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?

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2022
SPECIAL RECOGNITION

President's Bi-Weekly Report

For period October 16, 2023 to October 27, 2023

*** Submissions for the next update are due **Friday, November 10, 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 are now 100% (12/12) of the full-time faculty with student advisees had submitted/completed student documentation in Aviso.*
- *Reminders will continue to be given at HS Division meetings. We will continue to monitor for success.*

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

- *Finished the program review for the Psychology department.*
- *Liberal Arts department continue meeting with Mike Welker about CTE efforts.*
- *Met with DEI committee to begin planning to align efforts of the committee with NCSC's Achieve the Dream efforts.*
- *Met with Pioneer Career and Technical Center to discuss articulation.*
- *Began meeting with FYEX instructors to discuss ideas to improve course after the conclusion of first session.*

05_Academic Quality and Compliance
Coordinating the transfer of all of my duties to a new ALO and adapting my current Academic Support Services Manual to an easy to reference tool, with supporting documentation.

- *Two more videos have been uploaded to the following link. https://ncstatecollege.edu/compliance-documents/*
  These are videos for both the new ALO and the accreditation team.

- *I am hoping before Monday to have the draft of the Compliance and Accreditation handbook uploaded then as well.*

06_ Title III
Monitor and report on Title III grant metrics (number and percent of courses converted/offered to

online and/or 8-week modalities, increase incorporation of OER, and faculty involvement in ACUE, QM and additional training programs) to support faculty in enhancing student success.

- *Faculty and Staff Training Programs*
  - o *76% of eligible full-time faculty (those not in first year of employment) have completed or are actively enrolled in the ACUE Effective Online Teaching Practices (EOTP) training*
  - o *86 NCSC employees have completed or are actively enrolled in ACUE Fostering a Culture of Belonging (FCB) micro-credential training*
  - o *Additional Quality Matters (QM) training will be available to faculty towards the end of the academic year. More information to be provided down the road.*
- *Utilization of OER (as of Fall 2023)*
  - o *28 courses currently utilize OER (BIT: 2, HSCI: 2, LA: 24)*
  - o *7 subject areas considering additional OER adoption*
- *Additional Updates*
  - *Steering Committee scheduled for 31Oct*
    - o *Key agenda item is revising the schedule of programs and courses to undergo course conversion considerations (online and/or 8-week)*
  - *Breakout sessions and panelists are finalized for November division meeting*
  - *ACUE FCB cohort is currently working through the final 2 modules of the certificate training*
    - o *Kudos to Pamela and Travis for working with our cohort participants!*
  - *Full cohort (33 NCSC employees) tentatively scheduled to complete FCB micro-credential in Spring semester*
  - *Learning Glass studio equipment has shipped*
    - o *Shipment was delayed several weeks due to supply chain issues with manufacturer*
  - *Jeff is working with Mike Welker on Canvas training for staff in-service in November*
- *Equity & Access Coordinator engagement:*
  - o *1:1 Support sessions: 13*   *Faculty sessions: 04*
  - o *Student Groups: 0*
  - o *Events/workshops held:*
    - *10/24 BMCG 00*
    - *10/25 TBS 00*
    - *10/19 LEADSS 00*
- *Technology Success Coach engagement:*

o *Workshops Held:*	*In-Person: 0*	*Zoom: 0*	*Video Hits: 4*
o *Student Support:*	*Email: 5*	*Phone: 9*	*In-Person: 0*
o *Faculty Support:*	*Email: 3*	*Phone: 0*	*In-Person: 0*
o *Staff Support:*	*Email: 2*	*Phone: 0*	*In-Person: 2*

07_ Center for Teaching Excellence

Continuation of NCSC Instructional Design Success/Retention Enhancement Program by:

1. Conducting monthly outreach to academic departments to move them through the defined engagement levels.
2. For previously non-participating departments, conduct outreach and activate 50% to Level 1 participation.

3. Increase participation to Level 2 by 25%.

- *Moved From Level 0 to Level 1: RNUR, PTA & MATH*
- *Held initial 2023-24 Consult meeting with RNUR, PTA & MATH dept - CTE compiling Instructional Enhancement Recommendations for the year.*
- *Level 1 Meetings in Process of finding a dept mtg date: ENGR, ITEC, VCMT, CRMJ, HMSV & 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: TRIO Update
  - o Total Enrolled TRIO students on roster: 93
  - o College visit at Ohio State Mansfield 10/25/2023: 9 students attended, goal met
  - o Trunk or Treat: 5 cars handing out candy, 12 students attended with families, goal met
  - o Fall follow-up 11/2023: Family Feud with Trio

- B#1: Tutoring Resource Center Update:
  - o Total number of tutors on staff: 26
  - o FA23 Intentional outreach conducted & documented: 15 tutors 36 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 continue to take shorter-term and longer-term approaches to converting more CCP students to applying to NC State after graduation. This includes outreach to several hundred CCP underclassmen directly from the dean encouraging them to explore pathways at the Open House nights. Of the 164 general applications from high school seniors, 42 are from CCP students. This includes 14 that have been given an early conditional offer for Tuition Freedom.*

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 are preparing for our November 3rd open house and finalizing the arrangements to ensure we have an interactive engagement with prospective students and parents*
- *I am dialoguing with Dr. Gray to be more collaborative with the Deans to have them assist the admission reps in speaking to students about specific programs in the classrooms.*
- *We had application day at Tri-rivers last Monday and spoke to 6 CTE classes about NCSC and many of them filled out applications for the college*
- *We continue to schedule visits to MSHS and inviting them to come out to our college. We believe it is important to have continued follow up with this group as they navigate through our senior year. We are up to three committed students who will be attending the college next fall.*
- *We have started to receive early TFS offers back and will continue to push those reminders out to students informing them of the scholarship offer as they continue to take CCP courses.*
- *We will be sending the Deans schools we would like to have more impact in talking with seniors to see if they have other connections to gain access into the schools*

- *Employee Retention- We are going on the 2nd month with our new admission reps and I am working with them closely on continued training and giving them support as they continue to get acclimated in their new roles. For my whole team I am being more inclusive about the goals and visions of the college and empowering them to reach out to others outside our department to strengthen relationships to feel connected. I have been working also closely with Crawford county and meeting with Nate and his team. I meet with my team regularly every week and travel down to Crawford county biweekly to brainstorm ideas and consistently reviewing processes and how we interact with students.*

- *I am being intentional on empowering my team to brainstorm and allowing them to implement their ideas and take lead in on campus events so they know that their efforts here at the college are important and we value what they bring to the college. I don't micromanage but still give them direction and expectations on what we need to be doing each week for student engagement. I also encourage them and praise their efforts when something is done well.*

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*
  - *NCSC Presentation (September/October)*
  - *Follow-up lunch visits (October/November)*
  - *Finalizing visits with Community Foundation for Crawford County (December)*

- *Crawford Nursing Home Visits- Healthcare Pipeline*
    - *Follow-up informational and application visits for staff (October/November)*
- *Collaboration with Transition Specialist for spring registration*

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 10/1/2023 to 10/16/2023 = 84*
- *Next team meeting is on 11/15 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 Classroom Presentations:*
        - *ENGL-1010 in Crawford on Monday October 23*
        - *ENGL-9920 in Fallerius on Wednesday, October 25*
        - *STAT-9920 in Fallerius on Thursday, October 26*
        - *PSYC-1010 in Fallerius on Thursday October 26*
    - *Special Advising Month event scheduled for 10/31 in SSC*
- *Guiding statement for new student onboarding: "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 during October's PLT session. The plan focuses on three areas: 1) New Student Advising 2) Orientation 3) Day 1 of Term/Session. Developing a "Strong Start"*
- *Generating ideas to focus additional support of student populations such as student parents and military connected students and veterans. Created a veteran's bulletin board – thanks to Julie Ihrig and team!*
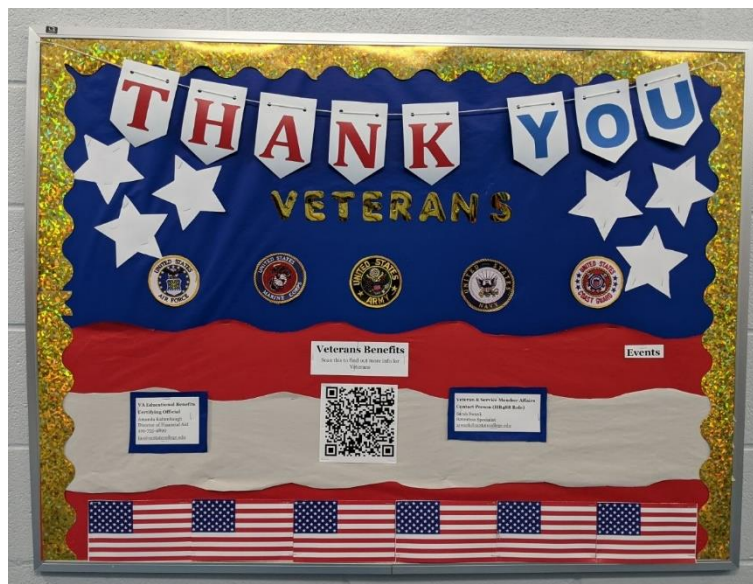
13_ College Credit Plus

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, at end of week 2 of Fall B:*
  - *Holding steady:*
    - *9% increase in credit hours (8,635)*
    - *7% increase in enrolled students (1,255)*

- *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 streamlining in progress with students' cumulative credits for strategic goal listed below.*
- *Outreach to CCP students in class of 2025 and later for fall open house events; invitation based on selected meta-major. Topic of outreach to schedule advising follow up on pathway and/or credit transfer plans; review credential opportunities that align with students' goals and plan for 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.

- *Full Term Mid Term grades were processed on 10/18. Students with deficiencies were notified and students with WNP grades were withdrawn form classes.*
- *Session B attendance drops were processed on 10/23.*
- *Met with Toni Johnson and Edmund Niese on 10/17 to discuss the possible implementation of using "Chosen Name" for students who wish to use a name other than their legal name on file. It appears this is feasible and additional meetings are planned.*

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.

- *Hosted an in-person and online scholarship night.*
- *Assisted SRO in email creation for attendance drops and WNP drops. These notifications to students to be more efficient and save staff time.*
- *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 10/20/23 vs week ending of 10/21/22 (28 vs 26)*
- *FAFSA completion ending week of 10/27/23 vs week ending of 10/28/22 (35 vs 16)*

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 75 business holds and 2,108 collections holds on student accounts.*

18_ Facilities Management
Boilers and Chillers in Fallerius and Kee Hall

- *Boilers & Chiller Project*
  - *Boilers are installed and functioning normal*
  - *Demo of chillers and condensing units has begun and should be completed within the week of 10/30 after that they will start installing the new chillers. The project should be completed by the end of November or early December 2023*

- *Windows at Health Science & CDC*
  - *Windows at the CDC are completed*
  - *Health Science Building, windows in the classrooms both 2nd and 3rd floor are finished as of 10/27. Which leaves the second and third floor office windows to be completed by December of 2023 pending weather*

- *Generator project*
  - *Health and Science generator has arrived along with 3 transfer switches. Kee Hall generator has not been delivered. The timeline for the generator to arrive should be within the next month*
  - *CDC generator will arrive March of 24. The Project went out to bid 10/10 and awarded to BC&G as of 10/26. Project will start Spring 2024 and completed no later than June 14th 2024*

- *Community project*

- *We are currently in the process of interviewing and discussing options with the contractors that came in with the low bids. This will take place 10/31/23 and will have a decision after the meeting. Our goal is to still start the project November 2023 and completed March 2024*

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

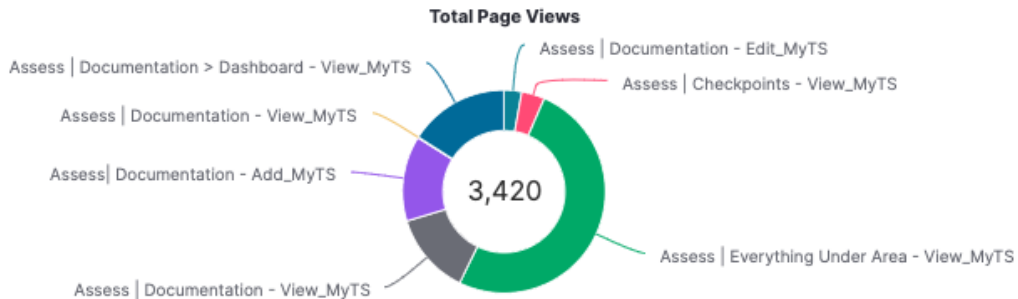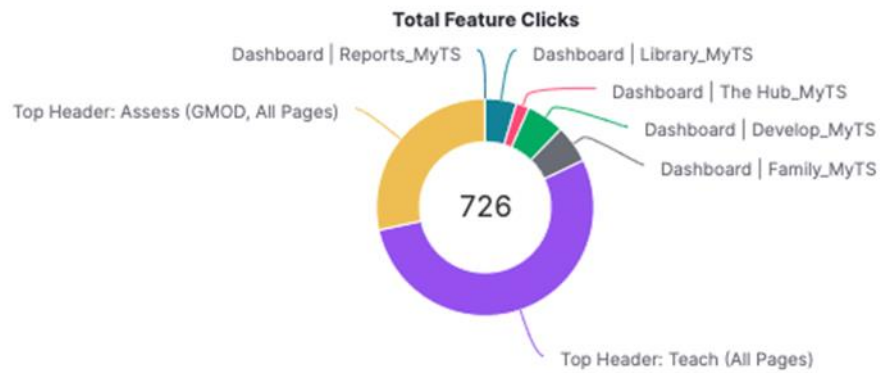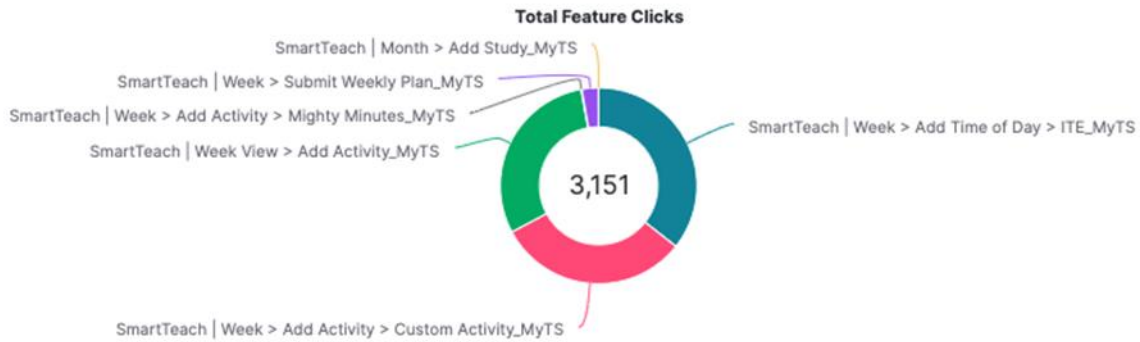| Date~ As of Week of 10.27.23				
Class (Room)	Maximum Enrollment	Available Slots	Filled Spots	Notes
Adventure (39)	8	1	8	Two Private-Pay Families Share a Spot, One family who is part-time will move to full-time on 11.13.23 filling the classroom.
Imagination (21)	8	0	8	
Puddles (24)	8	0	8	
Fascination (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	

Status of Updated Curriculum Role Out

On Thursday, October 26th, we had a follow up call with our Partner Success person at TS Gold. We reviewed how the teachers are doing using the CLOUD and they provided new information about additional content including:

- *An "At A Glance and Checkpoint Dashboard*
- *Smart Suggestions for Checkpoints*
- *A Quick Hit Video*
- *A Checklist for preschool for the Alphabet, numbers, shapes*
- *Enhanced Reports Landing Page*
- *A new Family Engagement Report.*

Another area we reviewed included "Usage Celebrations." Here are the Total Feature Clicks showing how the teachers are utilizing the system!

Total Feature Clicks

SmartTeach | Month > Add Study_MyTS
SmartTeach | Week > Submit Weekly Plan_MyTS
SmartTeach | Week > Add Activity > Mighty Minutes_MyTS
SmartTeach | Week View > Add Activity_MyTS

3,151

SmartTeach | Week > Add Time of Day > ITE_MyTS

SmartTeach | Week > Add Activity > Custom Activity_MyTS

Total Feature Clicks

Dashboard | Reports_MyTS
Dashboard | Library_MyTS
Top Header: Assess (GMOD, All Pages)
Dashboard | The Hub_MyTS
Dashboard | Develop_MyTS
Dashboard | Family_MyTS

726

Top Header: Teach (All Pages)

Total Page Views

Assess | Documentation > Dashboard – View_MyTS
Assess | Documentation – Edit_MyTS
Assess | Checkpoints – View_MyTS
Assess | Documentation – View_MyTS
Assess| Documentation – Add_MyTS

3,420

Assess | Documentation – View_MyTS

Assess | Everything Under Area – View_MyTS

20_ Information Technology

✚ **GreyCastle Project**
1. Policy development: GreyCastle vCISO is back from his honeymoon and work has resumed. We have drafts of policy changes that we will start to present to the IT Services committee soon that will then be put through the normal college policy approval process.

2. Data classification and Asset Inventory: Meeting invites have been sent out by our GreyCastle partner security engineer. Kickoff begins November 1.

3. External Penetration Testing: Rules-of-Engagement, exclusions, and scheduling have been agreed upon. Exact dates of the test cannot be shared so we don't spoil the results.

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're working with college leadership to redefine what a Kehoe tech really needs to do. Once we get a suitable job description we can reach out to HR to start the process of hiring someone for the Kehoe IT position.

Student MFA
We've taken the first steps towards eventually protecting our students' accounts with multi-factor authentication. We know WHAT we want to protect, WHO will be protected, and WHY we want to protect them. We're working with the rest of college leadership to determine the HOW and WHEN.

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 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: 10/14/23 – 10/27/23
   • Carter Hayes – moved to Network Systems Administrator
   • Chase Carper - Respiratory Faculty/Clinical Coordinator

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.

➕ *Emerald Club 2023/2024*
   • *$60,000 coming in pledges. (Emerald Club, Conard/Science Lab)*
   • *New asks in progress-$55,000*
   • *New donor ask for scholarships for students in the LPN to RN program*
   • *New ask $185,000 robotics for additional expansion of the Super Rapids ask*

- *$61,000 IST lab needs*
- *New $10,000 scholarship in development with a Board member*
- *Request to submit a proposal is out to a family foundation for the rest of the Virtual Health Science Lab*
- *Wrap up meeting of the 2023 Cedar Fair Charities, Cedar Point in November.*

Events
- *Rentals has generated $26,768 in revenue in YTD*

Workforce
- *$68,000 in YTD*
- *Quick Book Trainings in November, scheduling in process.*
- *3rd Tower Tech Cohort in partnership with ODRC in progress, ordering the next round of equipment and begins March 2024*
- *Continuing our leadership training series with RMC, Chris presenting to them Dec 15.*

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%.

- *39 total web inquiries sent to admissions and deans on Monday, 10-16-23*
- *41 total web inquiries sent to admissions and deans on Monday, 10-23-23 (YTD 438)*
- *Open House updates: Moving forward, we want to review the product and process that we are using as "Open House". Since September 1st, 3,827 have visited the Open House webpage (3,415 of those happened since Monday, October 16th). Registrations are very low coming from this interest.*
- *Web tracking – 50,434 users/47,048 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

- *Continue promoting using AVISO notes and encourage Faculty Caucus to remind faculty to use notes and/or alerts so that other faculty can track or follow along with students' progress/issues*
- *Discuss ideas to help with employee/faculty retention … what can we do to assist in this arena?*
- *Asked at faculty caucus to ask faculty for ideas/feedback regarding in service presentations/topics for February in service*

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 continues to assist with planning in-service day for Staff on Nov. 10.*
- *In addition, Staff Caucus continues to be in discussion with HR regarding the current holiday schedules, and observed holidays at the college.*
- *Additional discussion will occur for this topic at the next Staff Caucus meeting on Nov. 14.*