2023-2024

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 August 14, 2023 to September 1, 2023

*** Submissions for the next update are due **Friday, September 15, 2023***

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 SERVICES

02_ Business, Industry, and Technology Division

(Goal 1) Increase average section enrollment by 1%, and *(Goal 2)* measure and increase the faculty usage of Watermark for student outreach on non-attendance, mid-term grades, and other academic alerts.

For our division, first goal.

Division goal of increasing section average enrollment by 1%: Complete for fall term, increased by 4.9%	
Percent change for fall 2023 =	**4.9%**
Average Section size fall 2023	

Row Labels	Average of Sec Enroll
BIT	11.28571429
HSCI	11.97674419
LA	13.27074236
Grand Total	**12.30604982**

Average Section size 2022-2023	
Row Labels	Average of Enrolled2
BIT	10.76265823
HSCI	7.333333333
LA	14.01397206
Grand Total	**11.19616391**

Our division, second goal.

- *We have received the first measurement of faculty alert usage in Watermark and continue to encourage outreach. Follow up measurements will occur every two weeks.*

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.

- *All faculty received a listing of their student advisee's during convocation, along with a copy of the Health Science strategic plan/goal. This allowed for the faculty members to look over their advisee listing to identify errors and make corrections. It also allowed for them to clarify with the Dean the expectation, ask questions and begin to process the requirements.*

- *The Dean worked with Monica Durham to figure out what format to run the report in form Aviso. A practice report was generated for clarification and to assess the time from Monica's*

end. The first official report will be generated next week (week 4 of the semester) to look at the communication from Weeks 1-3.

04_ Liberal Arts Division
Increase the pass rate in the Liberal Arts courses by 2%

- *New First Year Experience course has been developed and deployed this semester.*
- *Pilot launched for those students in the Statistics track. For those students who would have been placed into MATH-0075 are now placed into the Statistics corequisite section with additional supports in place.*
- *Work has commenced on strengthening the corequisite for English Composition I course, with the goal elimination of developmental English courses in the spring 2024 semester.*
- *Student onboarding process is being examined with the goal of increasing enrollment into Liberal Arts courses.*

05_Academic Quality and Compliance
Coordinating the transfer of all of my duties to a new ALO and adapting my current Academic Support Services Manual to an easy to reference tool, with supporting documentation.

- *Academic Support Services Manual updated to remove all defunct processes. New video for teaching the new ALO how to create all of the CWO charts (12 for each program created annually). Link will be ready to watch in the next Strategic Project update report.*

06_ 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.

+ Percentage of Course Sections Offered by Length (2022-2023 AY)

BIT	HSCI	LA
Standard (16w): 81%	*Standard (16w)*: 72%	*Standard (16w)*: 36%
Sessions (8w): 19%	*Sessions (8w)*: 18%	*Sessions (8w)*: 62%
	Flexible: 10%	*Flexible*: 2%

+ Percentage of Course Sections Offered by Modality (2022-2023 AY)

BIT	HSCI	LA
Asynch online: 37%	*Asynch online*: 11%	*Asynch online*: 56%
Face-to-face: 39%	*Face-to-face*: 64%	*Face-to-face*: 20%
On-campus hybrid: 22%	*On-campus hybrid*: 7%	*On-campus hybrid*: 13%
Synch online: 2%	*Synch online*: 18%	*Synch online*: 11%

Faculty and Staff Training Programs
- *76% of eligible full-time faculty (those not in first year of employment) have completed or are actively enrolled in the ACUE Effective Online Teaching Practices (EOTP) training*
- *86 NCSC employees have completed or are actively enrolled in ACUE Fostering a Culture of Belonging (FCB) micro-credential training*
- *Additional Quality Matters (QM) training will be available to faculty towards the end of the academic year. More information to be provided down the road.*

Utilization of OER (as of Fall 2023)
- *28 courses currently utilize OER (BIT: 2, HSCI: 2, LA: 24)*
- *7 subject areas considering additional OER adoption*

Additional Updates
- *FCB Fall cohort (31 employees) scheduled to begin training on September 11th*
- *EOPT cohort (4 employees) scheduled to start in early September*
- *Data and evaluation team is reviewing/finalizing data for annual report due to Dept. of Education*
- *Learning Glass studio to be installed in Fallerius 155 in the coming weeks.*
- *Jason will be completing the Quality Matters (QM) Peer Reviewer certification course starting on September 5th*

Student Training Programs
- *Workshops Held:*
  In-Person: 1 session/ 1-signed up (but a no-show)
  Zoom: 3 sessions / 1-no show, 4-attended
  Video Hits: 11

- *Student Support:*
  Email: 10
  Phone: 5
  In-Person: 3

- *Faculty Support:*
  Email: 5
  Phone: 1
  In-Person: 0

- *Staff Support:*
  Email: 1
  Phone: 1
  In-Person: 2

Equity & Access Support
- 1:1 student support: 6 sessions conducted impacting total of 6 students
- 1:1 employee support: 4 sessions
- Kick-off for L.E.A.D.D.S., new student organization, scheduled 9/18/2023.

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.
3. Increase participation to Level 2 by 25%.

🞧 Instructional Design / Teaching Excellence Engagement Levels Update

Level 0: 56% No department level engagement with CTE Instructional Design/ Teaching Excellence Svcs yet.

*Level 1: 44% Department **had an annual Instructional Design Success/Retention Enhancement Support Plan meeting & received working IDSRESP** from CTE.*

*Level 2: 0% Department working with CTE to **actively redesign/ train** on best practices for one or more specific technique(s) from IDSRESP to enhance success/retention*

*Level 3: 0% Department **actively implementing** one or more specific technique(s) from IDSRESP & gathering data to quantify success/retention enhancements.*

*Level 4: 0% Department with support of CTE **revising designs/practices from data; is also training or has representation in CTE's Communities of Instructional Practice with other NCSC Depts** to scale success/retention enhancements.*

Level 5: 0% Department engaging with external thought leaders/ scholars/ communities of a specific success/retention enhancement technique to become, with support of CTE, an externally recognized exemplar practitioners & establish it as a program market differentiator.

BIT	Accounting	Level 0+
	Business	Level 0+
	Engineering	Level 1*
	ITEC	Level 1*
	Graphic Design/ VCMT	Level 1*
HS	Bioscience	Level 1
	Physical Therapy	Level 0*
	Practical Nursing	Level 1
	Radiological Science	Level 1+
	Registered Nursing	Level 0
	Respiratory Care	Level 1
LA	Criminal Justice	Level 0*
	English	Level 0*
	Human Services	Level 0*
	Math	Level 0*

		Social Science	Level 0*

+2023-24 IDSRESP Mtg Date Scheduled

*2023-24 IDRESP Mtg In Process of being Scheduled

Note: Future CTE Updates will only note changes in Levels v. listing all.

Additional highlights to report:

- *CTE lent assistance to the student & faculty technical support areas for Canvas for new Semester startup*

- *5 Best Practice based Customizable Teaching Technique Models (1 K-W-L Assignment, 2 Discussion Forums + Modules with 7 additional best practice discussion forum models) were added to NCSC Canvas Commons to support NCSC Faculty/ Departments having 'turn key' items to implement some common Instructional Design Success/Retention Enhancement Support Plan techniques from last year's pilot. [K-W-L assignment has already been imported into 5 canvas courses]*

- *The Facilitator Podcast for portable, on demand & bite sized faculty teaching excellence development was put up on to Apple Podcasts, Amazon Music & Alexa device Enabled services with a revised Logo & public podcast description from Marketing. The latest episodes showcase Local Teaching Excellence with a 2 part interview with Math Faculty member Sara Rollo.*

08_ TRIO, Solutions, and Tutoring Support Services
A. TRIO:
1. Scheduling a minimum of two (2) activities per month; participation rate to be at least 10% of TRIO membership.

   - *82 percent of enrolled Trio members met with their Trio advisor.*
   - *Trio held fall kick-off on Aug. 8th with 24 students in attendance and participated in the community fair.*

B. Tutoring Center
1. 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

   - *Tutors had 78 meetings 32 faculty regarding student issues and how to better serve students.*

09_ STUDENT SERVICES

High school senior applicants that have taken CCP register at a much greater rate than seniors that have not taken CCP. We will continue to improve coordination and adapt processes in all areas of Student Services to improve the flow of CCP students after high school to the College. The goal will be to improve former CCP applicants and eventual registrants by 3% over levels for the 2022 class

(excludes CNOW), and improve the overall conversion yield from inquiry to registration to be over 40%

+ *We are formulating a series of engagement steps with high schoolers, putting priority focus on seniors that have taken CCP. This includes plans to make early conditional Tuition Freedom offers in September to those with 6+ credits, and encouragement for CCP students with fewer to consider B session or spring coursework. We will also improve communication to CTE students about TFS, and outreach to these and others about scholarships outside of TFS. We are planning several live/virtual engagement events for students and parents, including day-time open houses on main campus and Kehoe in early November.*

10_ 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

+ *Currently the Deans are following up on inquiries that are a result of Keith's marketing efforts according to their prospective department, while the admissions team is following up on organic inquiries coming into the Recruit CRM. This will help shorten the follow up time prospective students have to wait to be contacted when they ask for more information about a program.*

+ *I am reassigning territories to the new admission representative who will start Sept. 11th. I am currently doing a review of what has been done in the past and planning the new recruitment strategies based on effectiveness. I have implemented a recruitment tracking system to measure the efforts. Additionally, we will continue to target underrepresented prospective students, namely targeting minority prospective students by designing a tailored recruitment plan for each school to approach the target audiences.*

+ *Currently designing a communication plan for prospective students in the funnel for targeted audiences such as CCP with specific messaging toward that audience.*

11_ 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.

+ *Visited guidance counselors across each Crawford high school (August)*

+ *Establishing senior visits across each Crawford high school*
   o *NCSC Presentation (September/October)*
   o *Financial Aid Presentation- NCSC with Community Foundation for Crawford County (November/December)*

- *Establishing Crawford County nursing home visits (September/October)*

- *Collaboration with new Crawford Partnership Workforce Director*

  - *Added as CSC board member*
  - *Established NCSC meetings with Foundation/Workforce & BIT (September)*

12_ 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.

- *Gathered baseline data of the number of visits during the previous three academic years:*
  - *8/1/20 – 5/31/21 = 639 visits*
  - *8/1/21 – 5/31/22 = 872 visits*
  - *8/1/22 – 5/31/23 = 1316 visits*

- *Held team meetings on 8/9 & 8/16 to discuss the "wildly important goal" (WIG). (Purpose: narrow our focus and achieve what's important)*

- *Developing a "scorecard" or report in order to monitor progress toward the WIG (Purpose: ensure that everyone knows the score at all times)*

- *Currently identifying "lead measures" (Purpose: apply disproportionate energy to the behaviors and activities that lead to, or predict, achieving the WIG)*

13_ 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.

- *Identify the expected 2024 high school graduates from our CCP student population who have fewer than 12 credit hours completed with NCSC. For this population, develop outreach to promote Fall Session B and Spring semester enrollment opportunities.*

14_ 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.

- *College transcripts: All college transcripts over the summer have been evaluated within the one week goal.*

- *High School transcripts: All high school transcripts over the summer have been processed within 24 hours.*

🔸 *SendSafely:* *We initiated SendSafely over the summer and are now using the software to accept high school transcripts rather than via email. It is the beginning of a long process of explaining and reminding high schools of the new way to submit transcripts.*

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.

🔸 *Created a document to share with students on how the college should receive high school transcripts to go along with SRO's new policy.*

🔸 *Reached out to all SP24 applicants on how to apply for financial aid.*
   - o *We sent them an email as well as texted them the information.*

🔸 *Reached out to all SP24 applicants who indicated they were veterans and sent them information on how to use benefits at NCSC as well as to apply for aid.*

16_ BUSINESS SERVICES

17_ 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.

🔸 *Business Holds – 165 Students*
🔸 *Collections Holds – 2,068 Students*

18_ Facilities Management

Boilers and Chillers in Fallerius and Kee Hall

- Fallerius Work Completed as of 8/10 to present
   🔸 *Boiler venting and combustion air intake piping installation is substantially complete*
   🔸 *Boiler drain pipe complete*
   🔸 *Gas Piping Complete*
   🔸 *Branch piping to boilers complete*
   🔸 *Electrical to the boiler primary pumps is completed*
   🔸 *The week of 9/11 the boilers will be ready to start-up and final punch out list will begin*
   🔸 *Chiller demolition will begin after chilling season October 15th*

- Kee Hall
   🔸 *Lining of Boilers will be completed by 9/5*
   🔸 *Boilers reassembled by 9/8*

- *Boiler start-up the week of 9/11*

- Windows and Doors in Health Science and Child Development Center
  - *All Classroom windows will be completed by 9/1. New Windows to be installed in Offices starting 9/1 weather dependent*
  - *Windows Continue to be installed on 3rd floor Health & Science Building*

- Generator – Health Science, Child Development Center and Kee Hall
  - *Received Project Manual and completed blue prints*
  - *Generators were ordered and waiting on arrival*
  - *Design and planning phase completed*
  - *Discussion of Pre-Bid meeting and Bid opening will take place 9/6/23 to Finalize Dates*

- Criminal Justice Move to Kehoe
  - *Pre-bid meeting will take place 9/14 at 2:00pm*
  - *Bid Opening will take place 9/27 at 2:00pm*
  - *Drawings and Design Phase are in the process of completion*

- Fallerius Renovation Project
  - *Timeline 2024 / 2025*
  - *Status Update: RFQ has been completed waiting to submit to state board for approval*

19_ Child Development Center

Maintain full enrollment and update curriculum for education of children.

- **Infant / Toddler Enrollment**
  - *Adventure (Room 39) - available spots (8) vs filled spots (8)*
  - *Puddles - available spots (8) vs filled spots (8)*
  - *Imagination - available spots (8) vs filled spots (8)*
  - *Fascination - available spots (8) vs filled spots (8)*
- **Preschool Enrollment**
  - *Sunshine - available spots (16) vs filled spots (20) – Will have 19 spots filled starting September 5th*
  - *Explorers - available spots (14) vs filled spots (20) – Will have 19 spots filled starting September 5th*

- **Status of updated curriculum role out**

  - *The teachers have begun the role out of our new curriculum: Teaching Strategies The Cloud, along with the new Ohio Early Learning Developmental Standards. The classrooms have added the new materials to their individual and group lesson plans. In our Infant and Toddler classrooms they have begun to learn about small studies for their older toddlers, and our preschool classrooms have enjoyed having all the materials at their fingertips within the classroom. We see them enjoying the digital mighty minutes, and the easy alignment to our*

OELDS.

- *On August 28ᵗʰ, our preschool parents met for what will become an annual preschool orientation. We were able to discuss what the program year will look like for their kiddos, describe our core curriculum and additional support curriculums, the important of attendance, and the benefit our program provides children and families for kindergarten readiness.*

20_ Information Technology

GreyCastle Project

- *Policy development continues. Last meeting took place 8-31-23 and focused on aligning college positions with roles defined within federal and state regulations.*

- *Data classification and asset inventory project started 8-28-23 with a kickoff meeting. Project was defined and will require GreyCastle to meet with leaders from several other departments. We hope to get those meetings scheduled for early November.*

Switch Project

- *Core switches are racked and stacking cables are being ordered.*
- *Edge switching order is starting to trickle in. Staging is taking place in an empty classroom in Fallerius.*
- *Aruba Central licensing has not arrived yet. When it does we will be able to connect the cores and start initial diagnostics and configuration.*

Staffing

- *Stretched thin, we struggle to support students and staff appropriately. The beginning of this term proved that as we were not meeting our unofficial SLA for responding to help requests. We have a job posting up for a new Network Systems Administrator that will help us get back to normal staffing levels. Review of resumes will begin 9-5-23.*

21_ Information Services

IS-Report manager update of reports.
Report Manager
      Total number of reports currently available
      Total number of reports used

22_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.

- *Met with a representative from student services to discuss data related to their area.*
- *Researching data dictionary best practices.*
- *Investigated and plan to test out (with minimal expense) a potential tool that might provide more efficient and effective data presentation.*

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 since May, 2023*
  - *Jason Tucker – Title III Grant Project Director*
  - *James Davis Sr – Equity and Access Coordinator, Title III Grant*
  - *Jeff Stacklin – Technology Success Coach, Title III Grant*
  - *Lydia McCabe – Teacher Assistant Sub, CDC*
  - *Grace Krupa – Infant/Toddler Teacher, CDC*
  - *June Miller – Infant/Toddler Teacher, CDC*
  - *Pam Henney - English Faculty*
  - *Elliot Sommer – Bioscience Faculty*
  - *Melinda Roepke – Administrator of Nursing Programs*
  - *Leesa Cox – Dean, Health Sciences*
  - *Karley Binger – Accounting Technician*
  - *Penelope Parmer – Institutional Research*
  - *Monica Ghosh – Biology Faculty*
  - *Kylea Foss – Teacher Assistant Sub, CDC*
  - *Jordynn Liggett – Nursing Faculty*
  - *Tonia Pace – Human Services Faculty*

24_ 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.

- *The Development team has a healthcare and manufacturing taskforce, made of NCSC Foundation Board members refining the selection of two new programs.*
- *The Foundation has generated $80,000 of the $450,000, with $50,000 expected in pledges.*
- *Workforce Development has $40,000 in revenue in YTD.*
- *Grants development has a $1.2 million grant in progress for Advanced Manufacturing.*

25_ 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%.

- *116 total web inquiries sent to admissions and deans on Monday, 8-28-23 (YTD 116)*
- *Social Media expanding into TikTok/maintaining*
- *Web tracking – FY2024 promotions being implementing now. Reviewed a webinar on Google Analytics 4 (GA4)*

26_ 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

- *Talked with Dr. Gray regarding new faculty orientation to ask if Faculty Caucus facilitator can be involved in that process just to have initial communication with new faculty*

- *Discussed office hours and how to communicate with students to promote student success*

- *Continue to encourage using Aviso (in addition to Canvas or email) when inputting notes and/or alerts for students – not just our advisees but also for students in our classes*

27_ 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 in August. The committee began discussions on the Staff Caucus Goal of customer service, both internal and external.*

- *With feedback from the committee, several customer service processes were identified to address for recommendations/suggestions to improve customer service.*

  - *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)*

In September, the Staff Caucus will focus on one of these areas to discuss with a goal of providing input for improvements regarding customer service.