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 September 18, 2023 to September 29, 2023

*** Submissions for the next update are due Friday, October 13, 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
Increase average section enrollment by 1%, and measure and increase the faculty usage of Watermark for student outreach on non-attendance, mid-term grades, and other academic alerts.

- *Goal 1 = completed*
- *Goal 2 = Third 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.

- *Results remain steady= 10/12 (83%) of the full-time faculty with student advisees had submitted/completed student documentation in Aviso.*
- *Email reminders sent to faculty to continue the trend and give extra push for contact as we approach mid-term week.*

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

- *All 14 students that successfully completed the Police Academy program in August of 2023, have passed the State of Ohio licensure examination.*
- *Data from 1st session of FYEX course is being collected and results of the data is beginning to be analyzed with the goal of increasing student retention.*
- *Work has commenced on creating a Zoom version of the STAT corequisite course that is planned to be implemented in the Spring 2024 semester.*

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.

- Two new videos were made for the new director of curriculum, assessment and compliance.
- The academic services manual was updated to include a new way to pull CWO data for faculty.

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.

- *October 1ˢᵗ signals transition into year 2 of the grant*
  - o *Year 1 annual performance report (APR) due to Dept. Of Education in early 2024*
  - o *Working with finance and data personnel to finish compiling necessary material*
- *ACUE FCB cohort is currently working through module 2 of the certificate training*
  - o *Kudos to Pamela and Travis for working with our cohort participants!*
- *Portions of the CTE Learning Studio equipment (Learning Class studio, sound attenuation package) have arrived. Will start setting up the studio when all equipment arrives.*
- *Books have been ordered for November combined division meeting discussions*
  - o *FT Faculty have been emailed requesting their session preference*
- *Jason completed the Quality Matters Peer Reviewer training and can participate in official QM reviews*
- *Next Title III Steering Committee meeting tentatively planned for end of October*
  - o *Will include discussions surrounding the Year 1 data and plans for Year 2*

- *Equity & Access Coordinator engagement:*
  - o *1:1 Support sessions: 09   Faculty sessions: 08*
  - o *Student Groups: NTS (16 students present virtually)*
  - o *Events/workshops held:*
    - ▪ *NTS Virtual: 01 Student*
    - ▪ *LEADDS: 16 Students*

- *Technology Success Coach engagement:*
  - o *Workshops Held: In-Person: 0   Zoom: 0   Video Hits: 5*
  - o *Student Support: Email: 2   Phone: 2   In-Person: 0*
  - o *Faculty Support: Email: 2   Phone: 1   In-Person: 0*
  - o *Staff Support: Email: 1   Phone: 0   In-Person: 0*

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 English dept - CTE compiling 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*

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.
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

- *A#1: Total Enrolled TRIO students on roster: 93.*
- *September 29, 2023:*
  - *Trio Final Survival Sessions, Wed 9/27 and Thurs 9/28. Attendance: 13 of 93 students. Goal met.*
  - *Academic Evaluations (meeting with students).   Attendance: 17 of 93 students. Goal met.*
  - *Tutoring Center Event: Stress for less, 9/26, 27 & 28. Attendance: 32 of 93 students. Goal met.*
- *October 2023: Events scheduled are:*
  - *Bowling with Trio 10/12/2023: Objectives include (a) how to prevent SAPing out, (b) upcoming courses and how to study for each, (c) registration planning for spring, (d) applying for a health program, (e) how to apply for graduation, 9/16/2023.*
  - *College visit at Ohio State Mansfield 10/11/2023 (Tentative)*
  - *Fall follow-up 10/25/2023: Family Feud with Trio*
  - *Trunk or Treat: 10/24/2023*
- *B#1: Total number of tutors on staff: 29*
  - *FA23 Midterm Session A: Intentional outreach conducted & documented: 12 tutors 67 meetings with faculty*

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 attempting to improve the transition of CCP students to NC State after high school graduation. We are in the process of sending out 365 early conditional Tuition Freedom Scholarship offers to high school seniors with at least six credits (no CollegeNOW). Another 300 letters went to CCP seniors below six credits showing their progress and encouraging momentum to potentially qualify.*

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

🞣 *We are continuing our recruiting efforts as the admission representatives are setting appointments with the schools to go out and talk to students along with inviting the deans to talk about specific programs.*

🞣 *We attended Mansfield Senior High application day and spoke with over 100 seniors about our college and starting the process of developing relationships with them to continue throughout the senior year.*

🞣 *We plan to follow up with our CCP population and I will be getting with Caree to strategize the best personalized outreach to those students to emphasize the value of attending NCSC and how it can benefit them*

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.

🞣 *Continuing Crawford home school co-op partnership*
  o *NCSC Presentation (October)*
  o *CCP Presentation w/ Caree Bash (October)*

🞣 *Promoting Short Term Certificate opportunities with Crawford business community*

🞣 *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)*

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 09/01/2023 to 09/15/2023 = 56*

🞣 *Next team meeting is on 10/4 to discuss "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 *Advising Month Registration Information Tables:*
    ▪ *Health Sciences - October 2nd (9-11 AM)*
    ▪ *Health Sciences - October 19th (1-3 PM)*
    ▪ *Eisenhower - October 16th (11 AM-1 PM)*
    ▪ *Kehoe - October 2nd (10 AM - 2 PM)*
    ▪ *Kehoe - October 17th (1-3 PM)*

- *Library - October 24th (1-3 PM)*
- *Fallerius - October 3rd (9 AM - 11 AM)*
- *Fallerius - October 19th (10 AM - 12 PM)*
- *Eisenhower - October 16th (11 AM-1 PM)*
  - *Resource tables scheduled during weeks of October 2nd and October 9th*
  - *Follow-up phone calls made to students with disabilities regarding College2Careers through Opportunities for Ohioans with Disabilities*
    - *Christine Lynch, College2Careers and Vocational Rehabilitation Counselor, will be located in the Byron Kee Center, Room 136C and will be available the 1st and 3rd Tuesdays from 12 – 4 PM and Thursdays from 8 AM – 4:30 PM to meet with students. She can also be reached at Christine.Lynch@ood.ohio.gov or by calling 419-989-3084.*

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 compared to Fall 22:*
  - *9% increase in credit hours (8,718)*
  - *7% increase in enrolled students (1,260)*

- *Fall 23 enrollment compared to Fall 19 (pre-COVID term):*
  - *3% increase in credit hours over FA19*
  - *3% down in enrolled students. Closing the gap!*

- *Continued 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.

- *55 out of 57 fall graduate petitioners are currently on track to graduate.*
- *Session A final grade reminder was sent to faculty with grades being due on October 9th.*
- *Full term midterm grade reminder being sent today with grades being due on October 18th.*

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.

- *Attended PN health info nights and spoke to prospective students. Explained the FA process and how to apply.*
- *Reached out to all inquiries via email on how to apply for financial aid.*
- *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.*
- *Reached out to all SU24 applicants who indicated they were veterans and sent them information on how to use benefits at NCSC as well as to apply for aid.*

  Comparison of FAFSA data from last year to this year.
- *FAFSA completion ending week of 09/22/23 vs week ending of 09/23/22 (24 vs 20)*
- *FAFSA completion ending week of 09/29/23 vs week ending of 09/30/22 (35 vs 24)*

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.

- *There are currently 91 business holds and 2,110 collections holds on student accounts.*
- *38 accounts were turned over to the Ohio Attorney General's Office for collections of Spring term fees.*
- *That included 20 accounts with Title IV recalculations and 18 regular accounts.*

18_ Facilities Management

Boilers and Chillers in Fallerius and Kee Hall

- *Boilers and Chiller Project is 80% done here is a list of Close out items that need to be done*

Fallerius

- *Perform boiler start up and submit start- up report*
- *Remove construction debris and trash from project site*
- *Submit documentation of approval from authorities having jurisdiction for boiler installation and operations*

- *Provide demonstration and training of Boiler to College personal and Engineer after installation is complete and BAS work is completed*

Byron Kee

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

Generators

- *Advertisement for the generators has begun and pre-bid meeting and bid opening dates have been set we have received all three transfer switches*
- *And a Delivery of a Generator on Friday 9/29/23*

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*
- *Bid opening has been extended until October 4th due to some arising question and concerns a lot of the contractor had to be fair in the bidding process*
- *We extended the Bid opening*

Windows

- *All windows are completed at the CDC with the exception of four that will be installed at a later time*
- *H/S 3rd floor are completed J&B have started on the 2nd floor windows in front of the building*

19_ Child Development Center
Maintain full enrollment and update curriculum for education of children.

Date~ As of Week of 9/29/23				
Class (Room)	*Maximum Enrollment*	*Available Slots*	*Filled Spots*	*Notes*
Adventure (39)	*8*	*0*	*9*	*Two Private Pay Families Share a Spot*
Imagination (21)	*8*	*Already Filled from Waitlist*	*7*	*Child Transitioned to Preschool, Start Date 10/9 as PFCC*
Puddles (24)	*8*	*0*	*8*	
Fascination (27)	*8*	*0*	*8*	
Explorers (29)	*8*	*0*	*20*	
Sunshine (32)	*8*	*1* *10/9~ Last Student Starts*	*19*	
Homebase	*28*	*0*	*28*	*No Prenatal Mom currently enrolled.*

✚ Status of Updated Curriculum Role Out
As teachers become more familiar with the resources available in the Teaching strategies Gold Curriculum, we will begin to dive deeper into utilizing the portal's special features including, the digital library, planning calendars to share with families and identify ways they would like to communicate and engage families in what the children are learning! We continue to add each of these elements to our weekly 411 notes and provide opportunities to "check-in" to see if they need anything to support their work.   ***Getting Started Resources for Teachers*** • *The Creative Curriculum Cloud: Letter to Families Introducing MyTeachingStrategies Family (Still working on getting new families signed up)* • *For the next two weeks, will begin to work on: Teaching Strategies Support Portal* *In the portal, teachers will explore the digital library, planning calendars and look at opportunities to provide family communication and engagement.*

20_ Information Technology

GreyCastle Project

✚ *Policy development: Last meeting took place 9-25-23. Finished work on the Information Security Governance Policy, the Information Security Policy, and the Written Information Security Program (WISP) drafts. Began work on Information Classification, Information Handling Guide, and Acceptable Use. GreyCastle vCISO is out the next several weeks on his honeymoon so our focus will be elsewhere during that time.*

✚ *Data classification and Asset Inventory: Meeting invites didn't get sent out as planned. We identified another regulatory structure that we fall under and went back to the planning stage to make sure we were meeting the requirements of all regulations. Invites planned to be sent out next week for early November departmental sessions.*

✚ *External Penetration Testing: Kickoff meeting scheduled for October 5. Rules-of-Engagement, exclusions, and scheduling to be discussed.*

Switch Project

✚ *No change. We're still 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.*

Vulnerability Patching

- *Had a nasty vulnerability pop up last week. We put out a notice via email. We're spending a lot of time patching for this vulnerability. Please reboot your machines!*

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

21_ Information Services
IS-Report manager update of reports.
Report Manager
        Total number of reports currently available
        Total number of reports used

- *222 Reports in Report Manager*
- *39 reports have been retired*

- *Remaining reports have been ranked as critical, mid, low or "blank". Critical needs information from someone on campus or they are working thru the coding of the report. Mid will be the next level of reports worked. Low is primarily reports that need documentation. Those with a status of "blank" are either retired, finished or need no alterations.*

- *Critical – 5 reports*
- *Mid – 27 reports*
- *Low – 116 reports*
- *"Blank" – 35 reports*

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*
- *Continuing testing BI tool and beginning to talk with a potential tester*
- *Looking at examples of others' data dictionaries and IR websites*
- *Talked with VP of Student Services to discuss who else we should be meeting with in that division*

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: 9/16/23 – 10/3/23*

- *Shaniah Smith – Custodian*
- *Jocelyn Shira – Substitute Teacher Assistant, CDC*
- *Molly Bradbury – Substitute Teacher Assistant, CDC*
- *Alexandria Unger – Substitute Teacher Assistant, CDC*
- *Simuel Robinson – Custodian*
- *Ally Green – Office Assistant, BIT*
- *Heidi Kreglow – Assistant Dean, Health Sciences*

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 $100,000 of the $450,000, with $100,000 in pledges., and $300,000 in outstanding asks.*
- *Workforce Development has $50,000 in revenue in YTD on a $245,000 target.*
- *The Grants Development area has a $1,150,000 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%.

- *38 total web inquiries sent to admissions and deans on Monday, 9-18-23*
- *30 total web inquiries sent to admissions and deans on Monday, 9-25-23 (YTD 257)*
- *First social campaign of FY24 outperformed expectations for reach and clicks through. Helped fuel the inquiry numbers above.*
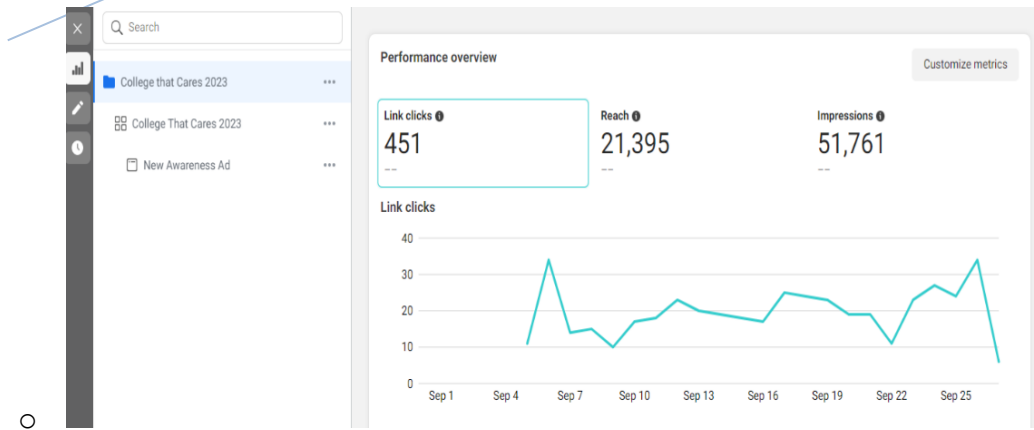
➕ *Web tracking – 35,627 users/31,998 new users since July 1, 2023.*

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

➕ *Reviewed success and curriculum committee policies and provided feedback*
➕ *Brainstorm ideas to help with employee/faculty retention*

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 briefly as a group on September 25, to discuss ideas and suggestions related to the upcoming Staff In-Service Day on November 10. There was an active discussion of various ideas, including topics related to improving customer service at the college, and promoting wellness activities for college staff.*
➕ *In addition, there was discussion regarding possible overviews of resources and services available to students at the college.*
➕ *Additional discussion regarding these ideas and suggestions will occur at upcoming In-Service Day planning sessions.*
➕ *In addition to In-Service Day planning, follow up regarding Customer Service Response Timeframes at the college will occur at the October Staff Caucus Meeting.*