

*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 April 1, 2024 to April 12, 2024

*\*\* Submissions for the next update are due **Friday, April 26, 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?

### 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 –*
  - *6 of the 15 faculty have reached out to what appears to be all of their advisees.*
  - *2 of the 15 have done zero documentation in Aviso.*
  - *The remaining faculty have notations in varying degrees with their advisees (1 is at 10%, 4 are between 20-35% and 1 is at 52% of their advisees have been documented on this semester).*
- ✚ *Despite continuous reminders and encouragement very little has changed this semester surrounding this issue.*
- ✚ *We will continue to monitor for success.*

#### 04\_ Liberal Arts Division

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

- ✚ *Began talks with Bowling Green to create an agreement with the Education program.*
- ✚ *Planning recruitment event for Human Services.*
- ✚ *Working to conclude articulation agreements with Tiffin University and University of Cincinnati.*

## 05\_ Title III

Monitor and report on Title III grant metrics (number and percent of courses converted/offered to online and/or 8-week modalities, increase incorporation of OER, and faculty involvement in ACUE, QM and additional training programs) to support faculty in enhancing student success.

- + Year 1 performance report was successfully submitted to the Dept. of Education on 01April
- + Introduced summer action plan program to faculty at April division meeting
  - o Focus of program is to provide financial and additional support to faculty looking to complete summer projects aimed at improving student success in their courses
  - o Deadline for proposal submission is April 19<sup>th</sup> (reminder emails will be sent out to faculty)
    - i. Completed forms can be submitted to Jason Tucker ([jtucker@ncstatecollege.edu](mailto:jtucker@ncstatecollege.edu))
- + Planning underway for 2024-2025 academic year division meetings focusing on assessment
  - o Dialogue with Dr. Haynes, Dr. Gray, and Justin Tickhill ongoing to identify training goals
  - o Hoping to allocate 1-2 hours at Fall Convocation in addition to monthly division meetings throughout the academic year to hands-on training
- + Looking to schedule next Title III steering committee meeting
  
- + Equity & Access Coordinator engagement:
  - o 1:1 Support sessions: 08 Faculty sessions: 06
  - o Student Groups: 00
  - o Events/workshops held:
    - Students for Success Workshop for Student Orientation (04/11/24): 17
    - Student Check Ins (Weekly): 01
    - Student Event: Financial Literacy (4/11/24): 14
  
- + Technology Success Coach engagement:

o Workshops Held:	In-Person: 0	Zoom: 1	Video Hits: 3
o Student Support:	Email: 1	Phone: 0	In-Person: 1
o Faculty Support:	Email: 7	Phone: 0	In-Person: 0
o Staff Support:	Email: 0	Phone: 0	In-Person: 1

## 06\_Academic Support Services

### 07\_ Center for Teaching Excellence

Continuation of NCSC Instructional Design Success/Retention Enhancement Program by:

1. Conducting monthly outreach to academic departments to move them through the defined engagement levels.
2. For previously non-participating departments, conduct outreach and activate 50% to Level 1 participation: 175% complete
  - o Level 1 Meetings in Process of finding a dept mtg date: ENGR, ITEC, VCMT, CRMJ, HMSV
  - o 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 two open house events. Main Campus Open House April 3<sup>rd</sup> and Kehoe Open House April 12<sup>th</sup>. Both went well.*
- ✚ *We continue to reach out to inquiry's and applicants quickly to implementing 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 summer/fall semester applicants to get them advising appointments*
- ✚ *We continue to follow up with our inquiries*
- ✚ *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 continue to plan 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 realignment (excludes advising visits).*
- ✚ *Department visits from 03/16/2024 to 03/31/2024 = 9*
- ✚ *The Testing Center has moved! The new Testing Center is located in 124 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): 69*

✚ *March 2024*

✚ *Spring break Cultural & Professional Enrichment Events:*

✚ *3/12/24 - Cleveland Museum of Art Center – 7 students attended (10% attendance)*

✚ *3/14/24 - Rock-n-Roll Hall of Fame – 7 Students attended (10% attendance)*

✚ *3/25/24 - College Career fair – 10 Students attended (15% attendance)*

✚ *April 2024*

✚ *4/3/24 – 4/5/24 – Trio Professional Conference, Columbus, Ohio (Shane attended)*

✚ *4/11/24 – Financial Literacy Series I – Financial Aid - 15 students attended (22% attendance)*

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

✚ *Total number of tutors on staff: 18*

✚ *Intentional outreach conducted & documented: 12 tutors outreaching to 37 faculty with a total of 114 communications documented.*

✚ *Next reporting event: Midterm Session A, Due on 04/25/2024*

## 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: Crestview, Ashland, Ontario & South Central*

✚ *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, planned hours and registration reports,*
- ✚ *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 is doing great! Taylur Greer, Becca Palmer and Nicholas Ramey have been steadily working with students for Summer and Fall Advising and registration. The team is also scheduling school visits to engage with and support our high school partners and off-site based CCP students.*

## 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.

- ✚ *AACRAO conference was successfully attended, stay tuned for informational dissemination*
- ✚ *China and Mark have begun shredding "never attended" student files in preparation for upcoming relocation*
- ✚ *Cert processing has resumed*

## 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.

	<u>BH</u>	<u>COLL</u>	<u>Total</u>
✚ <i>1<sup>st</sup> day of SP24 term</i>	66	2,137	2,203

### 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 Project: Fallerius and Kee Hall,*
  - *Timeline April 2024*
  - *Status update: Both Boilers and Chillers are installed and functioning*
  - *Chillers will need to be started up and tested once heating season is over*
- ✚ *Generator Project: Health Science, Child Development Center and Kee Hall*
  - *Timeline June 2024.*
  - *Status Update: Spring Electric has started running conduit and installing the transfer switches at Kee Hall & Health Science. BC&G Construction has Framed Concrete Pads and will pour concrete April 15<sup>th</sup> weather pending. CW Mechanical has installed taps on gas lines to both Kee Hall & 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: Request for qualification for an Architect/ Engineer has been posted to NCSC website as well as Ohio Facilities Construction Commission.*

## **17\_ Information Technology**



**✚ GreyCastle (DeepSeas) Project**

- *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 / Aruba Central 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. In response we are looking at some remediations and changes that we'll be making after graduation. Please bear with us as we work to improve our security posture and understand that we do NOT like making things harder for anyone and only do so when there is good reason.*

**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:**

- *The results from the Colleague scan have come back. We're in an ideal situation in terms of errors for the SaaS migration. The vast majority of issues with the Data Scan were caused by unpermitted characters that can be quickly resolved. A character limit issue was found within the Calendar Events table which is currently being resolved.*
- *The Custom Scan showed that most of our existing custom systems were built and maintained correctly. There are a handful that'll need to be evaluated, and a few that'll need to be renamed.*
- *Ellucian estimates that our SaaS environment, running in parallel with our existing environment, will be ready by September of 2024. From there, we'll be working on modifications and implementations before moving entirely to SaaS.*



- *We're also currently planning an upgrade to the latest versions of Colleague UI and Self-Service to prepare for the SaaS migration.*
- *The project as a whole is still moving well ahead of schedule, although anticipated slowdowns are expected when we turn our attention towards reporting services in the fall.*

 *IS Related Updates:*

- *We're moving forward with the live test on Canvas Grades to Colleague. Dr. Johnson provided a list of faculty caucus members to perform a live test on for the SP2024 final grades for standard and session B courses.*
- *We deployed several new reports for the Financial Aid and Academic Services departments and resolved a few issues with existing reports.*
- *Priority Registration and SREP code assignments went well with no reported issues for the upcoming Summer and Fall terms.*

**19\_ Child Development Center**

Maintain full enrollment and update curriculum for education of children.

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

<i>Date~ Week of 4.12.24</i>				
<i>Class (Room)</i>	<i>Maximum Enrollment</i>	<i>Available Slots</i>	<i>Filled Spots</i>	<i>Notes</i>
<i>Adventure (39)</i>	<i>8</i>	<i>0</i>	<i>8</i>	
<i>Imagination (21)</i>	<i>8</i>	<i>0</i>	<i>8</i>	
<i>Puddles (24)</i>	<i>8</i>	<i>0</i>	<i>8</i>	
<i>Fascination (27)</i>	<i>8</i>	<i>0</i>	<i>8</i>	
<i>Explorers (29)</i>	<i>20</i>	<i>0</i>	<i>21</i>	
<i>Sunshine (32)</i>	<i>20</i>	<i>0</i>	<i>20</i>	
<i>Homebase</i>	<i>28</i>	<i>0</i>	<i>28</i>	

### ***Status of Updated Curriculum***

*We are continuing to work on utilizing the TS Gold Cloud! We are currently working on a Light Study in preschool and the toddlers are working on a Containers Study! We have ordered additional items to expand our garden to include potatoes, tomatoes and flowers. We will also have items available for children to take home and use with their family meals. The flowers will be used for center pieces on our tables for breakfast, lunch and snack!*

*We also had Family Conferences this week, we visited with 57 families to share all of the TS Gold assessment data, worked on updating educational goals and enjoyed spending time with families to learn more about their children.*

## **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:

- a) meeting our FY24 financial target of \$450,000 for fundraising,
  - ✚ *Currently at \$600,000 received*
- b) implementing two new workforce development programs that will support a \$245,000 target, with the support of a foundation board taskforce,
  - ✚ *The 2024 Drone Program has launched and students are completing their online coursework and will participate in the practicum at the end of April, to achieve the \$245,000 target*
- c) \$1 million in state and federal grants,
  - ✚ *\$854,000 in local, state and federal grants*

d) \$35,000 with rentals or other support programs.

✚ \$36,000 with rentals on a \$35,000 target.

## 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.

### ✚ School Engagement

- NCSC presentations for grade 12- Bucyrus & Galion (April)
- NCSC presentations for grades 9-11 (April-May)
  - Collaboration with Dan Wagner, Dean of B-I-T for joint visits
- Participate in senior project assessments at Bucyrus & Col. Crawford (May)

### ✚ Workforce Engagement

- Timken – identified prospects for Mobile Manufacturing Equipment at CSC, discussed certificate training opportunities (April)
  - Established relationship with new plant manager Paul Bishop
- Avita Health System- identified prospects for Microsoft Excel training (April)
- Carlisle Place Senior Living- discussed nursing opportunities and workforce trainings (April)

### ✚ Community Engagement

- Crawford County Now podcast with Melinda Roepke, Nursing Programs Administrator (April)
- Hosting Peer Recovery Supporter program with Crawford AdamH and share NCSC next step opportunities (April)

### ✚ Providing customer service to general applicants within 48 hours of completion

- Crawford, Huron, Seneca, Wyandot, Marion, Morrow
- Generating appointments for Accuplacer testing & FAFSA assistance

## 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: 3/30/24 – 4/12/24

- No new hires for this period

### ✚ 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%.

- ✚ 36 total web inquiries sent to admissions and deans on Tuesday, 4-1-24
- ✚ 28 total web inquiries sent to admissions and deans on Tuesday, 4-8-24 (YTD 1,143)
- ✚ Web tracking – 125,895 users/121,789 new users since July 1, 2023.
- ✚ **Tactic Spotlight: LinkedIn certificate promotion**
  - New channel effort to reach adult submarket was successful
  - The 3-week campaign had a total reach of 40,065, providing 247 clicks for additional information.

**NC** North Central State College  
North Central State College 7,838 followers  
Promoted

What you need today to prepare you for tomorrow.

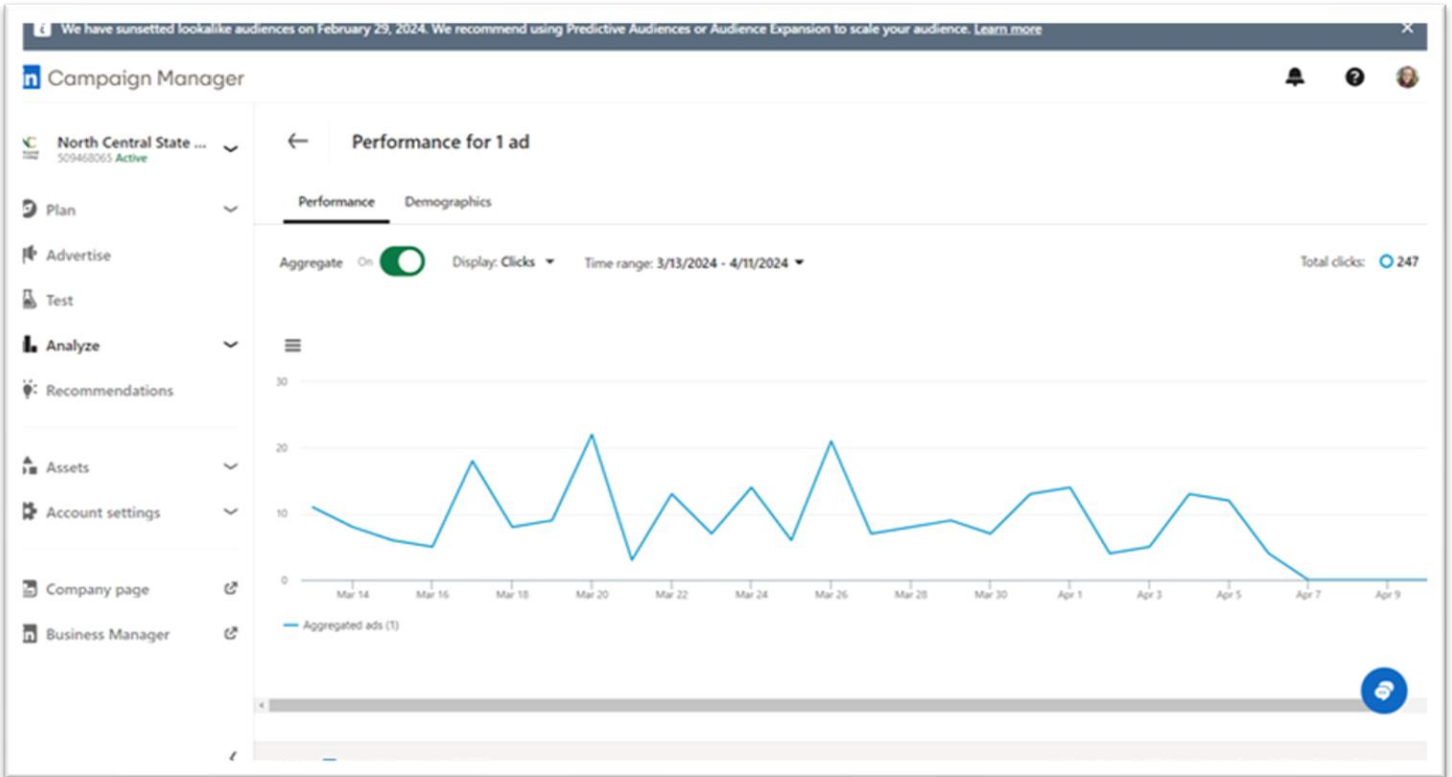
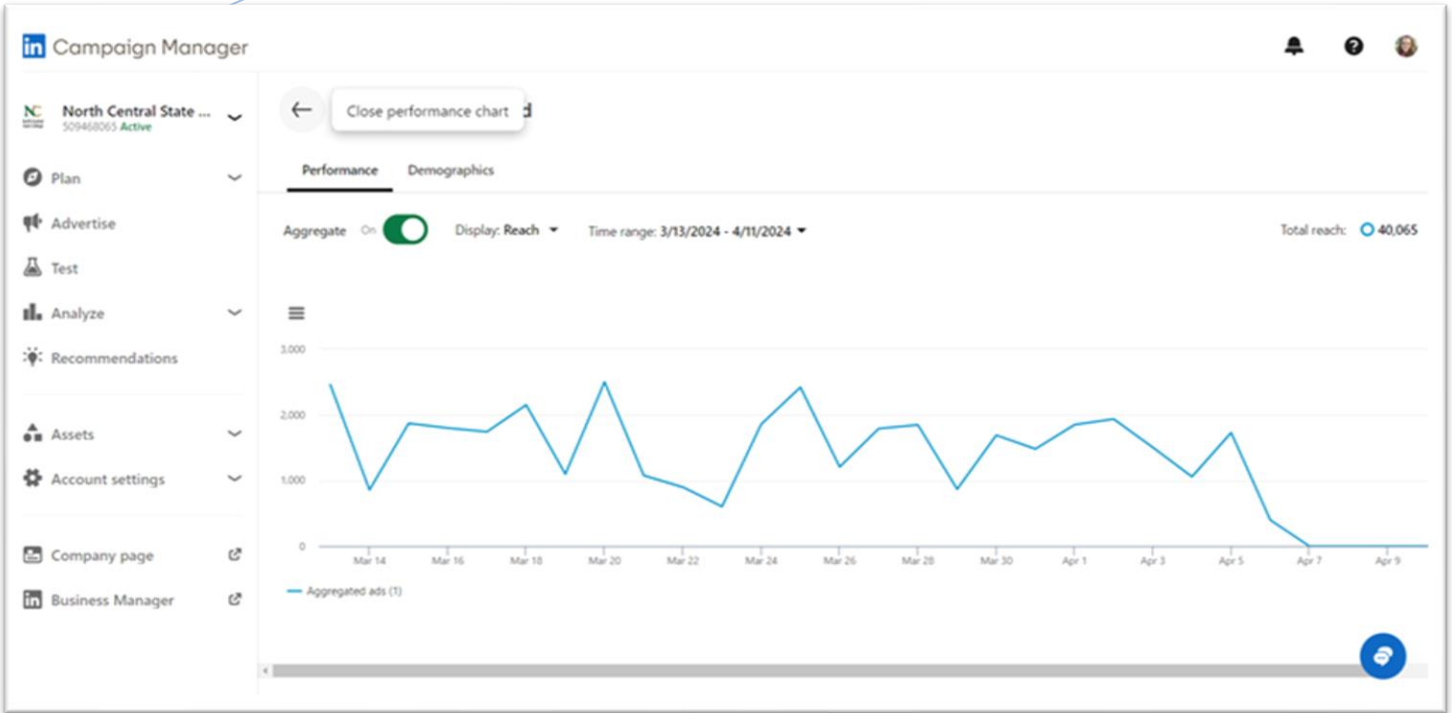
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# President's Bi-Weekly Report



## 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

- ✦ *Dr. Diab and Dr. Gray joined faculty caucus to discuss program credit hours caps and mentoring processes for both full-time and part-time faculty*

## 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 met as a group on April 9<sup>th</sup>, to discuss staff related issues, concerns and questions at the college.*
- ✦ *Discussion of concerns and questions included employee retention and compensation, the recent college realignment, and issues regarding coordinated training for staff at the college.*
- ✦ *Doug Hanuscin from HR also joined the Staff Caucus meeting to discuss these topics.*
- ✦ *Staff Caucus will meet again as a group on May 14<sup>th</sup>, via Zoom.*