

What are we doing to help students come and complete at the College?

What are we doing to help employees come and stay at the College?



President's Bi-Weekly Report

For period October 29, 2023 to November 10, 2023

*** Submissions for the next update are due **To Be Determined***

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 = Fifth 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 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
- Personal contact every two weeks after initial contact to the end of the term with notation in Aviso for each meeting or contact.

- + Goal achieved- Results now 100% (12/12) of the full-time faculty with student advisees had submitted/completed student documentation in Aviso. Will continue to monitor for maintenance.
- + Reminders will continue to be given at HS Division meetings.

04_ Liberal Arts Division

Increase the pass rate in the Liberal Arts courses by 2%

- + Met with Madison Adult Career Center and EHOVE to discuss articulation agreements.
- + Met with Kent State University concerning teacher education.
- + Met with students during open house to talk about Liberal Arts programing.

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.

- + The following website is being populated with videos and all manner of institution-wide accreditation and assessment tutorials.
- + This is publicly available information gathered into one easily accessible link. The purpose of this is to allow deans/directors/faculty a place to view our accreditation documents, along with feedback and tutorial videos I have created to give a broader sense of how the college addresses accreditation and assessment. <https://ncstatecollege.edu/compliance-documents/>

06_ Title III

Monitor and report on Title III grant metrics (number and percent of courses converted/offered to online and/or 8-week modalities, increase incorporation of OER, and faculty involvement in ACUE, QM and additional training programs) to support faculty in enhancing student success.

+ Updates

- + Steering Committee scheduled for 14Nov (11:00 AM)

- *Key agenda item is revising the schedule of programs and courses to undergo course conversion considerations (online and/or 8-week)*
- ✚ *Breakout sessions focusing on student-student interactions and student-instructor engagement were held during November division faculty meeting*
- ✚ *Full cohort (33 NCSC employees) tentatively scheduled to complete FCB micro-credential in Spring semester*
- ✚ *Assembly of Learning Glass Studio is underway, expected to be completed by 17Nov*
 - *Training material (videos, documents) to be developed and shared with faculty and staff*
- ✚ *Jeff co-presented Canvas training with Mike Welker at Staff In-Service Day (10Nov)*

✚ **Equity & Access Coordinator engagement:**

- *1:1 Support sessions: 08* *Faculty sessions: 03*
- *Student Groups: 0*
- *Events/workshops held: 11/02/23 – Students for Success Seminar 01*

✚ **Technology Success Coach engagement:**

- *Workshops Held: In-Person: 0 Zoom: 0 Video Hits: 5*
- *Student Support: Email: 10 Phone: 2 In-Person: 1*
- *Faculty Support: Email: 1 Phone: 0 In-Person: 0*
- *Staff Support: Email: 6 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%.

✚ *Goal 2. 150% complete*

Level 1 Meetings in Process of finding a dept mtg date: ENGR, ITEC, VCMT, CRMJ, HMSV & Social Sci

✚ *Goal 3. Level 2 follow-up notifications by Dec 15: ACCT, BUSM, BIOS, PTA, PNUR, RADS, RNUR, RESP, ENGL & MATH*

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

- Total Enrolled TRIO students on roster: 93
- College visit at Ohio State Mansfield 10/25/2023: 9 students attended, goal met
- Trunk or Treat: 5 cars handing out candy, 12 students attended with families, goal met
- Fall follow-up 11/2023: Family Feud with Trio

✚ B#1: Tutoring Resource Center Update:

- Total number of tutors on staff: 26
- 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 short and long-term approaches to converting more CCP students to applying to NC State after graduation. Based on session A performance, ten more high school seniors qualify for Tuition Freedom and are being conditionally offered. Moreover, we are sending messages to 62 other seniors that have applied to the after-graduation college, have taken or have a PRC code for CCP, but do not conditionally qualify. We are encouraging them to take spring CCP to potentially qualify. Of the 200 high school seniors that have applied to NC State for fall, 41 have taken a prior CCP course.*

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 completed two open house events this week although the attendance wasn't what we wanted, it was impactful. We are looking for a more robust open house in the spring.*
- ✚ *The admission reps are charged with finding two locations in the community to host an admissions event in the spring. I have asked them to have locations and dates to me before Thanksgiving break if possible.*
- ✚ *We are working on solutions to the process review for admissions to close the gap in the student process from inquiry to registration and will present those solutions to Dr. Diab within the next week or two if possible.*
- ✚ *More TFS offers are being sent out as we come closer to conclude fall semester and encouraging students to finish strong and consider taking more CCP courses in the spring to maximize their*

chance of qualifying for the scholarship.

- ✚ **Employee Retention-** *I am meeting with the admission reps every Wednesday to reiterate the mission of admissions. I have been asking them for feedback on what they would like to see me do better as a leader so we can continue to have a good working relationship. I am also asking them what help they need from me to be successful.*

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.

- ✚ *Pursuing new partnerships*
 - *Crawford CEO Entrepreneur Program starting fall 2024*
 - *Galion High School senior class recurring visits in the spring 2024*
- ✚ *Pursuing enhanced partnerships with existing partners*
 - *Bucyrus City Schools*
- ✚ *Senior visits at each Crawford County high school*
 - *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 2024 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 10/16/2023 to 10/31/2023 = 134*
- ✚ *Next team meeting is on 11/15 to discuss “scorecard” activity in order to monitor progress toward the WIG (Purpose: ensure that everyone knows the score at all times)*
- ✚ *“Lead Measure” activity planning (Purpose: apply disproportionate energy to the behaviors and activities that lead to, or predict, achieving the WIG)*
 - *In-Person Orientations:*
 - *11/14 at 2 PM*
 - *11/30 at 10 AM*
 - *12/12 at 10 AM*
 - *Tentatively planning a “Strong Start” event held in January on the Saturday(s) before the start of the term. The goal of the event is to help new students feel connected, supported, welcomed and excited for “Day 1” of spring term.*
- ✚ *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.

- + Currently drafting a "student experience" ethos for the department based on customer service best practices, student success research and student development theory.*
- + Ashley Hedrick joined the department on Monday, November 6 as the Career Pathway & Internship Coordinator. She can be reached at ahedrick@ncstatecollege.edu or #4786.*

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 19 (pre-COVID term):
 - o 3% increase in credit hours over FA19*
 - o 3% down in enrolled students. Closing the gap!**
- + Report streamlining in progress with students' cumulative credits for strategic goal listed below.*
- + Continued outreach to CCP students in class of 2025 and later. 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.

- + sent out a memo to faculty to report session B mid-term grades*
- + continuing to keep pace on standard SRO processing functions (transcript evaluations, course subs, resolving registration issues, etc.)*

15_ Financial Aid Office

The primary goal of the Financial Aid Office is to provide financial support and resources to help students achieve their educational goals. It will work on increasing FAFSA completion by 2% with various forms or outreach, while enhancing security through implementation of SendSafely.

- + Attended main campus and Kehoe Center open house. Provided information to students on applying for Federal Aid as well as scholarship information.*
- + Worked the SP24 "dereg" list and contacted all students who owes a bill on their next steps to completing aid file or how to apply for aid*
- + Worked the SP24 orientation lists and contacted all students on their next steps to completing aid file or how to apply for aid*
- + Reached out to all SP24 applicants on how to apply for financial aid.
 - o 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 11/03/23 vs week ending of 11/04/22 (27 vs 17)*
- ✚ *FAFSA completion ending week of 11/10/23 vs week ending of 11/11/22 (30 vs 6)*

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 152 business holds and 2,140 collections holds on student accounts.*
- ✚ *31 accounts were turned over to the Ohio Attorney General's Office for collections of Summer term fees. That included 6 accounts with Title IV recalculations and 25 regular accounts.*

18_ Facilities Management

Boilers and Chillers in Fallerius and Kee Hall

- ✚ *Boilers & Chiller Project*
 - *Boilers are installed and functioning normal*
 - *Installation has begun on the new chillers. The project should be completed by the end of November or early December 2023, this is dependent on OSU getting the network switch installed.*
- ✚ *Windows at Health & Science & CDC*
 - *Windows at the CDC are completed*
 - *Health & Science Building, windows in the classrooms are finished. The remaining windows to be completed by December 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*

- Contractor has been selected, working through getting all required paperwork to get this project on the next Controlling Board agenda.

 **Chemistry Lab Renovation**

- The team will be meeting on Monday to gather project lead ratings. Once this is complete, invitations to bid will go out to the top three.

19_ Child Development Center

Maintain full enrollment and update curriculum for education of children.

Date~ As of Week of 11.10.23				
Class (Room)	Maximum Enrollment	Available Slots	Filled Spots	Notes
Adventure (39)	8	0	8	One PFCC was Administratively withdrawn due to attendance and co-payment. Part Time Family took full-time slot.
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	1	19	One PFCC family withdrew, holding spot for one Toddler who will transition to preschool next month.
Homebase	28	0	28	

Status of Updated Curriculum Role Out

On Friday, November 10th, we talked with staff during our Professional Development Day. We shared that we will begin Looking for connections from outcomes of data on TS Gold and ASQ-3 to inform lesson planning, including IFSP's & IEP's.

- Checking during morning rounds to ensure lesson plans are being implemented and/or changes have been indicated on classroom lesson plans.
- All Checkpoints for this quarter must be completed by December 1st.
- All conferences and home visits must be completed before Winter Break.
- On Thursday, November 16th from 6p to 7:30p we will hold our annual Family Night. This will give families a sneak peek into our curriculum content areas. Children will be able to engage in specific areas in each classroom and families will be provided with handouts about the importance of each play-based area. (See sample Parent Letter)

20_ Information Technology

A Letter to Families About Outdoor Play

 **Grey Castle Project**

Physical exercise and fresh air are important for your child's health and well-being. We take children outdoors every day so they can run, jump, swing, climb, and use all of their large muscles. They move around, breathe fresh air, and catch balls and bugs. They lie on the ground to watch clouds and birds, and they climb high to look down. We talk about the things children see, hear, touch, smell, and feel so they become aware of changes in the weather, the seasons, plants, and animals.

Playing outdoors helps your child learn to

- notice and appreciate the natural world

1. Data classification and Asset Inventory: Initial asset inventory is complete. We have a couple of departments that were missed that we need to circle back around to. An executive summary is being prepared.

2. External Penetration Testing: Testing has begun. A full report including remedial recommendations will be prepared after it is complete.

Switch Project

Edge switches have started to trickle in. ArubaOS training has been scheduled for our Network Systems Admin and will take place in December in hopes that we'll be able to complete some of the project during winter break (pending arrival of hardware).

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

 *Last week we were able to get the two service accounts for SSRS tested, patched, and implemented. A third service account for LocalDB was also created and incorporated which should remove any issues with account permissions with SSRS. The changeover to the service accounts also readied the report manager for the resource domain rollover.*

 *The resource domain rollover went pretty well, there were some issues with account access that Ellucian was able to patch through.*

 *There is an ongoing issue with IR access to SQL, we have found a patchwork solution with Ellucians help, but we are currently pushing for a more stable long-term solution.*

 *We have retired another report that appeared to be built off an older data scheme in report manager.*

- ✚ *Seven other reports were recoded to utilize only one database rather than two with only one report remaining that accesses more than one database.*
- ✚ *Advising's Directions Student Potential Promotion Report still utilizes both Prod and ODS, but that report will be retired in the coming months as it makes use of a table that can no longer be updated.*

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*
- ✚ *Scheduled meetings with Academics (Kelly & Deans) and Monica's group to discuss data and provide an example of the types of data/presentations IR can do*
- ✚ *Continuing testing BI tool*
 - *Learning associated necessary tools*
 - *Developing a test dashboard for our first 'guinea pig'*
- ✚ *Looking at examples of others' data dictionaries and IR websites*
 - *Working on draft of data dictionary*
- ✚ *Discussions with Matthew about several Report Manager reports*

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: 10/28/23 – 11/10/23*
 - *Chad Minnear – Facilities Assistant*
 - *Ashley Hedrick – Career Pathway and Internship 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

1. *Moved to the final submission for a new ask for \$185,000 robotics for additional expansion of the Super Rapids ask*
2. *\$61,000 IST lab needs*

3. *New \$10,000 scholarship established, “Honoring the Legacy, Inspiring Future Leaders” through Richland Gives, in honor of our past Hall of Excellence honorees and for students seeking an education to continue building our community.*
4. *Wrap up meeting of the 2023 Cedar Fair Charities meeting this Wed. The 2024 campaign will have Cedar Point as our Scholarship program sponsor.*

Events

1. *Rentals has generated \$27,413 in revenue in YTD*
2. *Arts for Success-March 7, 2024, taking nominations for Leadership Award*
3. *Hall of Excellence-FY24 date April 11, 2024, nominees are notified.*

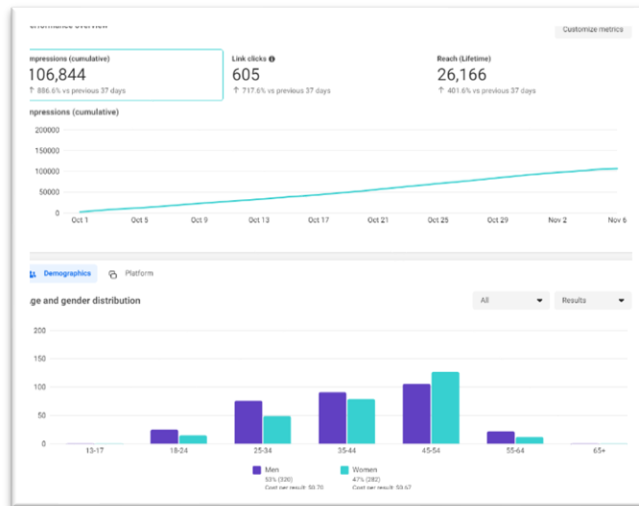
Workforce

1. *\$80,000 in YTD*
2. *Quick Book Trainings is being held Wed at the CSC*
3. *3rd Tower Tech Cohort in partnership with ODRC in progress, ordering the next round of equipment and begins March 2024*
4. *New Ashland Chamber of Commerce partnership has been launched and chamber members can provide their employees the opportunity to select one of 5 new free certificates for students*

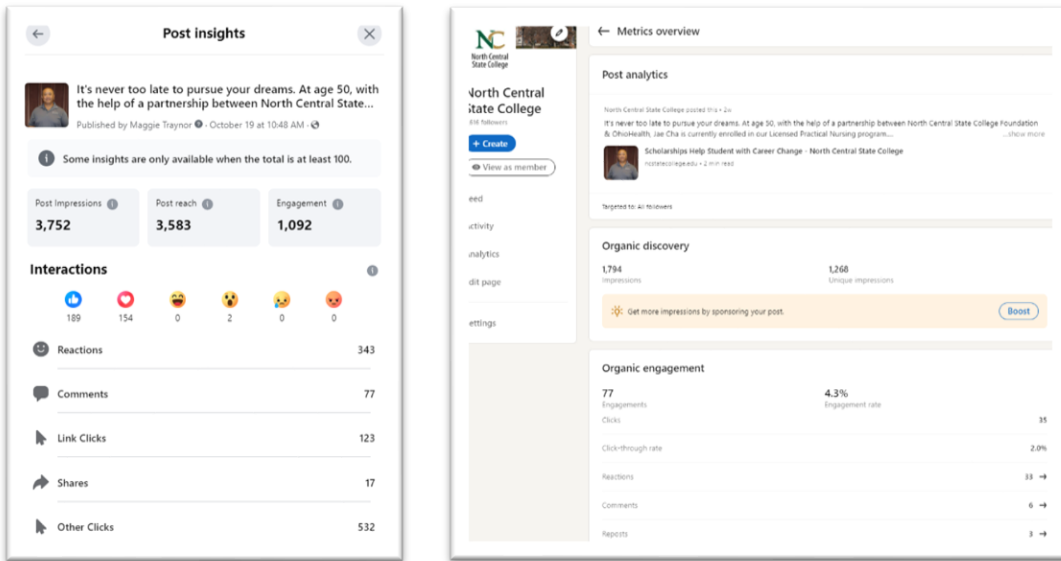
25_ Marketing and Public Relations

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%.

- +** *35 total web inquiries sent to admissions and deans on Monday, 10-16-23*
- +** *43 total web inquiries sent to admissions and deans on Monday, 11-6-23 (YTD 516)*
- +** *Social media update – Open House: Layered messaging enhanced traffic to web.*



✚ *Social media update – Scholarship Luncheon Engagement: 17 Shares for Jae Cha’s story!*



✚ *Web tracking – 56,138 users/52,634 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

- ✚ *Reached out to interim IT director to ask if we (faculty) can know when new tech items roll out for students, so that we can be prepared to help students navigate the new feature if/when they approach us with questions.*
 - *IT agreed that communication is vital and plans to increase communication with faculty*
 - *Additionally, IT asked for input regarding a new sign-in process for students that they are working on*
- ✚ *Reached out to all faculty to ask for ideas and recommendations for presentation topics for February in-service – to help increase faculty involvement with the planning process*

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).

President's Bi-Weekly Report

- ✚ *Staff Caucus will meet on Nov. 14, 2023 to continue to discuss customer service, both internal and external.*
- ✚ *November's customer service topic for discussion will be: Staff as Representatives for the Entire Organization.*
- ✚ *In addition, information and opinions from Staff Caucus regarding the college Holiday schedule was discussed with HR.*