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Chancellor's Office

Measures and Findings

Administrative Unit Plans (Office of the Chancellor)

✤ **(2020-2022) Community Engagement & Planning**

Serving a five parish region, community engagement by college leadership is a robust imperative which ensures relevance and impact of college mission on all communities served. Chancellor will work with Leadership Team to chronicle campus/college memberships including, but not limited to, workforce/economic development boards, chambers of commerce, annual events, etc. The purpose of this listing is to not only document membership, but measure impact and engagement. An instrument will be developed to chronicle memberships and align opportunities for sponsorship, scholarships, donations, and/or employment leads for graduates. Criteria will be developed for established community partnerships.

2025.G4.O1.P2

To serve a community is to know a community. Active memberships in workforce and economic development organizations will lead to expanded community and business/industry partnerships. [(2020-2022) Community Engagement & Planning]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.1: Leverage community resources, partnerships and relationships.

Measure
Measure #1

Measure Description:
Report on engagement of NTCC team members, by campus, in key community organizations within service area.

Acceptable Target:
By the end of the first year, an acceptable target will be for each campus to identify no less than 2 community organizations that support the mission of the college and assign a person responsible for each.

Findings
for Measure #1

Summary of Findings:
By the end of the assessment cycle, each campus was able to identify two community organizations that support the mission of the College as well as the individual responsible for sustaining these community relationships. Some of the organizations identified included rotary clubs, a chamber of commerce, an economic development foundation, and a nursing association. These organizations are instrumental in helping to drive student success through curriculum engagement, internships, and job placement.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Report of established community organization partnerships (i.e. organizational support of sponsorship, scholarships, donations, etc.).

Acceptable Target:
By the second year of the assessment plan, an acceptable target will be for each campus to have no less than two qualifying community organization partnerships successfully supporting one or more of the listed support opportunities.

Findings
for Measure #2

Summary of Findings:
Each campus was responsible for aligning at least two of their community partners with the type of support provided to the college (e.g. sponsorships, internships, scholarships, donations, etc.). By the end of the assessment cycle, each campus identified the type of support received from community partners. The majority support types identified were scholarships and donations.

Acceptable Target Achievement:
Met

✛ **(2020-2022) Bi-annual Evaluation of Organizational Structure & Process**

Create a bi-annual evaluation of organizational structure and process to determine impact and effectiveness of current structure and plan for adjustment of structure depending on enrollment patterns and finance of the institution.

2025.G2.O5.P1

Enhance analysis of and decision-making ability related-to the organizational structure of the college. [(2020-2022) Bi-annual Evaluation of Organizational Structure & Process]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.6: Implement financial stability and efficiency initiatives.

Measure
Measure #1

Measure Description:
Creation of an instrument to assess the organizational structure of the college.

Acceptable Target:
By year one, in collaboration with the college Leadership Team, establish an agreed upon measure for assessing the strength of the organizational structure inclusive of a process for implementing change if necessary.

Findings
for Measure #1

Summary of Findings:

The assessment of organizational structure in collaboration with leadership team was accomplished through the creation of campus budget worksheets inclusive of the Lacombe Main Campus. Leadership team members were able to account for faculty and staffing needs therefore driving the overall organizational structure.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Identification of a series of data driven performance metrics (i.e. program health index/revenue expenditure analysis) to determine strength and viability of departments and campuses.

Acceptable Target:
By year two, implement performance metrics and utilize results to determine changes, if necessary, to organizational structure.

Findings
for Measure #2

Summary of Findings:
Data driven decisions associated with program health serve an essential role in driving the organizational structure of the college. The program health index coupled with quarterly revenue expenditure analysis provides college leaders essential tools for continuous evaluation of expenses, efficiencies, and program viability.

Acceptable Target Achievement:
Met

Use of Results

Community Engagement & Planning: Results from the assessment provide an effective evaluation of support for campuses and communities and illuminates gaps resulting in opportunities for growth. By identifying areas of need, college administration can work with campus leaders to provide the necessary outreach and support to grow partnerships essential to student success.

Bi-annual Evaluation of Organizational Structure & Process: As the college and campuses respond to pandemic implications and a rapidly changing economy, regular analysis provided opportunities to adjust organizational structure for both gains and losses accordingly. Such action prevents financial surprises at the conclusion of the fiscal year and most importantly provided proper resource alignment to ensure the viability of campuses and programs.

Division of Academic Affairs & Provost

Vice Chancellor of Academic Affairs & Provost

Measures and Findings

Administrative Unit Plans (Provost & VC of Academic Affairs)

✛ **(2020-2022) Transfer Pathways Project**

The Division of Academic Affairs will execute a project aimed at increasing the number of formal transfer pathways and partnerships with in-state and out-of-state institutions. A key focus will be securing SACSCOC candidacy and full accreditation, as this will pave the way for additional partnership opportunities. Focus will also be placed on private universities in the New Orleans region, major-specific agreements with in-state public universities, and expansion of agreements with institutions in neighboring states.

2025.G1.O5.P2

Increase in the total number of students transferring to universities through an expansion of available transfer pathways. [(2020-2022) Transfer Pathways Project]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.5: Increase the total number of students transferring to a four-year university.

Measure
Measure #1

Measure Description:
Report documenting established transfer pathways.

Acceptable Target:
Evidence of additional transfer pathways established. The college will increase the total number of formal transfer pathway agreements by 25% by Summer 2022.

Findings
for Measure #1

Summary of Findings:
During the 2019-2020 academic year (baseline), NTCC had a total of seven transfer pathways already in existence. By the end of the assessment cycle, NTCC signed a total of four new pathway agreements with the University of New Orleans, Grambling State University, Mississippi State University, and Nunez Community College which was a 43% decrease in the number of agreements when compared to the baseline.

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:

National Student Clearinghouse report documenting student transfers to a university.

Acceptable Target:

Evidence of increased student transfers to universities. By Summer 2022, the number of students transferring to universities will increase by 10%.

Findings
for Measure #2

Summary of Findings:

Enrollment was collected over three academic years (2018-2019 (baseline); 2019-2020; 2020-2021). Based on the student's last date of attendance at NTCC for the academic year enrolled, student information was tracked through the National Student Clearinghouse to determine whether students eventually transferred to a four-year institution as of the following Spring semester. The College experienced a decrease from year-to-year during the cycle when compared to the baseline.

Acceptable Target Achievement:

Not Met

✥ **(2020-2022) Enhance Committee Structure and Engagement**

Through the Provost's Office, current committee structures will be reviewed college-wide to potential enhancements. This initiative will seek to enhance committee structure, membership, and engagement with the college community to further enhance enhance transparency and shared governance across the college.

2025.G4.O3.P5

Enhanced transparency and shared governance through college-wide committee engagement. [(2020-2022) Enhance Committee Structure and Engagement]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.3: Execute initiatives which further enhance transparency, equity and shared governance across the college.

Measure
Measure #1

Measure Description:

A written report documenting committee restructure.

Acceptable Target:

By the end of the first year (2020-2021), a written report will document evaluation of current committee structure and proposed restructure. By the end of the second year, a written report will document executed committee enhancements and restructuring.

Findings
for Measure #1

Summary of Findings:

The Provost & Vice Chancellor of Academic Affairs evaluated the scope and function of the Academic Affairs Committee. After review, it was determined to restructure the Academic Affairs Committee and have two new subordinate committees created. The following subordinate committees were created during the cycle: Curriculum

Committee and Academic Appeals Committee.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
A focus group will be facilitated that includes representation from college faculty, staff, and administrators related to the college's committee structure at the end of the two year period.

Acceptable Target:
Findings from the focus group should indicate a positive impact of the committee restructure on shared governance and transparency as well as feedback for future improvements.

Findings
for Measure #2

Summary of Findings:
The Provost & Vice Chancellor of Academic Affairs held a focus group during the spring 2022 semester. The focus group included the Vice Chancellor of Students Affairs, Diversity & Inclusion, Faculty Senate President, Dean of Campus Administration, History Instructor, and Practical Nursing Instructor. The focus group was pleased overall with the College committee structure direction and found that it improved shared governance along with transparency. Future improvements included developing a committee on committees; improving opportunities to join and participate with committees; and expanding subordinate committees within the Division of Finance & Administration.

Acceptable Target Achievement:
Met

Use of Results

Transfer Pathways Project:
Although an increase in transfer pathways provided additional opportunities for students, the results of this plan demonstrate that signing transfer pathway agreements is not a predictor of increasing student transfer to universities. The higher decline in student transfers to a university were more than likely impacted by the COVID-19 Pandemic. However, further assessment should be considered how students are made aware of new transfer pathway agreements as well as what additional resources are needed to improve student transfer to universities.

Action Plan:
As it relates to increasing student transfers to a university, the College should consider how to identify students who are utilizing a transfer pathway for their academic plan and be able to connect potential transfer students to their respective university of interest.

Enhance Committee Structure and Engagement:

The overall committee structure at the College is headed in the right direction. Continued improvement to expand committee structure and increase committee awareness should be considered by the College.

Campus Administration - Florida Parishes

Measures and Findings

Administrative Unit Plans (Campus - Florida Parishes)

✜ **(2020-2022) Community Organization Engagement**

The Florida Parishes Campus leadership will research community resources and organizations in the local area and will attend community meetings to reinforce or develop new relationships with area business and industry. An emphasis will be placed on St. Helena parish and mid to northern areas of Tangipahoa parish.

2025.G4.O1.P3

Active memberships in workforce and economic development organizations will lead to expanded community and business/industry partnerships. [(2020-2022) Community Organization Engagement]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.1: Leverage community resources, partnerships and relationships.

Measure
Measure #1

Measure Description:

Report on engagement of NTCC team members, by campus, in key community organizations within service area.

Acceptable Target:

By the end of the first year, an acceptable target will be for identification of no less than 2 community organizations that support the mission of the college and assign a person responsible for each.

Findings
for Measure #1

Summary of Findings:

During the cycle, the Florida Parishes campus successfully secured two community partnerships with the Kentwood Rotary Club and the SAAD Coalition in St. Helena Parish. The Florida Parishes campus became a member of Kentwood Rotary Club on April 29, 2021. Rotary Club meetings are held every Thursday at The Café in Kentwood. When available, NTCC faculty and staff attend these meetings. In April 2021, Dean Finch gave a presentation related to campus program offerings (Link to video: https://fb.watch/dpNT9S6iev/). Additionally, the Florida Parishes campus also became a member of the
SADD (Students Against Destructive Decisions) Coalition in St. Helena Parish.

Acceptable Target Achievement:

Met

Measure

Measure #2

Measure Description:

Report of established community organization partnerships (i.e. organizational support of sponsorship, scholarships, donations, etc.)

Acceptable Target:

By the second year of the assessment plan, an acceptable target will be for to establish no less than two qualifying community organization partnerships successfully supporting one or more of the listed support opportunities.

Findings

for Measure #2

Summary of Findings:

For this measure, the two community partners identified as providing support to the Florida Parishes campus was Crossroads Animal Hospital and Southland Steel. Serving as a full-service animal hospital, Crossroads Animal Hospital provides clinical space for students in our Veterinarian Technology program. Additionally, in 2022, Dr. Anthony LoBue, DVM., donated over $9,000 of equipment to our program which included a stainless steel surgery table, a QBC Autoread blood machine, capillary centrifuge, an overhead surgery light, and printer. During the cycle, Southland Steel also donated steel plate to the Florida Parishes' welding program.

Acceptable Target Achievement:

Met

⊹ (2020-2022) St. Helena Dual Enrollment Pathways

Florida Parishes Campus will collaborate with St. Helena Parish School District to develop program pathways of dual enrollment courses that students can choose at the end of their high school Sophomore year. Students will then be dually enrolled in those program pathway courses during their Junior and Senior years in high school. The program pathways lead to either a CTC or IBC. Classes can be conducted at both the high school and college campus.

2025.G3.O3.P3

Further expansion of partnership with the St. Helena Parish School District through an increase in high school dual enrollment and credential numbers for St. Helena Parish students. [(2020-2022) St. Helena Dual Enrollment Pathways]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.3: Expand and

Measure

Measure #1

Measure Description:

Artifact: Copy of agreement documenting program.

Acceptable Target:

An agreement will be established and documented related to the dual enrollment pathways program by the end of the first year of the assessment plan (AY2020-2021)

Findings

formalize presence, relationships and programming with area K-12 schools.

for Measure #1

Summary of Findings:
During summer 2021, NTCC and St. Helena School system met to determine course pathways that high school students could choose from. Attached is a list of agreed upon pathway options offered to St. Helena parish high school students.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Data registration report for Florida Parishes dual-enrolled students.

Acceptable Target:
25 St. Helena students enrolled through the pathways program in the second year of the assessment plan (AY2021-2022)

Findings
for Measure #2

Summary of Findings:
Data reports are attached. St. Helena High School Dual enrollment increased with the implementation of the pathways. Below are the total number of students by term who enrolled in at least one course embedded within a pathway.

Fall 2020 Enrollment – Students enrolled in Tech programs only – 11 students total

Fall 2021 Enrollment – Pathway agreement set in place, Students began taking Gen Ed courses & Tech courses – 128 students total

Spring 2022 Enrollment – 59 students enrolled in Gen Ed courses and Tech courses.

2 Students graduate with Certificate of Technical Studies in Patient Care Technician in May of 2022

Acceptable Target Achievement:
Met

Use of Results

Community Organization Engagement: Involvement in Community Organizations is imperative in establishing a campus's recognition in the surrounding community. They are sources of free publicity and also recruiting opportunities. As a campus administrator, it gives me the opportunity to meet with individuals and determine if the college is keeping up with the latest trends in workforce and education. Specialized curriculums can be created where there is a need.

Partnerships can be formed.

St. Helena Dual Enrollment Pathways: The St. Helena Dual Enrollment Pathway continues to evolve and be tweaked as we review the performance of past semesters. The pathway has been adjusted for the current academic year to include Freshman and Sophomores, and to limit the pathway to the 5 general education core courses. There will continue to be students who take Technical courses as well.

The General Education courses that were offered Online, in the past academic year, did not have the pass rate that was hoped for. While the students were supposed to have the opportunity to complete online assignments at a designated time during the school day, at the high school, that consistently did not happen. To remedy this: starting in Spring 2023, the students will be bused to the FP campus during the school day to have face to face lecture classes with NTCC faculty. It is anticipated that this will increase the students success in the courses.

Campus Administration - Hammond Area

Measures and Findings

Administrative Unit Plans (Campus - Hammond)

✛ **(2020-2022) Technical Studies Internships Initiative**

The Hammond Campus will initiate an enhanced focus on internship opportunities for students enrolled in technical studies programs. During the assessment plan period, instructors will work with Associate Provost of Technical Studies to align internships with coursework. Instructors will also work with industry to create internship opportunities for students.

2025.G1.O2.P3

Increase in job placement for students upon completion of internship experience. [(2020-2022) Technical Studies Internships Initiative]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.2: Maintain a high-rate of employment for students and graduates in jobs related to their selected program of study.

Measure
Measure #1

Measure Description:
Enrollment report documenting an increase in students enrolled in technical studies programs at the Hammond Campus.

Acceptable Target:
Increase internship enrollment 5% in the first year (2020-2021) and by 10% in the second year (2021-2022) as compared to baseline data (2019-2020).

Findings
for Measure #1

Summary of Findings:
The below numbers represent the number of students in the AC & Refrigeration program who participated in an internship with a relevant business & industry partner.

2019-2020 - 1 student (HVAC)
2020-2021 - 3 students (HVAC)
2021-2022 - 2 students (HVAC)

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:

CPL Report for Technical Studies programs documenting annual job placement rates.

Acceptable Target:

The placement rate (as determined by CPL report) will increase for each technical studies program at the Hammond Campus by 5% for the December 2021 annual report and by 10% in the December 2022 report (as compared to 2020 report baseline).

Findings
for Measure #2

Summary of Findings:

The target for this measure was slightly modified as the College discontinued the tracking of student placement after obtaining SACSCOC accreditation. The target was updated to the following:
50% of participants completing the internship experience will obtain employment.

HVAC faculty reached out to the six student participants to determine if they eventually found employment following the internship initiative. Five of the six participants (83%) reported being placed following the internship experience.

Acceptable Target Achievement:

Met

✦ (2020-2022) Facility Improvement Initiative

Create work groups at the Hammond Area Campus to prioritize campus improvement projects that consist of faculty, staff, and student members.

2025.G2.O4.P2a

Improved Hammond Campus facility leading to enhanced environment for teaching and learning. [(2020-2022) Facility Improvement Initiative]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.4: Secure state funding for the construction of new facilities for the Hammond Area and Sullivan Campuses.

Measure
Measure #1

Measure Description:

Artifact: Campus improvement project prioritization list.

Acceptable Target:

A published improvement list including at least 5 projects prioritized through meetings with faculty, staff, and students at the campus.

Findings
for Measure #1

Summary of Findings:

During the cycle, a Campus Improvement Committee was created which consisted of Hammond Area Campus faculty, staff, and students. The committee met during the Fall 2020 semester to establish a list of improvement projects. The committee determined the following to be priority improvement projects:

(1) Control system needed for A/C;
(2) Painting of interior walls;
(3) More outside areas for students to study or eat lunch;
(4) Additional water bottle stations
(5) Additional security cameras in parking area; and,
(6) More vending options
(7) Installation of hot water heater in PN classroom

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:

Artifact: A project schedule and summary report.

Acceptable Target:

A minimum of one project approved and started by the Summer 2022 semester. A report will be developed listing funding sources and a timeline.

Findings
for Measure #2

Summary of Findings:

Two of the improvement projects identified by the Campus Improvement Committee were completed during the cycle. (1) The installation of the hot water heater was completed during the Fall 2021 semester and (2) the installation of additional security cameras were completed during the Spring 2021 semester.

Acceptable Target Achievement:

Met

Use of Results

Technical Studies Internships Initiative: After reviewing the results, instructors need to have a better tracking system for students completing internships moving forward. HVAC was used as the first program to start adding externships so we need to review the process again before moving to different programs.

Action Plan: Although placement is no longer tracked college-wide, instructors who need such data can obtain this information from their students via a placement survey that is disseminated each Fall and Spring. Moving forward, instructors wanting to track placement outcomes should survey their students before exiting. The survey can be obtained from the Office of IR or the AP of Technical Studies.

Facility Improvement Initiative: Continue with improvement committee in the future to meet the needs of faculty, staff, and students on campus.

Campus Administration - Lacombe

Measures and Findings

Administrative Unit Plans (Campus - Lacombe)

✛ **(2020-2022) Expansion of Dual Enrollment Programs**

The Lacombe Campus will partner with St. Tammany Parish Schools to develop dual enrollment programs for thes A/C & Refrigeration and Electrician programs. Enrollment will available to students in their junior or senior year of high school with a focus on under-served student populations. Students will attend classes at the Lacombe Campus and will earn an IBC upon completion of the program.

2025.G3.O3.P6

Expansion of partnership with St. Tammany Parish area high schools through expansion of dual enrollment programs available to high school students. [(2020-2022) Expansion of Dual Enrollment Programs]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.3: Expand and formalize presence, relationships and programming with area K-12 schools.

Measure
Measure #1

Measure Description:

Enrollment report documenting implementation of programs and active student enrollment.

Acceptable Target:

By the end of the first year (2020-2021), evidence of both programs being established will be provided. Programs will be implemented in the second year (2021-2022) with student enrollment.

Findings
for Measure #1

Summary of Findings:

During the 2021-2022 academic year, the Lacombe Campus established and implemented its AC & Refrigeration dual enrollment program. Unfortunately, the St. Tammany Parish School Board determined that offering an Electrician dual enrollment program was not feasible for their students. The decision was also made to limit enrollment in the AC & Refrigeration dual enrollment program to only 15 students annually.

Acceptable Target Achievement:

Not Met

Measure
Measure #2

Measure Description:

Enrollment report documenting annual dual enrollment students levels.

Acceptable Target:

Enrollment for both programs will reach 25 total students by the end of the (2021-2022) academic year. 40% of enrollment should stem from an underserved population.

Findings
for Measure #2

Summary of Findings:

During the 2021-2022 academic year, there were a total of two students who enrolled and successfully completed 12 credit hours of coursework in the AC & Refrigeration dual enrollment program. In terms of demographics, the two students enrolled were white males. Therefore, the goal related to serving 40% of underserved populations was not met.

Although the goal was not met during the current cycle, enrollment in the AC & Refrigeration dual enrollment program has experienced gains. For the 2022-2023 academic year, there are a total of ten students enrolled—an increase of eight students from year to year

Acceptable Target Achievement:

Not Met

✛ (2020-2022) Student Engagement Initiative

The Lacombe Campus will seek to provide additional opportunities for engagement and and increase student involvement in community organizations and associations either affiliated with their program or their personal interest. Campus leadership will seek to build relationships with community organizations that will engage student interest, increase student engagement and instill school pride.

2025.G4.O1.P5

Enhanced programming available to students through leveraged community resources and partnerships with local organizations. [(2020-2022) Student Engagement Initiative]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.1: Leverage community resources, partnerships and relationships.

Measure
Measure #1

Measure Description:

Report documenting community partnerships by year.

Acceptable Target:

By the end of the first year (2020-2021), the Lacombe Campus will have secured at least one community partnership connect to student engagement opportunities. By the end of the second year (2021-2021), at least 5 partnerships will be established.

Findings
for Measure #1

Summary of Findings:

Although the pandemic impacted our ability to reach our goal of creating five community partnerships that promote student engagement, the Lacombe campus was able to secure three of the five. These partnerships included the: (1) Bayou Lacombe Cardinals; (2) Pontchartrain Conservancy; and (3) the establishment of a Rotaract club.

The MOU that was established with the Bayou Lacombe Cardinals provides students with an opportunity to engage in athletics while enrolled, attend BLC games as an NTCC student, and it also allows BLC players an opportunity to volunteer at NTCC sponsored events as well as explore career paths available through NTCC programming.

Our MOU with the Pontchartrain Conservancy provides students the opportunity to collaborate on research projects as well as participate in community service.

Lastly, the Lacombe Campus established a Rotaract club. The Rotaract club will provide students with opportunities for community service and to increase their leadership skills.

Acceptable Target Achievement:

Not Met

Measure
Measure #2

Measure Description:

Report documenting student engagement in community partnerships, by year.

Acceptable Target:

By the end of the first year (2020-2021), at least 10 students will engage in the established community partnership. By the end of the second year (2021-2022), at least 50 students will have engaged.

Findings
for Measure #2

Summary of Findings:

Unfortunately, the Pandemic greatly impacted the opportunity to participate in community engagements and activities. However, NTCC students and faculty were able to participate in the Battle of the Build project. This project was a collaboration of four technical programs whose students designed and constructed the Shed/Home Office/Guest Room project. The project was displayed at the 2022 Home and Garden Show and won first place. There were 22 participants.

Acceptable Target Achievement:

Not Met

Use of Results

Expansion of Dual Enrollment Program:
I anticipate continued success with the HVAC DE program. The program is receiving positive results and has shown increases in enrollment. However, increased awareness of the program needs to occur across the parish to inform underserved populations of this opportunity.

Action Plan: Work with STPSB and NTCC recruitment to increase awareness of the HVAC DE Program to female high school students and underserved populations. NTCC can also work with community organizations to educate parents in underserved populations on the benefits of dual enrollment and DE opportunities for their high school students.

Student Engagement Initiative:
Assessment of this initiative confirms that community organizations want to partner with us to bring awareness and opportunities for community service to out students. Projects such as Battle of the Build proved to increase school pride and engagement.

Action Plan: Work with already established community partnerships to implement community service projects that our student can take advantage of. Ensure students are aware of these opportunities through email and text message announcements, lunch-n-learns, interest meetings and campus flyers. NTCC will also seek to secure additional community partnerships that we were unable to establish due to the pandemic.

Campus Administration - Livingston

Measures and Findings

Administrative Unit Plans (Campus - Livingston)

✛ **(2020-2022) Workforce Training Expansion**

The Livingston Campus will expand non-credit workforce training at the campus by increasing the total number of courses offered connected to industry based certifications (IBC) and by increasing promotion of such courses in the community. This will lead to an increase in the total number of IBC completions connected to non-credit workforce training programs.

2025.G1.O4.P3

Increase in the total number of IBC completions resulting from non-credit workforce training offered through the Livingston Campus. [(2020-2022) Workforce Training Expansion]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.4: Increase non-credit and HiSET program and/or certificate completers.

Measure
Measure #1

Measure Description:

Report documenting training courses tied to IBCs offered through the Livingston Campus by academic year.

Acceptable Target:

By the end of the first year (2020-2021), a total of 5 courses should be offered and held. By the end of the second year (2021-2022), a total of 10 courses should be offered and held.

Findings
for Measure #1

Summary of Findings:

During the 2020-2021 AY, the Livingston Campus enrolled students in a total of 17 non-credit courses-meeting the goal of offering and holding 5 courses.

Fall 2020
CRNs 11060 & 11065: Forklift Operator Safety Train

Spring 2021
CRN 20943: Electrician
CRN 20855: Welding

Summer 2021
CRN 30263: CSST
CRNs 30285, 30280, 30286 & 30282: Flood Recovery – Drywall
CRNs 30289, 30281 & 30287: Flood Recovery – Electrical
CRNs 30279, 30288, 30283: Flood Recovery - Flooring

CRNs 30239 & 30242: Welding

However, during the 2021-2022 AY, the Livingston Campus only enrolled students in a total of 6 non-credit courses-falling short of the goal of 10 courses.

Fall 2021
CRNs 11006 & 10942: Disaster Recovery – Drywall
CRNs 10941& 11008: Disaster Recovery - Electrical
CRNs 10943& 11007: Disaster Recovery - Flooring

Spring & Summer 2022
No courses offered

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:
Report documenting IBCs awarded through non-credit workforce training courses through the Livingston Campus.

Acceptable Target:
By the end of the first year (2020-2021), a total of 50 IBCs should be awarded. By the end of the second year (2021-2022), a total of 80 IBCs should be awarded.

Findings
for Measure #2

Summary of Findings:
A total of 60 IBCs were awarded during the 2020-2021 AY—meeting the set goal of 50. However, there were no IBCs awarded during the 2021-2022 AY. Though the Livingston Campus was able to offer several non-credit workforce training courses, the overall goal of awarding 80 IBCs by the end of the cycle was not met.

Acceptable Target Achievement:
Not Met

✦ **(2020-2022) Southeastern Literacy Center Partnership**

The Livingston Campus will collaborate with Southeastern's Literacy Center to create an initiative strategically designed to promote partnership throughout the community and create funding for programming opportunities. As part of the initiative, both institutions will seek to leverage combined resources to assess and respond to local community needs.

2025.G4.O1.P4

Expansion of community

Measure
Measure #1

partnership and leveraging of combined resources. [(2020-2022) Southeastern Literacy Center Partnership]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.1: Leverage community resources, partnerships and relationships.

Measure Description:
Report and artifacts documenting Southeastern Literacy Center Director partnership.

Acceptable Target:
Meetings held quarterly each academic year and documented with meeting notes.

Findings
for Measure #1

Summary of Findings:
Meetings were held with the Livingston Campus Dean and the Southeastern Literacy Center Director approximately every other month to discuss course offerings, times of course offerings, activities, programs, and how each institution could provide support for common goals.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Creation of an agenda that outlines common initiatives and leveraged resources stemming from quarterly meetings.

Acceptable Target:
By the end of the first year (2020-2021), a minimum of one common initiative should be developed. This common initiative should be executed by the end of the assessment plan cycle (Summer 2022).

Findings
for Measure #2

Summary of Findings:
During the course of the cycle, the Livingston Campus partnered with the Southeastern Literacy Center to host the Livingston Parish Hiring Expo. The event was held on May 11, 2021 and was extended to NTCC students, business and industry, as well as members of the community. The goal of executing a common initiative was met.

Acceptable Target Achievement:
Met

Use of Results

Workforce Training Expansion:
Timely advertisement and marketing reflects increased participation. Partnering with the local school system and businesses increased participation. COVID flare-ups and weather related occurrences decreased participation. Administration changes impacted course offerings and marketing. Limited space availability impacted the number of offerings.

Action Plan: Work closely in partnership with Workforce Development to plan course offerings. Increase knowledge and understanding of funding support and workforce course offerings availability. Work closely with our marketing department for advertising. Explore options to offer courses and satellite locations.

Southeastern Literacy Center Partnership:
Working together and focusing on common goals of student achievement, student success, and community support leads to improved effectiveness.

Campus Administration - Sullivan

Measures and Findings

Administrative Unit Plans (Campus - Sullivan)

✛ **(2020-2022) Sullivan Campus Facilities Improvements**
Create committee that consist of faculty, staff and students to prioritize needed campus improvements.

2025.G2.O4.P2b

Improved Sullivan Campus facility leading to enhanced environment for teaching and learning. [(2020-2022) Sullivan Campus Facilities Improvements]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.4: Secure state funding for the construction of new facilities for the Hammond Area and Sullivan Campuses.

Measure
Measure #1

Measure Description:
Artifact: Published prioritized improvement project list.

Acceptable Target:
Evidence of an established Sullivan Campus facility improvement plan stemming from committee meetings. A published plan listing prioritized needs developed as a result of committee findings that includes at least 5 projects.

Findings
for Measure #1

Summary of Findings:
During the cycle, a committee was created which consisted of faculty and staff. The committee met to establish a list of improvement projects. The committee determined the following to be priority improvement projects at the Sullivan Campus:

(1) Air Conditioning/Heating System Upgrade
(2) Replacing carpet in the main building
(3) Replacing tables in Student Center
(4) Repair broken lights in NTCC entrance sign
(5) More computers with cameras

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:

Artificat: Report documenting secured funding and development of timeline for completing facility improvements.

Acceptable Target:

At least one project approved and completed by the Summer 2022. Developed report listing funding source and timeline.

Findings
for Measure #2

Summary of Findings:

One of the improvement projects identified by the committee was approved and completed during the cycle. The Air Conditioning/Heating System repair project was completed by the end of the assessment cycle (Summer of 202).

Acceptable Target Achievement:

Met

✛ (2020-2022) Sullivan Campus Evening Program

Sullivan Campus will seek to increase enrollment in both the HVAC and Welding evening programs through enhanced social media and recruitment campaigns.

2025.G3.O1.P4

Increased enrollment in both credit and non-credit HVAC and Welding evening programs. [(2020-2022) Sullivan Campus Evening Program]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.1: Increase overall student enrollment in both credit-bearing and non-credit programs.

Measure
Measure #1

Measure Description:

Enrollment reports documenting evening enrollments by academic year.

Acceptable Target:

Achieve an enrollment of 25 unduplicated students in each evening program in the second year (2021-2022).

Findings
for Measure #1

Summary of Findings:

HVAC and Welding evening courses were offered at the Sullivan Campus during the 2020-2022 cycle. However, the desired goal of 25 student enrollment per program was not met.

Acceptable Target Achievement:

Not Met

Measure

Measure #2

Measure Description:
Social media reports documenting campaign reach.

Acceptable Target:
Campaign will begin for Spring 2021 semester and will also run for Fall 2021 and Spring 2022 semesters. Each individual campaign will generate a reach of at least 1000 views (evidence provided through NTCC social media account).

Findings
for Measure #2

Summary of Findings:
The HVAC social media advertisement reached a total of 6,017 people.

The Welding social media advertisement reached a total of 7,260 people.

Goal exceeded.

Acceptable Target Achievement:
Met

Use of Results

Sullivan Campus Facilities Improvements
Campus improvements and renovations are expected to have an overall positive impact on enhancing the teaching and learning environment. The Sullivan Campus will make efforts to continue working towards completing the projects identified as being a top priority by the committee.

Sullivan Campus Evening Program
Reflecting on the set target, it appears that the goal was set too high. Both evening programs (HVAC & WELD) offered at the Sullivan campus, only employed one full-time faculty member (WELD) and a part-time faculty (HVAC). Workload requirements would need to allow for at least two instructors to teach 25 students.

Action Plan: The Welding evening program at the Sullivan campus will shift to a workforce/non-credit model which may likely increase enrollment. The HVAC program will still offer evening courses. Efforts will continue to utilize social media as a means to increase awareness related to evening course offerings.

Division - Academics & Transfer Pathways

Measures and Findings

Administrative Unit Plans (Academics and Transfer Pathways)

✛ **(2020-2022) Course Delivery Enhancement Program**

The Academic Division will focus on enhancing general education course delivery at rural campuses by utilizing a variety of technology strategies. In collaboration with campus administration at the Florida Parishes and Sullivan Campuses, efforts will be made to increase and better track the total number of students taking general education courses for the purpose of university transfer. An ad-hoc committee will be formed to share and document technology usage. The committee will reflect on practices that result in enhanced student learning by enhancing general education course offerings at rural campuses.

2025.G1.O5.P1

Increase the total number of students transferring to a four-year university from rural campus locations. [(2020-2022) Course Delivery Enhancement Program]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.5: Increase the total number of students transferring to a four-year university.

Measure
Measure #1

Measure Description:
Enrollment report documenting student enrollment in general education courses at rural campuses by academic year.

Acceptable Target:
Acceptable Target: In the first year (2020-2021), a 5% increase will be achieved at both campuses and 15% by the second year (2021-2022) as compared to baseline (2019-2020).

Findings
for Measure #1

Summary of Findings:
Unduplicated students enrolled in at least one general education course during the fall semester of each academic year with domicile at either the Florida Parishes, Livingston, or Sullivan Campuses (rural).

126 - Fall 2019 (Baseline)
158 - Fall 2020 (+25.4%)
149 - Fall 2021 (+18.3%)

Both goals were met.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:

National Student Clearinghouse report documenting student transfer to university from rural campus locations.

Acceptable Target:

In the first year (2020-2021), the total number of students transferring to a university from a rural campus location will increase by 5% and by 15% in the second year (2021-2022) as compared to baseline (2019-2020).

Findings
for Measure #2

Summary of Findings:

In the baseline year, 13% of students enrolled at a rural campus location transferred to a university. In the first, year, 12% transferred to a university. In the second year, 13% transferred to a university. Unfortunately, the goal of increasing the number of students transferring to a university by 15% was not met.

Acceptable Target Achievement:

Not Met

✥ (2020-2022) Professional Observation and Development (PODs)

The Division of Academic Studies will seek to expand the POD Program (Peer Observation and Development) to include the entire full-time Academic Division faculty members for faculty/staff-led sessions, observations, and meetings. Technology programs will be utilized to enhance cross-campus POD opportunities. POD focus is on professional development, team building, and peer support.

2025.G2.O5.P4

Expansion of professional development engagement in the Division of Academic Affairs. [(2020-2022) Professional Observation and Development (PODs)]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.1: Enhance the on-boarding and professional development experience for faculty and staff.

Measure
Measure #1

Measure Description:

Participation report documenting faculty engagement in the program.

Acceptable Target:

During both the first (2020-2021) and second (2021-2022) years, 80% of full-time faculty in the Division of Academic Studies will actively engage in the POD program. Each year, at least one faculty member from each Academic Studies program will participate.

Findings
for Measure #1

Summary of Findings:

During AY 2020-2021, participation in the PODS program was required of all full-time faculty within the Division of Academics. Therefore, both participation goals were met.

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:

Survey assessing impact of program engagement.

Acceptable Target:

80% of participants will indicate that the POD program enhanced their professional skills, peer relationships, and the team climate of the Academic Division. Surveys will be administered at the end of both years.

Findings
for Measure #2

Summary of Findings:

At the conclusion of the cycle, faculty were surveyed to gauge whether participation in the PODs program enhanced "professional skills, peer relationships, and/or the team climate of the Academic Division". 50% of faculty indicated agreement. This falls below the goal of 80% set in the assessment plan.

Acceptable Target Achievement:

Not Met

Use of Results

Professional Observation and Development (PODs):
Overall, the delivery of the PODs program was a success. Faculty engaged in the program at very high levels due to participation being required. However, mandatory participation can sometimes have a negative impact on how faculty view programming. This may be one reason why some faculty did not view the program as beneficial at the end of the cycle. The PODs program has existed for several years and some faculty noted fatigue with continued participation.

Action Plan: In the next academic year, management of the PODs program will be moved to the Teaching and Learning Center. Participation will be optional. Faculty will be given an opportunity to develop a personalized professional development plan.

Course Delivery Enhancement Program:
The overall effort to enroll more rural campus students into general education courses was successful. An increased focus on online and hybrid courses helped to ensure access to general education programming. Though transfer goals were not met, this is likely related to state-wide enrollment declines at the university level stemming from the COVID pandemic.

Action Plan: While increasing online sections has mostly increased accessibility to general education courses, it has also created challenges with offering traditional face-to-face or hybrid courses at rural campuses due to minimum class size requirements. Beginning in Fall 2022, online general education courses will be limited to one section per course with exceptions made for rural campus students who do not have the course available at their campus.

Division - Health Sciences & Nursing

Measures and Findings

Administrative Unit Plans (Health Sciences and Nursing)

✛ **(2020-2022) Minority Completion Initiative**

The Division of Health Sciences and Nursing will execute a multi-faceted completion initiative targeting minority students and students of color. Two major components of this initiative will be the establishment of formal student organizations to promote mentoring and leadership for students of color and engaging in efforts to increase minority faculty representation in all Health Science programs.

2025.G1.O1.P3

Increase in minority completion rate in programs of study housed in the Division of Health Sciences & Nursing. [(2020-2022) Minority Completion Initiative]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.1: Advance the institution-wide, adult-learner, and minority student completion/graduation rates.

Measure
Measure #1

Measure Description:
Report analyzing minority completion rate by academic year.

Acceptable Target:
Increase in minority completion rate across Division of Health Sciences & Nursing by 5% in the first year (2020-2021), and by 10% in the second year (2021-2022).

Findings
for Measure #1

Summary of Findings:
This measure was revised slightly to: (1) focus only on the PN program within the HSN division and, (2) to track cohort completion within the Practical Nursing program as opposed to the number of diplomas awarded annually. Tracking cohort completion provides a better understanding of student performance and outcomes. As such, the target was revised to read: Increase in racial minority completion in the Practical Nursing program by 5% between year 1 and year 2.

PN cohorts enrolled during 2019-2020 (year 1) and 2020-2021 (year 2) were tracked to determine if they completed their program by the end of the assessment cycle. Completion percentages were disaggregated by race/ethnicity. Minority status indicated students who identified as Black, Hispanic, Native Hawaiian or Other Pacific Islander, American Indian or Alaskan Native, Two or More Races, and Foreign. Students still enrolled at Northshore or who transferred to another institution prior to completing were excluded from calculations.

Status:

2019-2020: 57% (63 out of 111) of racial minority students enrolled in a PN cohort completed the program by the end of the assessment cycle.

2020-2021: 45% (40 out of 89) of racial minority students enrolled in a PN cohort completed the program by the end of the assessment cycle.

Racial minority students experienced a 12% decrease in program completion from year 1 to year 2. A 5% increase from year to year was not observed.

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:
Report analyzing minority faculty representation.

Acceptable Target:
Minority faculty representation will be increased by 5% across the Division of Health Sciences & Nursing the first year (2020-2021) and by 10% in the second year (2021-2022)

Findings
for Measure #2

Summary of Findings:
When this initiative began, the full makeup of minority faculty across the HSN division was only 9.3%. Many efforts to recruit minority faculty were initiated including billboards, Radio, referrals. With these efforts, the makeup of our overall minority faculty is increased to 24% at Fall 2022 start.

Acceptable Target Achievement:
Met

⊕ (2020-2022) Associates Degree RN Program

Following SACSCOC accreditation, steps toward application for an Associates Degree Registered Nurse program will be initiated with the Louisiana State Board of Nursing. To meet bridge needs between programs, a curriculum revision / update of the Practical Nursing program will be initiated. Partnerships will be explored with 4 year University affiliates for optimal transfer opportunities.

2025.G3.O4.P1

Expansion of credit programming available within the college

Measure
Measure #1

through creation of RN program. [(2020-2022) Associates Degree RN Program]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.4: Expand credit and non-credit programming available within the college.

Measure Description:

Artifact: Comprehensive timeline for ADN/RN program application, approval, accreditation with the Louisiana State Board of Nursing.

Acceptable Target:

In first year of the cycle (2020-2021), all information required for application / approval for an RN program will be gathered and disseminated to the Administrative Team in the Nursing Department for a draft of the timeline needed for program implementation by December 2021.

Findings
for Measure #1

Summary of Findings:

This goal has been met and the HSN Division is ahead of schedule. Approval for Step I was granted and Step II has been submitted for approval at the upcoming LSBN December 12th meeting. A site visit is currently scheduled for November 1st 2022. The program is slated to admit the first ASN class Fall 2023. A program director has been selected and begun employment. The curriculum is complete and the expansion plan has been added for future cohorts.

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:

Artifact: Report documenting action items to facilitate application process.

Acceptable Target:

Established preliminary date to complete application and approval process by Spring of 2022. Full Practical Nursing curriculum revision for semester one will be completed to allow students to effectively bridge to future ADN/RN program and improved transfer opportunities to RN /BSN programs at the University level by Spring of 2022. Specifically, A&P, Nutrition, & Microbiology for Health Sciences will be removed from the Nursing Faculty workload and into a General Academics pre-requisite model for Practical Nursing Students with a reduction in overall time spent in program with elements taught by Nursing Faculty.

Findings
for Measure #2

Summary of Findings:

This measure has been partially met, in that, a decision was made to adopt and model our curriculum after another college within LCTCS. To date, a model for the bridge program has been established, but curriculum changes within the PN program will need to be revisited once ACEN accreditation for the ASN program has been granted. There have been discussions about PN program curriculum changes but the HSN Division does not plan to approve or implement any PN program curriculum modifications until we are farther in the RN approval process. Currently,

PN students are being advised of the potential general education courses they will need to register for at the candidacy level. The HSN Division will continue advising in this manner until the desired PN curriculum changes have been completed.

Acceptable Target Achievement:
Not Met

Use of Results

Minority Completion Initiative:

We are very pleased with our success in recruiting, hiring and maintaining minority HSN faculty. We have learned that diversity is key in assisting our minority students to completion. Our ongoing goal will be to continue to recruit and hire a diverse faculty with adequate minority representation to assist students to completion.

In regard to minority completion within the PN program, it is believed that the pandemic contributed to the decrease that occurred. It is expected that as we continue to monitor future cohorts, the completion rates will gradually improve as a result of ongoing divisional student success efforts. A data collection and analysis process has been determined in conjunction with the Office of IR and this process will be used moving forward to monitor cohort completion annually and assess student performance. .

Associates Degree RN Program:

Assessment of this initiative shows that we needed to do these measures in a different order to achieve the outcomes we desire. We have since regrouped and re-established the order of priority for these 2 measures. Having said that, we are ahead of schedule in implementing an ASN program.

Action Plan: Continue to proceed with the ASN program implementation and regroup on the PN curriculum changes that will assist in the bridge process from PN to ASN. Expect to carry this initiative through next cycle.

Division - Technical Studies

Administrative Unit Plans (Technical Studies)

✛ **(2020-2022) Hybrid Course Implementation**

The Division of Technical Studies will implement hybrid introductory course offerings for programs utilizing NCCER curriculum by leveraging the online NCCERconnect platform. Both instructors and students will become more proficient with the delivery of online portions of hybrid courses through this platform. As part of the initiative, instructors will integrate a minimum of 10 assignments based in NCCERconnect to the course shell in Canvas (LMS).

2025.G2.O3.P3

Create efficiencies in the delivery of introductory course modules through the use of NCCERconnect modules in applicable technical studies programs of study. [(2020-2021) Hybrid Course Implementation]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.3: Achieve efficiencies through the implementation of technology.

Measure
Measure #1

Measure Description:
Summary report from textbook vendor and Canvas documenting integration.

Acceptable Target:
Evidence of NCCERconnect integration into applicable technical studies introductory level courses. Each introductory level course for technical studies programs utilizing NCCERconnect will incorporate a minimum of 10 assignments into the course shell in Canvas (LMS) during the assessment period.

Findings
for Measure #1

Summary of Findings:
With a shift to online learning during the pandemic, applicable technical studies introductory level courses were required to use NCCERconnect. Additionally, Welding, Electrical and Building Technology programs exclusively use NCCER connect as the online textbook. As such, the goal was met.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:

A focus group session will be conducted both at the end of the first year (2020-2021) and the second year (2021-2022) with faculty of applicable introductory courses.

Acceptable Target:

Evidence of efficiencies in the delivery of introductory course modules through a focus group session. Feedback from faculty should indicate efficiencies and satisfaction with usage of NCCERconnect, as well as opportunities for future improvements.

Findings
for Measure #2

Summary of Findings:

Evidence of efficiencies in the delivery of introductory course modules through a focus group session. Focus group consisting or faculty from Welding, Electrical and Building Technology met at the end of the first year (2020-2021) and the second year (2021-2022). Feedback from faculty indicated that they were comfortable and proficient in the use of NCCER connect.

Acceptable Target Achievement:

Met

⊹ (2020-2022) Course Sequencing for Technical Programs

The Division of Technical Studies will under take an initiative to improve the alignment of course sequences to improve retention and completion rates. The Associate Provost of Technical Studies will collaborate with Campus Deans and faculty to insure the implementation of this initiative.

2025.G1.O3.P5

Increased retention rate for students in technical studies programs. [(2020-2022) Course Sequencing for Technical Programs]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.3: Advance the institution-wide retention rate.

Measure
Measure #1

Measure Description:

A summary report outlining work completed related to course efficiencies will be used for documentation, including course scheduling report examples.

Acceptable Target:

Evidence of course sequencing efficiencies. A plan for enhancing course sequencing will be established during the first year (2020-2021) and implemented for the second year (2021-2022).

Findings
for Measure #1

Summary of Findings:

During convocation faculty members met to discuss a plan for enhancing course sequencing A plan was established during the first year (2020-2021) and implemented for the second year (2021-2022)

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Cognos report documenting fall-to-spring retention by academic year.

Acceptable Target:
Evidence of increased fall-to-spring retention rate. With efficiencies scheduled to be implemented for the 2021-2022 year, the first year will serve as a baseline data collection year (2020-2021). For the second year (2021-2022), the fall-to-spring retention rate for technical studies programs will increase by 10%.

Findings
for Measure #2

Summary of Findings:
Following the implementation of course schedule efficiencies, the Division of Technical Studies programs did not experience a 10% increase in fall to spring retention from year 1 to year 2.

Acceptable Target Achievement:
Not Met

Use of Results

Hybrid Course Implementation:
Due to numerous campus closures during the pandemic, faculty members were able to successfully adapt to online delivery. This will likely result in increased hybrid and online offerings in the future.

Course Sequencing for Technical Programs:
Initially, the initiative was put in place because students were not completing their program because they were required to complete an intro level course at the end of their program. These students opted out of program completion and made the decision to enter the workforce. Instead of focusing on retention, program completion may have been a better indicator to demonstrate the effectiveness of modifying the sequence of courses.

Action Plan: Continued efforts will be made to communicate to faculty during professional development days the importance of accurate course sequencing and appropriate scheduling as displayed in the college catalog.

Accreditation & Reporting

Measures and Findings

Administrative Unit Plans (Accreditation & Reporting)

✛ **(2020-2022) Faculty Credential Electronic Workflow System**

To ensure compliance with standard 6.2.a, the Office of Accreditation and Reporting will work to streamline and enhance the faculty credentialing process by establishing an electronic workflow system via Digital Measures software. The online portal will assist multiple departments (e.g. Office of Accreditation and Reporting, Division of Technical Studies/Academics/Health Sciences and Nursing, and Office of Human Resources) with managing and automating the faculty credential process. With this initiative, the Office of Accreditation and Reporting aims to reduce the number of paper faculty credential forms that are currently submitted for faculty new hires while increasing usage of the electronic credentialing workflow system.

2025.G2.O2.P1

Reduction in the number of paper faculty credential verification forms completed for new hires. Currently, all new hires are credentialed using the non-electronic method. [(2020-2022) Faculty Credential Electronic Workflow System]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.2: Achieve SACSCOC accreditation.

Measure
Measure #1

Measure Description:
Report comparing the total number of new faculty credentialed via the workflow system and the total number credentialed using the paper form.

Acceptable Target:
75% of all new faculty hired during 2020-2022 will be credentialed via the electronic workflow system.

Findings
for Measure #1

Summary of Findings:
The target was met. Over the two year cycle, there were a total of 75 new hires. Of those new hires, 73 (or 97%) were credentialed via the electronic workflow system.

Status: Total New Hires AY 2020-2021: 27
% Credentialed via workflow: 93% (25/27)
% Credentialed via paper form: 7% (2/27)

Status: Total New Hires AY 2021-2022: 48
% Credentialed via workflow: 100% (48/48)
% Credentialed via paper form: 0% (0/48)

Status: Total New Hires AY 2020-2022: 75
% Credentialed via workflow: 97% (73/75)
% Credentialed via paper form: 3% (2/75)

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:
Report demonstrating increased usage of digital measures software (e.g., number of log-ins, number of workflow tasks completed) by individuals involved in credentialing process. Baseline usage numbers will be identified beginning Fall 2020.

Acceptable Target:
All (or 100%) of individuals involved in credentialing process will interact with the Digital Measures software.

Findings
for Measure #2

Summary of Findings:
This measure was slightly modified as the usage statistics in Digital Measures only capture log-in frequency on the "activities" portion of the software and not on the workflow screen. Instead, the number of workflow tasks assigned and the number of workflow tasks completed by each Associate Provost was tracked for measure #2.

Status: All Associate Provosts fully engaged with the software and completed each credentialing workflow that was assigned during the cycle.

Acceptable Target Achievement:
Met

✛ **(2020-2022) Dual-Enrollment Student Evaluation of Faculty**

To date, we do not require dual enrolled students to submit faculty evaluation surveys that are completed by traditional student populations bi-annually. Little is known about our high school student population's learning experience. The Office of Accreditation and Reporting, in conjunction with the Office of Student Affairs, aims to formalize a schedule, spanning the 2020-2022 assessment cycle, to launch faculty evaluation surveys to our high school student population/sites. Thus, expanding our presence within secondary schools that we currently partner with.

2025.G2.O2.P3

Further alignment of assessment practices with SACSCOC

Measure
Measure #1

expectations for managing students at off-site locations through an increase in the number of high school sites that participate in the bi-annual evaluation of faculty. [(2020-2022) Dual-Enrollment Student Evaluation of Faculty]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.2: Achieve SACSCOC accreditation.

Measure Description:

Report listing the total number of high school sites participating in the evaluation of faculty.

Acceptable Target:

50% of all high school sites will have student participation in the bi-annual evaluation of faculty by the end of the assessment cycle.

Findings
for Measure #1

Summary of Findings:

Measure 1 of the dual enrollment survey initiative was modified. After receiving further guidance from Dr. Roberts, it was deemed best to pilot the initiative with DE faculty employed by NTCC. This ultimately limited the pool to a select number of St. Tammany high school sites (Fontainebleau HS; Salmen HS; Slidell HS; & Pearl River HS).

During the Fall 2020 semester, I reached out to all St. Tammany DE instructors employed by Northshore (eight) asking for their participation in the pilot. Seven instructors agreed to participate; one never responded. It was decided that surveys would be administered in the Spring due to the year-long nature of DE courses. When following-up for Spring administration, two instructors decided not to participate and one instructor had left the institution. During the first year of the cycle (2020-2021), a total of four instructors participated in the pilot with representation from 4 of the 8 (or 50%) St. Tammany schools that we serve.

In the second year of the cycle, the initiative was expanded to all St. Tammany DE sites regardless of whether the instructor was employed by Northshore. There are a total of eight St. Tammany schools that we serve:

Covington High School
Fontainebleau High School
Lakeshore High School
Northshore High School
Pearl River High School
Salmen High School
Slidell High School
Mandeville High School

At the end of the assessment cycle, students from 7 of the 8 St. Tammany schools we serve (or 88%) participated in the DE Student Evaluation of Faculty initiative. Covington HS was the only HS that did not have student participation.

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:

Report showing the number of faculty evaluations completed by high school students.

Acceptable Target:

Total faculty evaluations completed by high school students end of assessment cycle: 200 faculty evaluations completed by high school students by Spring 2021. 500 faculty evaluations completed by high school students by Spring 2022.

Findings
for Measure #2

Summary of Findings:

200 faculty evaluations completed by Spring 21
500 faculty evaluations completed by Spring 22

Spring 2021 Status: 175 course evaluations completed— slightly under the goal of 200.

Spring 2022 Status: 567 course evaluations completed

Total surveys completed by end of assessment cycle: 742

Acceptable Target Achievement:

Met

Use of Results

Faculty Credential Electronic Workflow System:
The initiative was instrumental in automating and streamlining the College's credentialing process across multiple campus locations. Redundancy of efforts and compiling large amounts of paperwork were reduced as a result of having a single system that managed the process. Following training, the workflow system proved to be easy to use, effective, and a useful tool for maintaining accreditation compliance. Successful implementation of this initiative provides evidence that the DM workflow system can be utilized in the future by other departments/units attempting to streamline and make processes more efficient.

Dual-Enrollment Student Evaluation of Faculty:
There were initial concerns related to HS students being able to access/navigate LoLA/Canvas and complete the surveys electronically. The completion of this initiative provides evidence that faculty evaluations can be administered similarly for both traditional and non-traditional students. Feedback from our DE population is an important source of data that we have not fully captured. Future DE survey efforts should extend beyond NTCC's St. Tammany service area.

Library Services

Measures and Findings

Administrative Unit Plans (Library Services)

✣ **(2020-2022) OER Expansion**

Library Services will seek to further expand the availability and adoption of OER resources through direct engagement with faculty in the OER committee and in a workshop series. Library Services will collaborate with the Division of Academic Affairs to establish a new OER committee that serves as a subcommittee of the Academic Affairs Committee. This will serve as a primary avenue for reviewing current and future OER adoptions. Additionally, Library Services will implement an OER workshop series, in conjunction with the OER committee, to further promote OER information and opportunities to faculty.

2025.G2.O6.P2

Improved affordability and cost-savings for students in relation to course-adopted textbooks. [(2020-2022) OER Expansion]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.6: Implement financial stability and efficiency initiatives.

Measure

Measure #1

Measure Description:
LCTCS OER adoption report for each academic year.

Acceptable Target:
Double the total number of courses with OER adoptions in a single academic year by AY2021-2022.

Findings

for Measure #1

Summary of Findings:
We added 18 courses up from 5 before this initiative started.

Acceptable Target Achievement:
Met

Measure

Measure #2

Measure Description:
LCTCS OER adoption report by academic year.

Acceptable Target:

Evidence of increased cost-savings for students on course-adopted textbooks through OER adoptions. Double the total cost-savings for students through OER adopted texts in a single academic year by AY2021-2022.

Findings
for Measure #2

Summary of Findings:

We saved students money during each year of the cycle.
2020 – 1008 students affected for a savings of $68,544
2021 – 1283 students affected for a savings of $87,244

Acceptable Target Achievement:

Met

✥ (2020-2022) On-Boarding & Development Plans

Library Services will create an on-boarding path for new library team members and also a formal introduction to library services for all new NTCC teaching faculty. A handbook will be developed for new librarians that includes job duties, processes, and procedures. For existing library staff, cross-training will be utilized as a professional development opportunity to provide consistency of service outside their normal job duties. A training module and library services marketing packet will be developed for new NTCC teaching faculty.

2025.G2.O1.P3

Increased awareness and knowledge of new faculty related to Library Services services as part of faculty on-boarding module. Increased satisfaction with professional development opportunities by library services team members. [(2020-2022) On-Boarding & Development Plans]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.1: Enhance the on-boarding and professional development experience for faculty and staff.

Measure
Measure #1

Measure Description:

A survey will be administered at the end of each academic year to assess the current level of satisfaction.

Acceptable Target:

Evidence of increased satisfaction of library services staff with professional development opportunities. Each Library Services team member will indicate a 5 out of 5 (where 5 indicates highest level of satisfaction) on survey by the end of the cycle.

Findings
for Measure #1

Summary of Findings:

Participants surveyed during the cycle indicated that they were satisfied with professional development opportunities offered by library services through the TLC. The survey administered in the 20-21 AY related to usefulness of Brown Bag and Tech Tuesday sessions revealed that the majority of respondents felt the sessions were useful. The survey administered in 21-22 AY revealed that all respondents were either very satisfied or satisfied.

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:

Report documenting engagement of new faculty with Library Services on-boarding module.

Acceptable Target:

90% of all new full-time faculty will successfully complete the on-boarding module once established and through the end of the cycle.

Findings
for Measure #2

Summary of Findings:

The 2021-2022 cohort included new full-time faculty members who were employed between Fall 2021 and Spring 2022. There were a total of 16 members. Of those 16 cohort members, only 2 (13%) completed the entire module. Although there were a large number of module views and engagements during the 2021-2022 AY (1,787), the majority of cohort members of interest did not submit their signed form which indicated module completion. Therefore, the goal of 90% completion was not met.

Acceptable Target Achievement:

Not Met

Use of Results

OER Expansion: We had big momentum for OERs from faculty after our OER week. Currently, we have a few on the horizon, but it seems that those who wanted to move to OERs did so during the pandemic which is why we were able to go from 5 courses to 18 in such a brief time.

On-Boarding & Development Plans: Unless it is required by departments it is hard to force faculty to fill out a form. There was definitely interest and we received positive feedback and were told by certain departments (ex nursing) that they were using our training module.

ACTION PLAN:
The new faculty onboarding manual appears on the library's website under faculty resources as well as on the TLC faculty onboarding page as an online module. During professional development week and faculty meetings, new faculty are made aware of all of the onboarding resources, but it is up to individual faculty members to watch the recordings and complete the trainings as there is no requirement of completion by departments or divisions.

The current faculty onboarding sub-committee (under the purview of faculty senate) continues to work on an onboarding checklist for new faculty and will include this library resource as one of the checklist items. One of our current librarians serves on this committee and provides updates to the team as needed.

Planning & Academic Initiatives

Measures and Findings

Administrative Unit Plans (Planning & Academic Initiatives)

✥ **(2020-2022) Expansion of Teaching & Learning Center**

In collaboration with units across the college and in partnership with Library Services, the Office of Planning and Academic Initiatives will advance and expand the Teaching and Learning Center (TLC) as a source of professional development opportunities for faculty and staff. The TLC will engage administrative units at the college to develop custom training sessions. The TLC further build out the catalog hosted on the TLC website and establish training series designed to engage faculty and staff.

2025.G2.O5.P2

Expansion of human capital through an increase in faculty and staff engagement with TLC resources. [(2020-2022) Expansion of Teaching & Learning Center]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.1: Enhance the on-boarding and professional development experience for faculty and staff.

Measure
Measure #1

Measure Description:
Report documenting training catalog resources.

Acceptable Target:
The TLC will create custom video training sessions for at least eight administrative units across the college.

Findings
for Measure #1

Summary of Findings:
The TLC collaborated with departments and divisions across the college to meet this goal. Training content was loaded to the TLC from the following departments/areas within the college:

Academic Advising, Travel, Purchasing, Finance, Assessment, Library Services, Academics, Registrar, Diversity Equity & Inclusion, and more.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:

Report documenting custom content created.

Acceptable Target:

By the end of the cycle, create and publish a minimum of 50 custom video training content pieces to the TLC.

Findings
for Measure #2

Summary of Findings:

By the end of the assessment cycle, the TLC documented 57 pieces of recorded video content loaded to the Microsoft Stream platform and connected to the TLC website. Additional content is available directly from the TLC website.

Acceptable Target Achievement:

Met

✥ **(2020-2022) Create Webpages for College Committees**

The Office of Planning and Academic Initiatives will establish webpages for each established college committee to provide information about the activities of each committee, including agendas and meeting minutes. This will include the following committees: College Leadership, Academic Affairs, Budget, Student Affairs.

2025.G4.O3.P1

Enhanced transparency and awareness of the activities of each committee. [(2020-2022) Create Webpages for College Committees]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.3: Execute initiatives which further enhance transparency, equity and shared governance across the college.

Measure
Measure #1

Measure Description:

Artifacts: Report documenting established committee webpages.

Acceptable Target:

Creation of webpages for each committee. Minimum of four committee webpages are developed by September 2020 (College Leadership, Academic Affairs, Budget, and Student Affairs).

Findings
for Measure #1

Summary of Findings:

A total of six college committee webpages were built during the assessment period: College Leadership Committee, Academic Affairs Committee, Budget Committee, Diversity Equity & Inclusion Committee, Faculty Senate, and Student Affairs Committee.

Acceptable Target Achievement:

Met

Measure

Measure #2

Measure Description:
Artifact: Report documenting agendas and minutes posted to the website for each committee.

Acceptable Target:
Timely posting of agendas and meeting minutes. Meeting minutes and agendas should be posted to committee webpages within two weeks of each meeting.

Findings

for Measure #2

Summary of Findings:
Agendas and minutes were regularly posted to committee webpages. Though the process of posting agendas and minutes began in a timely manner it was as not maintained. Not all agendas and minutes were posted to committee webpages within the two-week timeframe.

Acceptable Target Achievement:
Not Met

Use of Results

Expansion of Teaching & Learning Center:
This was a timely project considering the impacts of the pandemic and the pivot to remote work and learning. Custom content added to the TLC website made access to training materials on-demand. Engagement with the TLC in live formats was also available. Live events were recorded and also housed in the TLC. With a pivot back to normalcy, the TLC will also need to shift in response to declining engagement with electronic resources and a need to increase in-person engagements that can also be recorded.

Create Webpages for College Committees:
Creation of webpages for college committees has achieved the intended goal of making the official business of these committees public and available to the college community. However, challenges in obtaining committee agendas and minutes in a timely manner for publication were noted. An action plan for addressing this challenge will be developed.

Action Plan:
It was noted that a single point person for maintaining timely publication of committee agendas and minutes was problematic since this individual was not a member of all committees and was not able to track when meetings were taking place. Moving forward, a designated official from each committee will be granted access to load agendas and minutes directly. A monthly reminder will be automated to the committee designees to prompt timely posting. The expected turnaround time for posting will be monthly, rather than two-weeks.

Division of Finance & Administration

Vice Chancellor of Finance and Administration

Measures and Findings

Administrative Unit Plans (VC of Finance and Administration)

✣ **(2020-2022) Bank Fees for Campus Improvements**

Leverage (bank) building use fee and the parking fee to create fund balances large enough to make meaningful improvements for exteriors (façade) to tie in with other NTCC campuses. The building use fee and parking fee is often needed to balance campus budgets; however, we will strive to find other means of financing to continue to increase the fund balances of the building use fee and parking fee.

2025.G2.O4.P1

Secured funding for facility improvements at both the Hammond and Sullivan Campuses. [(2020-2022) Bank Fees for Campus Improvements]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.4: Secure state funding for the construction of new facilities for the Hammond Area and Sullivan Campuses.

Measure
Measure #1

Measure Description:

Balance statements documenting banked building use fee balances.

Acceptable Target:

Evidence of an increased total fund balance of the building use fee. Reach $200,000 increase in building use fee fund balance by the end of FY 2021 and another $200,000 building use fee fund balance by the end of FY 2022 for a total increase of $400,000.

Findings
for Measure #1

Summary of Findings:

A goal was set to increase the fund balance of the building use fee by $200,000 in fiscal year 2021 and an additional increase of $200,000 was set for the following fiscal year. By the end of the 2021 FY, the goal was met and the college experienced an increase of $210,611. However, due to campus expenditure needs at the Florida Parishes and Hammond Area campuses, the Office of Finance & Administration was unable to meet the goal for the second fiscal year. The building use fee fund balance was increased by a total of $356,765 for both fiscal years—falling short of the $400,000 goal.

Acceptable Target Achievement:

Not Met

Measure

Measure #2

Measure Description:

Balance statements documenting banked parking fee balances.

Acceptable Target:

Evidence of an increased total fund balance of the parking fee. Reach $15,000 increase in parking fee fund balance by the end of FY 2021 and another $15,000 parking fee fund balance by the end of FY 2022 for a total increase of $30,000.

Findings
for Measure #2

Summary of Findings:

A goal was set to increase the parking/access fee by $15,000 in fiscal year 2021 and an additional $15,000 in the following fiscal year. At the end of the cycle, the Office of Finance & Administration increased the total parking/access fee balance by $118,094 —exceeding the set goal of an increase of $30,000.

Acceptable Target Achievement:

Met

✛ **(2020-2022) Sustainability Planning in Response to Crisis**

The United States is currently experiencing drastic changes during the COVID-19 pandemic. Our College needs to be able to sustain operations in serving students during these times. A plan should be developed to continue to serve students. While the length of time the current pandemic will significantly impact the college is unknown, a general strategy for sustainability during a crisis will be developed.

2025.G2.O6.P5

Financial stability during the COVID-19 pandemic is maintained through development of a responsive operational plan. [(2020-2022) Sustainability Planning in Response to Crisis]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.6: Implement financial stability and efficiency initiatives.

Measure
Measure #1

Measure Description:

Artifacts: (1) Operational Plan related to Coronavirus Pandemic, (2) Template Operational Plan for Health Crisis.

Acceptable Target:

Evidence that an operational plan is developed and executed. An operational plan will be developed and established for the 2020-2021 year in response to campus operations during the COVID-19 epidemic. By the end of the 2021-2022 year, a template plan for operations during times of an extended health crisis will be developed.

Findings
for Measure #1

Summary of Findings:

During the 2020 – 2022 timeframe, the United States experienced drastic changes due to the COVID-19 pandemic. Northshore Technical Community College was able to sustain operations in serving students during these times. Responses to Crisis such as the COVID-19 pandemic depends greatly on regulations and guidelines provided by Federal and State governments such as declarations, proclamations, and other regulations provided by agencies such as the Center for Disease Control (CDC) and the Louisiana Department of Health & Hospitals (LDHH). Two separate plans are provided for employees and students which were used in response to our COVID-19 crisis.

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:

Financial statements documenting reserve funding.

Acceptable Target:

Evidence of financial stability. Through effective implementation of an operational plan in response to COVID-19, the college will avoid dipping into financial reserves during the 2020-2021 and 2021-2022 academic years.

Findings
for Measure #2

Summary of Findings:

During the 2020 – 2022 timeframe, the United States experienced drastic changes due to the COVID-19 pandemic. Northshore Technical Community College was able to sustain operations in serving students during these times, while sustaining financial stability. The US Department of Education provided CARES and HEERF grants to colleges and universities nationwide to help with the financial burdens caused by the COVID-19 pandemic. The fiscal year 2022 financial health index report indicates that our college's fund balance grew by 15%.

Acceptable Target Achievement:

Met

Use of Results

Sustainability Planning in Response to Crisis:
The COVID-19 pandemic crisis provided lots of experiences that will help both myself and other college employees with future potential emergencies.

Bank Fees for Campus Improvements:
This assessment was helpful in trying to reach the building use fee and parking/access fee fund balance goals and trying to help and assist the campuses with building and infrastructure needs on their campuses.

Action Plan: Unfortunately much needed improvements needed to occur for the Florida Parishes and Hammond Area Campuses. The Vice Chancellor of Finance & Administration has very little control over campuses needs when improvements are required.

Facilities & Maintenance

Measures and Findings

Administrative Unit Plans (Facilities & Maintenance)

✛ **(2020-2022) Student Concession Expansion**

In response to feedback gathered from students during the development of the strategic plan, the Facilities Department will seek to further expand the availability of concessions available on each campus. A survey will be administered to determine preferred concession and beverage options from students. In collaboration with Campus Deans, Facilities will seek to expand partnerships with vendors capable of enhancing food options on each campus, including coffee.

2025.G1.O6.P2

Increased student satisfaction with availability of concessions at each campus. [(2020-2022) Student Concession Expansion]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.3: Advance the institution-wide retention rate.

Measure
Measure #1

Measure Description:
A survey will be developed and executed in both the first and second year to assess student satisfaction with concession options at each campus and generate feedback on improvements.

Acceptable Target:
Evidence of student feedback generated towards concession enhancements. Suggestions will be used to guide executed improvements. Student satisfaction with concession options will increase from first-year to second-year by 10%.

Findings
for Measure #1

Summary of Findings:
Increased satisfaction could not be compared as only one survey was conducted during the cycle. In the Fall 2021, a survey was distributed between 4 campuses for students to give feedback on current concessions. Students who responded to the survey indicated that, on average, they were neutral regarding current concessions. By using the surveys collected, Northshore Technical Community College moved forward by sending out an invitation to bid for new vending services.

Acceptable Target Achievement:
Met

Measure

Measure #2

Measure Description:

Report documenting enhanced concession projects by campus and academic year.

Acceptable Target:

Evidence of improved concessions at each campus. By the end of the first year (2020-2021), concessions should be expanded in at least one campus location. By the end of the second year (2021-2022), concessions will be expanded, in some manner, at all campuses.

Findings
for Measure #2

Summary of Findings:

The invitation to bid for vending services closes on July 28th, 2022. As per policies and procedures, our Purchasing Department will have 72 hours to review the packets and award the new services to the winning bid. The new vending/concession company will provide improved concessions on all Northshore Technical Community College campuses. This measure will not be completed until the invitation to bid has been awarded.

Acceptable Target Achievement:

Not Met

✥ (2020-2022) Security Surveillance Assessment & Improvements

The Facilities and Maintenance Office will undertake an initiative to establish an assessment of security systems at each NTCC location to identify fit and potential needs for enhancements. Upon enacting the assessment, the Facilities Office will seek funding to establish any recommended improvements at each campus. Special focus will be applied to the Hammond and Sullivan Campuses due to previously identified needs and heightened focus on facility improvements for both campuses.

2025.G2.O4.P3

Improved campus facilities and safety through expanded security and surveillance systems. [(2020-2022) Security Surveillance Assessment & Improvements]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.4: Secure state funding for the construction of new facilities for the Hammond Area and Sullivan Campuses.

Measure
Measure #1

Measure Description:

Copy of executed assessment of college-wide security and surveillance systems.

Acceptable Target:

Evidence of an executed college-wide campus security and surveillance system assessment. By the end of the first year (2020-2021), the Facilities Office will successfully conduct a college-wide security and surveillance system assessment. Findings will be recorded and a plan for system improvements will be put in place by the second year (2021-2022).

Findings
for Measure #1

Summary of Findings:

Northshore Technical Community College executed a college-wide campus security and surveillance system assessment utilizing a third party company. During the 2020-2021 academic year, Active Solutions company performed individual campus assessments and recommended that all security and surveillance systems be upgraded. Quotes and estimates were provided for each campus. Ultimately, the plan was to consolidate all security cameras to a single system that offer upgraded features that traditional surveillance systems do not. Northshore Technical Community College will be migrating all campuses to the Verkada system which will include security cameras and door access.

Acceptable Target Achievement:

Met

Measure

Measure #2

Measure Description:

Artifacts: Documentation of enhancements related to campus security and surveillance systems.

Acceptable Target:

Evidence of executed campus security and surveillance system improvements. Improvements will be implemented by the end of the two year assessment period, at minimum, at the Hammond and Sullivan Campuses.

Findings

for Measure #2

Summary of Findings:

Implemented Verkada surveillance systems on both Hammond Campus and Florida Parishes Campus. We have started the migration to the Verkada surveillance system on the Lacombe Campus. Sullivan Campus currently has Verkada cameras built into the blueprints as we move forward with building upgrades. Quotes have been created for the remaining campuses but forward progress will be determined with fiscal year college budgeting.

Acceptable Target Achievement:

Met

Use of Results

Student Concession Expansion:
After conducting the student surveys, it was clear that not all campuses had the same concession needs. With that being said, each campus had their own companies and the services delivered was not consistence between each campus. By moving to a single vendor, all campuses will be consistent with the products sold. College-wide we have completed the expansion of concessions as Refreshment Solutions services all of our campuses and are providing a much larger variety

of foods to the students.

Security Surveillance Assessment & Improvements:
While looking at surveillance systems it was decided to move to a single system that would be implemented college wide. The newest technologies advances gave us the opportunity to purchase high end cameras with more features at the same cost as a conventional security system. Moving to the Verkada system also allowed Northshore Technical Community College to migrate our existing access control to this single system.

Finance

Administrative Unit Plans (Finance)

✛ (2020-2022) Finance On-Boarding Modules

Finance will develop online training modules for new employees to inform on common finance procedures and duties. The trainings will be housed in the Teaching and Learning Center (TLC) and will be included in part of an overall first-year on-boarding plan for new faculty and staff. Finance commits to creating, at minimum, training modules on the following topics: Travel Management Via Chrome River, Electronic Requisitions, Purchasing Policies, and Staffing Requests.

2025.G2.O1.P4

Enhanced on-boarding experience for new employees related to basic knowledge of Finance office procedures [(2020-2022) Finance On-Boarding Modules]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.1: Enhance the on-boarding and professional development experience for faculty and staff.

Measure
Measure #1

Measure Description:
Report from LinkedIn Learning documenting training session publication.

Acceptable Target:
Evidence of On-Boarding Module Completion. By the end of the first year (2020-2021), the Finance Office will create, and publish through the TLC, on-boarding modules for the following topics: Travel Management Via Chrome River, Electronic Requisitions, Purchasing Policies, and Staffing Requests.

Findings
for Measure #1

Summary of Findings:
Finance completed and published nine on-boarding modules to the Northshore Technical Community College Intranet. The modules cover the following topics: Chrome River Travel, Electronic Requisitions, Purchasing Policies, and Staffing Requests.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Report from LinkedIn Learning documenting employee engagement with training modules.

Acceptable Target:
Evidence of new employee engagement with modules. 90% of applicable new employees hired during the Fall 2021 semester will successfully complete finance on-boarding modules by the end of the 2021-2022 year.

Findings
for Measure #2

Summary of Findings:
Finance received a list of Fall 2021 new hires and enrolled the applicable employees in training. Each employee was emailed a link (https://training.knowbe4.com/auth/saml/e38b216baa153), and asked to complete all 9 training modules. Finance received a report of all employees enrolled in the training as well as completion dates. There was a 100% participation from applicable employees.

Acceptable Target Achievement:
Met

⊕ (2020-2022) College-Wide Communication Campaign

Over the two year assessment period, the Finance Ofifice will seek to improve communication across the college and within each campus location. This will be accomplished through a multi-faceted campaign, including: (1) annual campus meetings to introduce the finance team and provide important updates, and (2) conduct campus-specific trainings identified through campus meetings or by request from the campus.

2025.G4.O2.P3

Improved internal communication between the Finance office and campus locations. [(2020-2022) College-Wide Communication Campaign]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.2: Create effective systems for internal communication within the college.

Measure
Measure #1

Measure Description:
Artifacts: Schedule listing and/or sign-in sheets documenting meetings.

Acceptable Target:
Evidence of annual visits to each NTCC campus location. Meetings should take place in-person, if possible, but may be virtual. 12 total campus visits are conducted, 6 in the first year (2020-2021) and 6 in the second year (2021-2022).

Findings
for Measure #1

Summary of Findings:
Finance held 6 campus meetings for fiscal year 2021, and 2 meetings with all 6 campus' in attendance for fiscal year 2022. All meetings were virtual due to social

distancing regulations at that time.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Campus Visit Surveys: Finance will administer a survey before and after each meeting in order to rate the effectiveness of each meeting.

Acceptable Target:
70% of respondents will indicate that campus visits improved communication with the finance office in the first year (2020-2021) and 80% in the second year (2021-2022).

Findings
for Measure #2

Summary of Findings:
Finance administered a survey (with before and after questions), after each meeting to rate the effectiveness of the meetings. In the first year 2020-2021 participants reported a 71.79% improvement in communications with the Finance Department. In the second year 2021-2022 participants reported an 89% improvement in communications with the Finance Department.

Acceptable Target Achievement:
Met

Use of Results

Finance On-Boarding Modules: Finance learned that having training modules help with the on-boarding process. We receive less phone calls with questions and less errors have been made in these areas. We frequently refer new employees to these modules, as needed for training on specific topics. We will continue to create training modules as new processes are developed.

College-Wide Communication Campaign: Finance learned that many employees appreciated attending the trainings, and retained lots of helpful information. Therefore, we will continue to offer trainings on new procedures.

Human Resources

Administrative Unit Plans (Human Resources)

✣ (2020-2022) New Employee Orientation

In response to focus group feedback during the development of the new strategic plan documenting the need for an enhanced on-boarding process for new employees at the college, the Human Resources department is committed to establishing a regular and on-going new employee orientation program. Orientation sessions will be hosted either in-person or virtually at least once per month (as needed) to support new employees of the college with becoming acquainted with policies and procedures at the college as well as expectations. HR will collaborate with other units at the college which may need to provide a presence and training content at orientation (such as Finance, IT, and Student Affairs).

2025.G2.O1.P1

Implementation of a new employee orientation program will enhance the on-boarding experience for new employees.

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.1: Enhance the on-boarding and professional development experience for faculty and staff.

Measure
Measure #1

Measure Description:

Reports from orientation sessions documenting sessions and new employee engagement.

Acceptable Target:

Evidence of new employee orientation sessions being implemented and new employee engagement. The Human Resources department will implement new employee orientation sessions beginning in September 2020 and will continue monthly as needed. By the end of the assessment cycle, HR will demonstrate that a new employee orientation session was held monthly (when new employees were hired during a month) and that 100% of new employees completed an orientation session.

Findings
for Measure #1

Summary of Findings:

Due to the HR Office being short staffed as well as the impact of the pandemic, we were unable to conduct new employee orientation sessions during the cycle. We would like to offer a centralized orientation experience to new hires at the Lacombe campus. However, as it currently stands, the existing structure and process is still in place. In order to ensure that the current structure provides the best experience possible, the HR Office held an all-day training with each campus HR liaison in March 2022. Expectations related to new hire onboarding were communicated to liaisons and each liaison was provided with a training binder.

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:
Survey: After the conclusion of the orientation session, new employees will be sent a survey seeking feedback related to the on-boarding process.

Acceptable Target:
Evidence of satisfaction with the on-boarding process for new employees through a survey. 85% of new employees who have completed the orientation during the assessment period will indicate satisfaction with the orientation session and will also indicate that attending the session had a positive impact on their on-boarding experience.

Findings
for Measure #2

Summary of Findings:
Since we were unable to conduct new hire orientation sessions, the subsequent goal of surveying new hires was not met.

Acceptable Target Achievement:
Not Met

✛ (2020-2022) Implementation of On-Boarding Platform

In collaboration with the LCTCS system office, the Human Resources department will respond to the need identified through the development of the strategic plan to enhance the on-boarding process for new employees by establishing a new electronic portal that will better streamline the completion of required documents and training.

2025.G2.O1.P6

Implementation of an electronic platform will enhance the on-boarding experience for new employees.

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.1: Enhance the on-boarding and professional development experience for faculty and staff.

Measure
Measure #1

Measure Description:
Reports from electronic on-boarding platform documenting employee engagement.

Acceptable Target:
Evidence that electronic platform is implemented and new employees are engaged through the platform. By the end of the first year (2020-2021), the Human Resources department will complete implementation of the new electronic on-boarding platform. The platform will go live by the beginning of the second year (2021-2022) and 100% of new employees will complete required activities in the platform.

Findings

for Measure #1

Summary of Findings:

The implementation of the Page Up platform is facilitated through LCTCTS. It is a software that assists with job postings. There is no software for onboarding. It was expected that the software would have an indirect impact on the onboarding experience. However, due to challenges associated with the pandemic, and issues that outside of our control, the HR Office was unable to launch the Page Up platform during the cycle. It is expected to be implemented early Spring 2023.

Acceptable Target Achievement:

Not Met

Measure

Measure #2

Measure Description:

Survey: New employees will be surveyed on their experience with the electronic on-boarding system.

Acceptable Target:

Evidence of satisfaction with the on-boarding process for new employees through a survey. 85% of new employees who have completed on-boarding during the assessment period will indicate satisfaction with the on-boarding experience and will also indicate that electronic platform had a positive impact on their on-boarding experience.

Findings

for Measure #2

Summary of Findings:

Since we were unable to launch the Page Up software, the subsequent goal of surveying new hires was not met.

Acceptable Target Achievement:

Not Met

Use of Results

New Employee Orientation:
Challenges associated with the pandemic and being short staffed impacted our ability to meet our set goal. Now that HR is fully staffed we can begin to move forward with these initiatives.

Action Plan: The anticipated launch date for the Page Up platform is Spring 2023. Implementing this software is expected to positively impact and improve the new hire experience as a number of onboarding processes are expected to become electronic.

Implementation of On-Boarding Platform:
There is a definite need for a new orientation program. However, challenges associated with the pandemic and being short staffed impacted our ability to meet our set goal. Now that HR is fully staffed we can begin to move forward with these initiatives.

Action Plan: In addition to the training received by all HR liaisons, the anticipated launch date for the Page Up platform is Spring 2023.

Information Technology

Administrative Unit Plans (Information Technology)

✛ **(2020-2022) Single Sign-On (SSO) Portal**

The Department of Information Technology will implement a Single Sign-On (SSO) portal for our faculty and staff for the college, this will help streamline the log-in process to multiple electronic platforms for our faculty and staff. Faculty and staff members will have the ability to log-in to any college computer and access their information and data.

2025.G2.O3.P1

Achieve efficiencies in access to college online portals by streamlining log-in process for our faculty and staff. [(2020-2022) Single Sign-On (SSO) Portal]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.3: Achieve efficiencies through the implementation of technology.

Measure
Measure #1

Measure Description:
Helpdesk ticket report documenting numbr of ticket submissions related to log-in issues per year.

Acceptable Target:
Track the number of helpdesk tickets that are submitted for log-in issues within each semester. Reduce the number of IT helpdesk tickets related to faculty and staff log-in issues each year by 50% in the 2021-2022 year as compared to the 2019-2020 baseline year.

Findings
for Measure #1

Summary of Findings:
2019-2020: 280 helpdesk tickets related to log-in
2020-2021: 279 helpdesk tickets related to log-in
2021-2022: 227 helpdesk tickets related to log-in

% change: -19%

A 50% decrease in the number of helpdesk tickets submitted for log-in issues when compared to the baseline was not experienced.

While ticket count for login issues remained roughly level over the measured period, few to none of the tickets were related to services other than NTCC email. It appears that once a user is successful in logging into email, that user has little trouble logging into other services. It is also observed that users have issues discerning between whether a LoLA login or NTCC email login is required to access a service. SSO

between NTCC and LCTCS services is not possible, but further education to help the user discern between which credentials are required could be valuable.

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:
Administer satisfaction surveys related to improved log-in efficiencies at the end of the first year (2020-2021) and second year (2021-2022).

Acceptable Target:
85% of respondents will indicate an efficient and satisfactory log-in process through utilization of the SSO.

Findings
for Measure #2

Summary of Findings:
Student satisfaction with the login experience related to NTCC services exceed the 85% benchmark for years 2020-2021 and 2021-2022

Acceptable Target Achievement:
Met

✛ **(2020-2022) College ListServs and Directories**

The Department of Information Technology will implement an enhanced ListServs and Directories for the college, this will help improve communication between our faculty, staff, and students. With the implementation, faculty and staff will have the ability to see which ListServs that they wish to subscribe/unsubscribe to which will be listed in the directories. Faculty and staff members will have the ability to request new listservs for their needs.

2025.G4.O2.P1

Improved internal communication between faculty, staff, and students. [(2020-2022) College ListServs and Directories]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.2: Create effective systems for internal communication within the college.

Measure
Measure #1

Measure Description:
Artifact: Documentation of development and published enhanced listservs.

Acceptable Target:
Enhanced listservs and directories are developed and published by end of the first year (2020-2021).

Findings

for Measure #1

Summary of Findings:
Several listserv products were evaluated for security, features, and cost. Unfortunately, none of the products evaluated met all of the required criteria. From the products that were evaluated, a vast majority appear to be aimed at businesses using the system as a CRM (customer relationship management) tool, not for internal communications with employees and students

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:
Focus group with College Leadership Committee in Spring 2022.

Acceptable Target:
A focus group session will be held with the College Leadership Committee in Spring 2022 to obtain feedback on the impact of the enhanced listservs and directories. Focus group feedback should indicate a positive impact on internal communication and also elicit feedback for future improvement.

Findings
for Measure #2

Summary of Findings:
Because no acceptable product was found and implemented, no focus group was held

Acceptable Target Achievement:
Not Met

Use of Results

Single Sign-On (SSO) Portal:
Effort should be made to further educate users regarding whether a LCTCS or NTCC login is required for a certain service. Due to services being added, removed, or their visual styles changing over time, an approach based on what the login experience looks like is likely the best route to help discernment. For example, nearly all NTCC-based logins use a common portal where the Lacombe campus is the background image. Users can be trained so that when they see that background image, they need to enter their NTCC email credentials. Similarly, most of LCTCS-based logins use an experience similar or identical to the one used when logging into LoLA.

The statistics and details of the tickets showed a general trend that the most common issue related to logging in is whether the user should use their NTCC email credentials or LoLA credentials. Efforts to improve user awareness regarding which credentials are required could be done to attempt to reduce login issues. For some, but not all NTCC

services, helper text can potentially be added to help the user remember that NTCC email credentials are required, but LCTCS services cannot be changed since they are controlled and managed by the system office, not NTCC.

College ListServs and Directories:
Further research is required to find a qualified ListServ product. Existing distribution list technology already in place may be a better route, though more research will need to be done to see if it will meet the needs of the College.

Action Plan: Continue researching available products to find one that fits the need. Work with key leadership team members to determine what alternatives may be employed to meet the need of the college.

Division of
Strategic Initiatives &
External Affairs

Vice Chancellor of Strategic Initiatives & External Affairs

Measures and Findings

Administrative Unit Plans (VC of Strategic Initiatives)

✛ **(2020-2022) Gator Good News**

The Division of Strategic Initiatives will develop a college-wide monthly update campaign that includes information about new team members and updates from varies departments and units across the college. With six locations in five parishes, it is important to feel part of the NTCC team. Our goal for this initiative is utilize this monthly campaign as a way to educate the college family and create unity.

2025.G4.O2.P2

Enhance internal communication within the college.
[(2020-2022) Gator Good News]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.2: Create effective systems for internal communication within the college.

Measure
Measure #1

Measure Description:
Report from Constant Contact platform documenting campaign read rate.

Acceptable Target:
Evidence of engagement with the Gator Good News email campaign. Gator Good Newsletter will be distributed to faculty and staff with a target read rate of 50% in 2020-2021 and a 60% read rate in 2021-2022.

Findings
for Measure #1

Summary of Findings:
The average read rate for Gator Good News in 2021-2022 was 49.47%, which falls short of the target.

It is not clear why the read rate hasn't reached 60%. One option is the fact that a majority of the GGN newsletter can be read within the body of the email and clicking may not be intuitive for the user. Some other areas that can be investigated to try to improve the open rate:

• Verify that all employees on the email list are still active. There may be some older email email addresses that are being forwarded to other employees who are not opening the emails because they also receive them under their own email address.
• Stop sending emails to 9-month employees during the summer.

Acceptable Target Achievement:

Not Met

Measure

Measure #2

Measure Description:

Artifact: Report documenting spotlight articles within newsletter.

Acceptable Target:

Evidence of internal communication related to important updates and announcements within the college community. The Gator Good Newsletter will have a total of at least 18 "Spotlight" articles during the 2020-2022 cycle and it will be distributed by the Constant Contact software.

Findings

for Measure #2

Summary of Findings:

The Gator Good News included 34 Spotlight articles in 2021-2022.

Acceptable Target Achievement:

Met

⊹ (2020-2022) Annual Public Relations Plan

The Division of Strategic Initiatives will develop, execute and share an Annual Public Relations plan. This initiative will encompass an annual Public Relations plan that will focus on three areas: 1. Builds brand awareness for NTCC. 2. Earns credibility with our faculty, staff, students and alumni. 3. Gets the community's that we serve engaged and excited.

2025.G3.O2.P1

Expansion of public relations reach and exposure through strategic public relations planning. [(2020-2022) Annual Public Relations Plan]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.2: Expand public relations and marketing initiatives within our service areas.

Measure

Measure #1

Measure Description:

Social media platform reports documenting followers each year.

Acceptable Target:

Raise the brand of NTCC by increasing the number of social media followers on Facebook, Instagram and Twitter. Increase the number of followers on Facebook, Instagram and Twitter by 10% each year. In July 2020, the base lines for each platform are: Facebook (10,511), Instagram (451) and Twitter (1529).

Findings

for Measure #1

Summary of Findings:

Results:

Facebook - had a net gain of 920 new followers in 2020-2021 (9% increase) and 796 new followers in 2021-2022 (7% increase).

Instagram - had a net gain of 72 new followers in 2020-2021 (16% increase) and 112 new followers in 2021-2022 (25% increase).

Twitter - saw a net increase of 67 new followers in 2020-2021 (4.5% increase) and 33 new followers in 2021-2022 (2% increase).

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:
Artifact: A copy of the approved and published public relations plan.

Acceptable Target:
The Division of Strategic Initiatives will develop a formal public relations plan that will be approved by the College Leadership Committee and published to the college faculty and staff each year.

Findings
for Measure #2

Summary of Findings:
The initial draft of the Public Relations Plan was review by NTCC's leadership team during the April 2022 Leadership Meeting. It was tabled for advisement and edits. During the May 2022 Leadership Meeting, the plan was formally accepted and approved by the team and published to the website.

Acceptable Target Achievement:
Met

Use of Results

Gator Good News:
Implementing a college-wide newsletter, Gator Good News, has helped us expand our footprint inside and outside the college. The inclusion of students, faculty, staff, alumni, and foundation board members in the "spotlight" articles increases our interest level to new viewers.

Action Plan:
The "read rate" for Constant Contact can be deceiving due to the majority of the message is within the email content. We will need to focus on better ways to engage people to "click" on a particular article. In addition, I would like to use NTCC's social media platforms to help tell our story more in the community.

Annual Public Relations Plan:
NTCC fell short on all three mediums increasing their targeted 10% increase for social media followers during the 2020-2022 assessment cycle. Facebook and Twitter both had smaller increases and fell below the target, but Instagram demonstrated positive results with 16% and 21% increases in followers. Moving forward, it will be important for NTCC to follow its public relations plan as well as continue to gage which social media platforms are most beneficial for enhancing the image of the college since they tend to target different populations.

Action Plan:
NTCC has been engaging in social media marketing for the college to increase viewership. The goal is to employ advertising opportunities to help us drive the viewership and followership of our platforms.

Adult Education

Administrative Unit Plans (Adult Education)

✛ (2020-2022) WRU Student Affairs Exchange

The WRU Student Affairs Exchange Initiative invites the presence of Student Affairs personnel into the WorkReadyU classes to introduce student services, and college application processes to Adult Ed. student populations at least once per semester. WRU leadership will present an explanation of services and general information to Student Services staff once per fiscal year. Each WRU campus and instructional site will receive a visit once per semester from student services.

2025.G1.O4.P2

Through an enhanced learning community, Through an enhanced learning community, an increase will be achieved High School Equivalency attainment rate for students that are enrolled in the WorkReadyU program a period of time beyond 40 attendance hours. [(2020-2022) WRU Student Affairs Exchange]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.4: Increase non-credit and HiSET program and/or certificate completers.

Measure
Measure #1

Measure Description:
Report documenting high school equivalency attainment rate by year.

Acceptable Target:
Evidence of an increased High School Equivalency attainment rate for students that are enrolled in the WorkReadyU program a period of time beyond 40 attendance hours. High School Equivalency attainment rate will increase from baseline of 79.5% (2018-2019) to 82% in AY2020-2021 and 83.25% in AY2021-2022.

Findings
for Measure #1

Summary of Findings:
By the 2021-2022 AY, the end goal was met. The HiSet Passing Rate for students enrolled in the WorkReadyU program was 83.6%

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:

Artifacts: Meeting minutes and/or schedule event reports.

Acceptable Target:

Evidence of Student Affairs visits to WRU sites. Each WRU campus and instructional site will receive a visit once per semester during the assessment period from Student Affairs.

Findings
for Measure #2

Summary of Findings:

The academic year 2020-2021 was marked by limited on campus activity for significant portions of the academic year due to the safety restrictions initiated at NTCC due Covid-19 protocols. These limitations meant that for most of the academic year, a maximum of 10 faculty members and students were permitted in Adult Education classrooms. These limits, along with a shift towards virtual learning rather than classroom-based learning hindered the ability to hold in person meetings with Student affairs.

Despite these challenges, the Adult Education Department was able to expose students to some exchanges with Student Affairs services. During the 2020-2021 year, WRU students were able to submit accommodations requests. Additionally, virtual/ remote sessions with the adult education transition coordinator were held to explain the 5 for 6 scholarship opportunities available to WRU students. The 5 for 6 initiative involves adult education transition services working closely with WRU students and NTCC student services. These sessions were offered once at each location during the Spring 2021 semester. During the 2021-2022 AY, the WRU transition coordinator visited each WRU classroom a minimum of once per semester.

Acceptable Target Achievement:

Not Met

✛ **(2020-2022) WRU Student Involvement Initiative**

The WRU Student Involvement Initiative aims to promote closer alignment between the student experiences of WRU-Adult Education students to that of NTCC credit-seeking students. WRU Students are welcome on all campuses, but due to logistical barriers are restricted in full participation in the student life of the institution. Thus, this initiative seeks to remove those barriers, eliminate the silos from the WRU student's perspective, and promote the cohesion of the broader NTCC learning community. An NTCC based e-mail address will be generated and issued for students that continue in the WorkReadyU- Adult Education program beyond 40 attendance hours, and have a post-test. Each NTCC WRU Student will be issued an NTCC Student ID at all sites.

2025.G1.O4.P1

Through an enhanced learning community, an increase will be achieved High School Equivalency attainment rate for students that are enrolled in the WorkReadyU program a period of time beyond 40 attendance hours. [(2020-2022)

Measure
Measure #1

Measure Description:

Report documenting high school equivalency attainment rate by year.

Acceptable Target:

WRU Student Involvement Initiative]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.4: Increase non-credit and HiSET program and/or certificate completers.

Evidence of an increased High School Equivalency attainment rate for students that are enrolled in the WorkReadyU program a period of time beyond 40 attendance hours. High School Equivalency attainment rate will increase from baseline of 79.5% (2018-2019) to 82% in AY2020-2021 and 83.25% in AY2021-2022.

Findings
for Measure #1

Summary of Findings:
By the 2021-2022 AY, the end goal was met. The HiSet Passing Rate for students enrolled in the WorkReadyU program was 83.6%

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Reports documenting that student identification cards and student email accounts were issued to applicable WRU students.

Acceptable Target:
During the Fall 2020 semester, WRU will collaborate with Student Affairs and Information Technology units to implement IDs and student email accounts for WRU students. By the end of the 2021-2022 year, 75% of all eligible WRU students will be issued an ID and student email account.

Findings
for Measure #2

Summary of Findings:
The IT and Adult Education Offices collaborated to create college email addresses for WRU students. A shared spreadsheet was created that included input from instructors. Using the information entered on the spreadsheet, the IT Office generated student email addresses. The data collection process experienced complications due to missing student information and data entry errors. No student IDs or emails were launched during the first year of the cycle. By the 2021-2022 AY, only about 1% (8/565) of WRU students were issued a student ID and email address. This initiative did not attain success outside of students that enrolled in 5 for 6 courses as these students' information was already inputted in Banner. Limited access for WRU students within our student information system (Banner) restricted our ability to fully realize this goal.

Acceptable Target Achievement:
Not Met

Use of Results

WRU Student Affairs Exchange:
The WRU Student Affairs Exchange Initiative set out to bring NTCC Student Affairs personnel into the Adult Education classroom so that WRU-Adult Education students would have a positive, welcoming, and inclusive experience in relation to pursuing college and career readiness options at NTCC. Unfortunately, our ability to fully engage with this initiative and have in-person site visits was limited due to challenges associated with the pandemic.

Action Plan:
The action plan involves re-investigating the phases of student enrollment that are most positively impacted through scheduled visits with Student Services. A broader opportunity may be available through focused work on Adult Ed Takeover days with NTCC where representatives throughout the college interface with students. In addition, virtual and in-person options can be explored to provide a friendly face, name, and voice to the student affairs professionals at each campus location.

WRU Student Involvement Initiative:
The Student Involvement Initiative highlighted the challenges of disparate, non-integrated data systems and processes within one college. The technological and procedural changes needed to ensure that 75% of the adult education student population received both an ID and NTCC email address requires automated and/or synced processes that provide a dedicated space and time for NTCC WRU students to receive student IDs.

Action Plan:
The changes that will be implemented are establishing a time frame that each student must have an NTCC Student ID to contiue after enrollment, such as within 2 weeks of entering the program or 30 days upon enrollment, that will be coordinated and established at each campus location. The use of exported data from the WRU SIS system to our IT department will help automate the processes for NTCC WRU email address generation.

Advancement Services

Measures and Findings

Administrative Unit Plans (Advancement Services)

⊹ **(2020-2022) CRM Implementation**

The Director of Institutional Advancement Services will implement the Donor Snap online platform for Customer Relationship Management. All previous (existing) and newly identified prospective donors and volunteers, Business and Industry Partners, and other stakeholders will be entered in the online platform. Data points in the CRM will include the "customer" demographics, donations, event attendance, and contacts (email, phone, in-person) by Strategic Initiatives Department personnel,

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2025.G4.O1.P1

Improved communication with existing and potential donors, volunteers, business & industry partners, and other stakeholders. [(2020-2022) CRM Implementation]

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Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.1: Leverage community resources, partnerships and relationships.

Measure
Measure #1

Measure Description:
Report from CRM documenting customer records entered.

Acceptable Target:
Number of donor, volunteer, B&I partner, and other stakeholder records that are fully imported or entered in Customer Relationship Management software and properly identified or segmented by relationship with NTCC and NCEF. Contact information collected from various sources (e.g., NCEF, NTCC Student Affairs, NTCC Academic Affairs, NTCC Finance & Administration, NTCC Strategic Initiatives) will be used to populate the CRM database. 250 total entries in the CRM in the first year (2020-2021) and 500 total entries in the CRM in the second year (2021-2022).

Findings
for Measure #1

Summary of Findings:
The target for Measure #1 was met, as there are 1,692 records in DonorSnap, the CRM software, as of 6/30/2022. In 2021-2022, 1,007 records were added. They are properly segmented by the relationship with NTCC and NCEF. The individuals include existing and potential donors, B&I partners, elected officials, community organization contacts, faculty & staff, and alumni from 2016 to 2022.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Report from CRM documenting customer contacts per year.

Acceptable Target:
Number of contacts/communications with donors, volunteers, B&I partners, and stakeholders. Each "customer" in the CRM will be contacted at least quarterly by email, phone, or in-person. 1,000 contacts in the first year (2020-2021) and 2,000 cumulative contacts in the second year (2021-2022).

Findings
for Measure #2

Summary of Findings:
The target for Measure #2 was exceeded, as there were 11,959 cumulative contacts in 2021-2022. The attached report shows those contacts broken down by quarter, with at least 2,460 contacts each quarter.

Acceptable Target Achievement:
Met

✛ (2020-2022) Institutional Success Story Library

The Director will develop a process for requesting internal success stories from Unit Leads. The submitted stories will be maintained in a library for use by the Strategic Initiatives Department for for public relations and marketing purposes.

2025.G3.O2.P2

Expansion of public relations and marketing initiatives related to internal success stories. [(2020-2022) Institutional Success Story Library]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.2: Expand public relations and marketing initiatives within our service areas.

Measure
Measure #1

Measure Description:
Report documenting the number of success stories received per quarter.

Acceptable Target:
The Director will collect at least one story from 6 Unit Leads each quarter. When a Unit Lead has not submitted a success story at the end of a quarter, the Director will make personal contact by telephone or in person to follow up. The Director will schedule personal interviews with individuals identified by Unit Leads to further develop the success stories if needed. The Director will collect at least 6 success stories each quarter for the library of success stories, or 24 stories per academic year.

Findings
for Measure #1

Summary of Findings:

The target for this measure was that the Director will collect at least 6 success stories each quarter for the library of success stories, or 24 stories per academic year. The target was met as 27 success stories were collected for Gator Good News, and 25 additional success stories were published in the media.

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:

Report documenting the number of stories that are published each year.

Acceptable Target:

The Director will submit success stories to the Vice Chancellor of Strategic Initiatives for publication in the monthly "Gator Good News" enewsletter that will be distributed to faculty, staff, students, and alumni. The Director will also submit success stories in the form of press releases to local media outlets including but not limited to The Advocate regional newspaper, local newspapers, radio stations, and broadcast television stations. In the first year (2020-2021), 15 success stories will be published or featured on radio/television and 20 in the second year (2021-2022).

Findings
for Measure #2

Summary of Findings:

The target for this measure was 20 success stories will be published or featured on radio/television. The target for this measurement was exceeded as twenty-five stories were published by media outlets including nola.com, the Hammond Star, Northshore Media Group, The Lake 94.7, the St. Tammany Farmer, and the Advocate.

Acceptable Target Achievement:

Met

Use of Results

Institutional Success Story Library: This assessment confirmed that the targets were appropriate and have been met. The Strategic Initiatives Division staff maintain productive professional relationships with media representatives and they are generally agreeable to publishing our stories. The bigger challenge is to gather the success stories, but that is not insurmountable and progress has been made.

CRM Implementation: DonorSnap reports demonstrate that there is a robust email campaign and contacts are engaging through those emails. There is room for growth in recording event attendance, as well as personal and telephone contacts.

Business & Industry Solutions

Measures and Findings

Administrative Unit Plans (Business & Industry Solutions)

✛ **(2020-2022) Community and Business Responsiveness**

Develop bi-annual community and business forums to identify specific needs for which we can create short-term training programs.

2025.G3.O5.P2

Enhanced responsiveness to community and business/industry needs through innovative programming and solutions. [(2020-2022) Community and Business Responsiveness]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.1: Leverage community resources, partnerships and relationships.

Measure
Measure #1

Measure Description:

Report and artifacts documenting that community and business forums are hosted.

Acceptable Target:

Hold 2 community and business forums each year. 75% of the businesses in the healthcare sector and manufacturing companies we serve will attend at least one of the forums.

Findings
for Measure #1

Summary of Findings:

By the end of the cycle, the B&I unit was involved in four meetings that focused on creating training programs that met the needs of business and industry. During Fall of 2020, meetings were held with area hospitals and Tri-Parish Works to discuss customized healthcare programs. During the Spring of 2021, meetings were held with area nursing homes and Boat companies regarding a Marine Service Technology program. Lastly, during the Spring of 2022 meetings were held with Heavy Equipment Operator and Construction companies regarding plans for a Heavy Equipment Operator program.

Of the four forums, participation goal (75%) was reached except for the meeting that was held with boat companies.

Meetings w/ area hospitals and Tri-Parish Works: 100% participation
Meeting with area nursing homes: 100% participation
Meetings with Heavy Equipment Operator and Construction companies: 79% participation
Meeting with boat companies: 72% participation

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:
Report and artifacts documenting that customized training programs are created in response to forums.

Acceptable Target:
Create two (2) customized training programs in response to community or business needs stemming from forums.

Findings
for Measure #2

Summary of Findings:
The Customized CNA/Phlebotomy program for Slidell Memorial Hospital (SMH) was created as a direct result of the forum (meeting) held with Tri-Parish Works on August 20, 2020. During the meeting, SMH identified their workforce needs and we discussed how we could create a customized program to meet those needs. A second meeting was held on October 15, 2020 with SMH to discuss details and plans for the program that began in February of 2021.

The Heavy Equipment Operator Program was created from meetings held with Heavy Equipment Operator and Construction companies. The program launched in April of 2022.

Acceptable Target Achievement:
Met

✠ **(2020-2022) Internal Interest Survey**

A survey will be developed and emailed to all NTCC faculty, staff and administration to determine those who may be interested in teaching a non-credit course. The survey will also ask what type of course he/she is qualified to teach.

2025.G3.O4.P2

Expansion of non-credit programming through internal expertise. [(2020-2022) Internal Interest Survey]

Measure
Measure #1

Measure Description:
Survey administered with respondents.

Acceptable Target:

The survey will be administered by the end of the first year (2020-2021) with a minimum of 50% participation by recipients.

Findings
for Measure #1

Summary of Findings:

A survey administered was administered to all five campus deans. Only one campus dean (20% participation) provided written feedback; all other feedback was verbal.

Acceptable Target Achievement:

Not Met

Measure
Measure #2

Measure Description:

Report from Xenegrade documenting new non-credit course creation through internal expertise.

Acceptable Target:

By the end of the first year (2020-2021), two new non-credit courses taught by NTCC faculty and staff will be established. By the end the second year (2021-2022), offer a total of 5 new non-credit courses taught by NTCC faculty and staff.

Findings
for Measure #2

Summary of Findings:

New non-credit courses taught by internal faculty and staff were established. These courses include Disaster Recovery courses, heavy equipment operator course, CNA, MA, Phlebotomy, electrical, welding and carpentry. The goal of creating five new non-credit courses taught by NTCC faculty/staff by the end of the second year, was met.

Acceptable Target Achievement:

Met

Use of Results

Community and Business Responsiveness:
NTCC's Business & Industry Solutions team met the 75% threshold of all businesses partners participating in at least one industry forum during the 2021-2022 academic year for Health Systems, Nursing Homes, and Heavy Equipment Operators. However, they fell short of the 75% goal for business partners participating for the Marine Service Technician program. For the Marine Service Technician partners forums, we did achieve a 72% participation rate. Although we recognize this is a positive sign of participation (only 3% short of goal), the B & I team understands the importance of

increasing this rate moving forward to involve more of our business partners.

Action Plan: To meet this goal, we plan to offer additional opportunities for business partners to participate by including virtual options for these meetings. Many of the marine service businesses are shorthanded and getting out of the shop or dealership to attend a meeting is likely not feasible, thus an online option could improve overall participation.

Internal Interest Survey:
One of the major components to offering any workforce/noncredit class is having a pool of qualified and capable instructors. To help develop a list of potential instructors, the B & I team set out to survey the current faculty and staff to gauge their qualifications, interest, and time to participate. The campus deans wanted to handle the survey by each campus location. Unfortunately, this decision led to a very dismal participation rate in the campus deans responding to the survey (20%).

Action Plan: Moving forward, the B & I team will survey our employees directly to gather this information.

Grants & Resources

Administrative Unit Plans (Grants & Resources)

✛ **(2020-2022) Expanded Grant Funding for CTE Student Services**

Acquire grant funding for CTE student services promoting access and availability. Focus on funding services for special populations CTE students as defined by the federal Carl Perkins grant. Funding for resources includes training, specialized supplies and equipment.

2025.G2.O6.P3

Increased cost-savings related to state general funding through utilization of grant funding to provide enhanced CTE student support services. [(2020-2022) Expanded Grant Funding for CTE Student Services]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.6: Implement financial stability and efficiency initiatives.

Measure
Measure #1

Measure Description:
Data will be drawn from grant budget sheet information.

Acceptable Target:
A 5% increase in the first year (2020-2021) and an additional 5% increase in the 2nd year in spending (2021-2022). Increase in grant spending. Quarterly meeting will be held to track progress. Monthly reimbursements will also be used to track progress.

Findings
for Measure #1

Summary of Findings:
The department of Grants and Resources experienced numerous challenges associated with the negative impacts of the COVID-19 pandemic. Perkins and Rapid Response grants fund balances were tracked from year to year to determine if there was a 10% increase by the end of the cycle. By the end of the cycle, total grant funds only increased by 1.2%; falling short of the departmental goal. A (roughly 13%) decrease in state Rapid Response funding during the 2nd year of the cycle significantly impacted our ability to meet the set goal. The Perkins federal grant, however, experienced a roughly 8% increase in the 2nd year.

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:

Survey will be administered to assess student feedback concerning services that they have received at the college.

Acceptable Target:

Increase in positive feedback (10%) in a two year period. Survey will be administered at the end of the 2020-2021 year and again in the 2021-2022 year.

Findings
for Measure #2

Summary of Findings:

Students are surveyed annually to determine their satisfaction with student support services. A comparison of survey item results indicate that a 10% increase was not achieved as it relates to the following categories: (1) Campus Events & Activities; (2) Career Services; (3) Student Organizations; (4) Enrollment/Registration Support; and, (5) Student Records Request. Although four of the five categories demonstrated an increase from Fall 2020 to Fall 2021, the goal was not met.

Acceptable Target Achievement:

Not Met

✛ (2020-2022) Grant Funding for CTE Instructor Professional Development

Acquire grant funding supporting instructor certification and overall professional development. Focus on funding professional development for new and current CTE instructors as defined by the federal Carl Perkins grant. Funding for resources includes training, specialized supplies and equipment.

2025.G2.O5.P3

Expansion in professional development opportunities for CTE instructors. [(2020-2022) Grant Funding for CTE Instructor Professional Development]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.1: Enhance the on-boarding and professional development experience for faculty and staff.

Measure
Measure #1

Measure Description:

Budget reports documenting available funding for CTE instructor certifications and professional development each year.

Acceptable Target:

A 5% increase in available funding for CTE instructor certifications and professional development in the first year (2020-2021) and an additional 5% increase in the second year (2021-2022).

Findings
for Measure #1

Summary of Findings:

We continue to experience numerous challenges due to the negative impacts of the

COVID-19 pandemic on travel and movement. By the second year of the cycle, the Office of Grants and Resources experienced a 2.2% increase which fell short of our 10% goal. A (roughly 8%) increase in state Perkins Grant funding during the 2nd year of the cycle really impacted our ability to continue to provide professional development to faculty

Amount of Perkins Grant Funding Allocated for professional development by year:

2020-2021 AY: $39,900
2021-2022 AY: $40,769
% Change: 2.2%

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:
Summary report and artifacts documenting faculty participation in professional development tied to increased grant funding.

Acceptable Target:
A 5% increase in CTE instructor attendance at professional development activities in the first year (2020-2021) and an additional 5% increase in the second year (2021-2022).

Findings
for Measure #2

Summary of Findings:
By the end of the cycle, the Office of Grants and Resources more than doubled the number of instructors who were allocated grant funding for the purposes of professional development. During the 2020-2021 AY, a total of eight faculty members were allocated Perkins grant funding to attend professional development activities. During the second year of the cycle, the number of faculty members allocated Perkins grant funding to attend professional development activities increased to 20.

Acceptable Target Achievement:
Met

Use of Results

Expanded Grant Funding for CTE Student Services: Goals were set to high. In my position I do not have direct impact on the Measures selected

Action Plan: Closer coordination with unit decision makers, attend unit meetings to measure progress, select future goals that I can influence more.

Grant Funding for CTE Instructor Professional Development: Closer coordination with campus Deans and faculty

submitting Travel requests to avoid unspent funds when travel is not executed.

STEM Initiatives

Measures and Findings

Administrative Unit Plans (STEM Initiatives)

✥ **(2020-2022) Non-Credit Training with Mobile Labs**

Using the Mobile STEM Lab and Mobile Mechatronics Lab (in development), STEM Outreach will develop and offer new training and certification programs in safety and advanced manufacturing topics. Three new NC3 certification courses will be offered using the mobile labs using official NC3 online curriculum and approved equipment. These include Introduction to Mechatronics (Meclabs); Fundamentals of Robotics; and Industry 4.0 Fundamentals. In addition, more certifications will become available as instructors become certified. These may include Personal Protective Equipment (PPE) custom certifications; Precision Measuring Instrucments (PMI); and Solid Works.

2025.G3.O5.P1

Expansion of non-credit programming available at the college. [(2020-2022) Non-Credit Training with Mobile Labs]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.4: Expand credit and non-credit programming available within the college.

Measure
Measure #1

Measure Description:
Report documenting new non-credit courses leading to NC3 certification.

Acceptable Target:
By the end of the first year (2020-2021), at least two new NC3 non-credit courses will be offered. These courses will be designed to prepare students to take the corresponding NC3 certification exam. By the end of the second year (2021-2022), at least two additional non-credit courses leading to certification exams will be offered.

Findings
for Measure #1

Summary of Findings:
We have added the following NC3 certifications, exceeding the certification goal by 4 additional certifications to bring the total to 8 new certs:
• Fundamentals of Sensor Technology
• Fundamentals of PLCs – Siemens
• Fundamentals of PLCs – Allen-Bradley
• Applied PLCs (Level 2) – Siemens
• Applied PLCs (Level 2) – Allen-Bradley
• Dremel LC40 Laser Cutter
• Data Analytics – Harnessing the Power of Data
• Data Analytics (Level 2) – Energy & Sustainability

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:

Report documenting student course completion and certification.

Acceptable Target:

By the end of the first year (2020-2021), at least 8 students will complete an NC3 non-credit course and successfully pass the certification exam with the minimum acceptable score. By the end of the second year (2021-2022), a total of 8 additional students will complete an NC3 non-credit course and successfully pass the certification exam with the minimum acceptable score.

Findings
for Measure #2

Summary of Findings:

The uncertainty related to Covid, forced changes in delivery, scheduling and attendance. Nevertheless, the STEM Outreach team was able to far exceed the goal of 16 total certified students. During the 2021-2022 year (summer session included), there were 155 NC3 certifications awarded.

Acceptable Target Achievement:

Met

✛ (2020-2022) STEM Career Preparation for K-12

STEM Initiatives plans to expand and enhance K-12 STEM programs in three areas: hands-on career exploration; teacher professional development in STEM; and instructional resources for existing dual enrollment students. The overarching aim is to provide students, teachers, counselors, administrators and career coaches with relevant resources and hands-on experiences to assist in career preparation. One element of this initiative is to identify and implement relevant non-credit certifications and instructional support for high school dual enrollment programs. Other avenues of partnership is to foster continued collaboration with teachers, administrators and school district support personnel to enhance STEM career exploration, STEM as critical component for professional success and teacher professional development in STEM.

2025.G3.O3.P4

Expanded programming with area K-12 schools. [(2020-2022) STEM Career Preparation for K-12]

Measure
Measure #1

Measure Description:

Report identifying dual enrollment programs and STEM resources which align.

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.3: Expand and formalize presence, relationships and programming with area K-12 schools.

Acceptable Target:

By the end of the first year (2020-2021), the STEM Outreach director will have compiled a list of non-credit certifications and coordinated with local school districts to determine how to interleave these certifications into existing courses and/or additional supplemental courses.

Findings
for Measure #1

Summary of Findings:

Although the list of non-credit certifications has been created and we have reached out to K-12 school districts, the certifications and integration plan have not been finalized yet.

Acceptable Target Achievement:

Not Met

Measure
Measure #2

Measure Description:

Report and artifacts documenting professional development training for K-12 instructors in STEM careers and STEM curriculum enhancement.

Acceptable Target:

Professional development training is provided for at least twenty K-12 instructors per academic year (2020-2021 & 2021-2022).

Findings
for Measure #2

Summary of Findings:

Due to the Covid pandemic restrictions, our ability to hold K-12 PD was severely restricted. Thus, the goal of offering PD to 40 K-12 instructors during the cycle was not met. However, we were able to co-host a virtual PD for middle school educators and tutors for the "Chevron Fueling Math" event.

Acceptable Target Achievement:

Not Met

Use of Results

Non-Credit Training with Mobile Labs:
Although the pandemic caused major shifts and challenges is delivery and logistics with respect to this initiative, we learned that adapting with hybrid or 100% web-based instructional models as well as 100% virtual training (via ZOOM) can keep the learning going even when students are unable to meet in person.

STEM Career Preparation for K-12:

We are planning to offer two K-12 PD events for the 2022 Fall semester, both with St. Tammany Parish Schools for an estimated 50-75 teachers. The first PD event will be held at Lacombe Campus on Tuesday, August 2 and will focus on CTE instructor training. The second PD event will be in September of 2022 and will focus on K-12 environmental science teachers engaging students in the "Adopt a Pond" Project through St. Tammany Parish Schools. We are also planning to incorporate K-12 teacher PD into the Annual IT Summit. This should increase our reach to over 100 teachers in St. Tammany and Tangipahoa parishes.

Division of Student Affairs, Diversity & Inclusion

Vice Chancellor of Student Affairs, Diversity & Inclusion

Administrative Unit Plans (VC of Student Affairs)

✛ (2020-2022) Mental Health Awareness Training

This initiative will provide a mental health training model. This training will be provided for faculty, staff and students to promote awareness of mental health challenges.

2025.G1.O6.P4

Enhanced access and availability of mental health programming for students. [(2020-2022) Mental Health Awareness Training]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.3: Advance the institution-wide retention rate.

Measure
Measure #1

Measure Description:
Report tracking mental health programming each year.

Acceptable Target:
Throughout the assessment cycle, a minimum of three mental health related events/programs per academic year will be held

Findings
for Measure #1

Summary of Findings:
Each year, students have the opportunity to participate in programming related to wellness and student success. Our Wellness Week is offered to students once a year and our student success series are provided to students multiple times throughout an academic year. During the assessment cycle, a mental health component was added to the existing programming model. During the 2020-2021 AY, a total of 3 events/presentations were offered; and an additional 4 events/presentations were offered during the 2021-2022 AY.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:

Survey administered to students assessing perceptions of enhanced access and availability of mental health programming.

Acceptable Target:

The semesterly Student Affairs survey will include a question set related to mental health programming beginning in the 2020-2021 year. The data collected in the first year (2020-2021) will serve as baseline. Data from the second year (2021-2022) will show a 5 percentage point increase in student satisfaction.

Findings
for Measure #2

Summary of Findings:

Due to a change in the schedule of survey administration, students have only been surveyed once regarding mental health awareness. As such, this measure was modified slightly.

Of students reporting use of the College's mental health support services , it was expected that 70% of students surveyed would report being satisfied.

Fall 2021 survey results indicated that 75% of students were satisfied with mental health services and supports offered by the college.

Acceptable Target Achievement:

Met

⌖ (2020-2022) Student Success Coach Program Expansion

This initiative will take the current student success program that is housed at 2 locations and expand it to cover all NTCC campus. Initiative will also focus on expanding the early alert intervention program and lunch and learn series. This will include preparation in 2020-2021 and full implementation in 2021-2022.

2025.G1.O3.P1

An increase in the retention rates (and eventual completion rates) of students participating in success coaching. [(2020-2022) Student Success Coach Program Expansion]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.3: Advance the institution-wide retention rate.

Measure
Measure #1

Measure Description:

Cognos report tracking fall-to-spring retention rate by year.

Acceptable Target:

In the first year (2020-2021): The percentage of students completing each semester in good standing and continuing to the spring semester will increase by 10% as a result of the student success program (CTS and Lacombe). The percentage of students completing each semester in good standing and continuing to the spring semester will increase by 15% (college-wide). (baseline established in 2019-2020 year)

Findings
for Measure #1

Summary of Findings:

This measure was modified slightly to evaluate college-wide retention performance. Measure one was modified to read:

In the first year (2020-2021), the percentage of students retained from fall to spring (college-wide) will increase by 10% as compared to baseline (2019-2020). Additionally, of the students who were retained, the percentage of students completing the spring semester in good standing will increase by 10%.

In the second year (2021-2022), a 15% increase (as compared to baseline 2019-2020) in fall to spring retention and good academic standing is expected as a result of the expanded student success program.

For retention and academic standing, the target of demonstrating a 15% increase between the baseline year and year two was not achieved.

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:
Cognos report tracking fall-to-fall retention rate by year.

Acceptable Target:
For applicable students in the year-one cohort (beginning in Fall 2020), a 15% increase in the fall-to-fall retention rate will be achieved by the Fall 2021 year. For students in the CTS program, this may be documented by successful transition to university partner and continued enrollment through Fall 2021).

Findings
for Measure #2

Summary of Findings:
The original measure was modified to read:

Tracking the original cohorts (from measure one), a 15% increase in the fall-to-fall retention rate will be achieved by Fall 2021.

For fall to fall retention, the target of demonstrating a 15% increase between year one and year two was not achieved.

Note: This data was impacted by the pandemic. There was a sharp decrease in student enrollment during the Fall 2020 term due to the pandemic, which consequently impacted retention efforts.

Acceptable Target Achievement:
Not Met

Use of Results

Mental Health Awareness Training:
While we were successful in increasing and enhancing our Mental Health programming, we were unable to adequately track program attendance. The measure that we planned to use to track attendance only kept a temporary record, and the data was unavailable when we attempted to retrieve the record. In the future, we will use a registration system through Microsoft forms and use the registration to mark student as present on a spreadsheet that we will maintain for all Mental Health events.

Success Coach Program Expansion :
We experienced challenges with implementing Success Coaches at each of our campuses. The coaches were fully in place by Summer 2022, however they were not able to perform their duties at full capacity during this assessment cycle. The data shows that there is definitely a need for better student success tracking. Therefore, we plan to assign the Success Coaches specific student cohorts to track during the duration of their time as a NTCC student. This measure will help to ensure that we monitor the academic health of each of our credit bearing students.

Accessibility Services

Measures and Findings

Administrative Unit Plans (Accessibility Services)

✛ **(2020-2022) Disability Services Mentorship Program**

During this assessment cycle, the Disabilities Services will create a mentorship program from students with disabilities. The program will seek to enlist the support of both peer and faculty mentors to provide a more accommodating and supportive environment.

2025.G1.O6.P1

Increase in student engagement with and satisfaction related to disability services at the college. [(2020-2022) Disabilities & Mental Health Programming]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.3: Advance the institution-wide retention rate.

Measure
Measure #1

Measure Description:
Report tracking student engagement with Disability Services each year.

Acceptable Target:
In the first year (2020-2021), student engagement with Disability Services will increase by 5% and by 10% in the second year (2020-2022) as compared to baseline data (2019-2020).

Findings
for Measure #1

Summary of Findings:
During the cycle, the Director of Accessibility Services position became vacant and was not filled until Spring 2022. Due to the transition, this assessment was modified to accommodate for role changes. The modified assessment focused on increasing office student utilization and student satisfaction. A 10% increase (from year 1 to year 2) in both student survey satisfaction and utilization scores was set as the goal.

In terms of student utilization and engagement, students surveyed who identified as having a documented disability, reported increased utilization from year 1 to year 2. Utilization was measured across two services: In-class accommodations and Assistive Technology. Below percentages represent the percentage of students who reported using these services at least once or more. Percentage difference between year 1 and 2 for both categories exceed the goal of 10%.

In-class accommodations: 45% (Fall 2020); 73% (Fall 2021)
Assistive technology: 17% (Fall 2020); 80% (fall 2021)

Note: During the Fall 2021 survey administration, changes were made to survey question items to enhance readability. Large increases observed between Fall 2020 and 2021 could reflect that students actually had a better understanding of what was being measured.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Focus group with peer program assessing student satisfaction with disability services.

Acceptable Target:
A focus group will be held in the first year (2020-2021) and in the second year (2021-2022) with members of the peer program. Findings from focus group will indicate an increased satisfaction with disability services, overall, and opportunities for future improvements.

Findings
for Measure #2

Summary of Findings:
During the cycle, the Director of Accessibility Services position became vacant and was not filled until Spring 2022. Due to the transition, this assessment was modified to accommodate for the changes. The modified assessment focused on increasing office student utilization and student satisfaction. A 10% increase (from year 1 to year 2) in both student survey satisfaction and utilization scores was set as the goal.

In terms of student satisfaction, students surveyed who identified as having a documented disability, reported increased satisfaction with the Office of Accessibility services from year 1 to year 2.

Satisfaction increased from 73% in Fall 2020 to 90% in Fall 2021-exceeding the 10% goal.

Acceptable Target Achievement:
Met

⊹ (2020-2022) High School Disability Services Partnership
This initiative will focus on the increasing the number of students with disabilities who enroll with Northshore Technical Community College. Give how broad our college presence is across multiple parishes, we have the opportunity to give students with disabilities the opportunity for training and/or transfer. Through this initiative, we will seek to develop partnerships with accommodations intervention teams at the high schools in the parishes we serve to allow for increased awareness of opportunities for high school seniors with disabilities who choose to attend Northshore Technical Community College.

2025.G3.O3.P5

Increase in enrollment of students with documented disabilities through an established cooperative partnership with service area high school intervention teams. [(2020-2022) Increased Disability Student Enrollment]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.3: Expand and formalize presence, relationships and programming with area K-12 schools.

Measure

Measure #1

Measure Description:

Report and artifacts documenting engagement with area high schools on development of cooperative partnership.

Acceptable Target:

In the first year (2020-2021), provide evidence of established cooperative program and implementation of program in a minimum of two parish school districts. In the second year (2021-2022), seek to implement program in all five parish school districts. Host a minimum of one collaborative meeting with applicable faculty/staff each service area parish. Evidence of established cooperative program by the second year (2021-2022).

Findings

for Measure #1

Summary of Findings:

During the cycle, the Director of Accessibility Services position became vacant and was not filled until Spring 2022. It does not appear that the high school partnership was executed to completion.

Acceptable Target Achievement:

Not Met

Measure

Measure #2

Measure Description:

Report documenting enrollment of students with documented disabilities from service area high schools each year.

Acceptable Target:

In the Fall 2021 semester, enrollment of students with documented disabilities from service area high schools will increase by 5%. By Fall 2022, an increase of 15% will be achieved.

Findings

for Measure #2

Summary of Findings:

During the cycle, the Director of Accessibility Services position became vacant and was not filled until Spring 2022. Due to the transition, this assessment was modified to accommodate for the role changes. The modified assessment focused on increasing the number of students enrolled accessing accommodations support services. A 10% increase (from year 1 to year 2) in student enrollment among students with approved accommodations with the Office of Accessibility Services.

Enrollment by Term:

Fall 2020: 48 students enrolled with an accommodation on file
Fall 2021: 58 students enrolled with an accommodation on file
% change: 21%
Goal Met

Acceptable Target Achievement:
Met

Use of Results

A new Director began Spring 2022. She will work to establish relevant targets that reflect unit needs.

Admissions

Administrative Unit Plans (Admissions)

✛ **(2020-2022) Online New Student Orientation Expansion**
During this assessment cycle, the Admissions Office will undertake an initiative to expand and improve Online New Student Orientation. During Spring 2020, Online NSO was established for the first time. Beginning in Fall 2020, Online NSO will be expanded and available to all students. A particular focus will be placed on enhancing student awareness of the services available to help and support their educational goals.

2025.G1.O3.P4

Through an expanded and enhanced Online NSO, an increase in fall to spring retention should be achieved. [(2020-2022) Online New Student Orientation Expansion]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.3: Advance the institution-wide retention rate.

Measure
Measure #1

Measure Description:
Report from Recruiter platform trakcing student participation in the Online NSO program.

Acceptable Target:
With the Fall 2020 term being the first semester for Online NSO, a target will be set to increase the Fall 2021 participation rate 10%.

Findings
for Measure #1

Summary of Findings:
Based on the online sign-in forms, the below numbers show that the Office of Admissions did not experience an increase in orientation student participation from Fall 2020 to Fall 2021. We increased Orientation participation by 9%. However, the goal of a 10% increase was not met.

Attended NSO Fall 2020: 254
Attended NSO Fall 2021: 277
% Change: 9%

Acceptable Target Achievement:
Not Met

Measure

Measure #2

Measure Description:
Cognos report tracking the retention rate of students who participate in Online NSO compared to those who do not.

Acceptable Target:
In the first year (2020-2021), first-time freshman students who participate in Online NSO will be retained from the fall to spring semester at a rate 5% higher than those who do not. This rate will increase to 15% in the second year (2021-2022).

> ## *Findings*
> *for Measure #2*
>
> **Summary of Findings:**
> In regards to fall to spring retention, retention rates were not higher for students attending NSO when comparted to students who did not attend NSO.
>
> **Acceptable Target Achievement:**
> Not Met

✥ (2020-2022) Text Message On-Boarding

Utilizing strategies to incorporate new technology to increase enrollment, the Admissions Office will create a text message communication plan to move students through the prospect to enrolled funnel. Admissions will utilize new software called Signal Vine to communicate the on-boarding process to prospective students.

2025.G1.O3.P4

An increase in overall traditional credit student enrollment will be achieved due to an increase in the yield rate of prospect to enrolled status. [(2020-2022) Text Message On-Boarding]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.1: Increase overall student enrollment in both credit-bearing and non-credit programs.

Measure
Measure #1

Measure Description:
Report from the Recruiter platform tracking yield rate from prospect to enrolled status each year.

Acceptable Target:
The yield rate will increase by 5% in the first year (2020-2021) and by an additional 5% in the second year (2021-2022).

> ## *Findings*
> *for Measure #1*
>
> **Summary of Findings:**
> From year one to year two, there was a decrease in the percentage of prospective students who eventually enrolled and registered for classes at the College.
>
> Fall 2020:

Prospects: 4,189
Prospects with Scheduled Classes: 1,234
Prospect to Enrolled Yield Rate: 29%

Fall 2021:
Prospects: 4,747
Prospects with Scheduled Classes: 856
Prospect to Enrolled Yield Rate: 18%

There were many factors that affected the outcome such as limited human capital to monitor and utilize the new technology.

Acceptable Target Achievement:

Not Met

Measure
Measure #2

Measure Description:

A focus group will be held to analyze the on-boarding process and specifically the impact of the text-messaging initiative.

Acceptable Target:

Focus group sessions will be held in the first year (2020-2021) and in the second year (2021-2022). Through focus groups, students should indicate a positive impact of the on-boarding process and also provide feedback on future improvements.

Findings
for Measure #2

Summary of Findings:

Due to Covid concerns, an in-person focus group was not held. Instead, students were surveyed. Only 7 participants responded. Of the students who participated in the survey, the majority (5 out of 7) indicated that they are not receiving the text messages. Students who reported receiving the text messages (2 out of 7) indicated that the messages were helpful.

Acceptable Target Achievement:

Not Met

Use of Results

Online New Student Orientation Expansion:
The data shows that attending Orientation is not a major factor in student success.

Action Plan:
Much of the data we had, we were not able to use because the student's LoLA number or start term was not listed. The online orientation will now be a Canvas Course that we can track and monitor more effectively. The Canvas Course will also train students on how to use the platform which will be beneficial since many of their classes use Canvas.

Text Message On-Boarding:
Many of the new students are not receiving the text message. We will need to look into this discrepancy and try to figure out the issue and correct it moving forward. Improving the data should lead to a more effective text messaging onboarding experience for new students since the students that received it stated that it was helpful.

Action Plan:
We will need to work with the system office to check the files that are going to Signal Vine from Banner to make sure it has the correct information and is actually updating each semester. We also need to assign additional staff to monitor the Signal Vine platform

Career Services

Administrative Unit Plans (Career Services)

✛ (2020-2022) Career Readiness Workshop Expansion

The current career readiness workshops focus on teaching students how to look for and obtain employment. Career Services will expand workshop topics that align with NACE's eight core competencies employers seek from college graduates. These will provide students with career skills that may lead to job retention and career growth.

2025.G1.O2.P1

Increase in student employability and soft skills. [(2020-2022) Career Readiness Workshop Expansion]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 1.2: Maintain a high-rate of employment for students and graduates in jobs related to their selected program of study.

Measure
Measure #1

Measure Description:
Report tracking scheduled workshops and student engagement each year.

Acceptable Target:
By the end of the first year (2020-2021), four core competency workshops will be created and a scheduled for hosting workshops in the second year will be established. By the end of the second year (2021-2022), 25% of graduating students will have attended a core competency workshop.

Findings
for Measure #1

Summary of Findings:
During the cycle, the Director of Career Services position became vacant and was not filled until January 2022. Due to the transition, this assessment was modified to accommodate for the role changes. The modified assessment focused only on continuity and ensuring that students were being provided opportunities to enhance their career readiness. Workshops were aligned with NACE's Career Readiness Competencies.

Following onboarding and position acclimation, the new Director begin hosting career readiness workshops college-wide mid-Spring 2022. Workshops conducted had a focus on interview skills, soft skills, and resume writing. By the end of the cycle, the Office of Career Services hosted a total of seven workshops each aligned to the following NACE competencies: (1) Communication; (2) Professionalism; (3) Career and Self-Development; and (4) Leadership.

Unfortunately, the Office of Career Services was unable to track the percentage of graduating student workshop attendance as sign-in sheets were not consistently collected during the events held. This was an oversight due to the Director becoming acclimated to a new position.

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Completion, Placement and Licensure (CPL) report documenting employment.

Acceptable Target:
Upon comparing graduating students who attend a workshop in Fall 2021 to those who do not, workshop attendance will increase job placement by 15% by end of the Spring 2022 semester.

Findings
for Measure #2

Summary of Findings:
Due to transition within the unit, student attendance at workshops was not tracked. As such, the Office of Career Services was unable to identify the percentage of students who obtained employment following workshop attendance.

Acceptable Target Achievement:
Not Met

✛ **(2020-2022) Career Services Rural Campus Engagement**

The Career Services Office will seek to increase engagement of students at the Florida Parishes and Livingston Campuses in career services programming. To accomplish this, the office will host a job recruitment event at both campuses as well as increasing promotions and other career workshop engagements at both campuses.

2025.G4.O4.P3

Increased job placement rates at the Livingston and Florida Parishes Campuses through increased career services engagement at rural campuses. [(2020-2022) Career Services Rural Campus Engagement]

Mapped to:

- **Strategic Plan Goals (2020-**

Measure
Measure #1

Measure Description:
Report tracking career services programming at both campuses.

Acceptable Target:
By the end of the first year (2020-2021), evidence of a at least one recruiting event and at least two work readiness workshops at both campuses.. In the second year (2021-2022), evidence of two or more recruiting events and at least four or more career readiness workshops.

2025): Objective 1.2: Maintain a high-rate of employment for students and graduates in jobs related to their selected program of study.

Findings
for Measure #1

Summary of Findings:
Due to the role transition, this initiative was modified to accommodate for the role changes. Since the new Director began her role January 2022, the goal was updated to hosting at least one recruiting event at a rural campus location by the end of the cycle.

In July 2022, a career expo was held at the Livingston campus and students were invited to participate.

Additionally, the Office of Career Services conducted an IT summit (which included a Career Fair component), Healthcare Career Fair. Each campus, including rural campuses, required students enrolled in these programs (e.g. IT, LPN, Pharmacy, Medical Assistant, etc.) were required to attend from each campus, .

Acceptable Target Achievement:
Met

Measure
Measure #2

Measure Description:
Report tracking student engagement in career services programming at both campuses.

Acceptable Target:
A minimum of 25% graduating students at both campuses will have attended recruiting events by the end of the 2021-2022 academic year. A minimum of 80 students total per campus will have attended career readiness workshops by the end of the (2021-2022) academic year.

Findings
for Measure #2

Summary of Findings:
Due to transition within the unit, student attendance at career fairs was not tracked. As such, the Office of Career Services was unable to identify the number/percentage of students (by campus) who attended the career fair events. However, the Director has reported receiving positive feedback from students who attended these events and were successfully placed.

Acceptable Target Achievement:
Not Met

Use of Results

Career Readiness Workshop Expansion:

With the vacant position now filled, the Director of Career Services will continue providing career readiness workshops for students. Student attendance at these events will be tracked moving forward.

Career Services Rural Campus Engagement:

With the vacant position now filled, the Director of Career Services will continue providing career fair opportunities for students college-wide. Student attendance at these events will be tracked moving forward.

Financial Aid

Measures and Findings

Administrative Unit Plans (Financial Aid)

✛ **(2020-2022) Second Chance Pell Experiment**

The Second Chance Pell experiment will provide financial aid funding for inmates in the Rayburn correctional facility. This program will allow inmates, whose release date is within five years, educational training opportunities to enter into a workforce environment once out of prison.

2025.G4.O3.P4

Increase in enrollment and equity towards post-secondary educational opportunities for under-served prison populations at the Rayburn Correctional Center Campus.

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 4.3: Execute initiatives which further enhance transparency, equity and shared governance across the college.

Measure
Measure #1

Measure Description:
Cognos report tracking Second Chance Pell Grants awarded to students at the Rayburn Correctional Center.

Acceptable Target:
In the first year (Fall 2020), at least 60% of students enrolled at Rayburn CC will receive initial Second Chance Pell Grant awards. In the second year (Fall 2021), at least 75% of students will receive awards.

Findings
for Measure #1

Summary of Findings:
In the first year, only 24% of Rayburn students received Second Chance Pell grant funding. In the second year, there was an 18% increase, raising the percentage of Rayburn students receiving Second Chance Pell grant funding to 42%. However, the goal of 75% by the end of the cycle was not met.

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:

Cognos reports tracking enrollment at Rayburn Correctional Center each year.

Acceptable Target:
Enrollment will increase at Rayburn Correctional Center by 10% by the second year (2021-2022).

Findings
for Measure #2

Summary of Findings:
By the end of the cycle, the Rayburn site experienced an 11% decrease in student enrollment. The goal was not met.

2020-2021: 115 students enrolled
2021-2022: 102 students enrolled
% change in enrollment: -11%

Acceptable Target Achievement:
Not Met

✥ (2020-2022) Student Loan Default Prevention Initiative

Default Prevention Outreach and grace counseling outreach that will decrease student default rates for the college. Beginning in Fall 2020, the Financial Aid Office will partner with a third-party organization, Inceptia, to executive communication campaigns with students who are nearing default status.

2025.G2.O6.P4

Achieve increased financial stability for student nearing default by avoiding negative financial status. Maintenance of financial stability for the college through continued eligibility for Title IV federal financial aid funding by achieving good standing related to acceptable default rates. [(2020-2022) Student Loan Default Prevention Initiative]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.6: Implement financial stability and efficiency initiatives.

Measure
Measure #1

Measure Description:
Report tracking student loan default rate each year.

Acceptable Target:
Achieve a 2% decrease in student loan default rate in the first year (2020-2021) and an overall 4% decrease by the end of the second year (2021-2022) as compared to baseline data.

Findings
for Measure #1

Summary of Findings:
Due to COVID-19, repayment of Title IV federal student loans has been paused. Therefore, the Office of Financial Aid is unable to accurately track student default rates. Students will reenter repayment Fall 2022.

As it currently stands, NTCC's default rate for the 2019 cohort is 7.7% which is ideal. Additionally, NTCC is in good standing with the Department of Education to

administer Title IV funds to students.

Acceptable Target Achievement:
Not Met

Measure
Measure #2

Measure Description:
Survey of students assessing impact of communication campaign.

Acceptable Target:
The Financial Aid Office will partner with Inceptia to survey students annually who participate in the default prevention initiative. 80% of students surveyed will indicate satisfaction with the prevention outreach.

Findings
for Measure #2

Summary of Findings:
Due to COVID-19, repayment of Title IV federal student loans has been paused. However, students are surveyed annually to determine their satisfaction with financial aid services.

Acceptable Target Achievement:
Not Met

Use of Results

Second Chance Pell Experiment: The Office of financial was not successful in increasing the amount of aid administered to and students enrolled at the Rayburn site. These challenges are attributed to the pandemic.

Action Plan:

As COVID restrictions decline, this will provide our college with increased engagement opportunities with Rayburn students. The hope is that increased engagement will thereby increase enrollment.

Due to the removal of the Department of Education's (DOE) restrictions related to Selective Service as well as the creation of the Fresh Start for Defaulted Borrowers program, it is expected that more students will be eligible for Title IV aid. Through increased engagement specifically focused on recruitment initiatives, the Office of Financial Aid aims to capitalize on upcoming opportunities provided through the DOE to increase enrollment.

Student Loan Default Prevention Initiative:

Action Plan: Once repayment resumes, the Office of Financial will evaluate our updated student default rate and develop a outreach plan to counsel students.

Registrar

Administrative Unit Plans (Registrar)

✛ (2020-2022) Expansion of Degree Works Platform

The Registrar Office will continue the implementation of Degree Works software along with the Student Educational planner tool. Continuous training will be held for faculty, staff and students to increase efficiencies during the advising process.

2025.G2.O3.P2

Increase in faculty advisor's productivity related to the degree and certificate audit / awarding process. [(2020-2022) Expansion of Degree Works Platform]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 2.3: Achieve efficiencies through the implementation of technology.

Measure
Measure #1

Measure Description:

Report tracking expanded implementation (Student Educational Planner) and enhanced faculty advisor training.

Acceptable Target:

70% of applicable faculty-advisors will complete Degree Works training by end of the first year (2020-2021). 100% by end of second year (2021-2022). A report documenting implementation and usage of Student Educational Planner will be provided.

Findings
for Measure #1

Summary of Findings:

Faculty-advisor trainings on Degree Works were held on March 16, 2021, via a Brown Bag Session video conference and August 10, 2022, via an in-person Faculty Professional Development day.

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:

Survey will be administered at the end of Spring 2021 and Spring 2022 semesters.

Acceptable Target:

Evidence of increase in faculty advisor's productivity related to the degree and certificate audit / awarding process as documented through a survey. 75% of faculty will indicate increased productivity through usage of Degree Works platform.

Findings
for Measure #2

Summary of Findings:

Due to the upcoming implementation of the Auto Award processing initiative by LCTCS, Degree Works for the college was required to be reconstructed by stackable credentials method. Separating each credential into its own degree block. Therefore, the usage of Degree Works for degree and certificate awarding was postponed to Fall 2022. Surveys were not administered.

Acceptable Target Achievement:

Not Met

⁜ (2020-2022) Dual Enrollment Transition Initiative

The Registrar's Office will undertake an initiative to both strengthen and streamline the transition for high school dual enrolled students into NTCC programs of study upon high school completion. This initiative will include a focus on improving secondary course sequencing to increase dual enrollment credit hours and implementation of a college-wide course sequence for each secondary CTE pathway. The Registrar's Office will also collaborate with Recruitment/Admissions Offices to create specific outreach to dual enrolled seniors about applicability of coursework to programs of study at NTCC after high school completion.

2025.G3.O1.P1

Increase in both dual enrollment credit hour generation and dual enrollment prospect conversion to traditional program of study upon high school completion. [(2020-2022) Dual Enrollment Transition Initiative]

Mapped to:

- **Strategic Plan Goals (2020-2025):** Objective 3.1: Increase overall student enrollment in both credit-bearing and non-credit programs.

Measure
Measure #1

Measure Description:

Cognos report tracking dual enrollment credit hour generation.

Acceptable Target:

A 25% increase of generated dual enrollment credit hours by the second year (2021-2022) as compared to baseline data (2019-2020).

Findings
for Measure #1

Summary of Findings:

The target of 25% increase of generated dual enrollment credit hours was exceeded. Dual Enrollment credit hours increased by 51% for 2021-2022 as compared to 2019-2020.

Acceptable Target Achievement:

Met

Measure
Measure #2

Measure Description:
Report tracking yield rate of dual enrolled student prospects.

Acceptable Target:
A 15% increase in yield rate by the second year (2021-2022) compared to baseline (2019-2020). Prospects will be identified through Recruiter platform.

Findings
for Measure #2

Summary of Findings:
NTCC matriculated 11% and 10% of dual enrollment students from 19-20 and 20-21, respectively. The target of 15% increase in yield rate of dual enrollment students enrolling upon high school completion was not met.

Acceptable Target Achievement:
Not Met

Use of Results

Expansion of Degree Works Platform:
Faculty were receptive of using Degree Works as a more efficient means of advising and awarding degrees.

Action Plan:
Now that Degree Works is fully functioning, surveys will be administered at the end of each full semester to measure faculty usage and increased productivity through the usage of Degree Works. Further testing of the Auto Award process will continue through the Fall 2022 semester with the first graduation checkout utilizing Degree Works in December. Additional training will be provided prior advising week for Fall 2022.

Dual Enrollment Transition Initiative:
Initiatives implemented to increase SCH of dual enrollment courses was successful. The efforts used to recruit dual enrollment students to continue at Northshore upon graduation must be expanded.

Action Plan:
Recruitment efforts for dual enrolled students for the next academic year will include high school visits, targeted certificate/degree completion reports/letters for senior students, financial comparison promotions mailed to the student, etc. Research on the effectiveness of scholarship promotions to DE students will be performed in Fall 2022.