2020-2021

Achieving the Dream | LEADER COLLEGE OF DISTINCTION

President's Bi-Weekly Report

For period November 2, 2020 to November 13, 2020

*Submissions for next update are due **Friday, January 22, 2021***

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.
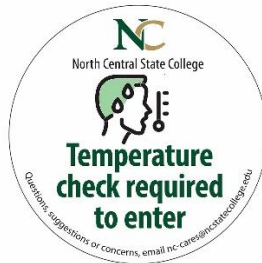
- *Message will be sent to everyone the week of November 16 encouraging them to be safe during the upcoming holidays. Please encourage students and staff to be vigilant as we approach the end of the semester and throughout the holidays!*

Strategic Project 2: Strengthen response plan to natural or human-made crises through training and tabletop scenarios, communication, and building relationships with first responders.

- *Kevin Kline talked with the new individual from Mansfield Fire. They are looking at options regarding training videos and materials on fire safety.*

Academic Services

02_Business, Industry, and Technology
Accomplishments toward Strategic Projects

- *Nothing to Report for this period*

Strategic Project ACCESS:
a. Substantially increase the number of courses/programs available and delivered in hybrid format or fully online (complete by June 30, 2021)

b. Certificates:
   i. Review certificate inventory for enrollment and need (complete by June 30, 2021)

    ii. Develop new 15-hour electrical cert to align w/Career Centers' strong electrical curriculum, and send to curriculum Committee in Fall 2020.

    iii. Develop on-line Coding Cert (determine credit/non-credit and length) – complete by June 30, 2021

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

Strategic Project SUCCESS:

a. Increase completions 1% Fall 2020 – Spring 2021 compared to previous year, and Fall 2020-Fall 2021 compared to Fall 2019-Fall 2020.

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

Strategic Project RESOURCES:

a. IT / ENGR integration in relevant curriculum;

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

03_Workforce & Non-Credit
Accomplishments toward Strategic Projects

Strategic Project 1:

Expand training and apprentices in both number and occupation (manufacturing, IT, business, plastics). Recover apprenticeships post Covid, implement Plastics Technology apprenticeship, increase number sponsored by the college. Increase apprenticeships by 15%.

- *Apprentice Ohio/ODJFS funding ended in October- actively seeking grant funds that will incentivize employers to create apprenticeships.*

Strategic Project 2:

Promote customized training and increase company awareness to assessment and testing resources available through the College. Increase workforce revenue by 15%.

- *Gorman Rupp has gotten the go ahead to implement their long term training plan for new machinist hires- which involves taking classes and labs at NCSC in conjunction with working. Target implementation: May of 2021. Gorman's representative says they see this being the standard requirement for persons entering machine trades within their organization.*

a. Implement online delivery of a) supervision/leadership' b) MS Office; c) promote MindEdge curriculum - implemented by Jan. 01/2020

- *Ashland Railway to be our first Mind Edge learning customer*

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

- *Five additional courses have been reviewed in Quality Matters for Spring 2021 classes.*

- *Jason Tucker presented to curriculum committee a water treatment certificate option in which coursework can be completed in a hybrid model.*

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 serving as clients for the nursing students medicine administration simulations.*

- *Connect to College was completed November 5 with eleven families touring health science labs and additional students participating virtually.*

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.

- *Six more courses have gone through QM review in the last two weeks. Huge thanks to the QM team (Michelle Slattery and Mike Welker) and to the faculty developers (Heiden Sectist-*

Eichorn, Pam Robison, Heather Hiroki, Christine Lynch, and Tim Christensen). Eight more to go for spring delivery.

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.

- *Articulation agreement signed with University of Cincinnati for AS-BS in Radiological Sciences. Psychology and Graphic Design agreement with Ashland University have been signed and ready for ceremony.*

- *Meeting scheduled to discuss and start GEM implementation--loading catalog, creating landing page, and arranging support.*

- *Guaranteed Transfer Pathways in psychology and social work resubmitted to ODHE. Next are 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.

- *Meeting with Galion next week to advance marketing of Galion Academy.*

- *Faculty are urging students in their classes to register for spring semester, and Brian Wirick is contacting his advisees to encourage and assist with enrolling/scheduling.*

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 implemented and reviewed; next step is to share with adjunct faculty teaching the courses. OER is also to be implemented for PSY 2100 Personality Theory for spring 2021 delivery.*

- *Division and 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

- *The curriculum website is continuing to be updated with new tools to help faculty work through the curriculum processes.*

- *Several faculty were trained within the last two weeks on the new curriculum process.*

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.

- *The marketing department with the help of Jon Pierce and DRM have created dynamic curriculum guides. This is one of the biggest steps the college has taken in the last 4 years to move the curriculum process into the 21st century and reduce errors. These same guides are on the web, and in the catalog. Kudos to Keith and his team.*

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.

- *Financial aid and academic services have made headway on this narrative in the last two weeks.*

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.

- *The assessment team continues to meet as two working groups. Growth mindset was chosen as a new professional skill. All members of the assessment team have been asked to write their own three sentence definition of 'Growth Mindset''. These definitions, along with external definitions will be used to create the goals for this skill and the rubric that will be used to assess the skill.*

==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.

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 313 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.*

> *School Presentations: Galion Middle School, Bucyrus High School, Middle School and Elementary Schools and Wynford High School*

> *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.

- *Connected with the Crawford County Assisted Living facilities HR departments to share information about the Practical Nursing programs and upcoming Connect to College Night*

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 Test on November 12 spring CCP interest. We are working with 30 students. 14 student tested, 7 will test on November 23.*

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

- *Exploring different models and viable grant opportunities*

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

- *Sent Canvas Thumbs Up nominations to students via student email and Canvas announcement. The top vote getters for each division have been selected as 2020 Canvas thumbs Up award winners. Winners are helping create Mini case studies to disseminate to peers and announce recipients.*

- *FACILITATOR newsletter emails sent out to all faculty with a technique of the week & upcoming live trainings and recordings/ new on demand training. -K-W-L Charts & Pecha Kucha Presentation Format .*

- *Seven different training workshops offered to faculty during November - faculty attendance was 1.*

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

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

- *16 additional reviews are scheduled before the Holidays break.*

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).

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 have held two of four Connect to Campus programs. Each program had the option of face-to-face or virtual. The Health Sciences night had 11 student attend the face-to-face and 4 attended virtually. Business, Industry and technology had 5 students attend the face-to-face program and 3 student virtually. Connect to Campus programs are next scheduled for the Crawford Success Center on Thursday November 19th and Liberal Arts on Tuesday November 24th.*

- *Recruiters have been able to gain access into career centers and high schools. The week of November 16th they will be doing two visits to Hillsdale high school in Ashland County. They continue to host weekly information zoom sessions alternating mid-day and evening events. Registration has increased.*

➕ *A virtual campus tour was available for the virtual Connect to Campus programs. Although the final product is not yet available to the general public it is close to completion.*

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).

➕ *Worked with Marketing on messaging for reaching out to former CCP students currently attending another university. Approximately 1,000 letters were sent.*

➕ *Reaching out to 2020 graduates who did not enroll and possibly qualify for TFS. We will auto-award any individual that meets the requirements of TFS. This practice may carry over to 2021 graduates.*

➕ *Developing a communications plan for current CCP students, which will include seniors, juniors, sophomores, freshmen, and middle school students in the program.*

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

➕ *Priority Registration for Spring 2021 began on 10/28. As of 11/13, the number of currently enrolled students that have not registered for spring 2021 is:*
  o *Students with no business holds: 495*
  o *Students with business holds: 137*

➕ *Gathering data for upcoming department review on 11/20 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

➕ *Overall GPA Alert will be activated on 12/8 (cumulative GPA below 2.0)*

➕ *Final Grade Achievement will be activated on 12/8 (receive a grade of A,B)*

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

↓ *Following up with adult learners eligible for Reconnect Scholarship*

↓ *New Student Orientation will remain in an online/virtual format for spring 2021 and delivered via Canvas. The following dates are remaining:*
  o *TUE/NOV 17*
  o *THU/NOV 19*
  o *MON/NOV 23*
  o *TUE/DEC 1*
  o *THU/DEC 3*
  o *MON/DEC 14*
  o *TUE/JAN 5*

12_College Credit Plus (CCP)
Accomplishments toward Strategic Projects

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

↓ *Extended Spring CCP application deadline for new CCP students, beyond Spring application deadline, in order to accommodate our partner schools' needs and support CCP enrollment*

↓ *Continuing the academic advising of current CCP students for their course planning for Spring semester registration*

↓ *Meeting partner schools' needs for various delivery formats of 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 there format.*

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

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

↓ *Launched Spring semester orientations 11/5 for new CCP student registration; delivered updates to virtual orientation materials and content.*

- *Has Aviso leveraging brainstorm and tune-up session with Monica Durham for CCP student focus.*

- *Continued work on CCP webpage content 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

Strategic Project 1:
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)

- *The assistant registrar is working with ITEC faculty to develop fully online ITEC certificate programs. The tentative starting term is FA2021. The human and social work services and social work associate of arts programs are very close to having them offered online as well. Both programs will need to address the science course requirement before going fully online.*

- *The assistant registrar 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)

- *A new run of student CTAGs was downloaded on 11/12/20. There are eight additional students eligible for articulated CTAG credit. The registrar is reaching out to these students to get their permission to post the credit*

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)

- *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 with the CDC on setting up and testing a few small projects.*

Strategic Project 2:
Continue listing obsolete items on govdeals.com

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

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

- *We sent all staff in Byron Kee an instructional PDF on how to make spring semester bookstore charges and asked that they share this with their students. We sent the same information by email to all currently registered 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.

+ *Amanda and Caroline continually "work" the spring de-reg list and contact listed students who have not completed a FAFSA to encourage them to do so ASAP. Amanda has emailed newly admitted spring students to explain the importance of FAFSA completion.*

+ *For each scheduled new student orientation program, Amanda has contacted those scheduled to attend using text, email, and postal mail to explain the financial aid application process and the steps needed to be offered aid.*

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 keep encouraging college departments to consider those students who have applied to work.*

16_Child Development Center (CDC)
Accomplishments toward Strategic Projects

Strategic Project 1: Maintain full enrollment in child care, Early Head Start and Ohio Department of Education (ODE) preschool

+ *Pre-COVID the program maintain an enrollment of 60 – 64 children in center-based and 28 in home-based care for a total of 92*

+ *Closed March 24 providing virtual services and family connection bags to enrolled children/families*

+ *Re-opened June 8 as a Transitional Pandemic licensed child care center with an enrollment of 36 children and 28 in home-based care*

+ *Current enrollment: 44 center-based, 25 home-based for a total of 69*

+ *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*

Strategic Project 2:
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.
- o *~ Formal classroom observations are scheduled*
- o *~ Staff Surveys going out in November 2020*
- o *~ Parent/Family Surveys going out in November 2020*

+ *The CDC is rated a five-star through October 23, 2022*

<mark>Strategic Project 3:</mark>
Promote regular attendance for enrolled children: program wide, individual attendance, encourage positive attendance habits, engage families in understanding relationship between attendance and success

+ *Our program goal is to maintain an average daily attendance of 85%*

+ *October ADA for EHS – 91%, Child Care – 80%*

17_Facilities Management
Accomplishments toward Strategic Projects

+ *Nothing to Report for this period*

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

<mark>Strategic Project 2:</mark>
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

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

President's Office

Student Success

Increasing graduation rate is something to CELEBRATE. The graduation rate on non-CCP students starting their first term at NC State in fall has increased from 17% to 29% in four years. This means 65 more students graduated in a timely manner.

This is a long-term result of the various success investments made by the college over the last several years. This could not have been achieved without the hard work of all the faculty and staff of the college.

While a tremendous improvement, many demographic subgroups of students are not succeeding at this level. Further, two out of three students are still not graduating within three years. Let's continue building on our success to help more students graduate!

NCSC Graduation Rates*by fall cohort (full- and part-time)		
Fall Start Cohort Term	Cohort Size	Graduated in 150% of 'normal' time
FA2014	552	16.8%
FA2015	557	17.1%
FA2016	559	20.9%
FA2017	554	28.5%

*Note: These numbers will match the IPEDS graduation rates because this is an expanded cohort

Staff in Service Day

- We had a very successful professional development day while thanking our veterans for their sacrifices to our country on Veterans Day, Wednesday, November 11.
- Our Achieving the Dream coaches shared with us the results of the internal survey by 72 faculty, staff, and administration, both full-time and part-time. The survey focused on assessing institutional capacity in leadership and vision, data and technology, equity, engagement and communication, teaching and learning, safety and planning, policies and practices. We were pleased to see that we averaged 3 out of 4 with a strong level of capacity in place. There is always room for improvement in communicating and enhancing awareness and transparency.
- The Diversity, Equity, and Inclusion (DEI) committee did an excellent job in updating the college community on the great work accomplished to this point including raising awareness, appreciating our diverse culture, incorporating the DEI mission into the syllabi, and enhancing the search process.

18_Foundation & Government Relations
Accomplishments toward Strategic Projects

Secure funding for scholarship programs, including Tuition Freedom and certificates.

- *The Foundation is establishing a new Advancing Diversity Scholarship. All money generated through the 2020 Richland Gives, annual giving event, will go into this fund.*

- *A new video has been created to support the Advancing Diversity scholarship. The video was funded by a grant from the Richland County Foundation.*

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 reminds all departments that there is a monthly grants meeting to review all grants possibilities. Dr. Diab has asked that all grants be placed on a central repository log and each grant goes through a rubric process to ensure adequate resources are available to comply with the deliverables.*

- *A consortium grant that NCSC is a part of is targeting addiction studies and has a Next Generation classroom included in the request.*

19_Human Resources (HR)
Accomplishments toward Strategic Projects

- *Nothing to Report for this period*

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

Implement Colleague Self-Service for HR

Automate payroll payable process i.e. pay online

20_Information Technology Services (IT)
Accomplishments toward Strategic Projects

Installation of new firewalls at the main campus and the Kehoe Center.

➕ *IT is still currently working on configuring the new firewalls for the Kehoe Center. The IT team is now looking at the Kehoe Center's network to determine how the new configuration within the firewall will affect the functionality of the VLANs on the network.*

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

➕ *Our network administrator and consultant are looking at Microsoft's storage costing algorithm to determine what it would cost to replicate four to ten terabytes of data in Microsoft's 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 is in the process of implementing phase 2 of the data backup project. Phase 2 of the data backup project will entail installing two high power servers, two 10GB network switches, and a 21 terabyte SAN (Storage Area Network) device in the main data facility located at the Kehoe Center.*

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

<mark>Strategic Project 1</mark>:
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.*
  - *Assisting Amanda S. in her new role of outreach to Mansfield City Schools*
    - *Rewriting past content*
- *Foundation thanksgiving cards for donors are delivered.*
  - *Video for Day of Caring – Advancing Diversity Scholarship is done.*
- *Working with Gina and web contractors to automate content for program information on the website from Acalog/Curriculog.*
  - *Lots of moving parts here – in process.*
- *Virtual tour – Draft is live at www.ncstatecollege.edu/tour*
  - *Editing still in process*

<mark>Strategic Project 2</mark>:
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.*
  - *First campaigns are implemented for Certificates, Divisions and Connect to Campus open houses in November*
  - *Social media is running 4 campaigns*
- *Mailing 32,500+ residents with Bachelor's degrees, who are unemployed, within 46 mile radius.*
  - *Message promoting Certificates and scholarships for Spring*
  - *Initial mailing open rate was 14.95%/Click through 2.73%*
    - *Reminder to those who opened the first email*
    - *Open rate improved to 16.43%/click through to 4.58%*
    - *Correlates to web traffic increases.*
- *Next mailing is to encourage adjunct recruitment*