



President's Bi-Weekly Report

For period December October 31, 2022 to November 11, 2022

**Due to the Thanksgiving break there will be no Report on November 25, 2022*

*** Submissions for the next update are due **Friday, December 9, 2022***

01_Campus Emergency Response Team (CERT)

Accomplishments toward Strategic Projects (Reported by Keith Stoner)

Strategic Project: Preparation and Avoidance on everyone's part to live with COVID and start preparing for other emergencies, with the goal of staying open, serve the needs of students effectively, efficiently and safely.

+ Training:

- Miki Ziegler from the 3rd St. Clinic will provide Narcan Narcan training for a combined meeting of CERT and MAC on Thursday, December 15th.
- Don Wallis presented Active Aggressor information at in-service on Friday, November 11th.

Academic Services

02_Business, Industry, and Technology (Report by Dan Wagner/Vince Palombo)

Accomplishments toward Strategic Projects

Strategic Project: What did we Expand? How will we continue Expanding in programs and enrollment? What is next for Expansion?

- + Articulation review and update site visit with Ashland County West Holmes Career Technical Center
- + Articulation review and update site visit with Madison
- + Articulation review and update site visit with Mansfield Senior

03_Health Sciences (Report by Melinda Roepke/Leesa Cox)

Accomplishments toward Strategic Projects

Strategic Project(s):

- Access: campus visits for 8th through 12th Grade Students targeting tech/science programs
- Success: Increase Retention in all programs and foundational science courses by 10%
- Resources1: Reduce Student Debt by identifying one OER book per department to replace a required textbook for fall 2023.
- Resources2: prepare a balanced 2023 budget proposal in all departments of Health Science as impacted by enrollment and retention

+ Nothing to Report.

04_Liberal Arts

Accomplishments toward Strategic Projects

Strategic Project(s):

- a) Faculty to identify scaffold strategies in English and Math courses to reduce rate of withdrawal and failure (primarily online sections); and monitor/improve at end of semester.
- b) Management and Program Coordinators will ensure all adjunct faculty embed the identified scaffold strategies; and all, including tutors, are prepared to implement scaffolds.
- c) The target goal is 50% reduction in withdrawal rates over the 2022-2023 academic year.

STRATEGIC GOAL: *Enhancing Enrollment*

The following efforts in support of the division goal to enhance enrollment were addressed over this reporting period:

- + English and Math faculty presented to the Division at the November Division meeting on the use of intervention strategies in summer and fall courses to support student social scaffolding. These interventions will now be rolled out into other content areas.*
- + LA Faculty were engaged in a discussion regarding what they have learned from ACUE training which could be adopted as “Instructional Values” for the division to incorporate broadly in the Spring 2023 semester. These notes are being summarized and 4-6 specific, actionable steps will be rolled out to all faculty—full-time and adjunct—with practical guidelines to begin building into all courses moving forward.*
- + The Dean held conversations with Dr. Paul Hernandez at Achieve the Dream regarding his work and publications on inclusion and belonging in course instruction. The Dean has acquired his text, *The Pedagogy of Real Talk: Engaging, Teaching, and Connecting with Students At-Promise* to begin incorporating into pilot initiatives with the LA faculty as we continue to see to decrease the D, F, and W grades in milestone courses. Sections of the text will be provided to the ATD Work Group, and Dr. Hernandez has offered to Zoom to a meeting with the work group in the future to share his work and specific ideas.*
- + The Dean attended the Ashland Chamber of Commerce Annual Luncheon with a team from NCSC as part of our effort to enhance our visibility in the Ashland community. The Dean has since followed this up with communications with several business leaders, and will meet with the Assistant Superintendent at ACCA November 15.*

05_Academic Quality and Compliance (Accreditation, Assessment, Curriculum) (Report by Gina Kamwithi)

Accomplishments toward Strategic Projects

Strategic Project: Accreditation: Through participation of college members, with focus on quality and assessment, submit a detailed, concise, and accurate Assurance Argument to HLC one month PRIOR to the lock date i.e. submit by Thursday, June 1, 2023.

- ✦ *As 11/11/2022 the assurance argument draft is ready for review with only 3 sections missing narrative explanation. For the next two-four weeks, several writers will be working to make the narrative come together with one voice.*
- ✦ *Again, it must be stressed that the writing talent of a few folks on campus, was quite the hidden talent and should be leveraged in the future!*
 - *Below are the 5 Criterion for Accreditation*
 - *Mission*
 - *Integrity*
 - *Teaching and Learning (inputs)*
 - *Teaching and Learning (outputs)*
 - *Planning/Institutional Effectiveness*

06_Center for Teaching Excellence *(Report by Toni Johnson/Michael Welker/Pam Ratvasky)*

Accomplishments toward Strategic Projects

Strategic Project: Maximize student retention. Collaborate with each academic department and program to provide targeted programming to enhance student retention & success through instructional design (including standard Canvas blueprint) & pedagogical support; and promote adoption of OER in every program.

- ✦ *Begun Phase 2 of follow-up/ Implementation of Success/Retention enhancement Instructional Support Plans (capturing local teaching success/ retention excellence exemplars & implementing development in identified areas to enhance success/retention.)*
- ✦ *NC Adjunct Faculty Training on OER, Provided OER assistance to several NCSC Health Science majors, and at SSSC, Collaborated with OOEC Steering Committee & Completed Quality Matters Ohio Review as Content Expert for Stark State course*

07_TRIO, Solutions, and Tutoring Support Services *(Report by Toni Johnson/Barb Keener)*

Accomplishments toward Strategic Projects

Strategic Project: Increase Student Engagement through consistent scheduling to recruit & support TRIO members (2 activities/month); and increased “tutoring touch” through embedded tutoring and individual visits (virtual & in-person) across the student journey.

- ✦ *Nothing to Report.*

Student Services & Institutional Effectiveness

08 Admissions & Enrollment Management *(Report by Tom Prendergast)*

Accomplishment toward Strategic Projects.

Strategic Project(s): Increase Enrollment & Retention

- a) 2% increase of completed general applications from each of our area high school programs.
- b) 400 Tuition Freedom Scholarship applications to be completed by students with a 50% conversion rate for registration.

✚ *Nothing to report*

09 Crawford Success Center *(Report by Nathan Harvey)*

Accomplishments toward Strategic Projects

Strategic Project(s): Increase Enrollment & Retention

- a) 2% increase of completed general applications from each Crawford County high school

✚ **APPLICANT LISTS for 6 County Service Area (Crawford, Huron, Marion, Morrow, Seneca and Wyandot)**

General Applicant ongoing transition services (Phone call, text and email etc.)

- **Summer and Fall 2022 non-CCP applicants for six county list served by Crawford (COMPLETE)**
 - SU 2022: 85
 - FA 2022: 348
 - Total: 433
 - **Enroll Conversion: 190 enrolled or 43.9% as of 9/29/22**
- **Spring, Summer and Fall 2023 (currently in progress through transition services)**
 - SP 2023: 109
 - SU 2023: 12
 - FA 2023: 34
 - Total: 155
- 85% have received 1-3 phone calls and corresponding text message/email

✚ **ONLINE APPLICANTS (100% online programs) for All NCSC Counties**
ONLN Applicants ongoing transition services (Phone call, text and email)

- **Summer and Fall 2022 non-CCP ONLN applicants for NCSC (COMPLETE)**
 - SU 2022: 71
 - FA 2022: 158

- Total: 229
 - **Enroll Conversion: 78 enrolled or 34% as of 9/29/22**
- **Spring, Summer and Fall 2023** (currently in progress through transition services)
 - SP 2023: 61
 - SU 2023: 8
 - FA 2023: 7
 - Total: 76
- 100% have received 1-3 phone calls and corresponding text message/email

✚ **Special Applicant Promotion Campaigns**

- Spring Semester 2023 – October Advising Month
- Registration for Spring – promotion of helping students make appointments
- Special TEXT campaign to prior applicants for Spring 2023 enrollment
- Phone calling to prior applicants
- Text invitations to Open House and FAFSA Workshop - November

- b) Increase Practical Nursing Applicants to get to Enrollment of 16 students, and Bucyrus High School's Applicants to 12 students

Increase Practical Nursing Applicants to get to Enrollment of 16 students

- ✚ Promoted FAFSA Night at the CSC to Pre-PN prospects and employer partners
- ✚ Promoted three informational sessions with OhioHealth, Avita, and community
- ✚ Providing TEAS entrance exam resources to Pre-PN students

Increase Bucyrus High School's Applicants to 12 students

- ✚ Hosted Bucyrus superintendent and principal on-site at the CSC and discussed partnership opportunities
- ✚ Visited Bucyrus seniors in November and used the Career Coach assessment to promote next steps into higher education

10_Student Success Center and Retention Services (Report by Monica Durham)

Accomplishments toward Strategic Projects

Strategic Project: Focus on retention by expanding awareness of available basic needs supports among all students, building a culture of caring and leading to improved academic performance, retention and completion.

- ✚ A total of 4 Weekend Food Boxes distributed the week of 10/31 & 11/7
- ✚ "Supporting Student Success" podcast recorded on November 7
- ✚ Resource Navigator visited 2 math classes on 11/1 and 11/3
- ✚ In-person New Student Orientations scheduled for:
 - 11/14 at 10 AM
 - 11/17 at 2 PM

- 11/29 at 2 PM
- 12/7 at 10 AM
- 1/5/23 at 2 PM
- 1/11/23 at 10 AM

- ✚ *In-person CONNECT 4 SUCCESS workshops scheduled for:*
 - THURSDAY 12/15 3 – 4 PM
 - MONDAY 1/9/23 3—4 PM
- ✚ *New resource video scheduled with marketing team on 11/15*
- ✚ *Total # of Resources Shared via Aviso Engage Since Start of term: 24*
- ✚ *Total # of Referrals Made to On-Campus Supports via Aviso Engage Since Start of term:*
 - Career Services = 10
 - Counseling = 14
 - Disability Services = 6
 - Financial Aid = 1
 - Internships = 2
 - Retention Services = 1
 - Student Records = 1
 - TRIO = 41
 - Tutoring = 12

11_College Credit Plus (CCP) (Report by Caree Bash)

Accomplishments toward Strategic Projects

Strategic Project: Increase Enrollment through Pathways. Increase visibility and student utilization of pathways from CCP/CTE into North Central State College and after NCSC; ultimate focus is supporting student *to reach their end goals*: credentialed, certificate, applied degree to employment, transfer to bachelor.

- ✚ *Continued CCP Information Sessions at partnering high schools for 2023-24 CCP enrollment: Ontario, Clear Fork, Colonel Crawford*
- ✚ *Continued presence at high school partner sites to support CCP students with application, advising and testing for Spring semester: Pioneer*
- ✚ *Continued milestones achieved on updating CCP webpages, including restructuring of landing page and subpages, with connecting links to internal and external resources*
- ✚ *Continued work in conjunction with school district partners to leverage pathways into NCSC for current high school students/early college (CTE and CCP credits): Wynford*
- ✚ *Continued progress on content and development of pathways documents to be included in advising sessions with new and continuing students for NCSC course registration*
- ✚ *Continued work in conjunction with OACC project team on digital templates to serve as guided pathways resources*

12_Registrar (Student Records Office) (Report by Brad Dunmire) **Accomplishments toward Strategic Projects**

Strategic Project: Promote Enrollment by increasing speed of service and office efficiency related to processing high school and college transcripts.

- + **College transcripts:** 18 were evaluated during the past two weeks, all transcripts have been evaluated well within the one week goal.
- + **High School transcripts:** A total of 61 traditional students have been accepted for the upcoming spring, summer, and fall terms within the last two weeks. All high school transcripts have been processed within 24 hours.

13_Financial Aid Office (Report by Amanda Kaltenbaugh) **Accomplishments toward Strategic Projects**

Strategic Project: The primary goal of the Financial Aid Office is to provide financial support and resources to help students achieve their educational goals by seeking, obtaining, and making the best use of all financial resources. The Financial Aid Office will utilize continued service and technological advances, internally and externally, to provide students every opportunity in pursuing and continuing their education while maintaining behaviors and standards of professional values and conduct.

- + Reached out to all SP2023 students signed up for upcoming new student orientations to get them to complete financial aid.
- + Attended ACCA's Financial Aid/FAFSA completion night. Presented on applying for aid.
- + Reached out to all SP2023 applicants on how to apply for financial aid.
- + Reached out to all SP2023 applicants who have an eligible Cert major with info on the short-term cert scholarship.
- + Reached out to all SP2023 applicants who indicated they were in the military on how to apply and use VA educational benefits.
- + Working the "De-reg" list every few days and notifying students they may be eligible for aid and how to apply for aid. Reminding them of SP2023 payment deadline date as well.
- + Sending reminders to current TFS if not FT, no waiver in place, etc.

Business Services

14_Accounting/ Controller's Office (Report by Michele Schaad) **Accomplishments toward Strategic Projects:**

Strategic Project: Focus on Student Retention by monitoring outstanding student account balances, checking for hold restrictions or balances that would prohibit future registrations, and

reaching out to those students with communications about options available to them.

✚ *Nothing to Report*

15_Facilities Management *(Report by Lori McKee)*

Accomplishments toward Strategic Projects

Strategic Project: Increase enrollment & retention by enhancing the health and well-being of students and employees through top notch care, clean and welcoming campus, and a good working environment.

✚ *Nothing to Report*

16_Child Development Center *(Report by Wendy Thompson)*

Accomplishments toward Strategic Projects

Strategic Project: Support increasing enrollment and retention at NCSC by expanding available early childhood education services at the Child Development Center.

✚ *Nothing to Report*

17_Information Technology Services *(Report by Paul Allen)*

Accomplishments toward Strategic Projects

Strategic Project: Support increasing enrollment & retention by upgrading the Wireless Local Area Network (LAN), and installing new Wireless Access Points.

✚ *Nothing to Report*

18_Information Services & Institutional Research *(Report by Sheila Campbell)*

Accomplishments toward Strategic Projects

Strategic Project: Support increasing enrollment & retention by providing data to departments across campus used for decision making purposes, including data about applicants, enrollment, retention, and graduation.

- ✚ *Ongoing, Long-term project to review end user system access, including initial system access request procedures.*
- ✚ *Ongoing, Long-term project to review Report Manager, including report request, development, design and deployment protocols.*

President's Office

- ✦ *The American Association of Community Colleges has just published “Competencies for Community College Leaders” (faculty, staff, and administrators). The President Staff are currently in the process of reviewing these competencies to enhance the professional development activities at the College.*
- ✦ *Dr. Diab made a presentation on student success and the future of higher education at the Chair Academy in Arizona, where he received the Paul Elsner Excellence in Leadership Award, and participated in the Chair Academy International Board meeting.*
- ✦ *Judge Shane Leuthold presentation at the Honors College Colloquium on Redemption & Reinvention Court Programs was excellent. The program identifies people between the ages of 18 and 25 who are at risk with the courts to help them get GEDs, diplomas, jobs and connected with community leaders who can be a voice of guidance.*
- ✦ *Celebrating Veterans Day was great to celebrate it with more than 80 staff during in-service while engaging in multiple professional development activities.*

19_Human Resources *(Report by Doug Hanuscin)*

Accomplishments toward Strategic Projects

Strategic Project: 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 from 10/28/22-11/10/22*
 - *Gabriel Smedley – FT Custodian (internal hire)*
 - *Deb Loyd – Family Visitor (internal hire)*
 - *Hannah White – Administrative Assistant, Crawford Success Center*

20_Development (Foundation, Grants, Workforce, Government Relations) *(Report by Chris Copper)*

Accomplishments toward Strategic Projects

Strategic Project: Meet or exceed 100% of the fundraising, scholarship, workforce, and grant targets, and ensure strong communication to the community of the resources available for student completion. Increase major gifts/scholarships/new donors by 10%; workforce revenues by 10%; and grants by \$500k or more.

- ✦ *Nothing to Report*

21_Marketing & Public Relations *(Report by Keith Stoner)*

Accomplishments toward Strategic Projects

Strategic Project: Focus on enrollment by expanding our reach beyond “known” prospects and personalized communication (broaden reach geographically, focus messaging to meet prospects contextual needs, implement [personalized websites](#) to prospects, we are all recruiters)

- ✦ *Presented a marketing discussion for Presidents Staff on November 9th.*
 - *Reinforcing the importance of brand, and maintaining our efforts to position NC State consistently in any outside recruitment/promotion.*
- ✦ *Personal websites are live and active. Try it out for yourself [here](#).*
- ✦ *Ashland partnership, community partnership of LPN recruitment, and general awareness continues.*
- ✦ *Geography is playing a key role with current efforts in Ashland and Crawford*
 - *East facing and west facing email campaigns deployed to 40,000.*
 - *Need to be careful not to limit overall message when showcasing local opportunities.*

22_Faculty Caucus *(Report by Sara Rollo)*

Accomplishments toward Strategic Projects

Strategic Project: Improve communication between faculty and staff and faculty and students, by reaching out to or inviting to meetings key departments within the College to learn about processes and help in increasing enrollment; and increase faculty usage of College systems (Aviso, Canvas...) to increase student success.

- ✦ *Continued communication with the marketing department to learn different ways that faculty can help support the department and how the department can help support our programs*
- ✦ *Reviewed and provided input for the revised attendance policy*

23_Staff Caucus *(Report by Brandon Stover)*

Accomplishments toward Strategic Projects

Strategic Project: Staff will contribute to student enrollment (access) and success by providing our colleagues and students with a caring mindset and exceptional customer service, through training, and by representing the College at all times (on the clock, or not). Employees are ambassadors of the College every day; we will strive to represent it well.

- ✦ *Coordinating with the IT Service Office to create master email list of all Staff Caucus representation, to provide better communication for topics such as customer service, and updates from the Staff Caucus.*
- ✦ *Welcomed the following new members of Staff Caucus:*
 - *Justin Beeman – At Large,*
 - *Jeremy Swank – BIT Division.*