

*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 March 4, 2024 to March 29, 2024

*\*\* Submissions for the next update are due **Friday, April 12, 2024***

## Strategic Projects for 2023-2024 Academic Year

In identifying the strategic projects for their departments, supervisors need to address at least one of the two **SMART** (Specific, Measurable, Achievable, Relevant, and Time-based) strategies shown below in alignment with the strategic plan and its key performance indicators (KPI's) to fulfill the College mission of student access and success, and align the human, fiscal, or physical (facilities, IT) resources. The two strategies are:

1. What are we doing to help students come and complete at the College?
2. What are we doing to help employees come and stay at the College?

## Departments are listed per new realignment

### 01\_ ACADEMIC AND STUDENT SERVICES

#### 02\_ Business, Industry, and Technology Division

Increase average section enrollment by 1%, and measure and increase the faculty usage of Watermark for student outreach on non-attendance, mid-term grades, and other academic alerts.

✚ *Goal 1 = Complete.*

✚ *Goal 2 = Continuing to gather usage data.*

#### 03\_ Health Sciences Division

For the success and retention of students in Health Science Programs there will be:

- a) A face to face meeting with all first-year advisees by week three of the term and with all second-year advisees by week four of the term. Notation will be provided in Aviso for every meeting and
- b) Personal contact every two weeks after initial contact to the end of the term with notation in Aviso for each meeting or contact.

*Spring 2024 to date –*

✚ *49% of the faculty have reached out to all of their advisees.*

✚ *15% have done zero documentation in Aviso*

✚ *The remaining faculty have notation in varying degrees with their advisees.*

✚ *During the Health Science Division meeting on March 7, 2024- faculty were encouraged to especially reach pre and post spring break (post midterm grades).*

✚ *As a division we discussed what the purpose of this documentation is for and why we are stressing this so adamantly.*

✚ *Individual reminders were sent to faculty to continue meeting with students with required completion of documentation.*

✚ *We will continue to monitor for success.*

#### 04\_ Liberal Arts Division

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



- Level 1 Meetings in Process of finding a dept mtg date: ENGR, ITEC, VCMT, CRMJ, HMSV
- Level 1 Meeting HELD: Social Sci
- 3. Increase participation to Level 2 (*Department working with CTE to actively redesign/train on best practices to implement*) by 25%: 50% complete
  - ✚ BIOS & MATH
    - Level 2 awaiting follow-up on: ACCT, BUSM, PTA, PNUR, RADS, RNUR, RESP & ENGL

## 08\_ Admissions and Enrollment Management

Improve the efficiency of the admissions process and recruitment of inquiries/prospective students focusing on the admission funnel and the steps students take in their enrollment journey. This will result in a 5% increase in overall general applications from area high school territory. It will also include a 1% increase in minority applications, a 2% increase in applications for CCP students who qualify for TFS, and a 2% increase in applications for other high school seniors

- ✚ *We held our Counselor event at Kehoe on March 8<sup>th</sup> which went very well. We highlighted resources we had to support students and this peaked the interest of the counselors as some weren't fully aware and appreciated the updates.*
- ✚ *The admission reps continue to make rounds at the high schools for recruitment visiting: Hillsdale, Norwayne, Madison, Northmor, Mansfield Senior, Ashland County West Holmes Career Center and Edison.*
- ✚ *I met with the admission reps to plan our recruitment for April and May visiting the Career Centers and CTE labs and following up on schools that we have not heard from for a spring visit.*
- ✚ *We continue to reach out to inquiries and applicants quickly to implement our customer service vision (goal response time is 48 hours). We have made calls to our summer semester starts for all divisions in an attempt to schedule appointments and will revisit that list of those we have not heard from to follow-up.*
- ✚ *We continue to focus on inquiry/applicant follow up for fall semester applicants to get them advising appointments.*
- ✚ *We continue with our on-campus tours and meeting with students on admission appointments.*
- ✚ *We will have a new employee starting April 15<sup>th</sup> to add to our team!*
- ✚ *We will be meeting to go over summer recruitment tactics targeting community events and partners as well our strategy for special outreach to students.*

## 09\_ Student Support Services (Student Success Center and Retention Services)

Improve student engagement and persistence by increasing student visits to the department by 5% through expanding awareness of career services, first year advising, and holistic student support.

- ✚ *The above goal was modified due to the college's recent reorganization.*
- ✚ *The department consists of the following areas:*
  - *Basic Needs/Resource Navigator*
  - *Career Services*
  - *Disability Services*
  - *Tutoring*

- Testing
- TRIO
- ✚ Department visits from 03/01/2024 to 03/15/2024 = 129 (this excludes TRIO data at this time)
- ✚ We are excited to Welcome Violeta Chinni, Tutor Manager, to NC State and to the department. Violeta can be reached at [vchinni@ncstatecollege.edu](mailto:vchinni@ncstatecollege.edu) and #4832. Her office is located in 119 Fallerius.

## 10\_ TRIO, Solutions, and Tutoring Support Services

A. TRIO: Scheduling a minimum of two (2) activities per month; participation rate to be at least 10% of TRIO membership.

- ✚ Total enrolled TRIO students (Spring 2024): 66
- ✚ March 2024
  - Ohio TRIO Student Leadership Conference held in Columbus March 15-17, 12 students attended.
  - Spring break Cultural & Professional Enrichment
    - 3/12/24 – Cleveland Museum of Art Center
    - 3/14/24 – Rock-n-Roll Hall of Fame

B. Tutoring Center: Conduct consistent “touch-point” meetings between tutors and faculty to expand the outreach to students. Tutors are to have intentional outreach with faculty three (3) times per session/semester: 1 week prior to start; 1 week prior to mid-term; 2 weeks prior to finals

- ✚ The new Tutoring Center Manager, Ms. Violeta Chinni started on March 18th
- ✚ The Tutoring Center has refined the process for tracking this metric.
  - Total number of tutors on staff: 20. Tutors participating in active outreach to faculty: 15 (75%)
  - Total faculty for SPR2024: 125. Tutors outreached to 71 different faculty members with 186 various interactions.

## 11\_ College Credit Plus

Increase the number of CCP students that complete a minimum of 12 credit hours prior to high school graduation by 2%. This will be partly achieved by streamlining reports to more effectively support student enrollment and retention efforts.

- ✚ 23-24 Enrollment Updates
  - SP24 Enrollment - 1261 Students and 8668 Credit Hours
    - 12.1% increase of credit hours compared to SP23
    - 6.8% increase of individual enrolled students compared to SP23
  - FA23 Enrollment
    - 8% increase in credit hours over FA22
    - 7% increase in enrolled students over FA22
  - \*FA23 Comparison to Fall 19 (Pre-pandemic Benchmark)
    - 3% increase in credit hours over FA19
    - 3% decrease of individual students compared to FA19

- ✚ *Recent 24-25 Accuplacer Testing and Advising Sessions with schools: Loudonville, Pioneer CTC, Plymouth, and Madison*
- ✚ *Updated the communication plan from Recruit, disseminated to 2024-25 CCP applicants to pare down messaging with direct and succinct information.*
- ✚ *Continued report streamlining in progress with students' cumulative credits for strategic goal, noted below; additional recent updates made to CCP applicant report*
- ✚ *Updated Pathways and Advising content on CCP Webpages. Continued outreach for CCP classes of 2025 and later. Topic of outreach to schedule advising follow up on pathway and/or credit transfer plans; review pathway that align with students' end goals and their 24-25 plan as vehicle to reach these opportunities. Internally notating and grouping of pathway filters in Aviso.*
- ✚ *The new CCP Advising Team has joined us! Taylur Greer, Becca Palmer and Nicholas Ramey have been training, shadowing and taking in large amounts of program knowledge and legislation, and are now taking student appointments with new and current CCP students for academic planning and support! They are jumping in and doing a great job!*

## **12\_ Registrar (Student Records)**

Increase processing speed of College transcripts (in one week or less); and high school transcripts (in 24 business hours or less), as well as integrity/security of high school graduation records through tighter controls and use of SendSafely drop zone.

- ✚ *Session B First Week Attendance has been processed*
- ✚ *Auto-cert processing is still ongoing*
- ✚ *Full Term Midterm grades have almost all been returned by faculty*
- ✚ *Scott will be attending the AACRAO conference April 8-10th*

## **13 BUSINESS SERVICES**

### **14\_ Accounting Services**

Monitor student accounts for business holds and collection holds to ensure proper reflection of student account status. Use FY2024 to establish a baseline for number of students that have financial holds on their account that block them from registering. Counts will be taken on Friday's during fall and spring semesters of students with Business Holds (BH) and Collections Holds (Coll). Will also report the number of students submitted to the AG for Summer, Fall and Spring split between balance type i.e. regular vs Title IV recalculation.

- ✚ *Next reporting time will be the day before priority registration*

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

The primary goal of the Financial Aid Office is to provide financial support and resources to help students achieve their educational goals. It will work on increasing FAFSA completion by 2% with various forms or outreach, while enhancing security through implementation of SendSafely.

- ✚ *Reached out to students who completed a FAFSA for NCSC, but have not applied for financial aid.*
- ✚ *Reached out to all SU24 applicants on how to apply for financial aid.*
  - *We sent them an email as well as texted them the information.*

- ✚ *Reached out to all SU24 applicants who indicated they were veterans and sent them information on how to use benefits at NCSC as well as to apply for aid.*
- ✚ *Sent reminder emails to all Foundation scholarship applicants to complete the 2024/25 FAFSA.*
- ✚ *Good news!!! The college is starting to pull in 2024/25 FAFSA. Please be patient with us as the form has changed, processing aid has changed, etc. It will take the office a while to work and process the current FAFSA applications that came in.*
- ✚ *We currently have 817 2024/25 FAFSAs as of today!!!*
- ✚ *728 FAFSAs for admitted students*
- ✚ *89 FAFSAs for students who have not applied to the college*

## **16\_ Facilities Management**

- ✚ *Boilers and Chillers in Fallerius and Kee Hall*
  - *Timeline: April 2024*
  - *Status update: Both Boilers and Chillers are installed and functioning*
  - *Chillers will need to be tested once heating season is over*
- ✚ *Generator – Health Science, Child Development Center and Byron Kee*
  - *Timeline: June 2024*
  - *Status Update: Spring Electric has started installing conduit at Byron Kee & Health Science*
  - *CW Mechanical installed taps on gas lines to both Byron Kee & Health Science*
- ✚ *Criminal Justice Move to Kehoe*
  - *Timeline: April 2024*
  - *Status Update: Walls and Drywall are installed and painted, Case work is installed,*
  - *Lighting is in the process of being installed and HVAC is in the process of being completed*
- ✚ *Fallerius Renovation Project*
  - *Timeline 2024 / 2025*
  - *Status Update: RFQ has been completed waiting to submit to state board for approval*

## **17\_ Information Technology**

- ✚ *GreyCastle (DeepSeas) Project*
  - *GreyCastle was purchased by another company and has been rebranded as DeepSeas. Our team isn't changing and work will continue as before.*
  - *We are working on documenting our existing disaster recovery and business continuity capabilities in preparation for a DR tabletop to take place later this year.*
- ✚ *Switch Project*
  - *Edge switches have arrived and ArubaOS training has been completed. We have migrated the main campus and Kehoe cores to the new Aruba stacks and are working on edge switches now, closet by closet.*

**✚ Signage / Communications**

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

**✚ Student MFA**

- We have secured licensing for our students and are working with the finance department to purchase sufficient hardware tokens to handle summer term. We are finishing up documentation for the various tasks that will be required to make this project work.

**✚ Cybersecurity**

- We have experienced several cybersecurity incidents in the past weeks. We are in the process of reviewing IT policies and procedures in order to better protect NCSC data in the future.

**18\_ Information Services**

IS-Report manager updates of reports. Report Manager:

Total number of reports currently available

Total number of reports used

**✚ SaaS Migration Project:**

- Reviewing the SaaS database change over from Microsoft SQL to PostgreSQL and what it means for SQL Server Reporting Services (Report Manager).
- Also looking into IDE/SQL Editor solutions for IS and IR with the upcoming change over from Microsoft SQL Server Management Studio to Ellucian Insights.
- Ellucian CTS Tech Support users were setup in Colleague for hands on assistance with the SaaS integration project.
- Identifying and notifying the power users of Colleague modules of the upcoming workshops to provide insight into what Ellucian Experience with SaaS will mean to them, as well as their departments.
- Continued investigations into Aviso and its compatibility with SaaS as well as looking into more Ethos integrations with Canvas for better faculty support.
- Continued investigations into other systems that may be affected by the SaaS migration.
- Reviewing new SaaS integration documentation provided by Ellucian on the project itself.
- Awaiting the installation of a scanning utility within Colleague to identify data type errors within the database to ensure SaaS compliance.
- Continued work with IT to identify and remove security concerns as well as potentially identifying the cause of new-user bug that has been causing problems for IT.

**19\_ Child Development Center**

Maintain full enrollment and update curriculum for education of children.

*President's Bi-Weekly Report ~ Child Development Center*

Date~ Week of 3.4.24				
Class (Room)	Maximum Enrollment	Available Slots	Filled Spots	Notes



<i>Adventure</i> (39)	8	0	8	
<i>Imagination</i> (21)	8	0	8	
<i>Puddles</i> (24)	7	0	8	<i>One child will start on 3.11.24</i>
<i>Fascination</i> (27)	8	0	8	
<i>Explorers</i> ( 29)	20	0	21	
<i>Sunshine</i> (32)	20	0	20	
<i>Homebase</i>	28	0	28	

***Status of Updated Curriculum***

*We are continuing to work on utilizing the TS Gold Cloud! We are currently working on a Water Study! We will move to gardening and planting in March! All of our seedlings will go out to our raised garden beds to get the needed sunshine and water to GROW, GROW, GROW! When it comes time to harvest, all veggies and herbs will be used by Miss Tracy to cook with for breakfast, lunch and snack! Extras will be available for families to take home!*

**20\_ Strategic and Institutional Transformation (Institutional Research)**

Improve Data and Information Access by making data available, understood and used effectively to support better strategic decision making in a timely manner to achieve the goals of increased enrollment, retention, and graduation/transfer. This includes: holding regular meetings with the academic and student services departments; develop data dictionary to standardize definitions of commonly used metrics; revamp Report Manager reports; develop dashboards and website.

- ✚ *Presentation made to Pres. Staff on data provided by OACC at SSLI*
- ✚ *Continue to have meetings with various stakeholders around data requests and for general information sharing*
- ✚ *Continuing to try to determine if current BI tool has necessary security capabilities to make widespread use possible*
  - *Have met with their team & our IT & are STILL trying to work through the issues*
  - *Identified need for further collaboration with IT before widespread use*
- ✚ *Otherwise our focus has been on state and federal reporting and tickets (re: grant data, program review, and other internal needs)*

**21\_ Development (Foundation, Government Relations, and Workforce)**

The NCSC Development team will positively affect enrollment by meeting our FY24 financial target of \$450,000 for fundraising, implementing two new workforce development programs that will support a \$245,000 target, with the support of a foundation board taskforce, \$1 million in state and federal grants, and \$35,000 with rentals or other support programs.

- ✚ *\$650,000 in YTD.*

- ✚ *We are implementing two new workforce development programs that will support a \$245,000 target, with \$142,737 YTD*
  - *Implementation of the Drone program on April 1, 2024,*
  - *the next Tower Technician program, beginning April 8.*
- ✚ *The events FY24 rental target is \$35,000 with rentals and is at \$34,852 YTD.*

## **22\_ Crawford Success Center**

To identify new community partnerships and program opportunities in the community to drive application and enrollment growth. This will result in a 5% general applicant growth in Crawford County and 5% enrollment growth of Crawford residents.

### *Community Engagement*

- ✚ *Hosted Spring Open House- 6 attendees (March)*
- ✚ *Partnering with Crawford AdamH for Peer Recovery Supporter training (April)*
- ✚ *On-site visit to Timken to kickoff manufacturing lab program (April)*
- ✚ *Visiting each Crawford County School*
- ✚ *Engage with uncommitted seniors, solidify applicant pool*
- ✚ *Participate in senior project assessments at Bucyrus & Col. Crawford (May)*
- ✚ *Providing personalized update to each partner school in Crawford County*
- ✚ *General Applicants & Tuition Freedom*
- ✚ *Providing customer service to general applicants within 48 hours of completion*
- ✚ *Crawford, Huron, Seneca, Wyandot, Marion, Morrow*

## **23\_ Human Resources**

Reduce the recruiting/on-boarding process to 8-10 weeks by efficiently managing the search process immediately after the posting period through offer; and ensuring the hiring of quality faculty and staff that are focused on student success and representative of the diversity of our service region.

- ✚ *New hires/new positions: 3/4/24 – 3/29/24*
  - *Shania Smith – Mailroom & Shipping/Receiving Clerk*
  - *Brooke Miller – Assistant Dean, BIT*
  - *Violeta Chinni – Manager, Tutoring Center*
  - *Becca Palmer – CCP Success Coach*
  - *Taylur Greer – CCP Success Coach*
  - *Nicholas Ramey – CCP Success Coach*

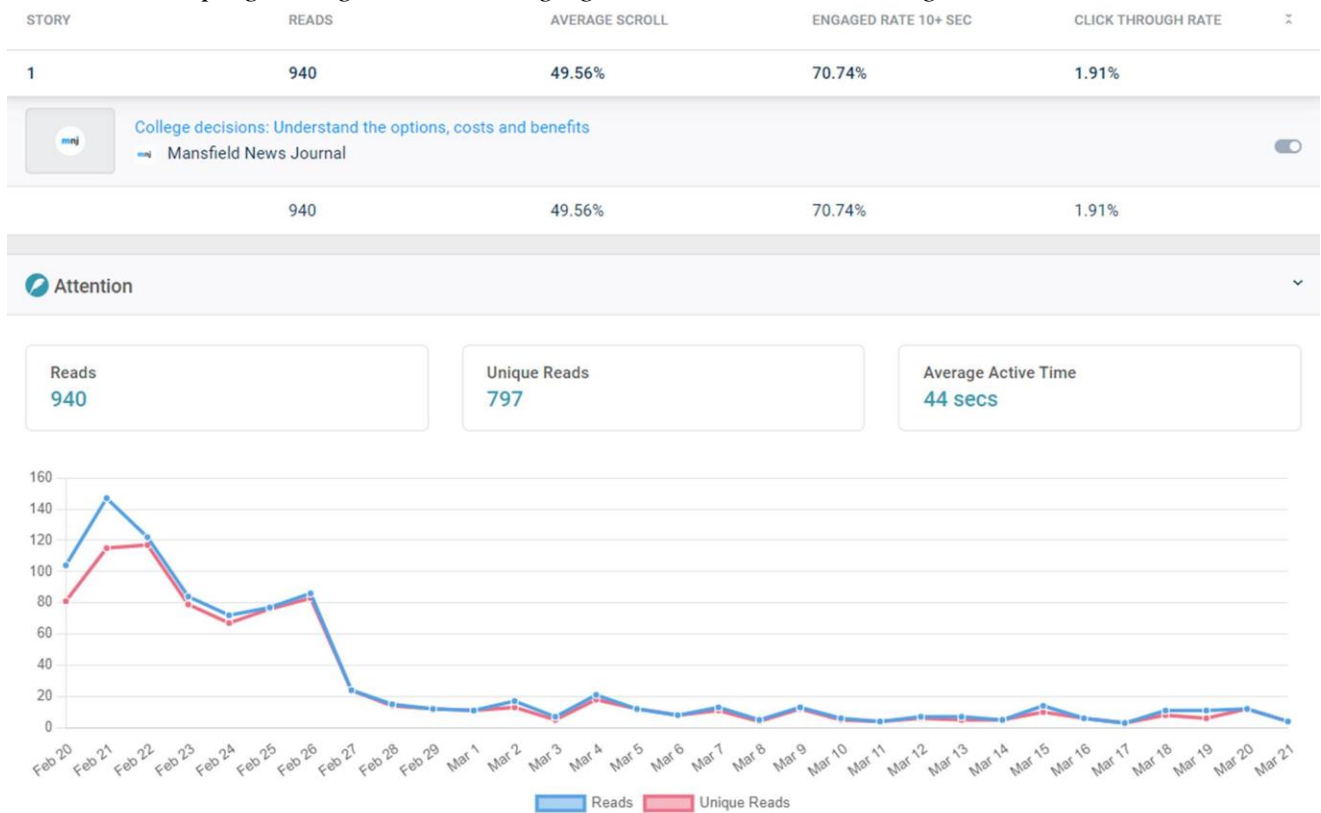
- ✚ *Introducing New Employees for this period:*  
*(see “Our Growing Family” and/or specific departments in the [Employee Photo Directory](#))*

## **24\_ Marketing and Public Relations**

Continue to find new prospects (1,000+ inquiries) for enrollment using web inquiry forms by employing segmentation tactics and targeted messaging (increasing social media content by 20% /maintain web users at 150,000+), and work with departments to improve communication with all prospects as we all strive to improve enrollment yield to at least 40%.

- ✚ *33 total web inquiries sent to admissions and deans on Monday, 3-4-24*

- ✚ 30 total web inquiries sent to admissions and deans on Tuesday, 3-11-24 (YTD 1,014)
- ✚ 36 total web inquiries sent to admissions and deans on Tuesday, 3-18-24
- ✚ 29 total web inquiries sent to admissions and deans on Tuesday, 3-25-24 (YTD 1,079)
- ✚ Web tracking – 118,314 users/114,498 new users since July 1, 2023.
- ✚ **Tactic Spotlight: Sponsored content article with Gannett**
  - The table below shows the preliminary results from a recent sponsored content article published through Gannett/Local IQ.
  - Their product ties in promotion using digital ads to targeted recipients
  - Our story received 940 reads from 797 unique targets. More than 700 reads occurred in the first week after being published. That speaks to relevant content delivery to appropriate audience segments.
  - This article will likely see a resurgence as part of a recently launched Smart Solution campaign using similar messaging to look-alike audience segments.



- Engagement with holidays and events on social
  - Eclipse glasses for students

**25\_ Faculty Caucus**

Continue communication between faculty and students, by increasing faculty usage of College systems (Aviso, Canvas...) by 6% for Aviso notes and 3% for Aviso alerts (to increase student success) and determine ways to increase faculty retention

- ✚ Reviewed and provided feedback regarding the Independent Study policy
- ✚ Shared information regarding the instructional design review process of courses

- ✦ *Shared and brainstormed questions for the 4/11/2024 meeting that Dr. Diab plans to attend*
- ✦ *Continue to discuss recruiting and enrollment and how faculty can assist. Faculty Caucus will continue communication with Laurie Jackson*

## **26\_ Staff Caucus**

Each week, request that staff caucus representatives contact the staff they represent, and identify potential areas of improvement for customer service. Specifically, the areas for improvement for customer service would focus on areas that would benefit both internal and external stakeholders at the same time. In addition, as part of identifying areas for improvement in customer service, the staff caucus will also request possible solutions and recommendations for improvement. Customer service topics include: Customer Service Response Timeframes, Problems Solving/De-escalating Situations, Staff as Representatives for the Entire Organization, Cross Training Staff, Aesthetic Intelligence / Emotional Environment (Overall Campus Aesthetic Appearance).

- ✦ *Staff Caucus will meet again as a group on Tues., April 9<sup>th</sup> to discuss staff related issues, concerns and questions at the college.*
- ✦ *Questions regarding staff concerns are currently being compiled and forwarded to the President's Staff for review ahead of the April Staff Caucus Meeting.*
- ✦ *Additional follow-up discussion will also take place regarding the Fourth Customer Service Topic: Cross Training Staff.*