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 October 1, 2023 to October 13, 2023

*** Submissions for the next update are due **Friday, October 27, 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.*
- *Reminders given at HS Division meeting to continue reaching out to students, especially pre-midterm to encourage engagement.*

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

- *The first session of the pilot program to eliminate developmental education in the Statistics pathway has been complete. 75% of the student who would have formally been placed into MATH 0075 and instead were placed into a strengthened Stat corequisite course were able to pass college level statistics in their first attempt.*
- *NCSC has been awarded $85,000 to help students enter and complete the SW.AA or SAS.Cert programs through the Great Minds Fellowship.*
- *Continued participating in discussions amongst many departments to improve reach out to inquiries.*

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.

- *As a companion for the materials (internal shared drive) being made available to the new Accreditation Liaison, the following website is being populated with videos and all manner of institution wide accreditation tutorials.*
  This is publicly available information gathered into one easy to access link. The purpose of this is to allow deans/directors/faculty a place to view our accreditation documents, along with feedback and tutorial videos I have created to give a broader sense of how the college addresses accreditation. https://ncstatecollege.edu/compliance-documents/

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.

- *Equity and Access Coordinator: (10/02/23 – 10/13/23)*
  - *• 1:1 Support sessions: 14*
  - *• Student Groups: NTS (00 students present virtually)*
  - *• Faculty sessions: 02*

- *Events/workshops held:*
  - *• NTS Virtual: 00 Student*
  - *• LEADDS: Rescheduled for 10/19/23 due to students being on break.*

- *Technology Success Coach Data:*
  - *Workshops Held:*
    In-Person: 0 session
    Zoom: 0 sessions
    Video Hits: 6

  - *Student Support:*
    Email: 1
    Phone: 2
    In-Person: 0

  - *Faculty Support:*
    Email: 3
    Phone: 1
    In-Person: 1

  - *Staff Support:*
    Email: 0
    Phone: 0
    In-Person: 0

- *General Title III Updates:*
  - *Steering committee scheduled for Oct 31st*
  - *Finalizing plans for November division meeting breakout sessions*
  - *Begun preparing Year 1 annual performance report (APR)*

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%.

🔸 *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:* ==**75% complete**==
   3. *Increase participation to Level 2 by 25%:* **0% complete**

🔸 ==*Moved From Level 0 to Level 1:*== **ACCT & BUSM**
   o *Held initial 2023-24 Consult meeting with ACCT & BUSM dept - CTE compiling Instructional Enhancement Recommendations for the year.*

🔸 ***Level 1 Meetings Scheduled:*** *BIOS, PTA, RESP & MATH*
🔸 ***Level 1 Meetings in Process of finding a dept mtg date:*** *ENGR, ITEC, VCMT, RNUR, CRMJ, 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:
   - *Bowling with Trio 10/12/2023: 13 students in attendance*
       o *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, € how to apply for graduation, 9/16/2023. 13/93 attended. Goal met.*
October 2023: Events scheduled are (dates are tentative):
   College visit at Ohio State Mansfield 10/17/2023
   Fall follow-up 10/25/2023: Family Feud with Trio
   Trunk or Treat: 10/24/2023

B#1: Total number of tutors on staff: 26
   FA23 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 held our counselor meeting on Friday the 13th and spoke to over 30 counselors about our college and giving them the 2023 events so they can help get the word out to the schools to invite students and families*
🔸 *We held our Scholarship night for prospective students and families on 10/16 and will hold a virtual scholarship information night on 10/19/2023*
🔸 *We invited the CAC to speak with prospective interested students about our programs and plan on going back out to have them apply to the college*
🔸 *We held a tour for Mansfield Senior High CTE health science students*

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.

🔸 *Promoting Short Term Certificate opportunities with Crawford business community*
🔸 *Senior visits at each Crawford County high school*
  o *NCSC Presentation (September/October)*
  o *Follow-up lunch visits (October/November)*
🔸 *Visited Crawford County nursing homes*
  o *Develop PN pipeline (September/October)*
  o *Follow-up staff visits (October/November)*
🔸 *Collaboration with Transition Specialist*
  o *Transcript requests*
  o *FAFSA completion*
  o *External resource support within Crawford*

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 09/16/2023 to 09/30/2023 = 23*
- *Next team meeting is on 10/18 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)*
  - *Advising Month Registration Information Tables:*
    - *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)*
  - *Special Advising Month event scheduled for 10/31 in SSC*
- *Held Professional Learning Thursday (PLT) on 10/12 which focused on understanding and journey mapping a student's onboarding experience. We reviewed the features of journey mapping and focused on the feelings, emotions, mindsets and behaviors of students at east step in the process. Developed a guiding statement: "ensure that all new students receive, intentional, holistic, and timely support that helps them to successfully navigate the onboarding process". Creating an action plan based on ideas generated.*

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, as of Fall B, week 1:*
  - *Holding steady:*
    - *9% increase in credit hours (8,707)*
    - *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!*

- *Report fine-tuning in progress with students cumulative credits for strategic goal listed below.*

🔸 *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.*
🔸 *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 the high school counselor event*
🔸 *Created handouts on changes to the FAFSA, common TFS questions, State scholarships handout etc. for HS counselor event as well and upcoming scholarship events*
🔸 *Reached out to all currently enrolled students to remind them of last day to register to vote.*
🔸 *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.*
🔸 *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 10/06/23 vs week ending of 10/07/22 (31 vs 9)*
🔸 *FAFSA completion ending week of 10/13/23 vs week ending of 10/14/22 (37 vs 3)*

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 2,113 collections holds on student 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 10.13.23*

Class (Room)	Maximum Enrollment	Available Slots	Filled Spots	Notes
Adventure (39)	8	0	9	Two Private Pay Families Share a Spot
Imagination (21)	8	0	8	
Puddles (24)	8	0	8	
Fascination (27)	8	0	8	
Explorers (29)	20	0	21	Two Private Pay Parents Share a Spot
Sunshine (32)	20	0	20	
Homebase	28	0	28	

President's Bi-Weekly Report ~ Child Development Center

Status of Updated Curriculum Role Out
Over the last two weeks the teachers completed their six-week study called, "Building Your Classroom Community!"   *The children learned about:*   • *What names do we need to know at school?*   • *What should we do if we get sad or scared at school?*   • *What are the rules at school.*   • *When time do things happen at school.*   • *Who works at our school*   • *How do we make and keep friends?*   • *How can we be part of a group?*   *Our next study will be a study about trees! Come down to see what they are learning any time!*

20_ Information Technology

GreyCastle Project

Policy development: 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 are being sent out by our GreyCastle partner security engineer. Kickoff begins November 1.
External Penetration Testing: Kickoff meeting scheduled for October 17. 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 the IT team.

- *Signage / Communications*

  Working on updating and simplifying our signage around the office and the communication that is published. Work continues.

- *Staffing*

  We have filled the position of Network Systems Admin. We will now work on filling the position of Kehoe technician.

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

- *I finished up repairing the reports that'll fail with the resource domain update.*

- *But I am still waiting on a test user to ensure that report manager won't be affected by the update.*

- *I was able to meet with Bruce yesterday, he told me the documentation should be on the way soon for me to start reviewing the entire Sass Integration process.*

- *He also mentioned that he'd try to twist a few peoples arms and get the test users setup a little quicker so we can get the testing done on the upcoming changes.*

- *In the meantime, I've been working on searching/recreating the 15th day query to ensure those reports won't become a surprise down the line along with a handful of miscellaneous cleanup tasks, and requests.*

- *Tim also mentioned a slight detour coming this Thanksgiving or over Christmas break with updates needed for the LocalDB and CourierDB for both Windows Servers and SQL Servers.*

- *Both of the Windows Servers go end-of-life this year, and the SQL Servers will go end-of-life next year for CourierDB and in 2026 for LocalDB.*

- *Tim was able to confirm we have a subscription service for Microsoft SQL Server, so both updates will have no additional cost and put us on the latest version.*

- *So at the moment, it looks like we'll be able to start moving into Sass integration this month.*

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*
    - o *Learning associated necessary tools*
- *Looking at examples of others' data dictionaries and IR websites*
    - o *Beginning draft of data dictionary*
- *Discussing timing & content of meeting with Monica's group to discuss some data related things*

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: 10/4/23 – 10/13/23

While recruitment and the interview/selection process continue in search of candidates to fill open vacancies, there were no new hires to report for this period.

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 $140,000 of the $450,000, with $100,000 in pledges., and $300,000 in outstanding asks.*
- *Workforce Development has $68,000 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.*
- *Rentals has generated $26,768 in revenue in YTD on a $35,000 target*

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%.

- *29 (45*) total web inquiries sent to admissions and deans on Monday, 10-2-23 (*+16 CRJ inquiries from the first week of reports. At the time, we did not include the Police Academy Interest form)*

- *56 total web inquiries sent to admissions and deans on Monday, 10-9-23 (YTD 358)*
- *Social media: Three of our top ten acquisition channels to the website in September were from social media links. This is one of the measures we monitor as part of user acquisition, or new users, to our site.*
- *Web tracking – 40,812 users/37.162 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

- *Discussed and approved the submittal of the Canvas Thumbs Up award recipients (both Full Time and Part Time faculty) to Ohio Faculty Senate so they can submit to the Ohio Department of Higher Education. The intent is that the Chancellor will recognize faculty- by sending a letter who are recognized for teaching excellence at their respective colleges and universities*
- *Continue discussing ideas to help with employee/faculty retention*
- *Continue encouraging AVISO to send alerts and to type notes*

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 again to discuss the strategic goal of customer service (internal/external) on October 10, 2023.*
- *Specifically, Staff Caucus discussed problem solving/de-escalating situations at the college.*
- *There was extensive discussion of possible issues, along with possible solutions to those issues.*
- *Among the issues discussed is possible confusion related to work roles at the college (especially considering changes in work responsibilities in some departments), and possible lack of basic information for departments outside assigned area.*
- *Among the possible solutions discussed is providing an opportunity for staff to introduce roles and assigned responsibilities to all staff at professional development.*
- *Another suggestion was to provide staff photos on the receiver screens in each building, along with name, title and division, so students have point of contact for questions or concerns.*
- *Additional discussion will occur for this topic at the next Staff Caucus meeting on Nov. 14.*