

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 November 25, 2024 to December 6, 2024

THIS IS THE LAST REPORT UNTIL SPRING SEMESTER

*** Next Report is due Friday, January 17, 2025 "Pay Day"*

Strategic Projects for 2024-2025 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, and 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?

ACADEMIC AND STUDENT SERVICES

01_ Admissions & Enrollment Management

Increasing general applications by 3% with strategic recruitment of HS students, adult students, and a foci on the matriculation of CCP students to general application. This will also include a 1% increase in minoritized applications. Work to Increase yield rate from application to enrolled by 2% working closely with the academic liaison's providing exceptional customer service.

- Increase yield rate from application to enrolled by 2% by working closely with academic liaisons
- Increase general applications by 3% with strategic recruitment of HS students, adult students, and with a focus of matriculation of CCP student to general application. This will include an increase of 15 applications from minority students.
- Provide exceptional customer service to prospective students and current students implementing a response period of 48 hours.

Recruitment Activities (Short week due to Holiday)

- ✚ *11/25 Wayne County Schools Career Tour*
- ✚ *11/25 Mansfield Lexington*
- ✚ *12/03 Human services Career expo*

Other recruitment Activities:

- ✚ *In-person/Phone Visits with prospective students 15 appointments completed*
- ✚ *Prioritization of calling Spring 2025 applicants to make advising appointments to boost Spring enrollment*
- ✚ *Prioritization of calling inquiries interested in Spring Enrollment start*

Other Admission Initiatives/Tasks

- ✚ *New admission Representative Grace Brown has been doing well with meeting with students*
- ✚ *Admissions now has some additional access in ADVISO to follow up with students on materials they to turn in to complete the enrollment process*
- ✚ *Our ATD Adult learner group met with the coaches on site this week working on the Adult Learner Strategic Enrollment Plan*

02_ Engineering Technology, Business, and Criminal Justice (EBC) Division

Increase enrollment by 1%, retention by 1%, and class size by 1%

✚ BUSM:

- Working on AI integration into coursework using MS Copilot. Further investigation in MS Copilot access on college licenses required.
- Gathering documentation of Adjunct credentialing and revising procedures in response to accreditation requests.

✚ BASMET:

- Continuing program assessment to align with ABET accreditation requirements
- Investigating AI integration into engineering courses including optimization and process control

✚ Surveying opportunities for AI specific courses and potential certificate

✚ Investigating potential of Industrial Technology certificate and coursework to align with industry recognized credentials and credit for prior learning

✚ Submission for RAPIDS grant updates and improvements of PLC trainers with HMI and networking capabilities in IST lab

✚ Developing plan reinvigorate an advisory board to evaluate Manufacturing Program offerings and course outcomes using OMA competencies study

✚ Preparing room 106 for deployment of Vacuum Systems equipment, Industry 4.0 workstations, and building a clean room environment

✚ Relocation planned of Tutoring Center to room 217

✚ Evaluation of Kehoe Center space use and organization

03_ Health Sciences Division

Enrollment goal: Program application numbers, received by May 1, 2025, will increase by 19% overall, and increase enrollment by 100% in Bioscience and PHTA programs, and increase enrollment in Respiratory Care by 17%.

Retention goal: Student course completion rates, in key first year courses, will increase by 5% overall.

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✚ Numbers ran on 11/7 (after the last day to withdraw) and the HS division hit a 95.4 % retention. Our goal was for a 5% increase or 90.6 % retention rate. We actually achieved a 9.8% increase in retention- nearly doubling our goal. This is a huge success for our Division. Way to go team Health Science!!

✚ After the first of the year we will switch to spring course for retention monitoring.

Enrollment goal: Program application numbers, received by May 1, 2025, will increase by 19% overall.

✚ We have 20 new applications in total, plus 13 deferrals from last year, which gives us 33 applications to date. (1- LPN-RN Articulation, 4- BSN, 7- RN, 1- PN (Evening SU) 2- PN (Trad. FA), 2 – PTA, 13- RADS, and RESP-3).

- ✦ *After the first of the year we will begin comparing enrollment numbers to last year enrollment numbers bi-weekly. Historically, we did not generate weekly admissions reports until Jan. so we do not have data to compare with from 2023 as of right now. We are looking at enrollment much earlier this year so comparison information will be coming.*

04_ Liberal Arts Division

Increase Liberal Arts program recruitment events to two per semester.

- ✦ *Held a recruitment event on December 3 for the Human Services Department which was attended by past, current, and future students of the program as well as numerous local social work agencies.*
- ✦ *Honor College poster event was held on December 4, which showcased honors college student's work over the fall semester.*
- ✦ *Continued meeting with career centers to discuss articulation agreements.*
- ✦ *Participated in meeting with ATD to discuss the development of a new adult student recruitment plan.*

05_ Title III

Work with academic programs to identify discipline-specific professional development and OER opportunities, finalize 8-week course investigations in remaining programs, and continue to report out grant metrics to enhance student and faculty success. Increase number of courses with OER and 8-Week terms.

- ✦ *Next Title III steering committee is scheduled for Friday, December 6th at 10:30 via Zoom.*
- ✦ *Will provide update in next President's Report*
- ✦ *Starting to collate data and information for the next annual performance report (early Spring)*
- ✦ *Working with evaluator on data formatting to identify possible trends*
- ✦ *Working with Finance group to establish Endowment alongside the Foundation*
- ✦ *Purpose is to establish sustainable professional development opportunities for full-time and adjunct faculty after the conclusion of the Title III grant.*
- ✦ *Grant will provide a total of \$150,000 over next three years, with funds matched by the Foundation.*

✦ **Equity & Access Coordinator engagement:**

- *1:1 Support sessions: 10* *Faculty sessions: 08*
- *Student Groups: 00*
- *Student Orientation: 04*
- *Destress Event: 02*

✦ **Technology Success Coach engagement:**

- *Workshops Held: In-Person: 0 Zoom: 0 Video Hits: 0*
- *Student Support: Email: 0 Phone: 2 In-Person: 0*
- *Faculty Support: Email: 1 Phone: 0 In-Person: 0*
- *Staff Support: Email: 4 Phone: 0 In-Person: 1*

06_ Registrar (Student Records)

Review catalogs and course descriptions of our top 4-year partner schools to increase number of degrees & certificates awarded to former NCSC students through the Credit When It's Due program.

- ✚ *Parchment diploma lists have been uploaded and are just awaiting submission of full-term and Session B grades*
- ✚ *First round of CCP rosters have been added to the system*
- ✚ *Working to finalize system dates for SP25 courses*

07_ Student Support Services (Student Success Center and Retention Services)

Increase retention rate of TRIO SSS participants to 69% through intentional engagement and sustained services provided during the reporting year.

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- ✚ *Total enrolled TRIO students (Fall 2024): 70*
- ✚ *Tuesdays with Tickhill – four (4) students attended during the two-week reporting period*
- ✚ *Finals, Frost & Focus event was held on December 2*

By the end of each week, all Tier 2 & Tier 3 tutors will individually contact at least three students enrolled in their embedded or primary courses through email, phone, or Canvas messaging.

- ✚ *For the time period of 11/17 to 11/30: Visits = 47; Hours = 51.36; Unique students = 25*
- ✚ *A finals prep event (Finals, Frost & Focus) was held on December 2*
- ✚ *Anatomy Finals Study Session scheduled for December 10*

Increase student internship opportunities with local businesses by 20% during Fall 2024 and Spring 2025 through a structured outreach and communication campaign.

- ✚ *14 students placed in internships this semester*
- ✚ *47 student appointments completed since start of term*
- ✚ *49 employer contacts this semester*
- ✚ *Events conducted during this two-week reporting period included:*
 - *Finals, Frost & Focus Event: 12/2*

By creating a campus culture of wellness, increase referrals to and utilization of student assistance program (campus counseling) by 10% during Fall 2024 and Spring 2025.

- ✚ *Number of referrals to campus counseling since start of fall term = 16*
- ✚ *Updated Wellness & Mental Health webpage to include campus wellness events:*
<https://ncstatecollege.edu/personal-wellness/>
- ✚ *Developed a “Gentle Reminder” messaging campaign; Week 14 focus is “A Break from the Norm before the Storm”*

Conduct outreach that results in an increase in student visits by 20% to the Office of Specialized Support Services (Disability Office) during Fall 2024 and Spring 2025.

- ✚ *Responded to 1 Alert/Referral (for the time period of 11/17 to 11/30)*
- ✚ *Registered 1 new student for accommodations (for the time period of 11/17 to 11/30)*

Develop and implement a bi-weekly engagement campaign targeting high-risk students resulting in 20% increased engagement with the Resource Navigator during Fall 2024 and Spring 2025.

- ✚ *Search for Resource Navigator position launched. 2nd round of interviews completed.*
- ✚ *NCSCares Pantry is located in room 086 in Fallerius and is open Monday – Thursday*

08_College Credit Plus

Increase CCP enrollment by 2% on headcount; 2% on credit hours

- ✚ *CCP enrollment update:*
 - *FA2024*
 - *8585 credits and 1261 enrolled students*
 - *SP2025*
 - *4240 credits and 465 students enrolled thus far (on-campus and online enrollments)*
 - *Submitted this week: First of the Spring 25 CCP rosters for enrollments in high school-embedded CCP sections submitted this week*
 - *These numbers will begin showing on enrollment reports next week*
 - *Continued: Advising and Registration: Advising/approving/registering for SP2025 for sections that are high school embedded and also for CCP students in college-based sections.*
- ✚ *Fall Semester Activity – launch and recap:*
 - *Hosted Crestview and Northwestern students in tandem with Dept. of Admissions for campus visit days*
 - *Continued - conducting ACCUPLACER and CCP Advising events at the high schools, for Spring registration with counselors and CCP faculty at partner districts. Recently we've done this for the following high schools: Galion, Clear Fork Colonel Crawford, Madison,*
 - *Commenced - scheduling CCP Information Session meetings at high schools for parents and potential CCP students for 25-26 enrollment. Most recently we've had information sessions with families at Norwayne and Mt. Gilead*
 - *Collaborated to alleviate staffing challenges high schools were facing for CCP credentialed faculty that affected 3 districts late in summer, just before Fall term started. Working with the LA division, we were able to help address access concerns with a B session enrollment solution for the students with the online availability of MATH-1110, STAT-1010, PSYC-1010 and SOCY-1010 sections.*
 - *The CCP team is evolving. We have a vacancy in advising, and have commenced the search for the new team member. The CCP team and advisors work to recruit, advise, and enroll prospective and continuing CCP students each term. Additionally, a large portion of time is spent supporting and communicating our school district partners – conducting reports and tracking of applicants and registration that the school districts need from us, providing course materials, troubleshooting access needs – being their go-to person and first point of contact for the college. In support of this, the CCP team takes the support to the partner districts and the CCP students there. The team continues to schedule and host CCP events at the high schools for enrollment and engagement. This includes CCP Program Information*

Sessions for parents, CCP Application events, ACCUPLACER proctoring, CCP Orientation and registration sessions, which are all held off campus at the high schools.

- ✚ *Duo Rollout to all NCSC students (including CCP) amidst Ohio's statewide K-12 mandate to implement a district policy, restricting student access to cell phones while at their high school:*

- *Continued - the CCP Team coordinated with IT to program and deliver Hardware Fobs to the high schools, provide support on fob use, and the financial responsibility to the student if the fob is not returned; securing the NCSC property agreement/contracts each student must sign in order to be assigned a fob. Fobs provide a code that must be used in place of the duo app, when a student cannot access their cell phone, needed, to ensure CCP students can access their NCSC platforms to successfully complete their assignments (Canvas, MyNC, Microsoft 365, etc.) and persist in their coursework that makes up the pathway to their goals.*

09_ Center for Teaching Excellence

1. Engage all newly created courses into the course design review process.
2. Engage at least one program from each division (not including those who participated in the pilot) to participate in course design review for an existing core course and establishing a timeline for moving remaining courses through the process.

- ✚ **CONCLUDED REVIEWS:**

- *ENGL-1010 (All modalities) - [Next Review - SP27]*

- ✚ **PENDING CONCLUSION:**

- *PSYC-1010 (All Modalities)*

- ✚ **TO BE REVIEWED: Fall '24/Spring '25**

CTE has been notified the following departments have courses to be reviewed for Fall:

- *Engr Tech, Business & Criminal Justice (EBC):*
 - *Engineering (BASMET) will select courses based on needs for ABET accreditation.*
- *Health Sciences:*
 - *Radiology has new courses approved for the 2025-2026 academic year and will determine specific order for their review.*
 - *Registered Nursing has new courses approved for the 2025-2026 academic year and will determine specific order for their review.*
- *Liberal Arts:*
 - *No additional courses have been identified.*

BUSINESS SERVICES

10_ Accounting Services

The Business Office/Accounting Office Strategic Project is to review, update, and streamline the office's policies and procedures to enhance operational efficiency, ensure compliance, support strategic goals and expedite student enrollment by removing obstacles in processes between student application and course registration. This initiative is crucial to safeguard our eligibility for federal funding and to uphold our reputation for excellence and accountability, as well as to continue to have clean audits. This will ensure alignment with Federal Aid requirements to allow our students to

remain eligible for aid and assist in the enrollment process.

- ✚ *Work continues for reviewing the procedure manual for the Cashier's office and Accounts Payable for any updates or changes that need to be made.*

11 Financial Aid Office

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- ✚ *Email sent to all students on how to purchase books at new online bookstore.*
- ✚ *Crawford County Podcast on financial aid.*
- ✚ *Attended New Student Orientation*
- ✚ *Still working on 2025/26 financial aid set up. This a very long and time-consuming process of recreating all codes, rules, processes, letters, emails, etc. for the new school year.*
- ✚ *Made it to section 4 of 18 of the financial aid policy and procedure manual.*
- ✚ *Office is gearing up for all the end of the term process once all grades are submitted.*

12 Facilities Management

Fallerius Renovation

Boilers and Chillers Project: Fallerius and Kee Hall,

- ✚ *Timeline Completed*
- ✚ **Status update:** Both Boilers and Chillers Project is Closed Out

Generator Project: Health Science, Child Development Center and Kee Hall

- ✚ *Timeline December 2024.*
- ✚ **Status Update:** All three Generators are installed Final inspections were completed
- ✚ *At Health Science and Kee Hall on 9/20/24*
- ✚ *Child Development Center Generator Breaker was installed 12/9/24 waiting on final state inspection.*

VR Lab Health & Science

- ✚ **Timeline 2024/2025**
- ✚ *A proposal has been drafted by MacMillan engineering and company and received*
- ✚ *Currently Contacting Companies for estimates.*

Fallerius Renovation Project

- ✚ **Timeline 2024 / 2025**
- ✚ **Status Update:** Sol Harris day has been selected as the Architectural firm for this project
- ✚ *A Contract has been signed and by the Attorney General Office and NCSC. We are in the*

✚ *Design phase of the project.*

13 Information Technology & Information Systems

IT: 100% enrollment or documented exception to enrollment for Duo MFA for Staff, Faculty, and Students.

IS: Completion of Ellucian SaaS conversion project.

IT Update

✚ *Rollout of DUO MFA for remaining began on 8-26-24 and has progressing since. We have 6.56K users pulled into the Duo admin panel. Of those 3.74K have yet to either register their phones or pick up a hardware token. There have been markedly fewer compromised student accounts since the rollout began.*

IS Update

✚ *IS has begun monthly meetings with Colleague power-users to deliver project updates. Currently we are working on provisioning the new Colleague SaaS test environment.*

Security Blurp

✚ *Phishing email campaigns are using a new tactic to bypass security detection. Threat actors are crafting malicious, corrupted Microsoft Word documents and attaching them to phishing emails. These corrupted attachments evade detection due to difficulties in analyzing the files. If a recipient attempts to open one of these corrupted documents, Microsoft Word will detect the corruption and attempt to recover it, potentially prompting the recipient to follow additional malicious steps that further the attack.*

Reminder: If you receive a suspicious email or have any questions, please contact the IT Helpdesk for assistance.

14 Child Development Center

Maintain full enrollment.

<i>Date~ Week of 12.6.24</i>				
<i>Class (Room)</i>	<i>Class (Room)</i>	<i>Class (Room)</i>	<i>Class (Room)</i>	<i>Class (Room)</i>
<i>Adventure (39)</i>	<i>Adventure (39)</i>	<i>Adventure (39)</i>	<i>Adventure (39)</i>	<i>Adventure (39)</i>
<i>Imagination (21)</i>	<i>Imagination (21)</i>	<i>Imagination (21)</i>	<i>Imagination (21)</i>	<i>Imagination (21)</i>
<i>Puddles (24)</i>	<i>Puddles (24)</i>	<i>Puddles (24)</i>	<i>Puddles (24)</i>	<i>Puddles (24)</i>

Fascination (27)	Fascination (27)	Fascination (27)	Fascination (27)	Fascination (27)
Explorers (29)	Explorers (29)	Explorers (29)	Explorers (29)	Explorers (29)
Sunshine (32)	Sunshine (32)	Sunshine (32)	Sunshine (32)	Sunshine (32)
Homebase	Homebase	Homebase	Homebase	Homebase

15_ Development (Foundation and Workforce)

Increase Enrollment and Retention by delivering on 5% increase targets

Fundraising-\$480,000, \$300,000 YTD

- + Increase the results of Richland Gives by 5% - The 2024 Richland Gives has concluded and we exceeded our goal 8%. NCSC Foundation also came in third on total dollars raised and had 35 donors contribute and \$16,765 in total donations and RCF contributions.
- + Increase annual gifts by 5% - The Foundation is at 60% of the FY25 goal and 45% of the way thought the year.
- + Increase scholarships provided by 5%. - Completed
- + Launch and provide funding for the hospital LPN to RN cohorts and long-term care cohorts - \$11,001 secured for Alaris pumps for health sciences.

Workforce-\$257,250 Target in Revenue, \$70,000 YTD.

- + Launch the Portable manufacturing lab kit program for the Crawford business community.
- + Turbo Cert program is ready to launch, waiting on the new laptop cart that should be here on Monday, Dec 9.
- + The final Excel class of 2024 is being held next week at the CSC.
- + A new restaurant partner is committing to a yearlong partnership.

16_ Crawford Success Center

Identify new community partnerships and program opportunities i 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.

- + Applicant & Enrollment Support
 - o CSC team collaboration for Spring 2025 applicant push before winter break covering Crawford, Marion, Morrow, Huron, Wyandot, Seneca Counties, and all Online-Only applicants
- + School & Community Engagement
 - o Second Visit for Senior Presentations Secured to 6/6 Crawford Schools (Dec)
 - o Financial Aid Night at the CSC for Crawford & surrounding areas
 - February 4, 2025
 - Collaboration with NCSC Foundation, Admissions, and Marketing

- *RSVP's from Community Foundation for Crawford County, Galion Community Foundation, Crawford College Connection, and Crawford JFS*
- *Hosted Senior Forum networking event with Crawford area long term care partners and presented the opportunities at the CSC/NCSC for staff upskilling*
- ✚ *Scholarships for Success- \$35,000 target*
 - *Invited Crawford superintendents- 5/6 currently contacted*
 - *Sent out donor guide mailer to over 400+ businesses, organizations, and individuals in Crawford County (Dec)*

Strategic and Institutional Transformation (Institutional Research & Grants)

17_ Institutional Research

Make data more available for decision making through the use of technology such as websites and/or dashboards as data security and cost allow.

- ✚ *Regular meetings with Ellucian and IS to discuss upcoming Colleague conversion and associated data retrieval and presentation tools (some dashboarding possibilities exist).*
- ✚ *Public IR SharePoint (closest we have to an intranet apparently) is still being re-organised and added to with things like conference presentations and some public data (e.g. from IPEDS) until we can find internal information to post there*

18_ Grants

Awarding of at least three major grants (\$100,000+) in the next year.

- ✚ *Submitted RAPIDs grant for approximately \$100K in new PLC equipment for the IST lab.*
- ✚ *Intending to submit proposal on December 6 for Rural Guided Pathways project. This is a 3-year technical assistance project funded by several foundations that would have us dive deeper into practices related to student success, including deepening community partnerships.*
- ✚ *Waiting to hear on federal DOL and TRIO applications.*

19_ Human Resources

Onboarding and Orientation Processes:

Create formal onboarding process to ensure new hires are fully integrated and feel welcomed within their first 90 days.

Conduct regular check-ins with new employees at the 30, 60, and 90-day marks to gather feedback and address any concerns promptly.

- ✚ *New hires/new positions: 11/24/24 – 12/7/24*
 - *Nothing to Report*
- ✚ *Introducing New Employees for this period:*

(see "Our Growing Family" and/or specific departments in the [Employee Photo Directory](#))

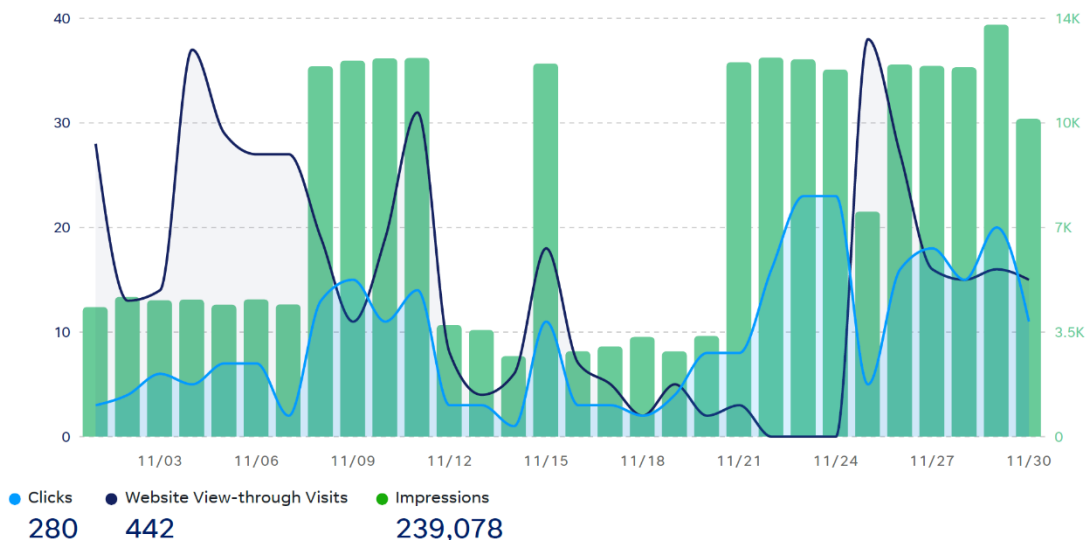
20_ Marketing and Public Relations

Capture 1,200+ inquiries to populate top of funnel (20% increase over FY24 goal)

- ✚ Continuing web inquiries for FY25: We have an additional 68 web form inquiries and (not available) web chat inquiries in the last 30 days. Total is now 1,168 for FY25.
- ✚ Coordinate tools to assist in aggregating inquiries
 - Automated response is going live. Working through challenges.
- ✚ Support the development of processes and communication streams as we move inquiries toward application and registration
 - Reviewing the current communication sequence used for ACT lists.
 - New sequence is available if we can provide the list of names.
 - Participated in visit from AtD Rep and Coach in support of the AtD adult learner grant.
 - Realigned resources to provide an initial promotion to the external target audience in advance of receipt of grant funding.
 - We will push grant-funded promotions to spring 2025 tactics.
 - Initial promotions provided evidence of significant market interest.
 - More than 3,000 new users have visited the unique page we are driving users to for this initiative.
 - Plans were also made to pursue internal list of stop outs.
- ✚ Digital & Search advertisements are performing well
 - Search performing solid especially with the change to non-branded terms
 - The removal of branded terms leads to lower impressions but a very high CTR
 - Good volume of leads in line with previous performance
 - Removal of branded terms resulted in new mix of top keywords but all terms were still relevant
 - Traffic and lead volumes throughout month show variation around events such as election and holiday

Your ads drove 722 visits in this 30 day period.

Nov 01, 2024 to Nov 30, 2024 ▾ Frequency: Daily ▾ All Campaigns ▾



21_ Faculty Caucus

Continue communication between faculty and students, by increasing faculty usage of college systems (Aviso, Canvas...) by 20% for Aviso notes and 8% for Aviso alerts.

Faculty Caucus will also:

- ✚ *Continue to encourage using AVISO*
- ✚ *Helped to establish search committees for Liberal Arts and Health Sciences Divisions*

22_ Staff Caucus

Considering the previously identified customer service topics which benefit both internal and external stakeholders, which are:

- a. Customer Service Response Timeframes
- b. Problems Solving/De-escalating Situations
- c. Staff as Representatives for the Entire Organization
- d. Cross Training Staff
- e. Aesthetic Intelligence/Emotional Environment (Overall Campus Aesthetic Appearance)

Staff Caucus will revisit each of these 5 topics over the following year, and discuss progress toward improvement in these areas.

In addition, considering the focus of strategic planning for this year, Staff Caucus will identify improvements to these areas based on making the college exceptional and unique, without considering hypothetical budget or resources constraints (providing at least 2 ideas for improvement), and then also discuss impacts to improvements in these areas based on possible contingency scenarios at the college (declining enrollment, changes in budget) etc. (Providing at least 2 ideas for improvement based on possible contingency scenarios).

Staff Caucus will also continue to emphasize the role of customer service, regardless of role or position at the college.

- ✚ *Staff Caucus will discuss the third category for possible improvement (Staff as Representatives for the entire organization) at the next Staff Caucus meeting on December 10, 2024.*