2020-2021

President's Bi-Weekly Report

For period October 5, 2020 to October 16, 2020

** Submissions for next update are due **Friday, October 30, 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.

- *Message drafted for use in the event Richland county is elevated to Ohio Pandemic Emergency Color Code: Purple.*
- *Doug H. replied to NY Times public information request for COVID information.*
- *Intermittent students/staff/faculty exposures are being handled by administrators.*

Strategic Project 2:

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

- *Restocking of bands, masks, batteries, etc. is going well.*
- *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)

b. Certificates:
    i. Review certificate inventory for enrollment and need (complete by June 30, 2021)
    ii. Develop new 15-hour electrical cert to align w/Career Centers' strong electrical curriculum, and send to curriculum Committee in Fall 2020.
    iii. Develop on-line Coding Cert (determine credit/non-credit and length) – complete by June 30, 2021

c. Increase participation of women and minorities in BIT programs 2% - fall 2020 vs. fall 2021

- *We had our first Advisory Board on October 9 for advancing access to Engineering and Information Technology programs in the BIT division. This is a strategy designed to help*

...us increase enrollment of women and minorities in these programs. It was a very useful kick-off meeting.

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.

b. Improve course review including QM additional 5% + set benchmark.

Strategic Project RESOURCES:
a. IT / ENGR integration in relevant curriculum;

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

03_Workforce & Non-Credit
Accomplishments toward Strategic Projects

+ *Nothing to Report for this period*

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%.

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

b. 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

04_Health Sciences
Accomplishments toward Strategic Projects

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

+ *Currently there are 14 courses scheduled for hybrid/online Quality Matters review this term for Spring 2021 classes.*

<mark>Strategic Project 2:</mark>
Increase student enrollment in LPN, Respiratory, BioScience and SciMed programs with an overall goal of 20% increase for the 2021-2022 Academic year.

<mark>Strategic Project 3:</mark>
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

<mark>Strategic Project 1:</mark>
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 working on converting 15 additional courses for online delivery in spring.*

<mark>Strategic Project 2:</mark>
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.

- *Continued to work on updated and new articulation agreements with other divisions and transfer target universities.*

- *Arrangements have been made for transfer students to have requested virtual visits with eight universities in October (with twelve more in process).*

- *Working on revision and resubmittal of Guaranteed Transfer Pathways to ODHE— psychology, social work, mathematics, and English.*

- *General Education Mobile (Community College of the Air Force) application in process.*

<mark>Strategic Project 3:</mark>
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.

🞥 *Strategies for increasing enrollment have been included in the preparation and discussion of the program review for criminal justice and psychology.*

🞥 *Text to promote the AA Psychology degree sent to Marketing for mounting on the web.*

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.

🞥 *Department meetings are including discussion of practices that might be adopted by faculty to increase persistence--promoting connection, inclusion, and support of all students.*

06_Academic Support Services (Quality and Compliance: curriculum, assessment, accreditation)
Accomplishments toward Strategic Projects

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

🞥 *Several new tutorials have been posted for faculty/deans related to assessment and curriculum.*

🞥 *Assessment of Student Learning- https://ncstatecollege.edu/assessment-of-student-learning/*

🞥 *Curriculum Committee- https://ncstatecollege.edu/curriculum-committee/*

🞥 *Both sites have been updated for ease of use the last two weeks.*

🞥 *October 16th curriculum committee meeting saw the first full deployment of the "Curriculog" system regarding a change to the Integrated Engineering Curriculum. The program replaced ECON and HIST with a PHIL Ethics course and a SOCY diversity course. These changes were made based upon review of the program's CWO's last year and their program review activities.*

🞥 *This is a prime example of how the 'Curriculum Integrity Framework" of NCSC can work effectively. Input from Assessment, Advisory Boards, and Program Review is examined and synthesized to maintain the integrity and currency of the curriculum. Those changes are reviewed by the Curriculum Committee and enacted for the next Academic year.*

🞥 *This attention to integrity and currency **and the documentation of this process** ensures continued accreditation and benefits our students.*

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.

- *No drafts of functional areas' 'story' have been solicited at this time. However, within the next week or two, Financial Aid, and the Foundation will be asked to compile a short draft before the end of the semester. Template drafted to make responses easier for each area.*

- *Additionally, narratives that do not require department input are being updated weekly. Input from President's Staff has been folded into narratives.*

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.

- *Assessment team has decided to split the team into two focus areas: Professional Skills assessment and the use of the CANVAS course as a means of education and communication.*

- *At this stage the CANVAS course houses most of the material faculty need. Additionally, the TUESDAY BEFORE THANKSGIVING all PARS/PFSS and analysis of CWOs will be required to be uploaded to the site by faculty.*

- *All program CWO's have been delivered to faculty as of October 15th. Non editable versions have been posted on the Assessment of Student Learning website. https://ncstatecollege.edu/assessment-of-student-learning/*

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.

- *The college has been registered to deploy the CCSSE and a pilot study of racial equity on campus this Spring 2021. Details to come soon.*

⊹ *Academic Services is working with IR to deliver EMSI, program outcome data, etc. to program review.*

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 395 applicants for (primarily fall 2020 applicants) on the Crawford Transition Specialist new applicant list.*

⊹ *Completed 8 individual scheduled appointments for admission, Accuplacer Assessments and FAFSA assistance from the past two weeks.*

⊹ *Virtually presented to Bucyrus High School on career coach using google form to collect data for the next presentation opportunity.*

⊹ *Starting the discussion and planning for a Tradesmans Apprenticeship collaboration with Pioneer, Columbus State, Munipal Courts, and Partnership*

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.

- *Accuplacer testing dates are set for November 4 and 18 for spring CCP interest. We are working with 30 students.*

9_Center for Teaching Excellence
Accomplishments toward Strategic Projects

- *Nothing to Report for this period*

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

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

Strategic Project 3:
Develop sustainable & collegial process for iterative distance course design & development around standards such as Quality Matters (QM) external certifications

Student Services & Institutional Effectiveness

10_Admissions & Enrollment Management
Accomplishment toward Strategic Projects.

<mark>Strategic Project 1:</mark>

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. Approximately 100 more have been added. The Reconnect Scholarship targets former students 25 years and older in good standing.*

<mark>Strategic Project 2:</mark>

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).

- *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. Registration is now live for the 4 dates.*

- *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.*

<mark>Strategic Project 3:</mark>

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).

- *Those who work in Byron Kee Center held a meeting regarding how offices interact. Financial Aid was topic. Discussed how we can get more students to file.*

- *Working with Marketing on messaging for offering the Tuition Freedom Scholarship and Choose Ohio First Scholarship to 2020 high school graduates who may have delayed their enrollment.*

- *Reaching out to 2020 high school graduates who did not enroll and possibly qualify for TFS.*

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

- *Advising Weeks scheduled for the weeks of October 12 and October 19. Registration and outreach campaigns launched. Priority registration for spring term begins October 28.*

- *Compiled list of students who are currently enrolled but do not have Academic Plans for spring term. As of 10/15, 391 currently enrolled students do not have planned hours for spring 2021. A prioritized approach has been identified:*
  - *Students of color*
  - *Students in the Directions program*
  - *Students with medium risk for term persistence*
  - *Students with special scholarships: COF, TFS, REC*

- *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

- *Midterm Grade Alert activated on 10/15.*
- *Analyzing fall 2020 Current Grade alert data for all FYEX 0070 sections.*
- *Aviso Impact Report shared with college leadership and division managers.*
- *Aviso presentation scheduled on 10/20 to the Success Committee.*

Strategic Project 3:
Enhance services and strengthen support to Adult Learners during the onboarding process to remove barriers to success

- *Transition Specialist conducting calls to over 100 adults eligible for the Reconnect scholarship.*

- *Participating in an Adult Education partner meeting on October 23.*

- *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*

- o *MON/NOV 23*
- o *TUE/DEC 1*
- o *THU/DEC 3*
- o *MON/DEC 14*
- o *TUE/JAN 5*

12_College Credit Plus (CCP)
Accomplishments toward Strategic Projects

<mark>Strategic Project 1</mark>:
Support CCP enrollment growth (Access) during uncertain and changing school operating environments in 20-21, with a focus on student success (Success)

- ✚ *Finalizing and disseminating content and resources for high school partner's CCP Information Sessions held annually (Oct-Feb) for students and families*
  - o *Schools are offering these in various formats this year (In-person, live but virtual, or pre-recorded.) We are providing recorded and virtual presentation content to meet our partners' needs, and offer the content however fits their format.*

- ✚ *Conducting student outreach in response to mid-term grade deficiencies, through contact with students and, offering support resources where needed; alerting school counselors where needed.*

- ✚ *Confirming partner school requests for NCSC faculty; Coordinating CCP faculty credentialing requests between partners and academic divisions.*

<mark>Strategic Project 2</mark>:
Expand use of technology to support communication for Department needs, student enrollment and student success during COVID and with current staffing. (Success and Resources)

- ✚ *Refining virtual orientation materials and content in preparation for Spring semester orientations.*

- ✚ *Developing fillable advising form, to be made available for students for pre-advising work prior to a student's academic planning meeting.*

13_Registrar - Student Records Office (SRO)
Accomplishments toward Strategic Projects

<mark>Strategic Project 1:</mark>
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 continues working with new applicants and existing students. The college is looking to pursue Aspire aid to qualify students outside of our area. The BIT dean and assistant dean are interested in moving some IT certificates to fully online based on evidence of a report that Brad submitted. At this time there isn't a specific timeline on when this will be initiated.*

<mark>Strategic Project 2:</mark>

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.*

<mark>Strategic Project 3:</mark>

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 continues to experience minimal 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.*

- *We will continue to monitor situations that may require alteration of procedures or forms to accommodate distance processing of student transactions.*

Business Services

14_Accounting/ Controller's Office
Accomplishments toward Strategic Projects:

- *Nothing to Report for this period*

<mark>Strategic Project 1:</mark>

With the implementation of project accounting, have all new grants/projects set up on this system as well as training for any project managers.

<mark>Strategic Project 2:</mark>

Continue listing obsolete items on govdeals.com

<mark>Strategic Project</mark> 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

<mark>Strategic Project 1</mark>:
Improve communication and customer service with students and other student-servicing departments to be clear, positive, and expeditious

- *Our department called a meeting of Byron Kee managers to discuss mutual concerns. We hope that increased cooperation and greater interdepartmental support will come from this.*

<mark>Strategic Project 2</mark>:
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.

- *We generated an email message which was sent to all current students encouraging them to complete and submit their 2021-2022 FAFSA's.*

- *We emailed over 180 spring semester 2021 applicants explaining how federal aid can make attendance at the college possible and explaining the FAFSA application process.*

<mark>Strategic Project 3</mark>:
Improve/Revamp the administration of our Federal Work-Study (FWS) program to find and support internal departments with their human resources needs.

- *We created a flier promoting work-study and posted it around campus.*

- *We texted and emailed current students to publicize the FWS program.*

16_Child Development Center (CDC)
Accomplishments toward Strategic Projects

<mark>Strategic Project 1:</mark> 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: 41 center-based, 20 home-based for a total of 61*

- *Home-based services will be provided virtually in collaboration with community agencies*

- *Program is transitioning out of pandemic child care and back to child care licensing requirements*

- *Accepting applications for enrollment for preschool aged children, three, four and five year olds*

<mark>Strategic Project 2:</mark>
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*

<mark>Strategic Project 3:</mark>
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

<mark>Strategic Project 1:</mark>
Continue to implement safety procedures (COVID Safety) on campus through wayfinding signage throughout campus (internal and external) based on building restrictions

🔸 *The Facilities team members from the Kehoe Center and Main campus, including the Crawford Success Center have been ramping up their efforts on cleaning high touch areas because of the beginning of flu season.*

🔸 *Please be aware that it is policy that you need to wear a face mask into our buildings and keep the face covering on in all public spaces and classrooms.*

<mark>Strategic Project</mark> 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 collaborated to retrofit lighting to LED in the hallways of Health Sciences and Fallerius buildings over the time between Fall and Spring semesters. We have contacted a contractor for pricing.*

🔸 *Shared Services have joined forces in resurfacing parking lots, filling in cracks and recoating the asphalt surfaces along with new parking space lines the week of October 19th, please be patient we will be closing parking lots 1 and 3, and then 2 and 9, concurrently to provide the contractor the necessary area to do each of the days necessary.*

<mark>Strategic Project</mark> 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.*

President's Office

18_Foundation & Government Relations
Accomplishments toward Strategic Projects

<mark>Strategic Project 1</mark>:
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 Foundation has submitted $50,000 last week in new grant requests.*

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 still currently working on configuring the new firewalls for the Kehoe Center and the main campus. The Kehoe firewall appliance is now connected to the network so that our network administrator and consultant can work on the configuration together.*

Strategic Project 2:
Utilization of Microsoft Azure cloud storage as a third off-campus site for College data being backed up.

♦ *Our network administrator and consultant are in the process of setting up a server that is a replicate of one of our on-premise servers in the Microsoft Azure cloud.*

Strategic Project 3:
Continue to enhance the technology infrastructure and capabilities for wireless connectivity and online learning inside and outside the classroom

♦ *The IT department has started the implementation of Duo multifactor authentication. Instructions for enrolling in Duo have been changed to reflect Duo cloud service updates. The Cashiers department and the HR department have been successfully enrolled with Duo Multifactor Authentication.*

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.*
  o *Helped compile materials for boxes delivered to area counselors.*

- o *Assisting Amanda S. in her new role of outreach to Mansfield City Schools*
  - ▪ *Reviewing some of the materials used in the past, e.g. GPS*
- o *Working on a layout for the Aspire Scholarship*

- *Working with the foundation on their thanksgiving card for donors.*
  - o *Also helping with a short clip for use on giving Tuesday to promote their new Advancing Diversity Scholarship.*

- *Working with Gina and web contractors to automate content for program information on the website from Acalog/Curriculog.*
  - o *Working the past few weeks on Curriculum Worksheets*
  - o *Need to make decisions on what should be included before we proceed with this work.*
  - o *Encouraging less heavy verbiage and more content oriented to student understanding.*

- *Placed virtual tour – Will be web-based and editable for future updates and edits.*
  - o *Most of the content and copy is in the hands of the contractor*
  - o *Exploring the landing page maps for potential updates*

==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 underway.*
  - o *First campaigns are implemented for Certificates, Divisions and Connect to Campus open houses in November*

- *Researching mailing lists for residents with Bachelor's degrees.*
  - o *Sample was too large. Asking for another qualifier – unemployed with Bachelor's degree.*