

*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 27, 2023 to December 8, 2023

*Submissions for the next update are due **Friday, January 19, 2024***

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

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

### 04\_ Liberal Arts Division

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

- + Began planning a recruitment/practicum recruitment event for HMSV students in the Spring.
- + Recorded podcast with Nathan Harvey for recruitment for Crawford Success Center.
- + Planning overall recruitment strategy with admissions staff for Liberal Arts programs.

### 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.

- + Most of the duties and access to ALO/Assessment/Compliance materials have been transferred to Dr. Kelly Gray, Doug Hanuscin, Dr. Steve Haynes, or Dr. Toni Johnson. Tutorials will still be uploaded until the end of December as they are recorded. Please visit this link for updated tutorials. <https://ncstatecollege.edu/compliance-documents> . I will miss you all so much ❤️.

### 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
- + Learning glass studio is up and running in Fallerius 155A
  - o There will be two ways personnel can record videos via memory card in camera and directly via Zoom

- *Training material (videos, documents) to be developed and shared with faculty and staff*
- *Special kudos to Jeff and James for assisting with assembly and technical advice!!*
- ✚ *Full cohort (33 NCSC employees) tentatively scheduled to complete ACUE FCB micro-credential during the Spring semester*
- ✚ *Gathering necessary information to begin initial drafts of the year 1 annual performance report due in March to the Dept. of Education*
- ✚ **Equity & Access Coordinator engagement:**
  - *1:1 Support sessions: 16*                      *Faculty sessions: 04*
  - *Student Groups: 0*
  - *Events/workshops held: none*
- ✚ **Technology Success Coach engagement:**
  - *Workshops Held:     In-Person: 0     Zoom: 0     Video Hits: 2*
  - *Student Support:     Email: 13     Phone: 0     In-Person: 0*
  - *Faculty Support:     Email: 0     Phone: 0     In-Person: 0*
  - *Staff Support:        Email: 3     Phone: 0     In-Person: 1*

## 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*

*2023-24 Level 1 Meetings in Process of finding a dept mtg date: CRMJ\*, ENGR, HMSV\*, ITEC, VCMT, & Social Sci\* (\* did not participate in 2022-23 pilot Lvl 1 meetings)*

### ✚ *Goal 3. 75% complete*

- *BIOS*
- *MATH*
- *PTA*
- *[Note: All have also Advanced to Level 3 (Actively implementing CTE success/ retention enhancement recommendations)]*
- *Level 2 follow-up intent notifications asked for by January 15:*
  - *ACCT*
  - *BUSM*
  - *ENGL*
  - *PNUR*
  - *RADS*
  - *RESP*
  - *RNUR*

- ✚ *Sent all faculty Holiday Reading/ Watch List Recommendations from Academic Faculty Support Staff (Title III Coordinator, Tech Success Coach, Adjunct Liaison & Instructional Designer)*

## 08\_ TRIO, Solutions, and Tutoring Support Services

### ✚ A. TRIO Update

- Total Enrolled TRIO students on roster: 93
- De-stress Event, hosted by the TRC: 11/28, 29, 30 - 13 TRIO members out of 146 students
- Fall Follow-up: Study Skills and Academic Support - 12 students attended
- Farwell to Fall term: movie night, Dec. 13
- Spring Kick: January 4<sup>th</sup> or the 10<sup>th</sup>

### ✚ B. Tutoring Resource Center Update:

- Total number of tutors on staff: 26
- FA23 Intentional outreach conducted & documented: 6 tutors participating in 14 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%

- ✚ *Of 255 current high school seniors that have applied to NC State for Fall 2024, 58 have completed a CCP course with us.*
- ✚ *We have sent hundreds of letters and e-mails in the past week to high school seniors to drive fall applications by linking spring CCP and Tuition Freedom. We are encouraging them to consider taking a spring CCP course to potentially become TFS eligible.*
- ✚ *We have received 45 separate inquiries on Tuition Freedom and are responding back with a broad array of guidance, including encouragement to attend events like health info sessions. At least 25 seniors have both been offered Tuition Freedom and applied to NC State.*

## 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 are scheduling engagement events for spring of 2024*
- ✚ *The admission reps continue to make rounds at the high schools for recruitment and continuing to work directly with the departments for recruiting.*
- ✚ *We sent another round of conditional TFS offers out this week*

## 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.

- ✚ *Onsite visit to Bucyrus City Schools with NCSC leadership (Dec)*
  - *Identified opportunities for CCP growth, Crawford Success Center collaboration and further engagement with recruitment and student services offerings*
- ✚ *Visits at each Crawford County high school*
  - *Senior visits with Community Foundation for Crawford County (Dec)*
  - *Requesting visits for underclassmen presentations (Jan-May)*
  - *Requesting visits for NCSC Scholarship Month (Feb)*
- ✚ *Crawford Nursing Home Visits- Healthcare Pipeline*
  - *Follow-up with applicants and continued applicant support (Dec)*
- ✚ *Collaboration with Transition Specialist for spring 2024 registration*
  - *Generating appointments for Accuplacer & FAFSA*
  - *Driving engagement for transcript requests and applicant follow-up*

## 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 11/16/2023 to 11/30/2023 = 107*
- ✚ *Next team meeting is on 11/29 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*
  - *Connect 4 Success Workshops:*
    - *12/4 at 2 PM*
    - *12/5 at 11 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.*

*To date, have made some changes in processes which have resulted in initial improvements resulting in increased student engagement.*

- + Currently drafting a “student experience” ethos for the department based on customer service best practices, student success research and student development theory.*
- + Focusing on providing “tier 1” support to financial aid office. Developing materials related to the “Better FAFSA” in order to help department staff to become familiar with the top ten changes. (The Office of Federal Student Aid (FSA) announced that the 2024-25 FAFSA, or Better FAFSA, will open (as expected) by December 31, 2023.)*

### **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.*
- + Continued report streamlining in progress with students’ cumulative credits for strategic goal listed below.*
- + Continued outreach to CCP students in class of 2024 for Spring enrollment and TFS potential. Continued outreach for CCP classes 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.*
- + Second round of interviews scheduled for CCP Advisor candidates.*

### **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.

- + Reminder sent that final grades are due for FA23 by 12/11*
- + Developing communication manual to expedite outreach to students regarding graduation, grades, fees, etc.*
- + Signed on as member school of NAIA for student athletes attending to facilitate transcript distribution*

### **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 in person new student orientations. Provided information to students on applying for Federal Aid as well as scholarship information.*
- ✚ *Reached out to students who completed a FAFSA for NCSC, but have not applied for financial aid.*
- ✚ *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 & SU24 applicants on how to apply for financial aid.*
  - *We sent them an email as well as texted them the information.*
- ✚ *Reached out to all SP24 & 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 12/01/23 vs week ending of 12/02/22 (61 vs 36)*
- ✚ *FAFSA completion ending week of 12/08/23 vs week ending of 12/09/22 (30 vs 21)*

## **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 81 business holds and 2,150 collections holds on student accounts. The number of business holds has dropped since the start of the semester, while the number of collection holds has increased.*

### **18\_ Facilities Management**

Boilers and Chillers in Fallerius and Kee Hall

- ✚ *Boilers and Chillers in Fallerius and Kee Hall*
  - *Timeline December 2023*
  - *Status update Boilers & Chillers have been installed. Punch out list has begun. Timeline is still December 2023*
- ✚ *Windows and Doors in Health Science and Child Development Center*
  - *Timeline December 2023*
  - *Windows are completed at the CDC and the Health & Science*
- ✚ *Generator – Health Science, Child Development Center and Kee Hall*
  - *Timeline Generators ordered in June, 2023*



- *Generators are ordered and shipped. We have received 3 of the 4 transfer switches and one Generator. BC&G was low bid at the bid selection*

**✚ Criminal Justice Move to Kehoe**

- *Timeline March 2024*
- *Status Update Drawing and design phase has been approved. Knoch Construction was awarded the job coming in at with the low bid. Paperwork has been submitted to the state and waiting on confirmation to proceed with the process*

**✚ Fallerius Renovation Project**

- *Timeline 2024 / 2025*
- *Status Update: RFQ has been completed waiting to submit to state board for approval*

**19\_ Child Development Center**

Maintain full enrollment and update curriculum for education of children.

<i>Date~ As of Week of 12.8.23</i>				
<i>Class (Room)</i>	<i>Maximum Enrollment</i>	<i>Available Slots</i>	<i>Filled Spots</i>	<i>Notes</i>
<i>Adventure (39)</i>	<i>8</i>	<i>1</i>	<i>8</i>	
<i>Imagination (21)</i>	<i>8</i>	<i>0</i>	<i>8</i>	
<i>Puddles (24)</i>	<i>8</i>	<i>0</i>	<i>8</i>	
<i>Fascination (27)</i>	<i>8</i>	<i>0</i>	<i>8</i>	
<i>Explorers ( 29)</i>	<i>20</i>	<i>0</i>	<i>21</i>	<i>Two Private Pay Parents Share a Spot</i>
<i>Sunshine (32)</i>	<i>20</i>	<i>2</i>	<i>18</i>	<i>Holding two spots for Toddler Transitions in December</i>
<i>Homebase</i>	<i>28</i>	<i>0</i>	<i>28</i>	

**Status of Updated Curriculum Role Out**

*We continue to work on utilizing the Study Units from Teaching Strategies GOLD. The past week we explored the Music Making Unit while incorporating literacy, math and science and other content areas into the study. Teachers will introduce music instruments, sheet music, photographs of unusual instruments and musical performances, as well as children's books with information about music.*

**20\_ Information Technology**

**✚ GreyCastle Project**

- **Data classification and Asset Inventory:** Initial asset inventory is complete. An executive summary is being prepared.
- **External Penetration Testing:** Testing is complete. A presentation of the results was presented last week. College leadership has been informed of the results. Remediation of discovered vulnerabilities is to take place asap and an additional scan will take place in February to ensure all issues have been addressed.

### + Switch Project

- Edge switches have arrived. ArubaOS training has been scheduled for our Network Systems Admin and will take place in early December. The cores will be configured with our partner in this project, Network Dynamics, in early December.

### + Signage / Communications

- Working on updating and simplifying our signage around the office and the communication that is published. Work continues.

### + Staffing

- Our remaining open position has been posted. A hiring committee is being formed and we hope to find a candidate soon after we return from the holiday break.

### + 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

- + *Two new reports have been created to replace those that have been moved from ODS to Production or Local-DB.*
- + *All but two linked database reports have been patched to use only one database. The two remaining reports utilize the 15<sup>th</sup> day snapshot and term data from our Local-DB. We have created a linked service account that operates from our Local-DB to facilitate those two reports.*
- + *All reports now rely solely on our service accounts and no longer use any personal credentials.*
- + *Moving back into auditing the code of the existing reports until the SaaS project goes into full swing in the coming weeks.*

## 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*
- + *Continuing testing BI tool*
  - *Learning associated necessary tools*
  - *Developing a test dashboard for our first 'guinea pig'*
  - *Working on a pilot dashboard that replicates a report manager report and improves it (adds visuals, filters ....)*

- ✚ *Continued looking at examples of others' data dictionaries and IR websites for examples of best practices.*
  - *Working on draft of data dictionary*

### **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: 11/26/23 – 12/8/23*
  - *Shannon Teynor – Substitute Teacher Assistant*

### **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**

*Goal: \$440,000, Total: \$245,000*

- *\$50,000 in Emerald Club gifts pledged and coming in December*
- *Richland Gives-generated \$20,100.*
  - *We are able to launch the scholarship being 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.*
  - *The Foundation increased our donations for the giving day by over 20%.*
- *Wrap up meeting of the 2023 Cedar Fair Charities meeting was held and expansion of the partnership for next year was determined.*
  - *This year's proceeds are going to Tina Husted's scholarship.*
- *Cedar Point new additions include:*
  - *The 2024 NCSC Foundation Scholarship campaign will have Cedar Point as our Scholarship program sponsor. And will be offering hiring opportunities to our students and internships.*
  - *A second painting is being created by Tina Husted of Cedar Point night lights and new products are planned to be made from the painting.*
- *Announced at the Ashland Chamber Annual meeting our first certificate program for Ashland area businesses.*
  - *NCSC Development team (5 team members) are blitzing the Ashland area and dropping off workforce training opportunity materials to 100 businesses in Ashland County.*
- *New ask - \$75,000 for LPN to RN – Black Fund/RCF*
- *New ask \$185,000 robotics for additional expansion of the AI and Virtual Lab - RCF*
- *\$61,000 IST lab needs (Engineering the Future - Slice Micro Data Acquisition Systems) – Family Foundation*

- *New \$10,000 scholarship in development with a Board member and a new Advancing Women in Leadership scholarship for \$10,000 (\$20,000).*
- *Request to submit a proposal is out to a family foundation for the rest of the Virtual Health Science Lab for approx. \$170,000 (depends on what they will fund).*

### **Events**

- *Rentals has generated \$28,768 in revenue in YTD on a \$35,000 target*
- *Arts for Success-March 7, 2024, taking nominations for Leadership Award*
- *Hall of Excellence*
  - *FY24 date April 11, 2024, nominees are notified and will be shared in detail at the Board meeting.*
- *The Foundation and Workforce Development team will sponsor a summer workshop, targeting 6<sup>th</sup> through 9<sup>th</sup> grade students.*

### **Partnerships**




- *Crawford County and Richland County Police and Fire Drone program, two grants outstanding.*
- *Program ribbon cutting is tentatively planned for Dec 11 at the Craig Smith RV in Galion, Ohio. If the Shelby Foundation funds for our Richland County request we will do a ribbon cutting at Kehoe.*
- *Our NCSC Foundation has submitted a request to fund an LPN to RN program with our hospitals.*

### **Workforce**

- *\$110,000 in YTD*
- *Generated \$3,800 from the 1st Quick Book Training in partnership with Mizik & Miller*
- *80 students are going through training at Newman and building their staff's soft skills training.*
- *Continuing our leadership training series with RMC, Chris presenting to them Dec 15.*

## **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%.

-  *23 total web inquiries sent to admissions and deans on Monday, 11-27-23*
-  *39 total web inquiries sent to admissions and deans on Monday, 12-4-23 (YTD 637)*
-  *Sept./Oct. vs November form test update:*
  - *In September and October, open house promotions pushed 3,971 hits to the webpage to sign up to attend one of our open house events. While those who attended were engaged and showed tremendous interest, we were disappointed that only 31 people registered using a very complicated form.*

- *In November, we promoted inquiries to all program areas, sending them to a landing page only available from web ads, social and other promotional activities. We welcomed 3,915 people to this page. And gathered 174 inquiries using a less complex form.*
- *To summarize – half the promotion time (and dollars), similar activity, 561% increased conversion.*

✚ *Web tracking – 67,219 users/63,615 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

✚ *Continue to gather feedback and ideas regarding the February in-service day, including getting input regarding the financial awareness presentation and the topics that would be most interesting/useful to us*

## **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).

✚ *Staff Caucus will meet again on December 12, for follow-up discussion regarding the Customer Service Topic of Staff Being Representatives of the Entire Organization.*

✚ *Staff Caucus is also currently in process of surveying Staff to determine possible ideas to improve Staff retention at the college. In addition, ideas and suggestions for February In-Service Day are currently being compiled by Staff Caucus.*