

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



**SOUTHERN STATE**  
COMMUNITY COLLEGE

JUNE 2023 | DR. NICOLE ROADES, PRESIDENT

## **Summer Enrollment Shows Promising Uptick**

At long last, the repetitiveness of reporting enrollment declines has been fiercely challenged. Final enrollment won't be determined for several days; however, at the start of the term, the College was 6.4% ahead of summer 2022. Particularly exciting is that traditional (non-CCP) enrollment was up 4.5%. CCP enrollment, the expected leader, was up 12.9%. While all enrollment gains are worth celebrating, the College continues to prioritize growing traditional enrollment at a pace commensurate with CCP growth.

Among the summer enrollment profile, note the following observations of the 626 students\*:

- **County Composition** | Highland 25%, Brown 21%, Adams 16%, Clinton 12%, Clermont 10%, Fayette 8%, Pike 1%, Ross 1%
- **Student Type** | 67% (421) Traditional Students; 33% (205) CCP. Among these groups, 101 students are first-time students, 30 are transfers, 60 are first-time CCP, 290 are returning/continuing traditional students, and 145 are continuing CCP students
- **Enrollment Status** | 93% of students are part-time
- **Major** | Undeclared, Pre-Nursing, Nursing, and Business Management were the most represented majors

\* Data reported on the first day of term.

## **Campus Community Participates in Strategic Planning Sessions**

Development of a new strategic plan for the period 2023-2025 commenced in late April to include three facilitated planning sessions followed by significant deliberation between meetings and is nearing completion. Pending endorsement of the priority areas among the Board of Trustees, the College will move forward in shaping the detailed goals and metrics in preparation for a July 1, 2023 launch. A general narrative framework is included in the packet to address the following priority areas: Enrollment; Workforce Development; Student Success; and Relevance and Excellence

## **Southern State Selected for Complete College America Intermediaries for Scale Initiative to Support Institutional Transformation**

Southern State Community College and 14 other two- and four-year colleges were selected to participate in the Complete College America Intermediaries for Scale (IFS) Initiative, funded by the Bill and Melinda Gates Foundation. Thanks to the Ohio Association of Community Colleges, Southern State is one of six other Ohio Colleges representing the Ohio Cohort. This project aims to accelerate learning about strategies for improving student success and supporting institutional transformation. The IFS Initiative represents the opportunity to implement lasting strategies to improve completion rates and close performance gaps among underserved populations.

As a rural institution in an economically disadvantaged area, Southern State strives for equitable outcomes for student success. Among the areas where the College hopes to gain by participating in the IFS Initiative are the following:

- Exposure to best practices through Complete College America and peer institutions.
- A renewed commitment to continuous improvement
- Strengthened data capacity
- Improved positioning for future student success initiatives

Specifically, Southern State hopes to see measurable progress in:

1. Student progress through credit milestones and, ultimately, completion
2. Closure of institutional performance gaps between students receiving financial aid and those who don't
3. Gateway course completion, particularly math

Work with this project will commence in September 2023 and continue through April 2024.

## **Strategic Ohio Council for Higher Education (SOCHE) Recognizes Excellence**

SOCHE recently announced the Excellence Award winners from across 15 member institutions. Nominated by the College's academic and human resource executives, the selection was limited to faculty and staff members. Added to this year's awards was a new category, "Campus Impact." Faculty candidates were selected based on demonstrated teaching, service, and/or scholarship excellence. Similarly, staff nominees were considered based on demonstrated excellence in student success, service, and/or assessment. The new Campus Impact Award rested on performance that positively impacted the school or campus as a whole.

The profiles of Southern State's Excellence Awardees are included in the packet and include **Dr. Josh Montgomery**, Associate Professor of Computer Science, **Dr. Julie Krebs**, Dean of Health Sciences, and **Ms. Susan Morris**, PTK Advisor, and former COVID Coordinator.

## **Staffing Updates**

Starting July 1, Dr. Jessica Wise will be stepping up as Interim Dean of Student Affairs. She is currently the Dean of Instructional Operations and Director of Library Services. She will continue in those roles as well. Dr. Peggy Chalker will assume the role of Campus Director in Mt. Orab and will retain her responsibilities as Dean of Transfer and Articulation. Dr. Jeff Montgomery, Dean of Technical Studies will assume the duties of Central Campus Director as he has done in the past. Also, Dr. Erika Goodwin will be promoted to Vice President of Academic and Student Affairs.

## **President's Activities and Involvement**

Since my last report, I have been involved in the following meetings, calls, and events:

- Highland County Chamber of Commerce | Coffee and Commerce
- OACC Presidents' Bi-Weekly Meetings
- SCCC Student Spotlight Theatre
- Associate Degree Nursing (ADN) Pinning Ceremony
- Ohio Code Scholars Event
- SCCC President's Dinner and Commencement Ceremony
- OACC Call re: Trustee Appointments
- Call with Community Representative re: Potential Technology Incubator
- SCCC Team Performance Evaluations
- Call with Future Plans Representative
- Call with Representative from Shawnee State University
- SCCC Strategic Planning | Imagining the Future Workshop (Day 2 and Day 3)
- New Student Summer Orientations | Central Campus and Brown Co. Campus
- Basic Peace Officer Training Academy Graduation/Cadet Recognition
- Adams County Day at the Capitol | Education Panel
- Highland County Chamber of Commerce Annual Dinner
- Meeting with Senator Shane Wilkin re: Computer Science Lab
- Meeting with Follett Bookstore Representative
- Emergency Operations Plan (EOP) Meeting with JH Consulting
- Hillsboro Video Tour Project Teleconference
- Highland County Chamber of Commerce Meeting

- SSCC Finance Committee Meeting
- Highland County Workforce Leadership Council
- Call with Representative re: Highland Solar Project
- Clinton County | Workforce Collaborative
- OACC Virtual Meeting: Marketing Directors and Presidents

## ACADEMIC AFFAIRS DIVISION

### Amazon Career Choice Program

Since the end of February 2023, a small team of SSCC employees have been working with Amazon to bring their Career Choice program to the College: Dr. Jessica Wise, Dean of Instructional Operations; Amanda Thompson, Registrar; and Kathy Pierson, Assistant Treasurer. The Career Choice program is an employee educational benefit for eligible Amazon employees. The Company pre-pays tuition and fees, and reimburses textbooks of credit-bearing courses for certificate programs, associate degrees, and bachelor degrees. This is a great way for Amazon employees to further their education and learn new skills. Employees have the opportunity to select an institution of higher education listed within the Network.

Southern State Community College was officially welcomed into the Amazon Career Choice Network on Friday, June 2, 2023. We are excited to have been admitted into the Network and look forward to serving additional working adults within our community.

### Summer Term 2023

We are now beginning week 3 of the Summer 2023 term. The following data points may be of interest:

Number of classes offered	90	# of online/virtual classes	64	# of face-to-face classes	26
Number of full classes	16	# of full online classes	15	# of full face-to-face classes	1
Number of cancelled classes	15	# of cancelled online	11	# of cancelled face-to-face	4
Average class size	13.8	Average online class size	14.9	Average face-to-face class size	11.5

## STUDENT AFFAIRS

### Financial Aid

The Financial Aid Office staff is currently processing financial aid applications for the Summer 2023 semester and the Fall 2023/Spring 2024 year. There are many changes slated for the

2024/2025 financial aid year so planning has begun to communicate those changes to students, staff, and faculty.

### Summer 2023 Super Start Scholarship

- 81 completed applications; North Adams and Western Brown high school students account for the largest number of applications at 11 applications from each school. All applicants met the eligibility criteria and were awarded.
- 70 awardees are registered for Summer classes with an average enrollment of 6.171 credit hours.
- 63 of the awardees were enrolled at SSCC as College Credit Plus students.

### FAFSA Completion Comparison

To date, 863 completed 23/24 FAFSAs have been received. Of these applications, 535 may qualify for Federal Pell Grant. At this time last year, 859 completed 22/23 FAFSAs had been received; of those, 536 were eligible for Federal Pell Grant.

## Student Clubs and Activities

### SSCC Theatre Company

SSCC Theatre Company held auditions for a summer production of A.R. Gurney's *Love Letters* on Thursday, May 25. The show has been cast and tickets are currently on sale. *Love Letters* will be performed June 23-25, in the Edward K. Daniels Auditorium on Central Campus. To purchase tickets or find out more about the play, visit <https://sscctheatre.com/>

## Student Success

### Staffing Changes

Staffing changes within the Student Success area begin with Academic/Career Advising. **Brenda Landis**, Academic/Career Advisor for the STEM Tech programs at Hillsboro Campus, is retiring in July. Staff shuffling between Mt. Orab and Hillsboro campuses will cover the advising demand until enrollment increases and State budgeting allows for needed staffing in all areas of the College.

**Ryan Hall** started in May 2023 as Coordinator of Learning Services and Accessibility. Learning Coaches have a robust coaching schedule (in person and virtual) Summer 2023 term. Students with accessibility needs are developing plans for support and self-management for the upcoming academic year.

Testing Centers at both campuses have entered their fullest season for the Academic Year. Both industry testing for recent program graduates and professional advancements as well as SSCC placement assessments for the Fall incoming class. The Hillsboro center is open Monday – Friday with several evening hours and the Mt. Orab Center is open Tuesday – Thursday to accommodate the community needs.

## Records/Registrar

### Degrees Conferred

Spring semester ended on Saturday, May 6. A total of 152 degrees, 1 certificate, and 26 less-than-1-year (LT1) certifications were successfully completed. The Records Department is currently in process of posting the data in the system and preparing diplomas for the graduates.

Degrees/Certificates	Conferred 05/06/2023
AA	47
AS	25
AAB	20
AAS	60
ATS	0
Certificate	1

Less-Than-1-Year (LT1) Certifications	
Police Academy	10
Real Estate	16

### Summer Semester

Summer Semester began on Monday, August 22. Final enrollment numbers will not be available until after the end of the drop/add period, but things are looking good. We are currently up 6% compared to last year's total credit hours at this time in the term.

### Workshop Wednesdays

In past years, Records Workshops were held by the Registrar a couple of times each year to review policy and procedures with Student Services staff. This year we will be offering *Workshop Wednesdays* which will be held each Wednesday during the months of June and July. The workshops will cover various practices, procedures, and customer service standards. The goal is to increase the staff's individual knowledge of College policy and practices, which will ultimately result in an enhanced student experience.

## HUMAN RESOURCES

### Security

**Gary Heaton**, the College's Security and Emergency Response Coordinator:

- Attended the Highland Fayette Clinton (HFC) Safety Council May meeting in Wilmington, Ohio
- Received an update from the US Department of Justice on Active Shooter incidents for 2022 and for 2023 to date
- Attended a wrap-up meeting with JH Consulting on May 23 for revisions of the Emergency Operations Plan (EOP)

### Benefits and Compensation

#### Benefits

The 2023/2024 Open Enrollment (OE) was held May 1 – May 12. During the two-week period, the Coordinator worked with employees of both Central and Brown Campus via Zoom, phone, and in-person to assist them in completing their OE Elections. The Coordinator continued to answer clarifying questions regarding the changes to Medical and Pharmacy coverage as well as explaining necessary forms for changes/increases in voluntary life coverages.

After the end of OE, the Coordinator had to compile an in-depth census for Anthem (medical/dental/vision provider) to ensure all information is entered correctly into Anthem's system including type of coverage, tier selected, and PII for all covered members and their dependents. The Coordinator is working with Anthem and Horan to ensure new cards are generated and sent to employees prior to the July 1 effective date.

The Coordinator is working with Anthem, Ceridian, and Horan to set up data feeds for

all Anthem lines of coverage (medical/dental/vision). The data feeds will enable Anthem to automatically get the necessary data for new or ending enrollments caused by hiring, termination, or work/life event enrollments. This will reduce the amount of time spent manually entering data. Anthem is working internally with ARORx to set up similar data feeds for pharmacy coverage.

The transition away from MMO required us to look for a new Third-Party Administrator (TPA) for COBRA enrollments. The decision was made to utilize Custom Design Benefits (CDB) since there is already a working relationship with them. The Coordinator is working with Horan and CDB to facilitate the set-up of the new TPA services with CDB. The new services will take effect on July 1, 2023. The Coordinator is also working with Custom Design Benefits to renew our HRA/FSA options.

The Coordinator has been working closely with **Tyler Bick** to overhaul the Benefits and Health & Wellness webpages. The new layout will realign the information so that it is easier to locate, user-friendly, and ensure that all necessary information and documents are easily accessible. The anticipated go-live date for the new webpage is July 1, 2023.

### **Compensation**

Full-time Staff Performance Evaluations were completed ahead of the May 31 deadline. Effective July 1, eligible full-time staff members successfully performing their responsibilities shall receive a 2% salary increase.

### **Wellness**

Wellness requirements for HSA/HRA contributions are due by May 31. Once all requirements are turned in, the Coordinator can make manual adjustments (for each employee) to the contribution amounts provided by SSCC to employees. These adjustments may require a change to the employee's additional contribution amounts. The Coordinator will calculate each employee's contribution totals to ensure they do not exceed the maximum limit set by the IRS. If adjustment is needed, the Coordinator will contact the employee prior to making any adjustments.

Preparations are underway for the upcoming Annual Employee Health & Wellness Fair. It is set for Friday, October 6 from 7:00am – 11:00am in the Patriot Center.

### **Partnerships**

Last year, the HR department partnered with Vantage Aging. Vantage is a program serving Highland County to connect older adults with local businesses for on-the-job



training. The purpose of Vantage is to help participants receive an individualized plan to help them reach their employment goals while working an average of 20 hours per week. The Coordinator has been supervising two individuals for the past year, helping to train them in various office processes and technologies. The Coordinator is currently working with the Vantage Representative to renew this program for the next year.

The Coordinator is working with **Amy Perkins-McClellan** to conduct a Resume/Interview Workshop during the summer semester. The Coordinator will be teaching three workshops: Central Campus on June 27, Greenfield Workforce Center on June 28, and Brown Campus on July 10. The Coordinator will be presenting information to students and the public covering resume best practices, cover letter guidelines, and interview preparation skills. Materials have been designed and are currently being compiled into informative folders for participants to keep.

The Coordinator has worked closely with Enrollment Management Services (EMS) to provide employees with benefits option comparisons for plans outside the College offerings. This includes aiding employees who are Medicare-eligible with the Medicare selection and enrollment process. The Coordinator and EMS have also worked on updating the opt-out process and pricing.

## Recruiting and Onboarding

### Onboarding

New Adjunct Instructors continue to onboard at SSCC for the Fall term, now including **Amber Walters (PSYC)**, **Vince Allgeier (ENDS)**, **Jeffrey Stahley (FLNG)** and **Michael Bick (FNAR)**.

The Law Enforcement Academy welcomes **Bill Wilson** to the team, in addition to the many other new instructors in preparation for the start of term.

**Alice Waits-Richmond** has rejoined SSCC as a Learning Skills Coach.

**Michael Sowers** will be rejoining the Truck Driving Academy as a Part-Time instructor.

### Recruiting

In Academics, the College is currently recruiting for a Speech/Public Speaking Adjunct Instructor.

The Nursing Program continues to interview Full Time Nursing Faculty members.

The Basic Peace Officer Academy continues to search for Instructors for the upcoming Fall Semester. All instructors must be OPATA certified to teach.

The Adult Opportunity Center has position openings for Assessment Team Members, Instructors, and an Office Associate.

## **INFORMATION TECHNOLOGY AND INFRASTRUCTURE**

### **Server Upgrade Project**

Southern State is completing a core server upgrade in its data center using Campus Technology capital funds. This work is the final stage of a multi-year plan that saw significant upgrades with core network connectivity equipment across both campuses, core phone system upgrades, a move to a cloud-based phone solution, and replacing office desk phones.

Servers and associated equipment were considered “end-of-life” regarding warranty and service options. Replacing the infrastructure added an additional server to the cluster to assist with load balancing and fault tolerance efforts. The retired equipment will eventually be relocated to the Brown County campus to serve as a part of a disaster recovery strategy.

This project has been in the planning stages for the past 18 months. Special thanks to Bob Snellman (IT Manager) for his work leading and facilitating this project through the various stages. Additionally, much appreciation for Justin Hamilton (Technology Support Supervisor) and his contributions as well.

## **WORKFORCE DEVELOPMENT**

### **Grants**

#### **Ohio Code Scholar**

On May 5, six regional secondary schools attended the first Ohio Code Scholar/Grant Imahara Coding Challenge event. The Ohio Code Scholar program was the visionary of the late Dr. Shane Shope who believed students in Southern Ohio should have just as many opportunities in coding and computer science as others do in other areas of the state. Southern State Community College now operates the program with the leadership

and vision of Dr. Joshua Montgomery and Amy McClellan. The program on the 5<sup>th</sup> was attended by middle and high school students from Adena, Pickaway Ross, Chillicothe, Western Brown, Eastern Brown and Unioto. Students competed in a coding competition that featured the programming of R2D2 mini domes. Supporters of the program included many from the creative team of the Star Wars droids' team and other droid builders who brought in their personal creations including Wall-E, Yoda, R2D2, and others. Others in attendance included county commissioners, state representatives from the Ohio Department of Higher Education, and a State Senator, among others.

## Workforce Development

### Truck Driving Academy

#### Enrollment Information

	2020/2021	2021/2022	2022/2023
May	15	18	26
June	12	22	21
End of Year Total	180	186	246

### Continuing Education

The Spring Water Workshops were conducted in April and May. The five sessions had an enrollment of 196 people. Sessions were held in Hillsboro, North Canton, and Barnesville.

We are currently accepting enrollment for summer enrichment and certification training. Offerings include Quickbooks Certifications, CPR Certifications, Cyber Techniques, Excel Certifications, Pickleball and Resume and Interview skills.

# Communications and Marketing

## Presence Report

### Southern State Community College

Marketing Area	February	March	April
Press Release	5	9	15
Advertising / Print	5+	7+	7+
Email Campaigns	1	1	1
Emails Deployed	30,303	30,303	30,303
Number opened	5,011	4,630	5,923
Percentage Opened	16.54%	15.28%	19.55%
Clicks within content	769	650	859
Percentage of open and clicked	2.54%	2.15%	2.83%
Social Media/Geofencing	1	1	1
Impressions/ads Deployed	60,996	83,751	81,816
Clicks	196	387	503
CTR (click through rate)	0.32%	0.46%	0.61%
Top 3 locations of activity	Wilmington, WCH, Georgetown	Wilmington, WCH, Greenfield	Wilmington, WCH, Greenfield

### Truck Driving Academy

Marketing Area	February	March	April
Email Campaigns	1	1	1
Emails Deployed	25,000	25,000	25,000
Number opened	4,551	5,291	4,744
Percentage Opened	18.20%	21.16%	18.98%
Clicks within content	655	652	708
Percentage of open and clicked	2.62%	2.61%	2.83%
Audience Management	1	1	1
Impressions/ads Deployed	98,762	112,230	109,426
Clicks	157	174	179
CTR (click through rate)	0.16%	0.16%	0.16%

## Recent Southern State Appearances-Communications Activities/ Involvement

Since the last report, Southern State has appeared in the following media outlets:

### Press Releases

- Advance your Future with the Foster Short-Term Certificate Program at Southern State Community College (*Highland Co. Press*)
- Online Business Degrees are now offered at Southern State (*Highland Co. Press*)
- Southern State Community College announces 2023 commencement speaker (*Wilmington News Journal, Highland County Press, Record-Herald*)
- SSCC Board of Trustees to meet May 5 (*Highland Co. Press*)
- New Police Academy begins in August – Sign up TODAY (*Highland Co. Press, People's Defender, News-Democrat, Times-Gazette, Wilmington News Journal, Record-Herald*)
- Southern State Celebrates 47<sup>th</sup> Commencement Ceremony (*Brown Co. Ripley Bee, Times-Gazette, Wilmington News Journal, Highland Co. Press*)
- Auditions for SSCC Theatre Company's "Love Letters" will be May 25 (*Peoples Defender, Highland Co. Press*)

- Southern State's ADN program celebrates graduation (*TG, WNJ, HCP*)
- Southern State Community College awarded Collegiate Purple Star Award (*HCP, TG, RH*)
- Southern State launches online French and Spanish courses (*HCP, TG, WNJ, RH*)
- SSCC announces honors lists for spring semester (*HCP*)
- SSCC Board of Trustees to meet May 25
- SSCC Basic Peace Officers complete training (*HCP, RH, WNJ*)
- Southern State Community College honors three employees who will receive SOCHE Excellence Awards (*HCP*)
- Southern State Launches Summer Enrichment Program

#### **Advertising/Print/Direct Mail:**

- Monthly May e-blast promoting Health Sciences Program – Nursing application deadlines (30K+ emails deployed)
- Monthly May e-blast promoting the TDA program and upcoming start dates (25K+ emails deployed)
- HS Graduation Tabs – special publications across 5 counties
- Postcard mailings promoting Fall Semester: Applied, but never registered since Jan. 2022 (1,234 students) | Stop-out students since Jan. 2022 (1,400 students)

#### **Social Media:**

- Facebook: Total Post Reach: 30,394 | Total Post Engagement: 20,746 (+255%) | Link Clicks: 361 (+357%)
- 2023 Commencement Photos, ADN, and OPOTA Graduation photos performed well
- Summer Enrichment Classes: Ad reach: 4,113 | Impressions: 11,059 | Link clicks: 180
- French and Spanish Courses: Ad reach: 7,370 | Impressions: 11,956 | Link clicks: 20

#### **Events/Publications:**

- AOC Recognition Ceremony - invites
- 2023 OPOTA Program and invites
- Delivered over 100 LENF enrollment packets to Adams, Brown, Clinton, Fayette, Highland, and Ross counties
- Ohio Code Scholar Program event
- 2023-24 Academic Catalog

## **Brown County Campus**

The campus was host to the College for three sessions of Strategic Planning. Many of the faculty and staff attended one or more sessions to help shape the Strategic plan for the College.

## Recruitment

### Presence Report

Since the last report.

Campus Visits	Central Campus - 3 Brown County Campus - 3
Program Information Request	Business – 14 Law Enforcement - 2 Health Sciences - 28 Engineering - 2 Computer Science - 1 HSSR - 10 Education - 2
College/Career Day Fairs	4
Contact Cards Received	8

### Highlights:

Attended Georgetown Community Day

Attended Job and Community Resource Fair at the Clinton Co. Fairgrounds

Attended Manchester High School College Fair

Attended North Adams Elementary School Career Fair

The first in-person Orientation was offered May 15 and 17

- May 15: first session: 12 attendees
- May 15: second session: 7 attendees
- May 17: first session: 2 attendees
- May 17: second session: 8 attendees

Human Library Participant—familiarized middle school students about SSCC

Attended Real Money, Real World

### Coming Events:

- Fall Orientation: July 31-August 1
- Connect to College: October 6 and October 13
- Highland County College Fair: TBD
- Clinton County College Fair: TBD
- Counselor's Luncheon (December 1)



## 2022-2023 SOCHE EXCELLENCE AWARDS

### SOUTHERN STATE COMMUNITY COLLEGE



#### **Dr. Julie Krebs** *Staff Excellence Award*

**Dean of Health Sciences and Director of Nursing | Southern State Community College**

Named Southern State Community College's Staff Excellence Award winner, Dr. Julie Krebs is the director of nursing and dean of health sciences at SSCC. She demonstrates a passion for nursing practice and a drive to improve the health of the communities served. She utilizes a team approach and values the knowledge and skill of the members. Dr. Krebs views community and educational partners as key components of success. She also sees the ever-changing environments of healthcare and education as an exciting and ongoing learning experience. Dr. Krebs holds a very high standard for students and the programs she oversees. Students know they are getting the very best education because of her leadership and her high expectations. She is meticulous with what they learn, both in class and labs, and in what they do in their clinical experiences.

#### **Dr. Joshua Montgomery** *Faculty Excellence Award*

**Associate Professor, Computer Science | Division Coordinator for Applied Sciences | eSports Coordinator | Southern State Community College**

Dr. Joshua Montgomery, Southern State Community College's 2023 Faculty Excellence Award winner, is an associate professor of Computer Science, division coordinator for Applied Sciences, and eSports Coordinator at the school. Dr. Montgomery is the custom curriculum coordinator for the Ohio Coders Project, an initiative that was created to help K-12 schools in southern Ohio develop coding skills. He is also an active volunteer for multiple STEAM droid/robot builder organizations. According to a student, "Dr. Montgomery is just an amazing faculty member and eSports coordinator. He really cares about the students and is building a fantastic computer science program here at SSCC."



#### **Susan Morris** *Campus Impact Award*

**PTK Advisor and former COVID Coordinator | Student Affairs | Southern State Community College**

PTK advisor in the Student Affairs Office at Southern State Community College, Susan Morris has been selected to receive the 2023 Campus Impact Award. Through Susan's leadership as the COVID-19 coordinator, SSCC developed the resilience to overcome the pandemic. During the 2022 pandemic recovery phase, Susan was a student success champion and coach, assisting at-risk students to become academically successful. Her work was highlighted at the "Emerging Stronger" adjunct faculty conference in March 2023. Her passion to build scholars and leaders has elevated the SSCC Phi Theta Kappa Honor Society Chapter to a 5-star level, with many regional and international awards. Receiving a 2022 milestone award, she was also recognized as a most distinguished PTK advisor for the Ohio Region.