

# President's Bi-Weekly Report

For period March 8, 2021 to March 19, 2021

*\* Submissions for next update are due Friday, April 2, 2021*



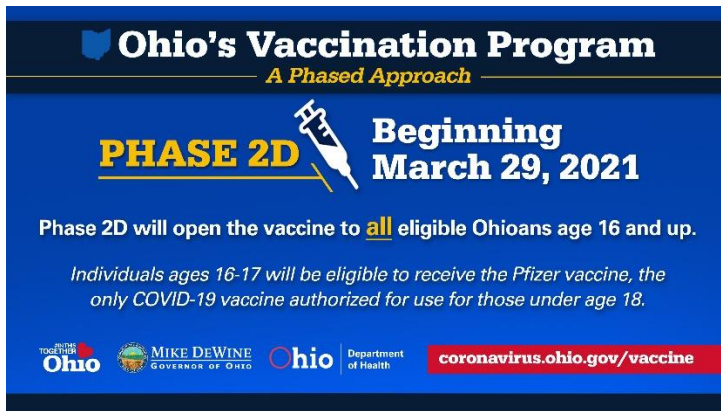
# 01\_Campus Emergency Response Team (CERT)

## Accomplishments toward Strategic Projects

### **Strategic Project 1:**

Effectively react and implement needed changes for the COVID-19 pandemic as they relate to NC State and the safety of our students and employees. Update the CERT manual and place it on a shared drive accessed only by the CERT team.

- ✚ On Monday, March 29, 2021, all Ohio Residents 16 years old and older are eligible to receive the vaccine.



Positive COVID cases through 3-16-21:	Students	Faculty (FT & PT)	Staff (FT & PT)
Total cases to date	41	12	9
Active cases right now	0	0	0

**Strategic Project 2:** Strengthen response plan to natural or human-made crises through training and tabletop scenarios, communication, and building relationships with first responders.

- ✚ EOP review is in process.
- ✚ Mansfield Fire would like to discuss making fire safety videos on our campus.
- ✚ Tabletop presentation planned for March 23<sup>rd</sup> CERT meeting.

# Academic Services

## **02\_Business, Industry, and Technology**

### Accomplishments toward Strategic Projects

✚ *Nothing to Report for this period*

**Strategic Project ACCESS:**

- a. Substantially increase the number of courses/programs available and delivered in hybrid format or fully online (complete by June 30, 2021)
- b. Certificates:
  - i. Review certificate inventory for enrollment and need (complete by June 30, 2021)
  - ii. Develop new 15-hour electrical cert to align w/Career Centers' strong electrical curriculum, and send to curriculum Committee in Fall 2020.
  - iii. Develop on-line Coding Cert (determine credit/non-credit and length) – complete by June 30, 2021
- c. Increase participation of women and minorities in BIT programs 2% - fall 2020 vs. fall 2021

**Strategic Project SUCCESS:**

- a. Increase completions 1% Fall 2020 – Spring 2021 compared to previous year, and Fall 2020-Fall 2021 compared to Fall 2019-Fall 2020.
- b. Improve course review including QM additional 5% + set benchmark.

**Strategic Project RESOURCES:**

- a. IT / ENGR integration in relevant curriculum;
- b. Seek grants to support strategic goals min. \$100,000 by June 30, 2021.

## **03\_ Workforce & Non-Credit**

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:**

Expand training and apprentices in both number and occupation (manufacturing, IT, business, plastics). Recover apprenticeships post Covid, implement Plastics Technology apprenticeship, increase number sponsored by the college. Increase apprenticeships by 15%.

✚ *Discussion started with Next Generation regarding apprenticeships in Elec. Maintenance and continue to discuss apprenticeships in Plastics Technology.*

✚ *State budget discussions include workforce and earn and learn models (such as apprenticeships) look promising for fiscal support for these programs.*

**Strategic Project 2:**

Promote customized training and increase company awareness to assessment and testing resources available through the College. Increase workforce revenue by 15%.

- a. Implement online delivery of a) supervision/leadership' b) MS Office; c) promote MindEdge curriculum - implemented by Jan. 01/2020
  - ✚ *Ashland Railway has contracted to send 11 managers through MindEdge/NCSC discrimination and diversity training.*
  - ✚ *RMC has contracted for an 8-week supervision/lean/blueprint course for their membership. First session begins April 01.*
  - ✚ *Implementation of a specialized machinist training program is planned with Gorman Rupp beginning in May*
- b. Target recruitment for workforce training opportunities to women and minorities, as aligned with DEI strategic priorities. Increase number of women and minority represented students by 2% of baseline
  - ✚ *Prior to his retirement- Greg Timberlake connected three female students with mentors as a result of the DEI in Engineering advisory board.*

## 04\_Health Sciences

### Accomplishments toward Strategic Projects

#### Strategic Project 1:

Increase percent of hybrid online classes in Health Sciences with an overall goal to increase by 2% for Academic year 2021-2022 as compared to Academic year 2019-2020

#### Strategic Project 2:

Increase student enrollment in LPN, Respiratory, BioScience and SciMed programs with an overall goal of 20% increase for the 2021-2022 Academic year.

- ✚ *Radiology and PTA at 100% for Fall applications.  
Registered Nursing is at 72% with applications.  
LPN certificate is at 67% for Main campus with applications and 12% for Crawford Campus.*
- ✚ *Letters were mailed and emailed last week with acceptances coming in for these three programs. Respiratory is at 37% with applications, acceptance letters to be emailed/mailed on Monday the 22<sup>nd</sup>.*
- ✚ *Recruitment continues to occur for BioScience, LPN, RESP, and RN programs.*

#### Strategic Project 3:

Increase professional development for Assessment and Curriculum Design to improve the number of programs completing the College Wide Outcome (CWOs) Rubrics with an overall

goal of 100% participation of Health Science Courses with identified CWOs by the 2021-2022 Academic Year.

- ✦ *Program Directors are meeting and will be reviewing the courses in April to ensure the CWOs are completed at end of term.*

## **05\_Liberal Arts**

### **Accomplishments toward Strategic Projects**

#### **Strategic Project 1:**

Increase new online courses/programs or transform current in-person courses and program to full online section delivery (complete by June 30, 2021). Add online degree in Communication and convert 34 courses for online delivery for 2020-2021.

- ✦ *All current courses are available online.*
- ✦ *Seven online degrees available from the Liberal Arts division*

#### **Strategic Project 2:**

Continue work on the advancement of transfer strategic plan with the overall goal of increasing successful transfer by 1% (from 19% to 20%). Add (*Community College of the Air Force*) General Education Mobile (GEM) program and increase articulation agreements, Guaranteed Transfer Pathways, and Ohio Transfer Module/Transfer Assurance Guide (OTM/TAG)-approved courses.

- ✦ *Three articulation agreements with the University of Cincinnati signed with two more in process. Muskingum update in process. Two new pathways (CJ and Psych) from Franklin in review. Eight pathways from Indiana Wesleyan in NCSC review.*
- ✦ *Next steps for GEM program to open in fall are the completion of landing page on our website and training for Brad Dunmire as point of contact (to begin week of 3/22).*
- ✦ *NCSC, one of 8 Ohio community colleges and 16 universities, invited to participate in a TEAGLE/AVDF-funded project to strengthen credit transfer (with Biology, English, and Psychology the selected transfer programs for the consortium).*

#### **Strategic Project 3:**

Increase enrollment in Liberal Arts classes with the overall goal of increasing headcount and credit hours by 1% traditional, 2% non-traditional, and 1% minority in Liberal Arts programs. Promote Addiction Studies program, College Credit Plus (CCP) courses, and Galion Liberal Arts program.

- ✦ *The Human Services department is creating a recruitment video with professors and former students.*

- ✦ *The Criminal Justice department is creating a recruitment video with local police chiefs and sheriffs to promote the department's programs.*

#### **Strategic Project 4:**

Increase retention in Liberal Arts classes with the overall goal of increasing fall to spring and fall-to-fall retention by 1% and minority fall-to-fall persistence rate by 2%), especially in gateway courses such as English and Math. Increase the use and quality of Open Educational Resource (OER) materials, increase the number of courses going through Quality Matters review, and increase smart technology in classrooms.

- ✦ *OER savings for fall 2020 (calculated for an OOEC project report to ODHE): **Total cost savings of \$140,107 for 1050 students in a single semester.** (This does not include the OER savings in the five non-OOEC courses.)*
- ✦ *Steve Haynes and a committee of seven faculty will begin meeting March 23 to improve the design of the FYEX 0070 course.*
- ✦ *Steve Haynes and six full-time and four part-time Math and English faculty are working to improve the design of the co-requisites for ENGL 1010 and STAT 1010 in a Complete College America grant-funded project.*
- ✦ *Division faculty continue to discuss retention and success data in division/department meetings.*

## **06\_Academic Support Services (Quality and Compliance: curriculum, assessment, and accreditation)**

### **Accomplishments toward Strategic Projects**

- ✦ *Nothing to report.*

#### **Strategic Project 1:**

**Operations manuals for Accreditation and Compliance.** Draft to be finished December 2020. Tutorials for process involved in program approval, assessment compliance, curriculum mapping, etc...posted to the web. Audience - Deans/Faculty

#### **Strategic Project 2:**

**Updated operations manuals for Assessment and Curriculum.** Draft finished and posted on web- August 2020. Feedback integrated into the newest iteration for next year- May 2021. Cross-training within all academic divisions for Digarc Fall and Spring.

#### **Strategic Project 3:**

**Increased participation in HLC Assurance Argument.** Initial tutorials deployed to faculty/staff "how to tell the story of your area" - December 2020 . First draft of all functional areas "story" - submitted to Academic Services June 2020. Repository of evidence files with substantive artifacts at least one process from each functional area - August 2021.

**Strategic Project 4:**


**Increased engagement in co-curricular assessment as well as professional skills and academic assessment.** Update to Assessment website- August 2020. Tutorials posted for professional skills/co-curricular assessment training - November 2020. Co-curricular assessment strategy update meeting Fall and Spring.

**Strategic Project 5:**

**Support data research and survey administration.** Initial tutorials deployed for Managers Advisory Council (MAC) on how to ask for/read/utilize data (required by Perkins) - December 2020. Community College Survey of Student Engagement (CCSSE) and Student Satisfaction Inventory (SSI) deployed either face to face or online - Spring 2021. Two training sessions for data analysis – MAC/AC December 2020 and March 2021.

## **07\_ TRIO, Solutions, and Tutoring Support Services**

### **Accomplishments toward Strategic Projects**

 *Nothing to Report for this period*

**Strategic Project 1:**

TRIO: (a) Implement new grant(s); (b) complete Annual Performance Report (APR)-achieve annual goals; (c) create programming that is highly engaging and meaningful to specific student needs

(a) Implement new grant(s):

(b) Complete APR/Achieve annual goals:

(c) Create programming that is highly engaging and meaningful to specific students (during COVID):

**Strategic Project 2:**

Tutoring: (a) cross-train Scott Smith; (b) develop new strategies to increase enrollment in Solutions; (c) continue to support Choose Ohio First (COF), Guided Pathways for Success (GPS), College Now and various college initiatives as needed

(a) Cross-train Scott Smith

(b) Develop new strategies to increase enrollment in Solutions

(c) Continue to support Choose Ohio First (COF), Guided Pathways for Success (GPS), College Now and various college initiatives as needed

## **08\_ Crawford Success Center & Mansfield Sr. H.S. Outreach**

### **Accomplishments toward Strategic Projects**

*Crawford County*

**Strategic Project 1:**

Grow enrollment through credit and non-credit certificate and technical programs and College Credit Plus (CCP) outreach at the high schools. Key Performance Indicator (K.P.I.): increase enrollment headcount and credit hours by 1% traditional, 2% non-traditional and 1% minority.

- ✚ *The transition specialist is working with a total of 343 applicants for Crawford County 2020/21. Summer and Fall Applicant regular contacts by text and phone. Transition Specialist follow-up now includes applicants from Crawford, Huron, Marion, Morrow, Seneca and Wyandot Counties)*
  - *198 total active non-CCP applicants*
  - *56 Summer 2021*
  - *142 Fall 2021*
  
- ✚ *Special e-mail project to recruit LPN applicants to attend the upcoming Connect to Campus event at the CSC will go out on 3. 18. 21*
  - *800 former applicants that did not enroll in Health programs*
  - *250 former Pre-Nursing students from 2019 and 2020 no longer enrolled*
  
- ✚ *The CSC enrollment sub-committee is ready to deploy a 10-question survey monkey to the following groups: students, educators, business leaders, community members, and community agencies. The committees' goals are to measure the communities' overall knowledge of the CSC, utilization of center, and how NCSC can serve the Crawford County moving forward.*
  
- ✚ *Presented at Bucyrus High School seniors, Bucyrus Elementary and Middle Schools, and Galion Middle school*

**Strategic Project 2:**

Pick back up with Avita partnership for upskilling State-Tested Nurse Assistant (STNA) to Licensed Practical Nurse (LPN). Implement this same model with Ohio Health.

- ✚ *Continuously communicating with all Pre-RN and PN applicants to encourage them to work through the enrollment process*
  
- ✚ *An email that included resources to prepare for the TEAS TEST was sent to all Pre-RN and PN students who have taken the TEAS test but have not scored the required score for their program.*
  
- ✚ *8 Crawford County students are preparing to take the TEAS TEST for their first time.*
  
- ✚ *19 practical nursing applicants are working through the admissions process in hopes of registering for summer of 2021 or fall of 2021.*



**Strategic Project 3:**

Work with Crawford County businesses to offer opportunities for upskilling or reskilling with workforce training opportunities.

- ✦ *Still developing the Crawford Builds (formally known as Tradesman program) moving along for August/Sept 2021 start. Meet with JFS, Municipal courts and business partners on 3/16/21*
- ✦ *WISE pathway planning to move along for a June start for the workshop*
- ✦ *Timken held a Hiring Fair 3/17/21 and will use the center for onboarding training*
- ✦ *Supporting Workforce with Amatrol eAssessment for Bucyrus Blades*

*Mansfield City School*

**Strategic Project 1:**

Maximize student choices with College Credit Plus (CCP) and Career Technical Education (CTE) options. Collaborate with the new College and Career Readiness Supervisor creating pathways for students using the site articulation agreements would allow Mansfield City Schools (MCS) to qualify for Tuition Freedom scholarship. GEAR UP discussion with Calos Bing from Ohio Department of Higher Education (ODHE) as a school of interest for the next grant cycle.

- ✦ *Using AVISO platform to monitor Mansfield applications.*
- ✦ *Meeting weekly with the counselors to meet the CCP needs or enrollment needs for traditional students.*
- ✦ *Working with the FYEX instructor weekly*

## **9\_Center for Teaching Excellence** **Accomplishments toward Strategic Projects**

**Strategic Project 1:**

Develop & find resources to implement long-term professional development programming for faculty to perpetuate a culture of success in teaching & learning, especially online

- ✦ *A follow-up email with on demand recording and slides was sent out to FT Faculty 3/15 regarding FLC Umbrella group time to support APPLYING an idea for change in Fall Classes under one of three broad umbrellas*

**Strategic Project 2:**

Recognize & Disseminate best practices & innovations in utilization of instructional tools & techniques to perpetuate a culture of success in teaching & learning, especially online

- ✦ *Helping to refresh and update NCSC Learning Spaces strategic planning and to acquire resources to finish **prototype NextGen classrooms in Crawford (113), HS (235b) & Kehoe (240) to FULLY Implement the NextGen design elements. (PC setup, Laptop loaner safety net & NextGen Faculty development cycle)***
- ✦ *Deploying a follow-up survey to Faculty & students who either taught or learned in the prototype NextGen rooms in 2020 to obtain objective data to guide revisions and further development of the NextGen Classroom design.*
- ✦ ***Spring Faculty Book Club** met briefly 3/10, and lacking enough of the group, facilitators for chapters 2 & 3 will forward a summary to the group and review at 3/24 meeting.*
- ✦ *Also continued offering the following (all remote via Zoom)*
  - ***Teaching Circle** (Informal topical sharing - wins/challenges/ models/ resources) - 1st & 3rd Thurs. 12p*
  - ***Coffee EDU** (Informal, no agenda or topic open teaching coffee hour) - Fridays 9a-10a*
  - ***Peer Active Teaching Labs** (Peer shares innovative practices - LISTEN-EXPERIMENT-DISCUSS-EXTEND) - 4th Thursdays, 4pm*
- ✦ *Canvascast emails sent each Friday morning offering walk-thru of a Canvas tool of week: **Review of 1st Half Casts & Outcomes Tool***
- ✦ *FACILITATOR email sent out Mondays at noon to highlight a teaching technique & training of the week: **1st Half Technique of the Week Review & RSQC2 Technique***

### **Strategic Project 3:**

Develop sustainable & collegial process for iterative distance course design & development around standards such as Quality Matters (QM) external certifications

- ✦ *Drafting a 'HyFlex' development process, to support the college exploring actually offering courses in this distance format. The working process proposal is drawing on established guidelines and best practices form other colleges who are already offering this format to identify the extensive needs and resources required to implement this format successfully.*
- ✦ *NCSC QM Team received a response from 1 academic division for 2 distance courses that are either 'grand-fathered' or been through QM process for piloting internal iterative development reviews. However, due to the timing, the pilot reviews have been rescheduled to Fall. This is one of 4 iterative development tools the Team has provided academic divisions to allow for ongoing constant improvement of distance course offerings.*
- ✦ *The other 3 iterative tools offered - with the CTE offering consulting/ logistics for any / all who want to engage in these processes.*
  - *Self-Review (confidential individual faculty member via QM website)*
  - *Lesson Study (department level system development of a specific unit)*
  - *External QM Course Certification (via Ohio QM Consortium)*

# Student Services & Institutional Effectiveness

## 10 Admissions & Enrollment Management Accomplishment toward Strategic Projects.

✚ *Nothing to Report for this period*

### Strategic Project 1:

Focus on adult and minority student recruitment as many adults and minorities have been impacted by the pandemic and needing additional education and training for new career options (Access).

### Strategic Project 2:

With uncertainty, prepare all we do to continue in a virtual experience for campus visit, campus tour, College Day / Night fair, high school visits, correspondence, and preview days or other open house programming (Access/Resources).

### Strategic Project 3:

Develop better, stronger, and positive communication with specific audiences (Tuition Freedom Scholarship (TFS), Choose Ohio First (COF), and Foundation Scholarships) receiving aid, what steps need to be completed. (Access/Success/Resources).

## 11 Student Success Center and Retention Services Accomplishments toward Strategic Projects

### Strategic Project 1:

Increase advising support to students of color and students in the Directions program to ensure successful completion of gateway courses in the first year

- ✚ *Continued with “registration ready” campaign; advisors sent text messages to current caseload; Virtual advising hours launched on 03/16*
- ✚ *Participating in the college’s Co-req project;(CCA + Ohio SStF Math Coreq Workshop #1 held on 03/10)*
- ✚ *Analyzing data provided by IR/IS as part of Program Review related to outcomes for new students (particular focus on disaggregated data which includes race/ethnicity)*

### **Strategic Project 2:**

Maximize utilization of Aviso Engage (key features such as alerts, referrals, action plans and texting) to increase next term persistence for new students

- ✦ *Activated Midterm Grade Alerts and Midterm Grade Achievements on 03/17*
- ✦ *Developed ability to provide access and improve referrals for students related to internships; provided training to Alicia Camak (Internship Coordinator)*
- ✦ *Wrapping up project with Aviso team; creating project assessment, summary and report*

### **Strategic Project 3:**

Enhance services and strengthen support to Adult Learners during the onboarding process to remove barriers to success

- ✦ *Attended meeting with Interact Communications; a few key initial findings from the analysis of the onboarding data were shared:*
  - *female applicants more likely to “drop out” of the enrollment process*
  - *the more “touches” or steps that an applicant completes, the more likely to complete the enrollment process (threshold was 6; identified 4 key areas)*
- ✦ *Attended Ocelot Chatbot Follow-up Meeting on 03/16; working on answering questions and providing content for Academic Advising Office area*
- ✦ *1<sup>st</sup> round of interviews for Retention Specialist position held week of 03/15*
- ✦ *Transition Specialist position posted (this position works closely with onboarding adult learners)*

## **12\_College Credit Plus (CCP)**

### **Accomplishments toward Strategic Projects**

#### **Strategic Project 1:**

Support CCP enrollment growth (Access) during uncertain and changing school operating environments in 20-21, with a focus on student success (Success)

- ✦ *Continued work on renewing partnerships with school districts*
- ✦ *For continuing CCP students, advising and course approval for summer and fall continues*
- ✦ *For nonpublic and homeschool students, providing updated letters of academic standing for CCP funding approval*
- ✦ *Continued work with partners schools on faculty credentialing for new faculty in 21-22*

- ✦ *Continuing to meet partner schools' evolving needs for various delivery formats of CCP Information Sessions for students and families, both in person and virtually.*

#### Strategic Project 2:

Expand use of technology to support communication for Department needs, student enrollment and student success during COVID and with current staffing. (Success and Resources)

- ✦ *Renewing format for the CCP virtual orientation for new CCP student registration / Summer and Fall enrollment*
- ✦ *Continued work on CCP webpage content, checking links and content for necessary updates.*
- ✦ *Continued updates to SharePoint for secondary school partners' applicant and enrollment tracking*

## **13\_Registrar - Student Records Office (SRO)**

### **Accomplishments toward Strategic Projects**

- ✦ *Nothing to Report for this period*

#### Strategic Project 1:

Continue work with online resources including: getting various degrees fully online, creating an extensive suite of topic-based videos/how-to videos for online students to view during orientation and to have as resources for 24/7 assistance. (Access)

#### Strategic Project 2:

Continue work on the Career-Technical Articulation Verification (CTAV) project to enable the download of approved Career-Technical Assurance Guide Descriptions (CTAGs) through Ohio Department of Higher Education (ODHE) for enrolled students. Fully implementing this project will eliminate excessive paper and increase efficiencies for processing proficiency credit. High schools do not need to submit hard copies of CTAGs eliminating extra work on their part and credit posted in a timely manner. (Access)

#### Strategic Project 3:

Review current office procedures to determine which ones can incorporate electronic vs in-person means of processing. Convert some forms to fillable pdfs to accommodate distance processing. (Access/Success)

# **Business Services**

## **14\_Accounting/ Controller's Office**

### **Accomplishments toward Strategic Projects:**

✚ *Nothing to Report for this period*

**Strategic Project 1:**

With the implementation of project accounting, have all new grants/projects set up on this system as well as training for any project managers.

**Strategic Project 2:**

Continue listing obsolete items on govdeals.com

**Strategic Project 3:**

Get our Synoptix reporting software ready for the new reporting related to accounts receivable and payroll reporting

## **15\_ Financial Aid Office**

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:**

Improve communication and customer service with students and other student-servicing departments to be clear, positive, and expeditious

**Strategic Project 2:**

Establish Free Application for Federal Student Aid (FAFSA) completion, and scholarship awards, as a twinned process with the Admissions Office and the Foundation to expedite student application and validation.

✚ *Office is currently working the list of students who have applied for summer and fall start, we are sending out FAFSA completion reminders via text as well as email.*

✚ *Working the upcoming orientation lists and notifying students to complete their aid file/do a FAFSA.*

**Strategic Project 3:**

Improve/Revamp the administration of our Federal Work-Study (FWS) program to find and support internal departments with their human resources needs.

✚ *FWS program funding for most departments will end at the completion of spring term. Only a few departments will have FWS students in the summer.*

## **16\_ Child Development Center (CDC)**

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:** Maintain full enrollment in child care, Early Head Start and Ohio Department of Education (ODE) preschool

- ✦ *Developed FY21-22 Enrollment Goals for child care, EHS and ODE Early Learning grant*
- ✦ *Weekly tuition increase for FY21-22 approved; families will be notified early April 1, 2021 and increase will be implemented week of July 5, 2021*
- ✦ *Current year: Program enrollment goal: 92 (64 center-based and 28 home-based total 92)*
- ✦ *Current enrollment: 46 center-based, 26 home-based, 2 prenatal, total 74.*
- ✦ *Accepting applications for enrollment for prenatal – preschool*
- ✦ *Home-based services will be provided virtually in collaboration with community agencies*
- ✦ *Program is recruiting community wide.*

### **Strategic Project 2:**

Participate and maintain a quality rating through Ohio's Tiered Quality Rating and Improvement System, Step Up To Quality (SUTQ)

- ✦ *Step Up To Quality is a five–star quality rating and improvement system administered by the Ohio Department of Education and Ohio Department of Job and Family Services. SUTQ recognizes and promotes learning and development programs that meet quality program standards that exceed [preschool licensing](#) and [child care licensing](#) health and safety regulations. Step Up To Quality program standards are based on national research identifying standards, which lead to improved outcomes for children.*
- ✦ *The CDC is rated a five-star through October 23, 2022*
- ✦ *Program will be submitting Early Head Start continuous grant April 1, 2021 to continue services to families and children in poverty from campus and our community*
- ✦ *Program completed self-assessment, strategic planning and continuous improvement*
- ✦ *Updated objectives and activities/action steps to meet objectives*

### **Strategic Project 3:**

Promote regular attendance for enrolled children: program wide, individual attendance, encourage positive attendance habits, engage families in understanding relationship between attendance and success

- ✦ *Our program goal is to maintain an average daily attendance of 85% in all service areas*
- ✦ *February ADA for EHS – 69% (decreased 6%), ODE – 81% (decreased 1%) and Child Care – 80% (increased 2%)*

## **17\_Facilities Management**

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:**

Continue to implement safety procedures (COVID Safety) on campus through wayfinding signage throughout campus (internal and external) based on building restrictions

- ✦ *Installed new receiving sign on main campus to let suppliers know that we have changed our receiving hours to concentrate on better serving our staff, students and faculty.*
- ✦ *Keith Stoner and Facilities are working to update the signs on the doors, letting our students and visitors know that we are remote and are adding a QR code that will send them to our website with the updated hours, no matter when during the year. This is being done to eliminate the confusion of our services being remote on Fridays and then being remote on summer days.*

**Strategic Project 2:**

Continue work to reduce energy consumption (example number of computer rooms, work on replacing lights to Light Emitting Diode (LED) when they burn out), and minimize space utilization (by helping to improve scheduling and closing rooms, wings, floors...) both for safety and energy conservation

- ✦ *Asked to get pricing for LED lighting in Fallerius rooms 121, 112,103*
- ✦ *Received pricing to install LED lamps in Health Sciences hallways and Nursing labs*
- ✦ *Facilities is scheduling a new lighting replacement project in the North and South stairways off the main corridor of Kehoe Center, current lights are 3 lamp Fluorescent, we are changing to flat panel LED, ROI will be 2 months.*
- ✦ *The water project at Kehoe Center is completed, our team has installed the new flush valves and with the help of a contractor, we now can turn off the water at every floor, the ROI of this project is 8.1 months. (ROI updated to 4.2 months as of 3.17.2021)*
- ✦ *The new high efficiency boiler water pump is operational, this will increase the efficiency by 24% in the process of pushing hot water to the AHU in the fourth-floor penthouse. Project ROI is figured at 23 months. (ROI updated to 19 months as of (3.17.2021)*
- ✦ *Signed Air Force One, an HVAC contractor to install PHI (Photo Hydro Ionization) into our air ducts in all of our buildings, including Kehoe Center, Crawford Success Center, Health Sciences, Fallerius Technical Center, Byron Kee Center and the Child Development Center, to improve the quality of air for the future of bacteria and viruses in the air, this project will be completed when we are working remotely.*
- ✦ *In the 20 years that we have owned the Kehoe Center, we have never had a clean record for the safety inspection on our campus, this year on February 26, 2021, we passed the three-hours walk thru with a clean bill. If you see any of the Kehoe crew, please let them know that they are doing an amazing job.*



- ✦ *Kevin has been working on trying to earn his Energy Management Certificate, to increase the efficiency of the water, natural gas, and electric on all of our campuses, and has been actively tracking all of these utilities, and will be working all summer to maximize all building integration. Managers please be open to our suggestions.*

#### **Strategic Project 3:**

Continue Employee Enhancement through training facilities employees on proper equipment usage and equipment cleaning/maintenance, improving facilities employees' awareness of department objectives, and establishing an understanding of facilities employees roles within the total campus community.

- ✦ *Facilities team has been working with Buckeye Chemical to implement a new flooring program that will be completed by 2022, and all of the staff have been cross-training on all the facets of doing this job.*
- ✦ *We are working on buying new floor machines and training will start when we receive them in April.*

## **President's Office**

- ✦ *The College is considering applying for a Title III grant. Unlike the recent one we had that focused on Student Services and advisors, this new one will focus on the Academic Services, online courses, 8-week term delivery, and professional development. We will be establishing a steering committee made from faculty, staff, and administration to work on the grant over the next several months.*
- ✦ *On March 16, we hosted the college-wide advisory committee made of business representatives from the different program advisory committees. The meeting focused on the feedback received from the business representatives about our graduates' skills in previous years and what the College has done about that, but most importantly we focused on what businesses are looking for in professional or soft skills from our graduates. Their top priorities included work ethics; time management (organized, punctual, meeting deadlines); professional presence (attitude, appearance, customer service skills); and critical thinking (decision making).*

## **18\_Foundation, Government Relations & Grants**

### **Accomplishments toward Strategic Projects**

#### **Strategic Project 1:**

Secure funding for scholarship programs, including Tuition Freedom and certificates.

✚ **Scholarships- Total YTD - \$221,000**

- *A new gift of \$7,500 came in for TFS and a check from the auction with the Arts for Success for \$13k for Crawford County students.*
- *A submission for an FY \$50k gift has gone out for FY22.*
- *\$78,000 has been allocated, YTD, for certificate student scholarship.*

**Strategic Project 2:**

Secure donors and grants to fund emerging College and program needs especially to build the information technology infrastructure inside and outside the classroom.

✚ *A new request went out for \$50k of a HyFlex classroom*

✚ *NCSC Foundation has generated \$624,722 in donations YTD.*

✚ *Hall of Excellence is happening April 9, 2021, taping is this week for this year's event that will be virtual.*

## **19\_Human Resources (HR)**

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:**

Increase diversity of faculty and staff while incorporating Diversity, Equity & Inclusion (DEI) best practices into the hiring process

✚ *Researching policy content to enhance DEI best practices. Have implemented redacting identifying information of candidates on resumes, such as name, address, etc. over the past few months.*

**Strategic Project 2:**

Implement Colleague Self-Service for HR

**Strategic Project 3:**

Automate payroll payable process i.e. pay online

✚ *Met with CFO on 3/3/21 to discuss transition of all payroll payables to online payment. Marcia will begin with the largest payables, i.e. state retirement vendors, and eventually with all. Some of the smaller payables, like city tax, may not have the option of online pay.*

## **20\_Information Technology Services (IT)**

### **Accomplishments toward Strategic Projects**

**Strategic Project 1:**

Installation of new firewalls at the main campus and the Kehoe Center.

- ✦ *The firewalls were installed March 13<sup>th</sup> at the main campus and at the Kehoe Center. The IT team and consultant are working through any internet access issues that occur. The new firewalls are configured to have stronger security features and therefore based on the internet access needs of the college will take time to configure the firewalls to meet everyone's internet access needs.*

#### **Strategic Project 2:**

Utilization of Microsoft Azure cloud storage as a third off-campus site for College data being backed up.

- ✦ *The IT department has three vendors that are being reviewed for storage options and monthly pricing. As stated before, the costing model that many vendors are using is the subscription model that is paid monthly.*

#### **Strategic Project 3:**

Continue to enhance the technology infrastructure and capabilities for wireless connectivity and online learning inside and outside the classroom

- ✦ *The classroom renovation project for Fallerius F-121 has been approved. After the requisition goes through the system's approval process a date will be scheduled to start the classroom renovation project.*

## **21 Information Services & Institutional Research (IS/IR)**

### **Accomplishments toward Strategic Projects**

#### **Strategic Project 1:**

Full implementation of the Colleague Self-Service solution functionality by transitioning from WebAdvisor (MyNC) through collaboration with almost all areas across the College. This will include the development and execution of a timetable and plan to migrate from Colleague WebAdvisor to Colleague Self-Service that will include changes to various office processes as well as training of all College employees on utilization of the new interface.

#### **Strategic Project 2:**

Continue to build the foundation for effective and efficient Institutional Research in order to support the management decision-making process. This will include organizing and centralizing the collection, management, and reporting of institutional data (strategic plan, leading/lagging indicators, predictive analytics, early alert for gateway courses, section analysis, retention, program review...) through the newly established department to ensure data accuracy, consistency, and integrity. This may include the establishment of a data warehouse or data marts or defined common data sets, as well as a data steward group to monitor data policies.

- ✦ *Ongoing work to develop and optimize reporting data structures*

## **22\_Marketing & Public Relations**

### **Accomplishments toward Strategic Projects**

#### **Strategic Project 1:**

Rework all student services content provided to prospects and students to make it more positive and customer-focused including web content and print materials (including COVID response, Transfer Center, and Foundation)

- + *Cost-of-college tabs are installed on every program page.*
- + *New pages going up for Water and Business Analytics Certificates.*
- + *Foundation site is ready to review.*
- + *Catalog content is driving web content dynamically. Challenges with some content populating correctly and relevancy to audience.*

#### **Strategic Project 2:**

Continue promotional support in an evolving world that includes continuing work for COVID/distance-learning student messaging and expanding our demographic targeting and geographic creative targeting and positioning to reach audiences including minority with relevant messaging.

- + *Multiple ads running in support of CCP, Scholarships, In-person classes and online flexibility this fall for in-person and online instruction, "Future Leaders are training now" series (Healthcare, Business, public service, IT, Etc.)*
  - *More in-person/more online flexibility/more scholarships available.*
  - *Career Center visits days*
  - *Referral scholarships*
  - *Future Business Leaders*
  - *Future Healthcare Leaders*
  - *Future Engineering Leaders*
  - *Future Heroes*
  - *Start here, go anywhere*
- + *Need to discuss the extension of all of the above into the summer months.*