**2020-2021**

# President's Bi-Weekly Report

For period October 18, 2020 to October 30, 2020

*\* Submissions for next update are due **Friday, November 13, 2020***
*(Last Report before Thanksgiving Break)*

# 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 will be sent to everyone the week of November 16 encouraging them to be safe during the upcoming holidays. Maintain distance and use safe protocols. Also to be self-aware of any health changes that result from family gatherings, travel, or other events that you participate in over the upcoming holidays.*

Strategic Project 2:

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

- *Additional wristbands are in hand. Disposable gloves are ordered. We may need disposable masks for spring term.*

- *Kevin Kline talked with the new individual from Mansfield Fire who will work with our campus on fire/emergency planning and inspections.*

# 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)

- *The Dean and Assistant Dean met with IT/Cyber faculty to discuss processes for increasing on-line availability of these programs' courses. Strong support for the goals was prevalent from all, challenges, opportunities and strategies discussed.*

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

> ➕ *Because of our Diversity Advisory Board held last month, three people from that Board have come forward as volunteers to mentor students toward academic success and/or toward successful transition to workforce.  We got one volunteer from Avita, Ohio Health, and Mechanics Bank – all are IT/Cyber focused and not engineering.  The Dean and Assistant Dean discussed and agreed upon next steps.*
>> o  *Develop synopsis of what we mean by mentoring*
>> o  *meet with mentor volunteers and see if they see ways of making our plan better*
>> o  *start mentoring with each volunteer getting one student in second term if we are able to  make the appropriate matches.*

<mark>Strategic Project SUCCESS:</mark>
a. Increase completions 1% Fall 2020 – Spring 2021 compared to previous year, and Fall 2020-Fall 2021 compared to Fall 2019-Fall 2020.

> ➕ *New Directions will begin counseling at the Kehoe Center on Thursdays through the rest of the semester.  Thank you to Tessa Bianchi for assisting to make this service more convenient for our students in need.*

> ➕ *Brandel Boyd, the BIT Academic Liaison, has created contact cards for non-tradition students, such as apprentices, in order to reach out to students that may not be aware of services that are available to them.*

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

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

<mark>Strategic Project 1</mark>:
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

➕ *Eight courses have been reviewed in Quality Matters for Spring 2021 classes.*

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.

➕ *Madison Health Tech students have been recruited to participate as clients in the nursing programs med simulation labs. Information on health programs and articulation credit is being provided to all participants*

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.

➕ *One QM review completed this week, and faculty continue to work on the conversion of 14 other 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.

- *Two new agreements with Ashland University ready for signing ceremony, and work on other articulation agreements continued.*

- *University partners have begun virtual meetings with students who expressed interest.*

- *GEM application completed; next step is to load catalog with courses and meet to provide support.*

- *Brian Wirick and Deb Hysell participated in ODHE panel in celebration of National Transfer Student Week.*

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

**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.

- *Work resuming on marketing materials for Galion Academy.*

**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.

- *OER materials for American Literature I and II courses have been incorporated into Canvas courses and are ready for review.*

- *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 to be 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.

- *Timeline updates have been made to the assessment committee draft manual. This was in response to faculty asking to have an outline of deadlines for assessment published. You can access the updated manual on the assessment website.* *https://ncstatecollege.edu/assessment-of-student-learning/*

- *CWO excel spreadsheets have been delivered to all faculty.  Please get your PARS/PF-SS and CWO analysis uploaded by Tuesday November 24th. **Link opened in CANVAS on Monday November 2nd.***

==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.

- *The open forum provided a goldmine of accreditation narrative. When a college can display the kind of collaboration and communication we experienced in our zoom meeting during the open forum on October 29th, they are assured continued accreditation.*

- *Going forward presentations similar to the open forum where we communicate our creativity in meeting emerging needs, both in the classroom and in student services could be very useful in positioning us for an Aspen Award.*

- *The thing is, we already engage in these activities, so our students are benefiting. But, by creating this space where we can take the time to share and encourage one another, we create something that energizes everyone and helps us to stand out nationally.*

==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.

- *When the college submitted the interim report to HLC, we assured the commission that we would eventually integrate co-curricular assessment into the wider academic assessment system.*

- *Doing this will display to HLC that we are maturing as an institution. When you can integrate what you do in the classroom with activities student participate in outside of the classroom, and student services activities provided for prospective, new and current students, your college can be moved up the scale of institutional maturity.*

- *We are moving in that direction. Having co-curricular representatives more engaged with the established assessment committee will help us move forward in this evolution.*

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 will be deploying the CCSSE, SSI and the Equity surveys in Spring 2021 in an online format.*

# 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 306 applicants for on the Crawford Transition Specialist new applicant list.*

➕ *Completed 10 individual scheduled appointments for admission, Accuplacer Assessments and FAFSA assistance from the past two weeks.*

➕ *Presented to Galion Middle School Bucyrus High School on career coach using google form to collect data for the next presentation opportunity.*

➕ *Continuing discussion and planning for a Tradesman Apprenticeship collaboration with Pioneer, Columbus State, the Municipal Courts, and The Crawford 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 12 spring CCP interest. We are working with 30 students.*

➕ *Planned a CCP orientation for students who are taking spring courses*

# 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

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. - Student Peer Reviews & Jigsaws.*

- *Eight different training workshops offered to faculty during October.*

- *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 distance developer faculty have their QM Review #2 scheduled, a QM #1 due date and Canvas prototype site.*

- *Eight QM Review #2 have already been held - with follow-up TO DO lists compiled with the developer & Dean/Asst. Dean for follow-up design revisions before launching to students in Spring.*

- *One QM Review was rescheduled to accommodate the President's Open Forum*

# 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).

- *Approximately 30 professionals attended the October 23$^{rd}$ meeting with adult partners (GED, career centers, JFS and nonprofits. Notes from the meeting have been shared with those who attended and those not able to attend.*

🞣 *We are beginning to see a response from our outreach to former students. Student are asking questions and applying to take advantage of the Reconnect Scholarship. 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).

🞣 *We are preparing for the first of four "Connect to Campus" events. The first one will be November 5th in the Health Sciences area. The virtual and face-to-face versions will take place simultaneously.*

🞣 *Recruiters have been able to gain access into career centers and high schools. They have been hosting weekly information zoom sessions alternating mid-day and evening events. Registration has increased.*

🞣 *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).

🞣 *Have sent out over 1,500 letters and emails to various pockets of former student making them aware of money available for the spring semester (other than TFS).*

🞣 *Working with Marketing on messaging for reaching out to former CCP students currently attending another university*

🞣 *Reaching out to 2020 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

- *In preparation for the first day of Priority Registration (10/28), compiled list of students who are currently enrolled but do not have Academic Plans for spring term. As of 10/26, 278 currently enrolled students did not have planned hours for spring 2021.*
  - *Success Coaches: 88*
  - *Academic Liaisons: 96*
  - *Faculty Advisors: 94*

- *Gathering data for upcoming department review on 11/6 which will include advising and the 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 Achievement activated on 10/23.*

- *Conducted a presentation on 10/20 to the Success Committee.*

- *Analyzing fall 2020 Current Grade alert data for all FYEX 0070 sections.*

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

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

- *Planning a department training scheduled on 11/4/20 provided by Dr. Howard Walters.*

- *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

:
Support CCP enrollment growth (Access) during uncertain and changing school operating environments in 20-21, with a focus on student success (Success)

- *To accommodate our secondary school partners' needs and support enrollment, extended Spring CCP application deadline for new CCP students, beyond Spring application deadline*

- *Communication sent to prior term CCP applicants not previously registered encouraging advising/orientation/registration for Spring semester.*

- *Supporting continuing CCP students with planning for Spring semester registration*

- *Continuing to disseminate 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.*

- *Coordinating CCP faculty credentialing requests between partners and academic divisions*

:
Expand use of technology to support communication for Department needs, student enrollment and student success during COVID and with current staffing. (Success and Resources)

- *Finalizing virtual orientation materials and content in preparation for Spring semester orientations*

- *Conducting planning for CCP webpages to reflect updates for Spring, and also for 21-22 enrollment*

- *Updates to SharePoint for secondary school partners' applicant and enrollment tracking*

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

:
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 is prioritizing which videos that need to be created and added to the Online Student web page. Brad continues working with new applicants and existing students. He is working with the onboarding of new applicants for spring and assisting continuing students with their spring registration.*

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 request for refund form was converted to a fillable pdf. We are also looking to convert some existing pdf forms on our website to a fillable format. They include the FERPA release, Change of Address and Replacement Degree Request forms.*

🞦 *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:

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.

🞦 *Continue working on small issues that have come up with our test projects.*

Strategic Project 2:

Continue listing obsolete items on govdeals.com

➕ *A few outstanding items have been taken care of with, thanks to Kevin in facilities.*

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

➕ *We spent much of the week preparing information for the yearly compliance audit.*

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

➕ *We mocked up a newsletter with which we hope to share information about and develop solutions for areas of mutual concern amongst the offices in Byron Kee that most closely work with students.*

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.

➕ *We "worked" the entire list of students who still owe funds to the college for summer or fall enrollment. We encouraged those listed to file a FAFSA, complete verification, or apply for a loan whichever would be appropriate.*

➕ *We worked the list of those who have applied for admission for spring to encourage FAFSA submission.*

➕ *We worked the list of next week's new student orientation participants to update them on their financial aid file status.*

➕ *Working on a list which entails contacting students by email, text, and/or postal mail.*

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 been emailing students offered work-study to notify them of their next steps in the employment onboarding process.*

# 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 maintained an enrollment of 60 – 64 children in center-based and 28 in home-based care for a total of 92*

- *Closed March 24, while 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: 43 center-based, 22 home-based for a total of 65*

- *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*

- *Sponsored and participated in the Community Baby Shower held on Friday, October 23rd – providing prenatal moms with infant needs and mother needs! The CDC provided an infant/toddler car seat as a door prize!*

<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.*
    - *~ Formal classroom observations are scheduled*
    - *~ Staff Surveys going out in November 2020*
    - *~ Parent/Family Surveys going out in November 2020*

- *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

➕ *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.*

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 many computer rooms not opened due to COVID, we are utilizing the tutoring center via Barb Keener and her staff to patrol disinfecting necessary areas of contact.*

➕ *The Kehoe maintenance team have been looking into changing the flush valves on all of the toilets and urinals on the Ground, First and Second floors, to the much more efficient Sloan valve. This should increase the water usage savings.*

➕ *In the summer, Kehoe maintenance had installed a sub metering device on the cooling tower and have cut the water bill by 57%, this is being reported now because the billings have just come in.*

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.

➕ *Professional development is being done with Kehoe maintenance and Manager of Facilities for the Tridium building automation system on November 11*

🔸 *Buckeye suppliers in Cincinnati came on Wednesday October 28th to look at the work we have done on Main campus, with the VCT floor wax program we started this year. They will be training our staff over the winter break.*

# 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 submitted for $50,000 in new grant requests to area community foundations.*

🔸 *$34,000 has been allocated to students, YTD, from the $85,000 for certificate programs.*

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 Foundation has received a new scholarship to support the CDC from the Richland County Foundation.*

🔸 *A new Next Generation classroom has been requested with the Ellucian grant recently submitted.*

# 19_Human Resources (HR)
## Accomplishments toward Strategic Projects

🔸 *Nothing to Report for this period*

Strategic Project 1:
Increase diversity of faculty and staff while incorporating Diversity, Equity & Inclusion (DEI) best practices into the hiring process

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.

+ *At this point, IT and the consultants are looking at the configuration of the router and the configuration of the existing firewall at the Kehoe Center. Since the firewall will be on the edge of the college network the new firewall will be performing the functions of the existing router and the existing firewall.*

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 were able to successfully finish setting up the Azure Site Recovery (ASR) between the two Hyper-V host servers in the Failover Cluster and Microsoft Azure. This will allow for any of those hosted guest virtual servers in the failover cluster to be replicated regularly to the 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 completed enrollment of all the staff working on campus in the following buildings Fallerius Hall, Byron Kee, Health Science Building, Kehoe Center, and the Child Development Center. The IT department plans to send enrollment directions to the staff working from home so they can self-enroll in the Duo multi-factor authentication program.*

# 21_Information Services & Institutional Research (IS/IR)
## Accomplishments toward Strategic Projects

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.
- *Ongoing work to develop and optimize reporting data structures*

# 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.*
    o *Congrats on a good meeting with adult learning partners.*
    o *Assisting Amanda S. in her new role of outreach to Mansfield City Schools*
        ▪ *Rewriting past content*
        ▪ *Aspire flyer is ready*

- *Working with the foundation on their thanksgiving card for donors.*
    o *Short clip for use on giving Tuesday to promote the new Advancing Diversity Scholarship. Video interviews are done. Editing now.*

- *Working with Gina and web contractors to automate content for program information on the website from Acalog/Curriculog.*
    o *New version of Curriculum Worksheets are done.*
    o *Meeting with Gina and contractor to determine what content will be available from the catalog, when it will be updated, when will it go live, responsibility for updates and more.*
    o *After this initial effort, much of this work should be automated in future years.*

- *Placed virtual tour – Will be web-based and editable for future updates and edits.*
    o *Reviewed first drafts of pages and asked for numerous edits.*
    o *Weather is not helping photography needs.*

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*
- o *Social media is allowing new targeting with multiple campaigns.*

- *Mailing 32,500+ residents with Bachelor's degrees, who are unemployed, within 46 mile radius.*
  - o *Reminder email to all who open.*