



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 6, 2025 to February 28, 2025

*** Next Report is due Friday, March 14, 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*

✚ *Presidents Day Visit completed*

✚ *High school visits are as follows:*

- *Attend JA inspire where over 600 students came through to the event*
- *Plymouth HS*
- *Fredericktown HS*
- *Pioneer Career Center*
- *East Knox Visit*
- *Ontario HS*

✚ *Continued work on adult learner ATD strategic enrollment plan/ attended ATD Dream Conference*

✚ *Admission representatives had 40 in-person/online admission appointments*

✚ *Hired Enrollment Specialist who will start March 18th*

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.*
- ✚ *Discussion exploring possible bachelor's degree program in future.*

Engineering Technology:

- ✚ *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*
- ✚ *Vacuum System unpacked and assembling begun as part of student project course*
- ✚ *Awaiting delivery of Smart Manufacturing Enterprise System expansion components*

Criminal Justice/Police Academy:

- ✚ *Spring 2025 Academy began on February 24, 2025*
- ✚ *Nine candidates referred from local law enforcement agencies*

General

- ✚ *New Coordinator of RICI programing hired for part-time position. Michael Futtty brings 30 years of corrections program experience with adult and juvenile populations.*
- ✚ *New IST Lab Technician hired. David Wright brings over 20 years of industrial maintenance and supervision experience*
- ✚ *High School student visits and tours scheduled for Lexington High School and St. Mary High School over the next week with more to come.*
- ✚ *Noncredit-to-Credit: Investigating potential of Industrial Technology certificate and coursework to align with industry recognized credentials and credit for prior learning. Reevaluating PLA Policy and procedures.*
- ✚ *ODHE RAPIDS for IST Lab improvements of PLC trainers and VFD trainers. Retrofitting current VFD trainers with operating funds and evaluating need for additional trainers. Awaiting Ohio Controlling Board release of funds to ODHE. After funds released to ODHE, NCSC can request the Ohio Controlling Board release the purchase order to the Vendor.*
- ✚ *Gathering potential candidates' interest for advisory board to evaluate Manufacturing Program offerings and course outcomes using OMA competencies study.*
- ✚ *The engineering project area reorganized and cleaned. Room 012 reorganized as engineering project materials storeroom. Project area organized and students are actively using it.*
- ✚ *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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Spring Courses Retention Goals			# day 12	current	% of retention
Course	Spring 2024%	% goal for 2025	1/28/2025	02/28/2025	
BIOL-1550	97%	97%	91	91	100%
BIOL-1730	88%	90%	32	32	100%
BIOL-2752	80%	85%	135	132	97%
PHTA-1090	NA	88%	3	3	100%
PHTA-1110	NA	88%	session B		
PNUR-2012	100%	95%	26	26	100%
RADS-1260	94%	95%	21	21	100%
RESP-1220	94%	94%	16	16	100%
RNUR-1050	89%	92%	79	79	100%

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

 The applications as of 02/25/2025 are listed below. Even though the HS division enrollment goal does not begin until March 1st, four programs (BSN, Registered Nursing, Radiology and Physical Therapy Assistant) have already met their March goals. Last year at this time, our total apps totaled 140 and we currently have 161 applications. This is a 13.1% increase in applications submitted to date.

HS Enrollment Goals						
HS Program	Max #	Applications submitted	2025 % total and # of apps= goal		Current	to date
			3/1/2024	3/1/2025 Goal %	Goal #	2/27/2025
LPN/RN ART	32	18	63% of max	20	1	3%
BSN	FT 15	0	33%	5	5	33%
RN	88	47	58%	51	58	65%
PN- PM/SU	32	24	82%	26	25	78%
PN- Trad/FA	24	4	33%	8	4	16%
PTA	20	NA	40%	8	9	45%
RADS	22	22	100%	22	52	100% +
RESP	24	6	33%	8	7	29%

04_ Liberal Arts Division

- ✦ Degree planning review will start week of 3/3
- ✦ ME.BAS students will be reviewed for possible ME.AAS awarding, development of future plans to capture these students underway
- ✦ Session A Final Grade and Session B First Week announcements will be sent soon.

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 – 4 students in attendance during reporting period
- ✦ Number of referrals to TRIO via Aviso Engage since start of term = 37
- ✦ Two students completed academic evaluations during reporting period as part of retention efforts

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 2/09 to 2/22: Visits = 99; Hours = 124.58; Unique students = 64
- ✦ Number of referrals to Tutoring via Aviso Engage since start of term = 39
- ✦ Spring 2025 Tutor Schedule available (Click [here](#) for the current schedule)

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

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

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.

- ✦ Green Bandana Project workshop: 3/18/25 from 10 – 11 AM in Health Sciences
- ✦ 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 7 focus is on test anxiety - Transform Test Anxiety into Your Superpower!”

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 4 Alerts/Referrals for the time period of 02/09 to 02/22
- ✦ Registered 3 new students for accommodations for the time period of 02/09 to 02/22

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 = 22 ; Number of calculators lent out = 10*
- ✚ *Number of referrals to Resource Navigator via Aviso since start of spring term = 12*
- ✚ *Weekend Food Box program resumed on 1/30/25; 21 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 8450 credit hours; Continuing B Session enrollment for available seats.*
 - *Continued B Session registration*
 - *Continued with school partners – nearing 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 – Annual 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 Ontario, Galion, Cypress, homeschool cohort in Crawford Co. and Mansfield Christian, as well as conducted our first meeting with Ontario parents for the Ontario Business Pathway Partnership with NCSC (Fall 25 cohort).*
 - *The CCP team continues review of processes related to Spring semester A and Standard course launch, to celebrate the successes and discuss the challenges, and revise resources where needed.*
 - *Commenced – 2025-26 CCP Application Days and ACCUPLACER ramp up for Fall 2025 Applicants (at the high school sites):*
 - *Pioneer Career Technology Center, Celeryville Christian Academy, and Loudonville HS.*
 - *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 from 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.*
- ✚ *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**

- *REVIEW SCHEDULED (June 16- 23): Radiology 2 new Courses TBD (leads: Dorie Ford & Heidi Chambers)*



✚ **YET TO BE SCHEDULED: CTE has been notified the following departments have course(s) to be reviewed for Fall:**

- *Engr Tech, Business & Criminal Justice (EBC):*
 - *Engineering (BASMET) will select courses based on needs for ABET accreditation.*
- *Health Sciences:*
 - *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*
- *RNUR-2050**
- *RNUR-4030**
- *HMSV-1090*
- *HMSV-1150*
- *HMSV-2110*
- *ITEC-1610**
- *ITEC-2701**
- *Courses in progress:*
 - *ACCT-1030*
 - *ACCT-1052*
 - *ACCT-2050*
 - *BIOL-1101 OER**
 - *CHEM-1210*
 - *COMM-1010 OER*
 - *COMM-2030 OER*
 - *ENGL-2050*
 - *HMSV-2030**
- *Courses requested but not started:*
 - *HMSV-1030*
 - *CHEM-1220 OER*
 - *HMSV-2110*
 - *PSYC-2030*
 - *HMSV-1020*
 - *HMSV-1030*
 - *HMSV-2150*

✚ **OF NOTE:**

- *Teaching with AI (Bowen & Watson, 2024) Faculty Book Club with 11 Faculty Members kicked off 2/19 & will meet bi-weekly on Zoom through 4/30.*

- *CTE Instructional Design staff have been asked to co-present a 'Teaching with AI' presentation Nov. 4 at OhioHealth's Learning Week.*

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.*
- + *73 accounts were turned over to the Attorney General's office for collections for Fall 2024. The total amount turned over was \$84,461 and \$37,672 was due to Title IV federal aid recalculations.*

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.

- + *Completed SAA and VA approval documents to get the college approved for another year.*
- + *Continues 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 Foundations schools applicants who have not done their FAFSA.*
- + *Emailed all FA2026 admission applicants who have not completed a 25/26 FAFSA.*
- + *Emailed all advisors lists of students who need to take summer courses for their TFS.*
- + *Only seven 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

VR Lab Health & Science

✚ Timeline 2024/2025

- ✚ *A proposal has been drafted by MacMillan engineering and company, Design phase completed and in the process of review.*
- ✚ *Timeline: 3/10 Send documents to bidders*
- ✚ *3/13 Pre-Bid Meeting*
- ✚ *4/2 Bids Due*

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 those remaining began on 8-26-24 and has been progressing since. We have 6.64K users pulled into the Duo admin panel. Of those 3.38K 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 the next starts this weekend. Our focus is on reporting and going through the errors from the first clone.*

Cyber threat weekly article thing -

Useful Tool for Everyone

"Have I Been Pwned" (HIBP) has added 284 million stolen accounts to its database, which were harvested by infostealer malware. The data was discovered on a Telegram channel and forms part of a larger 1.5TB dataset containing over 23 billion records of compromised email addresses and passwords. Among these, 244 million passwords were found, many of which had not been previously reported in other breaches. To verify the legitimacy of these records, password resets were attempted for some of the exposed email addresses. Additionally, HIBP has introduced new APIs that allow organizations to search these stolen logs to identify compromised credentials.

14_ Child Development Center

Maintain full enrollment.

<i>Date~ Week of 2.28.25</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	9	<i>Two families sharing one spot</i>
<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	21	
<i>Sunshine (32)</i>	20	0	20	
<i>Homebase</i>	28	0	28	

15_ Development (Foundation and Workforce)

Increase Enrollment and Retention by delivering on 5% increase targets

Foundation and Development

- ✚ *Fundraising goal - \$480,000, \$488,000 YTD*
- ✚ *Increase annual gifts by 5% - Ahead YTD by 10%, new gift for our Scholarships for Success*
- ✚ *Increase scholarships provided by 5%. Two new scholarship funds, one for the Drone program and one for the Cyber Security program have been received*
- ✚ *Launch and provide funding for the hospital LPN to RN cohorts and long-term care cohorts - \$105,000 requests have been submitted*
- ✚ *Scholarships for Success is sold out on March 6 and will feature our new Legacy Wall, with Tina Husted doing the unveiling*
- ✚ *The Hall of Excellence is on Thursday, April 12*

Major Gifts

- ✚ *Grant application in process*
 - *Shelby Foundation - \$10,000 update Ralph Phillips Conference Center IT equipment*
 - *Ashland Chamber - \$2,500 Supervision & Leadership Trainings in Ashland*
 - *Ashland Community Foundation - \$15,000 Supervision & Leadership Trainings in Ashland*
 - *TE Connectivity - \$3,000 Scholarship*

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 will officially be 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.*

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

- ✚ *Generated appointment with Crestline Superintendent in collaboration with Caree & Chris, opportunity for 25/26 school year CCP implementation*
- ✚ *Partnered with Galion Career Coach- generated visit for 7 student applicants & NCSC Foundation scholarship completion*
- ✚ *Hosted CCP Application Day on February 24 with Crawford Home School Group in collaboration with CCP – 3 families attended*

Scholarships for Success- \$35,000 target, March 6

- ✚ *Final preparations for the event in place, March 5 walkthrough*
- ✚ *16 table sponsors for 100% capacity*

Workforce Engagement Support

- ✚ *Timken Manufacturing Lab- Timken meeting 2x/week*
- ✚ *Hosted Leadership & Supervision I: 32 participants*
- ✚ *Baker's Pizza/Old 30 BBQ Partnership- Planning next steps for college credit opportunities, workforce trainings to be hosted at the CSC on Mondays in April*

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.*
- ✚ *Ongoing work with an OACC group that is exploring best practices to improve data literacy.*
- ✚ *Good discussions at 2/28 in-service around data access and data literacy.*

18_ Grants

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

- ✚ *Facilitating reporting deadlines for state grants including RAPIDs, Mental Health and Talent Ready.*
- ✚ *There is currently a pause on nearly all federal and most state grants due to the presidential transition and upcoming state budget, thus focusing more time with Institutional Research and other projects.*

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: 2/16/25 – 3/1/25

- ✚ *Austin Paramore – part-time Custodian*
- ✚ *David Wright – IST Lab Technician*

- ✚ *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 38 web form inquiries since the last report. **Total is now 1,398 for FY25.** Web chat inquiries added a total of 554 chats and calls through January 15, 2025.*
- ✚ *Support the development of processes and communication streams as we move inquiries toward application and registration*
 - *Working on a special campaign for HMSV using grant dollars*
- ✚ *Spring promotion is in process supporting, in part:*
 - *Special events, e.g. open houses, visits, CCP nights, financial aid nights, and more*
 - *Foundation events – Scholarship for Success, Legacy of Leadership, Hall of Excellence*
 - *New signage up in Kehoe and Crawford (Below)*



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.

- ✚ *Shared the feedback and conversation regarding the advising policy and requested sample emails to send to advisees*
- ✚ *Jason Tucker joined the meeting to discuss the 'new' QM process and the expectations of that. He encouraged faculty to reach out to him if we have questions*
- ✚ *We invited Toni Johnson to attend an upcoming faculty caucus meeting to discuss the ecampus bookstore since it is new to us all*
- ✚ *Continue encouraging using Aviso and putting in notes with 48 hours of student contact (with advisees)*

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.

- ✚ *Staff Caucus will discuss the fourth category for possible improvement (Cross-Training Staff) at the next Staff Caucus meeting on March 11, 2025.*