



*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 September 4, 2023 to September 15, 2023

*\*\* Submissions for the next update are due **Friday, September 29, 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.

✚ Goal 1 = Completed

✚ Goal 2 = Second round of data collected, will continue to collect for remainder of year.

### 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.

✚ Strategic Goal was discussed at HS Division Meeting on Sept 7<sup>th</sup>, 2023. Clarifications/reminders were given to all faculty.

✚ Received first report for 8/14-9/8 from Monica Durham. Results= 10/12 (83%) of the full-time faculty with student advisees had submitted/completed student documentation in Aviso.

### 04\_ Liberal Arts Division

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

✚ Renewed effort to create a master shell for all Liberal Arts courses.

✚ In process of creating Spring 2024 schedule.

✚ Continue concentrated work on Achieve the Dream goals of:

1. Implementation of new FYEX course and assessing its effectiveness,
2. Working to implement and assess the effort to expand STAT corequisite to replace developmental courses in this area,
3. Continue work on improving student access by studying the enrollment process.

### 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.

✚ For this bi-weekly report from the Accreditation and Compliance office I would like faculty and staff to consider watching the 8 minute 23 second video located below.

**[VIDEO LINK:](#)** (or you may copy this link and paste it directly into your browser)

[https://nesc.zoom.us/rec/share/TAIQlhYZB4oDqMhGSLpjr-\\_T3FzN6nXw4ImZm8VEdbNAXcQIPVopJHSIP6vbr99.GEz0jX0\\_NWlyADmS?startTime=1694805828000](https://nesc.zoom.us/rec/share/TAIQlhYZB4oDqMhGSLpjr-_T3FzN6nXw4ImZm8VEdbNAXcQIPVopJHSIP6vbr99.GEz0jX0_NWlyADmS?startTime=1694805828000)

- ✚ *It provides a plain English explanation of why assessment is important. And why it can help us tease apart, as professors/directors/office assistants etc. ... what is our piece of the puzzle in terms of responsibility to get students across the finish line and what is their piece.*
- ✚ *Additionally, if you are at all interested- NCSC submitted a white paper on this topic in 2015, and presented to HLC. Please note, I could not be at all my quirky self in the HLC paper so it is a bit drier than the video you will see. Hopefully both will give you a plain English view of success funding fears and the protections/imparted wisdom the process of assessment can give us. And yes, I did not try too hard to be overly academic in the video, and I did do a partial impression of Marissa Tomei from "My Cousin Vinny."*

**PAPER** <https://ncstatecollege.edu/wp-content/uploads/2023/09/4B-HLC-Conference-Paper-2015.pdf>

### **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.

#### ✚ **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**

- *All ACUE FCB cohort members have accessed the course and begun working through the content.*
- *CTE Learning Studio equipment (Learning Class studio, sound attenuation package) requisitions have been submitted.*
- *Email sent to full time faculty requesting topic ideas for November combined division meeting*
- *Topics have been selected and support books have been requisitioned*
- *Additional information will be provided to FT faculty by Sept. 22nd*
- *Jason will be participating in webinars during week of Sept. 18-22 in preparation of submitting Year 1 report to Dept. of Education*

- Jason will complete QM Peer Reviewer Course (PRC) training by Sept. 26th

**+ Equity & Access Coordinator engagement:**

- 1:1 Support sessions: 05 Faculty sessions: 09
- Student Groups: 1 (16 students present virtually)
- Events/workshops held: (no events scheduled this week)

**+ Technology Success Coach engagement:**

- Workshops Held: In-Person: 0 Zoom: 0 Video Hits: 25
- Student Support: Email: 1 Phone: 1 In-Person: 0
- Faculty Support: Email: 0 Phone: 0 In-Person: 0
- Staff Support: Email: 2 Phone: 0 In-Person: 2

**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%.

**+ Renewed Level 1: RADS**

*Held initial 2023-24 IDSRESP Plan meeting with Radiology dept - department is going to follow up with the RADS specific SRE goals based on conversations and data with student input and CTE will respond with an updated IDSRESP for the year.*

**+ Level 1 Meetings Scheduled: ACCT/BUSM**

**+ Level 1 Meetings in Process of finding a dept mtg date: ENGR, ITEC, VCMT, CRMJ, ENGL, HMSV, MATH & social Sci**

**Additional highlights to report:**

- + CTE consulted on ITEL OACC project**
- + Provided numerous individual faculty Instructional Design & tech implementation consults.**
- + CTE Steering Committee fall kick off meeting held 9/8**

**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.

**+ Trio participated in the Alzheimer's walk last Saturday**

**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

**+ The tutors had 46 mid-semester meetings with faculty.**

- ✚ *Tutoring and Trio will be hosting a distress event for s students next week on Tuesday, Wednesday, and Thursday.*

## **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

- ✚ *The new admission's representatives started employment here on September 11<sup>th</sup> so we have been training for the last week and a half to get them ready to go out to schools. They will be traveling next week to each of their schools to drop off flyers informing students of our upcoming fall events we are having here on campus.*
- ✚ *We will update our TFS for 2024 and will be sending that information out to CCP students in a couple of weeks to inform them of their possible qualifications for the scholarship and this will be based on current credit hours they have accrued taking CCP courses.*
- ✚ *Our initiative to increase minority applications is already in play. We are scheduling an on-campus tour for 30 prospective nursing students to tour the health and sciences building. We are also participating in application day next week where we will be interacting with about 180 seniors from Mansfield Senior High.*

## **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.

- + Finalizing senior visits across each Crawford high school
  - o NCSC Presentation (September/October)
- + Actively visiting Crawford County nursing homes
  - o Develop PN pipeline (September/October)
- + Secured new partnership with Galion High School
  - o Visit the senior class once per month to promote NCSC pathways

## 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.

- + Department visits from 08/01/2023 to 08/31/2023 = 238
- + Held team meetings on 9/6 & 9/20 to discuss the “wildly important goal” (WIG). (Purpose: narrow our focus and achieve what’s important) and “scorecard” activity to monitor progress toward the WIG (Purpose: ensure that everyone knows the score at all times)
- + Planning “lead measures” activities (Purpose: apply disproportionate energy to the behaviors and activities that lead to, or predict, achieving the WIG)
  - o Presentations to in-person FYEX courses
  - o Advising Month events during month of October
  - o Resource tables during session A midterms and finals week
  - o Outreach to students with disabilities regarding College2Careers through [Opportunities for Ohioans with Disabilities](#)

## 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.

- + Fall 23 enrollment: 5.8% increase in enrolled students (1,223) and 6% increase in credit hours (8,421)
- + Comparison to Fall 19 (pre-COVID term)
  - credit hours for FA23 have matched FA19
  - enrolled students for FA23 is 95% of FA19
- + Outreach to 2024 high school graduates from our CCP student population who have fewer than 12 credit hours completed with NCSC. Topic of outreach to invite check in on pathway and/or credit transfer plans; review credential opportunities that align with students’ goals and plan for Fall-Session B and Spring semester enrollment opportunities as vehicle to reach these 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.

✚ *Position in transition. No Report this period.*

## 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 to submit documents via our Secure File Upload center (SendSafely)*
- ✚ *Reached out to all SP24 applicants on how to apply for financial aid.*
  - *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.*
- ✚ *FAFSA completion ending week of 09/08/23 vs week ending of 09/09/22 (32 vs 25)*
- ✚ *FAFSA completion ending week of 09/15/23 vs week ending of 09/16/22 (38 vs 23)*

## 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 – 141 Student Accounts*
- ✚ *Collections Holds – 2,066 Student Accounts*

### 18\_ Facilities Management

Boilers and Chillers in Fallerius and Kee Hall

- Fallerius Work Completed as of present
  - ✚ *New boilers are installed and will both be running by Friday*
- Kee Hall



✚ *Boilers are re-bricked and reassembled we are waiting on some replacement parts for some shut off so we can test the boilers correctly*

- Generator – Health Science, Child Development Center and Kee Hall
  - ✚ *Advertisement for the generators has begun and pre-bid meeting and bid opening dates have been set we have received all three transfer switches*
  - ✚ *We will receive to generator within the next coming months. CDC because of its size will be in March*
- Windows and Doors in Health Science and Child Development Center
  - ✚ *All windows are completed with the exception of two that will be installed at a later time*
  - ✚ *H/S 3rd floor windows are completed and the front entrance windows should be completed In November*
- Community project
  - ✚ *Pre-bid meeting was last week with 3 contractors attending bid opening date has been set prints are finalized and design has been completed*

**19\_ Child Development Center**

Maintain full enrollment and update curriculum for education of children.



Homebase	28	0	28	No Prenatal Mom currently enrolled.
<b>Status of Updated Curriculum Role Out</b>				
<i>Teachers are working through the first section of the Getting Started over the next two weeks. This will be included in our 411 notes this week. We will begin checking in with teachers to ensure they have mastered each area and answer questions they may have.</i>				
<b><u>Getting Started Resources for Teachers</u></b>				
<ul style="list-style-type: none"> <li>• <a href="#"><u>The Creative Curriculum Cloud Getting Started Guide for Teachers</u></a></li> <li>• <a href="#"><u>MyTeachingStrategies Guide for Teachers</u></a></li> <li>• <a href="#"><u>Getting Started in the Teach Area - Preschool/Pre-K</u></a></li> <li>• <a href="#"><u>Getting Started in the Teach Area - Infants, Toddlers and Twos</u></a></li> <li>• <a href="#"><u>The Creative Curriculum Cloud: Letter to Families Introducing MyTeachingStrategies Family</u></a></li> </ul>				

**20\_ Information Technology**

### **GreyCastle Project**

- ✚ *Policy development continues. Last meeting took place 9-11-23. Worked on the Information Security Governance Policy, the Information Security Policy, and the Written Information Security Program (WISP).*
- ✚ *Data classification and asset inventory project: have the departments and people that GreyCastle will need to speak to identified. She'll be sending out invites this week or next for meetings to take place in early November.*

### **Switch Project**

- ✚ *We're waiting on the Edge switches to arrive - the other equipment is staged and ready. We're working with the Aruba teams to get some training for myself and for our future network systems person.*

### **Staffing**

- ✚ *Continue to struggle meeting our internal SLA. Hiring committee met 9-11-23 and interviews will take place next week.*

### **Duo Upgrades**

- ✚ *On Saturday, 9-16-23, we upgraded our Duo MFA setup in order to meet current industry security standards. We're also reviewing what exactly our MFA requirements are for cybersecurity insurance and for federal regulations.*

### **Vulnerability Patching**

- ✚ *Had a slew of security CVE's pop up over the last month. Saturday, 9-16-23 we took most NCSC systems down for patching up updates.*

### **Signage / Communications**

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

### **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.

- ✚ *Meeting monthly with someone from student services to discuss data related to their area.*

- ✚ *Still researching data dictionary best practices*
- ✚ *Have implemented a potential tool that might provide more efficient and effective data presentation and are testing it out – currently within IR but plan to include a couple of 'guinea pigs' shortly to assist with the testing.*
- ✚ *Have discussed with Academics joining the deans meeting quarterly to discuss data and related concerns.*
- ✚ *Working with Matthew on report manager reports as appropriate.*

### **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: 9/4/23 – 9/15/23*
  - *Tina Foley – Student Accounts & Administrative Specialist*
  - *Logan Cox – Admissions Representative*
  - *Joi Davis – Admissions Representative*
  - *Ruba Alsheyab – Biology Faculty*
  - *Mitch Craft – Custodian*

### **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 launched the FY24 Emerald Club.*
  - *The Foundation has generated \$100,000 of the \$450,000, with another \$50,000 expected in pledges, and \$55,000 in grant requests for the new drone program, along with \$40,000 in Emerald Club requests.*
- ✚ *Workforce Development has \$50k in revenue in YTD on a \$245,000 target.*
- ✚ *The Grants Development area has a \$1.2 million in grant requests in progress that will support Advanced Manufacturing and a Health Science's.*

### **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%.

- ✚ *73 total web inquiries sent to admissions and deans on Monday, 9-11-23 (YTD 189)*

- ✚ *Social Media expanding into TikTok/Wendy Thompson reached out to reactivate the CDC Facebook page*
- ✚ *Web tracking – 31,000+ users/27,000+ new users since July 1, 2023.*

## **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

- ✚ *Received feedback from all faculty regarding the office hours discussion and will continue to communicate and implement necessary changes*
- ✚ *Communicated with Toni Johnson regarding new adjunct liaison and invited the new person to join Faculty Caucus and provided necessary information for that*

## **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 to discuss the strategic goal of customer service (internal/external) on September 12.*
- ✚ *Specifically, Staff Caucus discussed customer service response timeframes at the college. There was extensive discussion of possible issues, along with possible solutions to those issues.*
- ✚ *Among the issues discussed were*
  - *differing response times within different departments,*
  - *the possibility of the college phone number displaying as SPAM,*
  - *multiple forms of communication among departments, and*
  - *the number of messages from the college that students receive.*
- ✚ *In terms of possible solutions, Staff Caucus discussed*
  - *mirroring the student's preferred communication method,*
  - *following up with the student to ensure communication with other departments (if referral is made), and*
  - *the possibility of creating an 'official' NCSC app for students to use on their phones.*
- ✚ *Additional discussion will take place regarding customer service response timeframes, and Staff Caucus representatives will also discuss these possible issues and solutions with staff they represent.*

