

# President's Bi-Weekly Report

For period April 5, 2021 to April 16, 2021

*\* Submissions for next update are due **Friday, April 30, 2021***  
*NOTE: The April 30<sup>th</sup> Report will be the last one until September 17, 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.

- + AVITA conducted a COVID-19 Vaccine Clinic at Byron Kee Center, Room 128 on Wednesday, April 7<sup>th</sup>. 106 people vaccinated
- + Next clinic on hold pending outcome of Johnson & Johnson study.
- + A direct line to the governor's office is available to secure vaccine for future clinics

<b>Positive COVID cases through 4-5-21: Students</b>	<b>Faculty (FT &amp; PT)</b>	<b>Staff (FT &amp; PT)</b>	
Total cases to date	42	14	9
Active cases right now	1	1	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.
- + Reviewing messaging in regards to the prior table-top scenario.
  - o Will review at CERT on April 27<sup>th</sup>.

## Academic Services

### 02\_Business, Industry, and Technology

## Accomplishments toward Strategic Projects

### 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)
  - + We have held discussions (prompted by title III) with each department to encourage transition to online and hybrid courses as well as the possibility of offering 8-week courses.

- b. Certificates:
  - i. Review certificate inventory for enrollment and need (complete by June 30, 2021)

✚ *ITEC continues a full review of all certificate programs*

- ii. Develop new 15-hour electrical cert to align w/Career Centers' strong electrical curriculum, and send to curriculum Committee in Fall 2021.

✚ *Looking to next fall, we will re-engage with PCTC as their Industrial Electricity program returns to Kehoe*

- 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

✚ *We have two female student mentees this spring term, with their very own mentors in the IT field.*

✚ *Both mentors have met with their mentees so far and have discussed items such as: what makes them nervous toward their future career, help with resumes and LinkedIn profiles, goal-setting for future meetings, user groups the students can get involved in, and additional resources that are free of charge to students for added training. Both mentors said they are trying to steer future meetings with their mentees in the specific direction that the student wants to take their career.*

✚ *The goal was to meet twice this spring since our pilot had a late start. The hope is that each mentor and mentee will be meeting again sometime this week so they can all be evaluated for the pilot before spring term ends.*

#### **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.

✚ *We are proud to announce this goal has been met! As was reported above, an additional 20% of BIT courses have been approved for online and hybrid offerings.*

#### **Strategic Project RESOURCES:**

a. IT / ENGR integration in relevant curriculum;

✚ *Bachelor of Applied Science in Systems Integration and Automation Engineering Technology program outline completed.*

b. Seek grants to support strategic goals min. \$100,000 by June 30, 2021.

✚ *NIMS - \$2,500*

✚ *Hire Foundation - \$31,000*

✚ *Lorain County Community College - \$45,000*

### **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%.

✚ *Discussing apprenticeships with new company: Tramco Sealant*

✚ *Brandel Boyd reports 7 new apprentices registering for summer/fall 2021*

✚ *One sponsored apprentice will complete the end of this semester*

✚ *Plastic Technician is nearing the end of the first session for the third cohort. Plans to market to public and convert to credit on track for summer.*

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

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

✚ *Gorman Rupp to start machinist training in May*

✚ *Weir/Esco to start electrical maintenance training in May*

✚ *AK Steel will begin training implementation plan now that contract negotiations are completed*

✚ *Pioneer JVC to utilize testing center to administer Registered Dental Exam to approximately 14 students*

✚ *Amatrol E-learning assessments used to make training plans for Weir/ESCO employees*

✚ *Gorman Rupp utilized Wiesen aptitude test for customized training selection*

a. Implement online delivery of a) supervision/leadership' b) MS Office; c) promote MindEdge curriculum - implemented by Jan. 01/2020

✚ *Ashland Railway enrolled 12 learners in MindEdge curriculum this month*

✚ *Online leadership series delivered to Richland Newhope end of 2020-early 2021*

✚ *RMC in the midst of an 8 session leadership training series face to face*

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

- ✦ *WISE (women in STEMM education) cohort planned to start in Crawford County June 2021. This is in conjunction with the Success Center, Court Systems, Crawford Works and CCDJFS*
- ✦ *Continued work with the "Crawford Builds" team to establish a training opportunity for those involved with the legal system*

## **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

- ✦ *Based on most recent QM update, course numbers capable of 100% online instruction, there are only five courses remaining for QM review. Three will be reviewed Summer2021 with the other two for the 2021 academic year.*
- ✦ *Nothing to add until courses go through QM. PN/RADS/ CHEM1210 grandfathered courses are BIOL1101, PNUR2050, RNUR2070*

#### **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.

- ✦ *Applications are at 55% overall with Radiology at 100% and PTA at 92% capacity. Outreach continues for BioScience, SciMed, LPN, Respiratory and the RN programs. There have been successful visits one on one with students and parents. Info sessions continue for Nursing and Respiratory.*
- ✦ *First Pioneer visit was last Wednesday.*
- ✦ *Still taking applications for LPN, Resp, RN, BioScience and SciMed.*
- ✦ *Info sessions continue.*

#### **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 reviewing CWOs for courses. We are working together to verify all CWOs are being completed within each program.*

- ✚ *CWO spreadsheet from Assessment: Melinda found one nursing course with no data (RNUR1070, summer course) and will work with the instructor to correct this.*
- ✚ *Other projects:*
  - *Leesa:*
    1. *working on the PTA budget for the last three years to compare budget, student fees, and expenses.*
    2. *Will be working on the RESP budget for bottom line on number of students versus expenses versus charges to compare break even student numbers for the program.*

## **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.*
- ✚ *AA in Education added to online programs. Seven online degrees are already 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.

- ✚ *Much progress on articulation agreements and pathways—33 now signed and current. Four articulation agreements are with NCSC for final review/signature—Muskingum, Baldwin-Wallace, Capital, and Otterbein. Articulation agreements for the AA and AAS in Criminal Justice have been signed with the Univ. of Cincinnati, and two are in signing process at UC—social work and education. Two new pathways (CJ and Psych) from Franklin are in review. Articulation renewal with Herzing University is in review.*
- ✚ *Guaranteed Transfer Pathways in Psychology and Social Work approved and posted on ODHE website. English, Mathematics, and Communication Studies pathway have been submitted and are awaiting ODHE approval.*
- ✚ *Text has been drafted for the Transfer Center on the website.*

- ✚ *GEM program—Brad Dunmire has completed training and has been approved as the point of contact; the landing page is underway.*

### **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.

- ✚ *Dave Koepke is partnering with the Mansfield Police Department to seat cadets in the NCSC Police Academy and is offering a full time day Academy in fall 2021 to facilitate Mansfield's training alongside other NCSC student cadets.*
- ✚ *Division faculty have been asked to encourage enrollment by current students.*

### **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.

- ✚ *Steve Haynes is continuing to work with two committees to improve the design of the FYEX 0070 course and improve the design of the co-requisites for ENGL 1010 and STAT 1010.*

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

### **Accomplishments toward Strategic Projects**

#### **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

- ✚ *The Academic Support Services manual (which encompasses the accreditation and compliance processes) is now over 100 pages. While this is useful from the perspective of capturing important processes, it may be overwhelming for any staff member that would like to take over the Academic Services Office. Consequently, the decision has been made to create these support manuals as linked topic lists, that can be used when specific questions arise related to curriculum processes, the writing of accreditation narratives, reporting to ODHE, HLC, or the Federal Department of Education of important compliance issues, fee update process and calculations etc....*



### 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.

- ✦ *The annual update to the curriculum committee handbook has been completed by the curriculum committee. The Academic services office will add material related to training over the summer.*
- ✦ *Approximately 1/2 of full-time faculty have used the Curriculog (software system used to make changes to syllabi and worksheets) to make changes within the last two years.*
- ✦ *The goal is the remainder of faculty will be trained during Fall 2021.*
- ✦ *Deans/AA's have been using the "open" catalog function to the advantage of students and our staff. These updates to the catalog pages allow for more consistent communication of changes in real time.*

### 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.

- ✦ *The TRIO and Transition services office has started compiling co-curricular assessment data from the last two semesters. This will be the first time this data will be folded into the academic assessment process. This is important because HLC has requested that we analyze trends from support service assessment as well as in - classroom assessment activities.*

### 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.

- ✦ *A variety of new processes have been updated to better meet the needs of individuals going through program review. The EMSI software allows the tracking of the workforce trends for academic programs the three years between program reviews. This allows a greater understanding of projections for numbers of jobs, and wage increase within a given*



*profession. Additionally, this meets a documentation need for the college's accreditation with HLC.*

## **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 313 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)*

- *265 total active non-CCP applicants*
- *88 Summer 2021*
- *177 Fall 2021*
- *6 in-person appointments/walk-in for admission, Accuplacer and financial aid*
- *Special communication to applicants for summer semester who lacked the HS transcripts for their applicant file (thank you Diane)*

#### **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.

- ✚ *5 individuals admitted into the Crawford Practical Nursing Cohort for fall 2021*
- ✚ *7 individuals preparing for the TEAS*
- ✚ *An email was sent to all PN nursing applicants and registered pre-nursing students to make them aware of the upcoming nursing info session on May 3.*
- ✚ *23 PN applicants working through the enrollment process at various stages*
- ✚ *Continuously calling all nursing applicants to encourage them to work through the enrollment process*

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

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

- ✚ *Crawford Builds program met with the Canton Youth Build Program*
- ✚ *WISE pathway planning to moving along for an August start for the workshop*

*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.

## **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

- ✦ *Developing two summer break 'Course Redesign Camps' to support both Umbrella Hour Projects structure, iterative distance course development and OER adoption.*
- ✦ *Submitted a proposal to Academic leadership for a revised physical CTE office with multimedia development, training and a recording booth and practice/ virtual meeting capabilities.*
- ✦ *In preparation for CTE Strategic Planning for 2021-22, asked both CTE Steering Committee and key academic leaders to rate the current CTE on the ACE/ POD Network Center for Teaching & Learning Matrix. This will be used as a baseline to guide strategic and tactical goal setting for the CTE for the coming year.*
- ✦ *Open Education Resource Weekly Workshops -*

*March 2021*

- *3/1/21 Getting Started with OER 1 hour (5 participants)*
- *3/3/21 Dive In! Search for OER 1 hour (2 participants)*
- *3/5/21 Open Discussion on OER 1 hour (2 participants)*
- *3/24/21 Zane State - 15-minute team meeting presentation to faculty on OER Affordable Learning Initiatives and support (13 participants)*
- *3/25/21 COTC – 1-hour long workshop on Getting Started with OER and faculty practice on searching for OER (15 participants)*
- *3/25/21 Invited to attend Owens OER English Project Presentation with follow-up planning on more OER projects April 5, 2021 (9 participants)*

*April 2021*

- *4/5/21 Owens –planning meeting (1 participant)*
- *4/7/21 - Lakeland – OER presentation for faculty 1 hour (14 participants)*
- *4/12 Terra State – OER introduction to faculty 15 minutes during team meeting (16 participants)*

*OER Presentations*

- *NCSC Courses currently in progress for OER consideration and adoption:*
  - *BUSM 1170, BUSM 2090, BUSM 2272, CRMJ 1010, CRJM 2032, ENGL 0040, ENGL 1010, FYE 1000*

*Upcoming OER Presentations planned as of April 15, 2021:*

- *4/16 Clark State*
- *4/19 Owens – planning meeting with faculty 1 hour*
- *4/27 Owens – OER presentation for faculty 1 hour*

- ✦ *Peer Reviewer –due by June 7, 2021. OER Starter Kit for Managers book Part 5, Apurva Ashok Project Lead, Rebus Community <https://about.rebus.community/>*
- ✦ *Presenter at OpenCon OER conference at Cleveland State University, May 14<sup>th</sup>, 2021.*
- ✦ *<https://engagedscholarship.csuohio.edu/oa/opencon2021/>*
- ✦ *May 2021 – OER – Let me do the OER work for you (faculty) during your Summer Break workshops and 1-1 faculty planning.*

### **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

- ✦ *Administered annual 'Canvas Thumbs Up Nomination survey to students via student email and Canvas announcements. Based on survey results, the top vote getters for each division were recognized as the 2021 Canvas Thumbs Up Award Winners. A follow-up survey was sent to the ID'd winners, both sharing their students' nomination comments and asking for sharing of their Canvas usage to compile a mini Case Study to disseminate to other faculty ( See: <https://ncstate.instructure.com/courses/1880576/pages/canvas-thumbs-up-award-winners> )*
- ✦ *BiT Canvas Thumbs Up Winners 2021: Mike Beebe & Susanne Carmack*
- ✦ *HS 2021 Canvas Thumbs Up Winners: Travis Green, Jeff Taylor & Justin Tickhill*
- ✦ *LA 2021 Canvas Thumbs Up Award Winners: Dave Koepke, Joseph McGregor & Sara Rollo*
- ✦ *Getting CTE Steering Committee input on revisions to the quasi-annual 'Flashlight' student & Faculty surveys to launch to students & faculty before finals week.*
- ✦ *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 - due to time considerations, both faculty members have rescheduled these planned sessions to Fall. Dates TBD*
- ✦ *Canvascast emails sent each Friday morning offering walk-thru of a Canvas tool of week: Canvas Thumbs Up Winners & Using Pages to CrossLink Learner Supports*
- ✦ *FACILITATOR email sent out Mondays at noon to highlight a teaching technique & training of the week: FishBowl Discussions & Single Point Grading Rubric*

**Strategic Project 3:**

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

- + See Course Redesign Camps in 1
- + See Matrix ranking in 1

## Student Services & Institutional Effectiveness

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

**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).

- + *Implemented Microsoft bookings for the admission representatives to meet with applicant prospects or applicants in the beginning enrollment stages.*
- + *Sent out communications to individuals that have quality for the short-term certificate funding.*
- + *Mailings for the new 2021 Stimulus Emergency Payments for Students.*

**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).

- + *Cassie Sager finished up recruiting in all senior Pioneer Labs.*
- + *Tom Prendergast, Amanda Sheets and April Gregory met with Scott Musser at Madison High School. April will be in all CTE labs in May to help with articulation, CTAG, and recruitment.*
- + *The Health Sciences and Kehoe tours has 2 students per site on the Wednesday afternoon tours.*

- ✚ *Cassie Sager and April Gregory are out on the road visiting school sites to drop off "Appreciation Cards" to all Guidance Counselors.*

### **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).

- ✚ *Cathy Craig is providing training to Amanda Sheets to help with using the communication workflow in Recruit to meet the diverse applicant audience needs through the enrollment process.*
- ✚ *Cathy Craig and Amanda Sheets also worked on the skeleton for the 2022 communication workflow for the NCSC CCP students.*

## **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

- ✚ *Actively monitoring registration activity for continuing students including:*
  - *Black or African American Students: 73 not yet registered for fall 2021 who are enrolled spring 2021*
  - *Directions Program: 118 not yet registered for fall 2021 who are enrolled spring 2021*
- ✚ *Participating in the college's Co-req project; CCA + Ohio SStF Workshop #3 held on 04/14)*
- ✚ *Planning for department's final Professional Development Friday for the term scheduled for 04/23/21*

#### **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

- ✚ *Created tag to identify students who have completed petition to graduate in SP2021*
- ✚ *Created a summary report outlining highlights from year-long project with Aviso team*
- ✚ *Configuring upcoming alerts and achievements for end of term: Overall GPA Alert, Final Grade Achievement and Registration Reminder Alert*

**Strategic Project 3:**

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

- ✦ *Completed interviews for Transition Specialist position during week of 04/06/21*
- ✦ *Sarah Bowin hired as Retention Specialist position; onboarding began on 04/12/21*
- ✦ *Reviewed data shared by Interact Communications during Access/SEM committee meeting on 04/14/21*

## **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)

- ✦ *CCP New Student Orientation for Summer/Fall 2021 registration; 2 sessions held in last two weeks*
- ✦ *Continued advising and course approval for summer and fall continuing students*
- ✦ *Continued work with partners schools on faculty credentialing for new faculty in 21-22*
- ✦ *Continued work on renewing partnerships with school districts*
- ✦ *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)

- ✦ *Expand use of technology to support communication for Department needs, student enrollment and student success during COVID and with current staffing. (Success and Resources)*
- ✦ *Continued updates to SharePoint for secondary school partners' applicant and enrollment tracking*
- ✦ *Utilizing MS Bookings for students to self-set appointments directly to Outlook for advising; working well for students*
- ✦ *Continued work on CCP webpage content*



## **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

- ✚ *Updated ChatBot to reflect more concise information for a variety of questions student may have*

#### 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.*
- ✚ *Following up with internal and external scholarship students to complete aid file.*

#### 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.

## 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; 64 center-based, 28 home-based for a total of 92 children*
- ✚ *Notification of the program's weekly tuition increase for FY21-22 went out to families on April 1, 2021. The 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: 48 center-based, 23 home-based, 3 prenatal, total 74.*

- ✦ *Accepting applications for enrollment for infants, toddlers and preschoolers*
- ✦ *Home-based services will be provided virtually or “park, patio, porch” as weather allows, in collaboration with community agencies*
- ✦ *Program is recruiting community wide, call the CDC if you need recruitment material*
- ✦ *Program is now providing program tours with families interested in early childhood services, such as child care and Early Head Start. The tours are by appointment only.*

### **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*
- ✦ *March ADA for EHS – 82% (increased 13%), ODE – 80% (same as last month) and Child Care – 84% (increased 4%)*

## **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

- ✦ *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.*
- ✦ *Wayfinding on campus with OSU has started, we are discussing college branding.*

### 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

- ✦ *Received pricing to install LED lamps in Health Sciences hallways, OSU facilities to do the work.*
- ✦ *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.*
- ✦ *Scheduled 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 started April 19<sup>th</sup> at Kehoe Center and then contractor and Kevin will meet to where we will go from there.*
- ✦ *Kevin has been working on earning 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.

# President's Office

## 18\_Foundation, Government Relations & Grants

### Accomplishments toward Strategic Projects

#### Strategic Project 1:

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

- ✦ *The Foundation is offering Career Centers students, Mansfield Senior High, and the Crawford County High School students an opportunity to receive a scholarship or a gift card to generate more students applying to NCSC.*
- ✦ *The Foundation has awarded over \$290,000 in scholarships for FY22, including tuition freedom scholarships. Letters are out and students have begun to turn in their acceptance agreement.*
- ✦ *The FY22 Employee Campaign has been launched and will include weekly opportunities for Cedar Fair tickets, gift cards, and recognition*
- ✦ *A new gift was contributed to the NCSC foundation to use for grants that are provided to students that experience a hardship and needs assistance.*
- ✦ *The Foundation hosted the 2020/2021 Hall of Excellence virtually. Feedback from donors, corporate sponsors, the Board of Trustees and Foundation, along with other key stakeholders was that the event was very successful.*

#### 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 gift request has been approved for a \$50,000 gift to fund portable workforce development equipment. The equipment will allow for training on site at manufacturers site.*
  - *The donor company has agreed to expand their staff training to be part of our workforce training program.*
- ✦ *The NCSC Foundation has requested support from an area donor for the Kehoe auditorium to upgrade IT and hybrid training with technology equipment.*
- ✦ *A visit with the Stark County "Project Rebuild" was completed and the process used for the program is being evaluated for inclusion with a possible similar program in Crawford County.*

## 19\_Human Resources (HR)

### Accomplishments toward Strategic Projects

✚ *Nothing to Report for this period*

**Strategic Project 1:**

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

**Strategic Project 2:**

Implement Colleague Self-Service for HR

**Strategic Project 3:**

Automate payroll payable process i.e. pay online

## **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 IT department ordered 1 GB port modules and 10 GB SFP transceivers for the new firewalls and they have arrived. These modules will be installed and the 1GB connections presently being used will be transferred to the new modules.*

**Strategic Project 2:**

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

**Strategic Project 3:**

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

✚ *The IT department has asked for a quote to upgrade 54 classrooms. As stated in the last update Fallerius Hall F-121 has been approved to have a Next Gen classroom upgrade. The IT department is meeting with the A/V contractor to go over details regarding the classrooms and then provide us with a quote.*

## **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)

✚ *Realignment of program listings underway on website*

✚ *New pages going up for Water and Business Analytics Certificates*

- *Need additional content*

✚ *Transfer Center is again underway on web.*

✚ *Catalog content is driving web content dynamically. Continues to be a focus. New issues identified with the cutover to 2021-2022 catalog. Gina is working through this.*

✚ *Multiple new projects in the works in support of the admissions team.*

#### **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.

✚ *Meetings with Key media partners are underway for FY22.*

## **23\_President's Office**



## **Strategic Directions toward Mission of Student Access and Success**

- ✚ It is highly recommended for faculty and staff to encourage current students to register for the summer and fall semesters and take advantage of the stimulus dollars coming from the federal government.
- ✚ Input from the marketing consultant we hired indicated that we are having the largest conversion loss with women, and fewer applications from African American and working adults. The College will review recommendations for improvement with the consultant.
- ✚ The tipping point for student registration is to engage them early on with at least 6 out of the ten onboarding tasks. Engagement with advisors and orientation are very significant and should be earlier in the process.
- ✚ Title III grant proposal is proceeding weekly with focus on developing more online courses and programs, more 8-week terms, and professional development activities for faculty and staff.
- ✚ The Human Resources Office is extremely busy with hiring of 15 to 20 replacement and new personnel this semester.