

President's Bi-Weekly Report

For period September 21, 2020 to October 2, 2020

** Submissions for next update are due Friday, October 16, 2020*

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.

- + *Operational changes for Fall 2020 return to campus continue.*
- + *Additional Plexiglas barriers installed for speech classes in Kehoe and Fallerius.*
- + *Reviewing challenges with eating and the wearing of masks*
- + *Message drafted regarding the elevation of Richland and Ashland counties to Red.*

Strategic Project 2:

Strengthen response plan to natural or human-made crises through training and tabletop scenarios, communication, and building relationships with first responders.

- + *Kevin Kline is recommending we conduct fire drills soon, and regularly*
 - *Waiting on a call back from Mansfield Fire Dept. for training of faculty and staff*

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)*

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.*

- + *The first Choose Ohio First Virtual Event on scholarships to enhance student access and success was held on September 25. The theme was NCSC Programs Lead to Career Success. Special thanks go out to Lynn Damberger, Visual Communications Media and Technology (VCMT) alumnus Bryan Warne, Mohamed Ghonimy, and Information Technology Networking Technology (ITNT) alumnus Carter Hayes for their participation. Their time and commitment to student success is appreciated.*

- ✚ *The Engineering Technology and Manufacturing Technology programs completed their program review on September 25. Thanks go out to Christina Barker, Jonathan DeWitt, and Darcy Carns.*

Strategic Project RESOURCES:

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

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%.

- ✚ *Two new apprentices added in Tool and Die*
- ✚ *Met or meeting with 5 of our current apprenticeship companies in person to discuss success and needs for improvement.*
- ✚ *Investigating possibility of a Peer Recovery Supporter Apprenticeship*
- ✚ *In discussion with Next Generation Plastics regarding apprenticeship pathway for Pioneer Technical Education Center (PTEC)*

Strategic Project 2:

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

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

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

- ✚ *Online leadership being delivered to Newhope/Richland County Board of Developmental Disabilities (RCBDD) (July-November)*
- ✚ *Marketing meeting with K. Stoner to promote workforce and online MindEDGE*
- ✚ *Contracted with Third Street Health Care to do medical specific Occupational Safety and Health Administration (OSHA) training*

04_ Health Sciences

Accomplishments toward Strategic Projects

- ✚ *Nothing to Report for this period*

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

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.

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.

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.

✦ *Faculty are in the process of converting 15 additional courses for online delivery in spring.*

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.

- ✦ *GEM training completed Sept. 25. Application will be completed in the next week.*
- ✦ *Continue to work on updated and new articulation agreements with other divisions and transfer target universities.*
- ✦ *Arrangements being made for transfer students to have virtual visits with target universities in October.*
- ✦ *TAG/OTM submittals for 5 courses completed and sent to Academic Services for submittal to Ohio Department of Higher Education (ODHE) by October 2.*

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.

- ✦ *Met with Tri-Rivers staff Sept. 24 about establishing a Corrections pathway.*
- ✦ *Presented division programs to high school counselors October 2 and highlighted the new Substance Abuse Studies Certificate.*

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.

- ✦ *Faculty working on the development of OER materials for four additional courses for implementation spring 2021.*
- ✦ *Faculty reported at the October division meeting on their work to increase student persistence, especially that of under-served students, using the following techniques: student connections, schedule/assignment flexibility, student involvement in design choices, contextualization, student friendly policies/practices, OER adoption, online course development, acceleration, and student receptivity to resources/services.*

06 Academic Support Services (Quality and Compliance: curriculum, assessment, accreditation)

Accomplishments toward Strategic Projects

- ✦ *Nothing to Report for this period*

Strategic Project 1:

Operations manuals for Accreditation and Compliance. Draft finished December 2020. Tutorials for process involved in program approval, assessment compliance, curriculum mapping, etc...posted to the web. Audience - Deans/Faculty

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.

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.

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.

07_ TRIO, Solutions, and Tutoring Support Services

Accomplishments toward Strategic Projects

 *Nothing to Report for this period*

Strategic Project 1:

TRIO: Implement new grant(s); complete Annual Performance Report (APR)-achieve annual goals; create programming that is highly engaging and meaningful to specific student needs

Strategic Project 2:

Tutoring: cross-train Scott Smith; develop new strategies to increase enrollment in Solutions; 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 working with 382 applicants for (primarily fall 2020 applicants) on the Crawford Transition Specialist new applicant list.*

 *Completed 6 individual scheduled appointments for admission, Accuplacer Assessments and Free Application for Federal Student Aid (FAFSA) assistance from the past two weeks.*

- ✚ *Meet with the new Galion Director for the 21st grant, we discussed activities for the middle school students and their families for the 2020/2021 school year.*

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.

Strategic Project 3:

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

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.

- ✚ *Created presentations for Mansfield Senior Activities enrichment periods*
- ✚ *Accuplacer testing dates are set for November 4 and 18 for spring CCP interest*

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

- ✚ *Exploring different models and viable grant opportunities*

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

- ✚ *FACILITATOR newsletter emails sent out to all faculty with a technique of the week & upcoming live trainings and recordings/ new on demand training. - Midterm soft evals.*
- ✚ *Weekly email sent to new faculty - Avoiding 1900s Teaching & 3 Tips for New Faculty For After each Class*
- ✚ *Sent resources for HyFlex teaching format adoption model & best practices to faculty caucus, academic council, IT & Business*
- ✚ *Invited sharing of local best practices in Zoom & Canvas training workshops*

Strategic Project 3:

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

- ✚ *All Liberal Arts (LA) & Health Science (HS) distance developer faculty have their QM Review #2 scheduled, a QM #1 due date and Canvas prototype site. Business, Industry, and Technology (BIT) developers have begun reserving dates.*

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).

- ✚ *Moving ahead with our October 23rd meeting targeting adult partners (GED, career centers, JFS and nonprofits). Invitations and a survey were emailed to stakeholders.*
- ✚ *We have updated our Reconnect Scholarship list and reached out to those new to the list. The Reconnect Scholarship targets former students 25 years and older in good standing.*

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).

- ✚ *A virtual meeting with high school counselors was held October 2nd. Thirty counselors and fourteen staff attended the meeting.*
- ✚ *Post card invitations for four virtual and face-to-face "Connect to Campus" invitations will go out next week to 5,500 applicants, inquires and purchased leads. Emails will also be sent next week. The web site is being updated with information and on line registration.*
- ✚ *Recruiters will be delivering "care packages" to high school counselors the week of October 14th. The "care packages" will include updated literature, CCP information, Connect to Campus information and a listing of upcoming virtual information sessions.*
- ✚ *A virtual campus tour is in the works and is expected to be available November 1st.*

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).

- ✚ *Working with the financial aid office on reaching out to current and future students regarding filing the FAFSA for fall 2021. October 1st marks the start date for filing the FAFSA.*
- ✚ *Working with Marketing on messaging for offering the Tuition Freedom Scholarship and Choose Ohio First Scholarship to 2020 graduates who may have delayed their enrollment.*

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

- ✚ *Reviewed College Student Inventory (CSI) data from previous cohorts based on race and special student status to identify trends. Seeing a decrease in both identified student groups.*
- ✚ *Gathering data for upcoming department review which will include advising and Directions program.*

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

- ✚ *Analyzed data from Week 3 Progress Check alerts for fall 2020.*
 - *126 alerts sent*
 - *15 instructors sent alerts*
 - *114 students received alerts (unduplicated count)*
 - *Students based on Term Persistence Risk Level:*

Term Persistence	Count of Student ID
High Risk	4
Low Risk	97
Medium Risk	25

- ✚ *Conducted an Aviso training on Friday/September 25 from 8:30 – 10:30 AM.*

Strategic Project 3:

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

- ✚ *Updated Reconnect scholarship page in preparation for a new outreach campaign.*

- ✦ Working with marketing department to update and create new videos to embed into New Student Orientation.
- ✦ New Student Orientation will remain in an online/virtual format for spring 2021 and delivered via Canvas. The following dates have been scheduled:
 - THU/NOV 5
 - MON/NOV 9
 - WED/NOV 11
 - TUE/NOV 17
 - THU/NOV 19
 - MON/NOV 23
 - TUE/DEC 1
 - THU/DEC 3
 - MON/DEC 14
 - TUE/JAN 5

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)

- ✦ Preparing for high school partner's CCP Information Sessions held annually (Oct-Feb) for students and families
 - Schools are offering these in various formats this year (In-person, live but virtual, or pre-recorded.) We are working on recorded and virtual presentation content to meet our partners' needs, and offer the content however fits there format.
- ✦ Scott is monitoring student early alerts, resolving all alerts through contact with students, offering support resources where needed; alerting school counselors where needed.

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)

- ✦ Completed Campus-based/online CCP student cell phone numbers for text communication
- ✦ Completed audit of CCP high school based sections for enrollment and course code accuracy
- ✦ 69 of 73 missing Statewide Student Identifiers/Unique Identifier Numbers (SSID/UIN) have been obtained and processed (for CCP billing). The remaining 4 are being sought.
- ✦ SharePoint user updates for partner schools in progress.

13_Registrar - Student Records Office (SRO)

Accomplishments toward Strategic Projects

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)

- ✚ *Brad put together a report that he sent to the BIT division documenting the increase on online IT programs with Ohio community colleges. In 2012 there were [60] degree completions amongst all community colleges in the state. This has jumped to [223] in 2019. In 7 years, there has been a 271% increase in completions. Clearly, this showed a trend to online program offerings in the IT area.*
- ✚ *In addition, Brad conducted a poll of our online students asking for their preference for either asynchronous or synchronous instruction with online classes. There were 40 responses and 95% of these responses indicated that asynchronous was the preferred method of instruction. The following student responses indicate their rationale for preferring asynchronous instruction:*

“I prefer classes that are asynchronous. I work full time so this is easier for me; which is why I wanted online classes with no hybrid responsibilities.”

“Hi Brad! Thank you for reaching out. Out of those two options I prefer asynchronous classes without specific login times for lectures. Best regards!”

“I prefer online courses that are asynchronous due to my demanding work schedule. Thanks.”

“I think asynchronous works better for my busy work schedules and course work.”

“I prefer the login whenever you have time option. This gives me the flexibility that I can get things done when I have time rather than having to rearrange things to accommodate a specific time.”

“I personally prefer courses that do not have a log in time for video lectures. It doesn't work with my schedule so it's more convenient for me if they are uploaded and I can watch them. That's how my instructor does it in my stats class and I have really found that I like it better that way.”

“I prefer the asynchronous classes. It's 100 times easier since my schedule is always changing”

“With a full time job and family, having the ability to have additional flexibility is always nice. So asynchronous would be my preference. Thank you and stay cool!”

“I like the all online, I work full time and don't have a set schedule so it would be hard to have login in at any certain time.”

“As an online student (by choice) I 100% prefer courses that do not require me to log in at specific times. If I wanted to have a set schedule I wouldn't do online.”

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)

✚ *No new developments on this project. Next series of CTAG downloads won't occur until new student registration begins next month.*

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)

✚ *The SRO has noticed a decrease with in-person student traffic. Most transactions are happening via email and at times, by phone. Currently, only a couple of students each day visit the office.*

✚ *The office has converted the drop/add, change of major, and Family Education Rights and Privacy Act (FERPA) release form to a fillable pdf format. These forms may be submitted in person or through our email system, as long as it comes through via a NC State email account.*

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

- ✦ *We are organizing a meeting of student-serving offices in Byron Kee to discuss issues of mutual concern and focus on how we can best serve our student customers.*
- ✦ *We continue to place notes in Aviso regarding some students and their financial aid issues when we feel that those notes will assist other college staff who may work with the same student.*

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.

- ✦ *Our office will be emailing all of our students who have applied for aid for this year. Then, we will be sending an email to all currently registered NC State students regardless of their aid application status. We will be encouraging them to complete a FAFSA for next year and will remind them that NC State and NC State Foundation scholarships require a FAFSA submission. We are also contacting those who have applied for admission to explain the financial aid process at NC State.*
- ✦ *We have and will continue to contact students who have applied for admission for spring semester to encourage them to apply for aid and to offer FAFSA assistance should they need it.*

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.

- ✦ *We have contacted work-study students and supervisors to remind them of responsibilities and expectations that are common to all employment positions. The soft employment skills needed by our graduates can be developed as FWS workers.*

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

- ✦ *Pre-COVID the program maintain an enrollment of 60 – 64 children in center-based and 28 in home-based care for a total of 92*
- ✦ *Closed March 24 providing virtual services and family connection bags to enrolled children/families*
- ✦ *Re-opened June 8 as a Transitional Pandemic licensed child care center with an enrollment of 36 children and 28 in home-based care*
- ✦ *Current enrollment: 37 center-based, 29 home-based for a total of 66.*
- ✦ *Program is currently transitioning out of pandemic child care for the COVID-19 pandemic and back to child care licensing requirements*
- ✦ *Accepting applications for enrollment for preschool aged children, three, four and five year olds*

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*

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%*

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

- ✦ *Kudos to all the temperature takers and all the fill ins that we have worked through seven weeks of classes.*

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

- ✦ *With COVID computer rooms are not opened and we are utilizing the tutoring center via Barb Keener and her staff to patrol disinfecting necessary areas of contact.*
- ✦ *OSU and NCSC have partnered to retrofit lighting to LED and are in the middle of discussions to do work in Health Sciences and Fallerius buildings.*

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.

- ✦ *Reviewing training that can be done while classes are out.*
- ✦ *On boarding new Employee*

President's Office

18_Foundation & Government Relations

Accomplishments toward Strategic Projects

Strategic Project 1:

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

- ✦ *The Foundation has received \$85,000 this year for certificate programs, \$155,000 year to date for scholarships, and \$3,500 for a new Book Scholarship. The gifts including pledge support, also. There are additional requests out for additional scholarship funds for our students this year.*

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.

- ✦ *The next standard smart classroom is being completed beginning next week.*
- ✦ *The Foundation also has money requested through a new Federal grant to be a Next Generation Hyflex classroom (a Next Gen classroom with audio and video so that the faculty can teach synchronously with students in class and others off campus, and the room has the audio and video capacity for everyone to be seen and heard while having masks on and being socially distanced).*

19_Human Resources (HR)

Accomplishments toward Strategic Projects

Strategic Project 1:

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

- ✚ *Researching DEI hiring best practices to incorporate in current policy and procedures.*

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.

- ✚ *IT is currently working on configuring the new firewalls for the Kehoe Center and the main campus. The workload on the new firewalls will be greater because they will provide two main functions, routing and firewall protection. The existing routers will be eliminated.*

Strategic Project 2:

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

- ✚ *The Azure cloud storage licensing has been issued to NCSC. The consultant and our network admin are working with Microsoft to apply the license key to the type of storage service needed for data at rest.*

Strategic Project 3:

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

21_Information Services & Institutional Research (IS/IR)

Accomplishments toward Strategic Projects

- ✚ *Nothing to Report for this period*

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.

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)

- ✦ *We are working with admissions to update a number of items used in recruitment. It is a challenging time for recruiters, and they are working to prepare for in-person meetings, virtual meetings and the upcoming Counselor's Meeting.*
 - *Beginning a video introduction to promote virtual learning and the Connect to Campus information nights in November*
 - *Designing invitations for multiple events to share electronically and as collateral material. 6,000 postcards produced for Connect to Campus events*
 - *Assisting Amanda Sheets in her new role of outreach to Mansfield City Schools*
 - *Reviewing some of the materials used in the past, e.g. Guided Pathways to Success (GPS)*
 - *Provided feedback to new Galion Superintendent for their academy materials.*
- ✦ *Helped Foundation with program and video for upcoming Scholarship Luncheon.*
- ✦ *Updated information for Fee Schedule for Business Office.*
- ✦ *Working with Gina and web contractors to automate content for program information on the website from Acalog/Curriculum.*
 - *All program content updated from existing materials available*
 - *Need to find the information for a few pages that was not readily available*
- ✦ *Placed virtual tour – Will be web-based and editable for future updates and edits.*
 - *Photos being taken*
 - *Meeting next week with supplier*

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.

- ✦ *FY21 promotional plan is largely in place.*
 - *First campaigns are being implemented for Certificates, Divisions and Connect to Campus*
- ✦ *New targeting parameters for a portion of our campaigns will align to Key Performance Indicators (KPIs) for recruiting and retaining additional minorities.*