2022-2023

President's Bi-Weekly Report

For period March 6, 2023 to March 17, 2023

*** Submissions for the next update are due **Friday, March 31, 2023***

01_Campus Emergency Response Team (CERT)

Accomplishments toward Strategic Projects *(Reported by Keith Stoner)*

Strategic Project: Preparation and Avoidance on everyone's part to live with COVID and start preparing for other emergencies, with the goal of staying open, serve the needs of students effectively, efficiently and safely.

- *Training:*
  - *Gave Vulnerability form to CERT Committee to fill out from their perspective*
  - *Don Wallis is offering a tabletop training opportunity on a date in June.*
  - *Need AED serviced in CDC. Keith will follow up with Cintas.*

Academic Services

02_Business, Industry, and Technology *(Report by Dan Wagner/Vince Palombo)*
Accomplishments toward Strategic Projects

Strategic Project: What did we Expand? How will we continue Expanding in programs and enrollment? What is next for Expansion?

- *ACBSP accreditation visit occurred March 5-8*

- *We have completed an apprenticeship video for the Department of Labor scaling apprenticeship grant with an emphasis upon our partnership with Women in Sustainable Employment (WISE Pathways)*

- *We have received an extension of our scaling apprenticeships grant to 6/30/24*

- *Dan has been seated and is co-chairing the TAG Panels for Intel's Intro to Manufacturing and Intel's Vacuum Systems*

03_Health Sciences *(Report by Melinda Roepke/Leesa Cox)*
Accomplishments toward Strategic Projects

Strategic Project(s):
a) Access: campus visits for 8th through 12th Grade Students targeting tech/science programs
b) Success: Increase Retention in all programs and foundational science courses by 10%

c) Resources1: Reduce Student Debt by identifying one OER book per department to replace a required textbook for fall 2023.
d) Resources2: prepare a balanced 2023 budget proposal in all departments of Health Science as impacted by enrollment and retention

> 🞣 *Nothing to report*

04_Liberal Arts
Accomplishments toward Strategic Projects

Strategic Project(s):
a) Faculty to identify scaffold strategies in English and Math courses to reduce rate of withdrawal and failure (primarily online sections); and monitor/improve at end of semester.
b) Management and Program Coordinators will ensure all adjunct faculty embed the identified scaffold strategies; and all, including tutors, are prepared to implement scaffolds.
c) The target goal is 50% reduction in withdrawal rates over the 2022-2023 academic year.

> 🞣 *Productive meeting held with education department at Ashland County-West Holmes Career Center concerning transfer into NCSC.*

> 🞣 *Work resumed on efforts to get external certification of numerous divisional courses.*

> 🞣 *Math Department looking into strategies to improve co-requisite and developmental courses to improve retention and completion.*

05_Academic Quality and Compliance (Accreditation, Assessment, Curriculum) *(Report by Gina Kamwithi)*
Accomplishments toward Strategic Projects

Strategic Project: Accreditation: Through participation of college members, with focus on quality and assessment, submit a detailed, concise, and accurate Assurance Argument to HLC one month PRIOR to the lock date i.e. submit by Thursday, June 1, 2023.

> 🞣 *The college deployed the CCSSE survey in February. It is still open. As of March 17th 104 students have responded. We will be sending a new email out to the students on "B" session on Monday.*

> 🞣 *Please note, any help that can be given will be accepted in terms of nudging students to complete the survey, ideas we can use in emails to connect with students, techniques you have found useful to increase response rates when deploying surveys.*

06_Center for Teaching Excellence *(Report by Toni Johnson/Michael Welker/Pam Ratvasky)*
Accomplishments toward Strategic Projects

<mark>Strategic Project</mark>: Maximize student retention. Collaborate with each academic department and program to provide targeted programming to enhance student retention & success through instructional design (including standard Canvas blueprint) & pedagogical support; and promote adoption of OER in every program.

- *Prepping Student 2023 Flashlight survey to gather data to determine impact of follow-up/ Implementation of Success/Retention enhancement Instructional Support Plans & capturing local teaching success/ retention excellence exemplars & embedding in relevant Faculty Hub tips/ how to resource pages.*

- *Shared with NCSC students & all faculty free OER textbook savings of $506,000 (avg $31k/ semester) since 2018 - Spring '23.; Ran an anonymous NCSC Student survey on what free textbooks has/ would mean (t) to students & shared some highlights with faculty; Shared OhioLink OER conversion grant opportunity with Faculty; Found viable and free to the college pathway for on-demand hard copy printing of free OER texts via printme1.com*

07_TRIO, Solutions, and Tutoring Support Services *(Report by Toni Johnson/Barb Keener)*

Accomplishments toward Strategic Projects

<mark>Strategic Project</mark>: Increase Student Engagement through <u>consistent</u> scheduling to recruit & support TRIO members (2 activities/month); and increased "tutoring touch" through embedded tutoring and individual visits (virtual & in-person) across the student journey.

- *No report*

Student Services & Institutional Effectiveness

08_Admissions & Enrollment Management *(Report by Laurie Jackson)*

Accomplishment toward Strategic Projects.

<mark>Strategic Project(s)</mark>: Increase Enrollment & Retention
a) Increased outreach to current and prospective HS students by the following activities

- *We are trying to keep foot on gas with surging increase of Hispanic students – up 30 this spring.*

- *Group of students visiting from Willard on April 11 (tentative), and we are doing a FAFSA/Admissions night April 24th at Willard library with Starting Point helping to promote and provide translation services.*

- *We have sent template copy to marketing for a high-level dual language flyer.*

- *We are ramping up for fall at ACCA/Ashland. We will be mailing out hundreds of hardcopy flyers to advocates to pass around. Also, we are awaiting confirmation from ACCA to hold a special Admissions/Industry night on May 2nd.*

- *Health Science is presenting this month at GEAR UP at Mansfield City, and several events planned for rest of spring/summer.*

- *We have increased our follow up efforts with inquiries and applicants (Phone calls, emails, and texting) encouraging them to send in materials to move to advising.*

- *Crawford County Success open house was a success and resulted in the following:*
  - *15 student prospects + 15 guests*
  - *5-6 applications*
  - *8 FAFSA completions*
  - *10 nurse prospects that had the chance to meet with Melinda*

- *Sent additional postcards and text reminders for open house and we are up to 40 registrations between Kehoe and Main campus.*

b) 400 Tuition Freedom Scholarship applications to be completed by students with a 50% conversion rate for registration.

- *We were actively tracking 577 students as of this week.*

- *We have 32 contracts returned, 164 of these targets that have applied to the college, 111 that have sent in current transcripts and 100 with FAFSA.*

- *This week we sent 20 conditional offers for CTE only students, and Madison just sent in a load of transcript that will probably result in another 10 offers.*

- *We plan to continue pressing TFS in the schools, directly through text/email, and through postcard reminder*

09_Crawford Success Center *(Report by Nathan Harvey)*
Accomplishments toward Strategic Projects

Strategic Project(s): Increase Enrollment & Retention

a) 2% increase of completed general applications from each Crawford County high school

APPLICANT LISTS for 6 County Service Area *(Crawford, Huron, Marion, Morrow, Seneca and Wyandot)*

General Applicant ongoing transition services (Phone call, text and email etc.)

- ✦ ***Spring, Summer and Fall 2023*** *non-CCP applicants for **6 county service area** (currently in progress through transition services)*
    - o *SP 2023: 164 (Complete)*
    - o *SU 2023:   58*
    - o *FA 2023: <u>127</u>*
    - o *Total: 349*
    - o *98% have received 1-3 phone calls and/or corresponding text message/email*

ONLINE APPLICANTS *(100% online programs) for All NCSC Counties*

ONLN Applicants ongoing transition services (Phone call, text and email)

- ✦ ***Spring, Summer and Fall*** *2023 non-CCP **ONLN applicants** (currently in progress through transition services)*
    - o *SP 2023:   98 (complete)*
    - o *SU 2023:   38*
    - o *FA 2023:   <u>48</u>*
    - o *Total: 184*
- ✦ *95% have received 1-3 phone calls and/or corresponding text message/email*

PRACTICAL NURISNG *Applicants*

- ✦ *Special emphasis on contacting applicants for SU/FA PN Cohorts in Bucyrus and Mansfield*
- ✦ *Promotion and communication of TEAS Test Prep options and Testing deadlines for summer evening PN Cohort.*

Special Applicant Promotion Campaigns

- ✦ *Special TEXT/email campaigns (Former PN applicants to promote Summer PN Cohort, TEAS test preparation workshops/tutoring, and March Open House promotion,*
- ✦ *Continue Summer and Fall applicant contacts for 6 county service area and ONLN applicants*
- ✦ *Various special promotions and follow up for practical nursing in cooperation with PN Success Coach*
- ✦ *Continue FAFSA Completion campaign and FAFSA Completion Workshop on March 15*

SOCIAL MEDIA
- ✦ *Promotion of GED program and other Crawford Success Center programs/services*
- ✦ *Continue promotion of summer and fall enrollment including FAFSA Completion Workshop at CSC and Open House events.*
- ✦ *Special Campaign for Practical Nursing summer (evening and fall cohorts)*

Strategic Project 2: Increase Practical Nursing Applicants to get to Enrollment of 16 students

- *Encouraged CSC Open House Participation for PN Program*
  - *Generated 10 nursing prospects*
  - *FAFSA completion for summer cohort and traditional cohort*

Strategic Project 3:

Increase Bucyrus High School's Applicants to 12 students

- *Visiting Bucyrus seniors in February in collaboration with Park National Bank*
- *Hosted application day visit in February and generated 3 general applications and 5 CCP applications*
  - *Encouraged NCSC scholarship month in February*

10_Student Success Center and Retention Services *(Report by Monica Durham)*
Accomplishments toward Strategic Projects

Strategic Project: Focus on retention by expanding awareness of available basic needs supports among all students, building a culture of caring and leading to improved academic performance, retention and completion.
- *Total # of Resources Shared via Aviso Engage Since Start of Term: 20*
- *Total # of Referrals Made to On-Campus Supports via Aviso Engage Since Start of Term:*
  - *Career Services = 5*
  - *Child Development Center = 1*
  - *Counseling = 5*
  - *Disability Services = 7*
  - *Internships = 5*
  - *Retention Services= 38*
  - *Solutions = 2*
  - *Testing = 1*
  - *TRIO = 34*
  - *Tutoring = 10*

11_College Credit Plus (CCP) *(Report by Caree Bash)*
Accomplishments toward Strategic Projects

Strategic Project: Increase Enrollment through Pathways. Increase visibility and student utilization of pathways from CCP/CTE into North Central State College and after NCSC; ultimate focus is supporting student *to reach their end* goals: credentialed, certificate, applied degree to employment, transfer to bachelor.

- *Continued CCP Information Sessions at partnering high schools for 2023-24 CCP enrollment: Crawford Success Center, Clear Fork, EHOVE*

- *Continued presence at high school partner sites to support CCP students hosting application, advising and testing for 2023-24: Colonel Crawford, Plymouth, Pioneer*
  Continued milestones achieved on updating CCP webpages, including restructuring of landing page and subpages, with connecting links to internal and external resources

- *Continued work in conjunction with school district partners to leverage pathways into NCSC for current high school students/early college (CTE and CCP credits)*

- *Continued development of pathways materials to be included in advising and registration sessions and information and recruitment sessions for SP23 and AY 2023-24: web and print; Collaboration with Marketing department to revise and update CCP program viewbook, highlighting pathways and crossover with CollegeNow programs.*

- *Continued work in conjunction with OACC project team on digital templates to serve as guided pathways resources: Literature Review and Data Review*

- *Completed: Search for candidate to fill the CCP Advisor/Success Coach position: Stephany Elgin has joined the CCP Team*

12_Registrar (Student Records Office) *(Report by Brad Dunmire)*
Accomplishments toward Strategic Projects

Strategic Project: Promote Enrollment by increasing speed of service and office efficiency related to processing high school and college transcripts.

- ***College transcripts:*** *17 were evaluated since the last report, all transcripts have been evaluated well within the one-week goal.*

- ***High School transcripts:*** *A total of 88 traditional students have been accepted for the upcoming summer and fall terms since the last report. All high school transcripts have been processed within 24 business hours.*

13_Financial Aid Office *(Report by Amanda Kaltenbaugh)*
Accomplishments toward Strategic Projects

Strategic Project: The primary goal of the Financial Aid Office is to provide financial support and resources to help students achieve their educational goals by seeking, obtaining, and making the best use of all financial resources. The Financial Aid Office will utilize continued service and technological advances, internally and externally, to provide students every opportunity in pursuing and continuing their education while maintaining behaviors and standards of professional values and conduct.

- *Sent reminders to all current TFS students on the rules and requirements to maintain their scholarship for the 2023/24 school year.*

- *Sent out email reminders to everyone that admission's office has offered a TFS for FA2023 and encouraged them to return their signed agreement and apply for aid.*

- *Reached out to all SU2023 and FA2023 applicants on how to apply for financial aid.*

- *Reached out to all prospects who signed up for an Open House event on how to apply for aid.*

- *Attended the Crawford Open House event and assisted five students with FAFSA completion.*

- *Created a financial PowerPoint for upcoming open house events.*

Business Services

14_Accounting/ Controller's Office *(Report by Michele Schaad)*
Accomplishments toward Strategic Projects:

Strategic Project: Focus on Student Retention by monitoring outstanding student account balances, checking for hold restrictions or balances that would prohibit future registrations, and reaching out to those students with communications about options available to them.

- *Hold restrictions and student account balances are being reviewed on an ongoing basis.*

- *Balance due notifications for restrictions to priority registration will be going out on March 17th and March 24th.*

15_Facilities Management *(Report by Lori McKee)*
Accomplishments toward Strategic Projects

Strategic Project: Increase enrollment & retention by enhancing the health and well-being of students and employees through top notch care, clean and welcoming campus, and a good working environment.

- *Boiler / Chiller project – bids will be opened on Thursday, March 23rd. Once this is complete, the equipment will be ordered.*

- *Generators – Meet with architect and provided information for electric usage at the CDC. The lead time for the generators for Kee and Health Sciences is 24 weeks. Waiting on lead time for the CDC generator based on the size needed.*

🔸 *Windows / Doors – Meeting with consultant on Tuesday, March 21ˢᵗ to look at the project and put together a timeline.*

🔸 *Fallerius Renovation – Received documentation from consultant to submit to controlling board to hire architect.*

🔸 *CDC Room 39 – Remodel construction will begin on March 27ᵗʰ.*

16_Child Development Center *(Report by Wendy Thompson)*
Accomplishments toward Strategic Projects

Strategic Project: Support increasing enrollment and retention at NCSC by expanding available early childhood education services at the Child Development Center.

🔸 *Nothing to Report*

17_Information Technology Services *(Report by Paul Allen)*
Accomplishments toward Strategic Projects

Strategic Project: Support increasing enrollment & retention by upgrading the Wireless Local Area Network (LAN), and installing new Wireless Access Points.

🔸 *As part of our efforts to remediate existing security vulnerabilities the IT department has created new file shares and security groups and data is currently being migrated to the new shares. Individuals/Users H:/ drive data is also being migrated to One Drive. Once required data is migrated the next phase will be to implement file level encryption to protect all of our data stores. We have reviewed the IBM Guardium solution and a quote is forthcoming. IBM Security Guardium Data Protection | IBM*

🔸 *We will also be starting our security risk assessment with interviews beginning on April 4ᵗʰ, and 5ᵗʰ and the final workshop on the 11ᵗʰ. NCSC is partnering with GreyCastle Security to conduct a Risk Assessment as required by GLBA compliance.*
The goals of the project are:
- *Identify weaknesses in organizational security and deviations from industry standards.*
- *Prioritize security vulnerabilities based on a formal risk assessment.*
- *Promote security and compliance awareness and recommended practices.*

🔸 *We have also been working on our network infrastructure upgrade. The Cisco switch gear is end of life and needs to be replaced ASAP because the equipment will no longer be supported which presents a big problem if failures occur and it is also a security risk because there will no longer be any further software/operating system patches/updates. The core switching has been purchased and a plan is in progress for replacing those devices. We have right sized*

access and distribution switches and have received the quote and it will cost approximately $722,000 to upgrade the rest of our network.

- *We also need to start purchasing desktop computers to prepare for Windows 10 retirement. Approximately 300 systems will not support Windows 11 so we will need to refresh approximately 100 systems each year over the next 3 years costing $132,000/yr.*

18_Information Services & Institutional Research *(Report by Sheila Campbell)*

Accomplishments toward Strategic Projects

<mark>Strategic Project</mark>: Support increasing enrollment & retention by providing data to departments across campus used for decision making purposes, including data about applicants, enrollment, retention, and graduation.

- *Ongoing, Long-term project to review end user system access, including initial system access request procedures.*

- *Ongoing, Long-term project to review Report Manager, including report request, development, design and deployment protocols.*

President's Office

- On March 3, Dr. Diab and Dr. Gray participated in the Ohio Open Education Collaborative (OOEC) Update Project Kickoff meeting. Our statewide leadership (administrative and fiscal) on this Open Education Resource grant ($1.3M to provide free online course materials for students) is paying off. There are 15 Ohio community colleges, two universities (OSU and Ohio Dominican), Ohio Association of Community Colleges, OhioLink (library for course repository) as members in the partnership. The savings for the students in textbook costs included $506,000 at NCSC between Fall 2018 and Spring 2023. Without including last year's data that is still being assembled for state institutions, the textbook costs savings were $12.5 million, for 104,233 in student headcount between 2019 and 2021.

- On March 14, and along with trustees McElfresh and Morando, Dr. Diab advocated with our state representatives and senator for Ohio community colleges and North Central State College for more equitable distribution of funds for the following reasons:

  1. 70% of total new higher education spending is going toward bachelor degrees, and only 30% toward associate degrees

  2. New companies coming to Ohio with Jobs Ohio Projects require 70% in community college certificates and associate degrees (not 30%)

3. We educate nearly 40% of undergraduate students, yet we receive only 23% of the total SSI funding

➕ Other points that were shared with our representatives include: create an Ohio Workforce Ready Grant, separate the State Share of Instruction (SSI) for colleges from that of universities, provide state support for workforce training, create innovative pathways in College Credit Plus for in-demand jobs, and continue to support wrap-around services for students.

19_Human Resources *(Report by Doug Hanuscin)*
Accomplishments toward Strategic Projects

Strategic Project: 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 from 2/22/23 – 3/16/23*

- *Michelle Moore, Administrative Assistant, CDC*
- *Rod Stratton, IST Lab Technician*

20_Development (Foundation, Grants, Workforce, Government Relations) *(Report by Chris Copper)*
Accomplishments toward Strategic Projects

Strategic Project: Meet or exceed 100% of the fundraising, scholarship, workforce, and grant targets, and ensure strong communication to the community of the resources available for student completion. Increase major gifts/scholarships/new donors by 10%; workforce revenues by 10%; and grants by $500k or more.

➕ *Major gifts are at $550,000 on a $400,000 target.*

➕ *The employee campaign will be launched Monday April 17 and contributes to the Emerald Club. There will be Cedar Point tickets, gift cards, prizes, and special recognition for employees that contribute.*

➕ *Workforce revenue is on pace to exceed the target by 10% with the increase of new Supervision and Leadership classes in Wyandot and Huron County.*

➕ *Events are on target to exceed to meet the FY23 target.*

➕ *A new grant a part of a consortium led by Ashland University is in the development phase and an opportunity to build upon our positive community relations.*

21_Marketing & Public Relations *(Report by Keith Stoner)*
Accomplishments toward Strategic Projects

Strategic Project: Focus on enrollment by expanding our reach beyond "known" prospects and personalized communication (broaden reach geographically, focus messaging to meet prospects contextual needs, implement personalized websites to prospects, we are all recruiters)

- *Spring promotions are underway. Traditional media, digital ads, social, email, smart solutions and collateral are all underway.*

  - *Subjects include: CCP, Foundations Scholarships, Visit Days, Workforce, Ashland/ACCA, Crawford/ LPN and Scholarship for success.*

- *Attended multiple meetings with other Marketing folks from OACC partners to help shape marketing for recruitment of students who will train to meet the needs of new business development across Ohio – Intel, Honda, VW/Audi, and more.*

- *Working with RichlandSource to convene community leaders to explore a potential new Solutions Journalism project for the importance of education and how it supports and drives economic development.*

- *Congrats to the Foundation for a successful Scholarships for Success event.*

- *Aculog continues to be a pain point for allowing access to catalog information which populates program pages on the website. Toni Johnson is working with Aculog and our folks.*

- *Community survey closed on Feb. 28th. Gina is compiling results.*
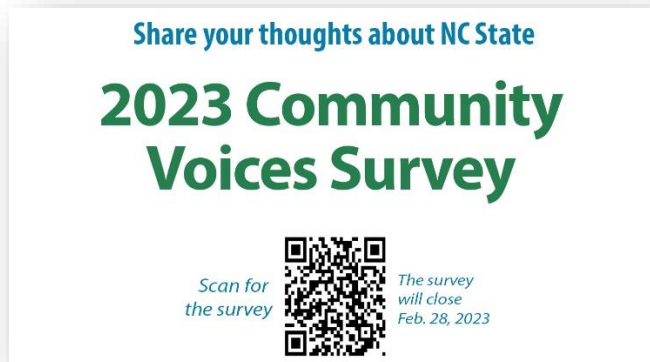
22_Faculty Caucus *(Report by Sara Rollo)*
Accomplishments toward Strategic Projects

Strategic Project: Improve communication between faculty and staff and faculty and students, by reaching out to or inviting to meetings key departments within the College to learn about processes and help in increasing enrollment; and increase faculty usage of College systems (Aviso, Canvas…) to increase student success.

- *Mike Welker reached out to join the next Faculty Caucus meeting to discuss upcoming changes to Canvas start/end date to help with issues that arise (which impact students) when an integration batch is complete*

- *Monica Durham to attend an April meeting to discuss Aviso and to help encourage the faculty usage of Aviso*

23_Staff Caucus *(Report by Brandon Stover)*
Accomplishments toward Strategic Projects

Strategic Project: Staff will contribute to student enrollment (access) and success by providing our colleagues and students with a caring mindset and exceptional customer service, through training, and by representing the College at all times (on the clock, or not). Employees are ambassadors of the College every day; we will strive to represent it well.

- *Staff Caucus is actively coordinating and collaborating with the Human Resources Office regarding the Staff Caucus role in forming staff hiring committees, as outlined in college policies and procedures.*

- *Staff Caucus met for the March meeting, and actively discussed various topics, including ideas for the upcoming Fall In-Service Day, staff/supervisor performance evaluations, and work schedules during the Summer.*

- *Staff Caucus is continuing to send regular reminders to staff on upcoming Staff Caucus meetings and information on discussion from prior meetings, to improve staff communication in general.*