 3; Unique students = 3 ; Referrals = 3*
- ✚ *Calculators loaned for the term = 15; Computers currently loaned for the term = 78; Students receiving Weekend Food Boxes = 6 (during the reporting period).*

09_College Credit Plus

Goal: 1) Increase CCP student enrollment by 1% over the previous academic year and **2)** ensure 50% of CCP students are on a documented pathway plan by May 2026.

- ✚ *The CCP Academic Advising Team, composed of Nicholas Ramey, Marissa Hamilton and Rachel Kral, have been absolute heroes as we completed our CCP Spring Term launch! From multiple CCP partner locations and on-campus/online; conducting new and continuing CCP student success advising, course, pathway mapping and transfer planning, this team is knowledgeable and inspiring!*



- ✚ *Check out at the SP26 enrollment table below!*
- *Continued: CCP Info/Application/ACCUPLACER sessions, promoting new 26-27 CCP student enrollment. These evening events at high schools are hosted for parents and potential new CCP students. A standard overview of state of Ohio CCP information (requirements, rules, deadlines, etc.) and an intro to each college. Following the presentation, we have opportunities to speak with families and students individually to discuss questions about CCP eligibility, requirements to qualify, juggling HS and college, etc.*
 - *Recent Application Days at Mansfield Christian, Clear Fork, Galion, PCTC,*
 - *Recent Off-site ACCUPLACER Test Proctoring at Clear Fork, Galion, Mansfield Senior and Ashland High Schools*
- *Completed: FA25 Enrollment Increase - Following Fall-Session B Non-Attendance drops, **CCP Early College Enrollment for FA25 achieved the set goal of a 1% increase of***

both credit hours and individual student headcount. CCP/Early College remains well above prior year in all categories.



- Completed: *SP26 Enrollment Increase* – **CCP Early College Enrollment for SP26 has achieved the set goal of a 1% increase of both credit hours and individual student headcount. CCP Early College is above prior year in all categories.**

	SP26	% CHANGE to PY-FINAL Comparison to final figures of prior year for the same term
Applications	199	0.51%
Students Enrolled	1381	7.81%
Credit Hours	9787	16.47%
Avg CH / Student	7.09	5.02%

- What percent of total enrollment for SP26 is comprised of CCP Early College?

% of Total Student Count this term
53%

% of the Total Credit Hours this Term:
46%

10_ Academic Support Services (Center for Teaching Excellence)

Goal: Increase Canvas Master Courses by 50% (from 37 to 56) and engage one program from each division in course design review by June 2026.

✚ *CANVAS MASTER COURSES:*

✚ *59 Complete RNUR-2030 RNUR-3020*

✚ *COURSE REVIEWS:*

- EBC: · 0 courses*
- Health Science: · 6 courses · 2 in progress*
- Liberal Arts · 0 courses*

BUSINESS SERVICES

11_ Accounting Services

Goal: Collaboratively update 100% of financial aid and business office policies and procedures by

June 2026 and complete a comprehensive policy manual to support compliance and reduce barriers to enrollment.

- ✚ *For February, the Cashier's Office processed 613 payment receipts and 374 student refunds (200 checks, 49 credit cards, and 125 direct deposits).*
- ✚ *The Business Office approved 141 requisitions, created 154 purchase orders, created 39 blanket purchase orders, and processed 164 vendor checks.*
- ✚ *The payroll office processed 560 payments to employees.*

12_ Financial Aid Office

Goal: Collaboratively update 100% of financial aid and business office policies and procedures by June 2026 and complete a comprehensive policy manual to support compliance and reduce barriers to enrollment.

- ✚ *Continuously working on 26/27 student aid and FAFSAs and notifying them of eligibility.*
- ✚ *Reached out to all current TFS to remind them to complete 26/27 FAFSA.*
- ✚ *Working on ODHE financial disclosure requirement that is due at end of month*
- ✚ *Balance and Reconciliation: A large portion of this past week was spent trying to figure out why Colleague failed to send our transmitted loan file to the Feds. Our office did a lot of research, found out where the file was hung up in the outbox and resent it. We then had to wait for feds to receive the file before we could do reconciliation at the end of last week. All grant and loan amounts are reconciled and accurate.*

13_ Facilities Management

Goal: Complete all listed capital repairs and renovations, including Fallerius and Health Sciences buildings, by June 30, 2026, ensuring physical campus readiness for instructional needs and safety.

✚ Fallerius Renovation Project

- *Timeline Phase one March - April 2026*

- ✚ **Status Update:** We are nearing the completion of phase I of the Fallerius Renovation
 - *First and second coats of paint are being completed in areas along with existing doors*
 - *We received new doors on 2/3/26 and installation will begin the week of 2/9/26*
 - *Ceiling grid has been installed and is 100% completed, ceiling tiles being installed in 75% of offices and corridors.*
 - *Lighting fixtures are installed in all the offices and are wired 100% completed, lighting is 100% completed in the corridors, Vav's (Variable Air Volume) are installed for our HVAC*
 - *Case work has been built waiting for installation 3/4/26.*
 - *Carpet is installed in rooms and offices.*

- Flooring is being installed in the student area and corridor flooring preparation will begin 3/9/26.
- Flooring and ceiling demolition for phase two will begin 3/9/26

14_ Information Technology & Information Systems

Goal: Achieve and sustain a 60% call answer rate and respond to helpdesk tickets within an average of 3 work hours by June 2026 to improve internal and student-facing service.

✚ From 2-16-26 to 2-27-26

- Call Answer Rate: 36 completed out of 102 inbound calls – 35.3%
- Ticket Response Time: 4 hours 42 minutes

15_ Child Development Center

Maintain weekly enrollment tracking, document inquiries by funding source, and report on progress toward CDC expansion to support family access to on-campus childcare by June 2026.

Enrollment Tracking for the period ending February 27, 2026				
Class (Room)	Maximum Enrollment	Available Slots	Filled Spots	Notes
Adventure (39)	8	0	8	
Imagination (21)	8	0	8	
Puddles (24)	8	0	8	
Fascination (27)	8	0	8	
Journey (29)	21	0	22	Two Children are sharing a Part-time slot
Sunshine (32)	21	0	21	
Homebase	28	0	28	

Inquiries by Funding Source		
Private Pay 4 Additional Families Called (2 I/T & 2 PS)	PFCC/Voucher or Early Head Start or ODE Grant 0 Additional Families Called New PFCC Rules have/will continue to impact PFCC family's eligibility.	Unknown 2 Additional Family Called~ Wanted "drop in care"
Waitlist Families: Families who have been on our waitlist for 1 Day to 2.5 yrs.		
Private Pay Infant/Toddler 24 Preschool 10	PFCC/Voucher or Early Head Start or ODE Grant Infant/Toddler 5 Preschool 8	

Yellow Highlights show changes in family inquiries about enrollment since the last report.

CDC Expansion Summary

Narrative~
No Updates to Report.

16_ Development (Foundation, Major Gifts and Rentals)

Goals: 1) Raise \$442,560 in Emerald Club funds, add 2 new scholarships, and secure 2% growth in major gifts by June 2026. 2) Generate \$37,000 in rentals by June 2026 and finalize Preferred Partner rental packages and marketing materials.

Fundraising

- ✚ *Annual Scholarship application month is completed and the weekly Cedar Point ticket recipients have been awarded. Scholarships are being awarded and students will be notified in early April.*
- ✚ *Hall of Excellence billboards are live and videos are in process. The event is on April 16.*

Rentals

- ✚ *Rentals income FY26 \$39,611 FY27 \$3,475.00 Beginning to book for FY28 and FY29*
- ✚ *Income Generated other than Rentals FY26 \$35,416*

Foundation Nursing program nursing students covered Spring 26:

- ✚ *PN 14*
- ✚ *RN 20*
- ✚ *BSN 8*

17_ Workforce Development (Non-Credit)

Goal: Grow Workforce revenue by 5% and credit apprenticeships by 5% by June 2026 through new programming in maximizing Tech Cred, AI, leadership, and Unmanned Aircraft Systems (UAS).

- ✚ *AC/DC Technical Training at the Crawford Success Center has been completed, with 9 students successfully completing the course.*
- ✚ *Drone/UAS Community Cohort is in process.*
- ✚ *TurboCert programming is continuing at the Crawford Success Center, including 5G, Drone, FANUC, and NIMS training pathways.*
- ✚ *Employer engagement around apprenticeships continues, with active meetings underway to streamline and expedite the apprenticeship process for partner companies.*
- ✚ *Workforce Development is concurrently working with employers to design customized workforce training classes aligned with apprenticeship and upskilling needs.*

- ✦ *Ongoing coordination and planning focus is on expanding FY27 training opportunities, apprenticeships, and strengthening employer partnerships.*

18_ Crawford Success Center

Goal: Increase Crawford Center non-CCP headcount and credit hours by 5% each and raise \$35,000 in scholarships by June 2026.

- ✦ *Scholarships for Success: Happening on March 5 at the CSC*
- ✦ *High schools: Visits are in progress and a meeting is set with Galion leadership to expand the NCSC/CSC impact.*
- ✦ *TurboCert: The spring semester is halfway completed and student interest remains strong.*

19_ Institutional Research

Goal: Promote a culture of data-informed decision-making across the College by launching annual academic data reports, publishing at least four “IR Quick Bytes,” and providing ongoing data literacy training through a minimum of 10 office hour sessions and targeted presentations. Aim to reach at least 50% of full-time employees through these efforts and achieve a minimum of 25 combined views on video-based training content by June 2026.

- ✦ *On February 19, NCSC hosted a full-day DHSS meeting which brought together AtD, DataKind, and a wide range of NCSC participants—including strong representation from Academics, Student Services, and IR/IS/IIT. The session embodied DHSS’s commitment to **co-design**, creating space for participants to articulate what information and tools would most effectively support their work with students. This collaborative input is shaping a system designed to strengthen data-informed practices that directly influence enrollment, persistence, and completion.*
- ✦ *During the staff in-service, Tom Prendergast shared an overview of the DHSS initiative. This served to broaden awareness of and support for the initiative. IR contributed through consultation and through direct inputs from our new analyst, Mackayla Cox, reflecting our ongoing commitment to building data literacy and strengthening campus engagement with institutional data.*
- ✦ *Federal and state reporting continues to be a major component of IR’s work, reinforcing the College’s commitment to accuracy, compliance, and transparency—foundational elements of a strong data-informed culture.*

20_ Grants

Goal: Submit and secure at least three competitive grants of \$100,000 or more by June 2026 from diverse state and foundation sources.

21_ Human Resources

1) Conduct structured 30/60/90/6mo/1yr check-ins and two tenure-based focus groups to improve onboarding and employee engagement by June 2026. 2) Achieve at least a 90% completion rate for scheduled milestone check-ins with new hires. 3) Conduct 2 focus groups annually.

✚ *For the period of 2/14/26 – 2/28/26 100% of check-ins completed (3)*

✚ *New hires/new positions: 2/14/26 to 2/28/26*

- Amy Borders – 3rd Shift Custodian, Kehoe Center

22_ Marketing and Public Relations

Goals: Capture 1,320+ inquiries (10% increase), support app-like functionality on web, meet state/federal compliance (SB1), and maintain 100% timely updates of program info and responses by June 2026.

✚ *Inquiries through February 12th: 1,983*

✚ *Website: Updated posting for Facilities RFP/Took down rental information.*

✚ *Spring campaigns are being implemented now to support*

- *Smart Solutions campaign #2 has been launched, followed up with 2nd sponsored content*

✚ *Steve Haynes podcast series to explore the evolution and appeal of LA*

- *First two episodes ~~will record on Feb. 11th~~-Postponed. Will reschedule*

✚ *Numerous events are being supported for admissions, Crawford, the Foundation and AtD*

- *HoE event in April – video recording of honorees is progressing*
- *Scholarship event is March 5th*
- *Spring Counselors meeting is in the works*
- *Spring Visit days are being promoted*

✚ *Additional items of interest:*

- *There are a lot of community activities at this time of year. Thank you to everyone who has agreed to represent the College at these events.*

23_ Faculty Caucus

Goal: Increase faculty usage of Aviso notes by 8% and alerts by 5% by June 2026 and develop one small-scale faculty recruitment event pilot.

✚ *Discussed midterm grade and attendance submission and the importance of completing on time, and following up to confirm they were submitted*

✚ *Discussed different AI assistants*

✚ *Continue to encourage working with AVISO to submit notes and alerts*

24_ Staff Caucus

Goals: 1) Host all scheduled caucus meetings, increase internal staff engagement (communication and participation) rates by 25%, 2) organize a joint discussion with Faculty Caucus to explore customer service improvement and retention ideas by Spring 2026.

✚ *Staff Caucus update for this week would be that we completed our "State of the Union" survey to address staff concerns. Goal of the survey was to address concerns so we can move forward and create a more positive work environment, which in turn will lead to a better experience for our students.*

✚ *Our next meeting is on Wednesday, 3/11 at 10:00am.*