**BCCC**
Baltimore City Community College

# Baltimore City Community College

# Board of Trustees Open Session

## Dr. Debra L. McCurdy
President

## Mr. Kurt L. Schmoke
Chair

WEDNESDAY | NOVEMBER 16, 2022

2901 LIBERTY HEIGHTS AVENUE | BALTIMORE, MD 21215 | 410-462-8300 | WWW.BCCC.EDU

## BOARD OF TRUSTEES
## BALTIMORE CITY COMMUNITY COLLEGE

# TAB 1 | Approval of the November 16, 2022 Agenda
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## BOARD OF TRUSTEES
## BALTIMORE CITY COMMUNITY COLLEGE

Open Session Agenda │ 4:00pm November 16, 2022 (Virtual Zoom Meeting)
Meeting Link: https://bccc-edu.zoom.us/j/96484948604

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| I. | Call to Order | Mr. Kurt L. Schmoke, *Chair* |
| | a. Adoption of Agenda **(Vote)** | |
| |    i. Approval of the November 16, 2022 Agenda (Tab 1) | Mr. Kurt L. Schmoke, *Chair* |
| | | |
| II. | Board Actions/Consent Agenda **(Vote)** | Mr. Kurt L. Schmoke, *Chair* |
| | a. October 19, 2022 Open Session Meeting Minutes (Tab 2) | |
| | b. October 19, 2022 Closed Session Meeting Summary (Tab 2) | |
| | c. November 9, 2022 Finance/Audit Committee Meeting Minutes (Tab 2) | |
| | d. AFSCME Local #1870 at BCCC Report/Comments (Tab 4) | |
| | e. Faculty Senate Report (Tab 5) | |
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| III. | Items Removed from the Agenda (Tab 6) | Mr. Kurt L. Schmoke, *Chair* |
| | a. None | |
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| IV. | New Business (Tab 7) | Mr. Kurt L. Schmoke, *Chair* |
| | a. Finance/Audit Committee Meeting November 9, 2022 | Dr. Debra McCurdy, *President* |
| |   i. Procurement Policies & Procedures **(Overview)** | Mr. Stephen Hardy, *VP Finance* |
| |     1. Obligation Bonds-Board of Public Works | Ms. Anna Lansaw, *Director of Procurement* |
| |       a. South Pavilion Roof Replacement ($436,772) Retroactive Approval | |
| |       b. West Pavilion Chiller Replacement ($108,118) Retroactive Approval | |
| |       c. West Pavilion Fire System & Equipment Upgrade ($458,000)-Pre-Approval | |
| | | |
| |   ii. Procurement Awards Over $25,00 to $99,999 **(Information)** | Mr. Kurt L. Schmoke, *Chair* |
| |     1. Off-Site Disaster Recovery Services ($53,854) | Dr. Debra McCurdy, *President* |
| |     2. Fire Pump Controller Replacement ($45,450) Emergency Procurement | Mr. Stephen Hardy, *VP Finance* |
| |     3. Microsoft Unified ($51,648) | Mr. Michael Thomas, *VP Workforce* |
| |     4. Life Science Building Furniture ($37,849) | Mr. Michael Rading, *CIO* |
| |     5. Main Building Furniture ($47,474) | Ms. Anna Lansaw, *Director of Procurement* |
| |     *6.* 2ⁿᵈ and 3ʳᵈ Floor Stairwells ($32, 610) | Ms. Katherine Zurlage, *AVP Facilities* |
| | | |
| |   iii. Approval Requests **(Vote)** | Mr. Kurt L. Schmoke, *Chair* |
| |     1. Refugee Services ($138,712) | Dr. Debra McCurdy, *President* |
| |     2. RecoverySelect/TaxSelect ($342,000) | Mr. Stephen Hardy, *VP Finance* |
| | | Mr. Michael Thomas, *VP Workforce* |
| | | Ms. Anna Lansaw, *Director of* |

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*Procurement*

V.   College Policies (Tab 8)                                   Mr. Kurt L. Schmoke, *Chairc*

    a.   No Policies


VI.   Presentations (Tab 9)                                     Mr. Kurt L. Schmoke, *Chair*
    a.   Monthly Financial Performance Report     Dr. Debra McCurdy, *President*
                                                                Mr. Stephen Hardy, *VP Finance*
    b.   Enrollment Report                        Dr. Debra McCurdy, *President*
                                                                Ms. Becky Burrell, *VP Institutional*
                                                                    *Effectiveness*
                                                                Dr. Jade Borne, *VP Student Affairs*

    c.   ERP Update                               Dr. Debra McCurdy, President
                                                                Mr. Michael Rading, CIO

VII.   President's Report (Tab 10)                              Mr. Kurt L. Schmoke, *Chair*
                                                                Dr. Debra McCurdy, *President*

VIII.   Active Search Listing (Tab 11)                         Mr. Kurt L. Schmoke, *Chair*

IX.   Motion for Adjournment **(Vote)**                         Mr. Kurt L. Schmoke, *Chair*

## BALTIMORE CITY COMMUNITY COLLEGE

# BOARD ACTIONS / CONSENT AGENDA

TAB 2 | October 19, 2022 Minutes

TAB 2 | October 19, 2022 Closed Session Meeting Summary

TAB 2 | November 9, 2022 Finance/Audit Committee Meeting Minutes

TAB 4 | AFSCME Local #1870 at BCCC Report/Comments

TAB 5 | Faculty Senate Report

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TAB 2 | October 19, 2022 Minutes

TAB 2 | October 19, 2022 Closed Session Meeting Summary

TAB 2 | November 9, 2022 Finance/Audit Committee Meeting Minutes

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Baltimore City Community College

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## BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

Open Session Minutes │ 4:00pm October 19, 2022 (Virtual Zoom Meeting)

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**Board Members Present:** Chair Kurt L. Schmoke, Ms. Leonor Tannhauser Blum, Mr. John Goeken, Ms. Lelia Parker Mr. Jason Perkins-Cohen, Dr. Rachel Pfeifer, and Mr. J. C. Weiss

**Absent:** Mr. John Lewis

**Also Present:** President Debra L. McCurdy

I. **Call to Order**

   **Adoption of Agenda**

    a. Approval of the October 19, 2022 Agenda

Chair Schmoke asked for a motion to adopt the October 19, 2022 Agenda. Trustee Tannhauser Blum moved to adopt the Agenda and Trustee Perkins-Cohen seconded. There were no objections and the Agenda was adopted. The Open Session began at 4:19pm.

II. **Board Actions / Consent Agenda**
    a. September 21, 2022 Open Session Minutes (Tab 2)
    b. September 21, 2022 Closed Session Meeting Summary (Tab 2)
    c. October 13, 2022 Finance/Audit Committee Meeting Minutes (Tab 2)
    d. AFSCME Local #1870 at BCCC Report/Comments (Tab 4)
    e. Faculty Senate Report (Tab 5)

Chair Schmoke asked for a motion to approve the Consent Agenda. Trustee Perkins-Cohen moved to adopt the motion and Trustee Tannhauser Blum seconded it. There were no objections, and the Consent Agenda was adopted.

At the request of Nena Kutniewski, AFSCME comments were removed from the Agenda.

III. **Items Removed from the Agenda**
    a. Student Government Association Report

IV. **New Business**
   *a.* Finance/Audit Committee, October 13, 2022
     i. Procurement Awards over $25,000 to $99,999
       ▪ Mailing Services ($39,925)

       The Procurement Awards are for the Board of Trustees' information only. These are for the Radio Station's services. The Finance Committee has reviewed it.

     ii. Approval Requests $100,000 and Over
       ▪ West Pavilion Fire Alarm Security Upgrades & Equipment Replacement ($458,000)

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President McCurdy stated that the Finance Committee has reviewed and approved the contract. Vice President Michael Thomas spoke on the importance of replacing the Fire Alarm system because the current one is failing. This includes the Fire Pump and Controller.

Chair Schmoke asked for a motion to approve the contract for the West Pavilion Fire Alarm Security Upgrades & Equipment Replacement. Trustee Perkins-Cohen moved to adopt the motion. There were no objections, and the contract was approved.

- Data Refresh ($475,500)

Mr. Michael Rading, Chief Information Officer, stated that this contract included the hardware, software licensing, and installation services to replace BCCC's aging server/storage and backup/recovery systems in the primary data center located in the Life Sciences Building.

Chair Schmoke asked for a motion to approve the Data Refresh contract. Trustee Parker moved to approve the motion. There were no objections, and the contract was approved.

- Core Network Infrastructure Refresh ($124,392.66)

Mr. Michael Rading stated that this is a 3-year software maintenance contract, which includes all maintenance and security upgrades. This contract supports the College's Realignment Task #9 on infrastructure renovation.

Chair Schmoke asked for a motion to approve the Core Network Infrastructure Refresh contract. Trustee Perkins-Cohen moved to adopt the motion. There were no objections, and the contract was approved.

V. **College Policies**
   a.  Institutional Review Board Policy

President McCurdy informed the Board that the Institutional Review Board (IRB) policy was scheduled for presentation last month; however, it first needed broader input and was distributed to the College community. The IRB will consist of individuals from faculty, staff, students, and the community, to ensure representation. The IRB serves to protect human subjects from aspects of proposed research involving data collection that may affect the subjects, affiliated organizations, or the integrity of the institution.

Chair Schmoke asked if Legal Counsel had input. Ms. Becky Burrell, Vice President of Institutional Effectiveness, replied yes, by General Counsel, Cabinet members, and Faculty.

Ms. Eileen Hawkins, Director of Institutional Research, addressed responses of the faculty with the IRB policy.
- Meetings being held in fall and spring for faculty involvement.
- Recommendations for more frequent training.
- Input of organizations.
- Input of the Workforce Development and Continuing Education division.
- Questions about how different requests would be categorized.
- Utilization of data.
- Engagement of partners.
- The availability and protection of research conducted.

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Chair Schmoke asked for a motion to approve the Institutional Review Board Policy. Trustee Tannhauser Blum moved to adopt the motion and Trustee Goeken seconded. There were no objections, and the Policy was adopted.

VI. **Presentations**
   a. Monthly Financial Performance Report

   President McCurdy informed the Board that the monthly Financial Performance Report will be presented on a continuous basis from Mr. Steven Hardy, Vice President of Finance & Administration.

   Mr. Steven Hardy shared a snapshot report of BCCC's financial performance.
   - There was a net surplus of $12,128,683 for FY 2022 and $13,073,478 for FY 2023. The numbers will differ due to the timing of when the quarterly payment is received.
   - State appropriations are down $9,006,250.
   - There was a $185,832 savings in Labor – PIN and Contractual salaries.
   - More money was spent for students in the areas of Scholarships and Fellowships.
   - Utilities expenses are driven by temperature fluctuations --  air conditioning during summer months and heat on cold days. A possible solution to cut costs may be installing efficiency windows.

   Chair Schmoke asked about the Board of Estimates. President McCurdy responded that this is revenue received. BCCC has flexibility with the amount, and it will be reviewed again. Chair Schmoke asked is there still money for COVID relief. President McCurdy said yes, there is flexibility to move funds for other purposes.

   Regarding expenditures, Chair Schmoke asked does the number change from quarter to quarter. Mr. Hardy responded, yes, because it is cumulative. A new column will be added to the coming financial reports reflecting a "forecast" of how BCCC's expenditures will "finish".


   b. Enrollment Report

   Ms. Becky Burrell reported that fall 2022 classes began on 8/22/2022.
   - BCCC's headcount was 2,756, off the target enrollment projection of 3,528.
   - Fall 2021 to Fall 2022 was an 8.7% decline; Maryland Colleges and Institutions reported a 9.8% decline.
   - Enrollment is dependent on FTEs.
   - The last 8-week session starts 10/19/2022 which can add to enrollment numbers; but the numbers of students that do not attend have to be considered.

   Dr. Jade Borne, Vice President of Student Affairs, spoke about new initiatives to help students stay enrolled. Current enrolled students will be contacted before the winter break to have them enroll in spring classes; also outreach made to stopout students and near completers.

   Student Trustee Goeken asked about the retention rate. Dr. Borne gave the number 47% according to an old PAR report. This number was affected by the pandemic, including transportation, childcare, job, and other personal issues impacting students' return. Vice President Burrell informed the Board that some data is captured by the Community College Survey of Student Engagement (CCSSE), which is conducted every two to three years.

   Action: At the next Board meeting, current CCSSE student retention data will be presented.

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Attention is also being given to help students through Developmental English and Math by tutoring and the Vista Grant.

Chair Schmoke asked is Developmental English a credited course. Ms. Hawkins replied that it counts for a student's credit load but does not affect a student's academic standing or GPA.  It does count toward credit for Financial Aid.

In relation to Realignment Task 5 – Strategic Enrollment & Recruitment Planning, Dr. Borne relayed other measures being taken:
- Weekly Information Sessions for Potential Students - The recruiters hosted eight virtual "New Student Information Session" in September. These sessions occur twice a week on Tuesdays at 10:00am and Wednesdays at 3:30pm. Forty-five students attended information sessions in September.
- High School Visits to BCCC – Sixty-four Baltimore City Public High Schools are divided into three territories. These schools include Baltimore County Public High Schools, as well as some of the 4-year institutions that reside in Maryland.
- High School Recruitment Events - On September 28, 2022, Augusta Fells High School brought 40 juniors and seniors to BCCC to learn about available academic, continuing education, and work-force certificate programs, the Mayors Scholars Program, available support programs and to take a campus tour.
- Recruitment Planning – The Recruiters and Student Affairs Recruitment Teams are in the process of developing a comprehensive recruitment plan proposal. The plan will include territory saturation, expanding recruitment for the Mayor's Scholars and Granville T. Woods programs, international student recruitment, financial aid and advising engagements, and measurable recruitment targets for each department in Student Affairs.
- Filling of Enrollment and Recruitment Staff Vacancies.

Chair Schmoke asked if Dr. Borne had comparable numbers and stated that the University of Baltimore had 660 students who were eligible to return but did not. Dr. Borne replied that over the last three years, 1,500 eligible students did not re-enroll.  The goal is to get these students to return. President McCurdy stated that more information will be brought back to the Board.

Action: At the next Board meeting, bring back current numbers of students that did not return, and outreach activity in response.

c.  Enterprise Resource Planning (ERP) Update

Mr. Michael Rading, Chief Information Officer, reported that:

- The College maintains a **GREEN** status from the State's Department of Information Technology (DoIT).
- The Project Team continues to meet bi-weekly with the DoIT's Oversight Project Manager for the College to provide project updates and exchange ideas.
- The College also continues to provide official monthly 'Health Assessment' reports to the State which provides details on monthly project activities, including milestones, deliverables, and spending.
- The Cabinet receives regular project updates.
- Despite adjustments to the internal module go-live dates, the project is still scheduled to be completed by December 2023 as originally planned.

He also relayed the ERP core-modules that are live and used in College day-to-day operations.

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The following is work done in the past month:
- CRM Recruit - Comprehensive admission system that supports the entire recruiting and admissions lifecycle. It will fully integrate with Banner and allow the admissions teams to manage recruitment and enrollment functions, facilitate engagement with students, and track enrollment goals, and set up workflows to automate communications with prospective students.
- Ellucian Degree Works - An academic advising and degree audit tool that provides students easy access to their academic path and helps them understand degree requirements and next steps to graduation. It allows advisors and tutors to target students in need of assistance and help them maintain progress. Decision Planning Workshops, with Student Affairs and Academic Affairs, were conducted in September 2022.

On September 21, 2022, a meeting between BCCC and Ellucian representatives was held to discuss:
- Review of the ERP contract requirements, associated deliverables and gaps in service delivery.
- Identifying issues and related remediation measures.
- Follow-up and action items being tracked for resolution.

Examples of issues
- Additional training needed in credit and non-credit areas
- Additional ERP configurations to meet non-credit needs
- Streamlining software solutions to simplify capturing information on Never Attend Reporting that impacts financial aid
- Addressing and remediating the cause of incorrect financial transactions in the ERP system that interferes with finance day-to-day operations

VII. **President's Report**
   a. Operational
   b. Realignment

President McCurdy informed the Board that BCCC will be observing Election Day and will be closed on November 8, 2022. There will be no classes or services, but Public Safety will be on the premises. A drop box will be at the entrance of the College for ballots.

Facilities Update
- Demolition of the Bard building is on target for 2023. She met with Downtown Partners of Baltimore to discuss the use of the open space. The College will meet with members of the downtown community during the first week of November and will be joined by the Department of General Services (DGS).

BCCC Foundation Update
- Regular Meetings will be scheduled with the Board of Directors and the Investment Committee.
- A Brown Advisory Meeting was held on October 19, 2022, to talk about Bylaws and the Fiscal agreement regarding grants.

ERP Project "What Worked"
- The College has implemented the core modules within the Ellucian Banner ERP system, which is a system that is highly recognized in the Higher Education space and is utilized by over 2,000+ institutions of higher education.
- The new ERP system makes information that cuts across different areas more readily accessible by prospective and current students, faculty, and staff.

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- The new ERP addresses realignment Task #9 that touches on modernizing the College infrastructure and safeguarding student data.
- The new ERP streamlines current processes for students making it easier for them to register for courses, view grades, make payments, and view statements.

ERP Project "What's in Progress"
- The new ERP has changed College Operations in different areas.
- It has been a learning process for students, faculty, and staff to become accustomed to using a new system.
- Additional training needs have been identified in both credit and non-credit areas to enable stakeholders to fully utilize the new system.
- Issues have come up that require remediation e.g., financial billing for non-credit courses; additional ERP configurations to better meet stakeholder needs; and the need for vendor support to find a simple solution for key College processes.

There are new Student Government Association Board members
- Darienne Stansbury - President
- Kyleen Brown - Vice President
- Ahreonna Sye-Taylor - Secretary
- Francesca Trull - Parliamentarian
- Luis Quintanilla – Senator

There will be a Middle States full review in FY 2024 as BCCC will be going through the reaccreditation process. Chair Schmoke asked whether Middle States delayed their visit because of COVID. President McCurdy replied a request was submitted for a 6 to 9 month delay due to the College's realignment mandates and transition to the ERP system, but that request was denied.

President McCurdy shared BCCC's history with the Middle States Commission on Higher Education (MSCHE).
- The last completed a Self-Study Report in 2013-2014.
- A Self-Study to MSCHE was submitted in February 2014.
- MSCHE Team Visit was conducted in March 2014.
- BCCC was evaluated on 14 Standards for Accreditation
- BCCC had insufficient evidence to demonstrate compliance with four of the MSCHE Standards.
  - Standard 2 - Planning, Resource Allocation, & Institutional Renewal
  - Standard 3 – Institutional Resources
  - Standard 6 – Integrity
  - Standard 7 – Institutional Assessment
- The College was placed on a "Warning" status

What was required of BCCC after the 2014 Self-Study?
- Submit a Monitoring Report in March 2015 documenting compliance with the four Standards.
- MSCHE removed the "Warning" June 2015 after compliance was demonstrated.
- A second Monitoring Report was submitted in April 2018.
- MSCHE requested a supplemental information report in 2017. The Report addressed: Standards II (Ethics and Integrity), VI (Planning, Resources & Institutional Improvement) and VII (Governance, Leadership & Administration), and was submitted in January 2018.
- The final Progress Report was accepted by MSCHE in June 2018.

The Accreditation Liaison Officer (ALO) overseeing the MSCHE Self-Study is Dr. Laura Cripps and she and Vice President Becky Burrell will co-coordinate oversight for the process.

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The Self-Study Design Committee's Co-Chairs will:
- Identify content for and help to draft the College's Self-Study Design.

The Steering Committee Co-Chairs are:
➢ Eileen Hawkins
➢ Courtney Ross

The Steering Committee will:
- Drive the compilation of the Self-Study Report.
- Co-Chair the Working Groups for each Standard.
- Help draft the Self-Study Report narrative.

The Working Group Co-Chairs are:
➢ Michael Berends, James Dyett – Standard I
➢ Shawnette Shearin, Charles Hall – Standard II
➢ Johnnie Owens, Anthony McEachern – Standard III
➢ Brian Terrill, Ghazanfar Mahmood – Standard IV
➢ Katana Hall, Nicole Deutsch – Standard V
➢ Peter Ferrell, Anna Lansaw –Standard VI
➢ Eileen Waitsman, Patricia Raines –Standard VII

The Working Groups will:
- Compose responses within their assigned Standard.
- Identify and collect evidence to support these responses.
- Identify any opportunities for improvements.

Important dates:

- Writing of Self-Study Design due October 25, 2022
- Self-Study visit – November 9, 2022
- MSCHE accepts Self-Study – November 23, 2022
- Core Planning Team – Steering Committee, Self-Study Design Committee – October 14, 21, 2022
- Self-Study Report – November 22, 2022 – Spring 2024

Trustee Pfeifer asked where Trustees can find the results of previous MSCHE 2013-2014 reports.

Action: President McCurdy will send the link to all the Board members.

Trustee Weiss asked President McCurdy if she knew anyone on the Middle States team. President McCurdy responded they had not yet been appointed, but if so, that individual would have to withdraw from the team. This is BCCC's third Liaison Officer, which is another reason why she asked for an extension of their visit. A new Liaison Officer means starting over with the orientation about BCCC. She will connect with Dr. Ward regarding the new Liaison Officer.

VIII. **Active Search Listing**

IX. **Motion for Adjournment**


Chair Schmoke asked for a motion to adjourn the Open Session. The meeting will continue in Closed Session. The motion was moved by Trustee Weiss and seconded by Trustee Tannhauser Blum. There were no oppositions.

Chair Schmoke gave the following closing statement: "Pursuant to the General Provisions Article, Sections 3-305(b) (1) (7), (8), and (14), the meeting will now be closed so that the Board can discuss personnel matters involving specific employees, pending litigation, and the College's participation in a competitive proposal procurement process."

The Trustees adjourned at 5:45pm and reconvened in Closed Session at 5:50pm.

Respectfully submitted,

Debra L. McCurdy, PhD
President

Next Board Meeting: November 16, 2022

Attendance:

Eileen Hawkins
Michael D. Thomas
Lyllis M. Green
Maria E. Rodriguez
Michael Rading
Dr. Laura Cripps
Katherine Zurlage
Dr. Jade Borne
Anna Lansaw
Kristin McFarlane
Peter Farrell
Steven Hardy

BCCC Faculty/ Staff:

Michael Berends
Alice Kimara
Cynthia Wilson
Natasha Williams
Christina Carter
Darryl Rogers
Glenn Peterson
Deborah Moore
Dr. Katana L. Hall
Shawnette Shearin
Mr. Gelfand
Noah Grant
Dr. Denise Holland
Saleemah Franklin

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Theresa Tunstall
Nena Kutniewski
Dee Simpson
Chris Jordan
Carol Taylor
Ebony McFadden
Stanley Cavouras
Aquila Evans
Lynette Little
Valerie Grays
Dr. Bryan Miller
Dr. Nicole L. Deutsch
Chuck Marquette
Jason Quick
Theresa White
Constance Mannone
Norrine Harper
Brett King
Dr. Leslie Jackson
Dr. Sylvia Rochester
Steven Duncan
Jamison
C. Jones
Charles N. Wilson
D. FitzGerald Smith
Brian Terrill
Dr. Courtney Ross

## Closed Session Summary | October 19, 2022 (Virtual Zoom Meeting)

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**Board Members Present:** Chairman Kurt L. Schmoke, Esq.; Ms. Leonor Tannhauser Blum; Mr. Jason Perkins-Cohen; Mr. John Goeken; Ms. Lelia F. Parker, Esq;. Dr. Rachel Pfeifer; Mr. J.C. Weiss III.

**Board Members Absent**:  Mr. John Lewis

**Also Present:**  Dr. Debra L. McCurdy.

**Also in Attendance:**  Ms. Maria E. Rodriguez, Esq.; Ms. Kristin McFarlane, Esq.; Ms. Becky Burrell, V.P. Institutional Effectiveness and Research.

The open meeting was adjourned at 5:45 PM pursuant to a unanimous vote of Board Members following Chairman Schmoke's reading of a Closing Statement.

Chairman Schmoke brought the closed session meeting to order at 5:52 PM

The Trustees unanimously approved the consent agenda.

The Trustees heard about various pending and threatened claims against the College and received legal advice regarding a proposed donation to the College.

On a motion made by Ms. Tannhauser Blum and seconded by Dr. Pfeiffer, the Trustees unanimously voted to adjourn at 6:08 PM.

Respectfully submitted,

Debra L. McCurdy

# BCCC
**Baltimore City Community College**

BOARD OF TRUSTEES
## BALTIMORE CITY COMMUNITY COLLEGE

Finance Committee Meeting Summary – November 10, 2022 – 8:00am (virtual)

I. **Call to Order**

Chairman Schmoke called the meeting to order at 8:00 am and asked for the approval of the Agenda. Trustee Weiss made the motion and it was seconded by Chairman Schmoke.

II. **Procurement Policies and Procedures**

Clarity was provided regarding procurement policy, Obligation Bonds and the projects that were presented. Two of the projects were previously approved by the Board of Trustees. However given the funding source (Obligation Bonds) the projects are required to be presented to the Board of Public Works for retroactive approval. The West Pavilion upgrade requires pre-approval. The below projects are on the November 16th Agenda for the Board of Public Works.

Obligation Bonds – Board of Public Works Approval
- i. South Pavilion Roof Replacement ($436,772) – *Retroactive Approval*
- ii. West Pavilion Chiller Replacement ($108,118) – *Retroactive Approval*
- iii. West Pavilion Fire System and Equipment Upgrade ($458,000) – *Pre-Approval*

III. **Procurement Awards over $25,000 to $99,999**

The below projects were included to provide the Board with general information about spending that falls within the procurement authority of the President. A brief discussion ensued regarding the furniture expenditures. Such are to replace worn furniture in LSB and the main administration building and provide soft seating for students.

a. Off-Site Disaster Recovery Services ($53,854)

b. Fire Pump Controller Replacement ($46,450) – *Emergency Procurement*

c. Microsoft Unified ($51,648)

d. Life Science Building Furniture ($37,849)

e. Main Building Furniture ($47,474)

IV. **Approval Requests**

The Refugee Services provides a service to oversee the Refugee School Impact Grant Program and supports Baltimore City elementary and middle school refugee and asylee students with access to academic enrichment. The contract modification begins on October 1, 2022 through September 30, 2023. Trustee Weiss made the motion to approve, seconded by Chairman Schmoke.

a. Refugee Services ($138,712)

The College is requesting approval to enter a contractual agreement with Education Computer Systems, Inc. in the amount of $342,000. The service requires students to enroll in the ESCI services for tuition tracking,

credit and tax purposes.  Trustee Weiss made the motion to approve and it was seconded by Chairman Schmoke.

b.   RecoverySelect/ TaxSelect ($342,000)

Mr. Hardy, CFO provided an overview of the monthly financial performance report.  The Chairman inquired about the assets and allocation to the College from the Radio Station.  Mr. Hardy indicated he would follow up to determine when the allocation from the Radio Station is submitted to the College.  Trustee Weiss asked about a balance sheet to accompany the Report; Mr. Hardy indicated he would provide such in the future.

V.   **Motion for Adjournment**

The Chairman made the motion to adjourn the meeting seconded by Trustee Weiss.  The meeting ended at 8:25am.


Respectfully submitted,
Debra L. McCurdy

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**BOARD OF TRUSTEES**

**BALTIMORE CITY COMMUNITY COLLEGE**

# TAB 3 | Student Government Association Report

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# Student Government Association

**SGA Activities and Events:**

<u>October 3, 2022 - SGA Candidate Meet and Greet, 12:00 – 1:00 pm, Virtual –</u> The Student Government Association sponsored a Meet and Greet event for the candidates running for SGA office.  Students could drop in and out as their schedules allowed.

<u>October 4 - 6, 2022 - SGA Elections, Canvas</u> – The polls were open for online voting for the offices of president, vice president, secretary, parliamentarian, and senator.  There was only one team that ran for the position of president/vice president and only one candidate in each of the remaining three positions. Therefore, the election was a "for or against" ballot.

<u>October 15, 2022, Community Fun Day</u> - BCCC Student Rep to the Board of Trustees (John Goeken), 2022 members of The LatinxUni2 Club and two BCCC alumni attended the Latino Racial Justice Circle from 1:00 – 3:00 pm.  The event was held at the St. Peter Lutheran Church in Baltimore, MD. The day was filled with food, games, music, raffles and more. Our BCCC participants gave out marketing materials about the college, the LatinXUni2 student club and great promotional items.

<u>October 28, 2022 – SGA Leadership Meeting with Dr. McCurdy</u> – The new SGA leadership team met with President McCurdy via zoom. This was the first of what will be regular monthly meetings with Dr. McCurdy. At the meeting, the SGA team talked openly about their ideas for the year, which included budget establishment, events/activities, processes, and ways to support and represent the student body. The SGA team said they were excited about the year, working with Dr. McCurdy and Dr. Borne, and they were looking forward to the next meeting.

**SGA Elections –** As a reminder, the Fall 22-23 SGA elections took place in September with the election of five new officers. They are as follows: Darriene Stansbury - President, Kyleen Brown -Vice President, Ahreonna Sye-Taylor - Secretary, Francesca Trull - Parliamentarian and Luis Quintanilla - Senator.  There wasn't a candidate for the position of treasurer so, the new SGA leaders will start the process of selecting a treasurer for the board. October was used to start organizing, training, and goal setting. The leaders also have established regular office hours posted on the SGA office door. The office hours will also be posted on the BCCC website. The first general SGA meeting will be held in November 2022.

**SGA Officers**



**Darienne Stansbury - President**

**Kyleen Brown - Vice President**


**Ahreonna Sye-Taylor - Secretary**


**Francesca Trull - Parliamentarian**


**Luis Quintanilla - Senator**

# TAB 4 | AFSCME Local #1870 at BCCC Report/Comments

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## BOARD OF TRUSTEES
# BALTIMORE CITY COMMUNITY COLLEGE

# TAB 5 | Faculty Senate Report

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# Monthly Report- November 2022

Faculty Senate Report
to the
Baltimore City Community College (BCCC) Board of Trustees

On behalf of the Academy at Baltimore City Community College, the Senate Executive Committee, and the Faculty Senate Officers (Vice President Dr. Denise P. Holland and Secretary Dr. Rochelle Lemon Howard) please find the November Report to the BCCC Board of Trustees.

## **Meetings**

*Faculty Senate Meeting with VPAA Laura J. Cripps – 10/21/2022*

*Topics:* Faculty articulated concerns associated with being able to fill TAUS, a few outstanding concerns with scheduling and book adoption forms as well as adjunct pay in certain divisions. Dr. Cripps was invited to the second-half of the meeting to discuss concerns provided by the Academy to her in advance. Some of those concerns included finalizing winter and Spring schedules, student log in access, Banner attendance reporting and book order processes. Follow up topics for the next meeting include communication approaches/methodology, Middle States, and ILP Grading updates.

*Outcomes:* Dr. Cripps provided a clear process for faculty scheduling with respect for seniority in the discipline, and a distinction between the number of distance earning courses faculty may select per semester.

*Self- Study Design Committee Meeting – 10/28/2022*

*Topics:* This group met and discussed the standards that were found wanting in the last Middle States Commission on Higher Education MSCHE report to BCCC. Discussion ensued about how best to highlight the improvement, and the importance of making consistent correlations between 1) incorporation of realignment tasks, 2) a matrix to document that improvement, 3) BCCC's Institutional Priorities and how those priorities connect to

- Middle States Criteria and Standards
- BCCC's Realignment Tasks
- BCCC's Institutional Core Values

Additional topics for discussion included: the need for full participation and transparency, ways to incorporate and communicate with college stakeholders and community, that the working groups are the voice of the standard, all documents and resources will be centralized, the role of the Cabinet as a resource, the introduction of processes/templates to extract/ record data, responses, and feedback etc. Lastly, working groups were given their assignments with due dates.

*Outcomes:* The Academy is well represented on each of the working committees and two faculty members serve on the steering committee. This group currently meets weekly. The deadlines to submit Self--Study Design Working Group assignments were met.

### *Program Review and Evaluation (Assessment) Planning Group Meeting – 11/2/2022*

*Topics*: A summary of the Program Review and Evaluation Committee (PREC) review session with the division Deans was provided, as well as a status check, needs updates, and compliance with the PREC calendar deliverables. Director Hawkins provided the status of PREC Survey responses. Curriculum and Instruction Committee (CIC) Chair Long, shared the next agenda item for the committee: reconciling the education plans to what is posted in the catalog. Student Learning and Outcomes Assessment (SLOA) Committee Chair Quine reported that they are updating the SLOA Canvas site and commencing a review(board assessment) of REN 91 and 92 course syllabi and student learning outcomes data. This group meets weekly.

Outcomes: The survey responses have increased significantly since the reminder notice. PREC is on schedule. Almost every member of this groups serves as a member of the BCCC Middle States Commission on Higher Education (MSCHE) 1) Steering Committee, 2) Self-Study Design Committee and/or 3) Working Group.

### *Program Coordinators' Meeting facilitated by VPAA Cripps – 11/3/2022*

Topics: The first program coordinators meeting of the academic semester was extremely productive and afforded coordinators to have very candid and frank discussions about academic strengths and challenges from the point of view of coordinators from division to division. The group also discussed the Self-Study Design, Self-Study Timeline, Steering Committee updates and MSCHE. Discussion of Realignment Tasks that can effectively measure/report student success through mapping and/or developing a matrix was had. It was noted that access to those outcomes might better inform future strategic planning for the college.

Outcomes: The meeting concluded after an open Q and A session. It was determined that the first Thursday of each month was a viable meeting day. Additionally Dr. Cripps will follow-up on scheduling and book order inconsistencies from division to division and share updates.

### *Senate Executive Committee (SEC) Meeting – 11/4/2022*

There were several concerns articulated by the Senate Executive Committee from each department. However, until the opportunity to present any unresolved/lingering concerns to VPAA Cripps and/or Dr. McCurdy have occurred, a summary of that meeting with outcomes is not included. A follow up in the December report to the BCCC Board of Trustees will be provided.

*Self-Study Preparation Visit – 11/9/2022*

Topic: Members of the Academy attended meetings with the BCCC Middle States Commission on Higher Education (MSCHE) liaison, Dr. Terrence Peavy, in their capacities as members of the BCCC The Middle States Commission on Higher Education (MSCHE) 1) Steering Committee, 2) Self-Study Design Committee and 3) Working Group. Dr. Peavy introduced the MSCHE process, expectations, and timelines before opening the floor for questions.

Outcomes: Dr. Peavy made approximately four (4) suggestions to strengthen the document and expressed his "excitement" and extended " Kudos" for the level of college-wide engagement, and excitement (especially from students).

This concludes the November 2022 Board of Trustees Report from the BCCC Academy.

Aequitas in educationi,

*Katana L. Hall*

Katana L. Hall, Ph.D.

Professor of English and Theatre

Faculty Senate President

Department of English, Humanities, Visual and Performing Arts

Baltimore City Community College

# TAB 6 | Items Removed from the Agenda

BALTIMORE CITY COMMUNITY COLLEGE

# TAB 7 | New Business

a. Finance/Audit Committee Meeting November 9, 2022
    i. Procurement Policies & Procedures **(Overview)**
        1. Obligation Bonds-Board of Public Works
            a. South Pavilion Roof Replacement ($436,772) Retroactive Approval
            b. West Pavilion Chiller Replacement ($108,118) Retroactive Approval
            c. West Pavilion Fire System & Equipment Upgrade ($458,000)-Pre-Approval

    ii. Procurement Awards Over $25,00 to $99,999 **(Information)**
        1. Off-Site Disaster Recovery Services ($53,854)
        2. Fire Pump Controller Replacement ($46,450) Emergency Procurement
        3. Microsoft Unified ($51,648)
        4. Life Science Building Furniture ($37,849)
        5. Main Building Furniture ($47,474)
        6. 2$^{nd}$ and 3$^{rd}$ Floor Stairwells ($32,610)

    iii. Approval Requests **(Vote)**
        1. Refugee Services ($138,712)
        2. RecoverySelect/TaxSelect ($342,000)

| Contract No. / Contract Title | BCCC-FY23-ITS-002 Off-Site Disaster Recovery Services | | |
|---|---|---|---|
| **Description/Remarks**: The contract was awarded as sole source procurement for the continuity of operations to support the legacy data systems of the HP LAN server until the new ERP system is implemented. The service will be terminated once the new ERP system is fully implemented. | | | |
| **Procurement Method:** | Sole Source | **Category:** | Information Technology Services |
| **Awarded Contractor**: | AB Technologies, Inc. | | |
| **Award Amount:** | $53,854.00 | **Contract Term:** | 07/01/22 – 06/30/23 |
| **No. of Bids:** | N/ A | **Tax Clearance:** | - |
| **College Department:** | Information Technologies | **Fund Source** | 06618 /0864 |

| Contract No. / Contract Title | BCCC-FY23-MB-005 Fire Pup Controller Replacement | | |
|---|---|---|---|
| **Description/Remarks**: An emergency declaration was made on September 23, 2022, after a routine inspection of the fire apparatus system. The investigation revealed that the fire pump controller failed and needed repair. The fire pump controller systematically triggers the fire pump to activate in the event of a fire. Without a functioning controller, the fire pump will not activate the fire alarm system in the event of a fire. Only one bid was obtained as it was necessary to remedy this safety issue quickly. While the system was down, it was necessary to have a physical presence around the building to ensure the safety of the occupants until the repair was completed. | | | |
| **Procurement Method:** | Emergency | **Category:** | Maintenance |
| **Awarded Contractor**: | Premier Fire Protection Services, Inc. | | |
| **Award Amount:** | $45,450.00 | **Contract Term:** | 30 Calendar Days from NTP |
| **No. of Bids:** | 1 | **Tax Clearance:** | - |
| **College Department:** | Facilities | **Fund Source:** | 07706 / 1415 |

| Contract No. / Contract Title | R95P36000076 Microsoft Unified Software Maintenance | | |
|---|---|---|---|
| **Description/Remarks**: The contract is for continuous software maintenance of the College's infrastructure that runs all the Microsoft services that the College utilizes. This includes the servers, user authentication, email, and telephone. The contract is awarded using a MEEC contract in which the College is a member. The MEEC's contract does not require secondary competition. | | | |
| **Procurement Method:** | Intergovernmental Cooperative Purchasing Agreement | **Category:** | Information Technology Software Services |
| **Awarded Contractor:** | Microsoft Office | | |
| **Award Amount:** | $51,648 | **Contract Term:** | 08/06/2022-08/05/2023 |
| **No. of Bids:** | 1 | **Tax Clearance:** | - |
| **College Department:** | Information Technology Services | **Fund Source:** | 06618 / 0864 |

| Contract No. / Contract Title | M4062/BCCC/LS Life Science Building Furniture | | |
|---|---|---|---|
| **Description/Remarks**: The contract is for the replacement of furniture for the Life Science Building. The current furniture is worn and outdated. New furniture will be placed in the corridors on the 1st, 2nd, 3rd, and 4th floors. The award is being made to a preferred provider of the State; therefore, no competitive process is required. | | | |
| **Procurement Method:** | Preferred Provider | **Category:** | Commodity |
| **Awarded Contractor:** | Maryland Correctional Enterprises | | |
| **Award Amount:** | $37,849 | **Contract Term:** | Upon Receipt |
| **No. of Bids:** | - | **Tax Clearance:** | N/ A |
| **College Department:** | Facilities | **Fund Source:** | 07719 / 1015 |

**Category:** Construction; Construction Modification; Service; Service Modification; Maintenance; Maintenance Modification; A/E Service; A/E Service Modification; Equipment; Equipment Modification; Invoice.
**Procurement Method**: Competitive Sealed Bidding; Competitive Sealed Proposals; Negotiated Award; Sole Source; Emergency Procurement; Preference Purchase; A/E Act; Option Renewal, Modification, Intergovernmental Cooperative Purchasing Agreement, Statewide Contract

**PROCUREMENT AWARDS**
**Contracts, Modifications, and Renewals Options**
**$25,000 to $99,999**
**BOT Finance Committee November 10, 2022**

| | |
|---|---|
| **Contract No. / Contract Title** | M3362/BCCC/LS<br>Main Building Furniture |
| **Description/Remarks**: The purchase covers replacement furniture. The furniture for the Main Building includes the Student Center, Student Lounge in the Atrium, and corridors. New furniture will replace the current furniture in these locations. The award is being made to a preferred provider of the State; therefore, no competitive process is required. | |

| **Procurement Method:** | Preferred Provider | **Category:** | Commodity |
|---|---|---|---|
| **Awarded Contractor:** | Maryland Correctional Enterprises | | |
| **Award Amount:** | $47,474 | **Contract Term:** | Upon Receipt |
| **No. of Bids:** | - | **Tax Clearance:** | N/ A |
| **College Department:** | Facilities | **Fund Source:** | 07719 / 1015 |

**Category:** Construction; Construction Modification; Service; Service Modification; Maintenance; Maintenance Modification; A/E Service; A/E Service Modification; Equipment; Equipment Modification; Invoice.
**Procurement Method:** Competitive Sealed Bidding; Competitive Sealed Proposals; Negotiated Award; Sole Source; Emergency Procurement; Preference Purchase; A/E Act; Option Renewal, Modification, Intergovernmental Cooperative Purchasing Agreement, Statewide Contract

**PROCUREMENT AWARDS**
**Contracts, Modifications, and Renewals Options**
**$25,000 to $99,999**
**BOT Finance Committee November 10, 2022**

| Contract No. / Contract Title | BCCC-FY22-SP-13 2<sup>nd</sup> and 3<sup>rd</sup> Floor Stairwells | | |
|---|---|---|---|
| **Description/Remarks:** This contract is for the tile replacement in both the 2nd and 3rd floors of the South Pavilion building. This contract was conducted under the Sourcewell cooperative agreement. The College is a registered member of the Sourcwell; it is permissible to utilize the established contracts issued by this organization. Sourcewell contract 080819-SII for carpet and floor covering for the Shaw Contract was selected based on price. Shaw Contract is a manufacturer and has an approved installer. The contract expires on October 23, 2023. Business Flooring, Inc. is the approved installer of the Shaw Contract, and the proposed pricing is below the ceiling price of the awarded contract. The awarded vendor is also a certified small business reserve company. | | | |
| **Procurement Method:** | Exempt | **Category:** | Maintenance |
| **Awarded Contractor:** | Business Flooring | | |
| **Award Amount:** | $32,610.00 | **Contract Term:** | 30 Calendar Days from NTP |
| **No. of Bids:** | N/ A | **Tax Clearance:** | N/A |
| **College Department:** | Facilities | **Fund Source:** | Cares Funding |

**Category:** Construction; Construction Modification; Service; Service Modification; Maintenance; Maintenance Modification; A/E Service; A/E Service Modification; Equipment; Equipment Modification; Invoice.
**Procurement Method**: Competitive Sealed Bidding; Competitive Sealed Proposals; Negotiated Award; Sole Source; Emergency Procurement; Preference Purchase; A/E Act; Option Renewal, Modification, Intergovernmental Cooperative Purchasing Agreement, Statewide Contract

*Contract ID***:** BCCC-FY22-SS-001
Refugee Services

*Contract Description:* This contract provides a service to oversees the Refugee School Impact Grant Program. Services are provided to Baltimore City elementary and middle school refugee and asylee students with access to academic enrichment and soccer instruction during the academic year. High school students complete credit-recovery courses, a Career Readiness course, and participate in enrichment activities such as soccer, art and music. The refugee/asylee students who participate in these programs are city/ county residents who do not have access to English language instruction and social integration offered in the community.

*Award:* Soccer Without Borders Corporation
Baltimore, MD

*Contract Term***:** October 1, 2022 – September 30, 2023

*Contract Modification*
*Amount***:** $138,712

*Procurement Method:* Sole Source

*Requesting Remarks:* Requesting approval for a modification to the original contract that was awarded under the College President's delegated authority to Soccer Without Boarders Corporation (SWB). The Maryland Department of Human Services Office for Refugees and Asylees (MORA) awarded Baltimore City Community College the Refugee School Impact Grant (RSIG) to help support the College's Refugee Youth Project (RFY) after-school tutoring program. Moreover, under the grant agreement with MDH, the College can award to/partner with only the companies that are specifically listed in the grant's appendix since all consultants and their work plans had to be pre-approved in order to receive grant funding. The SWB, as the refugee provider agency for Baltimore, is a pre-approved vendor.

The contract will be retroactive, as the SWB has been providing services since October 1, 2022 (although the request for approval was not received until November 2022). Therefore, the modification will begin on October 1, 2021, and continue to September 30, 2022, to match the start and end dates of the MORA grant. The contract will renew each year through a written modification contingent on appropriation of new MORA grant funds.

Retroactive approval is requested in the amount of $23,119 from October 1, 2022, to November 30, 2022, and proactive approval for the remaining balance of $115,593 and term of the contract.

*Fund Source:* MORA grant

**BOARD OF TRUSTEES ACTION          THIS ITEM WAS:**

*Contract ID***:**          BCCC-FY23-FA-001
                       Recovery Select /  Tax Select Services

*Contract Description:*  This contract provides verification and validation of student accounts information and issuance of 1098s at the end of each calendar year.

*Award:*             Education Computer Systems, Inc.
                       Moon Twin Peaks, PA

*Contract Term***:**       12/01/2022 – 11/30/2025

*Contract Amount***:**     $342,000

*Procurement Method:*   Sole Source

*Requesting Remarks:*  The College is requesting approval to enter a contractual agreement with Education Computer Systems, Inc. (ESCI) in the above referenced amount. In accordance with the College's Procurement Policies and Procedures, this contract is exempt from a formal procurement process under exclusion 1.3.2.4 "Collaborative undertakings that support the mission of the College." This is also a sole source contract that has the services required for the continuity of operations and support of the student population.  Services require students to enroll in the ESCI services for tuition tracking, credit, and tax purposes.

*Fund Source:*        Operating

**BOARD OF TRUSTEES ACTION          THIS ITEM WAS:**

**APPROVED          DISAPPROVED              DEFERRED          WITHDRAWN**

**WITH DISCUSSION          WITHOUT DISCUSSION**

# BALTIMORE CITY COMMUNITY COLLEGE
## BOARD OF TRUSTEE – FINANCE COMMITTEE
## ACTION ITEM
### November 10, 2022

APPROVED        DISAPPROVED        DEFERRED        WITHDRAWN

WITH DISCUSSION        WITHOUT DISCUSSION

**BCCC**
Baltimore City Community College

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# TAB 8 | College Policies

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- No Policies

**BCCC**
Baltimore City Community College

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# TAB 9 | Presentations

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- Monthly Financial Performance Report
- Enrollment Update
- ERP Update

# Monthly Financial Performance Snapshot Report

Appropriation Year 2023

October 31, 2022 (as of 11/2/22)

**Year-over-Year (YoY) Comparison**

| Revenue Fund | Budget FY23 | FY23 | FY22 | Net Change | Percentage Change |
|---|---|---|---|---|---|
| General (Unrestricted) | 62,965,791 | 26,771,155 | 26,566,057 | 205,097 | 1% |
| Restricted | 20,675,565 | 5,757,494 | 3,815,793 | 1,941,701 | 51% |
| **Total Revenues** | **$83,641,356** | **$32,528,649** | **$30,381,850** | **$2,146,799** | **7%** |

| Expense Fund | Budget FY23 | FY23 | FY22 | Net Change | Percentage Change |
|---|---|---|---|---|---|
| General (Unrestricted) | 62,965,791 | 12,554,327 | 13,486,640 | (932,313) | -7% |
| Restricted | 20,675,565 | 4,174,295 | 1,963,867 | 2,210,428 | 113% |
| **Total Expenses** | **$83,641,356** | **$16,728,623** | **$15,450,508** | **$1,278,115** | **8%** |

| | Budget FY23 | FY23 | FY22 | Net Change | Percentage Change |
|---|---|---|---|---|---|
| **Net Surplus** | **$0** | **$15,800,026** | **$14,931,342** | **$868,684** | **6%** |

| Revenue Sources | Budget FY23 | FY23 | FY22 | Net Change | Percentage Change |
|---|---|---|---|---|---|
| **Unrestricted Revenues** | **$62,965,791** | **$26,771,155** | **$26,566,057** | **$205,097** | 1% |
| Board of Estimates - Unrestricted | 600,000 | 0 | 0 | 0 | 0% |
| Bookstore Revenue | 935,232 | 492,996 | 405,335 | 87,661 | 22% |
| Consolidated Fees | 950,936 | 365,190 | 433,028 | (67,838) | -16% |
| Credit Tuition | 11,272,747 | 2,825,048 | 2,974,757 | (149,709) | -5% |
| Covid Relief Funds | 0 | 0 | 0 | 0 | 0% |
| Facilities Capital Fees | 109,971 | 39,553 | 42,990 | (3,437) | -8% |
| Indirect Cost Recovery - Other | 0 | 20,127 | 13,810 | 6,317 | 46% |
| Investment Income | 364,047 | 222,456 | 30,411 | 192,045 | 631% |
| Non-Credit Fee Revenue | 377,357 | 101,980 | 181,820 | (79,840) | -44% |
| Non-Credit Tuition | 532,994 | 127,510 | 190,100 | (62,590) | -33% |
| Other Fee Revenue | 177,861 | 1,345 | 265 | 1,080 | 407% |
| Other Revenue (40) | 117,800 | (517,514) | 60 | (517,574) | -862623% |
| Parking and Transportation | 34,719 | 4,219 | 23 | 4,196 | 18649% |
| Real Estate Lease Income | 2,331,299 | 824,551 | 1,924,899 | (1,100,349) | -57% |
| Registration Fee | 299,995 | 105,764 | 102,362 | 3,402 | 3% |
| Revenue | 0 | 0 | 0 | 0 | 0% |
| State Appropriation | 43,735,135 | 21,867,568 | 19,940,034 | 1,927,534 | 10% |
| Technology Fees | 739,713 | 243,678 | 288,680 | (45,002) | -16% |
| Tower Rental Income | 131,092 | 32,421 | 25,213 | 7,208 | 29% |
| Transcripts | 39,084 | 13,830 | 12,270 | 1,560 | 13% |
| Vending Machine Commission | 4,976 | 435 | 0 | 435 | 0% |
| WBJC Asset Agreement | 210,833 | 0 | 0 | 0 | 0% |
| **Restricted Revenues** | **$20,675,565** | **$5,757,494** | **$3,815,793** | **$1,941,701** | **51%** |
| Capital Projects | 0 | 593,411 | 0 | 593,411 | 0% |
| Covid Relief | 1,321,559 | 1,233,270 | 1,042,949 | 190,321 | 18% |
| Federal Grants & Contracts | 13,088,390 | 1,531,695 | 1,705,898 | (174,203) | -10% |
| Other Revenue (43) | 0 | 61,750 | 339 | 61,411 | 18099% |
| Private Gifts, Grants & Contracts | 85,792 | 4,661 | 0 | 4,661 | 0% |
| State & Local Grants & Contracts | 4,513,262 | 2,002,234 | 638,479 | 1,363,756 | 214% |
| WBJC Revenue | 1,666,562 | 330,473 | 428,128 | (97,655) | **-23%** |
| **Total Revenue** | **$83,641,356** | **$32,528,649** | **$30,381,850** | **$2,146,799** | **7%** |

| Description | Object | FY23 Expenses | FY22 Expenses | Net Change | Percentage Change |
|---|---|---|---|---|---|
| Labor: PIN Salaries | 1 | 8,832,842 | 9,200,345 | (367,503) | -4% |
| Labor: Contractual Employees | 2 | 1,639,682 | 1,739,028 | (99,346) | -6% |
| Communications | 3 | 119,738 | 17,018 | 102,720 | 604% |
| Travel | 4 | 29,989 | 13,708 | 16,280 | 119% |
| Utilities | 6 | 534,786 | 344,259 | 190,527 | 55% |
| Motor Vehicle | 7 | 8,250 | 0 | 8,250 | 0% |
| Contractual Services | 8 | 988,711 | 1,523,976 | (535,265) | -35% |
| Supplies | 9 | 448,790 | 664,529 | (215,738) | -32% |
| Replacement Equipment | 10 | 328 | (1,698) | 2,026 | -119% |
| New Equipment | 11 | 5,737 | 70,073 | (64,336) | -92% |
| Scholarships and Fellowships | 12 | 2,797,227 | 580,464 | 2,216,762 | 382% |
| Fixed Expenses | 13 | 1,367,045 | 1,258,213 | 108,832 | 9% |
| Deferred Maintenance | 14 | (34,098) | 40,592 | (74,690) | -184% |
| Clearing | 96 | (10,404) | 0 | (10,404) | 0% |
| **Total Expenses FY23** | | **$16,728,623** | **$15,450,508** | **$1,278,115** | **8%** |

**Current Expenses by Division**

| Division | Budget FY23 | FY23 Expenses | FY22 Expenses | Net Change | Percentage Change |
|---|---|---|---|---|---|
| Academic Affairs | 23,092,339 | 5,475,507 | 5,891,139 | (415,632) | -7% |
| Administration & Finance | 16,706,159 | 3,168,065 | 3,289,227 | (121,161) | -4% |
| Advancement & Strategic Partners | 1,817,188 | 200,680 | 382,709 | (182,029) | -48% |
| College Wide | 5,143,718 | 1,551,540 | 628,798 | 922,742 | 147% |
| Information Technology | 5,366,182 | 1,130,402 | 908,580 | 221,822 | 24% |
| Institutional Research & Strategic Priorities | 1,057,836 | 198,126 | 200,231 | (2,106) | -1% |
| President's Office (Executive) | 1,677,484 | 456,167 | 378,677 | 77,490 | 20% |
| Student Affairs | 14,666,613 | 2,652,947 | 1,956,591 | 696,356 | 36% |
| WBJC | 1,714,959 | 286,266 | 342,241 | (55,975) | -16% |
| WDCED | 12,398,878 | 1,608,921 | 1,472,314 | 136,606 | 9% |
| **Total Expenses FY23** | **$83,641,356** | **$16,728,623** | **$15,450,508** | **$1,278,115** | **8%** |

# Board of Trustees Meeting

Wednesday, November 16, 2022

# Enrollment Report

Ms. Becky L. Burrell, Vice President for Institutional Effectiveness, Research & Planning

Dr. Jade Borne, Vice President for Student Affairs

**BCCC**
Baltimore City Community College

# What is the Community College Survey of Student Engagement (CCSSE)?

- The CCSSE is an external survey developed by the Center for Community College Student Engagement (the Center) based at the University of Texas, Austin which is designed to build on research related to student retention by asking students about their college experiences including the following.
  - How do they spend their time?
  - What kinds of work they are challenged to do?
  - How does their community college support their learning and goal attainment?
  - What college resources and services are important to them? What has their experience been with those resources and services?
  - Would they recommend BCCC to friends and family?

# What is the CCSSE's History at BCCC?

- At BCCC, the CCSSE has been administered every two to three years, in the Spring semester, for the past fifteen years by the Office of Institutional Research (OIR) staff and/or faculty to a sample of on-campus sections of credit courses, until Spring 2020.
  - When the pandemic struck, the Center developed a pilot online version of the survey. BCCC was one of 14 institutions to participate in that version.
  - The selection of credit courses was based on the pre-remote learning environment's face-to-face sections.
  - In Spring 2022, the College opted to utilize the online version as the pandemic was still a factor in the "return to campus" planning.
- The College has used CCSSE results to create performance indicators and targets to support institutional planning.

*Baltimore City Community College provides quality, affordable, and accessible education meeting the professional and personal goals of a diverse population, changing lives, and building communities.*

# CCSSE: Academic Advising

**BCCC**

## How important are the academic advising services to you at this college?

Legend: Very (blue), Somewhat (orange), Not at all (gray)

- Very: 72.4%, 71.7%, 74.0%, 77.7%, 80.2%
- Somewhat: 19.1%, 19.6%, 19.6%, 19.6%, 17.5%
- Not at all: 8.5%, 8.7%, 6.4%, 2.7%, 2.3%

| 2014 (n=396) | 2016 (n=311) | 2018 (n=342) | 2020 (n=148) | 2022 (n=308) |
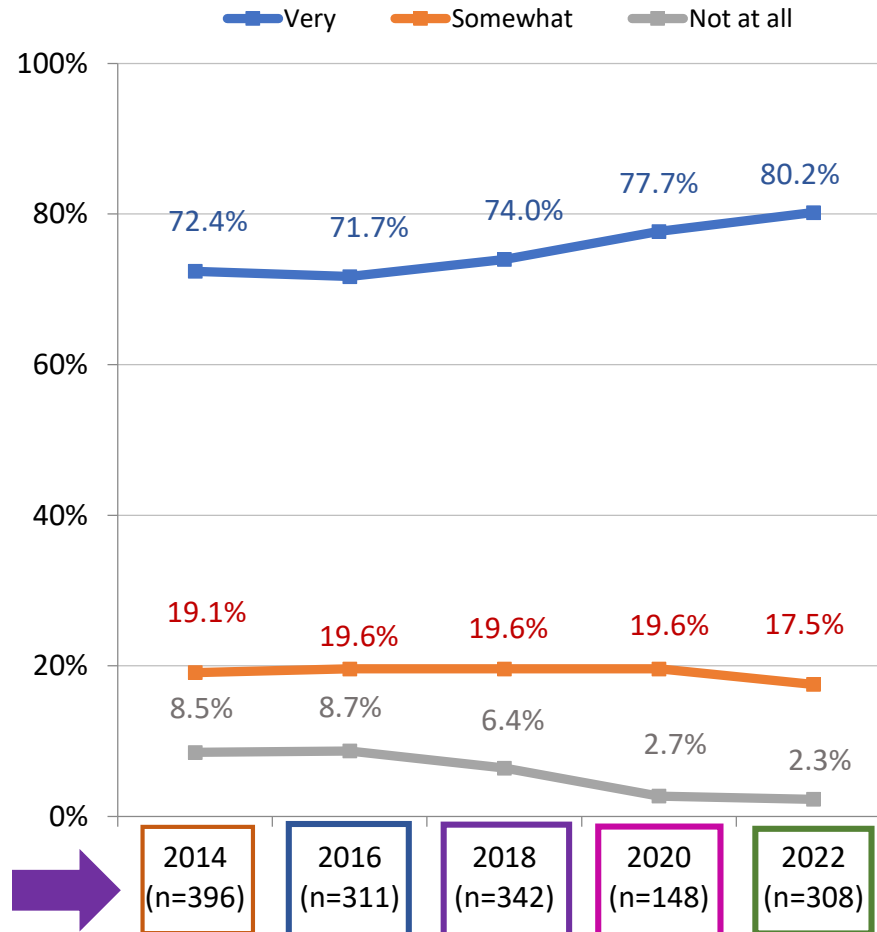
## How satisfied are you with the academic advising/planning services?
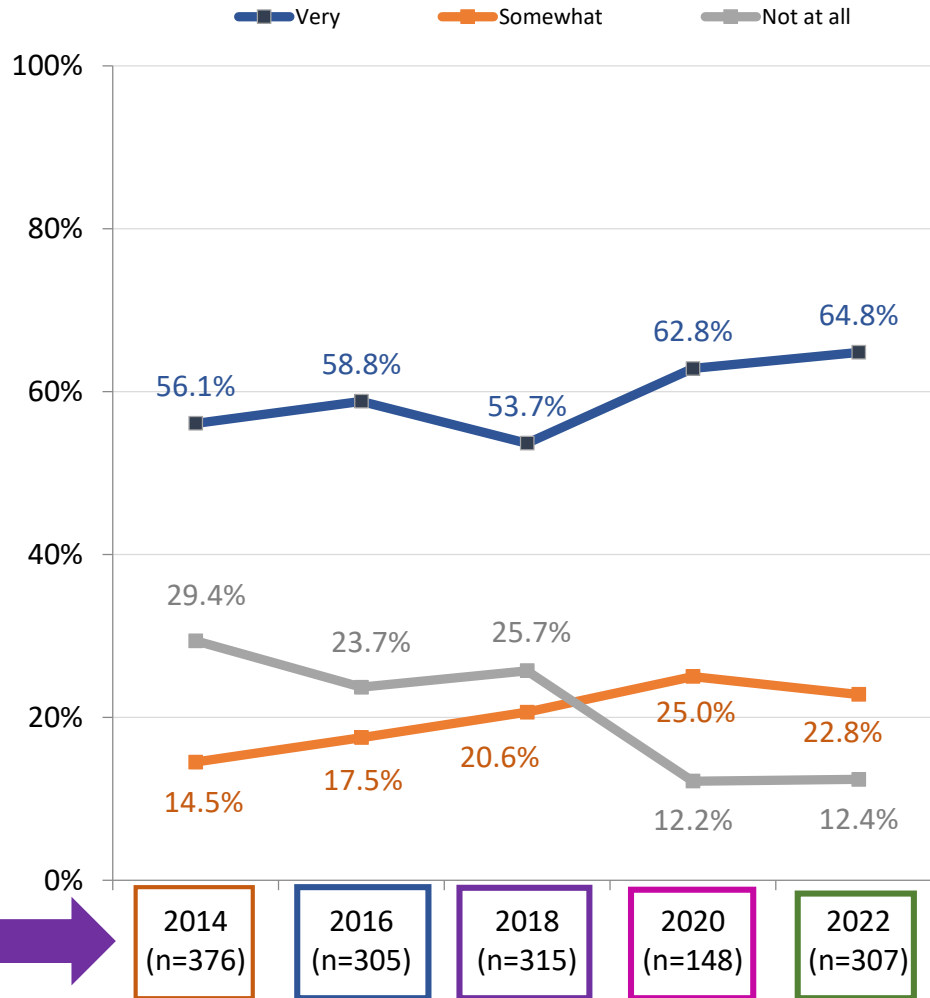
Legend: Very (blue), Somewhat (orange), Not at all (gray)

- Somewhat: 50.1%, 50.5%, 45.9%, 43.6%, 42.8%
- Very: 34.5%, 38.4%, 46.3%, 48.6%, 50.2%
- Not at all: 15.3%, 11.0%, 7.8%, 7.9%, 7.1%

| 2014 (n=359) | 2016 (n=281) | 2018 (n=307) | 2020 (n=140) | 2022 (n=269) |
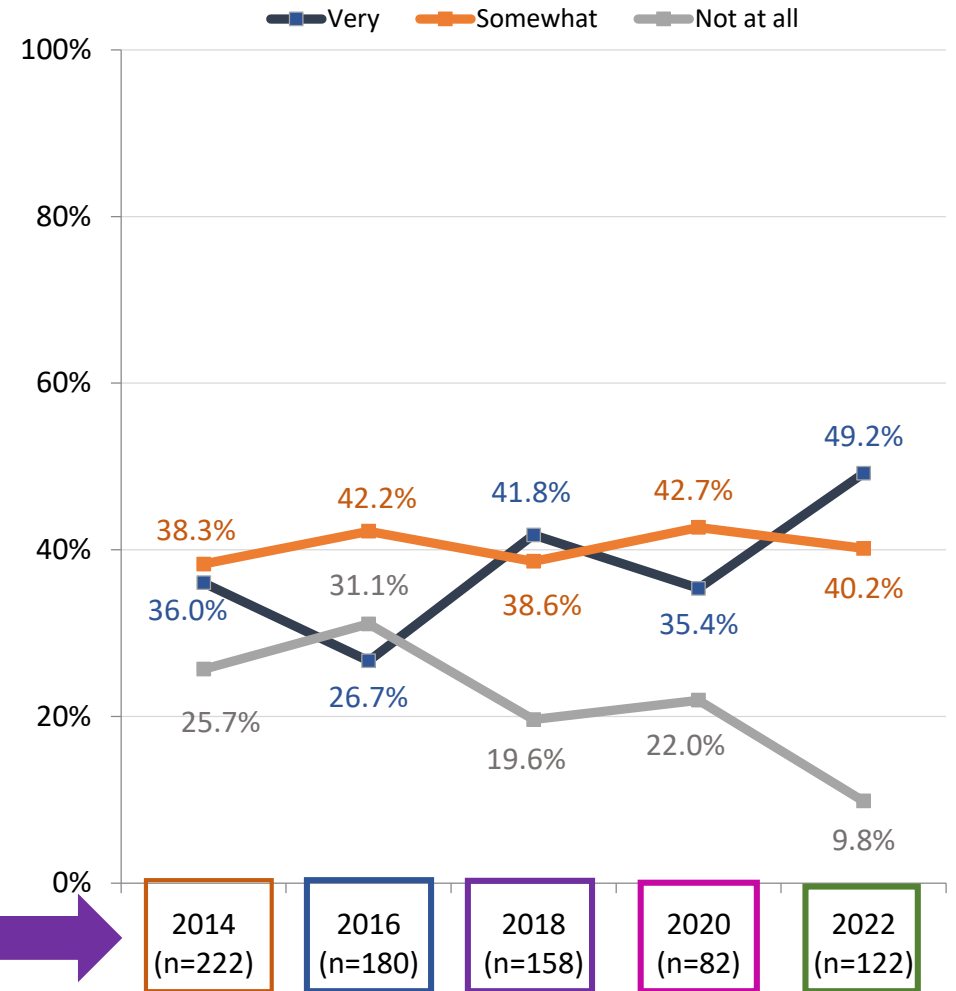
Source: CCSSE data. "N" reflects the number of that students responded to or rated survey item.    OIR – November 2022

# CCSSE: Career Counseling Services

**BCCC**

**How important are the career counseling services to you at this college?**

Legend: ■ Very  ■ Somewhat  ■ Not at all

- Very: 60.2% (2014), 55.0% (2016), 50.8% (2018), 67.6% (2020), 68.2% (2022)
- Somewhat: 21.1% (2014), 24.4% (2016), 25.1% (2018), 23.6% (2020), 26.9% (2022)
- Not at all: 18.7% (2014), 20.6% (2016), 24.2% (2018), 8.8% (2020), 5.2% (2022)

| 2014 (n=377) | 2016 (n=316) | 2018 (n=327) | 2020 (n=148) | 2022 (n=308) |
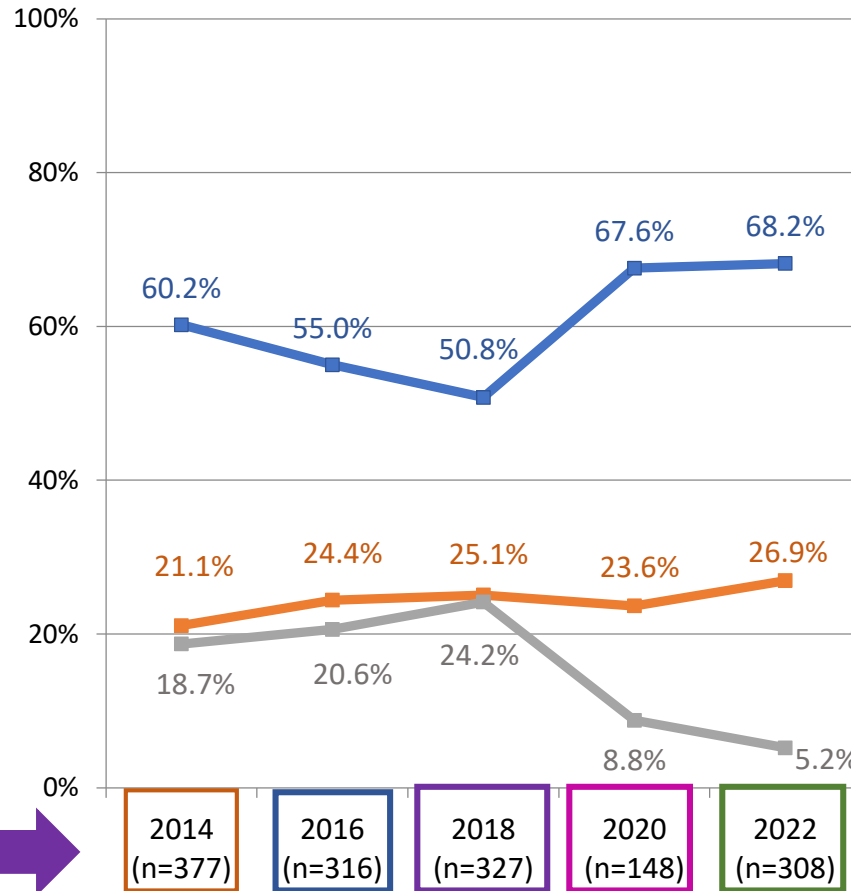
**How satisfied are you with the career counseling services?**

Legend: ■ Very  ■ Somewhat  ■ Not at all

- Very: 30.9% (2014), 24.3% (2016), 35.3% (2018), 39.4% (2020), 53.7% (2022)
- Somewhat: 47.4% (2014), 49.2% (2016), 42.8% (2018), 43.6% (2020), 35.5% (2022)
- Not at all: 21.6% (2014), 26.5% (2016), 22.0% (2018), 17.0% (2020), 10.7% (2022)

| 2014 (n=291) | 2016 (n=189) | 2018 (n=-173) | 2020 (n=94) | 2022 (n=121) |

Source: CCSSE data. "N" reflects the number of that students responded to or rated survey item.    OIR – November 2022
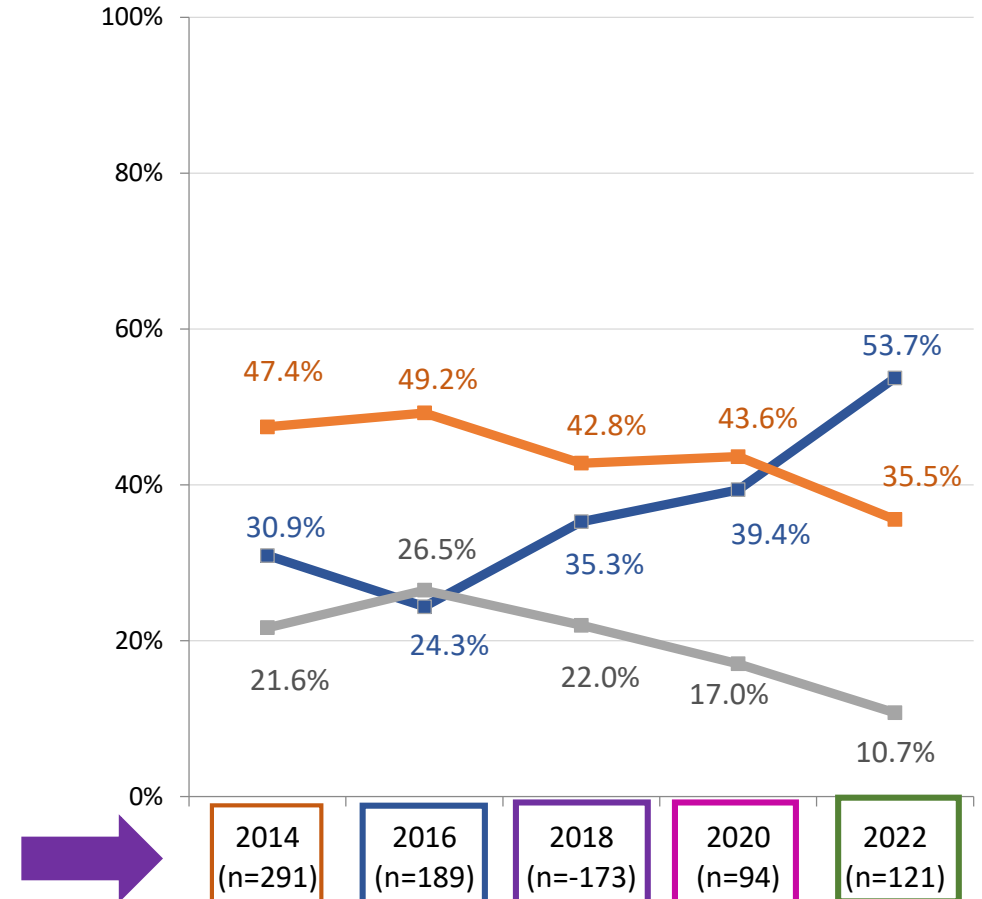
# CCSSE: Financial Aid Advising

**How important are the financial aid advising services to you at this college?**

Not at all — Somewhat — Very

- 72.8% (2014)
- 65.6% (2016)
- 66.3% (2018)
- 74.3% (2020)
- 76.8% (2022)

- 16.2% (2014)
- 19.3% (2016)
- 18.6% (2018)
- 10.1% (2020)
- 9.8% (2022)

- 11.1% (2014)
- 15.1% (2016)
- 15.2% (2018)
- 15.5% (2020)
- 13.4% (2022)

| 2014 (n=371) | 2016 (n=305) | 2018 (n=323) | 2020 (n=148) | 2022 (n=306) |
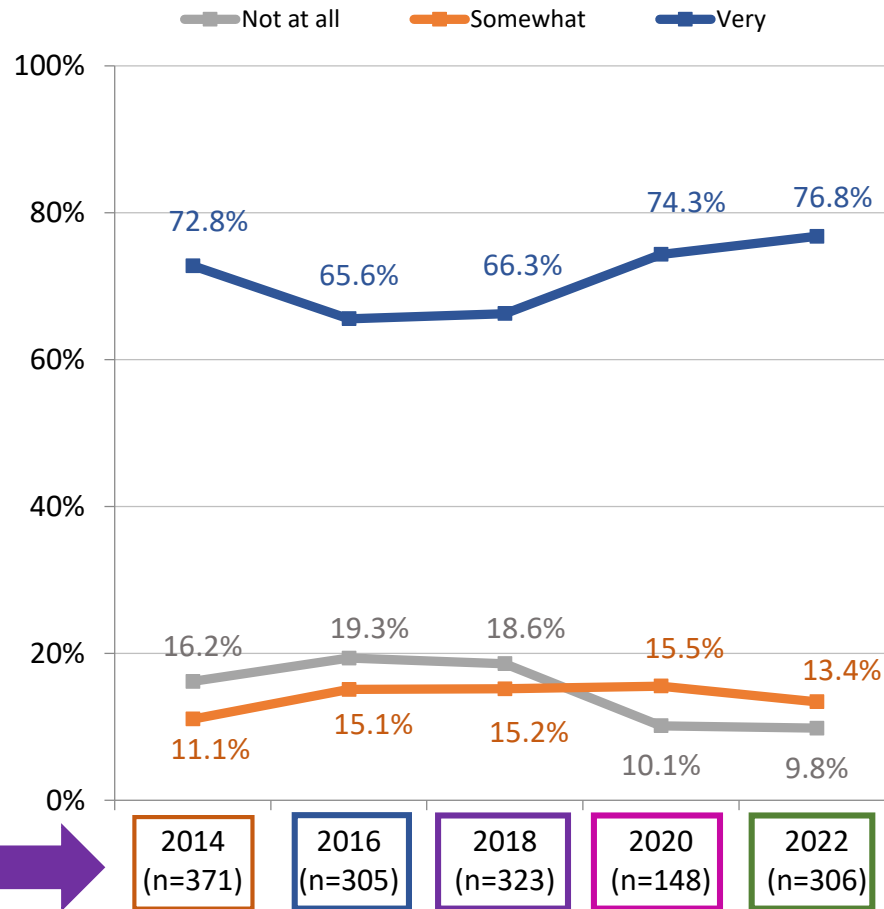
**How satisfied are you with the financial aid advising services?**

Not at all — Somewhat — Very

- 47.8% (2014)
- 35.5% (2016)
- 45.5% (2018)
- 44.7% (2020)
- 59.0% (2022)

- 33.2% (2014)
- 41.7% (2016)
- 34.9% (2018)
- 42.1% (2020)
- 34.1% (2022)

- 16.8% (2014)
- 22.7% (2016)
- 19.6% (2018)
- 13.2% (2020)
- 6.8% (2022)

| 2014 (n=316) | 2016 (n=211) | 2018 (n=235) | 2020 (n=114) | 2022 (n=205) |

Source: CCSSE data. "N" reflects the number of that students responded to or rated survey item.    OIR – November 2022
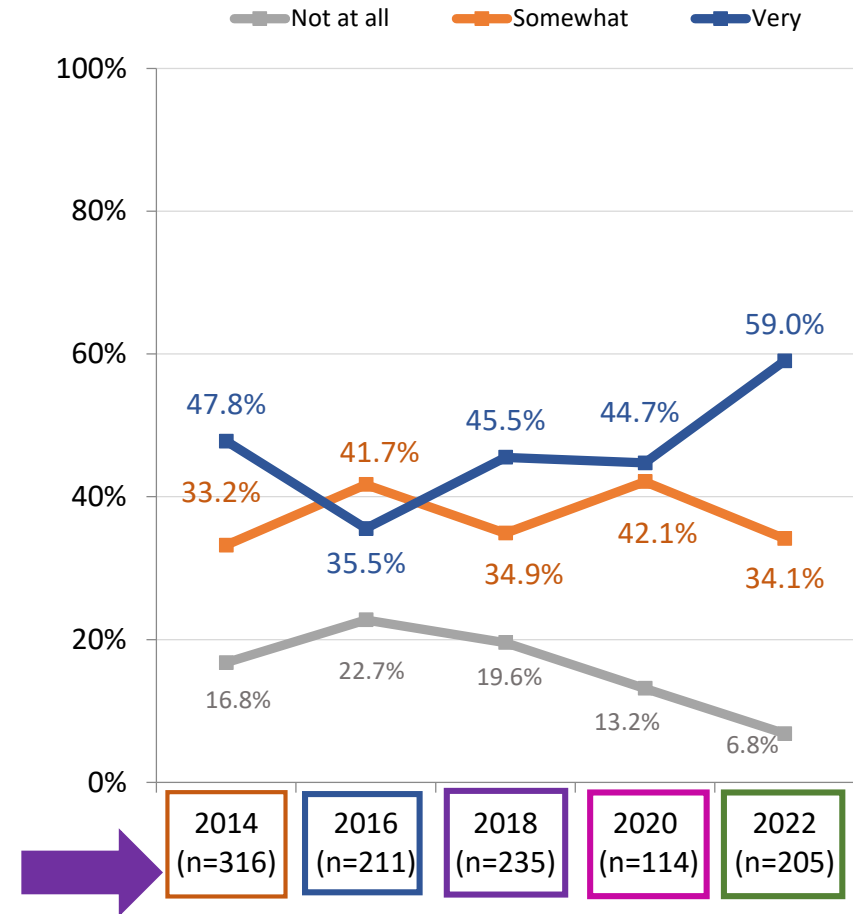
# CCSSE: BCCC's Focus on Students

**BCCC**

**How much does this college emphasize providing the support you need to help you succeed at this college?**

Quite a bit/Very much — Some — Very little

- 2014 (n=458): 77.5%, 16.4%, 6.1%
- 2016 (n=340): 69.0%, 23.0%, 8.0%
- 2018 (n=396): 77.3%, 16.9%, 5.8%
- 2020 (n=152): 82.9%, 14.5%, 2.6%
- 2022 (n=323): 73.1%, 23.5%, 3.4%
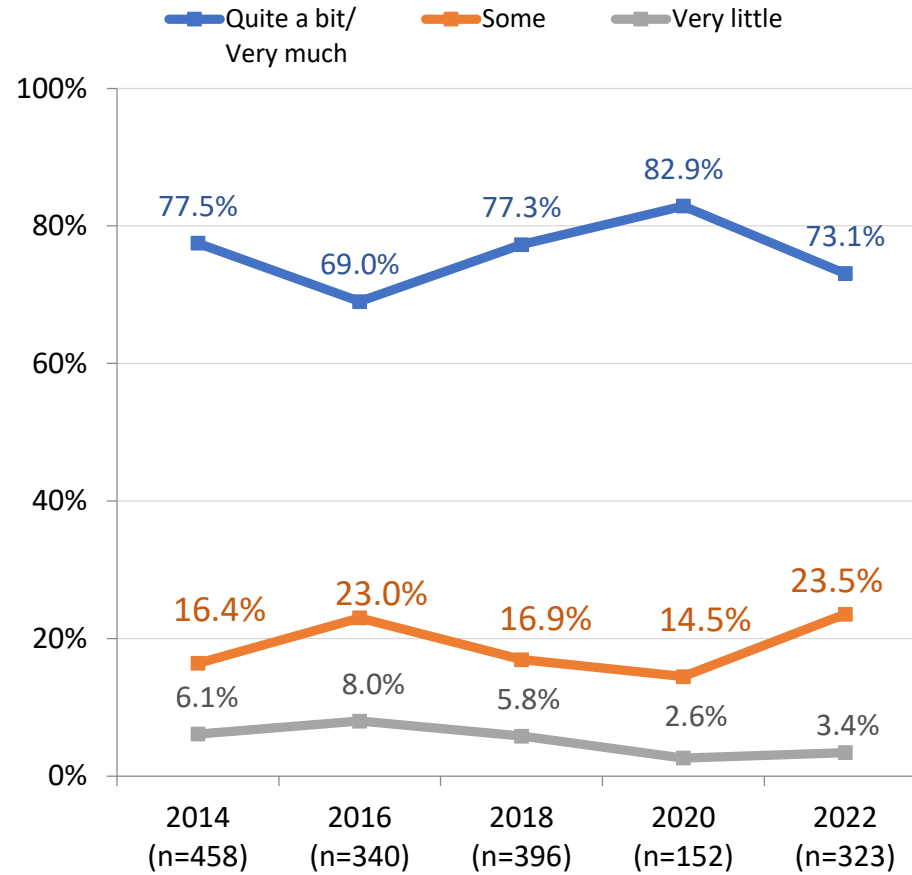
**How much does this college emphasize providing the financial support you need to afford your education?**

Quite a bit/Very much — Some — Very little

- 2014 (n=456): 59.6%, 17.1%, 23.0%
- 2016 (n=337): 44.8%, 19.0%, 36.5%
- 2018 (n=390): 54.1%, 18.7%, 27.2%
- 2020 (n=152): 65.1%, 15.1%, 19.7%
- 2022 (n=323): 55.7%, 22.0%, 22.0%
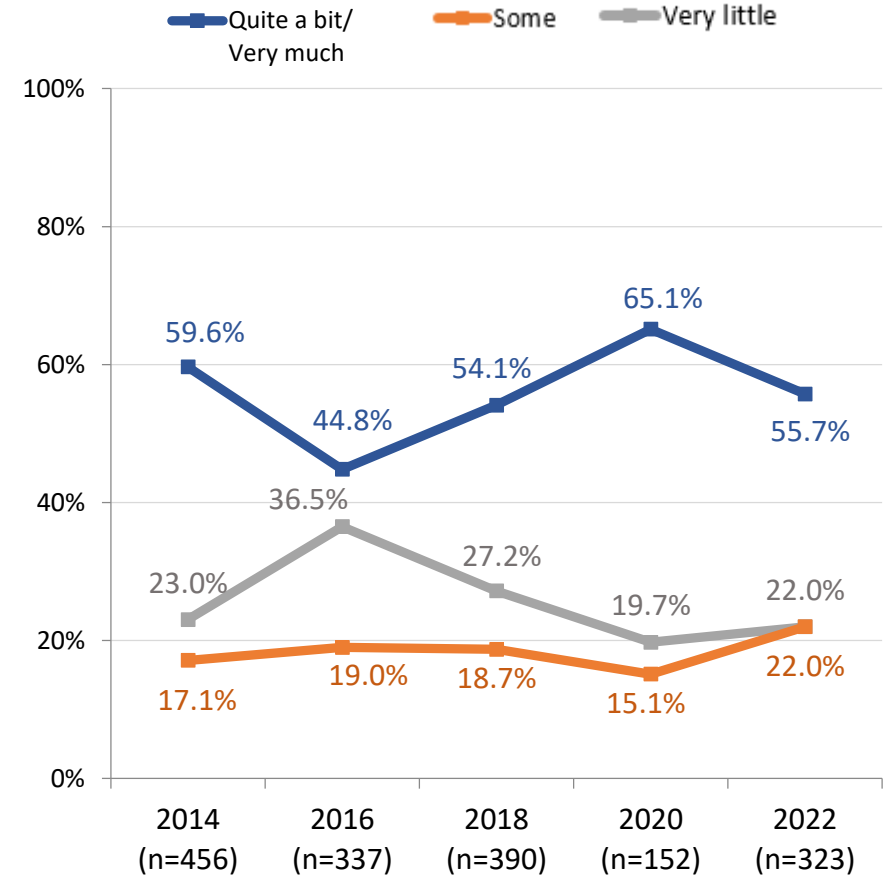
# CCSSE: Overall Experience

**Would you recommend this college to a friend or family member?**

— No — Yes

- 2014 (n=452): Yes 86.3%, No 13.7%
- 2016 (n=344): Yes 82.8%, No 17.2%
- 2018 (n=403): Yes 88.8%, No 11.2%
- 2020 (n=148): Yes 87.8%, No 12.2%
- 2022 (n=299): Yes 83.6%, No 16.4%
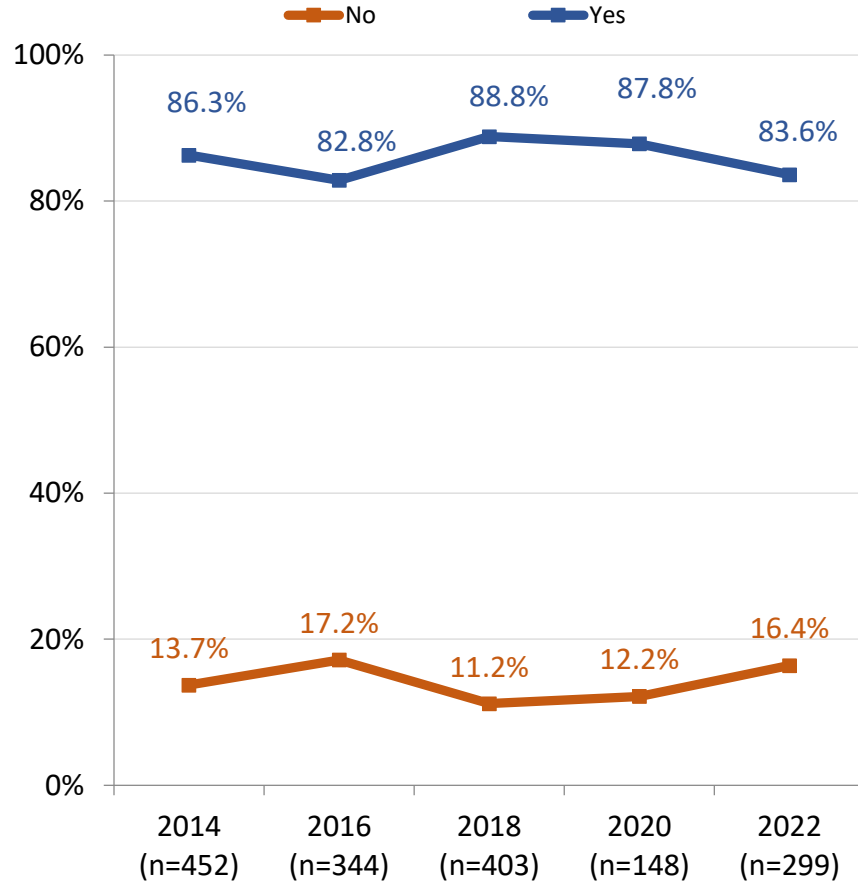
**How would you evaluate your overall educational experience at this college?**

— Poor — Fair — Good/Excellent

- 2014 (n=456): Good/Excellent 74.1%, Fair 21.5%, Poor 3.9%
- 2016 (n=345): Good/Excellent 71.6%, Fair 22.3%, Poor 5.8%
- 2018 (n=403): Good/Excellent 79.2%, Fair 19.4%, Poor 1.5%
- 2020 (n=148): Good/Excellent 87.2%, Fair 12.8%, Poor 0.0%
- 2022 (n=298): Good/Excellent 79.5%, Fair 18.1%, Poor 2.3%

Source: CCSSE data. "N" reflects the number of that students responded to or rated survey item.    OIR – November 2022
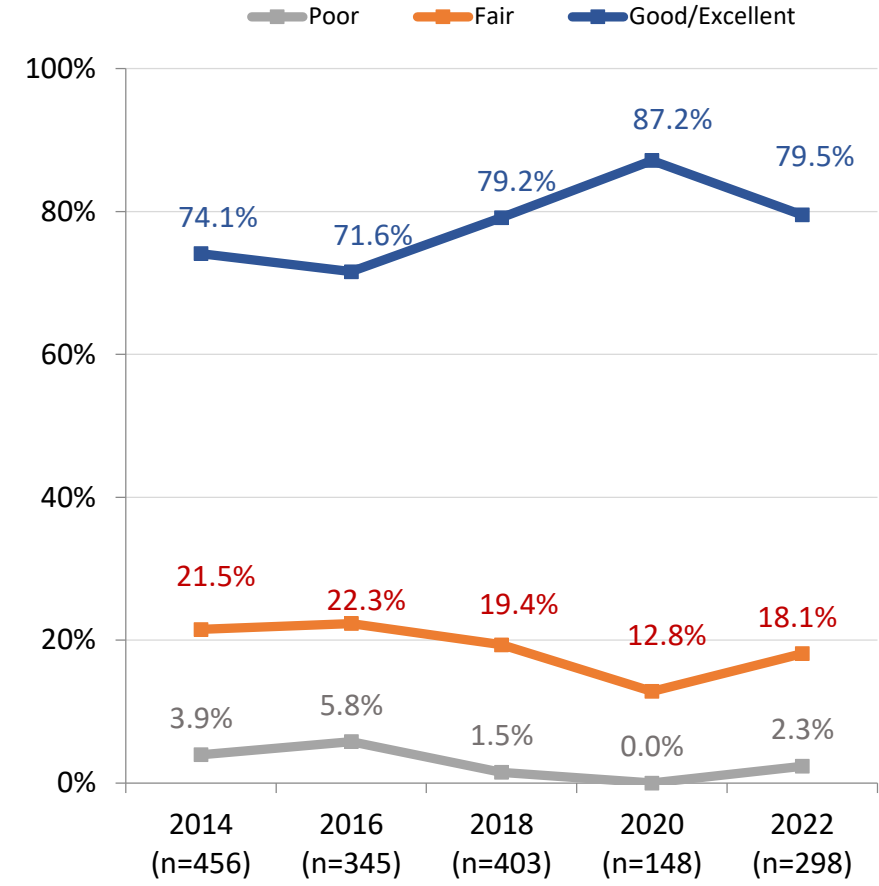
# CCSSE: Next Steps

- Develop and Review More Trend Data with 2022 Results
- Develop Data Focused on "Special Populations"
- External Reporting Uses
  - Annual Performance Accountability Report (PAR) for the Maryland Higher Education Commission (MHEC)
  - Annual Managing for Results (MFR) submission to the Department of Budget Management (DBM).
  - Support the 2023-24 Self-Study for the Middles States Commission on Higher Education (MSCHE)
- Internal Uses
  - Strategic Plan
  - Component Institutional Plans (e.g., Enrollment Management Plan)
  - Division and Unit-level Plans
  - Benchmarking and target-setting
    - Establishing Priorities
    - Awareness
    - Usage
    - Satisfaction

# Realignment Task 5
# Strategic Enrollment & Recruitment Planning

## *Recruitment Events*

❖ **Weekly Information Sessions for Potential Students** - The recruiters hosted virtual "New Student Information Sessions" on Tuesday's at 10:00am, and Wednesdays at 3:30pm. The info sessions provide a convenient option for future and new students to obtain information about the admissions process and/or any other questions regarding admission into BCCC.

❖ **High School Visits to BCCC -** The recruiters continue to use an Excel spreadsheet to track engagements at 64 Baltimore City and Baltimore County Public High Schools into 3 territories. Adjustments to better manage the territories will continue to be made to the territories for the Spring 2023 semester. The Recruiters visited a total of 17 schools in the month of October. Admissions Recruiters interacted with over 800 high school students during the month of October.

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# Realignment Task 5
## Strategic Enrollment & Recruitment Planning

### *Recruitment Efforts*

❖ **Stop Outs** – From spring 2021 – present, 1,994 students, who were previously enrolled at BCCC failed to return. Outreach efforts are underway to reach out to this population to encourage them to return. Communication includes email blasts, text messaging, social media postings, direct outreach by recruitment team.

❖ **Near Completers** – For spring 2023, efforts are underway to identify and reach out to former students who have completed 45 or more credits towards a degree. Based on individual degree audits, advisors will be able to formulate specific degree completion plans for each student based on their unique degree pathways.

❖ **Degree Audits/College Transfer Credit Articulations -** Between October 1 and 31, 2022, Records and Registration staff conducted seven hundred first-time degree audits and 180 transfer credit articulations. Degree audits help advisors and students clearly understand missing course requirements and help plan for semester course schedules.

❖ **Banner and Degree Works** - When fully implemented, will streamline the degree audit process.

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# Realignment Task 5
## Strategic Enrollment & Recruitment Planning

### *Retention Efforts*

❖ **Early Advising/Registration Push** – Starting November 14, 2022, The Advisors will begin offering group advising/registration sessions for currently enrolled students. This initiative is designed to target current students to get them advised and registered for the winter and/or spring term before they leave for the Winter Break.

❖ **Advising Appointments Options** – To supplement virtual services, individual appointments, as well as walk-in advising services are now available for new and returning students. This will allow for more dedicated time for advisors to spend with each student. Additionally, advisors will be better prepared to advise their student.

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# Realignment Task 5
# Strategic Enrollment & Recruitment Planning

## *Other Retention & Recruitment Efforts*

❖ **FAFSA Workshops -** The Financial Aid staff provided 6 FAFSA Application Workshops . A BCCC Financial Aid Specialist was available to help students who needed assistance to apply for federal financial aid for the 2022-2023 and 2023-2024 academic years. In October, the events took place every Tuesday at 6 pm and the 1st and 3rd Saturdays at noon.

❖ **Improved Communication Capabilities** – For the month of October 2022, Admissions and Recruitment continued to implement Phase II of CRM Recruit Communication.  CRM Recruit Phase II is designed to provide improved and continuous communications between prospective students and BCCC. Additionally, CRM Recruit will allow for better enrollment funnel tracking  to identify and remediate bottlenecks in the enrollment process for individual and groups of students.

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# Enterprise Resource Planning (ERP) Project Update

Michael Rading, CIO

Date: November 16, 2022

# Project Status

The College maintains a **GREEN** status from the State's Department of Information Technology (DoIT).  All core modules in Banner are live.

The Project Team continues to meet bi-weekly with the DoIT's Oversight Project Manager for the College to provide project updates and exchange ideas

The College also continues to provide official monthly 'Health Assessment' reports to the State which provides details on monthly project activities, including milestones, deliverables and spending.

The Cabinet receives regular project updates.

*Despite adjustments to the internal module go-live dates, the project is still scheduled to be completed by December 2023 as originally scheduled.*

# Work Done in the Past Month

- **CRM Recruit** - Comprehensive admission system that supports the entire recruiting and admissions lifecycle. It will fully integrate with Banner and allow the admissions teams to manage recruitment and enrollment functions, facilitate engagement with students, and track enrollment goals.
  - *Work done on Prospect/Communication as part of Phase 2 sessions*

- **Ellucian Degree Works -** An academic advising and degree audit tool that provides students easy access to their academic path and helping them understand degree requirements and next steps to graduation. It allows advisors and tutors to target students in need of assistance and help them maintain progress.
  - *Work performed on requirements for 2019/2020 catalog*
  - *Prerequisite setup in Banner*

# Work Done in the Past Month

- **Ellucian Experience** - Personalized dashboard for students, faculty, staff, and administrators that aggregates content from multiple systems, and presents that information in a responsive web application.
  - *Ellucian Experience setup and Toolkit Workshops with Marketing and IT*
  - *Marketing and Communications and IT worked on developing sample content within a test environment for review and discussion with Cabinet*

- **Training and Planning Sessions** for Student Affairs, WDCE and Academic Affairs
  - *Registrar Office Training*
  - *Student Advisor Training*
  - *Credit and Non-credit Faculty Training*

- **Additional Work**
  - *New process to track/report Never Attended via Faculty/Advisor Self-Service Portal*
  - *Technical Setup ahead of eTranscripts engagement*

# Banner Listening Sessions

*To: Understand different area needs, and help ensure supports are in place and that issues are identified, prioritized and remediated*

- WDCE and Facilities - Tuesday, October 25 from 2 - 3 pm
- Student Affairs
  - Wednesday, October 26 from 1 - 2 pm,
  - Wednesday, November 1 from 4 - 5 pm (Records & Registration)
  - Thursday, November 3 from 4 - 5 pm (Admissions)
- Academic Affairs
  - Wednesday, October 26 from 4 - 5 pm
  - Monday, November 14 from 4 - 5 pm (open to all faculty)
  - Thursday, November 17 from 4 - 5 pm (for Senate Executive Committee)
- Finance and HR
  - Thursday, October 27 11 - 12 pm
  - Thursday, November 3 from 11 - 12 pm
- OIERP - Friday, October 28 from 11:30 -12:30 pm
- IT - Thursday, November 3 from 2 - 3 pm

# Questions

# TAB 10 | President's Report

A. Operational Update

B. Realignment Tasks Update

# Baltimore City Community College

**Board of Trustees, November 16, 2022**

*Dr. Laura Cripps, Vice President, Academic Affairs*

## ACADEMIC AFFAIRS UPDATE

### *Middle States Commission on Higher Education (MSCHE)*

The MSCHE Self-Study Design was submitted on October 25, 2022. A cross-college committee was formed to help inform the content of the Self-Study Design draft, and feedback sessions were facilitated with every area of the college. The Self-Study pre-visit by Dr. Terence Peavy, BCCC's MSCHE Liaison, occurred on November 9, 2022 via Zoom. Minimal edits were identified, including additions to the timeline and some expanded description relating to enrollment projection charts. BCCC was commended for an attractive, clear, and concise Self-Study Design.

### *E-Learning and Faculty Development*

Ms. Chantelle Williams joined e-learning as a Student Success Specialist in October. Ms. Williams is a graduate of BCCC and UMGC and brings a passion for helping the students of BCCC succeed.

The e-Learning team has also begun brainstorming and planning for the Spring professional development schedule.  Potential topics include:

- The nine events of online instruction
- Utilizing Active Learning in online classes
- Building community in online classes
- Using worked examples as assignment scaffolding in online courses

With access to Adobe Creative Suite software coming to E-Learning later in November, the team will be able to build engaging self-paced Just in Time Training (JiTT) that will be hosted on YouTube and posted to Canvas.  The training announcement will receive updates as the library grows until BCCC has a more formal video/digital content training library service available for storage and integration.

Through the efforts of the VISTA member (volunteer), Ms. Shaneen McNamee, the Quarter 1 report for the Success Coach Project was submitted.  The report identified an increase in the number of students successfully completing MAT 107, because of the grant; 52.6% up from 51.5% in 2020.  Students are also now getting consistent referrals; 199 out of 208 students served in Q1 received a referral for tutoring or other services.
Finally, in October, the e-Learning department continued to assist with Banner implementation by providing support with grade mapping, attendance validation mapping, and by identifying duplicated user accounts and automation failures.

### *Library*

The library staff recently collaborated with Dr. Conard, Dean of SASS to prepare information on library resources for the American Sign Language program proposal for MHEC, including an ASL LibGuide highlighting all the library's physical and electronic resources. This information also included plans to further expand the library's ASL collection. To support our business students, Library staff have also created a Marketing LibGuide. LibGuides saw increased usage by 586 views, to a total of 269 views for

the month of October. Wendy Ma attended a SirsiDynix Webinar Data Control Product Overview on Tuesday, October 18th to learn the latest products regarding Symphony Integrate Library System.

*Library Statistics for October 2022*

| | Oct., 2022 | Oct., 2021 | Year to date FY 2023 | Year to date FY 2022 |
|---|---|---|---|---|
| Circulation of Print / Media | | | 65 | 0 |
| Use of Reserve Materials | | | 141 | 0 |
| **Database Sessions** | | | | |
| Database Searches | | 7,201 | 7,014 | 12,744 |
| Articles Retrieved | | 5,056 | 4,668 | 8,304 |
| Library Online Public Access Catalog (OPAC) Searches | | | | |
| eBook downloads | | 121 | 191 | 210 |
| | | | | |
| Use of Group Study Rooms | | | 290 | 0 |
| Printed Pages | 5,256 | | 14,751 | 0 |
| Gate Count | 8,338 | | 31,364 | 0 |
| Registration of new Patrons | | | 64 | 0 |
| **Information Services** | | | | |
| Information Literacy Sessions | 7 | 4 | 32 | 30 |
| Information Literacy Attendance | 86 | 27 | 392 | 311 |
| Technology Training Sessions | 9 | 11 | 13 | 15 |
| Technology Training Attendance | 2 | 3 | 4 | 5 |

*Center for Academic Achievement*

Demand for academic tutoring services has increased in fall 2022. In October, attention has been focused on:

- Providing support for course selections, educational plans and registration.
- Working with Nursing students to review test taking and note taking strategies.
- Microsoft Office training for students in BUAD 112 and CLT 100.

Three new tutors were added to the tutoring roster, to help with coverage of Biology, Chemistry and Math classes. A total of 281 in-person tutoring requests were facilitated in October. Thirty-five student file submissions were reviewed as part of online tutoring in October.

| Tutoring Center Location | # of Visits |
|---|---|
| Science Resource Learning Center (LSB 302) 23 | 23 |
| Math Center (MNB 104) | 157 |
| Writing Center (MNB 102) | 44 |
| Business, Accounting, and Technology Lab (MNB 320) | 57 |
| Total | 281 |

*Promise Academy*
The Promise Academy coordinator recently resigned, and a replacement coordinator is currently being sought. In the interim, the Associate Vice President for Academic Affairs, in conjunction with Ms. Aquila Evans, a retention specialist, are overseeing delivery of support services to Promise Academy students.

**SCHOOL OF NURSING AND HEALTH PROFESSIONS**

With the exception of the EMS department, all SNHP programs are actively participating in BCCC's Program Review and Evaluation process. Dr. Mahmood, Ms. Holley, and Dr. Ross are continuing to meet with the program coordinators to ensure all data are generated and deadlines are met.

The School of Nursing & Health Professions (SNHP) team will host approximately 200 advisors and professional counselors from Baltimore City Public Schools (BCPS) on Wednesday, November 9, 2022. This event will allow the SNHP team to showcase discipline-specific equipment and market BCCC's healthcare programs to counselors who advise high school graduates as they enter the post-secondary setting.

**Dental Hygiene (DH)**
The Dental Hygiene faculty and staff are diligently working on completing their self-study due in January 2023. The team also continues to employ various supportive methodologies to assist students affected by COVID-19.

**Emergency Medical Services (EMS)**
The EMS team is working to maintain program standards and make positive, student-centered changes to the curriculum (as advised by the Maryland Institute for Emergency Medical Services System (MIEMSS)). Dr. Mahmood and Professor Luck also hold on-site meetings every three weeks with the Continuing Education/Work-Force Development team to create uniformity in the courses offered at both the Liberty and Reisterstown Plaza campuses.

**Health Information Technology (HIT)**
A very interactive and successful Advisory Board meeting was held on October 13, 2022. External board members were pleased with the program's accreditation status as the team successfully met key performance indicators indicated by the program's accreditation. The HIT team is currently working to renew clinical contracts and develop new relationships in the community to acquire more practicum sites for HIT students.

The HIT faculty will also host a fall 2022 Virtual Open House on Wednesday, November 17, 2022, at 6 PM. This event will offer an opportunity for prospective students to learn more about the AAS in Health Information Technology and Coding Specialist Certificate Programs.

**Nursing**

The Nursing team submitted its annual report to the Accreditation Commission for Education in Nursing (ACEN) on Friday, October 21. Furthermore, the nursing team has concluded its Spring 2023 application cycle, and the faculty are currently screening candidates for the upcoming cohort.

The Nursing team also attended the Maryland Association of Associate Degree Nursing Directors (MAADND) conference at Carroll Community College last Friday, October 28, 2022. The key topic for the conference was Civility/Inclusion within the classroom.

**Physical Therapist Assistant (PTA)**

The PTA team is working diligently to complete the Commission on Accreditation in Physical Therapy Education (CAPTE) annual report due on December 1, 2022.

**Surgical Technology (SGT)**

Dr. Ross and Dr. Mahmood presented the SGT program to prospective P-TECH students at Dunbar High School on October 19, 2022. Dr. Mahmood discussed the SGT program's pathway, admission requirements, and career opportunities. The presentation was in conjunction with Johns Hopkins Hospital.

**SCHOOL OF ARTS AND SCIENCES**

Dean Conard has been working with Associate Dean McEachern and Dr. Juli Hawk on an initiative to provide greater support to our adjunct faculty. These efforts include:

- the creation of a comprehensive Frequently Asked Questions guide to help faculty locate; assistance with various important issues including IT questions, Banner login and payroll queries;
- a universal and clear adjunct class observation and plan;
- a clear, step-by-step guide to the BCCC onboarding process; and
- a "blueprint" master syllabi and Canvas shells for adjunct-taught classes.

Under the direction of the Dean, Dr. Carole Quine (English) is spearheading efforts to review the Developmental English (REN 91 and REN 92) courses, including a review of learning outcomes.

Dr. Evelyn Garcia, Program Coordinator for Criminal Justice, continues to meet every two weeks with representatives from the Baltimore Police Department and the University of Baltimore.

**SCHOOL OF BUSINESS, SCIENCE, TECHNOLOGY, ENGINEERING AND MATH**

The Biotechnology program at Baltimore City Community College (BCCC) has successfully renewed its partnership as sub awardee with Towson University for the National Institutes of Health (NIH) B2B - Bridges to the Baccalaureate program. Information sessions to recruit students were conducted.

The Department with School of BSTEM will be hosting the 10th Annual STEM Symposium on November 17, 2022. The event includes Keynote speaker, student research poster presentations, STEM demos, and breakout sessions.

The Math and Engineering department will be conducting a Robotics demonstration and make the Robotics lab available for tours for the STEM Symposium. The department has also begun to update the multiple measure guidelines to help students and advisors place students in their correct math course, whether it be developmental or credit math.

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# Baltimore City Community College
## Board of Trustees, November 16, 2022
*Mr. Michael Thomas, Vice President, Workforce Development & Continuing Education*

## WORKFORCE DEVELOPMENT & CONTINUING EDUCATION (WDCE) DIVISION
WDCE classes have moved to a combination of in-person and virtual instruction, with additional resources for academic support and both remote and in-person testing.

*ABE/ELS Program Improvement* – Community ABE, ESL, and Refugee classes start each month. In addition, Citizenship classes will begin quarterly.

- 131 ABE students were registered for October classes
- 124 C-ESL Students were registered for October classes
- 249  (Reading and Listening) CASAS tests administered for ELS students
- 10 ABE/GED classes started in October (1-Harbor campus,1 -RPC, 8 virtual)
- 6 C-ESL classes began in October.
- 28 students took a GED exam and passed that content area while 10 students missed passing the exams by 1 or 3 points
- 10 GED Ready test voucher codes were distributed; 9 students took a GED Ready test
- 6/9 students who received a voucher received a "Likely to Pass" the subject area giving us a 67% "Likely to Pass" rate
- 9 ABE/GED students are currently enrolled in the IET CNA/GNA certificate program.  These students only need either math or science to pass to attain their MD high school diploma.  They are scheduled to take the GED Ready exam to determine their level of readiness to take the official GED exam in December.
- The ABE department has reestablished partnerships with the following organizations and agencies to offer ABE/GED classes to members of the community:  Department of Corrections, Thread, Clay Potts, Our Daily Bread, and HABC

## English Language Institute (ELI)

- Launched 8 Fall semester ELI classes 8/22
- Scheduled, and launched an additional three (3) ELI 80 classes 9/7 to accommodate MSP influx
- Continue to lead ELI/Student Affairs Collaborative meetings about International Students' eligibility for ELI enrollment
- Met with new ELI 80 instructors about syllabus modifications, behavioral challenges in class. Have a corrective action plan in place to provide more instructor and student support, focusing specifically on MSP students

## Citizenship

- Completed approximately 25 registrations for a total of 70 Citizenship students Fall session, including 20 new students, ordered books for 10 new students
- Launched 7 Citizenship classes, including Talking Points notification of schedule/link/location sent to all students before the first day of class
- Continued contacting Citizenship students for pre-/post-testing, resulted in 22 completed tests

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- Completed BCCC portion of USCIS grant Q4 report for IRC to submit

**Refugee Youth Project (RYP) and Refugee Assistance Program (RAP)**

- The ELS department, in partnership with City Schools, is gearing up for fall programming at three (3) schools: Moravia Park Elementary School, Patterson High School, and Mt. Royal Elementary/Middle School. The afterschool programming will focus on ESL instruction, College and Career Readiness, Dance, Sports, and STEM enrichment classes.
- Refugee Youth Project (RYP) began programming at Moravia Park ES and Patterson HS, serving over 120 students in total.
- RYP continues its partnership with Notre Dame Prep and Bryn Mawr to bring volunteers to assist with homework help/tutoring.
- RYP continues its partnership with Maryland Institute College of Art (MICA) to host an AmeriCorps member.
- RYP is working with the Mayor's Office of Immigrant Affairs to bring a vaccine clinic to Mt. Royal E/MS, where newly resettled refugees and asylees can receive their required vaccinations for free and also receive counseling about medical care.
- During the month of October, approximately 150 students have either been pre-tested, post-tested, interviewed for intakes, enrolled, reenrolled and registered for eight (8) fall 2022 Refugee Assistance Program (RAP) classes

*Workforce Development Program Development and Expansion* – The Workforce Development (WD) Department continues to expand partnerships with local community and health agencies to provide opportunities for students to gain training and improve their career outlook.

- Baltimore City Community College will reengage its partnership with Greyhound, FirstGroup Transportation. BCCC will continue to work closely with FirstGroup to deliver a comprehensive training program to address its organizational needs and vacancies, including: mechanics, maintenance technicians, front-line customer service, and drivers. As the premier training center for Greyhound, BCCC provides a range of training and leadership development programs to promote individual success and growth with Greyhound.

  o BCCC Workforce Development will focus on the following training areas: Diesel Mechanic & Technician, Service Technician, Commercial Driver's License, Customer Service Representative. Additionally, students will receive job readiness training in resume development, interview skills, and also participate in an internship with FirstGroup Transportation. Upon successfully completing the program, students will transition into full-time employment with FirstGroup.

- Workforce is working with Baltimore Alliance for Careers in Healthcare to offer healthcare training for Baltimore City Residents over the summer months. Collaborating with BACH has assisted with enrollment increases in healthcare programs. The partnership has yielded a total of fifty-seven students, including five Patient Care Technician Cohorts (44 students); one Multi-Skilled Medical Technician (4 students); and Emergency Medical Technician (9 students).
- Workforce worked with Center for Urban Families to enroll over seventy-five students in Certified Nursing Assistant (CNA) and Community Health Worker Programs (CHW), Diesel Mechanics, and Commercial Driving License (CDL) programs. Workforce is entering the final year of the BOOST grant partnering with Center for Urban Families (CFUF). CFUF has also received funding for an additional seventy-five students (total 150).

- Workforce Development has worked with Concerted Care to provide training opportunities for Baltimore City residents that have been impacted by the opioid epidemic. Students participated in workforce training in Certified Nursing Assistant and Patient Care Technician (25 students). Concerted Care has received funding for additional students and training will continue in October.

- Workforce Development has expanded its partnership with Baltimore City Public Schools and offered a workforce training opportunity at Green Street Academy. In September 2022, a cohort of twenty (20) students began training for Certified Nursing Assistant that will lead to licensing. The program is located at Green Street Academy Monday through Friday.

- A Cohort of seven (7) Sinai Hospital employees began course sequence Certified Nursing Assistant (CNA) course sequence in October. The course is scheduled to be completed in February 2023 and will lead to licensing with the MD Board of Nursing (MBON).

## Commercial Driver's License (CDL B)

- Workforce Development offered its first Commercial Driver's License (CDL) class this year. There has been a total of 5 cohorts offered. In the first two (2) cohorts, 90% of students received their Commercial Driver's Learners Permit. Of the eighteen (18) students that have tested, seventeen (17) have passed to receive their Commercial Driver's License, Class B. The third cohort will complete their Commercial Driver's Learners Permits and license in October and November. The fourth and fifth cohort began in August and will complete the CDL Permit License in November and December.

## Other Funding Opportunities

Workforce Development has also received several funding opportunities to offer workforce training to city residents:

- **Baltimore City Department of Social Services** – $4.8 million over three years to offer workforce training to Baltimore City residents and recipients of DSS benefits
- **Baltimore City Department of Social Services/SNAP** - $255,000 to offer workforce development training for City residents and recipients of SNAP benefits
- **Department of Human Services SNAP** - $1.2 million over three years to offer workforce training to Maryland residents and recipients of SNAP benefits.
- **Department of Social Services Sequence** - $87,250 to offer workforce training in healthcare to City residents
- **GEERS** - $558,000 to offer workforce training to Maryland residents

## Career Services

- Career Services has conducted several Job Readiness courses for current healthcare programs, Emergency Medical Technician, Patient Care Technician, and Certified Driver License programs.
- Career Services has recruitment opportunities in Early Childcare (Kreative Minds Learning Center); Morgan State University, Penske, Blakehurst (CDLs)and University of Maryland Medical Center.
- Career Services continues to work with partners to create career placement trainings opportunities for students. This includes placing students with Kennedy Krieger to work with children and

young adults with developmental disabilities in the Neurobehavioral Unit. There were approximately (9) Community Health Workers placed over the summer.

- Career Services continues to coordinate with Workforce to connect students to job opportunities directly related to their training experiences. The Career Services Team coordinates recruitment efforts with Workforce to provide a more comprehensive

*Partnering with Baltimore City Schools* – Several initiatives led by WDCE support implementation of the college's Career Pathways, increase early college access, and support for students' transition to college.

- P-TECH Fall semester is underway for students.
  - There are a total of two hundred and twenty-two (222) P-TECH students taking fifty-three different courses this semester.
    - Eighty-one (81) students are registered from Carver Vocational High School
    - One hundred and eighteen students (118) are registered from Dunbar High School
    - Twenty-three (23) students are registered from New ERA High School
- P-Tech continues to work collaboratively with external partners BCPSS schools New ERA, Dunbar, and Carver High Schools to ensure a smooth transition into college classes for students.

- P-TECH working internally with a panel of BCCC departments, representatives from e-learning, IT, Student Support and Wellness Services, Center for Academic Achievement, BCCC Library, and Disability Support Services Center to best equip students for success.

- P-TECH has five (5) students graduating this fall semester, upon successful completion of coursework.
  - 4 students will be graduating from the general science pathway
  - 1 student will be graduating from the cyber security and assurance pathway

- P-TECH has begun to use individual student scope and sequence plans, student inquiries, and input from internal Deans, Associate Deans, and Program Coordinators to develop the P-TECH tentative spring schedules.
  - Once this stage is complete, P-TECH will collaborate with external partners BCPSS schools Carver, Dunbar, and New ERA to confirm students tentative spring schedules.

- The ELS department, in partnership with City Schools, has started programming at two (2) of three (3) schools: Moravia Park Elementary School and Patterson High School, with Mt. Royal Elementary/Middle School slated to start later this month. The afterschool programming will focus on ESL instruction, College and Career Readiness, Dance, Sports, and STEM enrichment classes. These classes are funded through DHS-MORA's RSIG (Refugee School Impact Grant) which was renewed for FY '23.

- BCCC/RYP received a $750,000 ARPA Grant award from the Mayor's office. This money will be used to support Refugee Youth Project's mission of serving refugee and asylee youth, one of the most vulnerable populations in Baltimore.

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**ENVIRONMENT SERVICES AND FACILITIES**

*Environmental Services and Facilities* – This department provides ongoing cleaning, maintenance, and repairs for all campus facilities. This team also supports campus special events, the mailroom, and property control.  In addition, the department plans and manages the 10-Year Facilities Master Plan.

- The Loop Road construction project awarded September 1, 2021, is ongoing and 70% complete. The demolition of Harper Hall, installation of the new exit, new curbs, new landscaping, bioretention areas, and borings for new light poles are complete. The project continues with the installation of the new HVAC system in the Physical Education Center and the installation of the retaining wall and new stairs allowing access to the campus from Liberty Heights Avenue.

- The College continues to work on capital projects for deferred maintenance and is coordinating procurements for the FY23 projects with DGS to include ten (10) deferred maintenance projects, the design of the Learning Commons, and the demolition of the Bard Building. The following projects are ongoing on campus: Life Sciences Building Fire Alarm System Replacement which will be complete February 6th, 2023, South Pavilion renovation which will be complete by the end of the year, and other short-term repairs to roofs and HVAC systems. The College is also in the final stages of reviewing bids for the new Inventory Services contract.

**Since January 2022, the following construction projects have been completed:**

- Receiving flooring project, **Start Date**: 9/10/2022 **End Date:** 9/24/2022
- Greenhouse flooring project, **Start Date**: 4/07/2022 **End Date:** 8/15/2022
- Student Center renovation,  **Start Date**: 1/10/2022 **End Date:** 3/25/2022
- South Pavilion Roof Replacement, **Start Date**: 4/12/2022 **End Date:** 7/21/2022
- South Pavilion HVAC Repairs, **Start Date**: 4/07/2022 **End Date:** 8/25/2022
- South Pavilion carpet and rubber stairwells, **Start Date**: 6/27/2022 **End Date:** 8/19/2022
- Life Science Building Chiller Repairs, **Start Date**: 3/07/2022 **End Date:** 5/16/2022
- Life Science Building IT/Data Room HVAC Upgrades, **Start Date**:3/15/2022 **End Date:** 4/20/2022
- Main Building/Nursing IT/Data Room HVAC Upgrades, **Start Date**:6/01/2022 **End Date:** 7/02/2022
- Life Science Building Duct Work Cleaning, **Start Date**:11/18/2021 **End Date:** 12/22/2021 **(This is a 2021 Project)**
- Main Building Duct Work Cleaning, **Start Date**:7/11/2022 **End Date:** 7/22/2022
- Flagpole lighting installation, **Start Date**:3/21/2022 **End Date:** 3/25/2022
- Bottle Filler Water Fountains Installation, **Start Date**:3/23/2022 **End Date:** 6/10/2022

- Ongoing projects include the Cameras and Access Control project, exterior Pavilion lighting repairs, and the Life Science Fire Alarm Replacement. The Life Science Building skylight repairs and the West Pavilion Fire Alarm project are ready for contract award.  The College has submitted new furniture orders for student areas including the Student Center, hallways of the Main Building, hallways of the Life Science Building and the Harbor campus.

**PUBLIC SAFETY AND SECURITY**

*Public Safety 24-hour Monitoring and Security* -- Security for all campus locations includes camera surveillance, access control monitoring, and officers on patrol (security rounds and stations).

- Public Safety supported the *Earn While You Learn* Resource Fair at the Atrium of Liberty Campus on September 24th.

- Public Safety continued to support the Camera and Access Control project. Public Safety will continue to attend bi-weekly meetings and support this project for the upcoming months.

- Public Safety supported the in-person CDL, GED, and ESL programs at RPC and WDCED including weekend classes.

- Public Safety continues to support the return to on-campus activities for the college community. Public Safety members continues to enforce safety measures including mask-wearing and COVID screening procedures, especially as the volume of students has increased for the Fall 2022 term.

- Public Safety staff continued to produce and distribute identification cards for students and faculty/staff while following safety protocols including masking, social distancing, and physical barriers. An appointment system using idcards@bccc.edu was implemented and has been utilized to enhance safety by limiting the number of people serviced at one time.

Public Safety supported the Loop Road construction project, managing campus access and enforcing COVID related safety measures.

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PRESIDENT'S UPDATE
**Board of Trustees, November 16, 2022**
*Dr. Jade Borne, Vice President, Student Affairs*

## ADMISSIONS & RECRUITMENT

**CRM Recruit Implementation Phase II**

For October, Admissions and Recruitment continued to implement Phase II of CRM Recruit - Communication. Once fully implemented, each step in the enrollment process can be monitored for individuals and groups of students such as the Mayor's Scholars program and others. Phase II of CRM Recruit is set to go live over the next few months. Admissions and Recruitment staff participated in the following CRM Recruit engagements:

| Date | Activity | Number of Staff Attendance |
|---|---|---|
| 10/10/22 | Email Service (Sparkpost or SFMC) - BCCC | 10 |
| 10/12/22 | Consultant Facilitation #7 - BCCC | 12 |
| 10/17/22 | Managing Decisions on the Constituent Experience - BCCC | 15 |
| 10/19/22 | Recruit Training: Managing Travel and Events - BCCC | 9 |

**Recruiters**

**Dual Enrollment Recruitment & Registration –** Recruiters continue to troubleshoot applications for Dual Enrollment students that are currently attending courses (involving late application submissions, registrar involvement, and Canvas access from ITE). The following schools were assisted with enrollment issues in October:

- Forest Park High School (updated registrants): 32 students
- Green Street Academy (updated registrants): 40 students
- Dunbar High School: 34 students

**Weekly Information Sessions for Potential Students** - The recruiters hosted virtual "New Student Information Sessions" on Tuesday's at 10:00am, and Wednesdays at 3:30pm. The info sessions provide a convenient option for future and new students to obtain information about the admissions process and/or any other questions regarding admission into BCCC. On average there are 10 students per month during these sessions. The Recruiters have also started sending Webinar reminders to registrants the day before its presentation via email.

**High School Visits to BCCC -** The recruiters continue to use an Excel spreadsheet to track engagements at 64 Baltimore City and Baltimore County Public High Schools into 3 territories. Adjustments to better manage the territories will continue to be made to the territories for the Spring 2023 semester.

The Recruiters visited 17 schools in October.

- Oct. 5th Baltimore Design School (College Fair) - 50 students
- Oct. 6th New Era Academy (FAFSA Night) - 25 students
- Oct. 7th Dundalk High School – 1 student
- Oct. 9th The Baltimore School of the Arts (College Fair) – 75 students
- Oct. 12th Youth Opportunity Academy – 12 students
- Oct. 12th Yo! Baltimore/MOED (Open House) – 80 community members
- Oct. 13th New Era Academy – 25 students
- Oct. 14th Edmondson-Westside Academy (College Fair) – 150 students (juniors and seniors)
- Oct. 17th Paul Laurence Dunbar High School (On-Site admission) - 30 students (juniors and seniors)
- Oct. 18th Milford Mill Academy – *visited and rescheduled for Nov. 3rd*
- Oct. 18th Overlea High School (FAFSA Night) - 2 students
- Oct. 20th National Academy Foundation – 15 students
- Oct. 24th Excel Academy (College Fair) - 50 students
- Oct. 25th Mergenthaler Vocational High School (MerVo) - 23 students
- Oct. 25th Overlea High School – 3 students
- Oct. 25th Patterson High School (FAFSA, MSFAA, MSP) - 100 students
- Oct. 26th Pikesville High School – 1 student
- Oct. 27th HBCU Yard Fest – 150 students
- Oct. 28th Achievement Academy – 13 students

Admissions Recruiters interacted with over ___800____ students during the month of Oct.

**Events –** Recruiters have had___4___ in-person events.

- Oct. 7th CollegeBound Principals Retreat – 45 attendees
- Oct. 12th Yo! Baltimore Open House (College & Career Fair) – 70 attendees
- Oct. 22nd Victory Ministries of Christ Community Fair – 50 attendees
- Oct. 27th HBCU Yard Fest College Fair – 150 student attendees
- **Campus Tours -** Recruiters organized and facilitated an in-person group campus tour this month. We hosted **Middle Alternative Programs (MAPS)** on 10/26/22.
- Recruiters are currently in the process of scheduling our second group tour with Augusta Fells Savage
- Staff have been tasked with scheduling campus group tours at least 3 days in advance using the tour request form on the website. The tour request process will soon be implemented in Banner.

**TESTING**

**Summary of Testing Appointments**

During October, the Testing Center at Liberty administered 125 exams to BCCC students and community members. About 43% of the exams administered were Accuplacer tests. Accuplacer evaluates students' skills in reading, writing and math to place them in the appropriate courses that align with their skill sets. This month's collaborations included: Disability Support Services, Virtual Help Desk, Student Success Center, Admissions, WDCE/ELI, Upward Bound, Academic Affairs and Records and Registration. The table below shows the testing appointments that occurred in October.

| Exam Name | Exams Administered | Walk-In Appointments | Revenue |
|---|---|---|---|
| Accuplacer | 54 | 17 | |
| Accuplacer Retest | 8 | 0 | |
| Accuplacer (Upward Bound Students) | 10 | 9 | |
| BCCC Course Exams (including DSSC Students) | 17 | 1 | |
| TEAS (BCCC students Only) | 2 | 0 | $48.50 |
| Biology Exemption | 3 | 0 | |
| Computer Literacy Exemption | 8 | 0 | |
| Computer Literacy Exemption-Retest | 6 | 0 | |
| CLEP | 2 | 0 | $67.90 |
| Parapro Assessment | 15 | 0 | $538.65 |
| | | | |
| **Total Exams Given** | **125** | | |
| **Total Number of Walk-In Appointments** | **27** | | |
| **Total Revenue Generated** | **$655.05** | | |

**Data Trends**
- BCCC Test Center administered 125 exams in-person (98 scheduled appointments, 27 walk-ins)
- Exams for community members (non-BCCC students) accounted for approximately 13% of total exams given, a 2% increase from the month of September
- Revenue Generated in October: (1) TEAS -$48.50, (2) CLEP - $67.90, and (3) ParaPro Assessment - $538.65. **Total: $655.05**
- Busiest Testing Days in October: Wednesday, Thursday, and Friday
- Busiest Testing Times in October: 9:00am-10:00am; 11:00am-12:00pm; 12:00pm-1:00pm

**Collaborations and Efforts toward Goals**

1. The Test Center administered the Math and English Accuplacer Placement test to 10 Upward Bound Math and Science students on Saturday, October 1, 2022.
    a. Aligns with Test Center's Retention Goal #1: Increase the number of students using the Test Center by collaborating with campus partners
2. The Test Center completed the contract agreement with ATI and administered (2) TEAS exams for current BCCC students applying to the Nursing Program. Numbers are expected to increase in Spring 2023 for candidates interested in applying for Nursing and Dental programs for Fall 2023.
    a. Aligns with Test Center's Enrollment Goal #1: Baltimore City Liberty Campus Test Center will be identified as a certified testing center and one that encourages students' success through assessments provided.
3. The Test Center collaborated with WDCE/ELI and the Office of Admissions to discuss standardized procedures for the Liberty Campus' Test Center to administer the ESL Accuplacer. The Directors of each area will provide Cabinet members with procedural recommendations for approval, once completed.
    a. Aligns with Test Center's Retention Goal #1: Increase the number of students using the Test Center by collaborating with campus partners.

4. The Director of Testing is working with RegisterBlast to restructure the Test Center's appointment scheduling and check-in management system.
   a. Aligns with Test Center's Retention Goal #2: Improve Test Center's branding and customer management systems
5. The Director of Testing will apply for BCCC Test Center to be reinstated as a PearsonVue Certified Testing Center and offer GED Testing to Baltimore City and Maryland Community Members.
   a. Aligns with Test Center's Enrollment Goal #1: Baltimore City Liberty Campus Test Center will be identified as a certified testing center and one that encourages students' success through assessments provided.

## INTERNATIONAL ADMISSIONS AND SUPPORT SERVICES

**International Applications & Outreach –** Students are continuing to express interest in attending the College from overseas. There has been a dramatic increase in applications since the College returned to in-person classes for all programs this semester.  Staff are working closely with other Admissions colleagues to become proficient using the College's CRM, while extracting student data from Connect (previously "Hobsons"), FormStack, and our legacy SIMS ("HP Lan").

**Meeting with SEVP Field Representative –** International Student Services staff met on campus with the Department of Homeland Security, Immigration Customs Enforcement, Student & Exchange Visitor Program (SEVP) Field Representative on 10/11/2022.  This annual meeting is scheduled by the SEVP Field Representative with each educational institution that accepts exchange visitor students (F-1, J-1, or M-1).  BCCC currently enrolls students on F-1 student visa.  The conversation covered standard topics to ascertain that BCCC is still operating as normal and following F-1 visa regulations.  We took the the opportunity to ask specific questions about implementing an English Language Pathways program, which confirmed most of what we had discovered in conversations with other international student services officials at neighboring community colleges and UMBC.  The Field Representative gave important insight on a few additional topics relating to the establishment and maintenance of a Pathways program.

**English Language Services –** International Student Services met several times with English Language Institute staff, Test Center, and colleagues at four other community college international student services offices to make progress in three areas: 1) implementing an English Language Pathways program, 2) provide guidance to students during the application and testing phase of enrollment to refer students to ACCUPLACER ESL and/or classes, and 3) revamp admissions English proficiency criteria for F-1 visa students seeking admission.

**Ellucian Enterprise Resource Planning (ERP) Implementation –** The International Student Services team participated in many Ellucian trainings, meetings, and helped identify coding concerns as we transition our current general and international admissions processes to Ellucian and CRM Recruit.  Our staff participated in an onsite meeting with Banner representatives and participated in eleven live training courses on CRM Recruit and/or meetings with IT to assess implementation progress and identify barriers.  We requested the College adopt either SparkPost or Salesforce (10/10/22). The College has since approved adoption of SparkPost.

**Maryland International Education Consortium (MIEC/Study Maryland)** – The Coordinator of International Student Services, Mr. William Hug, participated in regular meetings with the Marketing & Outreach subcommittee to revise the Study Maryland website and social media materials for all member

institutions, including BCCC. Both Dr. Kim and Mr. Hug are involved in various MIEC activities. Dr. Kim has been instrumental in automating the institutional membership of MIEC.

**Latinx Heritage Month** – The Coordinator of International Student Services, Mr. William Hug, helped organize and facilitate several activities in honor of Latinx Heritage Month, in support of the Office of Student Life's overall program.

## REGISTRAR

During October 2022, Records and Registration staff continued 2-hour weekly training sessions on Banner with Ellucian Consultant Missie Cullum. The sessions provided extensive training on registrar-related topics and processes. In addition to training, Missie provided documents and resources on the SharePoint folder to allow the staff to reference and reinforce knowledge of Banner screens.

**Ellucian Zoom/Teams sessions -** During the month of October 2022, Registrar (at times Associate Registrar) met for approximately 30 hours with Ellucian leadership, BCCC leadership, and BCCC IT via Zoom or to discuss Banner implementation issues and resolutions.

**Argos Reports -** During the month of October 2022, I worked with IT to extract data from Banner to produce ad hoc Argos reports. Reports were created to allow for critical data and information on registration, prerequisites, and students who were reported as Never Attended and should be dropped from a class or classes for fall 2022.

**New Processes -** The training received from Missie allows the registrar staff to process begin and end of term activities; entering data for term-based validation and enrollment registration tables; articulate and enter transfer credit from external institutions; enter data for degree audits (until Degree Works is implemented), to include resolving data errors; and processes for sending outbound transcripts (electronic and mailings); processes for course entering, attendance tracking, and mass registration add and drops.

**Issues -** This office experienced problems with processing National Student Clearinghouse (NSC) enrollment and degree transmissions due to the Banner implementation. We are working with NSC and Missie to resolve the problem. The Registrar's Team experienced intermittent issues resulting from data migration and worked with Missie and IT when issues are identified. Such issues interfere with office and student processes. Substantial amounts of data was missing from student records which must be manually entered into Banner, a time-consuming process.

**Process Improvements -** Records and Registration has worked to process all incoming transcript requests within one day of receipt (4 days during peak operation periods). This office has also worked to process all student requests from the registrar public folder within one-three days of receipt. This office keeps a daily log of all student interactions at the registrar counter.

**Course Scheduling for Winter 2022 and Spring 2023 sessions -** Received course schedules from Academic Affairs for winter 2022 and spring 2023. All schedules were loaded into Banner to allow for registration that begins on November 14, 2022, for Veteran students and on November 16, 2022, for General populations

**Registration Activity and Outbound Transcripts -** Records and Registration processed approximately 1,400 outbound transcripts and over five hundred registrations during October 2022, to include registrations for Dual Enrollment.

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**Degree Audits/College Transfer Credit Articulations -** Between October 1 and 31, 2022, Records and Registration staff conducted seven hundred first-time degree audits and 180 transfer credit articulations.

**FINANCIAL AID**

For the month of October, the Financial Aid Office submitted a draft of objectives as follows:

**Objectives Draft**

1. **Provide Effective Outreach and Maximize Information Distribution to Clients (current and prospective students and families).**

**Federal Application for Student Financial Aid (FAFSA) Outreach -** The BCCC (Baltimore City Community College) Financial Aid Office scheduled "FAFSA (Free Application for Federal Student Aid) Nights" to answer financial aid questions and help current and incoming students file Free Application for Federal Student Aid (FAFSA) forms. During these events, BCCC financial aid office provided a detailed outline of the financial aid process. A BCCC Financial Aid Specialist was available to help students who needed assistance to apply for federal financial aid for the 2022-2023 and 2023-2024 academic years. These events took place every Tuesday at 6 pm and the 1st and 3rd Saturdays at noon. The financial aid office also set up one on one assistance to any current students and their families for assistance to complete 22-23 and 23-24 FAFSAs. Starting October 1, the Financial Aid Office sent two email reminders for completing the 23-24 FAFSA

2. **Provide Financial Aid Programmatic Counseling for Individuals and Families**

**Financial Aid Advising** - Understanding one's financial aid enables students to make sound decisions both now and in the future. In a college environment, there are many complicated, difficult financial and academic decisions that are often being made for the first time. By choosing to stay informed and seek out resources to understand the impact of their financial decisions, students are more likely to succeed and avoid common financial pitfalls. Having strong financial aid literacy can increase the probability of staying in school and completing a degree within the lifetime eligibility of the Pell program.

To Align with the primary goal of assisting the Baltimore City Community College's retention efforts, the financial aid office scheduled professors to visit the PRE-100 class for a Q&A on financial aid literacy related to Satisfactory Academic Progress, and the Lifetime Eligibility Usage of Pell-related to academic success. The financial aid office is also working with the Student Success Center on the Early Alert system to monitor SAP (Satisfactory Academic Progress) and provide Academic Advisement and help register the classes to the students who are currently on SAP so we can ensure student success and retain them before they lose their financial aid eligibility.

The Financial Aid Office launched the FWS (Federal Work Study) program to provide additional financial support to students to enhance retention by eliminating the financial barriers as aligned with the College goals.

3. **Administer Financial Aid Programs that are Fully Compliant with Regulations and Requirements**

**Program Administration -** The financial aid office streamlined the processing of the federally required verification materials for selected students to be completed in a reasonable period, with the average verification completed within three days to be complying they also automated the Banner system to package, award, and disbursed funds within a reasonable period and within the Regulation Requirements.

The financial aid office also streamlined and automated the state scholarship program awarding to enhance the yield rates for the College for the subject areas designated for increased recruitment and retention initiatives.

The financial aid office also set aside the downtime for staff to take NASFA webinars and Federal workshops to improve their skills and keep up with the ever-changing DOE regulations. All staff members are getting a daily NASFA Newsletter to keep up with DOE updates and trends in the financial aid world.

4. **Complete Program Operation Assessments through Research and Develop Innovative Solutions**

**Program Assessments -** The financial aid office recognized the need to provide efficient and effective access through personalized service and the use of state-of-the-art technology to our students. They automated the friendly reminder for completing the FAFSA, accepting awards, and checking pending verification and SAP documents. The Inceptia Professional Judgement (PJ) advisor provides easy access to our students regarding the process of Professional Judgment for income and dependency override.

The Inceptia SAP advisor provides easy access to upload, review, and request information regarding the SAP appeals.

The innovation component of the Office of Financial Aid has centered on developments with the Office of Computing and Telecommunication Services (VHD (Virtual Help Desk)). The key aspect of the innovative plan has been student self-service options. Through this online service, students can navigate through the Inceptia and Banner pages to fully complete the processing of their financial aid awards which has increased student satisfaction levels and a feeling of greater empowerment in the financial aid process.

*Other Activities*

**Pell Grant Awards** - In October, $ 2,138,437.51 in Pell grant was awarded. The FA office worked hard to streamline the new Banner system tasks for the supplement data migration.

*Financial Aid Students Served:*
· VHD 150
· Walk-ins 454

**Other Reports** – *Financial Aid completed* the following reports daily and weekly for Title4 compliance:

Reviewed Verification and C- Codes Reports
Reviewed SAP report.
Reviewed MMR disbursement report.

Reviewed Packaging Report
Reviewed Fund Reports for FWS and FSEOG (Federal Supplemental Educational Opportunity Grant)
Reviewed Inceptia Report for Verification
Reviewed Duplicate file Report
Reviewed Suspense file Report


## MAYOR'S SCHOLARS PROGRAM

A report to identify the current Mayors Scholars Program students and students from previous years has been requested from I.T. The purpose of this report will be to identify students who qualify to receive free laptops.  A date for distribution of the laptops will be forthcoming.

## DISABILITY SUPPORT SERVICES CENTER

During October 2022, the Disability Support Services Center registered about 7 students for renewal accommodations and conducted 8 new intakes/ orientations totaling 100 students receiving service for Fall 2022.  The director conducted 45 in person meetings, zoom and video conferences calls with perspective students and their parents, along with faculty, Departmental Associates Deans/Deans to address concerns relating to accommodative services. 4 classroom presentations were conducted via 2 Pre-100 courses and 2 RENG 91 classes to provide about 35 students with information and services provided by Disability Support Service Center. Weekly posting of DSSC materials including canvas page, social media platforms, testing messaging, recruitment efforts were made to enhance disability awareness for existing and potential student. The director continues to collaborate with staff from MSP, Testing Center, Student Success, Student Life and Engagement, Student Wellness, Admission, Record and Registration, Public Safety, Biotechnology, Workforce Development, Tutoring and IT team to discuss the essential needs of students with disabilities at Baltimore City Community College.

## STUDENT LIFE & ENGAGEMENT

**Director -** While Student Affairs is searching for a new Director of Student Life & Engagement, Ms. Valerie Grays, Coordinator for Student Life & Engagement is now acting as the interim director. The area is hiring an office assistant and student workers for the Student Center. Ms. Grays completed the Federal Work-Study Supervisor Orientation and can now bring on student workers.

**Advising SGA -** Ms. Grays has been working closely with the newly elected SGA officers to establish office hours, meeting schedules, policies, procedures, and events. Ms. Grays connected with colleagues from other colleges for two upcoming training sessions on leadership/personality styles and parliamentary procedures.

**Activities and Events**

October 5 - 6, 2022 I Will Listen Week - The Student Support & Wellness Services and Student Life & Engagement celebrated I Will Listen Week with the National Association for Mental Illness (NAMI).  The activities were geared to listen to our students and colleagues and engage in conversation around mental health, and classmates. Information tables were set up throughout the week which included fun games, quizzes, prizes, and resources.

The events dates and times were as follows: October 5th 11:30am – 1:00pm and 3:00 – 4:00pm, October 6th 10:00am – 12:00pm and 3:00 – 4:30pm. All the events were held in the Lower Student Atrium of the Main Building and 114 BCCC community members participated between the two days.

October 11, 2022 Black Girls Vote - The Office of Student Life and Engagement hosted the Black Girls Vote organization in the Lower Atrium of the Main Building. Members of the organization registered voters, provided elections resources and information on starting a chapter of Black Girls Vote.

October 14, 2022 - Keeping it Real Lecture Series - "The U.S. Government's War on Black Leaders Here and Abroad" - Baba Zac Kondo hosted the first lecture in the 2022-2023 Keeping it Real Lecture Series. This event was sponsored by Student Life & Engagement, History Club, Anthropology Club, Depart of Education, and Social & Behavior Sciences. This event was held virtually 6:00 – 8:00 pm. There were 55 students, faculty, and staff in attendance.

October 14, 2022 National Hispanic Heritage Month – In recognition of National Hispanic Heritage Month, the Office of Student Life and Engagement in conjunction with the International Students' Club advisement team sponsored a "Test Your Knowledge with Trivia" and Loteria game. The event was held in the Lower Atrium of the Main Building from 1:00 - 3:00pm and prizes were given to the winners. There were 14 participants for this program.

October 19 and 26, 2022 – Voter Registration – The Office of Student Life an Engagement sponsored the League of Women Baltimore on two dates for voter registration and information. Students, faculty, and staff could register to vote and get information on employment opportunities for the upcoming November elections. Also, BCCC professors Johns-Hackett and Dr. Servio allowed the representatives to speak at the beginning of their classes about the election process and upcoming important dates. The time of the events were 10:00 am – 1:00 pm on each date.

October 31, 2022, Breast Cancer Awareness – In recognition of Breast Cancer Awareness Month the Office of Student Life and Engagement sponsored a "Let's All Wear Pink Day". The BCCC community was asked to wear pink on that day and get their picture taken. An Information table was set up with a quiz and resource video to when prizes.

**STUDENT SUPPORT SERVICES AND UPWARD BOUND MATH AND SCIENCE**

**Upward Bound Math & Science**

**Summary -** The Upward Bound Math and Science program is in full swing with Fall programming. The UBMS fall program started on October 1st, with Accuplacer testing to glean student baselines for Math, Reading and comprehension. UBMS instructors were provided this data to personalize instructional programming for each student. Also, this month students participated in a biology lab with a BCCC professor and went on a field trip to the Maryland Science

**Recruitment -** UBMS student recruitment is on-going. A class presentation was provided to a group of twenty-eight students at Edmondson High School on October 18th. As a result, two additional students enrolled in the UBMS program. Fifteen students are officially enrolled and participating, from Digital Harbor, Academy for College, and Career Exploration, Mervo, Dunbar, Edmondson, and Baltimore Polytechnic High Schools. Recruitment will continue to be a vital component of the UBMS programming until the required number of student participation, (62) per the grant, has been reached.

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**TRIO Student Support Services Program**

**Services -** The TRIO Student Support Services Program offered various mandated and permissible services, such as academic advising, monitoring students' progress, transfer assistance, advocacy, and referrals to college departments such as Student Support and Wellness Services, tutoring, Financial Aid, and Disability Support Services. In addition, the TRIO SSS team conducted 33 virtual and in-person advising sessions. The program also helped two participants secure laptops.

**Workshops -** In addition to providing individualized services, The TRIO SSS offered various workshops to focus on skill building and creating a sense of community. This month's workshops included 'How do I learn?', introduced students to individual learning styles and how they learn to process information. Students completed an assessment to identify their preferred learning style and discussed strategies to enhance the learning experience. As a result, students reported gaining greater awareness and appreciation of the diversity of learning styles and techniques to improve their academic success. In addition, the Understanding Money and Credit workshop provided an overview of personal fiscal management and the importance of building good credit habits. The workshop engaged students in a lively discussion and provided tools to help students plan for a sound financial future.

Additionally, 'The Empowerment Hour' encouraged open dialogue on topics that matter to students most to empower, enlighten, and help them stay focused. This interactive and thought-provoking session focused on helping students to discover how their inner strengths can help them to overcome barriers and weaknesses. Students openly shared testimonies of triumph, describing how their support network, use of campus resources, and commitment supported their success during tough times. This session was open to both current participants and prospective students interested in learning how TRIO SSS helps students maintain their momentum and reach their full potential in college.

**Recruitment efforts** - included social media blasts, emails, and virtual and in-person classroom presentations. Moreover, SSS Program staff screened and processed 14 program applications, granted ten approvals, and five applications are currently under review.

**Professional Development -** The Program Director attended the first TRIO Student Support Services Meet and Greet event hosted by the U.S. Department of Education on 10/24/22. The virtual event provided an opportunity to meet the assigned Program Specialist and the entire SSS team and get an overview of the essentials for communicating with the Department.

**ATHLETICS**

**Men's Basketball -** The basketball season began in October. The team has participated in four pre-season scrimmages with local fellow Maryland Junior Colleges. There are currently 26 scheduled contests this season.

Plans are being made to begin a Women's Volleyball team to begin play in the fall of 2023. The sport is popular in the city, and it is sponsored by most of the area high schools. The Athletic Director attended the Baltimore City Girls High-school Championship to begin the recruitment of a coach and future student athletes.

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## Game Schedule

| Date | Time | At | Opponent |
|------|------|-----|----------|
| November 4, 2022 (Friday) | 5:00 PM | Away | Mount Zion at CCBC Dundalk |
| November 6, 2022 (Sunday) | 12:00 PM | Away | Pitt Community College at CCBC Dundalk |
| November 16, 2022 (Wednesday) | 5:00 PM | Home | Potomac State College |
| November 18, 2022 (Friday) | 5:00 PM | Home | CCBC Catonsvile |
| November 22, 2022 (Tuesday) | 5:00 PM | Away | Cecil College |
| December 3, 2022 (Saturday) | 1:00 PM | Home | Allegany College |
| December 5, 2022 (Monday) | 5:00 PM | Home | Harcum College |
| December 7, 2022 (Wednesday) | 5:00 PM | Home | Harford Community College |
| December 10, 2022 (Saturday) | 5:00 PM | Home | Garrett Community College |
| December 14, 2022 (Wednesday) | 5:00 PM | Away | College of Southern Maryland |
| January 7, 2023 (Saturday) | 1:30 PM | Away | Montgomery Community College |
| January 14, 2023 (Wednesday) | 5:00 PM | Home | Monroe College Express |
| January 19, 2023 (Thursday) | 5:00 PM | Home | Monroe College NY |
| January 21, 2023 (Saturday) | 3:00 PM | Away | Anne Arundel Community College |
| January 25, 2023 (Wednesday) | 5:00 PM | Away | Hagerstown Community College |
| January 26, 2023 (Thursday) | 5:00 PM | Away | Harcum College |
| February 1, 2023 (Wednesday) | 5:00 PM | Home | Howard Community College |
| February 4, 2023 (Saturday) | 3:00 PM | Home | CCBC Dundalk |
| February 8, 2023 (Wednesday) | 5:00 PM | Away | Prince Georges Community College |
| February 11, 2023 (Saturday) | 3:00 PM | Home | Frederick Community College |
| February 18, 2023 (Saturday) | 3:00 PM | Home | Chesapeake Community College |

**BCCC**
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**Baltimore City Community College**
PRESIDENT'S UPDATE
**Board of Trustees, November 16, 2022**
*Michael Rading, Chief Information Officer*

**Client Services**

Client Services has been working on the following activities:

- Media Services: Provided presentation and media equipment for
  - Breast Cancer Awareness Event
  - Middle States Steering Committee & Working Groups Meeting
- IT Helpdesk
  - Continuing to clean up old tickets and improving our response times to current and new tickets
  - Working to improve Helpdesk support of Banner User Login Issues. Tested a report for the Helpdesk to use in this effort
  - Working with the team to rollout new enterprise Adobe Licenses
- Spring Reenrollment Logistics: 11/14 - 11/22
  - Working with Dr. Born and Team to provide Computers to the rooms that will be used for Spring Enrollment. We are preparing the needed computers and making sure that any network issues are resolved prior to 11/14
- Unifyed Chatbot
  - Working with the Vendor to begin the project of rolling this chatbot out to Student Services. The vendor is currently putting the meeting together.
- Staffing
  - Tier 1 Helpdesk interviews set up for next week
  - Submitted Job Descriptions for Federal Student WorkStudy program

**IT Staffing**

There were key leadership vacancies within IT for the Director of Enterprise Applications. An offer was made to a qualified candidate who has gone through multiple interviews, background and reference checks. The candidate is anticipated to begin working for the College on January 3, 2023.

**IT Security**

October marks National Cybersecurity Awareness Month. For 2022, the federal government is encouraging everyone to see themselves in cyber. All BCCC faculty and staff received communication from IT that they could take measures to stay safe online that included completing the required monthly BCCC Security awareness trainings. ITS is exploring additional security training offers available to the College through the Maryland Department of Information Technology (DoIT).

DoIT conducts IT security assessments with all state agencies. In the last two months BCCC went through a security review conducted by DoIT. IT has spent the past two weeks drafting responses to the review which will be shared with DoIT.

**Baltimore City Community College**

PRESIDENT'S UPDATE

**Board of Trustees, November 16, 2022**

*Becky L. Burrell, Vice President, Institutional Effectiveness, Research & Planning*

**OFFICE OF INSTITUTIONAL RESEARCH**

I.     State and Federal Reporting Led by the Office of Institutional Research

The Office of Institutional Research (OIR) developed data for and oversaw the successful submission of the following State and federal reporting requirements.

Maryland Higher Education Commission (MHEC)

- *Fiscal Year (FY) 2022 English for Speakers of Other Languages (ESOL) Full-time Equivalents (FTE) Enrollment and Pass Rates -* Led team comprised of colleagues from Information Technology Services (ITS), Workforce Development and Continuing Education's (WDCE) English Language Services, and Records and Registration to develop ESOL FTEs report and credit and non-credit ESOL course pass rates. Prepared summary data visualizations and verbiage in preparation for Cabinet review. The approved FTE Report and pass rates were submitted prior to the deadline of October 1, 2022.

- *CC-6 Total Unduplicated Non-Credit Headcount Enrollment Form-* Developed eligible annual headcount data based on the FY 2022 CC-3 (Continuing Education FTEs) file submitted to MHEC. The CC-6 reflects characteristics of the eligible students enrolled in continuing education courses in Summer 2021 through Spring 2022 and was submitted prior to the deadline of October 15, 2022.

- *S-7 Opening Fall Enrollment Form -* In collaboration with the ITS, developed fall 2022 data from the new Banner student information system to reflect preliminary fall credit headcount by entry status, enrollment status, and gender. The S-7 Form was submitted prior to the deadline of October 15, 2022.

- *End-of-Term System Winter and Spring 2022 Files* – Developed data files to include credit student-level data reporting academic totals data for winter and spring 2022 to meet. Both files were submitted prior to the submission deadline of October 15, 2022.

- *2022 Evidence-Based Best Practices Survey on Undergraduate Student Completion* – Led efforts across Cabinet areas to respond to questions related initiatives and methods used to inform interventions, programs, and/or policies related to undergraduate student completion to support MHEC's 55% completion goal. The survey was completed prior to the submission deadline of October 25, 2022.

- *S-6 Credit Hours of Enrollment Form* – Developed credit and continuing education hours of enrollment data (based on data currently in Banner) and reviewed with Cabinet areas to meet submission deadline of November 4, 2022.

- *Summer 2022 EIS File* – In collaboration with ITS, developed data file to include credit student level demographic, enrollment characteristics, program, entry status, and other fields in preparation for the submission deadline of November 15, 2022.

- *Fall 2022 EIS File -* In collaboration with ITS, created new program to extract student level data from the Banner student information system in preparation for the submission deadline of November 15, 2022.

Maryland State Department of Education (MSDE)

- *FY 2022 Perkins Career & Technical Education (CTE) File* – In collaboration with ITS, developed data workbook to facilitate meetings to guide Academic Affairs' review of courses tied to all MSDE-approved CTE programs and creation of student-level data. Added technical skill attainment data and prepared file for submission in accordance with MSDE's specifications to be submitted to MSDE by October 14, 2022.

- *FY 2022 Perkins Technical Skills Assessment (TSA) File* – Developed data workbook and conducted meetings to guide Academic Affairs in capturing student-level data from Academic Affairs regarding attempts and technical skills attainment for industry-recognized credentials prior to graduation. Created and formatted student-level data file in accordance with MSDE's specifications to be submitted to MSDE by October 14, 2022. Conducted subsequent session to advise on creating data-sharing agreements between licensing-granting bodies and Program Coordinators.

Middle States Commission on Higher Education (MSCHE)

- *Annual Institutional Update (AIU) and Mid-Point Peer Review Responses* – The Director serves as the portal delegate for the AIU, which is primarily composed of enrollment, outcomes, and financial data and reports. In addition, narrative responses are required related to the institution's Mid-point Peer Review (MPPR) items and topics of interest from MSCHE. Created SharePoint repository and component tracker, developed data, reviewed prepopulated information from IPEDS, and supported Controller in development of financial data. Collaborated with Cabinet areas to develop responses to AIU topics of interest and MPPR items. The AIU was submitted prior to and the MPPR was submitted to meet the due date of October 12, 2022.

- *2023-24 Self-Study Design* – The Director served on Self-Study Design Team and prepared narrative sections to include the institutional overview as well as data tables. Served on final review and edit team to complete the submission to meet the due date of October 25, 2022.

- *2023-24 Self-Study Steering Committee and Working Groups* – The Director has been appointed to serve as Co-Chair of the Self-Study Steering Committee and the Research Analyst II has been appointed to serve as a member of the Standard VI Working Group.

National Center for Education Statistics (NCES)

- *IPEDS Fall Collection* - Developed data to complete the Completion and 12-Month Enrollment Surveys. Collaborated with other Cabinet areas to complete the Institutional Characteristics Survey. The Institutional Characteristics and 12-Month Enrollment Surveys were submitted prior to the deadline and the Completion Survey was submitted to meet the deadline of October 19, 2022.

United States Department of Education

- *Student Right to Know Disclosure* – In accordance with federal guidelines, developed updated graduation, transfer, retention, employment, and licensure examination data. Collaborated with Marketing Office to publish on BCCC's website. The link to this disclosure is a component of the Annual Institutional Update for the Middle States Commission on Higher Education and was used to for the institutional data section of the Risk-Based Survey for Veterans for the Maryland Higher Education Commission (noted below).

II.   College Collaborations for External Reporting or Stakeholder Needs

OIR supported other College offices to prepare data, narrative, and/or overall quality assurance related to the following initiatives.

Audit Support – Support Controller and Budget Office in developing and reviewing data to support requests from external auditors.

- CC-4 Financial Audit and Report Preparation – Developed detailed breakdowns for credit and continuing education FTEs and hours of enrollment to support the preparation of the draft report. Responded to auditors requests as needed.

Maryland Higher Education Commission

- *Maryland State Approving Agency Risk-Based Survey for Veterans* – Served on team to complete submission. Developed three years of trend data for College credit enrollment, graduation rates for College and Veterans, and licensure examination pass rates. All documentation was submitted to meet the deadline of November 1, 2022.

- *FY 2022 Financial Aid Information System File* – Serve on team with ITS, Financial Aid, Student Accounting, and Controller's Offices to develop student-level data file. Created SharePoint folder to house all guidance from MHEC, in-process documentation, and reference materials from prior years' submissions (facilitated by the Director of OIR). OIR will conduct the preliminary upload process to create error reports for review and resolution by team to meet the submission deadline of November 15, 2022.

- *Non-Credit Workforce Completer System File* – Serve on team with ITS and Workforce Development and Continuing Education to develop student-level data file in preparation for submission deadline of December 1.

United States Department of Education

- *Jeanne Clery Act: Campus Security Report and Cleary Act Statistics – Provided review and feedback to support the Public Safety Department in finalizing the annual "Clery Report".*

External Meetings

- Ellucian Consultant and Leadership Team Meetings
- Ellucian Executive Team/Site Visit Meetings
- Maryland Association of Community College's Data Book Review/Standards Workgroup
- Maryland Community College Research Group (MCCRG) monthly meeting
- MCCRG and Maryland Longitudinal Data System Center workgroup meeting
- NIH Bridges to Baccalaureate with Howard University Partnership Meetings
- NIH Bridges to Baccalaureate with Towson University Partnership Meetings

Grant Support

- *AmeriCorps Vista* – Developed MAT 107 grade distribution, retention, and graduation data to support the quarterly report submission due October 5, 2022.

- *NIH Bridges to Baccalaureate with Towson University Grant* – Developed student characteristics data and narrative regarding enrollment in selected programs as compared to all College programs. Provided review and updated data for narrative sections.

Program Accreditations

- *Accreditation Commission Education in Nursing (ACEN)* - Developed workbook including graduation rate data along with trend data for program enrollment, degrees awarded, and licensure exam pass rates in accordance with ACEN guidelines. Developed additional graduation rate data to reflect ACEN's new definition. Served on team to conduct the final review. All data and information were submitted by the Nursing Department via ACEN's portal to meet the deadline of October 21, 2022.

- *Commission on Dental Accreditation* – Provided summary level data and results from Graduate Survey. Served on team to provide final review of the report. The Dental Hygiene Department submitted the Report to meet the deadline of October 15, 2022.

Support for Internal Priorities

OIR developed data and/or provided other support or guidance for the following internal priorities.

Enrollment Updates

- *Continuing Education Enrollment Updates* – Develop monthly continuing education enrollment data by term and department to support WDCE leadership team through FY 2022.

- *Never-Attend Displays* – Utilizing reports provided by ITS, developed tables to organize never-attend data to facilitate process.

- *Grades Data* – Developed updated grade distribution data for summer 2022 credit courses to support Academic Affairs.

- *Course Section Enrollment Data* – Developed section-level enrollment data to support the work of the Assessment Office.

Enterprise Resource Planning (ERP) Implementation - Serve on planning teams for data migration and validation processes and action items related to Reporting, Academic Affairs, WDCE, and Student Affairs. Attend weekly check-in meetings with VPIERP.

- Attended leadership team meetings with Ellucian and BCCC staff.

- Collaborating with ITS to develop means to extract and report student and course level data with confidence via Banner standard reports or development of queries in the new Argos reporting tool.

- Created a template to coordinate effort to request training for Cabinet areas and key users related to Banner's standard reports and document concerns related to data.

- Developed credit and non-credit registration trend data to assist in planning for rollover from HP-LAN to Banner (the new ERP) for fall 2022 registration and conclusion of summer registration activity for continuing education courses. Developed and provided supplementary data files to support mapping of data in legacy system with Banner fields and configuration.

- Participated in planning and conducting data validation initiatives.

- Conducted data validations to support data migration related to student characteristics, academic history, testing data, and registration holds, contact information, course information, Veterans data, and international student coding, and fall registration activity.

- Meet with Ellucian team to discuss specific details regarding validation issues and provide recommendations for solutions to support institutional reporting needs.

- Share feedback with Ellucian/BCCC leadership team.

- Provide additional support for Student Affairs related to identifying processes needing guidance from Ellucian and further internal decisions.

- Advocate for guidance related to continuing education registration and data collection processes.

- Participate in sessions related to Banner student and accounts receivable areas, CRM Recruit, Elevate, and Degree Works components and integrations. Provide input and data to support efforts.

Policy Development

- *Institutional Review Board (IRB) Policy, Procedure, and Process Chart* – Incorporated feedback from review with the Program Review and Evaluation Planning Team. Conducted review with the Human Resources leadership team; Academic Affairs Associate Vice President, Deans, Associate Deans, and Program Coordinators; faculty; Cabinet; and Program Review and Evaluation Planning Team. Integrated feedback from various groups. VPIERP coordinated the distribution of policy and procedures to the College community. The VPIERP and Director presented the policy to the Board of Trustees at the October 2022 meeting, and it was approved. Next steps include engaging Cabinet members in the process to select and appoint members.

- *Telework Policy* – Provided feedback to VPIERP related to development of a draft telework policy.

Professional Development

- ERP Training Sessions (CRM and DegreeWorks)

- Memorandum of Understanding Management Training Session (Director)

Program Review and Evaluation Committee (PREC)

- Conducted review sessions with Academic Deans and departments to update surveys for students, faculty, and advisory board members for fall 2022 distribution. Completed revisions, as appropriate, and created links for distribution and monitoring of results for surveys. All surveys were launched in October, in accordance with the PREC Cycle III Year 1 schedule. Providing biweekly updates to PREC Chair regarding response rates by program for three surveys.

- PREC Data Workbook Part 1 – Developed updated discipline credit hours, degrees and certificates awarded, and compilation of employment outcomes for CTE programs to support PREC process.

- Provided ongoing updates regarding input to proposed IRB policy and procedures.

Surveys

- Fall 2022 Memorandum of Understanding Management Training Sessions Survey

- Program Accreditation Surveys – As noted above based on respective accreditation requirements.

- Fall 2022 Program Review and Evaluation Committee Student, Faculty, and Advisory Committees

Teams/Workgroups

- *Curriculum and Instruction Committee (CIC)* - Attending meetings to support new program development needs.

- *Drop for Non-Payment Team* – Attend meetings with Finance & Administration, Financial Aid, and Student Accounting representatives and provide data as needed.

- *MSCHE Self-Study Design Team, Self-Study Steering Committee, and Working Group*

- *Program Review and Evaluation Committee (PREC) Planning Team* - Serve as member and participate in weekly meetings. Develop data and provide survey support as previously noted.

- *Search Committees*

o Serve as a member of the search committee for the Director of Grants position.

o Conducting a search for a Research Analyst to join the Office of Institutional Research

## OFFICE OF ASSESSMENT

### Nuventive Improve (TracDat) Sunset

Nuventive, LLC. announced that the Improve assessment software, formerly called TracDat, will be retired in September 2023. The College has used the online software platform since 2015 to document aggregated course- and program-level student learning outcomes. The Office of Assessment is working with the Offices of Institutional Research, E-Learning, and Information Technology Services to transition the College away from the platform before the end of the academic year and conclusion of the annual service contract in May 2023. Mass data extraction is underway and prospective software service replacements are being evaluated.

| Category | Feature | Nuventive Improve* | Nuventive Improvement Platform | Instructure Canvas | Watermark | Centrieva Weave | EAB Edify | Fortune Business Insights | Salesforce | eLumen |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Software | | | | |
| Assessment | Clinical/Internship Placements | No | | | Yes | | | | | |
| Assessment | Curriculum Integration with Learning Outcomes | No | | Yes | Yes | | | | | |
| Assessment | Diversity, Equity, Inclusion, and Accessibility | No | Yes | | | | | | | |
| Assessment | Evaluation Surveys | No | | | Yes | | | | | |
| Assessment | General Education | Yes | | Yes | Yes | Yes | | | | |
| Assessment | Learning Placement | No | | | | | | | | |
| Assessment | Non-Academic Outcomes and Indicators | Yes | Yes | | Yes | Yes | Yes | | | |
| Assessment | Program Review & Evaluation | No | Yes | Yes | Yes | Yes | | | | |
| Assessment | Rubric Integration | No | | Yes | Yes | | | | | |
| Assessment | Student Certifications and Licensure | Yes | | Yes | Yes | | | | | |
| Assessment | Student Learning Outcomes | Yes | Yes | Yes | Yes | | | | | Yes |
| Assessment | Student Portfolios | No | | Yes | Yes | | | | | |
| Planning | Course Catalog Integration | No | | Yes | | | | | | |
| Planning | Course Catalog Management | No | | Yes | Yes | | | | | |
| Planning | Curriculum Maintenance | No | | Yes | Yes | | | | | Yes |
| Planning | Curriculum Proposals | No | | Yes | | | | | | Yes |
| Planning | Early Alert | No | | Yes | | | | | | |
| Planning | Faculty Profiles with Credentialing | No | | | Yes | | | | | |
| Planning | Program Education Plan Management | No | | Yes | Yes | | | | | |
| Planning | Strategic Planning | Yes | Yes | | Yes | Yes | | | | |
| Planning | Student Support and Engagement | No | Yes | Yes | Yes | | | | | |
| Planning | Syllabi Management | No | | Yes | | | | | | |
| Reporting | Accreditation | No | Yes | | Yes | Yes | | | | |
| Reporting | Qualitative Analytics | No | | Yes | | | | | | |
| Reporting | Quantitative Analytics | No | Yes | Yes | Yes | | Yes | | | |
| Reporting | Student-Level Data | No | | Yes | Yes | | | | | |
| Technology | HECVAT documentation provided | | | | | | | | | |
| Technology | LMS Integration (Canvas) | No | No | Yes | Yes | | | | | |
| Technology | Single Sign-On using SAML (preferably Azure AD) | No | | | | | | | | |
| Technology | SIS Integration (Banner using Ethos) | No | No | Yes | Yes | | | | | |
| Technology | SOC II Type 2 Audit documentation provided | | | | | | | | | |
| Technology | Software as a Service | Yes | Yes | Yes | | Yes | Yes | | | |
| Technology | VPAT documentation provided | | | | | | | | | |
| 33 | "Yes" Count: | 6 | 9 | 19 | 23 | 6 | 3 | 0 | 0 | 3 |
| | "Yes" Count Rate: | 18% | 27% | 58% | 70% | 18% | 9% | 0% | 0% | 9% |

*The College's current software solution

Must-Have Feature

*Figure 1: Prospective Institutional Assessment Software Solutions*

Note that the table of prospective software solutions (Figure 1) contains a considerable amount of incomplete data. Software demonstrations are being scheduled and this dataset will be complete at the conclusion of those demonstrations.

**Maryland Community Colleges**

| Institution | Assessment Software | Data Analytics | Surveys | LMS | SIS |
|---|---|---|---|---|---|
| Allegany College of Maryland | | | | | |
| Anne Arundel Community College | | | | Canvas | |
| Baltimore City Community College | Nuventive Improve | Excel | SurveyMonkey Watermark | Canvas | Banner |
| Carroll Community College | | | | | |
| Cecil College | | | | | |
| Chesapeake College | | | | | |
| College of Southern Maryland | in-house system | | | | |
| Community College of Baltimore County | in-house system | Power BI | | Blackboard | SIMON |
| Frederick Community College | Watermark | Power BI | | Blackboard | Peoplesoft |
| Garrett College | Watermark | Power BI | | Blackboard | |
| Hagerstown Community College | | Power BI | | | |
| Harford Community College | Watermark | | | Blackboard | |
| Howard Community College | in-house system | | | Canvas | |
| Montgomery College | eLumen | | | Blackboard | |
| Prince George's Community College | Watermark | Power BI | | | |
| Wor-Wic Community College | | | | | |

*Figure 2: Software Solutions Across Maryland Community Colleges*

Maryland Community Colleges were surveyed via the Maryland Community Colleges' Learning Assessment Group (MCCLAG) regarding their assessment-related software solutions, including learning management systems (LMS) and student information systems (SIS). Figure 2 summarized the responses received at the time of this report.



*Figure 3: Sample Mass Raw Data Extraction from 2022-06-06*

**Programmatic Accreditation**

The Office of Assessment serves as a quality assurance reviewer of all external reports and submissions to programmatic accreditors. The following reports are currently in review for submission or were submitted this month:

- Accreditation Commission for Education in Nursing (ACEN) Annual Report
- Commission on Dental Accreditation (CODA) Annual Report

**Middle States Commission on Higher Education (MSCHE) Self-Study**

The Director of Assessment was selected to serve on the Self-Study Design Steering Committee, Self-Study Steering Committee, and to Co-Chair Working Group V: Educational Effectiveness Assessment. The Self-Study Design draft was completed and submitted to the MSCHE Liaison, Dr. Terrence Peavy, on Monday, October 24th.  Dr. Peavy will conduct a virtual site visit on Wednesday, November 9th.

## V Standard Five: Educational Effectiveness

### WORKING GROUP

This Working Group's focus is how the assessment of student learning and achievement demonstrates that the institution's students have accomplished educational goals consistent with their program of study, degree level, institutional mission, and appropriate expectations for higher education institutions.

Research questions to guide this Working Group include the following.

1. Does the College have clearly stated educational goals at the institutional and degree/program levels?
   A. Are the goals interrelated?
   B. Do the goals contain relevant educational experiences?
   C. Are the goals relevant to the College's mission?
2. Does the College evaluate the extent of student achievement of institutional and degree/program goals through organized and systematic assessments, conducted by faculty and/or appropriate professionals?
   A. Does the College define meaningful curricular goals with defensible standards for evaluating whether students are achieving those goals?
   B. Does the College articulate how students are prepared in a manner consistent with their mission for successful careers, meaningful lives, and further education?
   C. Does the College collect and provide data on the extent to which students are meeting these goals?
3. Does the College support and sustain assessment of student achievement and communicate the results of this assessment to stakeholders?
   A. Does the College use assessment results for the improvement of educational effectiveness?
   B. Does the College use assessment results to assist students in improving their learning?
   C. Does the College use assessment results to improve pedagogy and curriculum?
   D. Does the College use assessment results to review and revise academic programs and support services?
   E. Does the College use assessment results to plan, conduct, and support a range of professional development activities?
   F. Does the College use assessment results to plan and budget for the provision of academic programs and services?

| TABLE 11: STANDARD V WORKING GROUP | | |
| --- | --- | --- |
| Role | Name | Title |
| Co-Chair | Katana Hall | Professor, English & Theater/Faculty Senate President/Chair, Program Review & Evaluation |
| Co-Chair | Nicole Deutsch | Director, Assessment |
| Member | Chuck Marquette | Director, Workforce Development |
| Member | Paul Long | Professor, English; Curriculum & Instruction Committee Chair |
| Member | Caleb Yirdaw | Recruiter/Advisor |
| Member | Carole Quine | Professor, Developmental English; Chair of Student Learning Outcomes Assessment Committee |
| Member | John Pickett | Professor, English |
| Member | Anil Malaki | Associate Dean, Natural and Physical Sciences |
| Member | Tiloy Gilyard | Assistant Professor, Respiratory Care |
| Member | Rasheedah Evans | Student Success Advisor |
| Administrative Support | Theresa Tunstall | Administrative Assistant, School of Arts & Social Sciences |

G. Does the College use assessment results to inform appropriate constituents about the College and its programs?
H. Does the College use assessment results to improve key indicators of student success, such as retention, graduate, transfer, and placement rates?
I. Does the College use assessment results to implement other processes and procedures designed to improve educational programs and services?
4. Does the College review and approve of assessment services designed, delivered, or assessed by third-party providers?
5. How does the College periodically assess the effectiveness of the assessment processes utilized by the College for the improvement of educational effectiveness?

23    Baltimore City Community College  |  Middle States Self-Study Design Report  |  www.bccc.edu

*Figure 4: Working Group V Evaluates the College's Assessment of Educational Effectiveness*

*SELF-STUDY STEERING COMMITTEE*

To support the general logistics and evidence collection processes of the Self-Study, the Office of Assessment has developed an internal SharePoint site, templates, and forms for feedback and data collection. Forms were developed in Microsoft Word, Excel, and Forms.



*Figure 5: Faculty and Staff Feedback Form for the Self-Study Design, facilitated through Microsoft Forms*



*Figure 6: Working Group V Meeting Availability Form for the Self-Study Design, facilitated through Microsoft Forms*



*Figure 7: Self-Study Design Evidence Log*

*Figure 8: Evidence Request Form*



*Figure 9: Working Group Member Progress Report Form*



*Figure 10: Working Group Co-Chair Progress Report Form*

The Office of Assessment is preparing student learning outcomes datasets as supporting evidence for Working Group V.



*Figure 11: Sample Section-Level Learning Outcomes Data Table (ENG 101, Spring 2022; not all sections are visible in this screen shot)*



*Figure 12: Sample Course-Level Outcomes Data Table (REN 91, REN 92, ENG 101; Spring 2022)*



*Figure 13: Sample Learning Outcomes & Assessment Methods Table (REN 91, REN 92, ENG 101)*

*Figure 14: Sample Curriculum Map (Dental Hygiene Program)*



*Figure 15: Sample Education Plan (Dental Hygiene Program)*



*Figure 16: General Education Core Competencies*

**Planning**

### Director of Grants Hiring Committee Chair

The Director of Assessment continues to Chair the ongoing search for a Director of Grants. One applicant was received and reviewed in October. The candidate is currently in the interview process.

### Office of Grants Development Interim Oversight

The Office of Assessment continues to serve the Office of Grants Development in an interim capacity in the absence of a Director of Grants.

# Baltimore City Community College
## CABINET UPDATE
**Board of Trustees, November 16, 2022**
*Mr. Steven Hardy, Vice President for Finance & Administration*

## BUDGET OFFICE

1. **Highlights**
   - The staff continues to work diligently with Ellucian in transferring the financial data from the State's Accounting System (FMIS) to Banner and financial data from Banner to the State's Accounting System (FMIS).

   - The Budget Office provided training to various departments on how to create budget queries in Banner. Thus, each department will be able to review their budget timely.

   - The Budget Office is working with various departments and the Procurement Office to ensure requisitions are processed in Banner.

2. **Appropriation Year (AY 23) Revenue Summary as of 10/31/2022**

| Revenue Fund | Revenue Amount | Notes |
|---|---|---|
| General (Unrestricted) | $26,771,155 | (Includes Bookstore of $492,996) |
| Restricted | $5,757,494 | (Includes WBJC of $330,473) |
| **Total Revenue** | **$32,528,649** | |

**Unrestricted Revenue:** The total Unrestricted Revenue through October FY 2023 is $205,097 (1%) Higher than the revenue earnings through the same period FY 2022.

- *Tuition & Fees: overall decrease 5%.* The overall decrease in tuition and fee revenue is due to a lower enrollment than anticipated for the Fall 2022 semester on the credit side. There is a 7% lower in the Fall 2022 revenues when compared to FY 2021 during the same time. There was a decrease in non-credit tuition and fees of $142,430 (38%).

- *Sales, Service, Aux & Leasing: decrease of 43%.* Sales, Service, Auxiliary & Leasing revenue earnings are significantly lower than this time in FY 2023. This is due to a 57% decrease in Real Estate Lease Income.

- *Bookstore Revenues: increases 22%.* There is an increase of 22% in Bookstore Revenue categories compared to the same period last fiscal year. The bookstore has opened full service, and this is causing an increase in revenues.

**Restricted Revenue:** Total restricted revenue through October of FY 2023 is $1,941,701 (51%) higher than the same period in FY 2022. The primary driver of the increase is an increase in State & Local Grants & Contracts as well as an increase in COVID Relief Funding

**Appropriation Year (AY 23) Year Expense Summary as of 10/31/2022**

| Expense Fund | Expense Amount | Notes |
|---|---|---|
| General (Unrestricted) | $ 12,554,327 | (Includes Bookstore of $110,699) |
| Restricted | $  4,174,295 | (Includes WBJC of $286,265) |
| **Total Expenditures** | **$16,728,623** | |

**Unrestricted Expenditures:** FY 2023 Unrestricted expenses decreased by $932,313 (7%) when compared to this same period in FY 2022, primarily due to an increase in expenses for contractual vendor services.

**Restricted Expenditures:** FY 2023 restricted funds expenses increased by $2,210,428 (113%) when compared to this same period in FY 2022, year-over-year. Primarily due to an increase in COVID Relief Spending and State and Local Grants & Scholarship.

## CONTROLLER'S OFFICE/GENERAL ACCOUNTING/GRANTS/FOUNDATION

1. **BCCC (BALTIMORE CITY COMMUNITY COLLEGE) (College Audit), BCCC Foundation Audit, WBJC, and CC-4**
   - The Controller's Office is working closely with Clifton Larson Allen (CLA) to provide the requested materials for the College Audit and WBJC and to clear the audit questions and requests. A draft of the financial statements has been provided to CLA.
   - A first draft financial statement has been provided to Maryland Higher Education Commission (MHEC) for the CC-4 financial statement.
   - The Controller's Office is working with other College stakeholders to collect the information requested by the auditors.

2. **Grants**
   - The Controller's Office continues to work with the various divisions to provide support and comply with reporting requirements.

3. **Foundation**
   - The Controller's Office continues to work with the Foundation to receive and record gifts and grants.

## ACCOUNTS PAYABLE

| Summary | Unadjusted Totals | Contract Dispute | Total |
|---|---|---|---|
| <31 | 159,031.16 | 31,160.00 | 127,871.16 |
| 31-60 | 224,253.80 | 132,702.25 | 91,551.55 |
| 61-90 | 208,541.69 | 173,988.50 | 34,553.19 |
| >90 | 314,267.80 | 118,587.25 | 195,680.55 |
| **Grand Total** | **906,094.45** | **456,438.00** | **449,656.45** |

| Total Payables |
|---|
| **$ 449,656.45** |

## OFFICE OF STUDENT ACCOUNTING

1. **Banner Student AR Update**
   - Student Accounting has begun working with the Ellucian Student AR consultant and BCCC IT on producing 2022 1098-Ts. Also, this team has started prepping the Banner Student AR module for the Spring 2023 registration period.

   - The department is wrapping up the testing phase for the software, the job submission scheduler that will automatically run the Student AR daily jobs nightly. The scheduler in the production environment will be fully operational by the end of November.

2. **Aging Report**
   - A critical objective underway with IT department members is transferring HP LAN postings from 07/27/22 – 10/05/22 into Banner to generate an accurate aging report. The main challenge to generating an accurate aging report is the continued posting of transactions into the old ERP system, HP LAN. The goal of developing an accurate aging report from Banner is to identify the account stage to take the appropriate collection activity.

3. **Refunds**
   - BCCC has partnered with TouchNet, a payment software company that integrates with Banner, to provide payment plans, online payments, and eRefunds capabilities to BCCC students. Student Accounting has completed testing of the eRefunds module in the testing environments. The next phase is to test the issuance of eRefunds on five students in the production environment. The challenge is establishing a way to fund the refunds. As a State institution, BCCC must use GAD to issue payments to vendors via direct deposit. Vendors may not debit the State bank account. TouchNet debits an institution's bank account for eRefunds issued using its services. The TouchNet sales representative is seeking confirmation that BCCC can use the current payment method established with Heartland, a sister company of TouchNet, to fund the refunds.

4. **Workforce Development Fall 2022 and Beyond Student Billing**
   - For Fall 2022, Workforce Development continues to use HP LAN to bill students for the Fall 2022 semester. BCCC continues to work with Ellucian to configure Banner to bill this population of students for future semesters. The challenge is to use a system designed for standard in-state / out-of-state credit hour billing for the Workforce's customizable billing needs depending upon the terms in a contract, MOU, or grant.

# Baltimore City Community College
CABINET UPDATE
## Board of Trustees, November 16, 2022
*Advancement & Strategic Partnerships*

### WBJC

### WBJC Staff Community Engagement
Opportunities taken by WBJC staff to extend the BCCC brand in the community via WBJC.

Towson University Music Department: Mezzo-soprano Frederica von Stade was interviewed about her participation in the Ruth & Arno Drucker Fund 25th Anniversary Guest Artist Residency by Judith Krummeck.

Baltimore Symphony Orchestra: Composers Michael Torke and Jeff Beal were interviewed in tribute to the late Baltimore composer Christopher Rouse on October 9th by Kati Harrison.

Shriver Hall Concert Series: British cellist Steven Isserelis was interviewed about his October 23rd recital with pianist Connie Shih by Judith Krummeck. A pre-concert lecture on October 2nd was delivered by Jonathan Palevsky.

The Enoch Pratt Free Library: Baltimore/Washington area violinist and author Brendan Slocumb was interviewed about his debut novel The Violin Conspiracy on October 26th by Judith Krummeck.

Baltimore Symphony Orchestra: Composer Kevin Puts was interviewed on October 6th by Jonathan Palevsky.

Maryland Lyric Opera: Artistic Director, James Harp, was interviewed about their upcoming season by Jonathan Palevsky.

GALA Hispanic Theatre of Washington DC: Director Elena Velasco and actor Diana Ramirez were interviews about their production of La Llamada de Sylvia Mendez by Dyana Neal.

The Saint Charles Theatre: Jonathan Palevsky hosted the Cinema Sunday series for the month of October.

Candlelight Concert Society: Pre-concert lectures for their October 1st and 8th shows was delivered by Jonathan Palevsky.

Annapolis Symphony Orchestra: A pre-concert talk for their November shows was recorded by Jonathan Palevsky.

Osher programs of Towson and John Hopkins Universities: Lectures on Great Symphonies and Music, Revolutions and Nationalism were delivered by Jonathan Palevsky.

### WBJC Corporate Support Partnerships
Businesses who underwrite programs and content on WBJC

### Returning Clients

Baltimore Symphony Orchestra, The Kennedy Center, Shriver Hall In Series, Cynipid Fund, Maryland Lyric Opera, Community Concerts at 2nd, Elville and Associates, Columbia Orchestra, Atwater's, Annapolis Chamber Orchestra, Baltimore Choral Arts, Eddie's, Towson University.

### New Clients

Joe Squared

**WBJC Program Highlights**

WBJC programs and content of note for the month.

*Music in Maryland*

Live performances from some of Maryland's finest classical ensembles, made possible by a generous grant from the Maryland State Arts Council.

- 10-1-22 Candlelight Concert Society - Clarinetist Alexander Fiterstein.
- 10-8-22 Candlelight Concert Society – Brentano Quartet.
- 10-22-22 Candlelight – Pianist Marc Andre Hamelin.
- 10-29-22 Halloween with Pro Musica Rara.

*Book Notes*

Interview series on WBJC hosted by Judith Krummeck and devoted to the world of books — from different genres to book awards, to local and national authors.

- 10-8-22 Baltimore/Washington area violinist, teacher, and author was interviewed about his debut novel The Violin Conspiracy.

- 10-22-22 Reviews of the following books – Demon Copperhead by Barbara Kingsolver, Liberation Day by George Saunders, Our Missing Hearts by Celeste Ng, The Passenger by Cormac McCarthy, The Last Chair by John Irving, And There Was Light: Abraham Lincoln and the American Struggle by John Meacham, The Revolutionary Samuel Adams by Stacy Schiff, Madly, Deeply, the Diaries of Alan Rickman, and The Extraordinary Life of an Ordinary Man, A Memoir by Paul Newman.

**Marketing & Communications**

The College developed numerous initiatives to support efforts by departments in the following areas:

*Middle States Self-Study Design Report & Committee*
The department worked with the BCCC Middle States Steering Committee to develop a template for the Middle States Self Study Design report that was submitted October 25, 2022.

*Admissions*
*New email headers and footers were developed for the Office of Admissions to CRM setup.*

*Holiday Gift*
The College has purchased and prepared holiday items for faculty and staff.

*Employee & Partnership Associates Holiday Card*
The College has developed a holiday card for mailing in December 2022.

*Student Holiday Card*
The College has developed a holiday e-card for emailing in December 2022.

*Employee Holiday Video Email*
The College has developed a holiday video for faculty and staff to be sent in December 2022.

*College Holiday Card*
*A holiday card was developed to mail to employees and constituents of the College.*

*Thanksgiving e-card*
The College has developed a Thanksgiving e-card for emailing in December 2022.

*Promotional Items*
The College has researched potential promotional items for consideration and purchase.

*Program and Certificate Cards*
The College continues to develop new program and certificate cards for all programs. All cards are being reviewed for accuracy and should be sent to print in November 2022.

*Wall Lettering & Seal Replacement*
The College is pricing lettering and new seals for the Admissions and The President's Office.

*Website Billboards & Social Posts*
The College developed website billboards to promote Election Day, programs, Veterans Day, Thanksgiving, Winter Break, Financial Aid Information Sessions, National Hispanic Heritage Month, and a Class Registration Coming Soon.

*Enrollment Email*
The College has developed a new Mark Your Calendar email to begin promoting the opening of class registration on November 16 for Winter and Spring 2023 Sessions.

*Web Page Nomenclature*
The College has continued to align website page nomenclature to page names and links on the site and has moved to correcting the Academics links within the site.

*Academic Calendars*
The College has reviewed and posted Academic Calendars for Fall 2022 and Winter and Spring 2023, which are aligned to a revised HR Holiday Calendar which has also been posted to the site.

*Economic Impact Reports*
*The College has edited and reprinted the Economic Impact Main and Executive Summary reports.*

*Name Badges*
The College has begun looking at name badges for use by faculty and staff.

*Marketing Department Web Pages*
*The College has begun to develop Marketing Web pages that will house all College brand information, including a Tool Kit of forms, logos, templates, and style guide downloads.*

*Workforce Development*
*The College developed a Free Computer & Digital Literacy Classes flyer.*

*Upward Bound*
*A pull-up sign was developed for the Upward Bound Math & Science Program*

*WBJC*
*Flyers supporting Becoming a WHBJC Classical Music Business Sustainer and WBJC Eddies of Roland Park were developed.*

*At-a-Glance*
*The College began work on a rebranded At-a-Glance brochure.*

**Rebranding**
The College is working to rebrand the following brochures:

- At-a-Glance
- Spring 2023 Digital Advertising Campaign
- The College is reviewing options for redeveloping the Viewbook.
- The College is developing campus signage to educate and promote its Mission, Vision and Values. Pull up signs and signage in the Atrium area will be developed.

**Brand Building**

*Winter & Spring 2023 Digital Campaign*
The College is working to develop a Winter and Spring 2023 digital campaign on the Facebook, Instagram, Twitter, YouTube, and Google platforms. The campaign will promote Winter and Spring 2023 enrollment.

*AFRO Campaign*
The College has been working with AFRO to develop an AFRO website, eblast, and AFRO social media digital campaign. The campaign will promote Winter and Spring 2023 enrollment.

*Spotify Advertising*
The College has been working with Spotify to develop a multi-channel campaign to include broadcast, streaming advertising, geofencing, and targeted email across Spotify platforms. The campaign will promote Winter and Spring 2023 enrollment.

**Fall 2022 Digital Advertising Enrollment Campaign Summary**

The Fall 2022 digital enrollment campaign began July 18, 2022 and concluded October 19, 2022. Selected platforms include Facebook, Instagram, and Google.

The **Facebook and Instagram** digital campaign served 2,482,007 impressions. 352,960 prospects saw the ad, resulting in 15,135 link clicks to the BCCC website for a 16.1% interaction rate.

The **Google** advertising campaign was highly targeted and effective, reaching 78,062 prospective students in the target audience. Of that number, 26,718 prospective students clicked the ads for a 34.21% interaction rate.

*Summary and Analysis*
In summary, the combined results of the Fall 2022 digital campaign reached a total of 739,597 prospective students in the target audience, with a total of 41,835 interacting with the College's website.

An analysis of website traffic to the Apply and Register pages during the campaign from July 18 – October 19, 2022 and as compared against the same period last year yielded the following results:

**Apply Web Page**
Google Analytics results indicate that the College received 115,808 page views, with 49,297 unique (first time) page views. This result is a 136.24% increase over the same period in 2021.

**Register Web Page**

Google Analytics results indicate that the College received 22,623 page views, with 9,948 unique (first time) page views. This result is a 172.03% increase over the same period in 2021.

**Social Media Analytics:**

- *Facebook: 10/1/2022 – 10/31/2022*

Page Reach: 153,367 (Up 4.5% vs. September 2022)
Page Visits: 3,753 (Down 5.2% vs. September 2022)
New Likes & Follows: 21 (Down 16% vs. September 2022)

- *YouTube: 10/1/2022 – 10/31/2022*

Monthly views: 542 (428 less than usual)
Watch time: 16.9 (About the same as usual)
Subscribers: 5 25% more than the previous 28 days)

- *Instagram: 10/1/2022 – 10/31/2022*

Reach: 1,716 (Down 0.4% vs. September 2022)
Profile Visits: 189 (Down 34.4% vs. September 2022)
New followers: 24 (Down 20% vs. September 2022)

The department has hired a marketing major from the Work Study Department who will work with the department to gather platform content, reel/videos, interviews, run competitions, etc. The use of viral video on all platforms will increase interest in the College, however reels and video use on Instagram will offset the recent algorithm change that gives more weight to video vs. simple image posts.

- *Twitter: 9/1/2022 – 9/30/2022 (Twitter provides a 28-day summary)*

# Tweets: 22 (Up 29.2% vs. September 2022)
Tweet Impressions: 1,865 (Down 4.2% vs. September 2022)
Profile visits: 630 (Down 58.7% vs. September 2022)
Mentions: 2 (Down 81.8% vs. September 2022)
Followers:1,743 (Even)

**Web page Content Updates**

Webpages Content Updates (Ongoing) – Ongoing regular and special campaign content updates and page restructuring to improve the user experience. Regular updates include relevant homepage updates including updated billboards, What to Know section, website calendar and other homepage navigation and content features. These routine updates encourage user engagement and ensure content is student centered.

- **Webpages Content Updates (Ongoing)**
    - Coronavirus Updates
        - Purple Alert Bar removed
    - Website Billboards
        - Thanksgiving (Ready for publishing)
        - Veterans day (Ready for publishing)
        - Winter 2022-2023 & Spring 2023 Class Registration (Ready for publishing)
        - Winter Break (Ready for publishing)

- I Will Listen
- Health Information Technology
- Mark Your Calendar
- Election Day
- Upcoming Financial Aid Events
  - Information To Know
    - Virtual Help Desk moved message
    - Fall 2022 Student Refunds message
  - Headlines
    - BCCC Hosts Baltimore City Youth Summit
    - BCCC student Lorraine Ricks wins Excellence Award during National Association of Dramatic and Speech Arts, Inc.

- **Routine Website Maintenance and Webpage Content Updates**

  - Analytics
  - Website Calendar updates
  - Nursing webpage update
  - Practical Nursing webpage update
  - ADN Application pulled from webpage
  - MSP webpage update
  - Financial Aid Portal update
  - Financial Aid webpage update
  - Student Accounting webpage update
  - Business Card request form published
  - Winter & Spring updates to Apply and Register webpages
  - SAP Advisor webpage created and published (Financial Aid)
  - Dual Enrollment webpage update
  - Spanish Brochures for Workforce and MSP published
  - Realignment Reports published
  - Work Study positions added to website (Multiple)
  - Work Study position titles and descriptions updated
  - Facilities announcements webpage updated
  - October BOT Agenda published
  - October BOT Agenda revised published
  - Open Session minutes September published
  - Dental Health webpage updated
  - Fall 2022 Academic Calendar updated
  - Spring 2023 Academic Calendar updated
  - HR Holiday Calendar updated
  - Upward Bound webpage updated
- **Other**
  - Infosec IQ training
  - Removal of outdated PDF's
  - PaperTurn subscription update (20 slots)
- **Ongoing**
  - Nomenclature project
  - BCCC Style Guide webpages
  - CRM Recruit Meetings
  - Website Refresh project
  - Blackboard Research
  - Marketing team meetings

**Website Statistics**

Google Analytics for the month indicate a continuing trend of increases in visits to the website Home and Apply web pages. Specifically, the volume of visitors to the Apply web page increased in unique pageviews by 237.56%

*Website Homepage Overview: October 1, 2022 – October 31, 2022 vs. same period in 2021*
- Pageviews increased by 23.24% (935,025 in 2021 vs. 1,152,284 in 2022)
- Unique (new) pageviews increased by 24.24% (384,395 in 2021 vs. 477,568 in 2022)
- Average time on page increased by 13.89% (00:00:48 in 2021 vs. 00:00:55 in 2022)

*Apply Webpage: October 1, 2022 – October 31, 2022 vs. same period in 2021*
- Pageviews increased by 215.89% (5,546 in 2021 vs. 17,519 in 2022)
- Unique (new) pageviews increased 237.561% (2,231 in 2021 vs. 7,531 in 2022)
- Average time on page increased 8.76% (00:00:46 in 2021 vs. 00:00:50 in 2022)

*Register Webpage: October 1, 2022 – October 31, 2022 vs. same period in 2021*
- Pageviews decreased 16.76% (6,517 in 2021 vs.5,425 in 2022)
- Unique (new) pageviews decreased by 8.89% (2.543 in 2021 vs. 2,317 in 2022)
- Average time on page increased by 20.37% (00:01:21 in 2021 vs. 00:01:05 in 2022)

  Note: The Fall 2022 Session registration period ended 0n October 19 with the final Accelerated II 8-week session. This would equate to why page volume is down for the total month of October 2022.

**Future Projects**
- Name badges
- Mission/Vision/Values opportunities
- Co-branding with WBJC
- BCCC vehicle logo replacement
- Athletics bus wrap
- Admissions travel brochure

**Fall 2022 Digital Advertising Enrollment Campaign Summary**

The Fall 2022 digital enrollment campaign began July 18, 2022 and concluded October 19, 2022. Selected platforms include Facebook, Instagram, and Google.

The Fall 2022 **Facebook and Instagram** digital campaign served 2,482,007 impressions. 352,960 prospects saw the ad, resulting in 15,135 link clicks to the BCCC website for a 16.1% interaction rate. Results for each ad are shown below:

| Ads | | Reach | Objective |
|---|---|---|---|
| **Website promotion** | | | |
| Jul 18 • Created by Michael Berends <br> Website visitors <br> Veterans can complete their associate de... | **Completed** | 145.3K <br> Reach | 3,003 <br> Link clicks |
| **Website promotion** | | | |
| Jul 18 • Created by Michael Berends <br> Website visitors <br> BCCC has the workforce programs you ne... | **Completed** | 149.3K <br> Reach | 3,250 <br> Link clicks |
| **Website promotion** | | | |
| Jul 18 • Created by Michael Berends <br> Website visitors <br> Did you take a break from college classes... | **Completed** | 129.7K <br> Reach | 2,794 <br> Link clicks |
| **Website promotion** | | | |
| Jul 18 • Created by Michael Berends <br> Website visitors <br> For 75 years BCCC has been building futu... | **Completed** | 105.2K <br> Reach | 3,012 <br> Link clicks |
| **Website promotion** | | | |
| Jul 18 • Created by Michael Berends <br> Website visitors <br> Current BCCC students: It's time to regist... | **Completed** | 118.7K <br> Reach | 3,076 <br> Link clicks |

The **Google** advertising campaign was highly targeted and effective, reaching 83,427 prospective students in the target audience. Of that number, 28,941 prospective students clicked the ads for a 34.69% interaction rate. Results of the campaign are shown below.
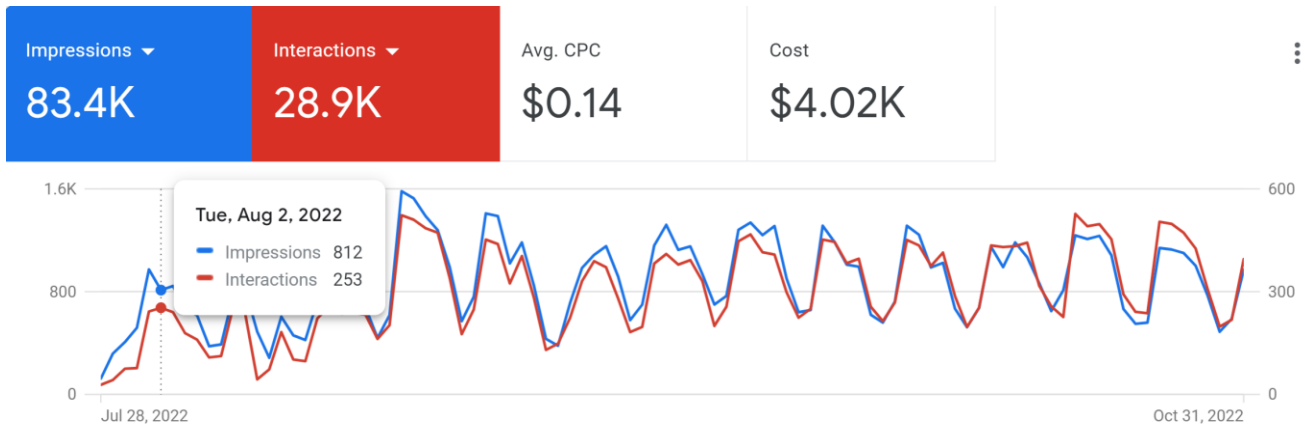
| Impressions ▾ | Interaction rate ▾ | Avg. CPC | Cost | ⋮ |
|---|---|---|---|---|
| 83.4K | 34.69% | $0.14 | $4.02K | |



*Summary and Analysis*

In summary, the combined results of the Fall 2022 digital campaign reached a total of 739,597 prospective students in the target audience, with a total of 41,835 interacting with the College's website.

Below is an analysis of website traffic to the Apply and Register pages during the campaign from July 18 – October 19, 2022 and as compared against the same period last year.

**Apply Web Page**
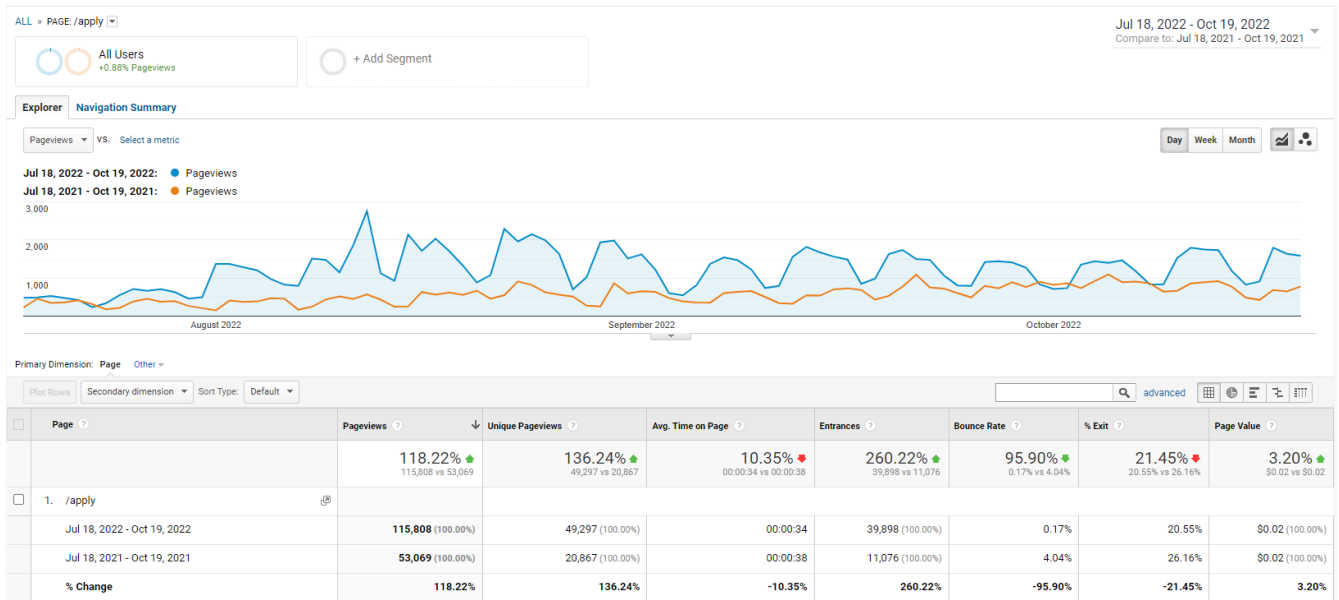


| Page | Pageviews | Unique Pageviews | Avg. Time on Page | Entrances | Bounce Rate | % Exit | Page Value |
|---|---|---|---|---|---|---|---|
| | 118.22% ▲ 115,808 vs 53,069 | 136.24% ▲ 49,297 vs 20,867 | 10.35% ▼ 00:00:34 vs 00:00:38 | 260.22% ▲ 39,898 vs 11,076 | 95.90% ▼ 0.17% vs 4.04% | 21.45% ▼ 20.55% vs 26.16% | 3.20% ▲ $0.02 vs $0.02 |
| 1. /apply | | | | | | | |
| Jul 18, 2022 - Oct 19, 2022 | 115,808 (100.00%) | 49,297 (100.00%) | 00:00:34 | 39,898 (100.00%) | 0.17% | 20.55% | $0.02 (100.00%) |
| Jul 18, 2021 - Oct 19, 2021 | 53,069 (100.00%) | 20,867 (100.00%) | 00:00:38 | 11,076 (100.00%) | 4.04% | 26.16% | $0.02 (100.00%) |
| % Change | 118.22% | 136.24% | -10.35% | 260.22% | -95.90% | -21.45% | 3.20% |

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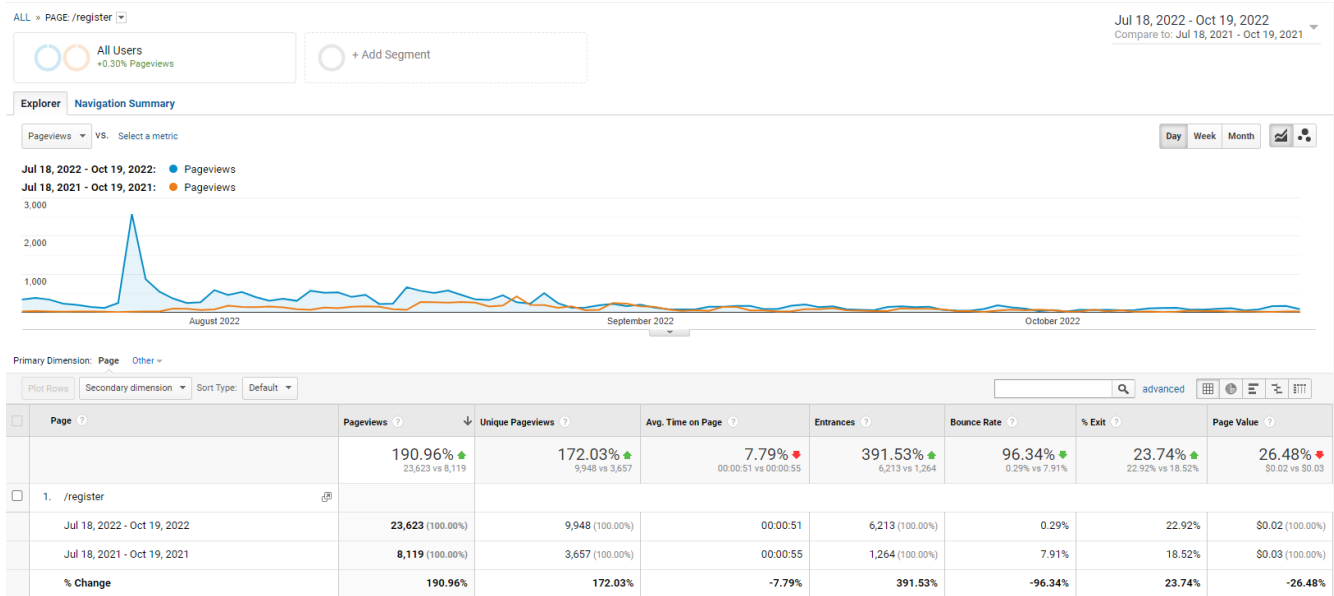
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**Market Research**

- Suggested number of posts per day/week on Facebook, Instagram and Twitter.
- Photographer pricing
- Illustrator pricing
- AFRO pricing (Spring 2023 campaign)
- College About web pages

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- **Other**

  - o Infosec IQ training
  - o Removal of outdated PDF's
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- **Ongoing**

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  - o BCCC Style Guide webpages
  - o CRM Recruit Meetings
  - o Website Refresh project
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- Pageviews decreased 16.76% (6,517 in 2021 vs.5,425 in 2022)
- Unique (new) pageviews decreased by 8.89% (2.543 in 2021 vs. 2,317 in 2022)
- Average time on page increased by 20.37% (00:01:21 in 2021 vs. 00:01:05 in 2022)

Note: The Fall 2022 Session registration period ended 0n October 19 with the final Accelerated II 8-week session. This would equate to why page volume is down for the total month of October 2022.

## Future Projects

- Name badges
- Mission/Vision/Values opportunities
- Co-branding with WBJC
- BCCC vehicle logo replacement
- Athletics bus wrap
- Admissions travel brochure

# Baltimore City Community College
CABINET UPDATE
## Board of Trustees, November 16, 2022
*Ms. Lyllis Green, Chief Internal Auditor*

**INTERNAL AUDITS (IA), REVIEWS, and INVESTGATIONS**

The Office of Internal Audits has been involved with several institutional activities involving assisting, researching, and preparing institutional reports including:

- Review and submission of the EEO Report
- Review and information gathering for the federal review of the Veterans Affairs Risk-based survey
- Interview panelist for executive and third tier position vacancies
- Preparation for the MiddleStates Commission on Higher Education review including the Steering Committee meetings for the Pre-site visit by Dr. Peavy

Focus time also included internal reviews and investigations such as:

- Annual financial Audit
- Foundation Annual Financial Statement FY2021 and Management Letter
- Annual EEO Report
- Follow-up Audits and Investigations

**EXTERNAL AUDITS**

*Annual Financial Audit*
The annual financial statements were performed by Clinton Larson Allen LLP, the firm selected and awarded the State contract to perform agency financial statements. On September 22, 2022, the Office of Internal Audits received financial statements for the years ended June 30, 2020, and June 30, 2021, which were combined into one report.

*Office Legislative Auditors (OLA)*
The College has addressed an old finding, Disaster Recovery (DR), that has resurfaced as a result of implementing the new ERP. Those familiar with the legacy system may recall that the College's legacy system was no longer being supported by the vendor and the difficulty experienced trying to locate a vendor to perform the sorely needed disaster recovery exercises. Although a vendor was eventually found the transition to the new ERP pre-empted the performance of the DR until the complete implementation of the ERP. This resulted in a request to the Board of Trustees to refresh the data center, a prerequisite to getting a new DR system in place.

The 2022 OLA Report has eight audit findings which include two repeat findings from the prior 2016 audit. Summary information on the repeat findings, including the scheduled follow-up, is provided in the following chart:

## Status of 2016 Findings

| Prior Audit Finding | Finding Description | Implementation Status | Internal Auditor Comments |
|---|---|---|---|
| Finding 5 - PII | Sensitive personally identifiable information maintained by BCCC was stored without adequate safeguards. | **Repeated** (Current Finding 6) Partially implemented | It was noted that SSNs that remained in the legacy system are now in Banner and in process of being removed. Over the past few months, ITS staff has been reviewing the remaining values in the legacy ID |

| | | | |
|---|---|---|---|
| | | | field to ensure there are no remaining SSNs. PII that was not purged in Banner exists in a protected field (masked) to prevent unauthorized access. **Follow-up January 2023** |
| Finding 8 - Inventory | BCCC did not maintain complete and accurate equipment records, could not locate certain equipment, and could not document that it conducted physical inventories of equipment as required. In addition, 40 computers purchased several years ago were never placed into service. | **Repeated** (Current Finding 8) The 40 Computers were located and deployed in 2017. A procurement is in progress for a physical inventory. | Procurement is progressing in accordance with procurement guidelines: <ul><li>September 2022 posted on eMaryland's Marketplace Advantage (eMMA), Maryland's public portal.</li><li>Vendors were allowed two site visits</li><li>Procurement Director received vendor questions</li><li>October 2022 - Eight bids received</li><li>The Procurement Director evaluated the bids, and one vendor was recommended.</li></ul> **Follow-up December 2022** |

The follow-up to current findings began in May 2022 and includes the following related activities:

- Bi-weekly meetings between the Internal Auditor and Information Technology (IT) staff to discuss all IT-related findings. Meetings provide an opportunity to present evidence in support of resolving the finding.
- Periodic (at least monthly) communication with the Procurement Director to track progress on procurement activity needed to eliminate or mitigate audit findings.
- Periodic communication with the Director and staff in the Office of Human resources to ensure that the College's responses to payroll-related findings remain accurate.
- Monthly follow-up of all resolved findings to ensure current compliance

# Baltimore City Community College
**Realignment Tasks Update**
**Board of Trustees, November 16, 2022**

## Realignment Task #1
**"Review and strategically align core course offerings of BCCC, consistent with accreditation requirements, and focused on the needs of students at BCCC and the workforce of Baltimore City."**
*Dr. Laura Cripps, Vice President, Academic Affairs*

In October, BCCC reaffirmed its collaboration with Towson University on a second cycle of an NIH funded "Bridges to Baccalaureate" (B2B) grant. This grant provides BCCC students majoring in biotechnology with research skills, internship opportunities and scholarships to help them complete bother their Associate degree at BCCC and their Bachelor's degree at Towson University.

A second, B2B grant collaboration with Howard University is also underway. This project is a creative STEM training program that works on educational readiness with incarcerated individuals, who then transition to BCCC, participate in a 10-week STEM research internship at Howard in the summer in between years 1 and 2, and then transition to a 4-year school, upon completing their associate's degree at BCCC.

This month, Academic Affairs began an evaluation of current General Education requirements, as preparation for the coming MSCHE Self-Study and in order to ensure alignment and clarity between the academic catalog and program education plans. This work will be ongoing for the remainder of the year. The VPAA also attended a day-long training session held by the Maryland Higher Education Commission covering updates to the program review process. This will inform future submissions for new programs.

**BCCC**
Baltimore City Community College

# Realignment Task #2
**"Make workforce development and job placement top educational priorities of BCCC."**
*Mr. Michael Thomas, Vice President, Workforce Development & Continuing Education*

*Workforce Development Program Development and Expansion* – Workforce continues to expand partnerships with local community and health agencies to provide opportunities for students to gain training and improve their career outlook. Additional activities include:

- Baltimore City Community College will reengage its partnership with Greyhound, FirstGroup Transportation.  BCCC will continue to work closely with FirstGroup to deliver a comprehensive training program to address its organizational needs and vacancies, including: mechanics, maintenance technicians, front-line customer service, and drivers. As the premier training center for Greyhound, BCCC provides a range of training and leadership development programs to promote individual success and growth with Greyhound.
    - BCCC Workforce Development will focus on the following training areas: Diesel Mechanic & Technician, Service Technician, Commercial Driver's License, Customer Service Representative.  Additionally, students will receive job readiness training in resume development, interview skills, and also participate in an internship with FirstGroup Transportation.  Upon successfully completing the program, students will transition into full-time employment with FirstGroup.

- Workforce is working closely with Baltimore Alliance for Careers in Healthcare to offer healthcare training for Baltimore City Residents over the summer months.  Collaborating with BACH has assisted with enrollment increases in healthcare programs. The partnership has yielded a total of fifty-seven students, including five Patient Care Technician Cohorts (44 students); one Multi-Skilled Medical Technician (4 students); and Emergency Medical Technician (9 students).

- Workforce worked with the Center for Urban Families to enroll over seventy-five students in Certified Nursing Assistant (CNA) and Community Health Worker Programs (CHW), Diesel Mechanics, and Commercial Driving License (CDL) programs.  Workforce is entering the final year of the BOOST grant partnering with Center for Urban Families (CFUF).  CFUF has also received funding for an additional seventy-five students (total 150).

- Workforce Development worked with Concerted Care to provide training opportunities for Baltimore City residents that have been impacted by the opioid epidemic.  Students participated in workforce training in Certified Nursing Assistant and Patient Care Technician (25 students).  Concerted Care has received funding for additional students and training will continue in October.

- Workforce Development expanded its partnership with Baltimore City Public Schools and offered a workforce training opportunity at Green Street Academy.  In September 2022, a cohort of twenty (20) students began training for Certified Nursing Assistant that will lead to licensing.  The program is located at Green Street Academy Monday through Friday.

- A Cohort of seven (7) Sinai Hospital employees began the Certified Nursing Assistant (CNA) course sequence in October. The course is scheduled to be completed in February 2023 and will lead to licensing with the MD Board of Nursing (MBON).

## Commercial Driver's License (CDL B)

- Workforce Development offered its first Commercial Driver's License (CDL) class this year. There has been a total of 5 cohorts offered. In the first two (2) cohorts, 90% of students received their Commercial Driver's Learners Permit. Of the eighteen (18) students that have tested, seventeen (17) have passed to receive their Commercial Driver's License, Class B. The third cohort will complete their Commercial Driver's Learners Permits and license in October and November. The fourth and fifth cohort began in August and will complete the CDL Permit License in November and December.

## Other Funding Opportunities

Workforce Development has also received several funding opportunities to offer workforce training to city residents:

- **Baltimore City Department of Social Services** – $4.8 million over three years to offer workforce training to Baltimore City residents and recipients of DSS benefits
- **Baltimore City Department of Social Services/SNAP** - $255,000 to offer workforce development training for City residents and recipients of SNAP benefits
- **Department of Human Services SNAP** - $1.2 million over three years to offer workforce training to Maryland residents and recipients of SNAP benefits.
- **Department of Social Services Sequence** - $87,250 to offer workforce training in healthcare to City residents
- **GEERS** - $558,000 to offer workforce training to Maryland residents

## Career Services
- Career Services has conducted several Job Readiness courses for current healthcare programs, Emergency Medical Technician, Patient Care Technician, and Certified Driver License programs.
- Career Services has recruitment opportunities in Early Childcare (Kreative Minds Learning Center); Morgan State University, Penske, Blakehurst (CDLs)and University of Maryland Medical Center.
- Career Services continues to work with partners to create career placement trainings opportunities for students. This includes placing students with Kennedy Krieger to work with children and young adults with developmental disabilities in the Neurobehavioral Unit. There were approximately (9) Community Health Workers placed over the summer.

Career Services continues to coordinate with Workforce to connect students to job opportunities directly related to their training experiences. The Career Services Team coordinates recruitment efforts with Workforce to provide a more comprehensive experience for students.

# Realignment Task #3

**"Improve student pathways to success, including remedial education, attainment of a degree or postsecondary certificate, and transfer to four-year institutions of higher education."**

*Dr. Laura Cripps, Vice President, Academic Affairs*

In conjunction with the VPSA, academic advisors and division deans are reviewing existing multiple measures for placement in developmental classes. This review will include an evaluation of student success data, both for the college and nationally.

Progress was also made this month on the creation of an articulation agreement between BCCC and Frostburg State University, whereby students in the Physical Therapy Assistant program will be able to transfer to FSU for Exercise Science.  Curriculum is currently being reviewed for alignment.

## Realignment Task #4

**"Enter into memoranda of understanding in order to establish student pathways to success with the Baltimore City** Public **Schools (BCPSS), institutions of higher education, and employers."**

*Dr. Laura Cripps, Vice President, Academic Affairs*

This month has provided numerous opportunities for collaboration between BCCC, BCPSS and employers in order to develop effective and efficient pathways to success for students.

A monthly meeting between BCCC, BCPSS and the Baltimore Ports Alliance was convened to explore curriculum alignments and internship options for P-TECH students within the Distribution and Logistics program. The Local Advisory Council Co-Chair meeting for Career and Technical Education (CTE) was also held, which led to productive conversations about CTE programming, and how to begin approaching community partners for expanded apprenticeship and internship opportunities.

In addition, several meetings between BCPSS high schools and BCCC occurred in October, to examine student experiences and success in P-TECH and Dual-Enrollment classes. These meetings have helped to mitigate any immediate issues, while also informing future professional development currently being planned for faculty.

**BCCC**
Baltimore City Community College

## Realignment Task #5
*"Align the budget of BCCC with realistic enrollment projections."*
*Mr. Steven Hardy, Vice President, Finance & Administration*
*Ms. Becky Burrell, Vice President, Institutional Effectiveness, Research & Planning*
*Dr. Jade Borne, Vice President, Student Affairs*

The Office of Finance and Administration is finalizing two methods of projecting revenues and expenditures. The new VP for Finance and Administration will review the projections and then bring them to the President's Cabinet to review and select the best method. Soon after approval, the initiative to develop a five-year projection model as outlined in the BCCC Alignment Task 5 will be completed.

The Office of Institutional Research (OIR) developed data for and oversaw the successful submission of the following State and federal reporting requirements related to enrollment.

Maryland Higher Education Commission (MHEC)

- *Fiscal Year (FY) 2022 English for Speakers of Other Languages (ESOL) Full-time Equivalents (FTE) Enrollment and Pass Rates* - Led team comprised of colleagues from Information Technology Services (ITS), Workforce Development and Continuing Education's (WDCE) English Language Services, and Records and Registration to develop ESOL FTEs report and credit and non-credit ESOL course pass rates. Prepared summary data visualizations and verbiage in preparation for Cabinet review. The approved FTE Report and pass rates were submitted prior to the deadline of October 1, 2022.

- *CC-6 Total Unduplicated Non-Credit Headcount Enrollment Form-* Developed eligible annual headcount data based on the FY 2022 CC-3 (Continuing Education FTEs) file submitted to MHEC. The CC-6 reflects characteristics of the eligible students enrolled in continuing education courses in Summer 2021 through Spring 2022 and was submitted prior to the deadline of October 15, 2022.

- *S-7 Opening Fall Enrollment Form* - In collaboration with the ITS, developed fall 2022 data from the new Banner student information system to reflect preliminary fall credit headcount by entry status, enrollment status, and gender. The S-7 Form was submitted prior to the deadline of October 15, 2022.

- *End-of-Term System Winter and Spring 2022 Files* – Developed data files to include credit student-level data reporting academic totals data for winter and spring 2022 to meet. Both files were submitted prior to the submission deadline of October 15, 2022.

- *2022 Evidence-Based Best Practices Survey on Undergraduate Student Completion* – Led efforts across Cabinet areas to respond to questions related initiatives and methods used to inform interventions, programs, and/or policies related to undergraduate student completion to support MHEC's 55% completion goal. The survey was completed prior to the submission deadline of October 25, 2022.

- *S-6 Credit Hours of Enrollment Form* – Developed credit and continuing education hours of enrollment data (based on data currently in Banner) and reviewed with Cabinet areas to meet submission deadline of November 4, 2022.

- *Summer 2022 EIS File* – In collaboration with ITS, developed data file to include credit student level demographic, enrollment characteristics, program, entry status, and other fields in preparation for the submission deadline of November 15, 2022.

- *Fall 2022 EIS File* - In collaboration with ITS, created new program to extract student level data from the Banner student information system in preparation for the submission deadline of <u>November 15, 2022</u>.

As stated in last month's Realignment Report, Student Affairs continues to monitor the changes in the actual enrollment data for Fall 2022 to measure against the enrollment projections for Fall 2022 established by Maryland Higher Education Commission's (MHEC) enrollment projections for Baltimore City Community College. See enrollment projections below.

MHEC Enrollment Projections:

| Maryland Higher Education Commission (MHEC) Projections BCCC | Fall 2021 Actual | Fall 2022 | Fall 2023 | Fall 2024 | Fall 2025 | Fall 2026 | Fall 2027 | Fall 2028 | Fall 2029 |
|---|---|---|---|---|---|---|---|---|---|
| MHEC 2021- 2030 Projections for BCCC - Published April 2021 | 3,864 | 5,952 | 6,139 | 6,270 | 6,059 | 6,730 | 7,044 | 7,419 | 7,865 |
| MHEC 2022 - 2031 Projections for BCCC - Published May 2022 | 3,864 | 4,595 | 4,616 | 4,638 | 4,659 | 4,667 | 4,675 | 4,682 | 4,690 |
| *MHEC's New Percent Changes for Outyears* | | *18.9%* | *0.5%* | *0.5%* | *0.5%* | *0.2%* | *0.2%* | *0.1%* | *0.2%* |

To meet the Fall 2022 projections, Student Affairs continues to work on tasks designed to increase enrollment. Below are some examples.

**Tracking and Monitoring Enrollment**

**CRM Recruit Implementation Phase II** - For the month of October 2022, Admissions and Recruitment continued to implement Phase II of CRM Recruit - Communication. CRM Recruit is now BCCC's application module for Banner. CRM Recruit Phase II is designed to provide improved communications between prospective students and BCCC. Recruitment staff participated in the following CRM Recruit engagements:

| Date | Activity | Number of Staff Attendance |
|---|---|---|
| 10/10/22 | Email Service (Sparkpost or SFMC) - BCCC | 10 |
| 10/12/22 | Consultant Facilitation #7 - BCCC | 12 |
| 10/17/22 | Managing Decisions on the Constituent Experience - BCCC | 15 |
| 10/19/22 | Recruit Training: Managing Travel and Events - BCCC | 9 |

**Recruitment Activities**

**Weekly Information Sessions for Potential Students** - The recruiters hosted virtual "New Student Information Sessions" on Tuesday's at 10:00am, and Wednesdays at 3:30pm. The info sessions provide a convenient option for future and new students to obtain information about the admissions process and/or any other questions regarding admission into BCCC. On average there are 10 students per month during these sessions. The Recruiters have also started sending Webinar reminders to registrants the day before its presentation via email.

**High School Visits to BCCC -** The recruiters continue to use an Excel spreadsheet to track engagements at 64 Baltimore City and Baltimore County Public High Schools into 3 territories. Adjustments to better manage the territories will continue to be made to the territories for the Spring 2023 semester. The Recruiters visited a total of 17 schools in the month of October. Admissions Recruiters interacted with over 800 students during the month of October.

**Financial Aid**

**Federal Work-study Implementation -** The Financial Aid Department worked diligently to get new processes and procedures in place to hire Federal Work-study students on campus. The process included developing a way to post student employment opportunities online, award College Work-study to more students, train staff and faculty supervisors, and handling the new hire paperwork and payroll documents for students. The process will be more efficiently managed when the College Work-study Banner module is fully implemented in a few weeks. Hiring more student workers on campus is a high impact practice for community colleges.

**Federal Application for Student Financial Aid (FAFSA) Outreach -** The BCCC (Baltimore City Community College) Financial Aid Office scheduled "FAFSA (Free Application for Federal Student Aid) Nights" to answer financial aid questions and help current and incoming students file Free Application for Federal Student Aid (FAFSA) forms. During these events, BCCC financial aid office provided a detailed outline of the financial aid process. A BCCC Financial Aid Specialist was available to help students who needed assistance to apply for federal financial aid for the 2022-2023 and 2023-2024 academic years. These events took place every Tuesday at 6 pm and the 1st and 3rd Saturdays at noon. The financial aid office also set up one on one assistance to any current students and their families for assistance to complete 22-23 and 23-24 FAFSAs.



**75 BCCC** Baltimore City Community College

## UPCOMING FINANCIAL AID EVENTS

1. **Financial Aid Information Night Presentations**
   The BCCC Financial Aid Office has scheduled "FAFSA Nights" to answer financial aid questions and help current and incoming students file Free Application for Federal Student Aid (FAFSA) forms. During these events, BCCC will provide a detailed outline of the financial aid process. Throughout the programs, a BCCC Financial Aid Specialist will be helping students who would like to apply for federal financial aid for the 2022-2023 and 2023-2024 academic years.

   **Date/Time:**
   October & November:
   Every Tuesday Night at 6:00 to 7:00 p.m.

   **Where:**
   Zoom: https://bccc-edu.zoom.us/j/95669818322

2. **FAFSA Completion Assistance**
   BCCC will focus on completing the financial aid application.

   **Date/Time:**
   October & November:
   Every 1st and 3rd Saturday of the month from 10:00 a.m. to 12:00 p.m.

   **Where:**
   Main Building, Financial Aid Office, Room 24

### WHAT TO BRING OR COMPLETE:

To complete a FAFSA, students must know or bring the following:

- Know their social security number (or Alien Registration Number for non-U.S. citizens)
- Bring their 2020 federal income tax return for 2022-23 FAFSA
- Bring their 2021 federal income tax return for 2023-24 FAFSA
- Bring their W-2 and other records of untaxed income
- If applicable, students must also bring bank statements and records of investments. Dependent students will need to bring most of the required FAFSA information for their parents, too.

Before arriving at a "FAFSA Night" program, students must create a Federal Student Aid ID at https://studentaid.gov/fsa-id/sign-in/landing. The ID gives students access to Federal Student Aid's online systems and can serve as a legal signature.

We look forward to these great events lined up for the Fall 2022 semester!
For more financial aid details, email financialaid@bccc.edu or call 410-462-8500.

**Early Advising & Registration Push**

**Early Advising & Registration Push** - For the month of October, the Student Success Center completed the planning and implementation plan for an Early Advising and registration push for returning students. The event involves advising and registering groups of students, by appointment, and walk-ins. The event will run from November 14, which is the beginning of Winter and Spring 2023 registration and end on December 22, 2022 when the College closes for the Winter Break. The goal of this event is to advise and register Fall 2022 students before they leave for the Winter Break. This effort should help to increase enrollment for the spring and ease stress on the advising and registration staffs during the traditionally heavy months of December and January. Below is an advertisement for the event on BCCC's website.  More information will be provided in the next Board report.

**January Advising & Registration Plan -** When the College re-opens in January, the Advising Team will move to the 4B Presentation Room to handle the expected increase in new and returning student enrollments.

**Advising Appointments –** The Advising Team has been working on plans and procedures to offer advising appointments to students. This effort is designed to allow a more focused advising engagement for students. Additionally, this process will help to better manage the advising operations and allow for a more planned approach to advising students.  Advisors will be able to better prepare for each student to research individual student needs before they arrive to their advising appointment. Advising services will still be available to students on a "walk-in" bases and appointments are not required.  More information will be provided in the next Board report.

## Realignment Task #7
*"Establish strong relationships with key stakeholders."*
*Advancement & Strategic Partnerships*

**WBJC Staff Community Engagement**
Opportunities taken by WBJC staff to extend the BCCC brand in the community via WBJC.

Towson University Music Department: Mezzo-soprano Frederica von Stade was interviewed about her participation in the Ruth & Arno Drucker Fund 25th Anniversary Guest Artist Residency by Judith Krummeck.

Baltimore Symphony Orchestra: Composers Michael Torke and Jeff Beal were interviewed in tribute to the late Baltimore composer Christopher Rouse on October 9th by Kati Harrison.

Shriver Hall Concert Series: British cellist Steven Isserelis was interviewed about his October 23rd recital with pianist Connie Shih by Judith Krummeck. A pre-concert lecture on October 2nd was delivered by Jonathan Palevsky.

The Enoch Pratt Free Library: Baltimore/Washington area violinist and author Brendan Slocumb was interviewed about his debut novel The Violin Conspiracy on October 26th by Judith Krummeck.

Baltimore Symphony Orchestra: Composer Kevin Puts was interviewed on October 6th by Jonathan Palevsky.

Maryland Lyric Opera: Artistic Director, James Harp, was interviewed about their upcoming season by Jonathan Palevsky.

GALA Hispanic Theatre of Washington DC: Director Elena Velasco and actor Diana Ramirez were interviews about their production of La Llamada de Sylvia Mendez by Dyana Neal.

The Saint Charles Theatre: Jonathan Palevsky hosted the Cinema Sunday series for the month of October.

Candlelight Concert Society: Pre-concert lectures for their October 1st and 8th shows was delivered by Jonathan Palevsky.

Annapolis Symphony Orchestra: A pre-concert talk for their November shows was recorded by Jonathan Palevsky.

Osher programs of Towson and John Hopkins Universities: Lectures on Great Symphonies and Music, Revolutions and Nationalism were delivered by Jonathan Palevsky.

**WBJC Corporate Support Partnerships**
Businesses who underwrite programs and content on WBJC

**Returning Clients**

Baltimore Symphony Orchestra, The Kennedy Center, Shriver Hall In Series, Cynipid Fund, Maryland Lyric Opera, Community Concerts at 2nd, Elville and Associates, Columbia Orchestra, Atwater's, Annapolis Chamber Orchestra, Baltimore Choral Arts, Eddie's, Towson University.

**New Clients**

Joe Squared

**WBJC Program Highlights**
WBJC programs and content of note for the month.

*Music in Maryland*

Live performances from some of Maryland's finest classical ensembles, made possible by a generous grant from the Maryland State Arts Council.

· 10-1-22 Candlelight Concert Society - Clarinetist Alexander Fiterstein.
· 10-8-22 Candlelight Concert Society – Brentano Quartet.
· 10-22-22 Candlelight – Pianist Marc Andre Hamelin.
· 10-29-22 Halloween with Pro Musica Rara.

*Book Notes*

Interview series on WBJC hosted by Judith Krummeck and devoted to the world of books — from different genres to book awards, to local and national authors.

- 10-8-22 Baltimore/Washington area violinist, teacher, and author was interviewed about his debut novel The Violin Conspiracy.

- 10-22-22 Reviews of the following books – Demon Copperhead by Barbara Kingsolver, Liberation Day by George Saunders, Our Missing Hearts by Celeste Ng, The Passenger by Cormac McCarthy, The Last Chair by John Irving, And There Was Light: Abraham Lincoln and the American Struggle by John Meacham, The Revolutionary Samuel Adams by Stacy Schiff, Madly, Deeply, the Diaries of Alan Rickman, and The Extraordinary Life of an Ordinary Man, A Memoir by Paul Newman.

# REALIGNMENT TASK # 8

*"Develop and market a brand for BCCC."*
 *Advancement & Strategic Partnerships*

The College developed numerous initiatives to support efforts by departments in the following areas:

**Internal Office Support**

### Middle States Self-Study Design Report & Committee
The department worked with the BCCC Middle States Steering Committee to develop a template for the Middle States Self Study Design report that was submitted October 25, 2022.

### Admissions
*New email headers and footers were developed for the Office of Admissions to CRM setup.*

### Holiday Gift
The college has purchased and prepared holiday items for faculty and staff.

### Employee & Partnership Associates Holiday Card
The College has developed a holiday card for mailing in December 2022.

### Student Holiday Card
The College has developed a holiday e-card for emailing in December 2022.

### Employee Holiday Video Email
The College has developed a holiday video for faculty and staff to be sent in December 2022.

### College Holiday Card
*A holiday card was developed to mail to employees and constituents of the College.*

### Thanksgiving e-card
The College has developed a Thanksgiving e-card for emailing in December 2022.

### Promotional Items
The College has researched potential promotional items for consideration and purchase.

### Program and Certificate Cards
The College continues to develop new program and certificate cards for all programs. All cards are being reviewed for accuracy and should be sent to print in November 2022.

### Wall Lettering & Seal Replacement
The College is pricing lettering and new seals for the Admissions and The President's Office.

### Website Billboards & Social Posts
The College developed website billboards to promote Election Day, programs, Veterans Day, Thanksgiving, Winter Break, Financial Aid Information Sessions, National Hispanic Heritage Month, and a Class Registration Coming Soon.

### Enrollment Email
The College has developed a new Mark Your Calendar email to begin promoting the opening of class registration on November 16 for Winter and Spring 2023 Sessions.

*Web Page Nomenclature*
The College has continued to align website page nomenclature to page names and links on the site and has moved to correcting the Academics links within the site.

*Academic Calendars*
The College has reviewed and posted Academic Calendars for Fall 2022 and Winter and Spring 2023, which are aligned to a revised HR Holiday Calendar which has also been posted to the site.

*Economic Impact Reports*
*The College has edited and reprinted the Economic Impact Main and Executive Summary reports.*

*Name Badges*
The College has begun looking at name badges for use by faculty and staff.

*Marketing Department Web Pages*
*The College has begun to develop Marketing Web pages that will house all College brand information, including a Tool Kit of forms, logos, templates, and style guide downloads.*

*Workforce Development*
*The College developed a Free Computer & Digital Literacy Classes flyer.*

*Upward Bound*
*A pull-up sign was developed for the Upward Bound Math & Science Program*

*WBJC*
*Flyers supporting Becoming a WHBJC Classical Music Business Sustainer and WBJC Eddies of Roland Park were developed.*

*At-a-Glance*
*The College began work on a rebranded At-a-Glance brochure.*

**Rebranding**
The College is working to rebrand the following brochures:

- At-a-Glance
- Spring 2023 Digital Advertising Campaign
- The College is reviewing options for redeveloping the Viewbook.
- The College is developing campus signage to educate and promote its Mission, Vision, and Values. Pull up signs and signage in the Atrium area will be developed.

**Brand Building**

*Winter & Spring 2023 Digital Campaign*
The College is working to develop a Winter and Spring 2023 digital campaign on the Facebook, Instagram, Twitter, YouTube, and Google platforms. The campaign will promote Winter and Spring 2023 enrollment.

*AFRO Campaign*
The College has been working with AFRO to develop an AFRO website, eblast, and AFRO social media digital campaign. The campaign will promote Winter and Spring 2023 enrollment.

*Spotify Advertising*

The College has been working with Spotify to develop a multi-channel campaign to include broadcast, streaming advertising, geofencing, and targeted email across Spotify platforms. The campaign will promote Winter and Spring 2023 enrollment.

**Fall 2022 Digital Advertising Enrollment Campaign Summary**

The Fall 2022 digital enrollment campaign began July 18, 2022 and concluded October 19, 2022. Selected platforms include Facebook, Instagram, and Google.

The **Facebook and Instagram** digital campaign served 2,482,007 impressions. 352,960 prospects saw the ad, resulting in 15,135 link clicks to the BCCC website for a 16.1% interaction rate.

The **Google** advertising campaign was highly targeted and effective, reaching 78,062 prospective students in the target audience. Of that number, 26,718 prospective students clicked the ads for a 34.21% interaction rate.

*Summary and Analysis*

In summary, the combined results of the Fall 2022 digital campaign reached a total of 739,597 prospective students in the target audience, with a total of 41,835 interacting with the College's website.

An analysis of website traffic to the Apply and Register pages during the campaign from July 18 – October 19, 2022 and as compared against the same period last year yielded the following results:

**Apply Web Page**

Google Analytics results indicate that the College received 115,808 page views, with 49,297 unique (first time) page views. This result is a 136.24% increase over the same period in 2021.

**Register Web Page**

Google Analytics results indicate that the College received 22,623 page views, with 9,948 unique (first time) page views. This result is a 172.03% increase over the same period in 2021.

**Social Media Analytics:**

- *Facebook: 10/1/2022 – 10/31/2022*

  Page Reach: 153,367 (Up 4.5% vs. September 2022)
  Page Visits: 3,753 (Down 5.2% vs. September 2022)
  New Likes & Follows: 21 (Down 16% vs. September 2022)

- *YouTube: 10/1/2022 – 10/31/2022*

  Monthly views: 542 (428 less than usual)
  Watch time: 16.9 (About the same as usual)
  Subscribers: 5 25% more than the previous 28 days)

- *Instagram: 10/1/2022 – 10/31/2022*

  Reach: 1,716 (Down 0.4% vs. September 2022)
  Profile Visits: 189 (Down 34.4% vs. September 2022)

New followers: 24 (Down 20% vs. September 2022)

The department has hired a marketing major from the Work Study Department who will work with the department to gather platform content, reel/videos, interviews, run competitions, etc. The use of viral video on all platforms will increase interest in the College, however reels and video use on Instagram will offset the recent algorithm change that gives more weight to video vs. simple image posts.

- *Twitter: 9/1/2022 – 9/30/2022 (Twitter provides a 28 day summary)*

  # Tweets: 22 (Up 29.2% vs. September 2022)
  Tweet Impressions: 1,865 (Down 4.2% vs. September 2022)
  Profile visits: 630 (Down 58.7% vs. September 2022)
  Mentions: 2 (Down 81.8% vs. September 2022)
  Followers:1,743 (Even)

**Web page Content Updates**

Webpages Content Updates (Ongoing) – Ongoing regular and special campaign content updates and page restructuring to improve the user experience. Regular updates include relevant homepage updates including updated billboards, What to Know section, website calendar and other homepage navigation and content features. These routine updates encourage user engagement and ensure content is student centered.

- **Webpages Content Updates (Ongoing)**

  o Coronavirus Updates
    ▪ Purple Alert Bar removed
  o Website Billboards
    ▪ Thanksgiving (Ready for publishing)
    ▪ Veterans day (Ready for publishing)
    ▪ Winter 2022-2023 & Spring 2023 Class Registration (Ready for publishing)
    ▪ Winter Break (Ready for publishing)
    ▪ I Will Listen
    ▪ Health Information Technology
    ▪ Mark Your Calendar
    ▪ Election Day
    ▪ Upcoming Financial Aid Events
  o Information To Know
    ▪ Virtual Help Desk moved message
    ▪ Fall 2022 Student Refunds message
  o Headlines
    ▪ BCCC Hosts Baltimore City Youth Summit
    ▪ BCCC student Lorraine Ricks wins Excellence Award during National Association of Dramatic and Speech Arts, Inc.

- **Routine Website Maintenance and Webpage Content Updates**

  o Analytics
  o Website Calendar updates
  o Nursing webpage update
  o Practical Nursing webpage update
  o ADN Application pulled from webpage

- MSP webpage update
- Financial Aid Portal update
- Financial Aid webpage update
- Student Accounting webpage update
- Business Card request form published
- Winter & Spring updates to Apply and Register webpages
- SAP Advisor webpage created and published (Financial Aid)
- Dual Enrollment webpage update
- Spanish Brochures for Workforce and MSP published
- Realignment Reports published
- Work Study positions added to website (Multiple)
- Work Study position titles and descriptions updated
- Facilities announcements webpage updated
- October BOT Agenda published
- October BOT Agenda revised published
- Open Session minutes September published
- Dental Health webpage updated
- Fall 2022 Academic Calendar updated
- Spring 2023 Academic Calendar updated
- HR Holiday Calendar updated
- Upward Bound webpage updated

- **Other**

  - Infosec IQ training
  - Removal of outdated PDF's
  - PaperTurn subscription update (20 slots)

- **Ongoing**

  - Nomenclature project
  - BCCC Style Guide webpages
  - CRM Recruit Meetings
  - Website Refresh project
  - Blackboard Research
  - Marketing team meetings

**Website Statistics**

Google Analytics for the month indicate a continuing trend of increases in visits to the website Home and Apply web pages. Specifically, the volume of visitors to the Apply web page increased in unique pageviews by 237.56%

*Website Homepage Overview: October 1, 2022 – October 31, 2022 vs. same period in 2021*

- Pageviews increased by 23.24% (935,025 in 2021 vs. 1,152,284 in 2022)
- Unique (new) pageviews increased by 24.24% (384,395 in 2021 vs. 477,568 in 2022)
- Average time on page increased by 13.89% (00:00:48 in 2021 vs. 00:00:55 in 2022)

*Apply Webpage: October 1, 2022 – October 31, 2022 vs. same period in 2021*

- Pageviews increased by 215.89% (5,546 in 2021 vs. 17,519 in 2022)
- Unique (new) pageviews increased 237.561% (2,231 in 2021 vs. 7,531 in 2022)
- Average time on page increased 8.76% (00:00:46 in 2021 vs. 00:00:50 in 2022)

*Register Webpage: October 1, 2022 – October 31, 2022 vs. same period in 2021*

- Pageviews decreased 16.76% (6,517 in 2021 vs.5,425 in 2022)
- Unique (new) pageviews decreased by 8.89% (2.543 in 2021 vs. 2,317 in 2022)
- Average time on page increased by 20.37% (00:01:21 in 2021 vs. 00:01:05 in 2022)

Note: The Fall 2022 Session registration period ended 0n October 19 with the final Accelerated II 8-week session. This would equate to why page volume is down for the total month of October 2022.

**Future Projects**

- Name badges
- Mission/Vision/Values opportunities
- Co-branding with WBJC
- BCCC vehicle logo replacement
- Athletics bus wrap
- Admissions travel brochure

# REALIGNMENT TASK #9

*"Address the information technology (IT) and infrastructure needs of BCCC, including whether oversight by the Department of Information Technology is advisable."*
*Mr. Michael Rading, Chief Information Officer*

*Enterprise Resource Planning (ERP) Project*
**Implementation Engagements**

Payroll is scheduled to go-live with Payroll Web-Time Entry in Banner in December 2022.  Once this transition is made employees submission of payroll timesheets and the approval by supervisors of submitted time sheets within the Banner System.  As part of the preparation for the implementation of the payroll module, HR has been using this module within the ERP Test environment.  Key activities being done to prepare for the use of the Banner system include:

- Employee leave information has been migrated from the legacy system MDTime into Banner.  This migrated data will be validated by Payroll staff before it is used in Banner.
- Reports for the Payroll team have been developed in Argos the reporting system in Banner to support day-to-day operations.

Student facing offices have been using Banner for day-to-day operations since July 2022.  There are three key implementations underway within the student module:

- Degree Works - An academic advising and degree audit tool that provides students easy access to their academic path and assists them understand degree requirements and next steps to graduation. It allows advisors and tutors to target students in need of assistance and help them maintain progress. Key work done during this period included:
    - Degree Works Scribing meetings were held to scribe the first catalog.  Scribing involves converting program requirements into the specific format required for the Degree Works application to correctly display catalog information.
- CRM Recruit Phase 2 - CRM Recruit is a comprehensive admission system that supports the entire recruiting and admissions lifecycle.  It will fully integrate with Banner and allow the admissions teams to manage recruitment and enrollment functions, facilitate engagement with students, and track enrollment goals.  Key work done during this period included:
    - Setting up workflows to automate communications with prospective students
    - Testing of the new module that included Student Affairs and IT teams
- Ellucian Experience - Personalized dashboard for students, faculty, staff, and administrators that aggregates content from multiple systems, and presents that information in a responsive web application. Key work done during this period included:
    - Finalizing the setup of the Ellucian Experience interface that includes applying BCCC logo, color schemes and a customized look and feel for BCCC end-users that will use the application
    - Marketing and Communications and IT worked on developing sample content within a test environment for review and discussion with the Cabinet
- Conducted additional work on setting up course prerequisites in Banner
- Academic Affairs, Student Affairs and IT teams worked with Ellucian to set up a new process to track and report on students who have never attended through the Faculty/Advisor Self-Service Portal
- Work was done to set up eTranscrips which will allow students to request and receive their transcripts through an online process

Finance has been using Banner for day-to-day operations since July 2022. Because of a defect in a Banner application interface, incorrect financial transactions were being posted to the general ledger. The Finance team worked to identify these incorrect transactions in October which were removed and the vendor, Ellucian is working on addressing the identified defect. A fix is anticipated to be ready by mid-November for the Finance team to test and verify that it works correctly.

Student Accounting has been using the Banner system since July 2022. Students are able within the Banner system to view statements, make payments, enroll in payment plans and receive electronic refunds. Key work within this period included:

- Sessions that include WDCE and Student AR teams to discuss different scenarios and to set up fee structures and processes within Banner to account for these different scenarios

Banner Listening Sessions were held with all areas to better understand needs, challenges and areas for follow-up with Ellucian and where additional support is needed as the ERP implementation continues. Information gathered at all the listening sessions is being used to help ensure that all issues are identified, prioritized and remediated. A summary of the engagements is included below:

- WDCE and Facilities - Tuesday, October 25 from 2 - 3 pm
- Student Affairs
  - Wednesday, October 26 from 1 - 2 pm,
  - Wednesday, November 1 from 4 - 5 pm (Records & Registration)
  - Thursday, November 3 from 4 - 5 pm (Admissions)
- Academic Affairs
  - Wednesday, October 26 from 4 - 5 pm
  - Monday, November 14 from 4 - 5 pm (open to all faculty)
  - Thursday, November 17 from 4 - 5 pm (for Senate Executive Committee)
- Finance and HR
  - Thursday, October 27 11 - 12 pm
  - Thursday, November 3 from 11 - 12 pm
- OIERP - Friday, October 28 from 11:30 -12:30 pm
- IT- Thursday, November 3 from 2 - 3 pm

## REALIGNMENT TASK #10

*"Develop or sell all unused or underutilized real estate, including the Inner Harbor Site."*
*Office of the President*

The College held a community meeting on November 9, 2022, to inform downtown community groups about the plans for demolition of the Bard Building and the creation of green space. The meeting was coordinated with the Baltimore Downtown Partnership and was attended by upwards of 40 individuals, representing downtown businesses and residents. Another meeting to report on the project's progress will be held sometime in 2023.

**BOARD OF TRUSTEES**

**BALTIMORE CITY COMMUNITY COLLEGE**

# TAB 11 | Active Search Listing

| | Div | PIN # | Position | Oversight | Date posted | Status 11/7/2022 |
|---|---|---|---|---|---|---|
| 1 | AA | 66682 | Assistant Professor of Nursing-Mental Health | Dr. Courtney Ross/ Dr. Laura Cripps | 11/10/2020 | Resumes forwarded for Review |
| 2 | AA | 81697 | Assistant Professor of Nursing-Adult Medical/Surgical | Dr. Courtney Ross/ Dr. Laura Cripps | 3/12/2021 | Resumes forwarded for Review |
| 3 | AA | 67006 | Director of the Academic Success Center | Dr. Laura Cripps/ Dr. Jade Borne | 12/8/2021 | Resumes forwarded to Vice President |
| 4 | AA | 66902 | Dean of Natural and Physical Sciences, Business, Technology, Engineering & Math | Dr. Laura Cripps | 5/16/2022 | Resumes forwarded to Vice President |
| 5 | AA | 66760 | Director of Library & Learning Commons | Dr. Laura Cripps | 8/8/2022 | Resumes forwarded to Vice President |
| 6 | AA | 66821 | Assistant Professor of Cyber Security | Dr. Laura Cripps | 8/10/2022 | Resumes forwarded to Vice President |
| 7 | AA | 66777 | Assistant Professor of Fashion Design | Dr. Laura Cripps | 8/10/2022 | Resumes forwarded to Vice President |
| 8 | AA | TBD | Administrative Assistant to the VP of Academic Affairs | Dr. Laura Cripps | 10/27/2022 | Resumes forwarded to Vice President |
| 9 | SA | 66705 | Assistant Vice President of Student Affairs | Dr. Jade Borne | 10/19/2021 | Resumes forwarded to Vice President |
| 10 | SA | 66689 | Coordinator of Veteran Services | Dr. Jade Borne | 11/1/2021 | Resumes forwarded to Vice President |
| 11 | SA | 74211 | Academic Coordinator, TRIO Student Support Services Program | Dr. Jade Borne / Dr. Leslie Jackson | 1/19/2022 | Resumes forwarded to Vice President |
| 12 | SA | 66831 | Financial Aid Coordinator | Dr. Jade Borne/ Saleem Chaudhry | 9/14/2022 | Resumes forwarded to Vice President |
| 13 | SA | 66991 | Director of Admissions | Dr. Jade Borne | 4/4/2022 | Resumes forwarded to Vice President |
| 14 | SA | 66613 | Financial Aid Specialist | Dr. Jade Borne / Saleem Chaudhry | 8/1/2022 | Resumes forwarded to Vice President |
| 15 | SA | 66844 | Federal Work Study Specialist | Dr. Jade Borne / Saleem Chaudhry | 8/11/2022 | Resumes forwarded to Vice President |
| 16 | SA | TBD | Director of Dual Enrollment | Dr. Jade Borne | 8/26/2022 | Resumes forwarded to Vice President |
| 17 | SA | TBD | Director of Enrollment Management | Dr. Jade Borne | 9/7/2022 | Resumes forwarded to Vice President |
| 18 | SA | 66925 | Assistant Director of Financial Aid | Dr. Jade Borne / Saleem Chaudhry | 9/7/2022 | Resumes forwarded to Vice President |
| 19 | SA | 66828 | Director of Student Life & Engagement | Dr. Jade Borne | 9/15/2022 | Resumes forwarded to Vice President |
| 20 | SA | 76573 | Student Support & Wellness Coordinator/Counselor | Dr. Jade Borne | 9/30/2022 | Resumes forwarded to Vice President |
| 21 | SA | 78502 | Admissions & Recruiter Advisor | Dr. Jade Borne | 10/17/2022 | Resumes forwarded to Vice President |
| 22 | ASP | 66686 | Vice President of Advancement | Dr. Debra McCurdy | 7/23/2021 | Resumes forwarded to President |

| | | | | | | |
|---|---|---|---|---|---|---|
| 23 | ASP | 76586 | Content Manager | Michael Berends | 2/4/2022 | Resumes forwarded to Oversight |
| 24 | WDCE | 66861 | Maintenance Supervisor | Michael Thomas / Kate Zurlage | 4/21/2021 | Resumes forwarded to Vice President |
| 25 | WDCE | 66769 | Police Officer II | Michael Thomas | 7/28/2020 | Resumes forwarded to Vice President |
| 26 | WDCE | 76566 | Director of Division Operations & Services | Michael Thomas | 1/26/2022 | Resumes forwarded to Vice President |
| 27 | WDCE | 66967 | Assistant Director of Capital Projects | Michael Thomas / Kate Zurlage | 3/7/2022 | Resumes forwarded to Vice President |
| 28 | WDCE | 66655 | Director of Public Safety | Michael Thomas | 7/26/2022 | Resumes forwarded to Vice President |
| 29 | WDCE | 66649 | Workforce Operations Specialist | Michael Thomas | 8/1/2022 | Resumes forwarded to Vice President |
| 30 | WDCE | TBD | Materials Management Technician | Michael Thomas | 8/17/2022 | Resumes forwarded to Vice President |
| 31 | WDCE | 86278 | Police Officer III | Michael Thomas | 8/24/2022 | Resumes forwarded to Vice President |
| 32 | WDCE | 66830 | Contract Technician | Michael Thomas | 9/7/2022 | Resumes forwarded to Vice President |
| 33 | WDCE | 66853 | Property Control Specialist | Michael Thomas | 9/15/2022 | Resumes forwarded to Vice President |
| 34 | WDCE | 66968 | Career Development Specialist | Michael Thomas | 9/26/2022 | Resumes forwarded to Vice President |
| 35 | WDCE | 66672 | Administrative Assistant | Michael Thomas | 9/29/2022 | Resumes forwarded to Vice President |
| 36 | WDCE | TBD | Operations Technician | Michael Thomas | 10/27/2022 | Resumes forwarded to Vice President |
| 37 | A&F | 66933 | Agency Procurement Specialist | Anna Lansaw | 6/6/2022 | Resumes forwarded to Oversight |
| 38 | A&F | 82345 | Human Resources Generalist | Charles Hall | 8/22/2022 | Resumes forwarded to AVP |
| 39 | A&F | 66973 | Assistant Bursar/ Assistant Director of Student Accounting | Steven Hardy / Patricia Raines | 9/26/2022 | Resumes forwarded to Vice President |
| 40 | IERP | 66640 | Director of Grants | Becky Burrell / Nicole Deutsch / Eileen Hawkins | 2/1/2022 | Resumes forwarded to Vice President |
| 41 | IERP | 88494 | Research Associate | Becky Burrell | 7/6/2022 | Resumes forwarded to Vice President |
| 42 | OP | 66855 | Director of Government Relations/Special Assistant to the President | Dr. Debra McCurdy | 1/18/2022 | Resumes forwarded to President |
| 43 | OP | 66987 | Programmer/Analyst | Michael Rading | 5/10/2021 | Resumes forwarded to CIO |
| 44 | OP | 66963 | Executive Administrative Assistant to the President | Dr. Debra McCurdy | 10/13/2021 | Resumes forwarded to President |
| 45 | OP | 73960 | Director of Enterprise Applications | Michael Rading | 5/16/2022 | Resumes forwarded to CIO |