

President's Report to the **BOARD OF TRUSTEES**



SOUTHERN STATE
COMMUNITY COLLEGE

OCTOBER 2021 | DR. KEVIN BOYS, PRESIDENT

Health Science Center Dedication, Ribbon Cutting and Open House

We are excited to invite a host of dignitaries along with the general public to dedicate this state-of-the-art facility highlighting our Health Sciences. A save-the-date email had been sent earlier and invitations are being mailed this week for the November 1 event from 4:00 to 6:00 PM. If you are planning to attend, please let Robin Tholen know.

Policy and Information Manual

Please see the attached summary of changes brought forward for the update of the College's Policy and Information Manual. As you will note, most are compliance items.

Updated Corporate Resolution

During the change in CFOs, we neglected to add a signer of a small checking account used by the Truck Driving Academy. The resolution in this agenda will correct that inadvertent omission.

Executive Session

Please note a slight change in the typical order of the meeting. The executive session for the purpose of discussing purchase or sale of property and the appointment and compensation of public employees will be held early in the meeting.

President's Activities and Involvement

- EAB | Navigate & CCEF Membership Call
- Online Program Management Presentations

- Leadership Clinton Corn Festival Booth
- EAB SSCC Leadership Team Calls
- Great Oaks Business Advisory Meeting
- Hillsboro Rotary Club Meetings
- OACC Presidents' Bi-Weekly Meetings
- Meeting with former Board Member and former Southern Ohio ESC Superintendent
- Highland County Chamber of Commerce After Hours Event
- Fall 2021 Virtual Student Success Leadership Institute (SSLI) Conference
- Phone Conferences with Community Colleges of Appalachia (CCA) Executive Director
- College Project Update Meeting with SSCC Phi Theta Kappa President
- Rural Community College Alliance (RCCA) Conference & Board Meeting (Hickory, NC)
- EAB Virtual Meeting: *Expert Q & A: How to build a thriving virtual campus for your community college*
- Nursing Accreditation Meeting
- College Credit Plus Performance Audit Interview
- Meeting with CLARUS Corporation Representative
- Highland County Chamber of Commerce Annual Dinner

ACADEMIC AFFAIRS

In the News

Welcoming Dr. Jamie Harmount to SSCC's Education Program

The College is pleased to introduce full-time faculty member Dr. Jamie Harmount. A familiar face among students and staff, Dr. Harmount has served as an adjunct faculty member for many years. She comes to Southern State after years of full-time teaching at Ohio University. Dr. Harmount is eager to grow the Early Childhood Education and Paraprofessional Education programs, building and expanding on the legacy of retiring faculty member Becky Storer in 2019. The College is eager to support Dr. Harmount in this work. In the few weeks that Dr. Harmount has been leading the program, she has effectively updated the program delivery to exclusively online. This delivery enhancement will open opportunities for many individuals actively working in education and seeking to enhance their credentials.

Communications

New Phone Answering Process Targets Customer Service and Efficiency

The College recently reevaluated the telephone answering processes to adapt services to serve students and other stakeholders better. This analysis revealed that the College could enhance this service through the support of a third-party vendor. FA Solutions, a leader in improving and streamlining operational efficiencies, was selected and services launched in late September.

FA Solutions' Student Experience Center will provide staffing to answer, respond, and transfer student inquiry calls from the campus main phone switchboard to various departments within the College. This model will also allow for more consistent coverage and less susceptibility to disruptions that can occur with part-time or intermittent coverage. A customized dashboard and data report will enable the College to gain better visibility into SSCC's call volume while focusing on improving SSCC's customer service.

The use of a third-party model for telephone coverage allows the College to invest in the personal presence of an attendant to greet guests to the campus and provide for hospitable way-finding. Combined, these services represent a significant step forward in the College's effort to serve students and the community better while improving operational efficiencies. This model was introduced and will be managed by Elizabeth Burkard, Director of Marketing.

Assessment Update

Team Enters the Fourth Year of HLC Assessment Academy

The Assessment Academy team, including Dr. Peggy Chalker, Mr. Jeff Montgomery, Ms. Annie Rankin, Mr. Jody Bishop, and Dr. Nicole Roades, are entering the fourth year of a four-year commitment to the Higher Learning Commission's Assessment Academy.

"Valuing Learning" is a long-term project to achieve two primary goals:

1. Build sustainability through shared responsibility of existing assessment practice.
2. Revitalize institutional learning outcomes and complete course mapping.

In late September, the team submitted its sixth project update and is prepared to enter the final year, emphasizing the expansion and sustainability of the work accomplished in the project. In the latest update, the team was pleased to report significant progress around the College's institutional learning outcomes (communication, critical thinking, culture and context, and professionalism). Assessment of student learning related to communication and critical thinking is underway. Culture, context, and professionalism

will enter the cycle in early 2022, keeping the team on track to complete primary goals and related strategies.

Instructional Technology

Leveraging CANVAS to Inspire Community

Most commonly used as the learning management system, particularly for online and hybrid courses, CANVAS has become a lifeline for education delivery. Recently, this platform has been stretched beyond its traditional uses. The Instructional Technology team, coupled with some ambitious faculty and support staff, have reimagined CANVAS as a platform for sharing ideas, supporting shared interests, and improving communication with interested constituents. CANVAS Communities appear on student dashboards through MySSCC.

PTK - Phi Theta Kappa 342



Contributors: Susan Morris & Russ Clark

The University of Cincinnati – IT/Cybersecurity Pathway



Contributors: Dr. Josh Montgomery, Brian Birkhimer, and Jeff Montgomery

Healthy Connect



Contributors: Susan Morris

Early Childhood and Paraprofessional Students Bulletin Board



Contributors: Dr. Jamie Harmount

Thank you to all creators and dreamers who share a desire to connect with students and provide a sense of community and belonging.

Workforce Development

Truck Driving Academy Enrollment

The enrollment average continues to hold steady despite the continued disruption of COVID-19. This consistency further confirms that commercial truck driving is a high-demand occupation.

MONTH	2019/2020	2020/2021	2021/2022
July	21	16	15
August	6	7	12
September	19	20	15
AVERAGE	15	14	14

Truck Driving Academy Invests in Fleet

Automatic transmission tractors have long provided the optimal training solution for academy participants, while the supply of such tractors is often limited. The Southern State TDA is pleased to announce its newest investment in an International 2016 Prostar automatic transmission tractor.

Automatic transmissions assist with the maneuvers while practicing on the pad. Students primarily learn the art of clutch and shifting while on the road, but the automatic can help with the backing skill while relieving the trainee of concern about the clutch operation. This adjustment is expected to save the program significantly in maintenance costs. Once students have mastered the pad, they move to the road where the clutch exercise are incorporated. In the final week of the program, the student should put the entire package together – pad mobility and utilizing the clutch successfully.

The automatic is also beneficial to the program as more companies are moving their fleets to automatics. Many individuals entering the workforce have limited knowledge of operating a manual system, creating missed opportunities for some trainees. Finally, if a student cannot master the manual clutch system, they can elect to have a restriction placed on their license where they will only be able to operate an automatic truck. This equipment will assist with the testing of those students.

The automatic truck purchase will be shared among the Piketon and Wilmington training sites. Through the RAPIDS grant, two more units will be purchased in the near future, rounding out the transmission training options needed for students to be competitive in the workforce.

Grant Initiatives

RAPIDS

With the recent approval of the Ohio Biennial Budget, the Ohio Department of Higher Education is actively extending the fifth round of funding. In the round, Southern State projects support the TDA's purchase of two new tractors, one trailer, customized wrapping for the tractor and trailers, and conversion kits. RAPIDS also contributed to a new and advanced 3D printer for the 3D Printing Lab, and this was a joint purchase with RAPIDS money and Perkins funding. Other investments supported by past RAPID cycles have included equipment for the engineering lab, human patient simulation equipment, and computer technology.

Workforce READi | Highland County

The Workforce READi Grant continues to achieve milestones and work towards the completion of projects. The grant continues to provide gap funding for community training needs and the gaps of students in their education and training. Year two started in July, and the grant authors and administrators are looking forward to the remainder of the grant and using the funds to further the opportunities for industries and students in the area. Particular emphasis is committed to the Greenfield community and exploring ways that Workforce READi can further enhance services, workforce development, and education at the Jefferson Street Business Center. As you will recall, Workforce READi is Highland County's program originally funded through the state's G.R.I.T. grant.

Carl D. Perkins

The 2021 Carl D. Perkins Mini-Grant program opened in mid-September. This opportunity allows faculty, staff, and student organizations to apply for project funding, professional development, or other tools to aid in programming and delivery in technical career pathways. Applicants can apply for an unlimited number of projects to be funded, with each project capped at \$5,000. Projects must align with the purposes and allowable expenses, according to Perkins funding guidelines. This is the 11th year for the mini-grant projects and inspires a spirit of innovation and creativity within the College.

STUDENT AFFAIRS AND ENROLLMENT MANAGEMENT

Recruitment/Admissions

Admissions/College Credit Plus

Meetings Attended:

- Student First Committee Meeting
- Director's Meetings
- College Credit Plus Focus Group (See below)
- Clinton County Foundation Event Meeting

- Spring Semester Recruiting/Marketing Meeting
- CCP Follow-Up Discussion
- CCP Permission Slip & Student Questionnaire Process Meeting
- CCP Webinar on Recent Changes
- Student Support Meeting with Nursing Accreditation Visitors

The CCP admissions and advising webpages have been updated to include the state mandated permission slip and student questionnaire.

The CCP Focus Group meeting was a success. More than forty high school guidance counselors attended.

Recruitment

The Director attended the 2021 OACAC Articulation meeting at Miami University.

The SSCC student ambassadors have been conducting campus visits. Thus far, they have conducted three in-person visits at Central Campus and one each at the Mt. Orab and Fayette campuses.

OACAC College Fairs Attended

- Clinton County College Fair
- Fayette County College Fair
- Clermont County College Night
- Pickaway County College Night

The director attended the 2021 Adams County Fall Job Fair and manned a booth at the Brown County Fair.

School Visits

- Paint Valley High School
- Peebles High School
- Fairfield Local (Leesburg) High School
- Goshen High School
- Ohio Virtual Academy (online visit)
- Lynchburg-Clay High School
- Hillsboro High School

- Western Brown High School

Records/Registrar

Replacement Diploma Policy

With the Board's monitoring confirmation of this report, the Records Office will revise the following College policy for the replacement of a student diploma. Under the revised policy, students may request to receive a replacement diploma regardless of reason and may request to have the replacement diploma issued with their new legal name. The revised policy language is below:

Students wishing to receive a replacement diploma may do so by completing the Replacement Diploma Request form and submitting it along with proof of payment to the Records Office. The following policy applies to replacement diplomas.

- *The name printed on the replacement diploma will be the same as the name printed on the original diploma unless a legal name change has been processed.*
 - *For legal name changes, you must provide to the Records Office a legal document declaring the change along with a completed Student Information Change form. Legal documents include marriage license, divorce/dissolution decrees, court orders, or any other government issued official proof of identity (Driver's License, State ID, Passport, etc.).*
- *The replacement diploma will bear the signatures of the current administration and not the administration at the time of graduation.*
- *The term "official replacement" will be printed on the diploma.*
- *The cost for a replacement diploma is \$15.00 for diploma only or \$40.00 for diploma and cover.*
- *Allow approximately 4-6 weeks for delivery of the replacement diploma.*

Transcript Policy

We have revised our institutional policy on the release of official transcripts to be in compliance with Ohio Revised Code 3345.027 that went into effect Sept. 30, 2021. This new law prohibits a state institution of higher education from withholding a student's official transcript from a potential employer because the student owes money to the institution.

Spring Semester Registration

Spring Semester registration is currently underway. Priority registration opened on Sept. 27 for our veteran and service members and registration for all other students opened the first week in October. Spring Semester is scheduled to begin on Monday, Jan. 10, 2022.

Student Success Center

Spring Semester registration is underway as students plan their academic pathways with advisors. Advising appointment requests are steady and advisors are maintaining a full flow of sessions. Students evaluate their overall academic goals and confirm career pathways in these sessions, keeping them focused on completion.

Advising recognizes the challenges new students have with onboarding into the virtual learning environment. Efforts to create onboarding resources for guidance through the MySSCC portal and support services for incoming students include short virtual demonstrations, workshops (including at high schools for CCP students), and special attention on virtual orientations.

It is also the time of year to gear up for the CCP recruitment process for the 2022-23 academic year. Admissions and Advising are prepping for the CCP nights at our local schools with branded materials, customized presentations, and support websites for our CCP population.

Counseling Services

Mental Health services to our students increased this past year through state and federal grants. Students have access to after-hours/weekend call centers (Impact Solutions) and awareness videos (Art with Impact) for mental health support.

Tutoring Center

Tutoring has returned to Hillsboro with face-to-face services after being displaced during the construction project. While services were provided through Zoom and 24-hour online uploads, students appreciate the one-on-one attention in a physical environment. Tutoring –Academic Support continues to search for innovated measures to support our students.

Financial Aid

As you know, Cindy Bloom, Financial Aid Advisor, passed away on Wednesday, Sept. 29. Cindy served the SSCC community for over 20 years and leaves a legacy of care and dedication. She was the smile and voice of the Financial Aid Office.

HEERF III/ARP Funds usage – SSCC was awarded \$2,561,758 in additional funds to provide emergency grants to students to assist with expenses related to the COVID-19 pandemic. These expenses can include payment toward tuition balances. To date, the Financial Aid Office has awarded \$1,145,000 from this fund as emergency grants, block grants to Fall 21 semester Pell grant students and as tuition assistance.

Phi Theta Kappa

Patriot Campus Ministry

Leadership

PCM has been revived with three new student leaders: Racquel Browder, Jamison Reed, and Vanessa Rice.

Activities

PCM will be organizing a Prayer Circle Ministry. The first prayer circle, led by student leaders, was held on Oct. 5. in the Health Sciences Center with 12 nursing students attending.

Phi Theta Kappa

Leadership

Applications are being accepted for VP positions.

Events

The Ohio Region Leaders in Action conference will be hosted by SSCC and sponsored by Wilmington College on Oct. 15 and Oct. 16.

- This is the first conference that the chapter will host and WC has offered strong support, involving their leadership team as a transfer opportunity and being able to strengthen the partnership between the two colleges.
- The guest speaker is Krista Castillio, a civil war historian and director of Fort Nagley's facility in TN, whose topic is on emancipation.
- The focus will be on Leaders in Action: Moving Towards a Better Tomorrow.

- The Chapter would like to extend an invitation to SSCC leadership and the board to view the keynote speaker via livestream. If you are interested in joining, please contact Russ Clark at rclark10@sscc.edu.

Projects & Research

2021 College Project

- PTK continues to lead the Health Ambassador project for the College. For fall semester the health ambassador role has been coordinated with Liz Burkard transitioning into a welcome and navigational role for students and visitors.
- COVID19 test kit project is fully operational with free test kits now available on all campuses.

The Honors in Action project – the 2021 theme will focus on the topic of resilience.

- The project is in its early stages and will take a closer look at the resiliency of children during the pandemic. The grant funding will be utilized to acquire resources that are unavailable in our catalog and OhioLINK, collect data, and based on our research, find tangible ways to support children in our community. We hope to make a difference for our students who are parents as well as those who are part of Patri-tots.
- Savannah Frost and a team of 5 members are currently completing a literature review to build a research-based foundation for the action project

Scholarship

The PTK Trustee scholarship is now available. It will be awarded to PTK members at SSCC to complete their Associates degree. A total of \$5,000 scholarship funds will be awarded. One application has been received.

The PTK Competitive Scholarship deadline is Dec. 1 and interested students are in the application process.

Membership

New summer eligible invitations were sent to 390 students and 3 new members were added in September.