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Baltimore City Community College

Dr. Debra L. McCurdy
President

Board of Trustees Open Session

Mr. Kurt L. Schmoke
Chair

WEDNESDAY | February 21,2024

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

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BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 1 | Approval of the February 21,2024 Agenda

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BOARD OF TRUSTEES

BALTIMORE CITY COMMUNITY COLLEGE

Open Session Agenda | 4:00pm February 21, 2024 (Virtual Zoom Meeting)

Meeting Link: https://bccc-edu.zoom.us/j/93145261642

I.	Call to Order	Mr. Kurt L. Schmoke, *Chair*
	a. Adoption of Agenda **(Vote)**	
	i. Approval of the February 21, 2024 Agenda (Tab 1)	Mr. Kurt L. Schmoke, *Chair*
II.	Board Actions/Consent Agenda **(Vote)**	Mr. Kurt L. Schmoke, *Chair*
	a. December 20, 2023 Open Session Meeting Minutes (Tab 2)	
	b. December 20, 2023 Closed Session Meeting Summary (Tab 2)	
	c. February 15, 2024 Finance/Audit Committee Meeting Minutes (Tab 2)	
	d. Student Government Association (Tab 3)	
III.	Items Removed from the Agenda (Tab 6)	Mr. Kurt L. Schmoke, *Chair*
	a. AFSCME Local #1870 at BCCC Comments (Tab 4)	
	b. Faculty Senate Comments (Tab 5)	
IV.	New Business (Tab 7)	Mr. Kurt L. Schmoke, *Chair*
	a. Finance/Audit Committee Meeting February 15, 2024	
	i. Procurement Policies & Procedures **(Information)**	Dr. Debra McCurdy, *President* Ms. Anna Lansaw, *ED Procurement*
	ii. Procurements Exceeding $25,000 to $99,999 **(Information)**	Mr. Aubrey Bascombe, *VP Finance*
	a. Textbooks (Wolters Kluwer)	$34,124.93
	b. Hospital Beds	$53,435.79
	c. Window Replacement Design (Task Order)	$69,000.00
	d. Course Evaluations Software	$34,131.42
	e. Cisco Umbrella Insights / Cloud Security	$26,148.00
	f. Microsoft Cloud Services	$49,478.00
	g. Textbooks (Pearsons)	$43,996.00
	h. Fire Protection Services (Change Order - $13,215.00)	$28,061.00
	i. Temporary Staffing Services (Change Order - $26,980.00)	$95,000.00
	j. Microsoft Hololens	$63,000.00
	k. Bus Services	$50,000.00
	l. Textbooks (VitalSources)	$41,994.75
	m. Roof Replacement	$29,500.00
	iii. Procurement(s) Exceeding $100,000 and above **(Vote)**	
	a. Bookstore – Barnes & Noble College (Revenue Generating)	$674,472
	iv. Procurement Pre-Approval Exceeding $100,000 and above **(Vote)**	
	a. Temporary Staffing – Creative Financial Staffing, LLC $150,000	
	v. Financial Monthly Performance Report **(Information)**	Dr. Debra McCurdy, *President* Mr. Aubrey Bascombe, *VP Finance & Administration*

V.	College Policies (Tab 8) **(Vote)**	Mr. Kurt L. Schmoke, *Chair*
	a. Mission, Vision, Values Policy	Dr. Debra McCurdy, *President* Ms. Burrell, *VP Institutional Effectiveness*
	b. Health and Safety Policy	Dr. Debra McCurdy, *President* Ms. Maria Rodriguez, *Gen. Counsel*
VI.	Presentations (Tab 9)	Mr. Kurt L. Schmoke, *Chair*
	a. Enrollment Update	Dr. Debra McCurdy, *President* Ms. Donna Thomas, *Interim VP Student Affairs*
	b. 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*

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BOARD ACTIONS / CONSENT AGENDA

TAB 2 | December 20, 2023 Minutes
TAB 2 | December 20, 2023 Closed Session Meeting Summary
TAB 2 | February 15, 2024 Finance/Audit Committee Meeting Minutes
TAB 3 | Student Government Association Report

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TAB 2 | December 20, 2023 Minutes
TAB 2 | December 20, 2023 Closed Session Meeting Summary
TAB 2 | December 14, 2023 Finance/Audit Committee Meeting Minutes

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

Open Session Minutes | 1:00 PM December 20, 2023 (Virtual Zoom Meeting)

Board Members Present: Chairman Kurt L. Schmoke, Ms. Leonor Blum (virtually), Ms. MacKenzie Garvin, Ms. Leila Parker, Esq., Dr. Rachel Pfeifer, Ms. Tanya Terrell (virtually), Dr. Roger Ward, and Mr. John C. Weiss

Also Present: President Debra L. McCurdy

I. Call to Order
   a. Adoption of Agenda
      i. Approval of the December 20, 2023 Agenda

II. Board Actions/Consent Agenda
   a. November 15, 2023 Open Session Meeting Minutes
   b. November 15, 2023 Closed Session Meeting Summary
   c. December 14, 2023 Finance/Audit Committee Meeting Minutes
   d. Student Government Association
   e. Faculty Senate Comments, Dr. Katana L. Hall 1:20 PM
      i. Wonderful celebration with students on campus. Winter concert; studio tour and exhibition; Kwanzaa celebration (over 100 attendees)
      ii. Faculty have concerns about Banner issues preventing students from registering for classes.
      iii. Facilities with outdated equipment; concerned about mold issue in LSB. Appreciate efforts.
         1. VP Thomas assured her that there has been testing in LSB to monitor mold. So far, the results have all been negative. Inspections are continuing monthly and regularly-scheduled cleaning is occurring. Is the mold recurring? The root source is coming from the humidity in the building, which is caused by the old chiller system which was installed incorrectly 20 years ago. A new chiller has been installed and a specialized company came to recommend changes which have been incorporated into a change order. Trustee Weiss asked about Legionnaire's disease. VP Thomas responded that it has not been found.
         2. Dr. McCurdy will seek support from the State and escalate the issue if necessary.
      iv. Would like faculty to be at the table for policy development.
      v. MSCHE – Several Faculty attended conference and participated in the site visit by the Team Chair.

III. Items Removed from the Agenda
   a. AFSCME Local #1870 at BCCC Comments

IV. New Business
   a. Finance/Audit Committee Meeting December 14, 2023
      i. Procurement Policies & Procedures (Information)
      ii. Procurements Exceeding $25,000 to $99,999 (Information)
         1. Uninterrupted Power Batteries (DC Group) $34,114.98
         2. Textbooks (McGraw-Hill) $88,481.40
         3. Textbooks (McGraw-Hill) $105,821.45
         4. Textbooks (Vital Topco) $118,695.34
      iii. Procurements over $100,000 Pre-Approved and Finalized
         1. Nursing Program Simulator Mannequins (Laerdal) $373,742.74

iv. Procurements Exceeding $100,000

1. Security Guard Kiosk – Modification (Dade Star) $15,972.00

    a. VP Thomas requested an additional $15,000 to house Public Safety Officers while the new kiosk is being built.

2. Exterior Door Improvements – Modification (Bob Andrews) $68,143.68

    a. For the doors, a change order is needed to ensure they are ADA compliant. In reviewing the scope, it was determined they were not ADA compliant; therefore, the change order is needed.

3. 54-Passenger Bus (National Bus Sales Inc.) $416,139.00

v. Procurement Pre-Approval (The Finance Committee considered these procurements and recommended approval.)

1. Vehicle Replacements

    a. Three 16/20 ADA Compliance Shuttle Buses (Creative Bus Sales) $397,605.00

    b. Two 14-Passenger Vans (Creative Bus Sales) $156,482.00

    c. VP Thomas presented and explained why the College needed to replace a few vehicles. He shared a photograph of a new bus and requested approval to purchase it and other new buses and vans. Chair Schmoke questioned the need for the new vehicles. Mr. Thomas explained that the buses have outlived their expected life and students are complaining about them as they are so old. He noted that the College spent $36,000 last year to maintain them. He further explained that the newest van is a 2011van; they are old and worn on the interior and exterior. Students and faculty complain; the College is investing a lot of money, and they are becoming unsafe. The buses and vans are used for student engagements, to transport guests to and from campus, and to transport students and staff between BCCC locations.

    d. VP Bascombe noted that these will be paid for from operating funds. Last year, over $100,000 was spent to maintain the fleet.

2. Bookstore Services (Barnes & Noble College)

    a. Dr. McCurdy said that she was looking forward to Barnes & Noble taking over operation of the campus bookstore, with a soft pilot planned for the summer and full implementation in the fall.

    b. VP Bascombe said he was requesting pre-approval to continue with the engagement and said he would bring a full proposal to the Board in January with the contract and all the details for Board approval. The Board unanimously gave its consent.

vi. Financial Monthly Performance Report

VP Bascombe gave a fiscal year 2024 overview of the College's finances as follows:

- Revenues:
    - Year to Date (YTD) Total Revenues
        - FY 2024 -$48.9M
        - FY 2023 -$33.7M
            - An increase of $10.1M
            - Unrestricted Revenues (up $7.7M)
            - Restricted Revenues up $2.4M
- Expenditures:
    - YTD Total Expenditures
        - FY 2024 -$30.5M
        - FY 2023 -$20.7M
            - An increase of $9.8M

V. College Policies

a. Firewall Security Policy, CIO Rading 1:34 PM

i. CIO Rading explained that this is a revision to the 2011 policy and aligns with the 2019 changes to the State's policy. Dr. Pfeifer asked if the definition of firewall has changed. CIO Rading confirmed that it has not.

ii. Chair Schmoke called for the motion to approve. Approved with no objections.

b. Information Technology Security Policy, CIO Rading 1:36 PM

i. CIO Rading explained that this now aligns with the State's changes from 2019. The definition of security has broadened. The changes are reflected in the procedures including disaster recovery. Changes are still happening to the procedures at the State level. BCCC has participated in panels related to those revisions.

ii. Chair Schmoke called for the motion to approve. Approved with no objections.

c. Mission, Vision, Values Policy, VP Burrell 1:42 PM

i. VP Burrell noted that the Self-Study Standard I Working Group had detected a gap in having a policy and process for creating mission, vision, and value statements at all levels. As the Strategic Plan is updated, the mission, vision, and values will be updated. This policy puts in place controls to centralize statement development so such will go to the Board for approval to ensure that they align with the institutional statements.

ii. Dr. McCurdy responded to a question by noting that unit-level statements would be approved at the Cabinet level, while the Board would approve the institutional statements. The policy was sent back for revision and clarification of that point. Dr. Pfeifer asked if adoption of this policy could wait until January 2024 in light of the upcoming MSCHE deadlines and Dr. McCurdy said yes.

iii. Dr. Pfeifer requested a "red-lined" version of changes proposed for revised policies.

VI. Presentations

a. Enrollment Update, IVP Thomas 1:54 PM

i. IVP Thomas reported a 27.5% increase in Winter 2024 enrollment compared to Winter 2023 and noted some marketing efforts. Dr. McCurdy noted that more than 420 students were enrolled this winter (compared to approximately 35 students in the winter term four years ago). IVP Thomas explained that Academic Affairs has expanded the course offerings plus she detailed some of the incentives including free textbooks for students.

b. ERP Update provided was a brief summary.

VII. President's Report (a brief overview was provided as substantial information was covered during the Retreat)

VIII. Chair Schmoke read a closing statement and the Board unanimously approved a Motion for Adjournment.

a. Open Board Session was adjourned at 1:59 PM.

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BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

Closed Session Summary | December 20, 2023 (Mixed In-Person and Virtual Zoom Meeting)

Board Members Present: Chairman Kurt L. Schmoke, Ms. Leonor Blum (virtually), Ms. MacKenzie Garvin, Dr. Rachel Pfeifer, Ms. Tanya Terrell (virtually), Dr. Roger Ward, and Mr. John C. Weiss

Board Members Absent: Ms. Leila Parker, Esq.

Also Present: Dr. Debra L. McCurdy

Also in Attendance: Ms. Maria E. Rodriguez, Esq., Ms. Kristin McFarlane, Esq.

Chairman Schmoke brought the closed session meeting to order at 2:05 PM.

Following a motion made by Trustee Weiss and seconded by Trustee Ward, the trustees unanimously approved the consent agenda and attached closed session materials.

The Board received an update regarding two litigation matters discussed during the November, 2023 closed session meeting from Ms. Rodriguez. In response to a question regarding a personnel matter, Ms. Rodriguez and Ms. McFarlane told the Board where the matter stood and stated that it may be headed to litigation.

The Trustees determined to have a mixture of in-person and virtual meetings during the coming year.

The Trustees voted unanimously to adjourn the meeting at 2:15 PM.

Respectfully submitted,

Debra L. McCurdy

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BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE
FINANCE COMMITTEE

February Minutes | 8:00 AM February 15, 2024 (Virtual Zoom Meeting)

Attendees: Chair Kurt Schmoke, Trustee J. C. Weiss, Trustee Roger Ward

Also Attending: President Debra McCurdy, Anna Lansaw, Executive Director of Procurement & Auxiliary Services Aubrey Bascombe, VP of Finance & Administration, Michael Thomas, VP of Workforce Development & Continuing Education

I. Call to Order (Vote)

At 8:00 am, Chair Kurt Schmoke called the meeting to order of the Finance Committee of the Board of Trustees. Chair Schmoke motioned the meeting to open: Trustee Weiss seconded. All approved.

II. Procurement Policies and Procedures (Overview)

Dr. McCurdy stated that Procurement Policies and Procedures is a standing item on the agenda each month. Chairman Schmoke asked for an overview of the Procurement Policies for the new Trustee (Dr. Roger Ward) on the Finance Committee. Ms. Anna Lansaw, Executive Director of Procurement & Auxiliary Services provided an overview of the College's procurement delegation and how they were established in 2021 by legislative statute. A copy of the College's Procurement Policy and Procedures and legislative statue will be provided to Trustee Roger Ward.

III. Procurements Exceeding $25,000 to $99,999 (Informational)

a.	Textbooks (Wolters Kluwer)	$34,124.93
b.	Hospital Beds	$53,435.79
c.	Window Replacement Design (Task Order)	$69,000.00
d.	Course Evaluations Software	$34,131.42
e.	Cisco Umbrella Insights / Cloud Security	$26,148.00
f.	Microsoft Cloud Services	$49,478.00
g.	Textbooks (Pearsons)	$43,996.00
h.	Fire Protection Services (Change Order - $13,215.00)	$28,061.00
i.	Temporary Staffing Services (Change Order - $26,980.00)	$95,000.00
j.	Microsoft Halolens	$63,000.00
k.	Bus Services	$50,000.00
l.	Textbooks (VitalSources)	$41,994.75
m.	Roof Replacement	$29,500.00

Dr. McCurdy provided an overview of the purchases under $100,000 reflected in the informational summary. Trustees Ward had questions concerning various book spends. Ms. Lansaw provided an explanation that not all the publishers provide all the course material that faculty request. Through an academic process, the faculty choose the course material for the courses being offered; therefore,

requiring purchases from various publishers.

IV. Pre-Approval Procurement Exceeding $100,000 and above (Vote)

a. Temporary Staffing – Creative Financial Staffing, LLC $150,000

VP Aubrey Bascombe provided an overview of the requirements and need for temporary staffing especially to supplement the workforce due to the vacancies in various departments. Most of the temporary staffing are hired on a short-term basis to complete projects or for seasonal work that is needed in a specific area. Trustee Ward asked how this contract would affect the Union. VP Bascombe explained that there is no conflict with the Union as these vacancies are posted on the website.

Chair Schmoke motioned to approve; Trustee Weiss seconded. All approved.

V. Procurement(s) Exceeding $100,000 and above (Vote)

a. Bookstore – Barnes & Noble College (Revenue Generating) $674,472

VP Bascombe provided an overview of the contract and detailed explanation on the bookstore contract and anticipated revenue. VP Bascombe also showed the proposed changes to the physical location of the storefront. Ms. Lansaw explained how the 1st Day complete program works and how students will be given the option to opt out of the program. Several questions were raised about the textbook "opt out" provision for students; Dr. McCurdy explained that a marketing campaign would be created in collaboration with Barnes & Noble to make sure that students were clear on the program and the option to opt out of the program. She also noted that the College some years ago worked with an onsite bookstore vendor but the contract was discontinued. The realignment to outsource the service and contract with Barnes & Noble should restore continuity and efficiency.

Chair Schmoke motioned to approve; Trustee Weiss seconded. All approved.

VI. Finance Update (Informational)

VP Aubrey Bascombe went over the financial report of the College; specifically highlighting the revenues and expenditures for the College. Questions were asked concerning the showing of specific restricted funds in the report. The VP discussed the recovery of funds ($4M+) in prior years before 2021 due to an error in calculation by the Department of Budget & Management. VP Bascombe answered the question regarding the allocation of BOE funding and will follow up with the committee regarding previous corrections to the College's funding.

VII. Motion for Adjournment (Vote)

Chair Schmoke motioned to adjourn; Trustee Weiss seconded. All approved.

The meeting adjourned at 8:53.

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TAB 3 | Student Government Association Report

Baltimore City Community College
Student Government Association
Board of Trustees, February 21, 2024
Student Affairs

STUDENT GOVERNMENT ASSOCIATION

SGA Monthly Meeting – January 29, 2023. The SGA leadership held its first general meeting of the spring semester in the Gaare Auditorium. The meeting was very well attended. Some of the topics discussed were as follows:

1. SGA leadership shared their vision for the 2023-2024 academic year as well as some of their proposed events.
2. SGA was happy to report that they will be following through on some student suggestions from last semester such as:
    - Having food at some meetings (pizza, chips and drinks were provided at the January 29th meeting)
    - Meetings will have a virtual meeting option through Zoom starting with the February 12th meeting. To accommodate the virtual option, the remaining meetings will be held in the Mini Conference Center on the Liberty campus.
3. Students were encouraged to sign up on the Omnilert system to get campus updates during emergencies.
4. Dr. Darryl Pope (Director of Athletics) spoke to the students about bringing E-sports to campus. Many students at the meeting were familiar with E-sports and were interested in doing more to get a team at BCCC.

Activities and Events
Below are SGA and Clubs and Orgs sponsored events and or activities. It may also include activities in which members of the SGA team/ Clubs and Orgs participated in and or volunteered.

Dialogue Across Campus: An Introduction to the MLK Day of Service – January 17, 2024 The Office of Student Life and Engagement was awarded an AmeriCorps Dr. Martin Luther King, Jr. National Day of Service Grant. As a Transform Mid-Atlantic member campus and with their support BCCC was able to have a panel discussion with guest presenters from Urban Rural Action. The topic was called Dialogue across Cultural Differences. This panel discussion took place from 12 – 2 pm and served as the first of two MLK Day of Service events. Members of the Student Government Association and various clubs and organizations participated in the discussions.

Welcome Week Spring Student Involvement Fair – January 18, 2023 During Welcome Week, the Student Government Association along with the Office of Student Life and Engagement sponsored the Spring Involvement Fair for all the student clubs and organizations. Representatives from the various student support offices on campus also participated in the activity. The event was held from11am to 1pm in the upper and lower Atrium of the Main Building and was well attended. Many students stopped by each table and inquired about starting new clubs and organizations.

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A Call for Action: MLK Community Service Event – January 19, 2024 The Office of Student Life and Engagement held the second AmeriCorps Dr. Martin Luther King, Jr. National Day of Service Grant funded event. Members of the community were provided with care packages, and a hot meal. The event was supported by volunteers from the Student Government Association, BCCC faculty, staff, and other community partners. Th event took place from 11am – 1pm and was well attended with over 125 participants and 30 volunteers.

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

- None

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TAB 5 | Faculty Senate Report

- None

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TAB 6 | Items Removed from the Agenda

- AFSCCME Local #1870 at BCCC Comments (Tab 4)
- Faculty Senate Comments (Tab 5)

TAB 7 | New Business

a. Finance/Audit Committee Meeting February 15, 2024

i. Procurement Policies & Procedures **(Information)**

ii. Procurements Exceeding $25,000 to $99,999 **(Information)**

a. Textbooks (Wolters Kluwer)	$34,124.93
b. Hospital Beds	$53,435.79
c. Window Replacement Design (Task Order)	$69,000.00
d. Course Evaluations Software	$34,131.42
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h. Fire Protection Services (Change Order - $13,215.00)	$28,061.00
i. Temporary Staffing Services (Change Order - $26,980.00)	$95,000.00
j. Microsoft Halolens	$63,000.00
k. Bus Services	$50,000.00
l. Textbooks (VitalSources)	$41,994.75
m. Roof Replacement	$29,500.00

iii. Procurement(s) Exceeding $100,000 and above **(Vote)**

a. Bookstore – Barnes & Noble College (Revenue Generating)	$674,472

iv. Procurement Pre-Approval Exceeding $100,000 and above **(Vote)**

a. Temporary Staffing – Creative Financial Staffing, LLC	$150,000

v. Financial Monthly Performance Report **(Information)**

PROCUREMENT AWARDS
Contracts, Modifications, and Renewals Options
$25,000 to $99,999
January 2024

Contract No. / Contract Title	R95P4600198 Textbooks (Wolters Kluwer)		
Description/Remarks: Textbook access codes for the Winter and Spring 2023 – 2024 semesters. Textbooks are exempt from a formal procurement process as these are for retail purposes.			
Procurement Method:	Exempt	Category:	Commodity
Award Amount:	$34,124.93	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Bookstore	Fund Source:	08801/0914

Contract No. / Contract Title	R95P4600199 Hospital beds (McKesson Medical-Surgical Government Solutions)		
Description/Remarks: The hospital beds and medical equipment are for the School of Nursing. These beds will replace the current beds in the Nursing building.			
Procurement Method:	ICPA	Category:	Commodity
Award Amount:	$53,435.79	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Academic Affairs	Fund Source:	E9623/1110

Contract No. / Contract Title	R95P4600216 BCCC-FY24-WP-04 (Quinn Evans)		
Description/Remarks: Window Replacement at West Pavilion. This is a release off of A & E Contract BCCC-FY23-AE-001. Quinn Evans was one of the five vendors that was awarded under this contract.			
Procurement Method:	BPO Release	Category:	AE
Award Amount:	$69,000.00	Contract Term:	N/A
No. of Bids:	2	Tax Clearance:	N/A
College Department:	Facilities	Fund Source:	E96274/1415

PROCUREMENT AWARDS
Contracts, Modifications, and Renewals Options
$25,000 to $99,999
January 2024

Contract No. / Contract Title	R95P4600205 Course Evaluations (Watermark Insights)		
Description/Remarks: This contract will permit the collection of survey data from student responses to course evaluations and surveys. This meets the exclusion criteria for "Contracts for the purchase, use, or development of curricular activities," based on Section 1.3.2 of the College's Procurement Policies and Procedures.			
Procurement Method:	Exempt	Category:	Service
Award Amount:	$34,131.42	Contract Term:	12/22/23 – 12/21/24
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Academic Affairs	Fund Source:	04427/0914

Contract No. / Contract Title	R95P4600230 Cisco Umbrella Insights and Cloud Security (ePlus)		
Description/Remarks: Purchase for Cisco Umbrella service, being made off the DoIT COTS 2012 Master contract. This software was originally procured in response to the malware audit finding and is required for ongoing compliance with State security requirements.			
Procurement Method:	ICPA	Category:	IT
Award Amount:	$26,148.00	Contract Term:	12/19/2023 – 12/18/2026
No. of Bids:	3	Tax Clearance:	N/A
College Department:	Information Tech Services	Fund Source:	06618/0872

Contract No. / Contract Title	R95P4600233 US Cloud – Microsoft Services (Carahsoft Technology Corporation)		
Description/Remarks: This contract is for professional support services on the College's Microsoft applications. The College utilized a contract under the National Association of State Procurement Officer (NASPO) cooperative agreement for the services.			
Procurement Method:	ICPA	Category:	IT Services
Award Amount:	$49,478.00	Contract Term:	1 year
No. of Bids:	1	Tax Clearance:	N/A
College Department:	IT	Fund Source:	06618/0872

PROCUREMENT AWARDS
Contracts, Modifications, and Renewals Options
$25,000 to $99,999
January 2024

Contract No. / Contract Title	R95P4600232 Textbooks (Pearson Education Inc)		
Description/Remarks: Textbook access codes for the Winter and Spring 2023 – 2024 semesters. Textbooks are exempt from a formal procurement process as these are for retail purposes.			
Procurement Method:	Exempt	Category:	Commodity
Award Amount:	$43,996.00	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Bookstore	Fund Source:	08801/0914

Contract No. / Contract Title	R95P4600021 Fire Protection Services (Premier Fire Protection Services)		
Description/Remarks: This was a change order for repair of the fire alarm system in the Library and Main Bldg - Replace (4) Duct detector that are dirty and (2) Horn strobes. Project #BCCC-FY24-CW-07. The original contract was conducted under the small procurement category.			
Procurement Method:	Modification	Category:	Maintenance
Modification Amount:	$13,215.00	New Contract Amount:	$28,061.00
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Facilities	Fund Source:	07711/0873

Contract No. / Contract Title	R95P4600173 Temporary Staffing Services (Creative Financial Staffing, LLC)		
Description/Remarks: This contract provides additional funding to the current temporary staffing that are being utilized in the Finance & Administration Department. The modification adds an additional $26,980.00 and time to original purchase order of $68,020.00.			
Procurement Method:	Modification	Category:	Services
Award Amount:	$95,000.00	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Finance & Administration	Fund Source:	06627 /0828

PROCUREMENT AWARDS
Contracts, Modifications, and Renewals Options
$25,000 to $99,999
January 2024

Contract No. / Contract Title	R95P4600239 Microsoft HoloLens2 Augmented Reality Headsets		
Description/Remarks: This purchase was for 18 HaloLens2 Headsets, which will engage attendees, foster collaborations, and prepare students for future jobs in the tech industry. Through immersive spatial computing, it is an effective hands-on training tool for complicated data visualization that improves learning and productivity.			
Procurement Method:	Exempt	Category:	Commodity
Award Amount:	$63,000.00	Contract Term:	N/A
No. of Bids:	2	Tax Clearance:	N/A
College Department:	Academic Affairs	Fund Source:	E1415/1002

Contract No. / Contract Title	R95P4600258 Bus Transportation (Mr. Tim's Bus Rides)		
Description/Remarks: The contract provides transportation services across Baltimore City for students in the Refugee Program at BCCC. Justification for sole source is the vendor is a pre-approved contractor under the MORA grant provided to Workforce Development and Continuing Education			
Procurement Method:	Sole Source	Category:	Services
Award Amount:	$50,000.00	Contract Term:	02/01/2024-10/30/24
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	WDCE	Fund Source:	E9065/0873

Contract No. / Contract Title	R95P4600244 Access Codes (Vitalsource Technologies, LLC)		
Description/Remarks: Textbook access codes for the Winter and Spring 2023 – 2024 semesters. Textbooks are exempt from a formal procurement process as these are for retail purposes.			
Procurement Method:	Exempt	Category:	Commodity
Award Amount:	$41,994.75	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Bookstore	Fund Source:	08801/0951

PROCUREMENT AWARDS
Contracts, Modifications, and Renewals Options
$25,000 to $99,999
January 2024

Contract No. / Contract Title	R95P4600252 Roof Replacement		
Description/Remarks: Replacement of Built-Up-Roof (BUR) at the West Pavilion Section "F" located at 3100 Towanda Avenue, Baltimore, Maryland 21215.			
Procurement Method:	Emergency	Category:	Maintenance
Award Amount:	$29,500.00	Contract Term:	N/A
No. of Bids:	4	Tax Clearance:	24-0125-0111
College Department:	Facilities, Planning & Operations	Fund Source:	07706/0873

BALTIMORE CITY COMMUNITY COLLEGE
BOARD OF TRUSTEE – FINANCE COMMITTEE
ACTION ITEM
FEBRUARY 15, 2024

***Contract ID*:** Bookstore Services

Contract Description: The College is a revenue generating contract for a vendor to manage and operate the campus bookstore.

Award: Barnes & Noble College

Estimated Revenue: $630,000 (1st Day Complete Program)
$ 44,472 (General Merchandise)
$674,472

***Contract Term*:** Five Years (03/15/2024 – 03/14/2029)

MBE Goal: 5%

Requesting Remarks: The College is requesting the Board of Trustees to approve the contract award for Barnes & Noble College (B&N College) for a projected revenue of $674,472. The B&N College will provide all services and content to fully operate the College's bookstore including revamping and updating the physical bookstore. The College anticipates receiving an annual estimated revenue of $126,000 from the equitable program provided by B&N College. The College will mark up the price per credit hour that B&N College will charge a student that participates in the equitable program called 1st Day Complete. Students will be charged a fixed fee price per credit based on the total number of credits taken during a given semester. The students are automatically placed in the 1st Day Complete program but can opt out of the program if they choose to do so. This program is designed to be more economical and affordable for students to receive all course material and supplies for a given semester. Furthermore, the College will also receive a 12 % commission on all general merchandise sold.

There is a assigned MBE goal of five percent (5%) to the contract on all services that B&N College has agreed to meet. MBE goal can only be applied to services that can be subcontracted to vendor for term of the contract; MBE goal does not apply to any course materials and general merchandise that is being sold in the bookstore.

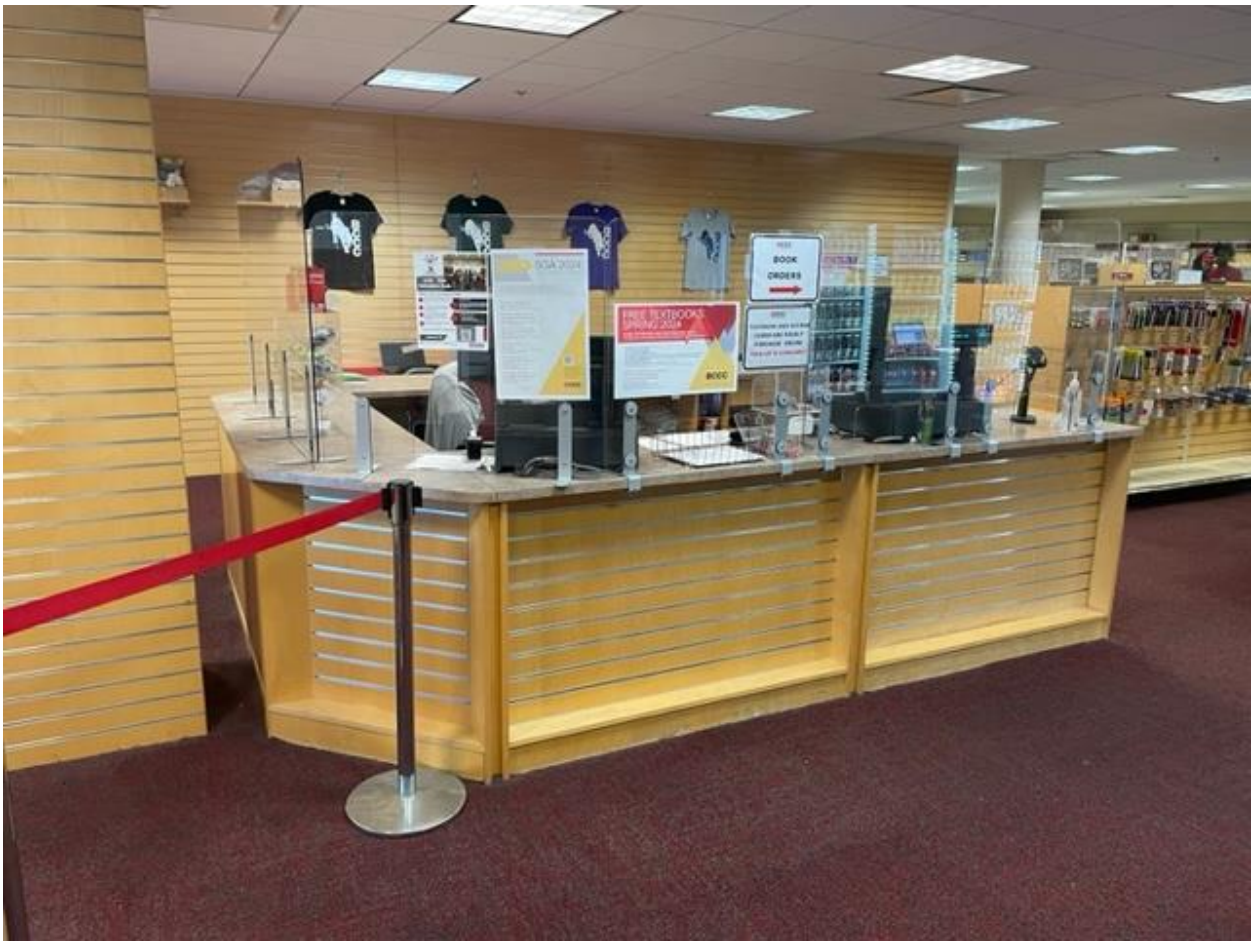
In accordance with the College's Procurement Policies and Procedures, the Board of Trustees is required to approve when the contract exceeds the accumulated amount over $100,000 or already over $100,000.00.

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

APPROVED **DISAPPROVED** **DEFERRED** **WITHDRAWN**

WITH DISCUSSION **WITHOUT DISCUSSION**

BCCC


BOOK
ORDERS

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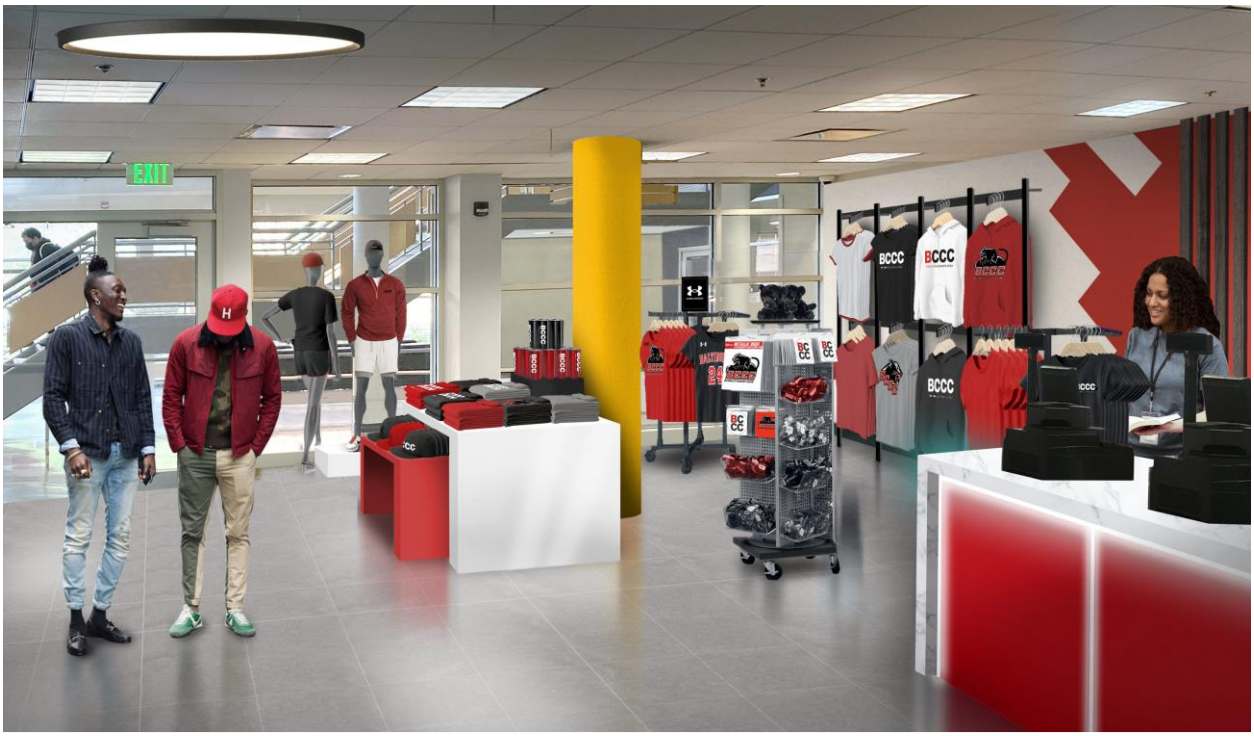
WELCOME TO THE
BCCC BOOKSTORE
PICK UP HERE



GENERAL READING
Table displays celebrate campus scholarship featuring campus and regional interest titles and best sellers

REFUEL AND REFRESH
For students on the go

BRIGHT, BOLD, AND BRANDED

BRANDED CUSTOMER SERVICE

Create a bold brand statement, allows for more open retail space near the entrance, and offers better views of the salesfloor

OUT OF SIGHT, OUT OF MIND AFTER RUSH

CONCIERGE COUNTER SERVICE for Course Materials

Seasonal distribution, rental returns and regalia rentals. Out of Sight, Out of Mind in between these peak transactions.

BALTIMORE CITY COMMUNITY COLLEGE
BOARD OF TRUSTEE – FINANCE COMMITTEE
ACTION ITEM
FEBRUARY 15, 2024

***Contract Title*:** Temporary Staffing Services

Contract Description: This contract is to provide temporary staffing services to augment the staffing shortages in various Departments. These services will help meet and maintain current operations in these areas.

Awardee(s) and Amount(s): Creative Financial Staffing, LLC $150,000.00

Procurement Method: Intergovernmental Cooperative Purchasing Agreement

Requesting Remarks: The College is requesting pre-approval to enter into an agreement with the above referenced contractor to provide temporary staffing services to help augment the staffing shortages at the College until vacancies are filled. This contract provides for temporary staffing for various professional service positions such as office clerks, accountants, administrative assistants, and various categories of services. This contract has a rider provision that allows the College to piggyback on the contract without doing a formal procurement process. Also, in accordance with the College's Procurement Policies and Procedures, the College is exempt from conducting a formal procurement process when utilizing intergovernmental cooperate purchasing agreement as the procurement process has already been conducted by another governmental agency. Creative Financial Staffing, LLC was awarded a contract by the Baltimore County Public Schools in 2020 and will expire on February 25, 2025.

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

APPROVED **DISAPPROVED** **DEFERRED** **WITHDRAWN**

WITH DISCUSSION **WITHOUT DISCUSSION**

Monthly Financial Performance Snapshot Report
Appropriation Year 2024
as of January 2024

Total Revenue by Appropriated Fund

Revenue Fund	Budget FY24	Monthly Budget FY24	Actuals FY24	FY23	Net Change	Percentage Change
General (Unrestricted)	62,689,753	8,955,679	50,980,422	37,827,838	13,152,584	34.8%
Restricted	25,610,084	3,658,583	16,580,962	8,789,888	7,791,075	88.6%
Total Revenue FY24	**88,299,837**	**12,614,262**	**67,561,384**	**46,617,725**	**20,943,659**	**44.9%**

Year-over-Year (YoY) Expense Comparison

Expense Fund	Budget FY24	Monthly Budget FY24	FY24	FY23	Net Change	Percentage Change
General (Unrestricted)	62,689,753	8,955,679	30,063,485	24,060,201	6,003,284	25.0%
Restricted	25,610,084	3,658,583	12,304,793	5,394,376	6,910,418	128.1%
Total Expenses	**88,299,837**	**12,614,262**	**42,368,278**	**29,454,576**	**12,913,702**	**43.8%**

	Budget FY24	Monthly Budget FY24	FY24	FY23	Net Change	Percentage Change
Net Surplus	**0**	**0**	**25,193,107**	**17,163,149**	**8,029,957**	**46.8%**

Year-over-Year (YoY) Revenue Comparison

Revenue Sources	Budget FY24	Monthly Budget FY24	FY24	FY23	Net Change	Percentage Change
Unrestricted Revenues	**62,689,753**	**31,644,877**	**50,980,422**	**37,827,838**	**13,152,584**	**34.8%**
Board of Estimates - Unrestricted	600,000	600,000	600,000	0	600,000	0.0%
Bookstore Revenue	935,232	467,616	632,148	673,598	-41,450	-6.2%
Consolidated Feed	1,050,559	525,280	883,488	207,585	207,585	325.6%
Credit Tuition	8,737,042	4,368,521	7,185,441	1,584,083	5,601,359	353.6%
Covid Relief Funds	0	0	0	0	0	0.0%
Facilities Capital Fees	109,971	54,986	85,492	23,544	23,544	263.1%
Investment Income	514,604	257,302	1,232,934	605,097	627,837	103.8%
Non-Credit Fee Revenue	420,610	210,305	337,506	166,400	171,106	102.8%
Non-Credit Tuition	750,000	375,000	396,820	211,530	185,290	87.6%
Other Fee Revenue	0	0	5,409	1,285	4,124	321.0%
Other Revenue	0	0	9,613	-825	10,438	-1265.5%
Parking and Transportation	34,719	17,360	9,048	54	8,994	16656.0%
Real Estate Lease Income	2,331,299	1,165,650	1,276,252	1,302,496	-26,244	-2.0%
Registration Fee	299,995	149,998	204,412	61,984	142,428	229.8%
State Appropriation	45,824,713	22,912,357	37,368,535	32,801,351	4,567,184	13.9%
Technology Fees	700,000	350,000	589,134	138,559	450,575	325.2%
Tower Rental Income	131,092	65,546	142,499	36,832	105,666	286.9%
Transcripts	39,084	19,542	17,530	13,830	3,700	26.8%
Vending Machine Commission	0	0	4,160	435	3,726	857.4%
WBJC Asset Agreement	210,833	105,417	0	0	0	0.0%
Restricted Revenues	**25,610,084**	**12,805,042**	**16,580,962**	**8,789,888**	**7,791,075**	**88.6%**
Deferred Maintenance	4,000,000	2,000,000	2,091,702	2,610,261	-518,560	-19.9%
COVID Relief	$-	0	3,820,165	1,233,270	2,586,895	209.8%
Federal Grants	14,266,708	7,133,354	6,237,642	2,182,558	4,055,084	185.8%
Indirect Cost - Other	117,800	58,900	0	20,127	-20,127	-100.0%
Other Restricted Revenue	0	0	1,000	0	1,000	0.0%
Private Gifts, Grants & Contracts	495,167	247,584	0	4,661	-4,661	-100.0%
RYP - Artworks	0	0	3,500	0	3,500	0.0%
State and Local Grants	5,063,847	2,531,924	3,113,409	1,986,191	1,127,219	56.8%
Student Activities				0	0	0.0%
WBJC	1,666,562	833,281	1,313,543	752,820	560,724	74.5%
Total Revenue FY24	**88,299,837**	**44,449,919**	**67,561,384**	**46,617,725**	**20,943,659**	**44.9%**

Monthly Financial Performance Snapshot Report
Appropriation Year 2024
as of January 2024

Expenditure by Category

Description	Object	FY24	FY23	Net Change	Percentage Change
Labor: PIN Salaries	1.00	19,096,487	16,403,877	2,692,610	16.4%
Labor: Contractual Employees	2.00	4,058,420	3,128,297	930,123	29.7%
Communications	3.00	46,966	137,443	-90,477	-65.8%
Travel	4.00	129,864	110,759	19,105	17.2%
Utilities	6.00	715,543	1,097,875	-382,332	-34.8%
Motor Vehicle	7.00	140,125	26,271	113,854	433.4%
Contractual Services	8.00	3,509,512	2,057,597	1,451,915	70.6%
Supplies	9.00	2,533,407	1,443,168	1,090,239	75.5%
Replacement Equipment	10.00	918,095	57,672	860,423	1491.9%
New Equipment	11.00	613,567	7,351	606,216	8246.9%
Scholarships and Fellowships	12.00	7,753,602	3,098,011	4,655,590	150.3%
Fixed Expenses	13.00	1,652,964	1,786,827	-133,863	-7.5%
Deferred Maintenance	14.00	1,199,727	99,429	1,100,297	1106.6%
Total Expenses FY23		**42,368,278**	**29,454,576**	**12,913,702**	**43.8%**

Current Expenses by Division

Division	Budget FY24	FY24	FY23	Net Change	Percentage Change
Academic Affairs	24,334,036	10,986,725	9,485,329	1,501,397	15.8%
Administration & Finance	27,658,546	9,703,641	6,730,203	2,973,438	44.2%
Advancement & Strategic Partners	1,889,951	464,315	397,032	67,283	16.9%
College Wide	5,324,490	4,440,128	2,490,492	1,949,637	78.3%
Information Technology	4,314,378	2,051,390	2,241,680	-190,290	-8.5%
Institutional Research & Strategic Priorities	1,207,444	486,239	351,456	134,784	38.4%
President's Office (Executive)	1,694,618	615,814	611,172	4,641	0.8%
Student Affairs	18,965,156	9,379,729	3,739,243	5,640,486	150.8%
WBJC	2,495,112	620,844	590,987	29,858	5.1%
WDCED	10,707,808	3,619,452	2,816,984	802,468	28.5%
Total Expenditures	**98,591,539**	**42,368,278**	**29,454,576**	**12,913,702**	**43.8%**

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BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 8 | College Policies

- Mission, Vision, and Values Statements Policy
- Health and Safety Policy

Development and Update of Institutional, Departmental, and Program Missions, Visions, and Values Statements Policy

Policy (check one): New _X _Revised ___Reformatted ___

Applies to (check all that apply):

Faculty _X_ Staff _X_ Students _X_ College _X_

Purpose:
Institutions of higher education must have specific institution-wide policy and guidance on the development and update of institutional, departmental, and programmatic missions, visions, and values statements to ensure the integrity and soundness of the strategic planning process, and to align with all requirements mandated by state or federal regulation and accreditor compliance.

The Policy:
It is the policy of Baltimore City Community College that the development and update of Mission, Vision, and Values statements at the Institutional, Departmental, and Programmatic levels must accommodate the Strategic Planning timeline and processes of the College and bylaws of the Board of Trustees and adhere to any relevant state, federal, or accreditors' requirements. New or modified institutional statements must be approved by the Board of Trustees. New or modified departmental and program statements must be approved by the respective Cabinet member and President.~~New statements and the modification of statements must be approved by the Board of Trustees.~~

State/Federal/Accreditor Regulatory Requirements (cite if applicable):

1. Maryland State Plan for Higher Education published by the Maryland Higher Education Commission (MHEC)
2. Standards and Requirements of Affiliation of the Middle States Commission on Higher Education (MSCHE)
3. Program accreditor guidelines.

Previously Approved by the Board: New
Approved by Board of Trustees: TBD
Effective Date: Upon Board Approval
Originator/Division: Institutional Effectiveness, Research & Planning

DRAFT

Baltimore City Community College

Changing Lives...Building Communities

~~Policy No. 4200~~

Title of Proposed Policy: Health & Safety

Applies to (check all that apply):
Faculty____ Staff____ Students____
Division/Department____ College_X_

~~**Topic/Issue:**~~

~~This policy addresses Baltimore City Community College stakeholders' right to enjoy a healthy, safe, functional and attractive learning environment.~~

~~**Background to Issue/Rationale for Policy or Procedure:**~~
~~The rationale for this policy is to ensure ongoing improvement to the health and safety of the College's physical learning environment, by continuously improving our procedures to support the College's quality standards.~~

~~**State/Federal Regulatory Requirements (cite if applicable):**~~
~~**(For procedures, cite appropriate approved College Policy addressed)**~~
~~The statewide policies on health and safety may be found at the following address: http://www.dllr.state.md.us/labor/mosh.html~~

Policy ~~Statement~~Language:

Baltimore City Community College is committed to addressing the issues of health and safety by maintaining clean and safe classrooms, buildings, grounds and equipment. The College will adhere to all required Federal, State and Local regulations, safety standards, fire and building codes.

Approved by the Board of Trustees: January 18, 2007

Originator/Division: Vice President for ~~Business and~~ Finance and Administrationde

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BALTIMORE CITY COMMUNITY COLLEGE

TAB 9 | Presentations

- Enrollment Update
- ERP Update

Board of Trustees Meeting

Wednesday, February 21, 2024

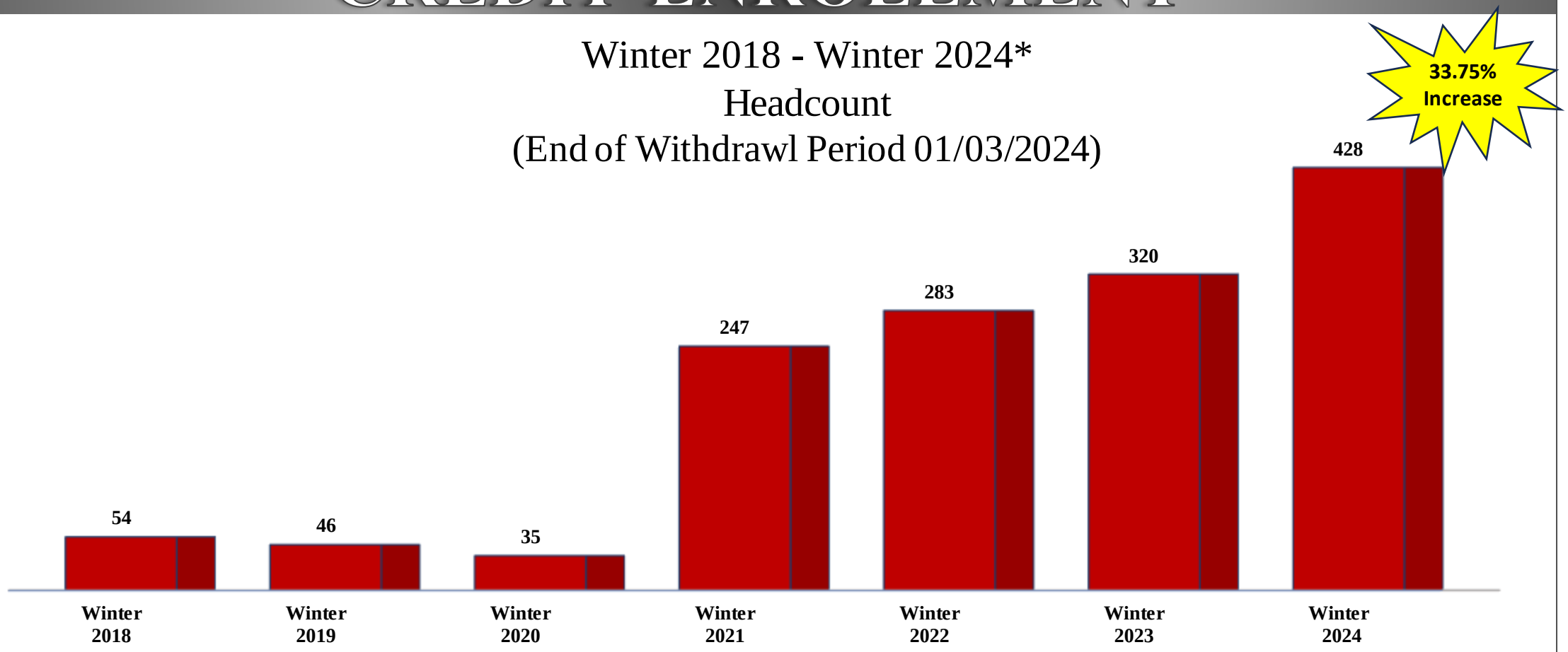
Enrollment Report

Donna Thomas, Interim Vice President for Student Affairs

Realignment Task 5
Enrollment & Recruitment Planning

CREDIT ENROLLMENT

Winter 2018 - Winter 2024*
Headcount
(End of Withdrawl Period 01/03/2024)



Source: BCCC Enrollment Informaiton Systen files and Student Information System. | Office of Institutional Research

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Realignment Task 5
Enrollment & Recruitment Planning

Spring 2024 Classes Start January 17, 2024

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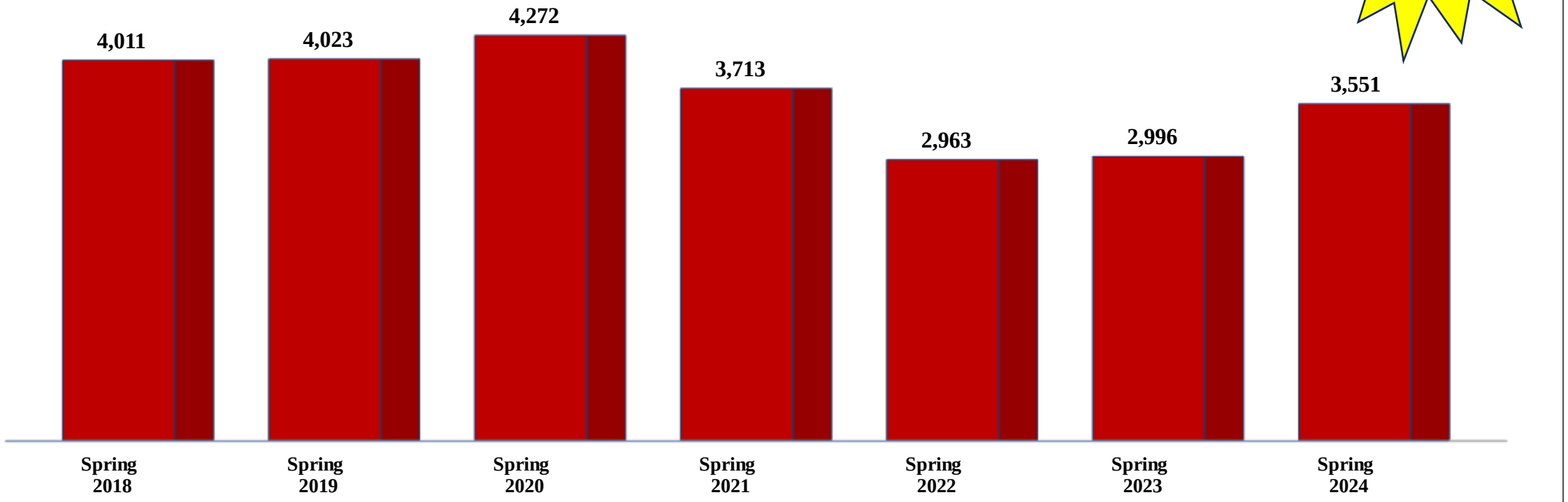
Realignment Task 5
Enrollment & Recruitment Planning

CREDIT ENROLLMENT

Spring 2018 - Spring 2024*
Headcount
(Spring 2024 as of February 11, 2024)



Source: BCCC Enrollment Information System files and Student Information System. | Office of Institutional Research

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Realignment Task 5
Enrollment & Recruitment Planning

Dual Enrollment Partnerships

Spring 2024

High School	Number of Students *(Estimated)*
Dunbar High School	60
Bias Yaakov Baltimore	37
Green Street Academy	25
Baltimore School of Design	15
Mergenthaler High School	40
Total	**177**

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Realignment Task 5
Enrollment & Recruitment Planning

Outreach Efforts

- Held a High School Basketball Night- December 9
- Winter/Spring Registration Fair held January 8, 10, 12, & 16
- BCCC website and Social Media platforms updated to promote registration
- Flyers and Emails sent to students
- Targeted emails sent to students admitted for the Fall 2023 term, but did not enroll
- Emails sent to applicants who started but did not complete the admissions application

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Realignment Task 5
Enrollment & Recruitment Planning

December Recruitment Highlights

1. On December 2, 2023, the Recruitment Team attend the HBCU College Fair held at Morgan State University
    - BCC conducted a presentation on the Mayor's Scholars Program (MSP)
    - More than 800 students attended

2. Visited Dunbar High School
    - Assisted more than 100 students in completing admission applications to the college

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Realignment Task 5
Enrollment & Recruitment Planning

January Recruitment Highlights

On January 30 & 31, 2024 more than 200 10th grade students from Dunbar High School completed a campus tour at the college.

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Realignment Task 5
Enrollment & Recruitment Planning

On the Horizon

- Utilization of Text Messaging
- Third-party Vendor for Fraud Detection to Safeguard Admissions Process
- Engagement with Baltimore City Middle Schools
- Enrollment Management & Retention Plan
- PearsonVue Certified Testing Center (*College approved to offer GED Testing to Baltimore City and Maryland Community Members*)
- Increase Partnerships in Dual Enrollment Program

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Realignment Task 5
Enrollment & Recruitment Planning

Questions?

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Enterprise Resource Planning (ERP) Project Update

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Michael Rading, CIO

Date: February 21, 2024

Project Status

The College is currently at an overall Green status from the State's Department of Information Technology (DoIT). DoIT has provided additional information on the monthly health status of the project, which includes the following criteria:

#	Criterion	Description	Status
1	Scope	Work content and products of the project	Green
2	Schedule	Listing of project milestones, activities, and deliverables	Green
3	Risks	Uncertain events or conditions that can positively or negatively affect project objectives	Green
4	Quality	Project conformance with performance requirements	Green
5	Resources	Necessary assets needed to carry out project tasks	Green
6	Cost	Cash value of project activity	Green

Current & Upcoming Work

ERP Implementation Work

Period	Module	Implementation Phase
FY 24	Degree Works	Design and Configuration
FY 24	Ellucian Experience	Design and Configuration
FY 24	Ellucian Insights	Design and Configuration

ERP Challenges

- Data Clean up - It is normal and expected for an ERP migration project of this magnitude to have data errors and inconsistencies that need to be addressed in production
- Reporting - There is a catalog of compliance and operational reports that have been identified by functional offices that require data out of Banner
- Cyclical Operations - Due to the cyclical nature of college operations, there are many processes that are only run annually, so implementing the new system means that offices will be running new processes for the next couple of years.

- Approach to Resolve
  - Implementation of the Insights Reporting module (currently underway) that provides additional reporting and data inconsistency identification is underway
  - Additional vendor services to build out additional institutional reports, address identified challenges and support different areas become more familiar with new processes

ERP Support Strategies

Multi-Faceted Approach to get to Steady-State

- **Vendor Expertise** – Comprehensive support from Ellucian the ERP vendor, for all functional areas for the next year
- **External Expert Resources** – Exploring resource options through DoIT for expertise to support operational ERP best practices and to support priorities and challenges across different areas are addressed for the next year
- **Input from Other Higher Eds** – Engaging with other colleges and universities further along in their ERP implementation on their support strategies

Targeting completion of this work by the end of February 2024 and for final proposals and related procurements to go the Board of Trustees in March 2024

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Questions

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BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 10 | President's Report

A. Operational Update
B. Realignment Tasks Update

Baltimore City Community College

CABINET UPDATE

Board of Trustees, February 21, 2023

Dr. Jacqueline Hill, Vice President for Academic Affairs

ACADEMIC AFFAIRS

Accreditation

Selected faculty and staff from Academic Affairs attended the Middle States Commission on Higher Education (MSCHE) Conference in Philadelphia December 4 - 6, 2023. The following individuals attended from Academic Affairs:

Dr. Jacqueline Hill, Vice President for Academic Affairs
Ms. Aundrea Wheeler, Assistant Vice President for Curriculum, and Instruction
Dr. Katana Hall, FT Faculty (Theatre) and Faculty Senate President
Dr. Bob Iweha, FT Faculty (Biology)

Professional Development

The AVP (Assistant Vice Presidents) for Curriculum and Instruction, AVP for Academic Engagement and Partnerships, associate dean of Natural and Physical Sciences, and associate dean of Mathematics and Engineering attended the All-Grants Meeting hosted by the Office of Grants Development and facilitated by the VP for Institutional Effectiveness and the Grants Director.

Recruitment and Hiring

Academic Affairs has concluded initial interviews for the School of Arts and Social Sciences (SASS) and the School Business, Technology, Engineering, and Mathematics (BSTEM). The names of the final candidates were forwarded to the Office of the President for review and coordination of final interviews.

The interviews for the instructional designer position are expected to begin in January 2024.

Vice President for Academic Affairs

- Reviewed resumes for faculty vacancies received from Human Resources
- Prepared Academic Leadership team for the Middle States Chair site visit
- Met with the STEM and SASS faculty to discuss proposed departmental structure
- Met with Program Coordinators to discuss program management responsibilities
- Conducted classroom and laboratory inventory to prepare for Nursing accreditation visit
- Met with Nursing Self-study Committee to schedule logistics for the Nursing Simulations
- Met with Associate Dean for Mathematics and Engineering to discuss pairing of developmental math courses
- Held a planning session with Deans' Council to outline developmental education sequencing

Assistant Vice President of Curriculum and Instruction

Accreditation

- The Assistant Vice President of Curriculum, and Instruction continues to serve as the Middle States Commission on Higher Education (MSCHE) Self-study co-chair and attends weekly working group meetings to provide feedback and support as needed regarding the development of the Self-study draft.
- Attended the MSCHE Annual Conference in Philadelphia December 6-8. This year's theme was "**Setting the Standard: Transformation Through Accreditation.**"
- Collaborated with the vice president of academic affairs, associate dean for the School of Health Professions and Nursing (SNHP (School of Nursing and Health Professions)), the Dental Hygiene program coordinator, director of institutional research, and the director of assessment to review feedback from the Office of Institutional Research and Planning for the Commission on Dental Accreditation (CODA) progress report to demonstrate compliance and incorporate changes if required. The final report was submitted to CODA on December 6, 2023.
- Collaborated with the vice president of academic affairs, associate dean for the School of Health Professions and Nursing (SNHP), the Dental Hygiene program coordinator, director of institutional research, and the director of assessment to review feedback from the Office of Institutional Research and Planning for the CODA Minor Sites Report 1. The report's purpose was to provide additional information about Adventure Dental's Pratt Street location in Baltimore, MD. Adventure Dental is a multi-site general dental practice for the underserved community of various ethnicities. The final report was submitted to CODA on December 8, 2023.
- Met with the director of procurement and bookstore manager to review the textbook adoption spreadsheet and obtain an update on textbook orders for the winter 2023, spring 2024, and summer 2024 academic semesters. The meeting was held to ensure timely ordering and delivery of textbooks and access codes for students.
- Participated in the MSCHE Self-study visit from the chair of the visiting team. The visit included a meeting with various internal stakeholders and included a physical tour of the College's Bio Park location on the campus of the University of Maryland Baltimore.

Catalog

- Reviewed the College's current Catalog design and layout to determine where improvements are needed to streamline and present information that is easily accessible to internal and external Catalog users.

Curriculum Management Platform (Curriculog)

- Met with Catalog vendor at Modern Campus to discuss product enhancements that significantly improve the automated curriculum approval and management process. The vendor shared best practices utilized by institutions who have implemented Curriculog and continue to refine and redefine their processes.

Course Development and Redesign

The redesign of the **CLT100 Computer Literacy** was presented to the Curriculum and Instruction Committee (CIC) and Senate Executive Committee (SEC) last month for approval. Additional collaboration with faculty in the department, the redesign team, and the Student Learning Outcomes Assessment Committee (SLOA) is required to refine the Student Learning Outcomes (SLO). The redesign team will make minor revisions to the master course syllabus reflecting the refined SLOs (Student Learning Outcomes). The course will be presented to the committees a second time in early spring.

SCI092 Introductory Science was presented to the Curriculum and Instruction Committee and Senate Executive Committee (SEC) last month for approval. Additional collaboration with faculty in the department and the Student Learning Outcomes Assessment Committee (SLOA) is required to refine the Student Learning Outcomes (SLO). The department faculty will make minor revisions to the master course syllabus reflecting the refined SLOs. The course will be presented to the committees a second time in early spring.

Assistant Vice President for Academic Engagement and Partnerships

Academic Engagement

- Worked with the Phi Theta Kappa (PTK) faculty coordinator to review applications and nominate two students for the All-USA Academic Team. A recognition and awards ceremony will take place in May 2024. BCCC (Baltimore City Community College) added three-chapter officers and achieved all requirements to reach Level 2 status, which puts the chapter above about two-thirds of PTK chapters' nationwide.

- Met with the Mayor's Scholars Program (MSP) Director and faculty from the School of Arts and Social Sciences regarding future opportunities for study abroad. The faculty discussed collaboration with the Granville T. Woods Honors Program and expanding opportunities to include Mayor's Scholars and the general student body.

- Collaborated with the Business Program Coordinator to develop two versions of a three-year education plan for the AAS in Business, Management concentration. This plan was shared with the Director of Workforce Development and Continuing Education as part of the Hospitality Management Apprenticeship program sponsored by a grant from the Maryland Department of Labor. BCCC is one of six community colleges selected to participate.

Partnerships

- Collaborated with Baltimore City Schools to coordinate immersive shadow days for high school students participating in Career and Technical Education (CTE) pathway programs in Biotechnology, Nursing, Dental Hygiene, and Education.

- Participated in ongoing collaboration between Baltimore City Schools, the Mayor's Office of Employment Development, and BCCC for the implementation of the Career Coaching and Advising program, which is part of the College and Career Readiness pillar found in the Blueprint for Maryland's Future.

- Visited Western High School and Patterson High School with the Interim Vice President of Student Affairs to promote dual enrollment and establish a partnership.

- Met with Coppin State University Associate Director of Transfer Admission to discuss deeper collaboration between the two campuses, including reverse transfer and finalizing the Health Information Technology (HIT) articulation agreement. The HIT agreement allows BCCC students to transfer into one of two degrees at Coppin—a Bachelor of Science or a Bachelor of Professional Studies in Health Information Management.

- Met with the Executive Director of the Biotechnical Institute (BTI) of Maryland to coordinate BCCC faculty and staff visits to BTI to discuss opportunities for current students who are pursuing a Biotech industry credential. BCCC and BTI have an existing partnership for the certificate and AAS programs in Biotechnology. The agreement grants seven credits to students who successfully complete BTI's laboratory science program.

- Met with the Vice President of Workforce Development at Associated Builders and Contractors of Greater Baltimore, regarding the renewal of an articulation agreement for the transfer of credits into BCCC's AAS in Construction Supervision.

E-Learning

- Designated Catalog reviewers for the 2024-25 Catalog. The rollout of the editing process has commenced with reviewer notification emails sent. Edits are due January 23, 2024. Publication of the catalog is still scheduled for February 2024.

- Catalog edits were made by all seven cabinet areas in January with cutoff for revisions on January 29. The entire Catalog was reviewed; however, the key areas were Academic Information, BCCC at a glance, Financial Aid and Tuition information, and the Executive, Faculty, and Staff lists.

- E-Learning upgraded the Turnitin LTI from legacy to a more current and supported version. Acquisition of the AI (Artificial Intelligence) checker add-on is being delivered to the procurement office for processing.

- The next series of videos will be targeted at program and course coordinators on updating and maintaining the outcomes blueprints and the process to update outcome alignment to quizzes and assignments.

- KOLT course revision videos entered post-production toward the end of January 2024 for the addition of green screen effects and animations. Seven videos were developed and produced in December 2023.

- E-Learning continued to work with program and course facilitators in January to develop the blueprints with aligned outcome assessments. The work is a critical step advancing in advancing the acquisition and implementation of an assessment platform.

Baltimore City Community College

CABINET UPDATE

Board of Trustees, February 21, 2023

Ms. Donna Thomas, Interim Vice President for Student Affairs

RECRUITMENT & ADMISSIONS

In December 2023, Admissions engaged with various high schools and community partners. The Recruiters and Mayor's Scholars Program staff participated in three off-campus recruitment activities and two on-campus tours.

The Admission Recruiter reviewed the Baltimore City Middle School profiles and collected the school's contact information and BCCC. BCCC is planning to engage with 8th grade students to discuss the dual enrollment program. Earlier engagement allows the College to work with students to begin developing college and career pathways.

Also, the College will begin engaging with Baltimore City High Schools in January to request permission for information about the college to be included in the schools' newsletters and social media posts. The college will provide the narrative to the school for them to post.

In January 2024, the college promoted Spring 2024 registration. The College held registration events on January 8, 10, 12, and 16 from 10 a.m. to 2 p.m. During these events students came to the college to apply and register for the Spring 2024 term. Spring 2024 classes started on January 17, 2024, for the first 8-week accelerated and 16-week sessions; and the 14-week session started on January 31, 2024. At the end of January, a total of 3,475 students were enrolled in at least one credit hour for the Spring 2024 term.

The Interim Vice President of Student Affairs is conducting interviews to fill vacant positions. The vacant positions are: 3-Admission Recruiters and Director of Admissions.

Off-Campus Recruitment Activities

Date	Organization/School	Event Type
12/1/2023	Park & Peoples- Branches	Information Session & Campus Tour
12/2/2023	HBCU College Fair at Morgan State University (Tabling)	College Fair, MSP Presentation
12/6/2023	City Neighbors High School	Senior Symposium, Presentation: MSP, Application Process, Dual Enrollment
1/13/2024	Housing Authority of Baltimore City	Post-Secondary Education Fair

On-Campus Recruitment Activities

Date	Activity
12/1/2023	Individual Campus Tour
12/1/2023	Individual Campus Tour
1/30/2024	Dunbar High School Tour
1/31/2024	Dunbar High School Tour

Admissions Operations

	December 2023	January 2024
Number of Sign ins for Walk-in Service	200	618

Connection to Enrollment

In December 2023, the College implemented two-way authentication to reduce the number of fraudulent admission applications submitted to the college. When an applicant creates an account to apply, a verification link is sent to the applicant's email for the applicant to verify they created a profile. Once the verification link is clicked by the applicant, verification is complete, and the applicant can proceed with applying.

While the implementation of two-way authentication has reduced the number of fraudulent applications received, the college will continue to engage with third-party vendors that specialize in fraud detection. This is necessary to ensure safeguards are in place to protect the admissions process's integrity.

Additionally, to expand communication with potential applicants, the college has contacted Mongoose/Cadence to discuss utilization of their text messaging software. The College will meet with Mongoose on January 3, 2024.

In January 2024, the College provided an on-campus tour to the 10th grade class at Dunbar High School. More than 200 students visited both the Liberty and Bio Park campuses. During the visit students received information from several offices on campus that include but are not limited to: Athletics, Mayor's Scholars Program, Admissions/Dual Enrollment, Athletics, etc. This is the largest number of students the college hosted for an on-campus tour in the 23-24 academic year.

Also, in January 2024, the College partnered with several high schools to enroll students in the dual enrollment program. To ensure students completed the application and submitted required documentation the Admissions Recruiter and MSP staff provided an in-person orientation and assisted students in completing the admissions application at several high schools. Dual enrolled students will begin to take Spring 2024 courses during the 16-week, 14-week, and 12-week sessions. For the Spring 2024 term five Baltimore City High Schools listed below have partnered with the college.

- Dunbar High School
- Green Street Academy
- Baltimore School of Design
- Bais Yaakov Baltimore
- Mergenthaler High School

Additionally, in January 2024 Admissions assisted with New Student Orientation (NSO) that was held on Tuesday, January 9th (In-Person) and Wednesday, January 10th (Virtual) in coordination with Student Life. This NSO included opportunities for students to join breakout sessions led by all three Academic Divisions to meet with administrators and faculty.

The College engaged with Mongoose in January to explore implementing text messaging with students. This form of communication allows the college an opportunity to communicate with students directly, given that students are more prone to view a text message than an email. Mongoose can also offer a "bot" feature that will

allow students to receive online assistance through the web 24/7. The bot can be programmed with standard responses to the most asked questions/services the college provides.

INTERNATIONAL STUDENT SERVICES (ISS)

Student Services & Workshops

In December 2023, ISS staff received several new applications, with most students attempting to transfer in from other institutions in the USA. Many students also required help with travel authorization, employment authorization after graduation (Optional Practical Training), and transferring to other colleges (some before graduation, some just after).

- 9 students transferred in from other institutions
- 3 student transferred out (prior to graduation)
- 1 student completed their application for post-graduation OPT (deadline = 2/15/24)

The Coordinator of International Student Services and the International Student Advisor convened two regular weekly meetings of the International Students Club, along with the club's other adviser, Prof. Daniel Izume. The Coordinator of International Student Services helped represent the club at the SGA meeting on 12/04/23, where the ISC was recognized by Student Life and Engagement and SGA for its primary role in organizing the largest ever annual International Education Week (IEW) in the College's history.

Immigration Compliance

ISS staff worked with the Interim Vice President for Student Affairs to prepare for the biennial SEVIS Recertification project.

ISS staff contacted all students whose Forms I-20 were expiring to help with post-graduation options or to help them to request more time to complete their programs.

ISS staff remained in constant contact with the Cyber Security & Assurance Program Coordinator to confirm the nine students in that program will be able to maintain their F-1 visa status while enrolled in that program, due to the increased number of online-only courses. Students on F-1 visa must take at least 12 credits each semester, of which at least 9 credits must be taken in-person or hybrid. Only 3 credits of virtual or online courses can count toward the 12-credit minimum.

Training

From 11/07-11/2023, the International Student Advisor represented the College at a regular board meeting of the Maryland International Education Consortium/Study Maryland. As the Treasurer, Dr. Kim provided the Treasurer's Report. Dr. Kim was reelected to a second consecutive term as Treasurer for the statewide organization.

On 12/13-14/2023 the Coordinator of International Student Services Advisor attended an in-house Mental Health First Aid training, conducted by Health & Wellness. He completed the course successfully and is due to receive his certification, along with all six participants from across Student Affairs.

In January 2024, ISS continued to connect with international applicants for the application processing for the spring 2024 semester via emails, phone calls and in-person meetings. This includes lots of document processing, issuing acceptance letters and the form I-20s (Federal level Certificate of Eligibility for F-1 status and enrollment).

- For the spring 2024 semester, about 30 new F-1 visa students enrolled, which is a 30% increase in F-1 international students' enrollment.
- More than 100 international students' enrollment/registration status and contacted students as a group and individually to advise/assist them to complete registration for the spring 2024 semester.

Federal Compliance

ISS completed more than 80 % of the entire F-1 students' SEVIS registration to comply with the federal regulations and the deadline is February 16, 2024.

Student Services & Workshops:

- ISS provided services to international students via emails (149), phone calls (45), and in-person meetings (112) for both new and current students regarding admissions, enrollment, registration, letters, employment, medical leave, travels, student clubs, and other issues, concerns, and questions.
- New International Student Orientation for spring 2024 semester: ISS staff held on 1/11/2024.
- International Students Club: ISS staff convened the weekly meetings.

VETERAN SERVICES

In December 2023, the highlights for Veteran Service include:

- Assisted military affiliated students with advising and registration for Spring 2024.
- Toys for Tots Drive ended December 11th. We collected over 120 toys. We filled all five Toy for Tot boxes. The Marine Toys for Tots Coordinator did not pick up the toys. Instead, the toys were donated to the Banner Neighborhoods (Non-Profit Organization for uplifting the community) and Sun Rise First Baptist Church toy drive.
- Updated the information in the Academic Military Institution portal (Military federal Tuition Assistance Portal) to update the CAGE Code.
- Begin to update the Direct Deposit information for GI Bill Chapter 33: Post 9/11 students. Additional discussion with the State liaison is required to complete the process. A follow-up meeting with the State will be in January.
- Updated courses on Academic Institutions portals for service members using Tuition Assistance.

In January 2024, the Veteran Coordinator started the Spring 2024 term with ensuring military affiliated students were advised and registered. Those who did not register in the fall, completed the VA Compliance Survey. Certifications were completed for all military affiliated students.

Also, a VA Compliance Survey was completed on the last three years. The final report will be sent at the end of January or early February.

MAYOR'S SCHOLARS PROGRAM (MSP)

In December 2023 the Mayor's Scholars Program (MSP) team held its End of the YEAR Mixer. On December 6th, 2023, the Mayor's Scholars Program hosted a mixer for their students. The purpose of the mixer was to celebrate scholars, give them an opportunity to decompress before finals and strengthen connections between the staff and students. This event included food, giveaways, prizes, and entertainment for every person who attended. Staff from other departments were also invited as they play a major role in the experience of each student. About

90 students and 10 staff members attended the mixer. This celebration had a great turn out with lots of engagement.

The mixer could not have been as successful without the ideas of students who participated in the planning process. All ideas were taken into consideration and chosen with intention. Students also took time to assist with decorating. Several balloons were inflated for an arc and center pieces at each table, streamers were placed along the food table, and banners were aligned at the entrance to create a celebratory ambiance. There were games on each table for students to play while they waited for the event to formally start. MSP lanyards were offered to all attendees and each student entered a raffle for a chance to win a Galaxy. A handful of students eagerly volunteered to play musical chairs and the audience was engaged, cheering their classmates on for every round. Students won BCCC water bottles for their participation at the end as well. There was also great music played between Dr. Johnson's choices and the song requests. Students sang in harmony, danced to different genres, and enjoyed their time together.

Also, MSP attended the HBCU College Fair event at Morgan State University. More than 800 students attended this event. A presentation on MSP was conducted by the Director, Dr. Kevin Johnson.

Additionally, MSP visited Dunbar High School to assist students in completing their admissions application to the college.

Retention Efforts

- MSP Students (175) haven't completed the FAFSA. Phone calls and emails were made to reach out to students.
- Recruitment efforts for Summer Bridge Program of 2024 from Dunbar High School (150 students)
- 56 MSP Students came in person to register for the Spring 2024 semester.

Retention efforts for the month of December were focused on advising students who are currently taking classes. While contacting the current students through email and phone calls it was identified that 175 need to complete their FAFSA. During the holiday break the recruitment team followed up with new applicants for the 2024 Summer Bridge Program.

In January 2024, the MSP team completed high school recruiting, and information sessions for the Summer program. MSP Information Session flyers were created and sent to all Baltimore City Public Schools, Baltimore County High School, and Baltimore County High School.

Monthly Recruitment Calendar

Date	School	Estimated # of Participants
1/13/2024	Housing Authority of Baltimore City	20
1/25/2024	Dunbar High School	55
1/30/2024	Dunbar High School	130
1/31/2024	Dunbar High School	100
	4 Total Visits	**305 Total Est. Approximately**

Panther Series Talks

MSP planned the Panther Talks Series that will provide information and guidance to MSP students during lunch time from 12pm-1pm. The location will be in the MSP Lounge room 117 G. MSP will provide food or snacks for the students. There will be raffle giveaways and more. MSP is excited to educate, equip and empower students

through these series of important discussions to provide support to students. The Panther Talks Series will be held as follows:

- February 21st Time Management – Duane Norwood & Marquis Wilson (MSP Coordinator & Student Recruiter)
- February 28th Healthy Relationship- Cortney Merritt (Wellness Coordinator)
- March 20th Financial Literacy – PNC Bank Representative
- April 17th Power of Networking – Dr. Kevin Johnson (MSP Director)

ATHLETICS

In December 2023, the basketball season continues. The Panthers began the season slowly. Early losses became lessons learned and the team went on a six-game win streak that included victories over Community College of Baltimore County Catonsville, Northern Viginia CC and Anne Arundel CC. Their record is currently 7-6. Most of the games have been live streamed and can be viewed again via the Panther Athletic Department webpage (via You tube).

Plans are being made to conduct basketball camps this coming summer of 2024. The camps will provide both the Women's Volleyball and the Men and Women's Basketball programs an opportunity to promote their programs to the local community. In addition, camps provide opportunities for recruitment. The two age groups include: 12-14 and 15-18. Tentatively, the camps will be conducted in June-July. A tentative schedule is listed below:

- June 3 – 7: Women's Volleyball Ages 12-14
- June 10- 14: Women's Volleyball Ages 15-18
- June 17 – 21: Girls Basketball Ages 12 - 14 Daytime
- July 8 – 12: Boys Basketball 12 – 14 Daytime
- June 17 – 21: Girls Basketball Ages 15 – 18 Evening
- July 8 – 12: Boys Basketball 15 – 18 Evening

Recreation opportunities for the general student population as well as faculty and staff continue to be offered. The schedule was developed after consultation with faculty members who teach courses in the physical Education Building. The grid below outlines the times and areas available for students, faculty and staff:

Gym Floor

Monday	Tuesday	Wednesday	Thursday	Friday
3:00 pm – 5:00 pm	**2:30 pm – 5:00 pm**	**3:00 pm – 5:00 pm**	**2:30 pm – 5:00 pm**	**12:00 pm – 5:00 pm**
6:00 pm – 8:00 pm Ladies Basketball		**6:00 pm – 8:00 pm Ladies Basketball**	**6:00 pm – 8:00 pm Ladies Volleyball**	

Weight Room

Monday	Tuesday	Wednesday	Thursday	Friday
1:00 pm – 5:00 pm	**1:30 pm – 5:00 pm**	**1:00 pm – 5:00 pm**	**1:30 pm – 5:00 pm**	**12:00 pm – 5:00 pm**

Cardio Room

Monday	Tuesday	Wednesday	Thursday	Friday
1:00 pm – 5:00 pm	**1:30 pm – 5:00 pm**	**1:00 pm – 5:00 pm**	**1:30 pm – 5:00 pm**	**12:00 pm – 5:00 pm**

In January 2024, the basketball team is still in season. The team currently has a 500 record with 9 wins and 9 loses. With each game the team has improved. Their games have been competitive and provided the general student population an opportunity to root for their classmates and have fun at the same time. With each game the number of students and fans attending has increased. The live stream has also seen an increase in the number of viewers since the first broadcast during the Women's Volleyball season.

Outreach and recruitment continue for the program. The coaches are attending area high-school games in effort to recruit new talent for the fall.

The Athletic Department is working with a local non-profit organization "My Fathers Plan" to conduct a Girls high school volleyball tournament. The tournament will host 8 area high schools here on campus. By hosting the tournament, the hope is to promote the newly reconstituted volleyball program as well as the institution to young women who are looking for the chance to continue playing their chosen sport while attending college.

Plans are being made to conduct basketball camps this coming summer of 2024. The camps will provide both the Men and Women's Basketball programs an opportunity to promote their programs to the local community. In addition, camps provide opportunities for recruitment. Tentatively, the camps will be conducted in June. The two age groups include: 14-18.

RECORDS AND REGISTRATION

Enrollment

The current enrollment for the Winter semester is 409 and the current enrollment for the Spring semester is 2611.

Fall 2023 Degree Audits

- Fall 2023-degree audits started on September 14, 2023.
- Nine hundred sixty-six (966) degree audits have been performed over the course of this term using Degree Works.
- The number of projected conferrals is down significantly from past Fall semesters.
- The status of Degree Works implementation remains in progress.

Between September 14 and January 4, 2024, Records and Registration staff:

- conducted 966 first-time degree audits for students enrolled in Fall courses,
- updated 193 previously performed audits to account for new data,
- emailed audit findings to the respective Program Coordinators with a request for response by no later than December 1, 2023,
- updated all students via email that their audit(s) had been dispatched to Program Coordinators,
- processed 328 audits verified by Program Coordinators and emailed those results to students' BCCC and personal email addresses, and
- notified 619 students of Records and Registration's findings after not receiving a response from Program Coordinators prior to the December 1 deadline.

Below is a breakdown of Fall 2023 totals recorded thus far:

	AA	AAS	AS	ASE	AAT	Deg Total	Cert Total	Full
Conferred	9	22	14	1	0	46	23	**69**
Anticipated Conferrals	17	17	5	1	0	**40**	0	**40**

Of the remaining anticipated conferrals:

- four of the AAS degrees are due to missing final grades for a required course,
- two AS degrees are due to Incompletes issued for a remaining required course,
- two AA degrees are due to pending Course Substitution/Exemption approvals,
- the remaining have met the final grade requirements and are in-process for conferral.

Over the course of the semester, students who appeared on the degree auditing report were contacted twice for the purposes of confirming their program of study, and any corrections made are factored into the Fall 2023 totals cited earlier. Nonetheless, at present there are only 109 anticipated conferrals this semester. Since 2019 BCCC has averaged (≈) 170 graduates in the Fall. This puts the 109 anticipated conferrals below the average.

Transfer Articulation

As of December 2023, YTD - Records and Registration staff conducted a total of 1994 Official Transcript Evaluations with total credits reviewed of 25,193. Currently there are 368 open evaluations pending review left that were received in 2023.

Transfer Articulations (YTD)

	Received	Processed	Rem to review	# of Credits Evaluated	# Credits Awarded
2022 proc in 2023	0	149	0		
January-23	202	202	0	3009	2651
February-23	108	108	0	1499	1398
March-23	116	116	0	1680	1586
April-23	138	138	0	1899	1722
May-23	235	235	0	3273	3316
June-23	223	223	0	2871	2765
July-23	226	162	64	2210	1961
August-23	363	72	291	673	625
September-23	141	163	355	2481	2293
October-23	121	87	414	568	512
November-23	120	286	268	3539	3261
December-23	158	53	368	1491	1110
Totals	**2151**	**1994**		**25193**	**23200**

Outgoing Transcript Orders

The "Ready to Generate" issue has been corrected by Ellucian and there has been a big reduction in the number of orders that get stuck in this status.

Records and Registration continue to work with IT to resolve the issue of not being able to print transcripts from Banner.

Month	Number of Transcripts Sent	Total Paid to BCCC
August 2023	755	$3,775
September 2023	478	$2,390
October 2023	495	$2,475
November 2023	446	$2,230
December	453	$2,265
Totals	2,627	$13,135

Projects

At present, Records and Registration staff members are working on:

- preparing the Grad Application in Banner (though testing is currently stalled as we await the set-up of test student records for testing purposes),
- producing work to address ongoing pre-requisite related issues that interfere with students' abilities to self-register,
- creating elective courses in Banner for use in articulations and Degree Works,
- creating DV Equivalents in Banner for all community colleges for DV exemptions, and
- the contractual Data Specialist is assisting with the building of new courses in Banner to be used for articulations.

Collaboration with Academic Affairs regain process for:

1. Transfer with Success Act
2. Cambridge AICE Credits
3. IB Credits
4. Arts and Science Transfer

Enrollment:
The Spring 2024 semester began on Wednesday, January 17, 2024. There are 3477 enrolled students.

Student Registration Data:
Processed by Records and Registration staff = 1642
Self-Registration on the portal = 1835

Transcripts Processed:
Received via Parchment = 297
Outgoing Fulfilled via National Student Clearinghouse= 796

Transfer Articulation:
In January, 273 official transcripts were received for transfer credit evaluation. The staff reviewed 158 student transcripts, evaluated 1878 credits, and awarded 1676 credits. There are 498 open evaluations pending review, of which 293 are from 2023.

Confirmed Graduates for the Fall 2023 semester:

Confirmed Degrees	AA	AAS	AS	ASE	AAT	Total
	30	35	15	2	0	82
Confirmed Certificates						25

Projects:

- Working with IT to create reports in Argos to enhance daily operational functions.
- Banner Database clean-up – identifying duplicate enrollment and inaccurate student status /demographic information, updating student cohorts and attribute codes.
- Degree Work testing for Summer 2024 rollout.
- Cross-training to rectify the backlog of transfer credit evaluation.
- Reviewing and updating student forms.
- The mailing of diplomas and certificates to Fall 2023 graduates.
- Reviewing and organizing student files.

OFFICE OF FINANCIAL AID

December 2023

The Financial Aid Office has awarded and disbursed the following amounts of aid for Fall 23:

- **Federal Pell:** $ 3,672,631
- **FSEOG:** $433,676
- **FWS:** $700,800
- **State:** $1,65141
- **Institutional funding:** $51,869

Outreach efforts:

Outreach efforts include Early FAFSA (Free Application for Federal Student Aid) Application notification emails, weekly workshops, monthly Financial Aid information sessions, on One assistance for FAFSA completion every day.

Other Reports:

The financial aid department completes the following reports daily and weekly for Title IV compliance:

- Reviewed Verification and C- Codes Reports
- Reviewed SAP report.
- Reviewed MMR disbursement report.
- Reviewed Packaging Report
- Reviewed Fund Reports for FWS (Federal Work Study) and FSEOG (Federal Supplemental Educational Opportunity Grant)
- Reviewed Inceptia Report for Verification
- Reviewed Duplicate File Report
- Reviewed Suspense file Report
- Reviewed Reconciliation Report
- Reviewed Suspense Report

- Reviewed Duplicate ISIR (Institutional Student Information Record) Report

Challenges:

- Students with incorrect degree program statuses impact the student's financial aid.
- Duplicate ID prevents awarding financial aid to students.
- Inaccurate admission status, such as not admitted, or pending admission.
- Grant, Senior Citizen Waiver, and Faster Care Waiver processing need to be streamlined between AR and FA to serve students more effectively.

Staffing

The following positions remained posted and continue to seek qualified applicants:

- The Federal Work-Study Coordinator
- The Financial Aid Coordinator

January 2024

Funds Awarded and Disbursed:

The Financial Aid office is proud to announce that they have awarded and disbursed $17,646,400 for Federal, State and Institutional funding.

Outreach efforts:

Outreach efforts include Early FAFSA (Free Application for Federal Student Aid) Application notification emails, weekly workshops, monthly Financial Aid information sessions, on One assistance for FAFSA completion every day.

Other Reports:

The financial aid department completed the following reports daily and weekly for Title IV compliance:

- Reviewed Verification and C- Codes Reports
- Reviewed SAP (Satisfactory Academic Progress) 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
- Reviewed Reconciliation Report
- Reviewed Suspense Report
- Reviewed Duplicate ISIR (Institutional Student Information Record) Report

Challenges:

- Students with incorrect degree program statuses impact the student's financial aid.
- Duplicate ID prevents awarding financial aid to students.

- Inaccurate admission status, such as not admitted, or pending admission.
- Refunds are not issued on time.
- Grant, Senior Citizen Waiver, and Foster Care Waiver processing need to be streamlined between AR and FA to serve students more effectively.

Staffing:

The following positions remained posted and continue to seek qualified applicants:

- The Federal Work-Study Coordinator
- The Financial Aid Coordinator

STUDENT SUPPORT AND WELLNESS SERVICES

During the month of December 2023, the Student Support and Wellness Services office (SSWS) served approximately 22 students virtually and in person via office visits, intakes, scheduled counseling sessions. The Counselor, Cortney Merritt, LMSW, conducted about six counseling intakes and facilitated 17 in-person (in-office) and virtual (telehealth) individual counseling sessions. Students this month present with issues surrounding school- related stress and anxiety, seasonal changes, test and social anxiety, depressive symptoms, grief and loss, health troubles affecting mental health, struggles with basic needs and resources, interpersonal and relationship (family, romantic, platonic) issues and other major and minor mental health symptoms.

SSWS was represented at two campus planning and routine meetings. These meetings ranged from: weekly check-ins with key staff and planning and preparing to facilitate the inaugural on-site Mental Health First Aid training. The continuation of identifying basic needs resources and campus supports has been effective during the process of updating BCCC (SSWS) website.

The office also participated in other campus events that included the BCCC community to collaboratively celebrate the holiday season, and other events led by Student Life and Engagement.

The counselor attended six off-campus meetings and continuing education events to help continue attaining knowledge, competencies, and resources to best serve students. Two off-campus continuing education training courses were attended. These courses focused on ethics in victims Services and Person-Centered Practice with individuals. SSWS attended an event, sponsored by NAMI Maryland, highlighting lived experiences of individuals suffering with mental health challenges. Efforts to continue to attain community and resource connections included an in-person visit to Coppin State University's inaugural food pantry. The site visit allowed insight in gathering resources, attaining community support and best practices of distribution to students/college community. Other meetings involved collaborating with higher education partners and Mental Health First Aid instructors to receive support before facilitating on campus training.

The counselor and community partner administered the first Mental Health First Aid training to key members of the Student Affairs Leadership Team. The course efforts included: creation of course, attaining appropriate materials and support, monitoring pre-course work for participants, troubleshooting any questions or concerns presented up until completion, and facilitated two-day in-person instruction with participants.

Members of faculty and staff contacted SSWS for resources and counseling support or community resources. They were consulted to discuss student's wellbeing and collaboration efforts. One faculty member also collaborated with a counselor to plan in-class support for the Fall Semester. Two in-person classroom presentations were presented to share counseling resources and provided mental health education. SSWS continues to collaborate with staff from the Mayor's Scholars Program (MSP), Center for Academic Achievement, Trio Support Program, Student Life and Engagement, Disability Support, Admissions, Records

and Registration, Public Safety, and key faculty to discuss the essential mental health and wellness needs of students at Baltimore City Community College. These efforts have also led to community-based partners and events that are aimed to assist students, transitional adults, and the community.

Student Contacts (Inperson/Email/Phone/Text)	22		**Off-campus Meetings or Events Attended**	6
Student Office Visits /Check-in	5		**Wellness Workshops Facilitated**	0
Student Counseling Session(s)	17		**Classroom Presentation**	2
On-campus Meetings or Events Attended	4		**Faculty/Staff Consultations**	4 -MHFA

In January 2024, the Student Support and Wellness Services (SSWS) office served approximately 22 students virtually and in person via office visits, intakes, scheduled counseling sessions. The Counselor conducted about eight counseling intakes and facilitated 16 in-person (in-office) and virtual (telehealth) individual counseling sessions. Students this month present with issues surrounding school- related stress and anxiety, seasonal changes, test and social anxiety, depressive symptoms, struggles with basic needs and resources, interpersonal and relationship (family, romantic, platonic) issues and other major and minor mental health symptoms.

SSWS was represented at six campus planning and routine meetings. These meetings ranged from: weekly check-ins with key staff and strategic planning for the Spring semester. The office also participated in three BCCC community events this month, including the Martin Luther King Day of Service Event and the Student Involvement Fair.

The SSWS counselor attended six off-campus meetings and continuing education events to help continue attaining knowledge, competencies and resources to best serve students. One off-campus continuing education training course focused on Compassion Fatigue with mental health professionals. SSWS met with community partners connected to the 988 initiatives to provide updates, gain new insight/data, as well as continue BCCC connectiveness as key community ambassadors for intervening with mental health emergencies. Efforts to continue to attain community and resource connections included connecting with Morgan State university's study abroad program to bridge possible relationship that can positively impact BCCC students. The continuation of identifying basic needs resources and campus supports has been effective during the process of updating BCCC (SSWS) website.

Members of faculty and staff contacted SSWS for counseling support, event planning or community resources. One faculty member also collaborated with a counselor to plan in-class support for the Fall Semester. An in-person presentation was facilitated for the Nursing Spring Orientation. SSWS continues to collaborate with staff from the Mayor's Scholars Program (MSP), Center for Academic Achievement, Trio Support Program, Student Life and Engagement, Disability Support, Admissions, Records and Registration, Public Safety, and key faculty to discuss the essential mental health and wellness needs of students at Baltimore City Community College.

These efforts have also led (and continued) community-based partners and events that are aimed to assist students, transitional adults and the community as a whole.

Student Contacts (Inperson/Email/Phone/Text)	22		**Off-campus Meetings or Events Attended**	6
Student Office Visits /Check-in	8		**Wellness Workshops Facilitated**	0
Student Counseling Session(s)	16		**Classroom Presentation**	1
On-campus Meetings or Events Attended	9		**Faculty/Staff Consultations**	5

TRIO STUDENT SUPPORT SERVICES PROGRAM

In December 2023, the TRIO Student Support Services Program provides services to 236 participants. These services included coaching, academic advising, financial literacy guidance, information on financial aid, transfer services, and assistance with career decision-making. SSS advisors maintained regular monthly meetings with program participants to monitor progress and address any concerns that arose. Common issues addressed during these interactions encompassed degree audits, financial aid matters, student accounting inquiries, challenges related to technology accessibility, tutoring needs, and referrals to Student Support and Wellness as well as Disability Support Services. Furthermore, an ongoing outreach campaign was implemented to enhance spring registration and retention efforts.

Monthly Contact Totals:

Type of Contact	No. of Students	No. of Visits
Virtual and In-person	34	38

Student Programming:

- Holiday Social and Trivia (12/14/23): SSS hosted an end-of-semester Holiday Social on December 14, 2023, creating an atmosphere of cheer, fun, and camaraderie. Attendees, numbering 14, gathered at MNB 023 to celebrate the semester's accomplishments. The event featured refreshments, holiday jingles, and engaging activities such as trivia and Scattergories.
- StudentLingo Online Workshops (Varies): Six students participated in various online workshops on topics such as financial literacy, critical thinking skills, and habits of mind for successful college students during the reporting period.

Outreach and Recruitment:

Efforts in outreach and recruitment were diversified through social media blasts, Canvas posts, emails, and active participation in college-sponsored events. As a testament to the effectiveness of these initiatives, the SSS program received a total of 10 applications. Additionally, seven applications from November were successfully approved, while 18 applications are currently under review.

Professional Development:

The Program Director completed an online and two-day in-person Mental Health First Aid skills-based training course. This comprehensive training equipped participants with knowledge about mental health and substance-use issues. Upon successful completion, participants were awarded certificates, enhancing their ability to address mental health challenges effectively.

January 2024

The TRIO Student Support Services Program served a total of 242 participants. These services encompassed coaching, academic advising, financial literacy guidance, information on financial aid, transfer services, and assistance with career decision-making. SSS advisors upheld regular monthly meetings with program participants to monitor progress and promptly address any concerns that surfaced. Issues addressed during these interactions included degree audits, financial aid matters, student accounting inquiries, challenges related to technology accessibility, tutoring needs, and referrals to Student Support and Wellness, as well as Disability Support Services.

Monthly Contact Totals:

Type of Contact	No. of Students	No. of Visits
Virtual and In-person	58	83

Student Programming:

- **Muffins and Mingle (1/23/24):** SSS hosted a warm and welcoming Muffins and Mingle on January 23, 2024, from 10:00 am to 12:00 pm, ushering in the spring 2024 semester. Thirteen participants engaged in insightful discussions on staying motivated and committed while enjoying muffins and refreshments. Attendees received an academic success toolkit filled with resources covering career planning, financial literacy, personal growth, and tips for first-generation college success.
- **StudentLingo Online Workshops (Varies):** A total of 88 learners actively participated in the learning platform, accumulating 104 views during the reporting period. Topics covered in various online workshops included financial literacy, critical thinking skills, and habits of mind for successful college students.

Outreach and Recruitment:

Diversified efforts in outreach and recruitment were executed through social media blasts, Canvas posts, emails, and active participation in College-sponsored events, such as the New Student Orientation Resource Fair on 1/9/24 and the Student Involvement Fair on 1/18/24. The impact of these initiatives was evident, with the SSS program receiving a total of 26 applications. Resultantly, thirteen applications were successfully approved, eight applications are currently on hold, two were deemed illegible, and three applications are presently under review.

Annual Performance Report:

TRIO SSS submitted the 2022-2023 Annual Performance Report to the U.S. Department of Education on 1/17/24. APR preparation involved meticulous data verification and review in collaboration with the Office of Institutional Research, Effectiveness, and Planning. Notably, in 2022-2023, the program surpassed all objectives for enrollment, eligibility and disability criteria, persistence, good academic standing, associate degree or certificate attainment, and associate degree or certificate transfer rate. This outstanding performance earned the project a perfect score of 15 out of 15 Prior Experience Points, as indicated in the chart below.

2022-2023 Summary Results for the Prior Experience (PE) Points

Criteria	Maximum Points Allowed	Approved Rate	Actual Attained Rate	PE Points Earned
Persistence	4	45%	74%	4
Good Academic Standing	4	75%	82%	4
Associate degree or Certificate	2	6%	33%	2
Associate degree or Certificate and Transfer to a 4-Year Institution	2	6%	18%	2
Funded Number	3	Number of Participants Funded to Serve Number: 230	Participants Served Percent Served 246 107%	3
Total PE Points Earned	15			15

Professional Development:

The SSS team actively participated in the Council for Opportunity in Education (COE) Connect, Discuss, and Learn webinar on 1/30/24. This virtual meeting provided valuable opportunities to connect with peers, engage in discussions regarding current challenges, and stay informed about the latest legislative and regulatory updates that impact the success of SSS programs. Significantly, considerable attention was directed towards the recent Annual Performance Report (APR) submission and preparations for the upcoming SSS grant competition scheduled to commence in the fall of 2024.

UPWARD BOUND MATH AND SCIENCE PROGRAM (UMBS)

December 2023

UBMS students participated in Part II of a workshop by *BCCC graduate* **Austin Brown, the CEO of Global Air Drone Academy** (GADA)**.** UBMS students completed a project-based learning activity to discuss how their own business might use drones to support the community. Students were provided with drones at the conclusion of the workshop to keep for ongoing use and training in preparation for the Drone Pilot License course.

Additionally, due to our strategic efforts in recruiting from our Target schools, we have exceeded our program goal for enrollment.

UBMS Student Participants

- Target enrollment: 62
- Actual enrollment: 68 students = 109.6% capacity

Outreach and Recruitment

UBMS visited target schools to continue recruitment efforts and follow up on student application submissions. Recruitment for the 2023-24 school year has concluded.

Event	Date	Contacts

National Academy Foundation (NAF) classroom visits	Dec. 4, 6, 13	17 student interest forms
Digital Harbor High School classroom visit	Dec. 7	3 student interest forms
Edmondson Westside High School **UBMS Open House** recruitment event	Dec. 14	24 student interest forms
Follow-up Recruitment calls from Sept, Oct & Nov & Dec	Ongoing	12 student interest forms

STEM Engagement:

UBMS Director Edwards attended a demo and informational session by Michael Chasin, the VP of Educational Partnerships for Nucleus (https://www.nucleuscourses.com/) to consider their platform for purchase for the UBMS program.

Nucleus is the Sole Source for the tech-enabled classroom experience with an activity-based and hands- on format specifically designed for TRIO programs. Nucleus has an all-access model that gives the TRIO program access to all its content. These self-paced online courses are aligned with the UBMS required curriculum. The 4 courses included in the plan are as follows:

- **Robotics and Coding Course**
- **Social and Emotional Learning Workshop**
- **Financial Literacy & Investment Workshops**
- **Entrepreneurship Course**

This all-in-one platform includes all data reporting tools as well as training and support. Their program, videos, activities, curriculum, and learning management system is proprietary and only accessible to Nucleus and Nucleus partners and cannot be found elsewhere.

Cultural Engagement:

UBMS students and staff attended the **Holiday Luncheon** on campus followed by a trip to Baltimore's Center Stage Theatre to see the African-inspired version of the Musical "**Cinderella** "for fun and fellowship. Students were excited and engaged with this incredible performance by local DMV actors and will complete a writing assignment to discuss the experience.

Professional Development:

BCCC All Grants Meeting

Director Edwards attended the December BCCC All Grants meeting on Dec. 1. This ongoing professional development is designed to gather all Grant Project Administrators and develop college- wide best- practices processes to best manage the institutional Grants.

January 2024

Program Highlights

The Director submitted the FY 2022-23 Annual Performance Report (APR) as required to the US Department of Education TRIO programs division. Although the project did not meet all the required objectives and competitive priorities, currently procedures and safeguards are in place to meet and/or exceed UBMS objectives for FY 2023-24. Please review the UBMS program Objectives and initiatives to improve the 2023-24 outcomes.

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Number funded to Serve: *objective met*

UBMS Student Participants

- Target enrollment: 62
- Actual enrollment: 68 students=109% capacity

Academic Performance- Grade point Average (GPA): *progressing*

The project is introducing the educational online platform, Tutor.com, offering over 100+ subjects to address learning challenges and gaps for students. Additionally, UBMS January planning included instruction and activities in Biology, Biotechnology, Physics, Robotics, Math, and English.

Academic Performance on Standardized Test: *progressing*

The project will provide test tutoring online using the Tutor.com software and through Saturday college readiness workshops.

Secondary School Retention and Graduation: *progressing*

The high-quality programming of activities and workshops planned this fiscal year help improve retention and graduation outcomes.

Secondary School Graduation (Rigorous Secondary School program): *objective met*

The Baltimore City Public school standard curriculum is rigorous, according to DOE guidelines. Therefore, all BCPSS graduates will meet this goal. Additionally, Director Edwards is planning Dual enrollment UBMS cohorts to run each semester (Fall, Summer, Spring) in English, Math, and Psychology after Accuplacer testing preparations.

Postsecondary Enrollment: *progressing*

The College readiness model within the UBMS framework is designed to assist students with postsecondary enrollment. Intrusive counseling, mentorship, college tours, career exploration and college access workshops all contribute to improved outcomes.

Postsecondary Completion: *progressing*

The UBMS staff will use postsecondary data from the *National Student Clearinghouse* to identify barriers, provide resources and provide ongoing assistance to alumni to improve college completion outcomes.

Outreach and Recruitment

To date, enrollment has exceeded the goal of 62 and a waitlist was created. Recruitment has halted and will resume in late April/early May with 8th graders who have been accepted to our four target High Schools FY 2024-25.

STEM Engagement

Director Edwards collaborated with BCCC Science Associate Dean Dr. Malaki and developed several Science lab activities for the Spring 2024 semester. Please note the following programming:

- Biology, Prof. Shanmugavel
- Biochemistry, Prof. Gillespie
- Physics, Prof. Jones
- Robotics, Prof. Liu
- Lab Tech, Ms. Ellis

Additional Math, English Teachers and other BCCC STEM partners are currently being recruited to enhance programming.

Professional Development

BCCC Shared Governance Meeting; *Jan. 9,2024*

This professional development session was designed as an opportunity for the greater BCCC faculty and staff to begin a conversation around shared governance. This session provided great insight on the needs and the positive direction BCCC is moving toward.

BCCC Strategic Planning Meeting, *Jan. 24, 2024*

BCCC has been charged to develop a Strategic Plan as a part of the state realignment initiative. This was a great working session led by higher education partner Credo to discuss the framework and strategic theme where faculty and staff could brainstorm and share strategies to improve our BCCC college and community presence.

STUDENT SUCCESS CENTER

December 2023

Advising Operations (In-Person)

Month	September 2023	October 2023	November 2023	December 2023	Fall 2023 Total
Advising	773	563	1,002	665	**3,003**

- Most visits were Mondays, Tuesdays, and Wednesdays (least visits Thursdays and Saturdays).
- Most visits occurred around 10AM, 11AM, and 12PM during the weekday.
- The average wait time was 23 minutes with approximately 26 minutes on average spent with each student.

November - December: Week Of	Count	Average Wait Times	Average Session Times
11/27/2023	43	14 Minutes	26 Minutes
12/04/2023	244	20 Minutes	28 Minutes
12/11/2023	240	21 Minutes	26 Minutes
12/18/2023	138	32 Minutes	22 Minutes
Total	**665**	**23 Minutes**	**26 Minutes**

Most students presented for assistance with registration followed by academic planning, other needs, and graduation/completion.

Service Name	Total Services
Registration	338
Academic Planning	204
Other	54
Completion/Graduation	27
Career Advising	21
Satisfactory Academic Progress (SAP/Financial Aid	21
Transfer Advising	19
Academic Standing	7
Withdrawal/Drop Class	7
Total Department Services*	699

**Students can present for more than 1 service at a time so this total is not the same as the total number of students served.*

Highlights

- On behalf of the Student Affairs/Student Success Center, AVP Sherri Anna Brown contributed to the MHEC **Expanding Success Initiative** proposal (submitted by Academic Affairs) in providing recommendations for intrusive advising for students with a negative academic standing. It was shared during President's Forum that the proposal has been approved.
- New Standard Operating Procedure (SOP) for **Satisfactory Academic Progress (SAP) Advising** has been created in collaboration with the Director of Financial Aid. Advisors should verify the student's program of study is correct, provide student success advisement/referral, create a multi-semester academic plan, and provide an estimate of how many credits are remaining for completion. It is necessary for the students to clarify their goals, understand their academic status and design a plan for success. The SOP was shared with TRIO SSS and Mayor Scholars Program.

Next Steps/In-Progress

- There were 67 students that signed up for **Advising 100** sessions from November-December and 26 students that attended (38% attendance rate). Several students expressed that they thought it was an individual appointment (and not an information session) and some were continuing students. The MS Bookings site was updated to provide an automatic reply reemphasizing (upon signing up for the session) that Advising 100 is a workshop on successful academic planning for new students. It also redirected other students to VHD or in-person walk-in services. To provide entering students with relevant student success information and try to also meet a presenting need, we will consider for Fall 2024 registration (May-July):
    - Offering less sessions and reducing the limit to 5-10 students per advisor (now the limit is 20) unless demand changes. Reduce the PowerPoint presentation slides to allow more of an exchange with participants to help them with their schedule if needed at the end.
    - Follow up with attendees with a guide/link with resources for first year students. Implement ongoing communication with the registrants after the session (e-newsletter).
    - Work with marketing to explore alternative ways (aside from the sessions) to get student success information out to new students (social media, YouTube, etc.).

- **New Student Orientation** will be on Tuesday, January 9th (In-Person) and Wednesday, January 10th (Virtual) in coordination with Admissions and Student Life. To date there are 56 students signed up for the in-person session and 113 for the virtual session.
- Preparation to provide proactive outreach to students in negative academic standing (as of Fall 2023) and to further develop advising caseloads.
- The **Transfer Fair** date is confirmed for Tuesday, March 26th from 10AM-1PM.

January 2024

Advising Operations (In-Person)

Month	June 2023	July 2023	August 2023	Summer 2023 Total
Advising	773	827	1647	**3247**

Month	September 2023	October 2023	November 2023	December 2023	Fall 2023 Total
Advising	773	563	1002	665	**3003**

Month	January 2024
Advising	1425

- Most visits were Tuesdays, Wednesdays, and Thursdays.
- Most visits occurred around 10AM, 11AM, and 12PM during the weekday.
- The average wait time was 34 minutes and average session time 21 minutes.

Week Of	Count	Average Wait Times	Average Session Times
1/1/2024	292	48 Minutes	15 Minutes
1/8/2024	430	30 Minutes	23 Minutes
1/15/2024	212	40 Minutes	18 Minutes
1/22/2024	331	29 Minutes	22 Minutes
1/29/2024	160	21 Minutes	30 Minutes
Total	**1425**	**34 Minutes**	**21 Minutes**

Most students presented for assistance with registration followed by academic planning, other needs, and withdrawal/drop class.

Service Name	Total Services
Registration	650
Academic Planning	402
Other	124
Withdrawal/Drop Class	69

Career Advising	65
Academic Standing	65
Career Advising	65
Completion/Graduation	49
Satisfactory Academic Progress (SAP/Financial Aid	37
Transfer Advising	24
Group Advising	1
Total Department Services*	1545

**Students can present for more than one service at a time, so this total is not the same as the total number of students served.*

Highlights

- **New Student Orientation** was provided on Tuesday, January 9th (In-Person) and Wednesday, January 10th (Virtual) in coordination with Admissions and Student Life. This NSO included opportunities for students to join breakout sessions led by all three Academic Divisions to meet with administrators and faculty. The in-person session occurred during the day of a severe rainstorm where many local schools (including BCCC) closed early as a result; however, 22 students attended. There were 44 students who participated in the virtual session. The total number 66 is an increase (almost double) in participation from Spring 2023 NSO.

Next Steps

- The date of the **Transfer Fair** date has moved to Wednesday, April 3rd from 11-2 PM.
- Appointments are now available on the Advising website using MS Bookings by Career Pathway. Advisors have designated availability throughout the week and students can make appointments up to 14 days in advance. As of the date of this report, 14 appointments have been scheduled.
- The department will provide Spring Advising Sessions for **Near Completers** for students planning to graduate in Spring or Summer 2024.
- Development of **Student Learning Outcomes (SLO)** and **Standard Operating Procedures (SOP)** for advising.
- Collaboration with IT to provide professional development on MS Office 365 (Teams, Outlook, Word, Excel, Bookings and Forms).
- Meeting with **English Language Institute (ELI)** to discuss the referral and advisement of students.

TESTING CENTER

December 2023

Summary of Testing Appointments

The Baltimore City Community College (BCCC) Liberty Campus Test Center in December administered 226 exams to BCCC students and community members. This month's collaborations included: DSSC, Virtual Help Desk, Student Success Center, Admissions, English Language Services, Mayor Scholar's Program, Academic Affairs, Upward Bound Math and Science and Baltimore City Teacher's Union. The below data table provides a breakdown of the testing appointments that occurred in December 2023.

Exam Name	Exams Administered	Revenue
Accuplacer	120	
Accuplacer ESL	17	
Accuplacer MSP	1	
Accuplacer MSP ESL	0	
Accuplacer HS Testing	2	
Accuplacer Retest	4	
Accuplacer Remote	0	
BCCC Course Exams	18	
Biology Exemption	21	
Biology Exemption Retest	0	
CLEP	4	$101.85
Computer Literacy	13	
Computer Literacy Retest	4	
Distance Learning Exams	4	$101.85
Parapro	15	$557.28
TEAS	3	$271.60

Total Exams Given	**226**
Total Number of Individuals Tested	**191**
Total Revenue Generated	**$1,032.58**

Data Trends

- BCCC Test Center administered a total of 226 exams in-person to a total of 191 individuals (unduplicated) in the Month of December
- Exams Given by Day:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
44	47	51	15	48	21

Updates and Collaboration Efforts towards Goals

1. BCCC Test Center has been approved and reinstated as a PearsonVue Certified Testing Center and will be able to offer GED Testing to Baltimore City and Maryland Community Members. The Test Center staff has solidified a timeline to complete certification, training and implementation.
    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.**
2. 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.**

January 2024

Summary of Testing Appointments

The Baltimore City Community College (BCCC) Liberty Campus Testing Center administered 402 exams to BCCC students and community members. This month's collaborations included: Disability Support Services, Virtual Help Desk, Student Success Center, Admissions, English Language Services, Mayor Scholar's Program, Academic Affairs, Maryland College Testing Association and Baltimore City Teacher's Union. The below data table provides a breakdown of the testing appointments that occurred in January 2024.

Exam Name	Exams Administered	Revenue
Accuplacer	248	
Accuplacer ESL	34	
Accuplacer MSP	5	
Accuplacer MSP ESL	2	
Accuplacer HS Testing	0	
Accuplacer Retest	18	
Accuplacer Remote	0	
BCCC Course Exams	4	
Biology Exemption	16	
Biology Exemption Retest	8	
CLEP	0	
Computer Literacy	14	
Computer Literacy Retest	2	
Distance Learning Exams	0	$33.95
Parapro	25	$958.20
TEAS	26	$780.85

Total Exams Given	**402**
Total Number of Individuals Tested	**342**
Total Revenue Generated	**$1,773.00**

Data Trends

- BCCC Test Center administered a total of 402 exams in-person to a total of 342 individuals (unduplicated) in the Month of January
- Exams Given by Day:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
56	62	124	51	68	41

Updates and Collaborations Efforts towards Goals

1. BCCC Test Center has been approved and reinstated as a PearsonVue Certified Testing Center and will be able to offer GED Testing to Baltimore City and Maryland Community Members. The Test Center staff will complete certification and training by February 28, 2024.
    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.**

DISABILITY SUPPORT SERVICES CENTER

In December 2023 Disability Support Services Center (DSSC) recruitment strategy has been dedicated to laying the groundwork for the upcoming Winter and Spring registration periods. The focus on student retention during the fall term has been paramount. Initiatives such as personalized check-ins, academic success workshops, and proactive communication have played a crucial role in keeping students engaged and motivated. Our data indicates a steady retention rate, showcasing the success of our efforts in providing support and addressing individual needs.

Semester	Renewal Accommodations	Intakes
Winter 2024	2	0
Spring 2024	3	2

In tandem with our recruitment initiatives, our team has actively engaged in data management demos to streamline and enhance our recruitment processes. These demos showcased the capabilities of our upcoming data management system, which promises to optimize data handling, improve analytics, and provide valuable insights for more targeted recruitment strategies. The integration of this system aligns with our goal to make informed decisions and further refine our recruitment efforts.

In the coming months, we will actively seek out and establish partnerships with external providers specializing in accessibility solutions. This strategic move aligns with our commitment to creating an inclusive and supportive learning environment. By leveraging the expertise of these providers, we aim to enhance accessibility features across our programs, making education more accessible to a diverse range of students. As a part of our commitment to student engagement, the upcoming semester will feature a series of events initiated and organized for accessibility students. These may include workshops, forums, and extracurricular activities that not only enrich the student experience but also contribute to a vibrant campus community.

In January 2024, Disability Support Services Center facilitated the renewal accommodations for 55 students and conducted 8 new student intakes and orientations. This resulted in a total of 63 students benefiting from services. Additionally, the Director played a pivotal role by engaging in approximately 45 in-person meetings, Zoom, and

video conference calls with prospective students, their parents, as well as faculty and departmental Associate Deans/ Deans. These interactions were instrumental in addressing concerns related to accommodative services.

January 2024 - 16 Weeks	
Renewal Accommodations	Intakes
55	8

Total Students for Renewals and Intakes:63

To ensure effective communication and outreach, the team published the Center's quarterly newsletter, distributing electronic copies to community partners, Baltimore City Schools. This outreach effort extended to classroom sweeps, presentations, and information sessions. Furthermore, our staff actively participated in student-driven activities such as Welcome Week, New Student Orientation, and classroom engagements, thereby enhancing the visibility and accessibility of our services.

The commitment to disability awareness was further demonstrated through weekly recruitment efforts targeting both existing and potential students. This proactive approach has proven successful in fostering a greater understanding of the resources available to our diverse student body.

Continuing the commitment to comprehensive student support, the Director is actively collaborating with various departments, including the Mayor's Scholars Program, Testing Center, Student Success Center, Student Life and Engagement, Student Wellness and Support Services, Admissions, Records and Registration, Public Safety, Biotechnology, Workforce Development and Continuing Education, Tutoring, and Information Technology Services (ITS). These collaborative efforts are centered around addressing the essential needs of students with disabilities at Baltimore City Community College.

STUDENT LIFE & ENGAGEMENT

In December 2023, the Office of Student Life & Engagement had a very successful semester. The department was able to host several enriching events and launch new initiatives to support students at BCCC. This month the department was able to support many departments such as Advising, Academic Affairs and Admissions with various events.

Food Pantry

The Office of Student Life & Engagement hosted a successful Donation Drive December 1-4, 2023, to collect more items for the food pantry. The department collected more than 100 items that will be used to replenish the pantry as the spring semester starts.

SGA

The Student Government Association has continued to host bi-weekly general body meetings as well as meeting with President McCurdy bi-weekly to discuss updates and serve as a liaison between the student body and the institution administration. More information is documented in the SGA Board of Trustees Report submitted separately.

Activities and Events

December 1, 2023: Recognizing World AIDS Day

To recognize World AIDS Day, The Office of Student Life & Engagement collaborated with REACH, Harriet Lane, Gilead, Pioneer Life Enhancement Services, Health Education and Training (HEAT) Corps, AIDS Action, and Baltimore City Health Department to offer an interactive educational session. Gilead donated 60-boxed lunches for students that participated. For this event 67 students participated in this event more than anticipated) and were tested for STIs and HIV in honor of World AIDS Day.

December 4, 2023: Hanukkah Celebration
The Office of Student Life & Engagement created several visual aid projects, giveaways, and informational opportunities for students to learn more ab out the Hanukkah Celebration. More than 30 students stopped by the atrium to partake in the celebratory activities.

December 5, 2023: SGA & Student Leadership Club Christmas Party
The Student Government Association executive board and Student Leaders came together to host a Christmas celebration for students. This event included activities and games that are recognized Christmas traditions, as well as refreshments for the 57 students who attended. All guests walked away with many prizes and giveaways.

December 11, 2023: Celebrating Kwanzaa
BCCC students, faculty, staff, family, and friends gathered to attend the Kwanzaa Celebration. This year's event celebrated the African American & African Cultures in Diaspora. The Office of Student Life & Engagement, Anthropology & Sociology Club, History Club, Student Government Association, and the Education, Social & Behavioral Sciences Department hosted this event for nearly 200 attendees. Attendees enjoyed dinner, performances by Lumalali Garifuna Drummers, spoken words, a cultural fashion show, and many educational lessons on Kwanzaa traditions over the years.

December 11, 2023: Mind & Motion Monday
Student Life & Engagement hosted a dance class that featured dances taught as a form of exercise. This Zumba class featured hip-hop music as an expressive form of music and art. Over 25 people attended and had the opportunity to learn popular hip-hop dances, also known as *Trap Zumba* through the initiative titled "Mind & Motion Monday's".

December 14, 2024: Make it Take it Thursday
More than 30 students joined Student Life & Engagement for an opportunity to design their own creation that they took with them. Each month there is a new craft that students can enjoy. The department was able to give out more than 30 craft kits to students on this day with a theme of creating and decorating snowflakes.

Engagement Analytics

The Office of Student Life & Engagement increased all attendance at events by more than ***70%*** from this time last year. With the new implementation of using QR codes for sign-in at events, the department has been able to capture more information about attendees such as feedback, email addresses, student status, etc. This has helped the department to improve analytics for events.

In January 2024, the Office of Student Life & Engagement had a very successful launch to the spring semester. The department was able to host several enriching events and launch new initiatives to support students at BCCC. This month they were able to support many departments such as Advising, Mayors Scholars Program, Wellness and Admissions with various events.

Work-study
The work-study students continue to assist with programming check-in/logistics and operating the front desk of the Student Center and the Food Pantry. The Office of Student Life & Engagement is fully staffed with work-study students. The department has 6 students who are dedicated to the work study program. The work-study students have been able to assist the Director in creating an item list for the Student Center Game Room enhancement project.

Middle States Contribution:
The Director of Student Life & Engagement continues to work as a dedicated member of the Middle States Planning Committee. The Director serves as a member of the STANDARD VI: PLANNING, RESOURCES, AND INSTITUTIONAL IMPROVEMENT team. The Director has worked with the team to contribute many pieces of evidence and to help write the draft for Middle States review.

Food Pantry
The Office of Student Life & Engagement continues to receive donations for items in the Food Pantry. This month the office was able to continue to offer BCCC employees the chance to receive a new BCCC t-shirt after donating to the Food Pantry. This initiative helped to increase the number of items needed to restock the pantry. The department was able to secure new items for the pantry due to this initiative.

SGA
The Student Government Association has continued to host bi-weekly general body meetings as well as meeting with President McCurdy bi-weekly to discuss updates and serve as a liaison between the student body and the institution administration. On January 29th SGA held their first general body meeting for the spring 2024 semester. This was the largest attended meeting this academic year. 42 students attended to learn more about updates and improvements made by SGA this year. More information documented in the SGA Board of Trustees Report submitted separately.

Black History Month Committee
The Director of Student Life & Engagement created and led a Black History Month planning committee. This committee was comprised of representatives from Student Affairs, Faculty, Interim Vice President of Student Affairs and the Student Life & Engagement staff. The committee of 16 were able to work together to create a robust list of events for Black History Month spanning across different departments across campus. This group was able to produce 14 events that will be held on BCCC campus during the month of February. The amount of programming that was held during last year's Black History Month has doubled this year.

Professional Development and Campus Involvement
The Student Life Advisor continued to work as a member of MCCADA. The Student Life Advisor has worked together with the Director of Student Life & Engagement and representatives for Advocacy Day in Annapolis Planning Committee.

The Office Specialist in Student Life & Engagement has continued to work on a plan to increase spirit and morale for the student affairs division. During this month the Office Specialist was able to distribute bags of candy with kind notes throughout Student Affairs. The team is planning to further launch a campaign to nominate staff members for staff of the month recognition.

Logistics Planning Committee Meetings
The Director of Student Life & Engagement continued to host the bi-weekly logistics meetings. These meetings include representatives from all departments on the main campus and partners at the Harbor and RPC locations. The committee discusses upcoming events each month and coordinates logistics for each event. Many collaborations and new events occur because of these routine meetings.

Cross-Campus Collaborations

Leadership Opportunities:
The Director of Student Life continued to advise the Student Leadership Club on leadership developmental opportunities. In addition to the bi-weekly meetings and monthly workshops, this month the Director prepared the students for campus tours. The student leaders were able to serve as tour guides during the tours for high schools in the area sponsored by the Mayors Scholars Program and the Admissions Department.

Mayors Scholars Program & Admissions
The Office of Student Life & Engagement hosted information sessions on being engaged outside of the classroom for high school students that visited Baltimore City Community College. Student Life & Engagement Staff provided open remarks, a presentation, and giveaways to over 200 students.

Spring New Student Orientation
The Office of Student Life & Engagement worked with the Assistant Vice President of Student Affairs to host an in person and virtual version of New Student Orientation. The in-person version included guided tours by Student Leaders, academic and social sessions hosted by various faculty and staff members, lunch with student leaders, and an information fair where students were able to enter a raffle for a prize. There were approximately ***100*** students in attendance for the in-person format and ***100+*** who attended virtually. The New Student Orientation took place on Tuesday, January 9th in-person, and Wednesday, January 10th through a virtual platform.

Activities and Events

January 17, 2024: Welcome Day Event
111 students signed in and stopped by to get breakfast during the first day of class. The Student Life team was able to volunteer as Greeters throughout the first day of classes and the entire week. From 8:00 – 10:00 a.m., students were able to enjoy breakfast sandwiches, coffee, and granola bars as encouragement and thank you from BCCC.

January 17, 2024: Dialogue Across Differences Workshop
To celebrate the legacy and dream of Dr. Martin Luther King Jr., Student Life & Engagement hosted a discussion-based event that was facilitated by an external company, Urban Rural Action. 38 students attended this event focused on community service and social justice related topics and developmental tools.

January 18, 2024: Involvement Fair
96 students stopped by the Main Building atrium area to participate in the Involvement Fair. The Student Life team was able to host more than ***15*** departments from BCCC to sponsor a table with information and giveaways during this event. Additionally, all the active clubs and organizations were represented, as well as many community partners such the John G. Bartlett Specialty Practice, and set-up tables and distributed information and giveaways to BCCC students. This year Dunkin' Donuts attended and provided free coffee, donuts, games, and opportunities to win prizes for our students, faculty, and staff.

January 25, 2024: MLK Day of Service Community Dinner
33 volunteers from BCCC and external organizations within the West Baltimore region served food and toiletries to 117 community members. Special guest speakers from the community and BCCC administration offered remarks. Thanks to Transform Mid-Atlantic, BCCC received a $4,000 grant to host this event aimed at giving back to the West Baltimore Community.

January 25, 2024: Make it Take it Thursdays
32 students joined Student Life & Engagement for an opportunity to design their own creation that they took with them. Each month there is a new craft that students can enjoy. The department was able to give out more than 30 beaded bracelet kits.

January 29, 2024: Mind & Motion Monday: Zumba
Student Life & Engagement hosted a dance class that featured dances taught as a form of exercise. This Zumba class featured hip-hop music as an expressive form of music and art. 21 people attended and had the opportunity

to learn popular hip-hop dances, also known as *Trap Zumba* through the initiative titled "Mind & Motion Monday's".

Engagement Analytics

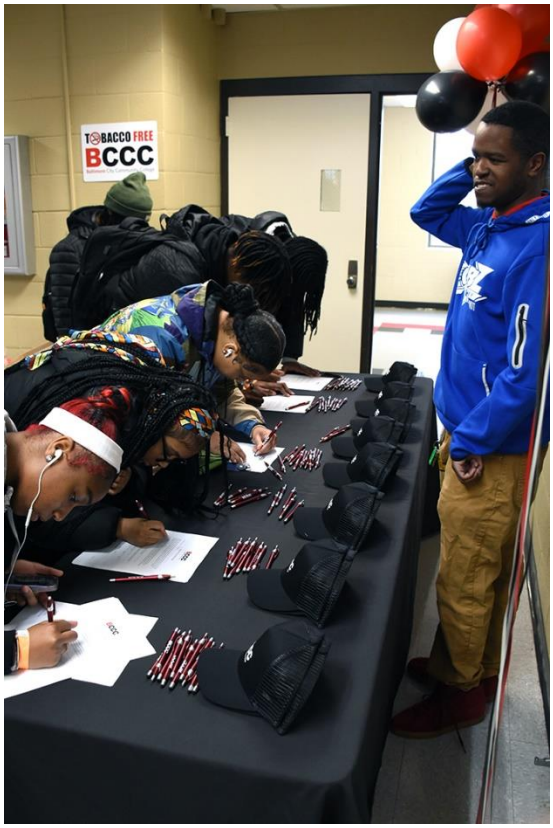
The Office of Student Life & Engagement increased all attendance at events by more than ***50%*** from this time last year. With the new implementation of using QR codes for sign-in at events, the department has been able to capture more information about attendees such as feedback, email addresses, student status, etc. This has helped the department to improve analytics for events.

Mayor's Scholars Program (MSP) Mixer

HBCU College Fair at Morgan State University

January Outreach Events

Director of Student Life and Engagement, Phil Gatling and Valerie are speaking to Dunbar HS school students.



Dunbar High School students are signing the media release forms before entering the GAARE Auditorium.

Coordinator of MSP, Duane Norwood, is enlightening the students about the perks of MSP.

Director of Athletics, Dr. Pope shared valuable insights of the new and exciting sports programs.

Director of the TRIO Upward Bound, Mrs. Edwards educated our students about the program services.

Baltimore City Community College

CABINET UPDATE

Board of Trustees, February 21, 2023

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 start quarterly.

Adult Basic Education

- The FY 24 mid-year report was successfully submitted to Maryland Department of Labor.
- 454 ABE students were registered for January, and 26 classes started this month.
- 21 actual GED exams were taken; 8 content-specific exams were passed; 2 GED content exams did not pass by 1-3 pts.
- 33 GED Ready tests were taken; 19 received a "Likely to Pass" on the GED Ready tests; 6 students missed getting a "Likely to Pass" by 1-3 points.
- 2 more students earned their High School Diploma, bringing the total up to 15 graduates this fiscal year (2024).
- Heighted focus on MOED One-Stops (Eastside Career Scenter and Northwest Career Center) where classes are slated to start March 2024.
    - Working with 7 other CBOs to start ABE classes off-site in March 2024.

Community ESL

- 221 students were registered in January.
- 2 in-person classes began at he Moravia Park Judy Center,
- A third IELCE/CNA cohort began January 17, and an IELCE/IET Warehousing cohort will begin in March.
- Classes began at Johns Hopkins Hospital for their staff in January, with a second potential class beginning at Bayview Hospital in February.
- Classes will also begin in February at the Holabird Judy Center.
- Another potential site, Hampstead Hill, has reached out about having in-person ESL classes at their school in the Spring.

Partnerships

- ABE/GED continues running classes in Corrections
- BCCC has partnered with City of Refuge to provide off-site GED preparation classes to a large population of students located in and around the center.
- The ELS department has entered a partnership with Johns Hopkins Hospital to provide contract training classes to staff at the main hospital center as well as Bayview.
- BCCC and CASA de Maryland have partnered to run IELCE/IET CNA and CHW courses. The college expects this partnership to produce multiple cohorts and serve over 100 students per fiscal year.
- BCCC continues to partner with City Schools and local Judy Centers to provide ESL classes in the community.

- C-ESL is partnering with Enoh Pratt Library to offer ESL classes at strategic branches across southeast and southwest Baltimore. There will be future discussions about Refugee Assistance Program classes (RAP) taking place at Herring Run branch.

English Language Institute (ELI)

- Spring 2024 registration continues. ELI staff are assisting students at the 82 level to transition over to full-time credit classes as well as getting lower-level students registered for their next set of ELI classes.
- ELI is running 11 sections this Spring. 9 are currently meeting and 2 more sections will open in February due to increased demand.
- ELI continues to work with admissions on ELI referrals for ESOL students.

Citizenship and Services to Older Refugees (SOR)

- Working with the Mayor's Office of Immigrant Affairs (MIMA) to expand outreach for older refugees and permanent residents who need preparation classes for naturalization.
- Refugee Programs Manager presented at the Baltimore City Health Department of Aging in an effort to increase awareness about class offerings.
- Working with University of Maryland Extension to provide digital literacy classes to Afghan families recently resettled in Baltimore. Partnering with Dorothy I. Height Elementary School, who will provide the classroom space.
- Six (6) Citizenship classes started in January.
- The SOR continuation grant for FY 24 was officially approved by MORA, with a funding increase of $70,000 as compared to FY 23.
- BCCC and IRC were awarded a two-year grant to support Citizenship in the amount of $120,000 (60,000/FY).
    - BCCC expects to serve 250 individual clients over the life of the grant
- Currently, BCCC is serving 44 SOR clients to provide resources and information about ESL and Citizenship classes (projected FY 24 total was 35).
- Four (4) Citizenship Preparation classes serving approximately 40 unique clients ended in December.

Refugee Youth Project (RYP)

- Programming for FY '24 is currently underway at Patterson High School, Moravia Park Elementary School, and Mt. Royal E/MS with over 150 students attending afterschool classes.
- Moravia Park ES
    - Program resumed 1.9.24; 87 students currently enrolled.
    - Planning a Spring dance and fashion show with partner NDP
    - More students potentially being enrolled
    - Six instructors and 1 site coordinator
- Furley ES
    - Program resumed 1.8.24
    - 70 students currently enrolled
    - Planning field trips to Sankofa and SkyZone
    - 5 instructors, 1 site coordinator
- Patterson HS
    - Program resumed 1.8.24

    - Planning spring break field trip to Washington DC
    - 25 students currently enrolled
    - 2 instructors plus AmeriCorps MICA member/RYP Specialist
    - 14 JHU International Teaching and Global Learning students volunteering both days with students plus 3 Loyola volunteers
- Mt. Royal E/MS
    - Program resumed 1.8.24
    - 35 students enrolled
    - JHU ITGL masters' students working after school with students and Loyola volunteers
    - Looking to schedule meeting between wellness team and State Refugee Health Coordinator (Dipti) and Refugee Mental Health Program Coordinator (Morgan)
    - RYP ran PD for teachers and staff on Refugee youth at school on 11.3
- Armistead Gardens (new site for FY 24)
    - Hoping to start program in February '24
    - Hired 2 instructors
    - 20 potential students
- RYP is considering two (2) new sites for the upcoming SY: Digital Harbor HS and Hazelwood ES. Alanna Hays Met with Kristine Sieloff at Digital Harbor about starting RYP site there Spring 2024.
- Met with Holistic Life Foundation to discuss programming for Moravia Park
- Met with Let's Go discussing spring and summer programming
- Met with Arts for Learning; planning on running summer program with them at DIH; will support with ARPA funds

Refugee Assistance Program (RAP)

- 8 classes started in January
    - 2 in-person at Furley ES
- 141 refugees and asylees have been registered for ESL classes in January.
- BCCC received 74 client referrals in December and another 58 in January.

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.

Maryland Department of Health

- Workforce was awarded a grant to train and certify fifteen (15) Community Health Workers. Training will begin in February 2024 and finish in May 2024.

Construction Core

- In December, Workforce restarted its Construction Core training. A 72-hour course to establish a foundation in construction skills and safety. The training includes an OSHA 10 certification through the National Safety Council.

IELCE/IET (Integrated English Language and Civics Education/Integrated Education and Training)

- For FY 24 Workforce Development and the English Language Services department have coordinated with CASA of Maryland to combine English as a Second Language courses with workforce training. One cohort of Certified Nursing Assistant (CNA) began in July 2023 and certified thirteen (13) students.

Another cohort began in September 2023 with eleven (11) students who completed certification January 2024. A third cohort began on January 16, with nine (9) students currently enrolled.

- In coordination with Adult Basic Education, we are coordinating 2024 cohorts to combine GED pathways with workforce training. We are planning to complete two (2) cohorts of Certified Nursing Assistant and one (1) with the Warehouse and Logistics training. We will recruit up to twenty (20) students for each cohort, for up to 60 students to receive licensure/certification in addition to their high school diploma.
- A third CNA cohort began this month and a fourth is scheduled to begin in March of 2024.
- In addition, recruitment has begun for a Warehouse and Logistics cohort to begin in March of 2024 for up to twenty (20) students.

Youth Systems Building

BCCC has partnered with the Mayor's office, City Schools, and MOED for the following funding opportunity from the U.S. Department of Labor:

- The Youth Systems Building (YSB) Academy will engage our proposed team over a six-month period and begin implementing systems, program, and/or policy improvements.
- The goal of YSB is to support efforts to improve employment outcomes and strengthen service delivery systems through a range of strategic planning, in-person, and virtual training and technical assistance activities.
- Participation in the Academy includes least bi-weekly coaching calls, ad hoc peer learning opportunities, and two in-person convenings in Washington, DC.

Johns Hopkins Hospital

- Workforce Development is coordinating with Johns Hopkin Hospital for a Patient Care Tech training to begin in February 2024. The cohort will consist of up to twelve (12) JHH employees to receive upskill training.

Center for Urban Families

- Workforce Development worked closely with the Center for Urban Families to enroll over seventy–five students in Certified Nursing Assistant (CNA) and Community Health Worker Programs (CHW), Diesel Mechanic, and Commercial Driving License (CDL) programs. The workforce department 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).
- In partnership with MOED's Train up program, CFUF has enrolled forty-three (43) students in CNA, CDL, Cyber, and CHW programs since January 2023. More students are expected to be enrolled in the aforementioned programs in 2024.

Goodwill Industries

- In January 2024, WF began a cohort of Certified Nursing Assistant with sixteen (16) students and a Pharmacy Tech cohort of twenty four (24) students.
- To date in FY24, in collaboration with Goodwill, we trained and licensed thirty-one (31) Certified Nursing Assistants and twelve (12) Pharmacy Techs.

Baltimore City Schools - Green Street Academy

- Workforce training continues at Green Street Academy. The CNA training sequence began in October 2023 with twenty (20) students. The class will finish in April 2024 with successful completers walking away with MBON CNA certification and GNA licenses.

LifeBridge Health

- Workforce Development partnered with Sinai Hospital and is running a cohort of sixteen (16) students for CNA/GNA (Certified Nursing Assistant). These students will complete their training sequence in January 2024.

University of Maryland Medical Center

- UMMC and BCCC are preparing for spring 2024 cohorts in Patient Care Tech and Venipuncture.
- Workforce Development coordinated with University of Maryland Medical Center to begin a PCT (Patient Care Tech) cohort of ten (10) students that began in October 2023. They have completed the first portion of the class and began the EKG Essentials course in January 2024.

Commercial Driver's License (CDL B)

- Since October eleven (11) students have received their CDL-B license and thirty-three (33) more students are currently enrolled and expect to pass the MVA test in December 2023 and January 2024.

Warehousing and Logistics

- Workforce Development continues to recruit for upcoming Warehousing and Logistics class at South Pavilion. Cohorts are expected to run year-round, and students will receive certifications in OSHA 10, Forklift Operation and Certified Logistics Technician through the Manufacturing Skills Standards Council.

Department of Human Services SNAP

- In July 2023, Workforce Development submitted a grant proposal for FY 2024-2026 to continue the current funding available to SNAP recipients. The proposal was to double the previous grant and provide training for up to two hundred participants. BCCC has received preliminary approval for this award and is waiting for the official contract to be executed.

Baltimore City Department of Social Services

In partnership with the Department of Social Services, Workforce Development has coordinated with three outside vendors to provide training in Makeup artistry (12 enrolled), Hospitality (28 enrolled), and Financial Literacy (32 enrolled).

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

Career Services Updates

- Career Services has been working with City Schools on a recruitment effort for several positions, such as: paraprofessionals, CDL drivers, clerical positions, and food service.
- 42 new students were enrolled in job readiness training this month.
- 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.
- 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 comprehensive support to completers.

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.

- Total # of PTECH Students: 261
  - Carver: 70
  - Digital Harbor (New Era): 40
  - Dunbar: 151

- Current # of PTECH Students Enrolled in BCCC Classes: 202
  - Carver: 70
  - Dunbar: 106
  - Digital Harbor (New Era): 26
    - P-TECH students are taking between 6 – 15 credits, 2 + classes each, this semester here at BCCC.

- PTECH Dunbar has three students currently scheduled to take their TEAS testing and will hopefully be entering BCCC's Nursing degree program at the start of SY 24-25.

- BCCC is working with Morgan State University (MSU) to develop an agreement that will allow PTECH Digital Habor students to segway from BCCC, where they'll earn their AAS in Transportation and Supply Management, into MSU, where they will earn their BAS in Supply Chain Management.

- PTECH 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.

- PTECH works 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.

- The ELS department, in partnership with City Schools, has started programming at four (4) schools: Moravia Park Elementary School, Patterson High School, Mt. Royal Elementary/Middle School, and Furley Elementary School. The afterschool programming focuses 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 '24. Digital Harbor, Hazelwood, and Armistead Gardens have all inquired about hosting programming at their sites in FY 24.

ENVIRONMENTAL 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.

General Project Updates

Construction continues to improve the quality of life on campus! This past month, Facilities kicked off several construction projects:

- The Loop Road and Entrance Improvement
    - Speed humps have been installed to improve traffic and pedestrian safety. Once weather conditions improve the contractor will install delineators near the Life Science Building exit. We will continue to assess ensuring all safety devices have been installed. Reminder, the campus wide speed limit is 10 MPH, please slow down! Our sworn police officers will issue citations for excessive speed.
    - The contractor is currently working with Public Safety and our IT leadership to complete the installation and reconnection of emergency call boxes located on campus. Public Safety has completed an evaluation, identifying all discrepancies, repairs are ongoing.
    - The installation of the new entrance sign is well underway with the placement/testing of the sign. The contractor will continue installation and improvements for the next 30 days.
    - Construction of the new security kiosk has begun with the pouring of the foundation and placement of the infrastructure wiring/beams. Weather permitting, the new structure will be completed by early March.
- Main Building/Nursing Building Cooling Tower Replacement
    - Installation of piping components has started in addition to the installation of the control panel, pipe fittings, and catwalk. This project is scheduled for completion prior to the air conditioning season, late March, or early April.
- Physical Education Center/Fine Arts Restroom Renovations
    - Physical Education Center restrooms are 95% completed. Contractors are in the process of installing sinks, mirrors, and accessories. The final phase is to test waterlines and touchup any areas requiring attention.
    - Fine Arts restrooms are 90% complete. Countertops and fixtures have been installed in all bathrooms. The contractor is working on the replacement of the main water valves. We anticipate both projects will be completed by the end of February.

- Physical Education Center Concrete Column Repairs
    - The formwork has been completed and concreting is underway.
    - Steel shoring struts were installed with brackets and grout packs at the concrete columns. Surface finishing is underway, we anticipate this project will be completed by the end of April, weather permitting.
- Elevator Replacement
    - All elevators are scheduled for replacement starting early March. The contractor is onsite preparing for the deconstruction/construction phase. We anticipated completion in late July, early August.
- Exterior Doors/Storefront Replacements
    - Construction will start during the month of March and will be completed within 30-45 days. Doors scheduled for replacement are the Life Science Building, Nursing Building, Physical Education Center, and the Loading Dock.
- Life Sciences Fire Alarm Replacement
    - The fire alarm system has been replaced and testing is underway.
    - As a result of the new system, we discovered malfunctions with the fire doors in the lobby. We are working with procurement to secure a change order for repairs. This has no effect on the operation of the new system.
- Fire Alarm Monitoring System
    - Upgrades to all fire monitoring systems are underway. This project will be completed within the next 60 days.
- The Bard Building deconstruction continues, and the Security Upgrade project is wrapping up with the installation and testing of the new swipe system. We anticipate testing and activation of the new system will occur within the next 30 days.

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

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 is working with the vendor for the new card access program and CCTV.

- Public Safety, in collaboration with Baltimore City Police Department Commanders of both the Northern and Northwest District, is addressing the uptick in vehicle theft around the college by performing on-site monitoring of the Student Parking lot (Palladium) daily.
- Public Safety continues to collaborate with BCPD Northern District to support monitoring of the South Pavilion during off hours.

Baltimore City Community College

CABINET UPDATE

Board of Trustees, February 21, 2023

Mr. Aubrey Bascombe, Chief Financial Officer

BUDGET OFFICE

1. **Highlights**
   a. File transfer files that transfer data from Banner to the State's accounting system (FMIS) and from FMIS to Banner have been finalized.
   b. Challenge: the files must be transferred manually by someone in IT. This can cause a delay in information being consistent in both systems.

2. **Appropriation Year (AY 24) Revenue Summary as of 01/31/2024**

Revenue Fund	Revenue Amount	Notes
General (Unrestricted)	$50,980,422	(Includes Bookstore of $632,148)
Restricted	$16,580,962	(Includes WBJC of $1,313,544)
Total Revenue	**$67,561,384**	

Unrestricted Revenue: Total unrestricted revenue through January Appropriation Year (AY) 2024 is $13 million higher than the revenue earnings through the same period in AY 2023. The primary drivers are increased investment income, state appropriations, and tuition.

- *Tuition & Fees: overall increased.* The overall tuition and fee revenue increase is due to higher revenues from the Fall and Spring semesters and a rise in Non-Credit Tuition and Fees. Please note that due to the system conversion, the tuition and fees posted in AY23 were recorded in June. There was also an increase in State Aid compared to AY 2023.
- *Sales, Service, Auxiliary & Leasing: decreased.* - Sales, Service, Auxiliary, & Leasing revenue earnings are 3% lower in AY 2024 than at this same time in AY 2023 due to a decrease in Bookstore revenues.
- *Bookstore Revenues: decreased.* - There is a decrease in the bookstore revenue categories compared to the same period last fiscal year. This is due to a decrease in new textbook sales and an increase in Sundries.

Restricted Revenue: Total restricted revenue through January AY 24 is $7.9 million, higher than in AY 2023. The primary driver of the increase is the rise in WBJC revenue and Federal Grants revenues.

3. **Appropriation Year (AY 24) Expense Summary as of 01/31/2024**

Expense Fund	Expense Amount	Notes
General (Unrestricted)	$30,063,485	(Includes Bookstore of $1,909,205)
Restricted	$12,304,793	(Includes WBJC of $620,844)
Total Expenditures	**$42,368,278**	

Unrestricted Expenditures: Total unrestricted expenses increased by $6.0 million compared to this same period in AY 2023, primarily due to increased salaries, deferred maintenance, motor vehicles, new equipment, and instructional supplies.

Restricted Expenditures AY 24: Total restricted expenses increased by $6.9 million compared to this same period in AY23, mainly due to federal and State grants scholarship expenditures increased. There was also an increase in new equipment expenditure compared to this time last year.

CONTROLLER'S OFFICE/GENERAL ACCOUNTING/GRANTS/FOUNDATION

1. **BCCC (BALTIMORE CITY COMMUNITY COLLEGE), BCCC Foundation Audits.**

- The majority of the BCCC Foundation audit requests were provided to the auditors. New requests just received are being worked on.
- The auditors provided several HEERF or COVID Funds requests for the Single Audit. Several have been returned, and others are being worked on.
- For the College, GASB 96, which covers Subscription Information Technology Arrangements or SBITAs, must be implemented, and information must be provided to the audit firm. The audit firm has not started work on this, which could take a while. The audit firm has submitted questions to the College regarding some agreements.
- For the College, the updated GASB 87 information related to new leases is pending work by the audit firm. The audit firm is finalizing this information, which the College will record once it is received and reviewed.
- The audit firm continues to review the audit requests and provide more requests and questions related to these requests. These are worked on continually.
- WBJC information for their separate financial statement has been updated but is pending the GASB 87 update from the audit firm. The draft financial statements are pending completion but are contingent on the information for GASB 87.
- The CC-4 draft was sent to the Maryland Higher Education Commission and the audit firm and is pending review.

2. **Grants/COVID Funds**

- Title IV drawdowns continue to be requested.
- The remainder of the student portion of COVID funds was spent and distributed by a third party. These funds are in the reconciliation stage.
- CCCPDF's current reporting was completed. The College is working on getting a resolution to the questions asked.
- Reporting for Perkins is being provided to Academic Affairs. A request for cash is being supplied to MSDE.
- COVID Fund reporting was updated for quarterly reporting on BCCC's website.
- The Labor mid-year report was submitted. Monthly requests for cash continue to be submitted.

ACCOUNTS PAYABLE

Details of outstanding invoices are below:

Summary	Unadjusted Totals	Excluding two vendors with contract issues (resolved)	Total
<31	491,725.52	(6,769.00)	484,956.52
31-60	712,933.05	(58,845.75)	654,087.30
61-90	153.232.27		153,232.27
>90	523,325.08		523,325.08
Grand Total	**1,881,215.92**	**(65,614.75)**	**1,815,601.17**

Total Payables Excluding contract issue (now resolved
$1,815,601.17

1. Highlights – The remaining $65,614.75 in invoices represents approximately 4.3 percent of the original amount outstanding several months ago. These invoices are 60 days old or less and are being reconciled with the IT department.
2. The focus is on getting resolution of the older invoices. Over the last four business days, one hundred twenty-eight invoices were processed for $587,685.79 (net of approximately $81,000 in credits). This involves getting authorization to pay and processing. This focus will continue on the older invoices as well as continuing to process all invoices.

PROCUREMENT

In December 2023 and January 2024, a total of $2,209,475.31 purchase orders were awarded in the following categories:

Category	Amount
Commodities	$1,276,138.26
Services	$ 756,785.64
IT Servies	$ 113,732.42
Maintenance	$ 47,698.68
IT Hardware	$ 15,120.31
Grand Total	**$2,209,475.31**

The College processed 195 credit card transactions for $150,895.28 in December and January.

OFFICE OF STUDENT ACCOUNTING

1. Middle States Information Sessions
    a. Student accounting team members reviewed and provided feedback on draft 5 of our Middle States Self-Study report.
    b. Team members attended the Strategic Planning meetings held on January 24, 2024, with Credo to provide suggestions for items to include in the Strategic Plan.
2. Banner Student AR Update
    a. 1098-T Updates
        i. 1098 T's were completed for all students for the 2023 tax year.
        ii. Some students had adjustments to their tax forms due to the Cares Act funding reporting guidance regarding refunds. Our office has received an increase in questions about their reported information. To date, no corrections have been made to the reported information; the AR office explains the reported information to the students.
3. Banner System Challenges – Student Accounting continues to identify Banner system challenges that impact payment processing, student refunds, and aging management.
    a. Application of payments
        i. Review and resolution to payments in need of application for 653 accounts. This manual process can include more than 40 steps to resolve one account. Additional discussions will take place to determine the resources needed and establish a completion timeline. Charges and payments are posted continually; therefore, there's a chance that accounts will always be listed on the report; however, it should be at a minimum.
    b. Data migration clean-up
        i. The incorrect detail code migrated CARES act transactions from HP Lan to Banner. Over 5,000 records need manual review and correction.
        ii. Title IV authorization dates not in Banner prevent Title IV funds from applying to a non-tuition and fee charge, such as a bus pass charge. Therefore, the account will appear on the refund list until the payment is applied to the charge manually or by a Banner system job.
        iii. Missing student data prevents IT from identifying the Banner ID for over 3,500 CCU student records. This prevents proper collection coding, hold placement, and collection reporting for these accounts.
    c. Unable to generate student invoices in Banner.
4. Tuition and Fees Assessed for Credit Students Winter & Spring 2024 as of February 2, 2024.
    a. Winter & Spring 2024 fees began assessment in Banner on 12/1/2023.

Winter & Spring Tuition & Fee Assessment Analysis as of 02/02/2024			
	Winter 2024	**Winter 2023**	**% Change**
Tuition	$ 158,105.00	$ 111,440.00	41.87455132
Fees	$ 52,000.00	$ 33,967.00	53.08976359
Total	**$ 210,105.00**	**$ 145,407.00**	**44.49441911**
	Spring 2024	**Spring 2023**	**% Change**
Tuition	$ 3,408,417.50	$ 2,675,882.50	27.37545463
Fees	$ 827,596.00	$ 683,865.00	21.01745227
Total	**$ 4,236,013.50**	**$ 3,359,747.50**	**26.08130521**

5. Aging Report
    a. Competing priorities such as process assessment for reconciliation process development and implementation for FY23 audit, application of payment reviews and corrections, account reviews for remaining financial aid refund processing before February 11, 2004, creating and conducting process training, MHEC reporting, and CARES Student Portion closeout reporting, have delayed the invoicing for our Specialty Population, who included but are not limited to, MSP, P-Tech, Dual Enrollment, and other charter schools.
        i. Issues with coding for specialty population students continue to impact the student accounting process. Until students are coded in the system with their appropriate specialty population, for example, MSP, P-Tech, and Senior Citizens, AR cannot ensure their account is correct and if a hold should be placed or removed from their account. This impacts student billing, a student being able to receive transcripts/diplomas, enroll for courses, and even return to finish their program.
        ii. Student Accounting has been working with the Registrar's Office to clean up the "Student Type" coding for our Senior Citizen students so that the Senior Waiver can be applied to the accounts promptly. If an account is not updated correctly, our office cannot identify a student who should have the waiver unless the student self-identifies. As of 1/31/24, all senior citizen student records are coded correctly for the Winter/Spring terms.
    b. Past due receivables submission to ECSI is on hold until the FY23 audit tasks are completed.
        i. Students with past-due balances cannot enroll in a past-due payment plan to clear their balances.
    c. Submission of past due accounts to CCU is on hold until the office can identify accounts needing pre-collection processing. Coding, invoicing, and payment application to the specialty population student balances must take place to remove such students from the aging report.
        i. Student Accounting is currently up to date with posting the CCU payments to student accounts and removing holds for those students who've paid in full.
6. Refunds Update
    a. Reestablishing refund reconciliations for FY24 using Banner and third-party refund processor, ECSI systems. The Student Accounting team will reconcile July, August, September, and October by the end of November. It took two months to complete the reconciliation of refunds for July 2023. From an efficient operating stance, there's a need to collaborate with the BCCC IT department to determine how to leverage technology to improve the reconciliation process.
    b. Continue troubleshooting the system to identify any previous term refunds to students needing processing. I collaborated with IT on February 1, 2024, to identify remaining financial aid refunds from Fall 2023. This report returned 202 accounts with possible financial aid refunds.
    c. Title IV Refund Compliance Initiatives
        i. Request IT assistance with creating a current academic year financial aid refund report. This report will allow our office to focus on financial aid refunds for the current semester and any other financial aid refunds within the academic year that must be processed within 14 days.
        ii. An additional team member has been assigned to review the 202 accounts for immediate processing. This will cause a two-day delay on other assignments.
    d. December's All Refund Report showed 705 accounts that may be eligible for a refund. As of January 30, 285 refunds have been processed. The remaining 420 accounts have been divided among three team members to assist with the account review process. Only 35 accounts listed on the 202 remaining possible financial aid refunds are included in the 420 accounts reported on the All Refund Report. Further research is needed to determine the reasons for the variances

between the reports. Additional team members have been reassigned to assist with the review so that our office can process as many refunds as possible before the Financial Aid office posts Spring 2024 aid to the student accounts on February 11, 2024.

e. A temporary staff person is needed. The AR office continues to contact students who have not cashed a refund check that was issued to them. The current group of students is scheduled to have the checks dated at the end of February. This will increase the number of students needing checks reissued if we cannot encourage them to elect direct deposit (this doesn't change the number of refunds).

Baltimore City Community College

CABINET UPDATE

Board of Trustees, February 21, 2023

Mr. Michael Rading, Chief Information Officer

IT OPERATIONS

Client Services

Client Services continues supporting faculty, staff, and students. Over the last month the focus of our work has been on the following:

Support/Maintenance

- Media Services: Provided media equipment support and presentation/media equipment for:
  - Professional Development Sessions
  - Middle States Meeting
  - Faculty/Staff Strategic Planning Event
  - Student Life Events
  - Mind & Motion
  - Job Presentations
- IT Helpdesk
  - Continuing work on Student, Faculty and Staff tickets. For the month of January 2024:
    - Dispatch/Tier 1: Closed a total of 936 Tickets with 57 closed on initial call, and 643 were login/password/Account Access issues
    - Media Services: Closed 7 projector issues
    - Tier 2: Closed 142 Tickets.
    - Tier 2: Prepared and Distributed 28 laptops.

Projects

- HEERF Grant IT Hardware Procurement Project
  - Rolled out all projectors has been completed on all campuses
  - Rolled out 98 new staff set ups in 25 BCCC Departments

Department	Total
Academic Affairs	5
Admissions	9
Advancement & Strategic Partnership	1
Bursar	5
Computer & Information Technology	13
Facilities & Operations Maintenance	4
Grant Development	1
Information Technology Services	6
Institutional Research	2
Libraries	1
Nursing & Health Professions	12

Office of Internal Audit	1
Office of the Dean, NHP	2
Office of the President	1
Office of the VP, WDCED	1
Public Relations	1
Public Safety	14
Purchasing Services	4
Registration & Records	5
Shipping / Receiving	1
Strategic Planning	2
Student Affairs	1
Theater	1
WDCED Operations	1
Workforce Dev & Cont. Education	4
Grand Total	**98**

- Continuing to roll out Classroom and Lab equipment. We have completed the following:

Building	Room	Room Type	PC/Mon Ct
Main Building	MNB- 023H	Lab	4
	MNB- 302	Lab	30
	MNB- 304	Classroom	1
	MNB- 53	Lab	19
	MNB- 55	Lab	25
	MNB-328	Lab	23
Main Building Total			102
Nursing	N -201	Classroom	1
	N -300	Classroom	1
	N-100	Lab	15
	N-104A	Lab	14
	N-202	Lab	10
Nursing Total			41
WDCED	BCED- 60	Lab	16
	BCED- 63	Lab	15
	BCED -64	Lab	16
	BCED -65	Lab	17
	BCED-61	Lab	15
WDCED Total			79

- New Cyber Security Lab Project
  - Faculty trained on the new SmartBoards
- New Mac Lab Project
  - The Macs in the old Mac lab were end-of-life and did not meet the current academic needs. New Macs are being procured for installation during the spring semester.

IT Security

The Maryland Department of IT (DoIT) has procured a new cybersecurity awareness training platform, Proofpoint. BCCC ITS leadership attended a planning session hosted by DoIT for the new platform. DoIT anticipates a soft launch during the 2024 Q1 training cycle.

In February 2024, DoIT concluded an extensive annual review initiated in June 2023, focusing on the College's firewall controls to ensure compliance with prevailing industry standards. This thorough examination encompassed 167 security policies, 62 controls, and 43 network rules. Throughout the review process, the IT staff collaborated closely with DoIT, resulting in the remediation of 7 controls and the update of 94 network rules, significantly mitigating potential risks.

The firewall acts as the College's digital gatekeeper, rigorously managing data flow to safeguard against unauthorized access and cyber threats. This strategic review underscores the firewall's pivotal role in securing the organization's digital assets and underscores our commitment to maintaining the highest standards of data integrity and confidentiality. By continuously updating and refining our security measures, we ensure the College's network remains robust and resilient against evolving digital threats.

Baltimore City Community College

CABINET UPDATE

Board of Trustees, February 21, 2023

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

OFFICE OF INSTITUTIONAL RESEARCH

State, Federal, and Regional 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 Association of Community Colleges (MACC) and Department of Legislative Services

- *Student Profile Enrollment, Student Outcomes, and Faculty & Staff Data Dashboard Templates* – Compiled data to complete three sections of the MACC Data Dashboards (formerly known as MACC's Data Book). Data templates were submitted by the deadline of December 22, 2023.
- *Community College Aid Survey* – Developed data reflecting various forms of federal, State, and institutional aid based on the FY 2023 Financial Aid Information System (FAIS) file. The completed workbook was submitted to both oversight bodies to meet the deadline of January 12, 2024.

Maryland Higher Education Commission (MHEC) and Maryland General Assembly

- *FY 2023 Financial Aid Information System (FAIS) File* – Collaborated with colleagues from Information Technology Services (ITS), Financial Aid, and Student Accounting to develop the student-level data file reporting all forms of financial assistance disbursed in FY 2023 in accordance with MHEC guidelines. The file was submitted to meet the deadline of December 1, 2023.
- *Summer and Fall 2023 Enrollment Information System (EIS) Files* – Collaborated with ITS and Records & Registration to develop the student-level data file reporting various demographics and enrollment characteristics for summer and fall 2023 credit students. New requirements set forth by MHEC were incorporated into the files which were submitted to meet the deadline of December 1, 2023.
- *FY 2023 Non-credit Workforce Completer System (NWCS) File* – Collaborated with Workforce Development & Continuing Education (WDCE) colleagues to develop student-level data file reporting completions in approved continuing education course sequences to meet the submission deadline of December 1, 2023.
- *Fall 2023 Employee Data System (EDS) File* – Led team of colleagues from ITS and Human Resources to develop the employee-level data file reporting demographic, education, and position information in accordance with MHEC guidelines. The file was submitted to meet the deadline of December 15, 2023.
- *Credit for Prior Learning Report* – Collaborated with Information Technology Services (ITS) and Records & Registration to develop AY 2023-23 data reporting the number of students awarded academic credit for prior learning examinations; credits awarded to those students; and credits awarded to matriculating students for electives and for degree requirements. Report was submitted to all entities to meet the deadline of January 2, 2024.
- *Credit for Prior Learning Policy* – Collaborated with the Vice President (VP) for Institutional Effectiveness, Research, & Planning (IERP) to complete the submission regarding the College's policy on accepting and awarding credit for prior learning for scores on specified exams to mee the deadline of January 9, 2024.
- *Distance Education Report* – Developed summary-level enrollment data by term and modality for calendar year (CY) 2023 to meet the submission deadline of January 16, 2024.

Maryland State Department of Education (MSDE)

- *FY 2023 Postsecondary Pell Grant Recipient Data and Narrative* – Developed fiscal year unduplicated enrollment data by Career and Technical Education (CTE) programs for students who received Pell grants. Developed narrative to provide statewide context regarding enrollment trends and collaborated with the PI

and Director of Grants to develop institution-specific narrative to address the variance from FY 2022. The Report was submitted to meet the submission deadline of February 1, 2024.

Middle States Commission on Higher Education (MSCHE)

December 2023

- *Annual MSCHE Conference* - The Director supported the planning for and attended the annual conference held December 4 – 6, 2023.
- *Supplemental Information Report* – Developed narrative response along with updated data for MSCHE's request related to the threshold for community college graduation rates. Prepared all documentation and submitted via MSCHE portal to meet the deadline of December 13, 2023.
- *Draft 2024 Self-Study Report* – Director served on Core Team to compile draft Self-Study Report to submit to Team Chair in preparation for his visit on December 8, 2023.
- *Team Chair Site Visit* – Director served on Core Team to prepare materials for the visit. Participated in Steering Committee, Self-Study Leadership Team, Faculty & Staff, and Bio-Park tour sessions with Team Chair on December 8, 2023.
- *2023-24 Self-Study Steering Committee* - The Director has been serving as Co-Chair of the Self-Study Steering Committee with the Dean of the School of Nursing and Health Professions until his departure from the College at the end of October. The Director conducted onboarding sessions with the new Co-Chair, the AVP of Curriculum & Instruction. Initiatives conducted during December 2023 include the following.
  - Weekly Steering Committee and Working Group Meetings - The Director develops agendas for and conducts Steering Committee meetings, attends all Working Group meetings whenever possible, and attends weekly Co-chairs and Coordinators meetings.
  - Ongoing
    - Respond to Evidence & Interview Request Forms with documentation and verbiage to support compliance with Criteria, Federal Regulations, and Requirements of Affiliation. Utilize Microsoft Teams to facilitate communication, collaboration, version control, document management, and archiving the Self-Study process; provide regular updates to the full team.
    - Maintain schedule of MSCHE webinars for all Self-Study Team members; send announcements; and upload all materials provided by MSCHE to the Teams folder.
    - Add members to appropriate Teams groups and conduct training for Working Group members and administrative support as they join Working Groups.
    - Maintain a detailed and dynamic timeline to guide agendas and work for the Working Groups.
    - Create agendas and conduct weekly Steering Committee meetings; attend all Working Group meetings; and attend weekly meetings with Self-Study Coordinators and fellow Co-Chair.
    - Provide individualized support to Working Group Co-Chairs and members as needed.
- *Working Groups*
  - The Research Analyst II serves as a member of the Standard VI Working Group and participated in the weekly meetings, distributing Evidence & Interview Request Forms, compiling responses and evidence accordingly, and developing components of the narrative and presentations.
  - The Director facilitates weekly meetings in the absence of a given Working Group's Co-Chairs and attends/supports all Standards, Verification of Compliance, and Communication & Events Working Group meetings with tools, Teams support, and guidance.

January 2024

- *2023-24 Self-Study Steering Committee* - The Director has been serving as Co-Chair of the Self-Study Steering Committee. Initiatives conducted during December 2023 include the following.
- *Draft #5 Self-Study Report Preparation and Review* – The Director compiled all Standard Chapters for Cabinet members to lead reviews with their teams and attended sessions for ITS, WDCE, Facilities, and Public Safety to provide support and guidance during January's Institutional Professional Development (PD) Week.

- *Verification of Compliance Faculty & Staff Update* - The Director developed presentation, led Working Group through preparation process, and served as one of the presenters for session held during January's Institutional PD Week.
- *Weekly Steering Committee, Working Group, and Coordinator Meeting*s - The Director develops agendas for and conducts Steering Committee meetings, attends all Working Group meetings whenever possible, and attends weekly Co-chairs and Coordinators meetings.
- *Self-Study Newsletter* – Develop and review content for monthly Self-Study newsletter to support the Communication and Events Working Group.
- *Planning for Team Visit* – Provide support in planning for arrangements for Visiting Team members and in developing Readiness Sessions to prepare the College community for Team Visit schedule for April 28 – May 1.
- *Ongoing Preparation Efforts*
    - Respond to Evidence & Interview Request Forms with documentation and verbiage to support compliance with Criteria, Federal Regulations, and Requirements of Affiliation. Utilize Microsoft Teams to facilitate communication, collaboration, version control, document management, and archiving the Self-Study process; provide regular updates to the full team.
    - Maintain schedule of MSCHE webinars for all Self-Study Team members; send announcements; and upload all materials provided by MSCHE to the Teams folder.
    - Add members to appropriate Teams groups and conduct training for Working Group members and administrative support as they join Working Groups.
    - Maintain a detailed and dynamic timeline to guide agendas and work for the Working Groups.
    - Create agendas and conduct weekly Steering Committee meetings; attend all Working Group meetings; and attend weekly meetings with Self-Study Coordinators and fellow Co-Chair.
    - Provide individualized support to Working Group Co-Chairs and members as needed.
- *Working Groups*
    - The Research Analyst II serves as a member of the Standard VI Working Group and participated in the weekly meetings, distributing Evidence & Interview Request Forms, compiling responses and evidence accordingly, and developing components of the narrative and presentations.
    - The Director facilitates weekly meetings in the absence of a given Working Group's Co-Chairs and attends/supports all Standards, Verification of Compliance, and Communication & Events Working Group meetings with tools, Teams support, and guidance.

National Center for Education Statistics (NCES)

- *Integrated Postsecondary Education Data System (IPEDS) Winter Collection* – Developed data in preparation for the *150% Graduation Rate*, *200% Graduation Rate*, *Outcomes Measures*, and *Student Financial Aid Surveys'* submission deadline of February 7, 2024.

College Collaborations for External Reporting or Stakeholder Needs

OIR supported other College offices in the development or preparation of data, narrative, and/or providing overall quality assurance related to the following initiatives.

Audit Support

- As requested by Finance & Administration, provide support for various College audits.

Department of Legislative Services (DLS)

- *BCCC Data for Operating Budget Analysis* – Supported the institutional data submission by providing FY 2023 degrees and certificates awarded and fall 2022 credit enrollment by various student characteristics to meet the deadline of February 1, 2024.

External Meetings/Working Groups

- Maryland Community College Research Group (MCCRG) Monthly Meetings

- NIH Prisoners to Professionals Bridges to Baccalaureate with Howard University Partnership Meetings
- Vendor Meetings for Planning & Assessment Tool
- Ellucian Implementation and Support Sessions
- MHEC Cyber Warrior System Review Session
- SUCCESS Initiative with MHEC and Manpower Demonstration Research Corporation (MDRC)

Department of Budget & Management (DBM)/Department of Legislative Services (DLS)

- *Report on Enrollment and Mayor's Scholars Program* – Provided updated data where possible and conducted review of narrative to support Student Affairs in development of report.

Maryland Association of Community Colleges (MACC)/Maryland Community Consortium for Continuing Education and Training (MCCACET)

- *FY 2023 Data Collection* – Collaborated with colleagues in ITS and WDCE to develop FY 2023 credit and continuing education FTE, headcount, and seats enrollment data by various categories to meet the submission deadline of December 22, 2023.

Grant Support

- *VISTA Continuation Application* – Collaborated with the Director of E-Learning (Principal Investigator, PI) and Director Grants to provide data and narrative support to meet the submission deadline of January 12, 2024.
- *TRIO SSS-STAIRS Annual Performance Report* – Collaborated with Director of SSS-STAIRS, ITS, and Grants Office to support data collection and validation to meet the submission deadline of January 17, 2024.
- *TRIO UBMS Annual Performance Report* – Served on team to conduct review of the narrative and data to meet the submission deadline of January 17, 2024.
- *Prisoners to Professionals (P2P) B2B Mid-year Report* – Developed student-level data file to track outcomes and retention of participants to share with internal team and support completion of Report to meet the established deadline of January 17, 2024.
- *Martin Luther King Day of Service* – Collaborated with Director of Student Life (PI) and Director of Grants to develop survey to administer to the events' participants. Provide QR code and link to administer survey and link to monitor results for the event held on January 25, 2024.

Maryland Higher Education Commission (MHEC)

- *Expanding SUCCESS Partnership* – Supported initiative by attending meetings to discuss data considerations and criteria.

National Security Agency Center of Academic Excellence in Cyber Defense (NSA-CAE-CD)

- *2023 Annual Report* – Developed trend data for degrees and certificates awarded by fiscal year and fall enrollment data to support the Program Coordinator in meeting the submission deadline of January 31, 2024.

Program Accreditations

OIR develops enrollment and outcomes data (e.g., course pass rates, retention, graduation) and/or provides survey guidance, development, and administration tools to support individual program requirements. The Director serves on the review team to ensure all requirements are met, and data are reflected accurately.

December 2023 support included the following.

- *Commission on Accreditation in Physical Therapy (CAPTE) Annual Report* - Developed data workbook including graduate listings, enrollment and degree trends, rosters with grades, and demographics to support review and validation of annual report. Served on team to conduct final review to meet the submission deadline of December 1, 2023.

- *Commission on Dental Accreditation (CODA) Responses* – Served on review team for various narrative and data responses to requests from CODA.

January 2024 support included the following.

- *Accreditation Commission for Education in Nursing (ACEN) Report* - Supported the Nursing program through development of enrollment, retention, and completion data and conducting review of narrative, staffing, and budget data to meet the submission deadline of February 6, 2024.
- *Accreditation Council for Business Schools and Programs (ACBSP) Self-Study* – Support surveys for distributed to students and faculty for administration in fall 2023 ACBSP programs' courses; facilitated review and provided links for administering surveys and monitoring results to Chair.
- *Maryland Board of Nursing* Annual Report – Provided data and quality assurance support to meet the submission deadline of February 1, 2024.

U. S. Immigration and Customs Enforcement – Student and Exchange Visitor (SEVIS) Program

- *SEVIS Recertification* – Developed data on numbers of credit and continuing education sections, students, instructors, and other employees to support the Admissions Office in completing the requirements to meet the submission deadline of February 26, 2024.

Support for Internal Priorities

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

Board of Trustees Meeting – Provide updated enrollment information for inclusion in Board materials.

College Catalog Review – Collaborated with IERP colleagues to review and edit content for assigned pages for launch of 2024-25 BCCC Catalog.

College Website Review – Under guidance of the VP IERP, developed updated content and attachments for assigned website pages to support the Collegewide initiative.

Enterprise Resource Planning (ERP) Implementation and Operationalization - Attend check-in meetings with VPIERP, Director of Assessment, and Director of Grants.

- Participated in Implementation sessions with Ellucian representatives to explore Insights reporting tool.
- Continued collaboration with ITS, Director of E-Learning, Student Affairs, and WDCE to develop means to extract and report student, graduate, course, and program level data with confidence via development of queries for data validation and cleansing and to meet operational and mandated reporting needs.

Policy Development and Review - Under the guidance of the VP IERP, participating in college-wide review of policies with extra focus and support on the draft policy on creating mission, vision, and values.

Professional Development

- Provided support for planning content, attendance, facilitation, and evaluation of January's Institutional Professional Development (PD) week.
    - Developed PowerPoint for Verification of Compliance PD session and served as one of the facilitators.
    - Attended Shared Governance PD session and first meeting.
    - Presented OIR Program Review and Evaluation (PRE) Data Workbooks during the PRE Committee's PD session.
- Director attended Memorandum of Understanding training session.
- Customized, administered, and compiled survey results for all institutional PD activities.
- Attended "All Grants" meetings.
- Conducted MSCHE information sessions and monthly Faculty and Staff Updates.

- Maintain the schedule of MSCHE webinars, created and maintain Teams library of webinar videos and materials, and share information and links via Teams with Self-Study team members.
- Completed any required information technology security awareness training for Department of Information Technology.

Strategic Planning

- *Credo Strategic Planning Faculty & Staff Sessions* – Provided planning, implementation, and evaluation support for two sessions conducted by the Credo consultants.

Surveys

OIR provides guidance, develops, administers or provides tools to administer, and compiles results to support the College's survey needs.

- *Credo Strategic Planning Faculty & Staff Sessions Participant Survey*
- *Martin Luther King, Jr. Day of Service Participant Survey*
- *Program Accreditation Surveys* – As noted above based on respective accreditation requirements.
- *Program Review and Evaluation Committee (PREC) Surveys* – Compiled results of PREC Fall 2023 Faculty, Student, and Advisory Board Surveys by program and shared with PREC Chair.
- *Professional Development Surveys* – As needed.

Teams/Workgroups

- *Bookstore Team* – Serve as a member of the team reviewing documentation related to potential bookstore transition.
- *Curriculum and Instruction Committee (CIC)* - Attended meetings to support new program development needs and course review. Provide input as appropriate.
- *Enrollment Planning Team* – Serve as a member with representatives from Student Affairs to provide, develop, and make recommendations regarding data, its collection, and appropriate metrics. Provided enrollment trends for special populations.
- *MSCHE Self-Study Steering Committee (Co-Chair) and Working Groups (Member)*
- *Planning and Assessment Software Solution Team* – Serve as a member of the team evaluating planning and assessment tool/platform options.
- *Program Review and Evaluation Committee (PREC) Planning Team* - Serve as member and participate in weekly meetings during the academic year. Develop enrollment, short and long-term persistence, completion, and discipline credit hours data and provide survey support. Collaborate on establishing calendar of deadlines for review year. Coordinate the review and update of student, faculty, and advisory board surveys.

Professional Development

- Director attended annual MSCHE conference.
- Customize, administer, and compile survey results for all institutional professional development activities.
- Attended All Grants meetings.
- Conducted MSCHE information sessions and monthly Faculty and Staff Updates.
- Maintain the schedule of MSCHE webinars, created and maintain Teams library of webinar videos and materials, and share information and links via Teams with Self-Study team members.
- Completed any required information technology security awareness training for Department of Information Technology.

OFFICE OF ASSESSMENT

Middles States Commission on Higher Education (MSCHE) Self-Study

The Director of Assessment continues to support the MSCHE Self-Study process, serving as Co-Chair of Working Group V: Educational Effectiveness Assessment and member of the Self-Study Steering Committee. In December, Working Group V completed Draft 5 of the Self-Study Standard V chapter, meeting virtually on Thursdays from 3:00 – 5:00 PM with additional virtual support meetings on Fridays from 10:00 – 10:30 AM. Steering Committee meetings continue Fridays from 11:00 – 11:50 AM.

The Director of Assessment collaborated on the orchestration of the MSCHE Self-Study Team Chair Visit on December 8th, providing administrative and logistics support. The Director also participated in the following sessions:

1. Steering Committee
2. Open Session

The Director of Assessment continues to support the MSCHE Self-Study process, serving as Co-Chair of Working Group V: Educational Effectiveness Assessment and member of the Self-Study Steering Committee. In December, Working Group V completed Draft 5 of the Self-Study Standard V chapter, meeting virtually on Thursdays from 3:00 – 5:00 PM with additional virtual support meetings on Fridays from 10:00 – 10:30 AM. Steering Committee meetings continue Fridays from 11:00 – 11:50 AM. In January, the Working Groups reconvened to complete the final draft, Draft 6, by February 1st.

Winter President's Forum & Professional Development

The Director of Assessment provided logistics support, attended, and presented / facilitated sessions during the Winter 2024 President's Forum & Professional Development.

Presented

1. Student Learning Outcomes Assessment Committee
2. Program & Course Assessment Sessions

Attended

1. President's Forum
2. MSCHE Verification of Compliance Update
3. 2024-2029 Strategic Planning Launch
4. MSCHE Steering Committee Meeting
5. MSCHE Standards Working Group Meeting
6. Shared Governance – Part 1
7. Shared Governance – Part 2
8. Institutional Budget Process

Planning

Strategic Planning

The Director of Assessment supported and participated in the Credo-facilitated Strategic Planning Sessions for Faculty & Staff on January 24th. The sessions were an opportunity for faculty and staff to share their experiences at the College and provide priorities for the Credo team to consider in facilitating the Strategic Planning process.

Planning and Assessment Software Solution

The Office of Assessment continues to support the review and evaluation of software solutions that offer modules for planning, academic and non-academic assessment, and accreditation. This software is anticipated to integrate with the College's Learning Management System (Canvas), Student Information System (Banner), and other systems that support student success, such as curriculum management, placement testing, clinical/internship placement, and faculty credentialing. The software will be used across the College to support and document the College's progress towards programmatic, departmental, divisional, and institutional goals.

On December 15th, the Office of Institutional Effectiveness, Research & Planning held a preliminary/informational meeting with HelioCampus, a relatively new vendor that was established in 2015 from the University of Maryland Global Campus Office of Analytics.

On January 4th, a status update on the preliminary vendor vetting was provided during the 2024-2029 Strategic Planning Launch. On January 30th, the Planning & Assessment Software Team was formed by the Office of the President, led by the Vice President of Institutional Effectiveness, Research & Planning and the Director of Assessment. The team is charged with facilitating the selection of a planning and assessment software solution.

Organizational Charts

The Office of Assessment supported the visual redesign and update of the College's organizational charts.

ACADEMIC AFFAIRS

Learning Outcomes Data

The Office of Assessment continues to develop learning outcomes data workbooks for the 2023 academic year. The following workbooks were also in development or completed during December and January:

- OA_biology.xlsx
- OA_accounting.xlsx
- OA_business.xlsx
- OA_CIS-CSA.xlsx

Program Review & Evaluation (PRE)

The Director of Assessment sits on the Program Review & Evaluation Planning Group, meeting weekly to support the facilitation of the Program Review and Evaluation Committee. In December, the Planning Group reviewed the status and outcomes of out-of-cycle Programs, plan for professional development and specialized sessions to review and use learning outcomes data, and the engagement of Program Review & Evaluation in accreditation compliance.

Curriculum & Instruction Committee

The Director of Assessment attends the monthly meetings of the Curriculum & Instruction Committee, providing counsel on matters of compliance and application of outcomes data to curriculum development. In December, the Committee met on Wednesday, December 13th to address the following:

1. November meeting minutes
2. Revised CLT 100 – Computer Literacy
3. Proposed new SCI 092 – Introductory Science

Catalog Review, 2024-2025

The Director of Assessment was selected to review four sections of the Catalog in preparation for the 2024-2025 Catalog to be published in March 2024 (completed January 22, 2024):

1. Section 1 – Catalog Home
2. Section 5.1 – BCCC Intro_Values_Vision_Misson
3. Section 5.2 – Accreditations and Memberships
4. Section 9.1 – Executive Staff & Emeriti

Website Content Map

The Director of Assessment supported the quality review of the College's Website Content Map:

Reporting

The Office of Assessment supports the continuous quality improvement of academic and non-academic initiatives through the provision of data and guidance for the development of external reports and the use of that data to make meaningful operational change. This month, the Office of Assessment supported the following external reports:

December

1. Commission on Dental Accreditation (CODA) Report for the Approval of Sites Where Educational Activity Occurs
2. Maryland Higher Education Commission (MHEC) Expanding SUCCESS Initiative
3. Middle States Commission on Higher Education (MSCHE) Annual Institutional Update – Supplemental Information Report
4. Accreditation Council for Business Schools and Programs (ACBSP) Self-Study
5. Maryland Department of Budget Management (DBM) Realignment Plan Status Update

6. Maryland Department of Budget Management (DBM) Report on Enrollment and MSP

January/February

1. Accreditation Council for Business Schools and Programs (ACBSP) Self-Study
2. Maryland Board of Nursing (MBON) Practical Nursing Program Annual Report
3. Maryland Board of Nursing (MBON) Nursing Program Annual Report
4. Commission on Accreditation of Allied Health Education Programs (CAAHEP) Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP) Progress Report
    a. Review of request for Progress Report in preparation for a June 1st, 2024 deadline.

Procurement & AP Processes

The Director of Assessment was asked to provide feedback on the procurement and accounts payable processes. On January 31st, the Director submitted feedback, with examples, requesting clarity in the form of a flowchart or other similar visual on the processes associated with each type of procurement. Such clarity would help to decrease processing times and improve the overall efficiency of the procurement process.

OFFICE OF GRANTS DEVELOPMENT

The Office works to provide oversight and management of the operations and compliance of state, federal, and local grant regulations, and requirements. The Office continues to update and oversee the grant inventory list with deadlines for year-end reports, renewals. The Office monitors the SharePoint system to ensure grant information is accurate and up to date.

The Office has been updating the grants guide with the institution and emailed the link to administration, faculty and staff for feedback/comments and construction criticism. This grant guide is a work in progress as the Office is building a sustainable infrastructure for long-term efficiency and effectiveness. The Office is meeting with all cabinet areas, principal investigators, and project managers to ensure compliance and the importance of communicating, coordinating, collaborating, and consistency for all grants.

The Office continues to participate in weekly Middle States accreditation meetings for the Verification on Compliance Working Group and provides insights relating to the College following the Middle States Commission on Higher Education (MSCHE) standards and requirements of affiliations. The Office presented on one of the goals for the MSCHE for the January Professional Development regarding the required information for students and the public for the Institutional Federal Compliance Report.

Grant Administration

Baltimore City Community College (BCCC) Campus Compact Mid-Atlantic Ameri Corps VISTA Project

The Office met with Academic Affairs regarding the AmeriCorps VISTA grant to review last year's grant renewal and the last three quarterly reports for 2022-2023.The offices assess the accomplishments, sustainability, resource development, challenges, recruitment and support, member development and site performance measures of the grant. An observation was made that the College has decreased the MAT 107 "F" rate by 10 percentage points. With the increase in the number of "D" grades, three students were able to graduate in Spring 2023. The Office will continue to work with Academic Affairs and Institutional Research on completing this grant renewal, to be submitted internally for review and then externally by January 17, 2024.

Child Care Careers and Professional Development Fund (CCCPDF)

The Office collaborated with Academic Affairs, Finance and Administration, and Student Affairs to submit a monitoring tool for the CCCPDF on December 13, 2023, to Maryland State Department of Education (MSDE).

Also, the College provided three dates for a monitoring visit which were Friday, January 26, 2024; Friday, February 9, 2024; Friday, February 16, 2024; and Friday, March 1, 2024.

Cyber Warrior Diversity Program
On December 13, 2023, the Office met with Institutional Research, Workforce Development and Continuing Education, VP, Institutional Effectiveness, Research and Planning and President to discuss the narrative report to be submitted for the Annual Report for the Cyber Warrior Diversity Program at BCCC to the Maryland Higher Education Commission (MHEC) - Cyber Warrior Diversity Program. Please note that on December 1, 2023, BCCC submitted a data report to MHEC with the total number of students in the program for this year.

Grant Administration Overview:

Baltimore City Community College (BCCC) Campus Compact Mid-Atlantic Ameri Corps VISTA Project

The Office met with Academic Affairs and Institutional Research to review the grant renewal application for 2024-2025 Continuation Application for Transform Mid-Atlantic AmeriCorps VISTA. The grant was submitted on January 12, 2024. This grant will continue to support student success efforts to reach 65% regarding pass rates, assist students with support in tutoring, technology, and non-academic resources.

Carl D. Perkins

The Office worked with Academic Affairs, Administration and Finance, Institutional Research to complete an Interim Narrative Report for Perkins submitted on January 16, 2024, to the Maryland State Department of Education (MSDE). The Office met with Academic Affairs and Institutional Research to finalize the FY 2023 Perkins Pell Recipient Report submitted to MSDE on February 1, 2024. This report was crucial because it helps MSDE to calculate FY 2025 Postsecondary Formula.

Child Care Careers and Professional Development Fund (CCCPDF)

The Office collaborated with Academics Affairs and Administration and Finance to prepare supporting documentation to Maryland State Department of Education (MSDE) for a monitoring site visit that will be virtual on March 1, 2024, at 10 a.m. This grant provides students assistance with tuition, fees, and textbooks for the first semester, second semester, and summer session.

Community Health Worker (CHW) Certification Training Program

The Office is excited about a new training program beginning soon with Workforce Development and Continuing Education. This is an accredited CHW certification training program. This grant is only for four months which will provide fifteen (15) students full tuition stipends and purchase laptops and tablets to be owned by the training program. The College will loan these devices to enrolled students at no cost during the training program. The Maryland State Department of Health grant is $42, 818.

Consolidated Adult Education and Family Literacy Services

The Office met with Workforce Development and Continuing Education and Administration and Finance to review the budget and expenditures for this grant. The Maryland Department of Labor the FY 2024 Financial Status Report Mid-Year DLLR for BCCC of $531,977.09 submitted on January 31, 2024. The award amount for this grant is $1,044,693. The balance is $512,695.91, the College has spent over half of the total amount, which is great. This grant provides adult basic education classes for adults interested in obtaining a high school diploma.

Martin Luther King Jr. Day of Service Grant

Baltimore City Community College (BCCC)was awarded $4,000 from the Transform Mid-Atlantic AmeriCorps Martin Luther King Jr. Day of Service Grant. On January 17, 2024, Urban Rural Action trained 52 student volunteers, faculty and staff participated in MLK Dialogue Across Difference. The training was targeted for 30 but 52 students participated, and lunch was provided. The conversations were centered on criminal justice, the digital divide, food security, and racial justice. The MLK Jr. Day of Service event was first scheduled for Friday, January 19, 2024, due to the weather prediction rescheduled for January 25, 2024, from 5 to 7 p.m. The event was a success. 117 community guests attended via signing in and 32 volunteers.

The Office communicated with many volunteers who were excited about providing the community with a hot meal and distributing hygiene packets and toiletries along with BCCC branded drawstring bags and water bottles to all participants.

The Office coordinated and collaborated with the Office of Student Life & Engagement, Administration and Finance, Office of Advancement and Foundation, and Institutional Research for this event. All forms of advertisements were created via Facebook, twitter, fliers, and posters to promote this event. Institutional Research created a survey to complete for participants and volunteers to get feedback from the event and information from the College.

Maryland Department of Human Services Supplemental Nutrition Assistance Program (SNAP)

The Office worked with the Workforce Development and Continuing Education to submit a grant application for funding entailing two years FY24-26 the amount of $2,035,140.00 being a potential third-party partner regarding Supplemental Nutrition Assistance Program and Employment and Training. The institution is excited about this opportunity and waiting for a response from the Maryland Department of Human Services.

This grant focused on serving students who are low-income individuals enrolled in multiple programs (Certified Nursing Assistant, Pharmacy Technician, Multi-skilled Technician, Commercial Driving License (CDL), and Community Health Worker). In FY24-26, the College anticipates serving 200 students per year over the three years of the grant life cycle.

On February 6, 2024, the Office received a grant agreement for over three (3) years funding of $1,800,000, with $600,000 dispensed each year. This grant period is October 1, 2023, to September 30, 2026.

National Institute of Health (NIH) Prison to Program (P2P) Baltimore City Community College (BCCC) Howard University (HU) Bridges to Baccalaureate Grant Sub-Award

The Office continues to meet monthly with Howard University staff and BCCC Academic Affairs, Institutional Research, and Student Affairs to implement the P2P Curriculum for the eight scholars accepted in the program. This is a collaboration that BCCC has with HU until 2025 targeted to serve individuals formerly incarcerated and interested in pursuing a degree in research.

TRIO Student Support Services

The Office coordinated with Student Affairs, Administration and Finance, and Institutional Research to submit the 2022-23 Final Annual Performance Report on January 17, 2024, to the U.S. Department of Education. The goal was to serve 230 students and Student Affairs served 247 students, which is 107%. This is a five-year award grant that ends 2025. This grant provides all types of services to students ranging from academic tutoring, advice and assistance in postsecondary course, education/counseling to improve financial and economic literacy, assisting in applying to admission to a 4-year institution.

TRIO Upward Bound Math & Science

The Office met with Student Affairs, Administration and Finance, and Institutional Research to submit the 2022-23 Final Annual Performance Report on January 17, 2024, to the U.S. Department of Education. The goal is to serve 62 students. The Student Affairs is under new leadership at the goal of 62 for 2023-2024 has been achieved.

Baltimore City Community College

CABINET UPDATE

Board of Trustees, February 21, 2023

Mr. Gussener Augustus, Vice President, Advancement

Community Outreach & Engagement

The division participated in several meetings with key stakeholders to continue solidifying relationships and build strong partnerships.

Maryland Department of Public Safety & Correctional Services
Division of Pretrial Detention and Services

BCCC has extended outreach to the Maryland Department of Public Safety & Correctional Services to broker a strong partnership that will benefit both juvenile and adult populations in the areas of education and workforce development. In addition, BCCC continues to plan a citywide conference on educational and career outreach for returning citizens.

Hosted Several Community Association Meetings

BCCC provides a meeting space for community associations on an ongoing basis to continue building strong partnerships with external key stakeholders.

WBJC STAFF COMMUNITY ENGAGEMENT

As Maryland's premiere classical music radio station, WBJC staff work to extend the BCCC brand in the community via broadcasting, events hosted in the community, and other media outlets. These include, but are not limited to:

Baltimore Choral Arts: Judith Krummeck served as narrator for the Christmas with the Choral Arts holiday performances at the Baltimore Basilica.

Maryland State Boy Choir: Kati Harrison and Jonathan Palevsky made presentations for the annual Festival of Nine Lessons and Carols at the December 17th Holiday performance.

Goucher College: Retired professor and pianist Lisa Weiss was a panelist on WBJC's Face the Music along with Philip Greenfield, critic for The American Record Guide, and Kati Harrison.

National Public Radio: Former NPR producer Steve Mensher serves as a panelist on WBJC's Face the Music along with Jack Fishman, Executive Director of Baltimore Choral Arts, and Kati Harrison.

Lit & Art Reading Series: Judith Krummeck served as emcee for an event at the Bromo Seltzer Arts Tower in downtown Baltimore.

Bird in Hand Cafe: Judith Krummeck, narrator, and Molly Aronson, cellist, presented an after-hours seasonal program pairing voice and music.

Hampton National Historic Site: Gayle Economos, board member at Hampton National Historic Site, was interviewed by Dyana Neal about Holidays at Hampton.

The Poulenc Trio: The trio was interviewed about their upcoming concert at the Peale Museum on November 22nd by Jonathan Palevsky.

WBJC Corporate Support Partnerships

Businesses who underwrite programs and content on WBJC:

Returning Clients

Bach in Baltimore
Ballet Chesapeake
Ballet Theater Maryland
Baltimore Choral Arts Society
Baltimore Symphony Orchestra
Candlelight Concerts
Classic Catering
Columbia Orchestra
Culligan Water
Cynipid Fund
Elville & Associates
Evergreen Museum & Library
Kennedy Center
Kirchmeer Chocolate
Maryland Opera
Opera Baltimore
Peabody Institute
PNC Bank
Shriver Hall
St. David's Church
St. Paul's Church
True Chesapeake Restaurant
United States Navel Academy
University of Maryland Baltimore County
Washington Bach Consort
Zeke's Coffee

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.

Book Notes

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

WBJC Radio Station BCCC Event Promotion

BCCC campus events and initiatives are promoted on-air on a regular basis including Public Service Announcements:

- Increased multiple daily reads by WBJC hosts.

Other BCCC special programs & projects

MARKETING

The marketing department continues to develop and market the BCCC brand. This requires telling the BCCC story in a way that resonates with our students, faculty, staff, members of the community, and key stakeholders.

Student Affairs Support

Enrollment Support-digital and printed materials were created to promote and the College in various ways including:

Mayor's Scholars Program Event

Developed marketing strategies to promote the MSP program and assist with presentations.

Financial Aid Information & FAFSA Completion Assistance Information Campaign

With new changes to the FAFSA forms and an increase of questions from parents/guardians and students, the

department developed the following in support of FAFSA Completion and Information Sessions:

- Social posts to promote the available resources for assistance
- Website billboards

Dual Enrollment Brochure
Revisions were made for a reprint of this enrollment publication.

Viewbook
Revised the viewbook which will be posted on the website and published as a brochure to promote programs.

Financial Aid
With new FAFSA requirements and format, the department collaborated with Student Affairs to promote the following campaign in support of online and in-person Information Sessions provided by the Financial Aid Office:

- FAFSA Information Session
- Completing your FAFSA Information Session

Free Textbooks Campaign
The department developed the following campaign to support and build momentum for Winter and Spring 2024 Free Textbooks:

- Website Billboard
- Bookstore web page edits
- Bookstore flyer
- Posters
- Social posts

New Student Orientation
The department developed the following campaign in support of Spring 2024 Orientation

- Pull-up signs
- Posters
- Website billboards

Social Media Campaign
The department continues to build the College's social media presence by developing and posting an ongoing social media campaign with multiple posts supporting Winter and Spring 2024 enrollment and highlighting key student engagement events.

Middle States Reaccreditation Support
The department continues to develop and facilitate the following efforts in support of Middle States Reaccreditation:

- Facts & Snacks Finals Fuel event to promote student knowledge of the Middle States process
- Development of a Middle States Self-Study Newsletter
- Participation in various Standard Working Groups
- Participation in Middle States Steering Committee
- Participation in Communication & Events Committee
- Designed T-shirts/Polos for Mission, Vision, Values campaign

Athletics

- *Athletics Recruitment Card*
  Developed an Athletics Recruitment Card to market athletic programs and recruitment efforts.

Mission, Vision & Values Campaign

- Developed a campaign to educate and promote BCCC's Mission, Vision, and Values, including:

  - Designed, printed, and hung adhesive wall signage for all buildings
  - Created Website billboards
  - Created branded screensavers for Computer Labs across the campus
  - Created, printed, and framed, and distributed multiple tabletop display signs throughout all campus buildings
  - Ongoing social posts
  - T-Shirts

Student Life & Engagement Support

- January Events
  Developed the following campaign in support of Student Life & Engagement January events:

  - January events poster
  - January events flyers
  - January events social posts

  - Mayor's Annual Martin Luther King, Jr. Parade banner and "APPLY" poster signs for parade

- December Events
  Developed the following additional marketing materials in support of December Student Life & Engagement events:

  - Created Kwanzaa poster and social posts
  - Created We Wear Red on Wednesdays social posts
  - Ribbon in the Sky social posts

Workforce Development Support

Developed the following campaign in support of Workforce Training programs:

- Grads 2 Career Social tile & flyer
- IET/CAN program flyer and social posts
- Construction flyer & social posts
- Customer Service flyer and social posts
- Pre-Apprentice Construction Core social posts

Academic Support

- ***Program Cards***
  Collaborated with Academic Affairs to edit new academic Program Cards, including:
  - Comparison between MHEC program listings, Academic Catalog, and program web pages to ensure accuracy of information by confirming information in the catalogue is the same as the information on the website.

- ***Cybersecurity***
  Collaborated with Academic Affairs to develop the following marketing support for Cybersecurity:
    - Scheduled in-class photo opportunities to generate interests on social posts and website

- ***Holiday Concert Flyer***
  Developed the following marketing support for Music:
    - Holiday Concert flyer for the Music Department

- ***Emergency Medical Services***
  Continued marketing campaign for enrollment in Emergency Medical Services:
    - Flyers
    - Posters
    - Website billboards
    - Social posts

  Note: Received positive feedback from Baltimore City Fire Department

- ***Visual Arts***
  Developed the following marketing campaign in support of the Visual Arts Studio Tour and Fall semester art produced by Visual Arts students:
    - Social posts & Video

IT
Developed the following in support of the IT Office:

- Additional Employee and Student ID Card designs

WBJC
Developed the following marketing support for WBJC:

- WBJC Holiday Card

Brand Building

- ***Website Billboards***

    - Winter Break
    - Mission, Vision, Values
    - Orientation
    - Free Textbooks
    - Apply Now

- ***Subway Entrance Wrap (CUBE)***
  A new subway wrap was designed to promote registration, apply, and programs

- ***Bus & Truck Wrap***
  Completed designs for new bus and truck wraps on new BCCC vehicles

- ***Finalsite***
  Blackboard was the content management services platform supporting BCCC's website. Finalsite acquired Blackboard in the fall of 2022 but continued to support the remainder of Blackboard's

agreement with BCCC. Unlike Blackboard, Finalsite offers features that allow for more state-of-the art graphics, video options, and web page development that works well with the Banner ERP system. This is a huge advancement for the College's efforts to upgrade the website and allow for an increase in networking with the new Banner system.

Re-Brand Support

Watchfire Account Setup
In preparation for the building and launch of a new outdoor LCD display sign at the entrance to campus, the department created Watchfire accounts to be used for training on the new platform.

Market Research

- Research and pricing on the following t-shirt orders is in progress:
  - Mission, Vision, Values t-shirts
  - Middle States Steering Committee polo shirts
  - New panther design t-shirts
  - Reorder of We Wear Red on Wednesdays t-shirts

Analytics & Measurements

- ***Year-to-Date Reach Report***
  Yearly Reach Report identifies the reach for each marketing effort and its annual reach/engagement. To date, the report details the total reach from all marketing efforts as 28,513,146.

Social Media Analytics

- ***Facebook: December 1, 2023 – December 31, 2023***
  Page Reach: 6,100 (Down 41.5% over the prior month)
  Page Visits: 2,843 (Down 1.5% over the prior month)
  New Likes & Follows: 15 (Up 7.1% over the prior month)

- ***YouTube: December 1, 2023 – December 31, 2023***
  Monthly views: 965 (9% more than the prior month)
  Watch time: 21.6 hours (About the same as the prior month)
  Subscribers: +3 (57% less than the prior month)

- ***Instagram: December 1, 2023 – December 31, 2023***
  Page Reach: 1,900 (Up 93.4% over the prior month)
  Profile Visits: 668 (Down 10.9% over the prior month)
  New Instagram Followers: 56 (Up 27.3% over the prior month)

- ***Twitter: 28-day Summary as-of January 4, 2024***
  Impressions: 19 per day over 28 days
  Engagement Rate: 0.6%
  Link Clicks: 2

Web Page Analysis (bccc.edu)

- ***Website Homepage Overview: https://www.bccc.edu/***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:

There is a continued increase in website engagement. This is due primarily to social media posts (Facebook, Instagram), especially during non-advertisement engagement.

- Pageviews: **550,000**
  - User engagement: **225,000**
  - Clicks: **130,000**
  - Scroll: 78.000
  - First Visit: 35,000
  - Average Engagement Time: 2m 55s
  - Session Start: 309,000

- ***Apply Webpage: https://www.bccc.edu/domain/36***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  - Views: 6,091
  - Users: 2,518
  - Views Per User: 2.42

- ***Apply Vanity URL – bccc.edu/apply***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  - Views: 6,091
  - Users: 2,518
  - Views per user: 2.42

- ***Marketing Landing Page – bccc.edu/Fall2023 (Used for digital campaigns)***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  Note: The campaign for Fall 2023 has ended.
  - Views: 25
  - Users: 14
  - Views per user: 1.79

- ***Register Webpage - https://www.bccc.edu/domain/1108***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  - Views: 3,362
  - Users: 1,478
  - Views per user: 2.27

- ***Register Vanity URL – https://www.bccc.edu/register (Used for marketing.)***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  - Views: 1,490
  - Users: 851
  - Views per user: 1.75

- ***MSP Web Page – https://www.bccc.edu/msp***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  - Views: 809
  - Users: 522

- Views per user: 1.55

FEBRUARY

Community Outreach & Engagement
The division participated in several meetings with key stakeholders to continue solidifying relationships and build strong partnerships. Organizations the division met with are:

Enoch Pratt Free Library of Baltimore City
BCCC participated in Baltimore's annual Booklover's Breakfast and promoted the newly formed BCCC Book Club and WBJC's BookNotes. This is the start of a collaboration with the Enoch Pratt Free Library.

INROADS/BlueSKY Collaborative Partners
After a series of meetings and discussions, BCCC has been invited to participate in, "The Transition Game"—a roundtable event scheduled for February 16th—for nationally selected participants to engage with various philanthropic organizations such as, the NBA Foundation, Yield Giving (MacKenzie Scott Foundation), United Way U.S.A., and TIAA to name a few.

Baltimore City Police Department
The Vice President for Advancement met with Baltimore City Police Department's new SE Commander who serves one of the most diverse police districts in Baltimore. Discussions focused on building recruitment efforts for BPD and increasing enrollment of BPD officers & perspective officers. The goal is to schedule the command to visit the campus and present on the various opportunities the police department has for Black and Latino recruits.

WBJC Staff Community Engagement
WBJC expanded its reached and dual brand (BCCC/WBJC) at the start of the new year. External partners have been added to their outreach list & they have increased their co-branding with BCCC. The college has experienced an increase in both social media and web activity as a result.

Increase in BCCC event announcements and programs: WBJC has increased its announcements of BCCC affiliation and announcements for events and academic programs.

Furman University: General Manager, Richard Miles, has been selected to join the 7th annual class of the Riley Institute's *Public Media Diversity Leaders Initiative*. This program equips public media leaders with the skills to integrate diverse, equitable, and inclusive practices in their organizations.

US Library of Congress: Pianist, Simone Dinnerstein, was interviewed by Kati Harrison about her performance of Gershwin's *Rhapsody in Blue* with the US Air Force Band at the Library on January 31st.

BMore Arts: Founder and Editor-in-Chief, Cara Ober, was interviewed by Judith Krummeck for WBJC's BookNotes about the publication's first full-length book, *City of Artists*, highlighting personal reflections and portfolios from the city's writers and artists.

Johns Hopkins University: Professor of Education and author, David Steiner, was interviewed by Judith Krummeck for WBJC's BookNotes about his new book *A Nation at Thought: Restoring Wisdom in America's Schools* on January 28th. There is an opportunity to connect this program with BCCC Library's Book Club.
Shriver Hall Series: Pianist, Garrick Ohlsson, interviewed with Judith Krummeck about his forthcoming recital for the series on January 23rd.

Baltimore Chamber Orchestra: Jonathan Palevsky presented a concert length "informance" in tandem with the conductor during the orchestra's January 21st performance. WBJC was also the media partner for the orchestra's intermission snacks.

Annapolis Symphony: Music Director, Jose Luis Novo, was interviewed about the symphony's upcoming February performances at the Maryland Hall in Annapolis and the Music Center at the Strathmore.

Myerberg Center: The center is located in Northwest Baltimore and serves seniors from the Baltimore metropolitan area. WBJC's Jonathan Palevsky gave lectures throughout the month on *Music in Vienna*.

Baltimore Classical Guitar Society: Guitarist, Sharon Isbin, was interviewed about her upcoming Baltimore performance on February 24th by Jonathan Palevsky.

Classical Theatre of Maryland: Producing Artistic Directors, Sally Boyett and Laura Rocklyn, were interviewed by Gavin Witt about their original adaptation of *A Christmas Carol* with the stage musical of *A White Christmas*, and a world premier adaptation of *Jane Eyre*.

Voxel Theatre: Artistic Director and playwright, Katie Hileman, was interviewed by Gavin Witt about the premier of her play *I Will Eat You Alive* on January 30th.

Everyman Theatre: Director, Reginald L. Douglas, was interviewed by Gavin Witt about the theatre's revival of Lynn Nottage's *Crumbs from the Table of Joy* on January 30th.

Contactivity - Montreal: Jonathan Palevsky gave lectures over Zoom throughout the month on *J.S. Bach, the Greatest Thing to Ever Come Out of East Germany*.

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

Returning Clients
Bach in Baltimore
Ballet Chesapeake
Ballet Theater Maryland
Baltimore Choral Arts Society
Baltimore Symphony Orchestra
Candlelight Concerts
Classic Catering
Columbia Orchestra
Culligan Water
Cynipid Fund
Elville & Associates
Evergreen Museum & Library
Kennedy Center
Kirchmeer Chocolate
Maryland Opera
Opera Baltimore
Peabody Institute
PNC Bank
Shriver Hall
St. David's Church
St. Paul's Church
True Chesapeake Restaurant
United States Navel Academy
University of Maryland Baltimore County
Washington Bach Consort
Zeke's Coffee

WBJC Radio Station BCCC Event Promotion
An increase in BCCC campus events and initiatives are promoted on-air on a regular basis including Public Service Announcements:

- Increased multiple daily reads by WBJC hosts.
- Other BCCC special programs & events

Student Affairs Support
Enrollment Support-digital and printed materials were created to promote and the College in various ways including:

Mayor's Scholars Program Event
Developed marketing strategies to promote the MSP program and assist with presentations.

Financial Aid Information & FAFSA Completion Assistance Information Campaign
With new changes to the FAFSA forms and an increase of questions from parents/guardians and students, the department developed the following in support of FAFSA Completion and Information Sessions:

- Social posts to promote the available resources for assistance
- Website billboards

Financial Aid
With new FAFSA requirements and format, the department collaborated with Student Affairs to promote the following campaign in support of online and in-person Information Sessions provided by the Financial Aid Office:

- FAFSA Information Session
- Completing your FAFSA Information Session

Social Media Campaign
The department continues to build the College's social media presence by developing and posting an ongoing social media campaign with multiple posts supporting Winter and Spring 2024 enrollment and highlighting key student engagement events.

Middle States Reaccreditation Support
The department continues to develop and facilitate the following efforts in support of Middle States Reaccreditation:

- Facts & Snacks Finals Fuel event to promote student knowledge of the Middle States process
- Development of a Middle States Self-Study Newsletter
- Participation in various Standard Working Groups
- Participation in Middle States Steering Committee
- Participation in Communication & Events Committee
- Designed T-shirts/Polos for Mission, Vision, Values campaign

Workforce Development Support
The department collaborated with Workforce Development to update the following program marketing flyers and social posts:

- Community Health Worker
- Administrative Assistant

- Certified Medical Aide
- Pre-Cyber Security
- Network Technician

Academic Support

- ***Program Cards***
  Continuing collaboration with Academic Affairs to edit new academic Program Cards, including:
    - Comparison between MHEC program listings, Academic Catalog, and program webpages to ensure accuracy of information by confirming information in the catalogue is the same as the information on the website.

Brand Building

- Designed new BCCC pennant to replace old design to deliver to all Baltimore City high schools
- Provided updated logo BCCC to partners

Brand Merchandising

Research and pricing on the following t-shirt orders is in progress:

- Mission, Vision, Values t-shirts
- Middle States Steering Committee polo shirts
- New panther design t-shirts
- Reorder of We Wear Red on Wednesdays t-shirts

Baltimore City Community College

CABINET UPDATE

Board of Trustees, February 21, 2023

Ms. Lyllis Green, Chief Internal Auditor

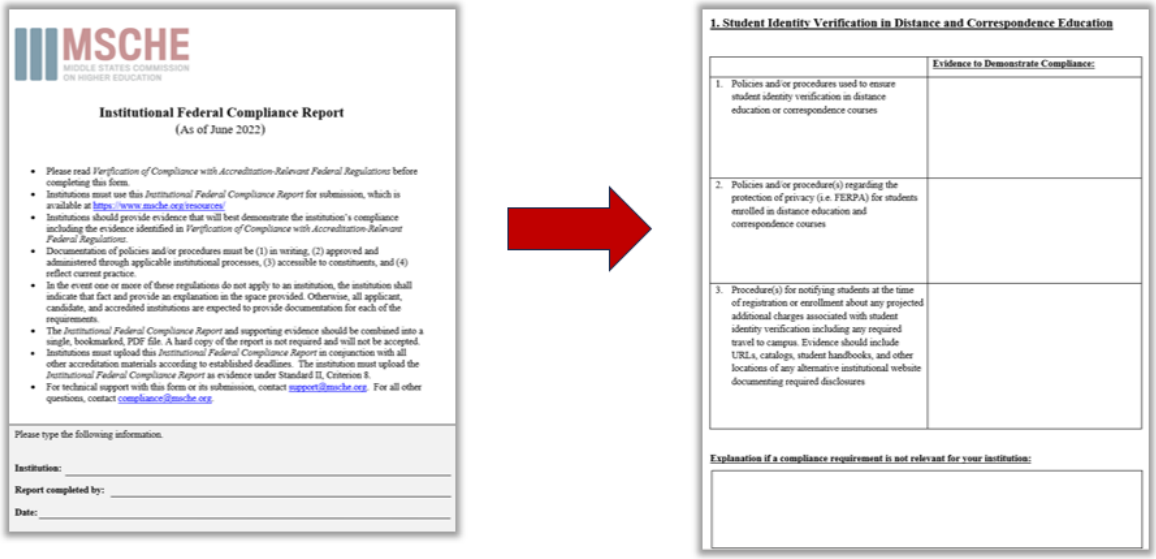
Middle States

The Office of Internal Audits' activities during the month of December 2023 were focused on Middle States and the Verification of Compliance (VoC) working group. The seven member VoC is charged with determining and confirming that the evidence provided in the Self-Study report supports the seven Standards, the twelve Requirements of Affiliation, and the eight accreditation-relevant Federal regulations from the Institutional Federal Compliance Report and prepare the report. VoC members used the Draft 4 version of the Self-Study to investigate and confirm the adequacy of supporting evidence. Although some gaps were identified, considerable progress was made as the VoC consulted with all working groups, steering committee chairs and updated the college community through forums and monthly updates designed to provide an opportunity for open dialog in the spirit of shared governance.

As revisions are made to each draft of the Self-Study Report, the VoC must verify the changes and confirm new supporting evidence. VoC members are up to the task and committed to the completion and submission of the Self-Study Report along with the Institutional Federal Compliance Report.

Provided below are two slides from the VoC's most recent forum presentation on January 4, 2024, showing the Commission's requirements for VoC and the first two pages of the actual form that needs to be completed:

Verification of Compliance Working Group



MSCHE
MIDDLE STATES COMMISSION ON HIGHER EDUCATION

Institutional Federal Compliance Report
(As of June 2022)

- Please read *Verification of Compliance with Accreditation-Relevant Federal Regulations* before completing this form.
- Institutions must use this *Institutional Federal Compliance Report* for submission, which is available at https://www.msche.org/resources/
- Institutions should provide evidence that will best demonstrate the institution's compliance including the evidence identified in *Verification of Compliance with Accreditation-Relevant Federal Regulations*.
- Documentation of policies and/or procedures must be (1) in writing, (2) approved and administered through applicable institutional processes, (3) accessible to constituents, and (4) reflect current practice.
- In the event one or more of these regulations do not apply to an institution, the institution shall indicate that fact and provide an explanation in the space provided. Otherwise, all applicant, candidate, and accredited institutions are expected to provide documentation for each of the requirements.
- The *Institutional Federal Compliance Report* and supporting evidence should be combined into a single, bookmarked, PDF file. A hard copy of the report is not required and will not be accepted.
- Institutions must upload this *Institutional Federal Compliance Report* in conjunction with all other accreditation materials according to established deadlines. The institution must upload the *Institutional Federal Compliance Report* as evidence under Standard II, Criterion 8.
- For technical support with this form or its submission, contact support@msche.org. For all other questions, contact compliance@msche.org.

Please type the following information.

Institution: _____

Report completed by: _____

Date: _____

1. Student Identity Verification in Distance and Correspondence Education

	Evidence to Demonstrate Compliance:
1. Policies and/or procedures used to ensure student identity verification in distance education or correspondence courses	
2. Policies and/or procedure(s) regarding the protection of privacy (i.e. FERPA) for students enrolled in distance education and correspondence courses	
3. Procedure(s) for notifying students at the time of registration or enrollment about any projected additional charges associated with student identity verification including any required travel to campus. Evidence should include URLs, catalogs, student handbooks, and other locations of any alternative institutional website documenting required disclosures	

Explanation if a compliance requirement is not relevant for your institution:

Baltimore City Community College | Middle States Self-Study Update | January 4, 2024 5

Baltimore City Community College

Realignment Tasks Update

Board of Trustees, February, 2024

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. Jacqueline Hill, Vice President, Academic Affairs

School of Nursing & Health Professions (SNHP)

The Commission on Dental Accreditation (CODA) progress report to demonstrate compliance for the Dental Hygiene program was submitted on December 6, 2023.

Physical Therapy Assistant (PTA) annual accreditation report was submitted on December 1, 2023.

The Nursing Department compiled annual reports for submission with the Maryland Board of Nursing for the Nursing Degree and Practical Nursing programs. The due date for submission is January 31, 2024.

The EMS program received a letter from its accreditor, CoAEMSP- Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions. The program was placed on probation and must submit a progress report by June 1, 2024. There are two citations, and the program coordinator has already started working on the report.

Realignment Task #2

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

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

Maryland Department of Health

- Workforce was awarded a grant to train and certify fifteen (15) Community Health Workers. Training will begin in February 2024 and finish in May 2024.

Construction Core

- In December, Workforce restarted its Construction Core training. A 72-hour course to establish a foundation in construction skills and safety. The training includes an OSHA 10 certification through the National Safety Council.

IELCE/IET (Integrated English Language and Civics Education/Integrated Education and Training)

- For FY 24 Workforce Development and the English Language Services department have coordinated with CASA of Maryland to combine English as a Second Language courses with workforce training.

One cohort of Certified Nursing Assistant (CNA) began in July 2023 and certified thirteen (13) students. Another cohort began in September 2023 with eleven (11) students who completed certification January 2024. A third cohort began on January 16, with nine (9) students currently enrolled.

- In coordination with Adult Basic Education, we are coordinating 2024 cohorts to combine GED pathways with workforce training. We are planning to complete two (2) cohorts of Certified Nursing Assistant and one (1) with the Warehouse and Logistics training. We will recruit up to twenty (20) students for each cohort, for up to 60 students to receive licensure/certification in addition to their high school diploma.
- A third IELCE/IET CNA cohort began in January 2024 with 11 students attending. A fourth IELCE/IET CNA cohort will begin in March of 2024.
- In addition, recruitment has begun for a Warehouse and Logistics cohort to begin in March 2024 for up to twenty (20) students

Youth Systems Building

BCCC has partnered with the Mayor's office, City Schools, and MOED for the following funding opportunity from the U.S. Department of Labor:

- The Youth Systems Building (YSB) Academy will engage our proposed team over a six-month period and begin implementing systems, program, and/or policy improvements.
- The goal of YSB is to support efforts to improve employment outcomes and strengthen service delivery systems through a range of strategic planning, in-person, and virtual training and technical assistance activities.
- Participation in the Academy includes least bi-weekly coaching calls, ad hoc peer learning opportunities, and two in-person convenings in Washington, DC.

Johns Hopkins Hospital

- Workforce Development is coordinating with Johns Hopkin Hospital for a Patient Care Tech training to begin in February 2024. The cohort will consist of up to twelve (12) JHH employees to receive upskill training.

Center for Urban Families

- Workforce Development worked closely with the Center for Urban Families to enroll over seventy–five students in Certified Nursing Assistant (CNA) and Community Health Worker Programs (CHW), Diesel Mechanic, and Commercial Driving License (CDL) programs. The workforce department 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).
- In partnership with MOED's Train up program, CFUF has enrolled forty-three (43) students in CNA, CDL, Cyber, and CHW programs since January 2023. More students are expected to be enrolled in the aforementioned programs in 2024.

Baltimore City Community College

Realignment Tasks Update

Board of Trustees, February, 2024

Goodwill Industries

- In January 2024, WF began a cohort of Certified Nursing Assistant with sixteen (16) students and a Pharmacy Tech cohort of twenty-four (24) students.
- To date in FY24, in collaboration with Goodwill, we trained and licensed thirty-one (31) Certified Nursing Assistants and twelve (12) Pharmacy Techs.

Baltimore City Schools - Green Street Academy

- Workforce training continues at Green Street Academy. The CNA training sequence began in October 2023 with twenty (20) students. The class will finish in April 2024 with successful completers walking away with MBON CNA certification and GNA licenses.

LifeBridge Health

- Workforce Development partnered with Sinai Hospital and is running a cohort of sixteen (16) students for CNA/GNA (Certified Nursing Assistant). These students will complete their training sequence in January 2024.

University of Maryland Medical Center

- UMMC and BCCC are preparing for spring 2024 cohorts in Patient Care Tech and Venipuncture.
- Workforce Development coordinated with University of Maryland Medical Center to begin a PCT (Patient Care Tech) cohort of ten (10) students that began in October 2023. They have completed the first portion of the class and began the EKG Essentials course in January 2024.

Commercial Driver's License (CDL B)

- Since October eleven (11) students have received their CDL-B license and thirty-three (33) more students are currently enrolled and expect to pass the MVA test in December 2023 and January 2024.

Warehousing and Logistics

- Workforce Development continues to recruit for upcoming Warehousing and Logistics class at South Pavilion. Cohorts are expected to run year-round, and students will receive certifications in OSHA 10, Forklift Operation and Certified Logistics Technician through the Manufacturing Skills Standards Council.

Department of Human Services SNAP

- In July 2023, Workforce Development submitted a grant proposal for FY 2024-2026 to continue the current funding available to SNAP recipients. The proposal was to double the previous grant and provide training for up to two hundred participants. BCCC has received preliminary approval for this award and is waiting for the official contract to be executed.

Baltimore City Department of Social Services

In partnership with the Department of Social Services, Workforce Development has coordinated with three outside vendors to provide training in Makeup artistry (12 enrolled), Hospitality (28 enrolled), and Financial Literacy (32 enrolled).

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

Career Services Updates

- Career Services has been working with City Schools on a recruitment effort for several positions, such as: paraprofessionals, CDL drivers, clerical positions, and food service.
- 42 new students were enrolled in job readiness training this month.
- 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.
- 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 comprehensive support to completers.

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. Jacqueline Hill, Vice President, Academic Affairs

Expanding SUCCESS Initiative

BCCC will participate in the Expanding SUCCESS initiative with the Maryland Higher Education Commission (MHEC) and Manpower Demonstration Research Corporation (MDRC). Expanding SUCCESS aims to expand Scaling Up College Completion Efforts for Student Success (SUCCESS), a comprehensive student supports program—grounded in some of the strongest evidence in higher education centered on intensive advising, financial incentives, and using data for continuous improvement.

School of Nursing & Health Professions (SNHP)

Physical Therapist Assistant (PTA)- During the Fall of 2023, students were failing some courses because of poor performance on a couple of skills. The program coordinators, along with the faculty, met with the Dean and a decision was made to help these students master the concepts. The adjunct faculty offered her time, free of charge, to work with these students. These students, with the help of remediation and tutoring, were successful in passing their courses.

Dean's office is in continuous discussion with PTA program coordinator and Frostburg University to explore transfer opportunities for our graduates.

Center for Academic Achievement (CAA)

- CAA participated in Welcome Week activities and class visits to provide information on in-person, embedded, and virtual tutoring services, study tips, note-taking, time management, and understanding learning styles to encourage student success.
- The retention specialist created individual data tracking sheets for Perkins tutors; each tutor was trained by the retention specialist on the new process for tracking students enrolled in CTE (Career and Technical Education) courses.
- Partnered with the Adult Basic Education and English as a Second Language directors to interview prospective tutors to respond to the increase demand for General Education Diploma (GED) tutoring.
- Collaborated with E-Learning to build 34 Canvas tutoring shells for virtual tutoring in subjects such as Math, Writing, Accounting, Economics, Business, Computer Information and Technology.
- Announcements notifying students of all available services were added to each tutoring shell along with Zoom links for virtual tutoring.
- As of January 30th, Canvas virtual tutoring shells have been viewed by students 14,125 times and 84 actions were taken by students. Actions include viewing Zoom links, posting discussions, and posting papers for tutors' review.
- In-person tutoring locations had a total of 73 student visits and students have submitted a total of 34 papers to be reviewed on the eTutoring platform.

Library

On December 18, 2023, Library staff visited Morgan State University's Earl S. Richardson Library. The visit's purpose was to gain ideas that we can use as we transform the existing Bard Library into the Learning Commons. Highlights for the BCCC Librarians were the access to natural light, staffed

MakerSpace with up-to-date technology, large meeting rooms, and many small, informal gathering spaces. The knowledge gained from the tour will aid the Library Director as a member of the DGS (Department of General Services)' Learning Commons Design Committee.

The Library Director coordinated and attended with six other BCCC team members a demonstration of campus-wide printing services at United Business Technology (UBT) in Tysons Corner on December 4th. UBT is a state approved vendor who serves other local colleges and universities.
The Collection Development Librarian continues a long project of weeding selected portions of the collection to remove outdated materials. This process will take several months and will be followed up by inventory of the collection.

The Library Director attended the 2023 Maryland OER (Open Educational Resources) Summit at Salisbury University on December 1st to explore philosophical questions on the ethical use of Artificial Intelligence in Higher Education.

The Electronic Resources Librarian attended the weekly MSCHE (Middle States Commission on Higher Education) Standard IV working group meetings to discuss and review comments provided on the most recent draft. She reviewed the title list of the library's e-book holdings to determine which titles need to be added to and which titles need to be removed from the online catalog.

The Systems Librarian worked with ITS Department Programmer to generate three student files from ITS Department and load them into BCCC's Symphony Library System to update existing student records in the system, create new student records as well as make sure as many as possible currently registered student records are included in BCCC's Library System preparation for the Winter 2024 Session.

MONTHLY LIBRARY STATISTICS
Who do we serve monthly statistics for December:

Who do we serve?	Dec. 2023	Dec. 2022	Year to date FY 2024	Year to date FY 2023
Circulation of Print / Media		11	192	150
Use of Reserve Materials		19	167	243
Database Sessions				
Database Searches		2,199	24,614	19,335
Articles Retrieved		1,693	14,187	13,002
Library Online Public Access Catalog (OPAC) Searches				
eBook downloads		62	882	603

Use of Group Study Rooms		134	1,189	726
Computer Usage		0	0	0
Laptop Usage		7	17	60
Printed Pages	3,760	1,539	43,743	19,703
Gate Count	4,847	4,009	44,304	42,368
Registration of new Patrons	5	6	71	100
Registration/Update of Community patrons		0	28	24
Information Services				
Information Literacy Sessions	0	0	58	44
Information Literacy Attendance	0	0	807	493
Technology Training Sessions	0	0	17	18
Technology Training Attendance	0	0	7	5
Training Center Use by Other College Departments	0	0	0	3
Book Purchases - Print	0	1		19
Book Purchases - eBooks	0	0		
Rapid Response-Students	0	0	2	4
Rapid Response-Faculty and Staff	0	0	0	5
ILL Requests/ Document Delivery		1	1	1
eBook Purchases via Patron Driven Acquisitions (PDA)	0	0	0	0
Community/Alumni Services		0	0	0
LibAnswers & Social Media				
LibAnswers		8	501	510
Facebook Followers		502	0	502
Facebook Engagement		5	65	73
Instagram Followers		68	0	68
Instagram Engagement		0	0	0

Note: certain data not available from our vendors until the 8th of the month.
LibGuides saw decreased usage from November to December by 231 views. In December, we had 1080 views from BCCC students. The most popular guides this month are APA Papers 7th edition (229

views), MLA 9th Edition (193 views), Library handouts (140 views). And Online Databases (108 views).

January 2024 Library Report

The Library Director toured United Business Technology's (UBT) showroom along with our IT (Information Technology) team in Tysons Corner to learn about their campus-wide printing solutions. The library currently manages the five WEPA machines on campus, and because WEPA has raised their costs, we are looking for alternatives.

Who do we serve monthly statistics for January:

Who do we serve?	Jan. 2024	Jan. 2023	Year to date	Year to date
			FY 2024	FY 2023
Circulation of Print / Media		15	192	165
Use of Reserve Materials		21	167	264
Database Sessions				
Database Searches		1,234	27,503	20,569
Articles Retrieved		888	16,083	13,890
Library Online Public Access Catalog (OPAC) Searches				
eBook downloads		25	982	628
Use of Group Study Rooms		148	1,189	874
Computer Usage	0	0	0	0
Laptop Usage		4	17	64
Printed Pages	9,182	4,853	52,925	24,556
Gate Count	5,483	4,095	49,787	46,463
Registration of new Patrons	16	17	87	117
Registration/Update of Community patrons		0	28	24
Information Services				
Information Literacy Sessions	8	1	66	45
Information Literacy Attendance	93	11	900	504
Technology Training Sessions	2	5	19	23

Technology Training Attendance	0	1	7	6
Training Center Use by Other College Departments	0	0	0	3
Book Purchases - Print	0	1	0	19
Book Purchases - eBooks	0	0	0	0
Rapid Response-Students	0	0	2	4
Rapid Response-Faculty and Staff	0	0	0	5
ILL Requests/ Document Delivery	0	0	1	1

The Collection Development Librarian and the Library Director were present for the Strategic Planning Survey session. The session's purpose is to capture faculty and staff's voice in developing a college strategic plan. In addition, the Collection Librarian assisted in the Virtual Help Desk (VHD).

The Electronic Resources Librarian) represented the library at the New Student Orientation on January 9th. She demonstrated access to library services via the web and through Canvas.

The Instructional Librarian participated in the 2-day *Pre-Entry Nursing* program. The librarians gave four library services presentations to the new nursing students.

Exploring products to upgrade the library's present integrated library system (ILS), The Systems Librarian, along with the Library Director, the Electronic Resources Librarian, and the Collection Development Librarian attended a meeting on EBSCO Folio. Folio is an open-source library services platform that integrates print and electronic resource management. It includes core library management functionality and a modern architecture to ensure continuous innovation and integration of applications from third- party providers.

eBook Purchases via Patron Driven Acquisitions (PDA)	0	0	0	0
Community/Alumni Services	0	0	0	0
LibAnswers & Social Media				
LibAnswers	2	4	511	514
Facebook Followers	500	502	0	502
Facebook Engagement	16		65	73
Instagram Followers	67	68	0	68

Instagram Engagement	0	0	0	0

Note: certain data not available from our vendors until the 8th of the month.
LibGuides saw increased usage in January by 58 views. In January, we had 1,134 views from BCCC students. The most popular guides this month are MLA 9th Edition (235 views), APA Papers 7th edition (213 views), Online Databases (151 views), and Library Handouts (111 views).

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. Jacqueline Hill, Vice President, Academic Affairs

Baltimore City Community College and Coppin State University met to discuss deeper collaboration between the two campuses, including reverse transfer and finalizing the Health Information Technology (HIT) articulation agreement. The HIT agreement allows BCCC students to transfer into one of two degrees at Coppin—a Bachelor of Science or a Bachelor of Professional Studies in Health Information Management.

Dunbar High School's PTECH liaison contacted SNHP to schedule a visit for students to the Physical Therapist Assistant lab. The program coordinator is collaborating with the Dunbar' Liaison to schedule the visit.

Realignment Task #5

"Align the budget of BCCC with realistic enrollment projections."
Ms. Donna Thomas, Interim Vice President, Student Affairs

Process Improvement
The college implemented two-way authentication to reduce the number of fraudulent admission applications submitted to the college. When an applicant creates an account to apply, a verification link is sent to the applicant's email for the applicant to verify they created a profile. Once the verification link is clicked by the applicant, verification is complete, and the applicant can proceed with applying.

While the implementation of two-way authentication has reduced the number of fraudulent applications received, the college will continue to engage with third-party vendors that specialize in fraud detection. This is necessary to ensure safeguards are in place to protect the integrity of the admissions process.

Additionally, to expand communication with potential applicants, the college has contacted Mongoose/Cadence to discuss utilization of their text messaging software. The college will meet with Mongoose on January 3, 2024.

In January 2024, the college engaged with Mongoose in January to explore implementing text messaging with students. This form of communication allows the college an opportunity to communicate with students directly, given that students are more prone to view a text message than an email. Mongoose can also offer a "bot" feature that will allow students to receive online assistance through the web 24/7. The bot can be programmed with standard responses to the most asked questions/services the college provides.

Baltimore City Community College

Realignment Tasks Update

Board of Trustees, February, 2024

Enrollment

In December 2023, Admissions engaged with various high schools and community partners. The Recruiters and Mayor's Scholars Program staff participated in three off-campus recruitment activities and two on-campus tours.

In January 2024, the college promoted Spring 2024 registration. The college held registration events on January 8, 10, 12, and 16 from 10 a.m. to 2 p.m. During these events students came to the college to apply and register for the Spring 2024 term. Spring 2024 classes started on January 17, 2024, for the first 8-week accelerated and 16-week sessions; and the 14-week session started on January 31, 2024. At the end of January, a total of 3,475 students were enrolled in at least one credit hour for the Spring 2024 term.

Also, the College partnered with several high schools to enroll students in the dual enrollment program. To ensure students completed the application and submitted required documentation the Admissions Recruiter and MSP staff provided an in-person orientation and assisted students in completing the admissions application at several high schools. Dual enrolled students will begin to take Spring 2024 courses during the 16-week, 14-week, and 12-week sessions. For the Spring 2024 term five Baltimore City High Schools listed below have partnered with the college.

- Dunbar High School
- Green Street Academy
- Baltimore School of Design
- Bais Yaakov Baltimore
- Mergenthaler High School

Recruitment Efforts

In January the College provided an on-campus tour to the 10th grade class at Dunbar High School. More than 200 students visited both the Liberty and Bio Park campuses. During the visit students received information from several offices on campus that include but are not limited to: Athletics, Mayor's Scholars Program, Admissions/Dual Enrollment, Athletics, etc. This is the largest number of students the college hosted for an on-campus tour in the 23-24 academic year.

Also, in January 2024 Admissions assisted with New Student Orientation (NSO) that was held on Tuesday, January 9th (In-Person) and Wednesday, January 10th (Virtual) in coordination with Student Life. This NSO included opportunities for students to join breakout sessions led by all three Academic Divisions to meet with administrators and faculty.

The recruitment team participated in off-campus recruitment events. As well as collected Baltimore City Middle school's contact information for BCCC to begin engaging with middle schools in the new year. BCCC is planning to engage with 8th grade students to discuss the dual enrollment program.

For the months of December and January a total of 7 events were completed.

Date	Organization/School	Event Type
12/1/2023	Park & Peoples- Branches	Information Session & Campus Tour

12/2/2023	HBCU College Fair at Morgan State University (Tabling)	College Fair, MSP Presentation
12/6/2023	City Neighbors High School	Senior Symposium, Presentation: MSP, Application Process, Dual Enrollment
1/13/2023	Housing Authority of Baltimore City	Post-Secondary Education Fair
1/25/2024	Dunbar High School	Dual Enrollment
1/30/2024	Dunbar High School	Dual Enrollment
1/31/2024	Dunbar High School	Dual Enrollment

Realignment Task #7

"Establish strong relationships with key stakeholders."
Mr. Gussener Augustus, Vice President, Advancement

JANUARY

Community Outreach & Engagement
The division participated in several meetings with key stakeholders to continue solidifying relationships and build strong partnerships. Organizations the division met with are:

Maryland Department of Public Safety & Correctional Services
Division of Pretrial Detention and Services
BCCC has extended outreach to the Maryland Department of Public Safety & Correctional Services to broker a strong partnership that will benefit both juvenile and adult populations in the areas of education and workforce development. In addition, BCCC continues to plan a citywide conference on educational and career outreach for returning citizens.

Hosted Several Community Association Meetings
BCCC provides a meeting space for community associations on an ongoing basis to continue building strong partnerships with external key stakeholders.

FEBRUARY

Enoch Pratt Free Library of Baltimore City
BCCC participated in Baltimore's annual Booklover's Breakfast and promoted the newly formed BCCC Book Club and WBJC's BookNotes. This is the start of a collaboration with the Enoch Pratt Free Library.

INROADS/BlueSKY Collaborative Partners
After a series of meetings and discussions, BCCC has been invited to participate in, "The Transition Game"—a roundtable event scheduled for February 16th—for nationally selected participants to engage with various philanthropic organizations such as, the NBA Foundation, Yield Giving (MacKenzie Scott Foundation), United Way U.S.A., and TIAA to name a few.

Baltimore City Police Department
The Vice President for Advancement met with Baltimore City Police Department's new SE Commander who serves one of the most diverse police districts in Baltimore. Discussions focused on building recruitment efforts for BPD and increasing enrollment of BPD officers & perspective officers. The goal is to schedule the command to visit the campus and present on the various opportunities the police department has for Black and Latino recruits.

WBJC Staff Community Engagement

As Maryland's premiere classical music radio station, WBJC staff work to extend the BCCC brand in the community via broadcasting, events hosted in the community, and other media outlets. These include, but are not limited to:

Baltimore Choral Arts: Judith Krummeck served as narrator for the Christmas with the Choral Arts holiday performances at the Baltimore Basilica.

Maryland State Boy Choir: Kati Harrison and Jonathan Palevsky made presentations for the annual Festival of Nine Lessons and Carols at the December 17th Holiday performance.

Goucher College: Retired professor and pianist Lisa Weiss was a panelist on WBJC's Face the Music along with Philip Greenfield, critic for The American Record Guide, and Kati Harrison.

National Public Radio: Former NPR producer Steve Mensher serves as a panelist on WBJC's Face the Music along with Jack Fishman, Executive Director of Baltimore Choral Arts, and Kati Harrison.

Lit & Art Reading Series: Judith Krummeck served as emcee for an event at the Bromo Seltzer Arts Tower in downtown Baltimore.

Bird in Hand Cafe: Judith Krummeck, narrator, and Molly Aronson, cellist, presented an after-hours seasonal program pairing voice and music.

Hampton National Historic Site: Gayle Economos, board member at Hampton National Historic Site, was interviewed by Dyana Neal about Holidays at Hampton.

The Poulenc Trio: The trio was interviewed about their upcoming concert at the Peale Museum on November 22nd by Jonathan Palevsky.

FEBRUARY

WBJC expanded its reached and dual brand (BCCC/WBJC) at the start of the new year. External partners have been added to their outreach list & they have increased their co-branding with BCCC. The college has experienced an increase in both social media and web activity as a result.

Increase in BCCC event announcements and programs: WBJC has increased its announcements of BCCC affiliation and announcements for events and academic programs.

Furman University: General Manager, Richard Miles, has been selected to join the 7th annual class of the Riley Institute's *Public Media Diversity Leaders Initiative*. This program equips public media leaders with the skills to integrate diverse, equitable, and inclusive practices in their organizations.

US Library of Congress: Pianist, Simone Dinnerstein, was interviewed by Kati Harrison about her performance of Gershwin's *Rhapsody in Blue* with the US Air Force Band at the Library on January 31st.

BMore Arts: Founder and Editor-in-Chief, Cara Ober, was interviewed by Judith Krummeck for WBJC's BookNotes about the publication's first full-length book, *City of Artists*, highlighting personal reflections and portfolios from the city's writers and artists.

Johns Hopkins University: Professor of Education and author, David Steiner, was interviewed by Judith Krummeck for WBJC's BookNotes about his new book *A Nation at Thought: Restoring Wisdom in America's Schools* on January 28th. There is an opportunity to connect this program with BCCC Library's Book Club.

Shriver Hall Series: Pianist, Garrick Ohlsson, interviewed with Judith Krummeck about his forthcoming recital for the series on January 23rd.

Baltimore Chamber Orchestra: Jonathan Palevsky presented a concert length "informance" in tandem with the conductor during the orchestra's January 21st performance. WBJC was also the media partner for the orchestra's intermission snacks.

Annapolis Symphony: Music Director, Jose Luis Novo, was interviewed about the symphony's upcoming February performances at the Maryland Hall in Annapolis and the Music Center at the Strathmore.

Myerberg Center: The center is located in Northwest Baltimore and serves seniors from the Baltimore metropolitan area. WBJC's Jonathan Palevsky gave lectures throughout the month on *Music in Vienna*.

Baltimore Classical Guitar Society: Guitarist, Sharon Isbin, was interviewed about her upcoming Baltimore performance on February 24th by Jonathan Palevsky.

Classical Theatre of Maryland: Producing Artistic Directors, Sally Boyett and Laura Rocklyn, were interviewed by Gavin Witt about their original adaptation of *A Christmas Carol* with the stage musical of *A White Christmas*, and a world premier adaptation of *Jane Eyre*.

Voxel Theatre: Artistic Director and playwright, Katie Hileman, was interviewed by Gavin Witt about the premier of her play *I Will Eat You Alive* on January 30th.

Everyman Theatre: Director, Reginald L. Douglas, was interviewed by Gavin Witt about the theatre's revival of Lynn Nottage's *Crumbs from the Table of Joy* on January 30th.

Contactivity - Montreal: Jonathan Palevsky gave lectures over Zoom throughout the month on *J.S. Bach, the Greatest Thing to Ever Come Out of East Germany*.

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

Returning Clients

Bach in Baltimore
Ballet Chesapeake
Ballet Theater Maryland
Baltimore Choral Arts Society
Baltimore Symphony Orchestra
Candlelight Concerts
Classic Catering
Columbia Orchestra
Culligan Water
Cynipid Fund
Elville & Associates
Evergreen Museum & Library
Kennedy Center
Kirchmeer Chocolate
Maryland Opera
Opera Baltimore
Peabody Institute
PNC Bank
Shriver Hall
St. David's Church
St. Paul's Church
True Chesapeake Restaurant
United States Navel Academy
University of Maryland Baltimore County
Washington Bach Consort
Zeke's Coffee

REALIGNMENT TASK # 8

*"**Develop and market a brand for BCCC."***
Mr. Gussener Augustus, Vice President, Advancement

MARKETING
The marketing department continues to develop and market the BCCC brand. This requires telling the BCCC story in a way that resonates with our students, faculty, staff, members of the community, and key stakeholders.

Baltimore City Community College

Realignment Tasks Update

Board of Trustees, February, 2024

Student Affairs Support

Enrollment Support-digital and printed materials were created to promote and the College in various ways including:

Mayor's Scholars Program Event
Developed marketing strategies to promote the MSP program and assist with presentations.

Financial Aid Information & FAFSA Completion Assistance Information Campaign
With new changes to the FAFSA forms and an increase of questions from parents/guardians and students, the department developed the following in support of FAFSA Completion and Information Sessions:

- Social posts to promote the available resources for assistance
- Website billboards

Dual Enrollment Brochure
Revisions were made for a reprint of this enrollment publication.

Viewbook
Revised viewbook which will be posted on the website and published as a brochure to promote programs.

Financial Aid
With new FAFSA requirements and format, the department collaborated with Student Affairs to promote the following campaign in support of online and in-person Information Sessions provided by the Financial Aid Office:

- FAFSA Information Session
- Completing your FAFSA Information Session

Free Textbooks Campaign
The department developed the following campaign to support and build momentum for Winter and Spring 2024 Free Textbooks:

- Website Billboard
- Bookstore web page edits
- Bookstore flyer
- Posters
- Social posts

New Student Orientation
The department developed the following campaign in support of Spring 2024 Orientation

- Pull-up signs
- Posters
- Website billboards

Baltimore City Community College

Realignment Tasks Update

Board of Trustees, February, 2024

Social Media Campaign
The department continues to build the College's social media presence by developing and posting an ongoing social media campaign with multiple posts supporting Winter and Spring 2024 enrollment and highlighting key student engagement events.

Middle States Reaccreditation Support
The department continues to develop and facilitate the following efforts in support of Middle States Reaccreditation:

- Facts & Snacks Finals Fuel event to promote student knowledge of the Middle States process
- Development of a Middle States Self-Study Newsletter
- Participation in various Standard Working Groups
- Participation in Middle States Steering Committee
- Participation in Communication & Events Committee
- Designed T-shirts/Polos for Mission, Vision, Values campaign

Holiday Party
Developed the following in support of the yearly Holiday Party:

- Branded and packaged holiday gifts
- Branded and decorated key locations for the holidays as we continued MSCHE meetings & outreach
- Designed and printed College holiday card.

Athletics

- *Athletics Recruitment Card*
  Developed an Athletics Recruitment Card to market athletic programs and recruitment efforts.

Mission, Vision & Values Campaign

- Developed a campaign to educate and promote BCCC's Mission, Vision, and Values, including:

  - Designed, printed, and hung adhesive wall signage for all buildings
  - Created Website billboards
  - Created branded screensavers for Computer Labs across the campus
  - Created, printed, and framed, and distributed multiple tabletop display signs throughout all campus buildings
  - Ongoing social posts
  - T-Shirts

<u>Student Life & Engagement Support</u>

- January Events
  Developed the following campaign in support of Student Life & Engagement January events:

  - January events poster
  - January events flyers
  - January events social posts

  - <u>Mayor's Annual Martin Luther King, Jr. Parade</u> banner and "APPLY" poster signs for parade

- **December Events**
  Developed the following additional marketing materials in support of December Student Life & Engagement events:

    - Created Kwanzaa poster and social posts
    - Created We Wear Red on Wednesdays social posts
    - Ribbon in the Sky social posts

Workforce Development Support

Developed the following campaign in support of Workforce Training programs:

- Grads 2 Career Social tile & flyer
- IET/CAN program flyer and social posts
- Construction flyer & social posts
- Customer Service flyer and social posts
- Pre-Apprentice Construction Core social posts

Academic Support

- ***Program Cards***
  Collaborated with Academic Affairs to edit new academic Program Cards, including:
    - Comparison between MHEC program listings, Academic Catalog, and program web pages to ensure accuracy of information by confirming information in the catalogue is the same as the information on the website.

- ***Cybersecurity***
  Collaborated with Academic Affairs to develop the following marketing support for Cybersecurity:
    - Scheduled in-class photo opportunities to generate interests on social posts and website

- ***Holiday Concert Flyer***
  Developed the following marketing support for Music:
    - Holiday Concert flyer for the Music Department

- ***Emergency Medical Services***
  Continued marketing campaign for enrollment in Emergency Medical Services:
    - Flyers
    - Posters
    - Website billboards
    - Social posts

  Note: Received positive feedback from Baltimore City Fire Department

- ***Visual Arts***
  Developed the following marketing campaign in support of the Visual Arts Studio Tour and Fall semester art produced by Visual Arts students:
    - Social posts & Video

WBJC
Developed the following marketing support for WBJC:

- WBJC Holiday Card

Brand Building

- ***Website Billboards***

  - Winter Break
  - Mission, Vision, Values
  - Orientation
  - Free Textbooks
  - Apply Now

- ***Subway Entrance Wrap (CUBE)***
  A new subway wrap was designed to promote registration, apply, and programs

- ***Bus & Truck Wrap***
  Completed designs for new bus and truck wraps on new BCCC vehicles

- ***Finalsite***
  Blackboard was the content management services platform supporting BCCC's website. Finalsite acquired Blackboard in the fall of 2022 but continued to support the remainder of Blackboard's agreement with BCCC. Unlike Blackboard, Finalsite offers features that allow for more state-of-the art graphics, video options, and web page development that works well with the Banner ERP system. This is a huge advancement for the College's efforts to upgrade the website and allow for an increase in networking with the new Banner system.

Re-Brand Support

- ***Watchfire Account Setup***
  In preparation for the building and launch of a new outdoor LCD display sign at the entrance to campus, the department created Watchfire accounts to be used for training on the new platform.

Market Research

- Research and pricing on the following t-shirt orders is in progress:

  - Mission, Vision, Values t-shirts
  - Middle States Steering Committee polo shirts
  - New panther design t-shirts
  - Reorder of We Wear Red on Wednesdays t-shirts

Baltimore City Community College

Realignment Tasks Update

Board of Trustees, February, 2024

Analytics & Measurements

- ***Year-to-Date Reach Report***
  Yearly Reach Report identifies the reach for each marketing effort and its annual reach/engagement. To date, the report details the total reach from all marketing efforts as 28,513,146.

Social Media Analytics

- ***Facebook: December 1, 2023 – December 31, 2023***

  Page Reach: 6,100 (Down 41.5% over the prior month)
  Page Visits: 2,843 (Down 1.5% over the prior month)
  New Likes & Follows: 15 (Up 7.1% over the prior month)

- ***YouTube: December 1, 2023 – December 31, 2023***

  Monthly views: 965 (9% more than the prior month)
  Watch time: 21.6 hours (About the same as the prior month)
  Subscribers: +3 (57% less than the prior month)

- ***Instagram: December 1, 2023 – December 31, 2023***

  Page Reach: 1,900 (Up 93.4% over the prior month)
  Profile Visits: 668 (Down 10.9% over the prior month)
  New Instagram Followers: 56 (Up 27.3% over the prior month)

- ***Twitter: 28-day Summary as-of January 4, 2024***

  Impressions: 19 per day over 28 days
  Engagement Rate: 0.6%
  Link Clicks: 2

Web Page Analysis (bccc.edu)

- ***Website Homepage Overview: https://www.bccc.edu/***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:

  There is a continued increase in website engagement. This is due primarily to social media posts (Facebook, Instagram), especially during non-advertisement engagement.

  - Pageviews: **550,000**
  - User engagement: **225,000**
  - Clicks: **130,000**
  - Scroll: 78.000
  - First Visit: 35,000
  - Average Engagement Time: 2m 55s

- Session Start: 309,000 (Enter URL directly, clicks to the site from another site, clicks bookmarks, clicks a link in an email of other electronic communication)

- ***Apply Webpage: https://www.bccc.edu/domain/36***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  - Views: 6,091
  - Users: 2,518
  - Views Per User: 2.42

- ***Apply Vanity URL – bccc.edu/apply***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  - Views: 6,091
  - Users: 2,518
  - Views per user: 2.42

- ***Marketing Landing Page – bccc.edu/Fall2023 (Used for digital campaigns)***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:

  Note: The campaign for Fall 2023 has ended.
  - Views: 25
  - Users: 14
  - Views per user: 1.79

- ***Register Webpage - https://www.bccc.edu/domain/1108***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  - Views: 3,362
  - Users: 1,478
  - Views per user: 2.27

- ***Register Vanity URL – https://www.bccc.edu/register (Used for marketing.)***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  - Views: 1,490
  - Users: 851
  - Views per user: 1.75

- ***MSP Web Page – https://www.bccc.edu/msp***
  November 1, 2023 – November 30, 2023 vs. the same period in 2022:
  - Views: 809
  - Users: 522
  - Views per user: 1.55

FEBRUARY

Baltimore City Community College

Realignment Tasks Update

Board of Trustees, February, 2024

WBJC Radio Station BCCC Event Promotion
An increase in BCCC campus events and initiatives are promoted on-air on a regular basis including Public Service Announcements:

- Increased multiple daily reads by WBJC hosts.
- Other BCCC special programs & events

Student Affairs Support

Enrollment Support-digital and printed materials were created to promote and the College in various ways including:

Mayor's Scholars Program Event
Developed marketing strategies to promote the MSP program and assist with presentations.

Financial Aid Information & FAFSA Completion Assistance Information Campaign
With new changes to the FAFSA forms and an increase of questions from parents/guardians and students, the department developed the following in support of FAFSA Completion and Information Sessions:

- Social posts to promote the available resources for assistance
- Website billboards

Financial Aid
With new FAFSA requirements and format, the department collaborated with Student Affairs to promote the following campaign in support of online and in-person Information Sessions provided by the Financial Aid Office:

- FAFSA Information Session
- Completing your FAFSA Information Session

Social Media Campaign
The department continues to build the College's social media presence by developing and posting an ongoing social media campaign with multiple posts supporting Winter and Spring 2024 enrollment and highlighting key student engagement events.

Middle States Reaccreditation Support
The department continues to develop and facilitate the following efforts in support of Middle States Reaccreditation:

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- Development of a Middle States Self-Study Newsletter
- Participation in various Standard Working Groups
- Participation in Middle States Steering Committee
- Participation in Communication & Events Committee
- Designed T-shirts/Polos for Mission, Vision, Values campaign

Workforce Development Support

The department collaborated with Workforce Development to update the following program marketing flyers and social posts:

- Community Health Worker
- Administrative Assistant
- Certified Medical Aide
- Pre-Cyber Security
- Network Technician

Academic Support

- ***Program Cards***
  Continuing collaboration with Academic Affairs to edit new academic Program Cards, including:
  - Comparison between MHEC program listings, Academic Catalog, and program webpages to ensure accuracy of information by confirming information in the catalogue is the same as the information on the website.

Brand Building

- Designed new BCCC pennant to replace old design to deliver to all Baltimore City high schools
- Provided updated logo BCCC to partners

Brand Merchandising

- Research and pricing on the following t-shirt orders is in progress:
  - Mission, Vision, Values t-shirts
  - Middle States Steering Committee polo shirts
  - New panther design t-shirts
  - Reorder of We Wear Red on Wednesdays t-shirts

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
Project Status

The ERP implementation project is designated as a major information technology development project (MITDP). DoIT has been involved since the start of the project and plays an oversight role. As a MITDP project, a DOIT project manager is assigned and oversees the progress of the project. The College meets on a bi-weekly basis and provides monthly progress reports to the DoIT Project Manager, Dr. Josiah.

Baltimore City Community College

Realignment Tasks Update

Board of Trustees, February, 2024

BCCC (Baltimore City Community College) is currently at an overall green status from the State's Department of Information Technology (DoIT). DoIT has provided additional information on the monthly health status of the project, which includes the following criteria:

#	Criterion	Description	Status
1	Scope	Work content and products of the project	Green
2	Schedule	Listing of project milestones, activities, and deliverables	Green
3	Risks	Uncertain events or conditions that can positively or negatively affect project objectives	Green
4	Quality	Project conformance with performance requirements	Green
5	Resources	Necessary assets needed to carry out project tasks	Green
6	Cost	Cash value of project activity	Green

Student Module

Degree Works

Degree Works is a comprehensive academic advising, transfer articulation, and degree audit solution that is an additional module within the new ERP that helps students, and their advisors successfully negotiate your institution's curriculum requirements. With Degree Works, students are less likely to take courses they don't need and more likely to stay on a direct path to graduation. Degree Works will support the College with better access to academic advice, better support for academic goals, and better insight into research and reporting.
In October, roll out planning was started to make the tool more universally available to the campus community. That work continued into November and December.

In January, preparation was done to review the program specific Degree Works configurations.
Review of Degree Works for each academic program area is being done for February. The final launch of the production is scheduled for April.

Human Resources

Budget development for HR Payroll in Banner is being rescheduled with Ellucian Resources. This session will include the Finance and Budget departments and Human Resources/Payroll.

Reporting

Insights Reporting Module

Insights is the new reporting platform included in the recent contract modification that took effect in September 2023. Work has begun to set up the software environment as part of the implementation.

In October, the project started with a kick-off call with BCCC IT, functional area and Ellucian resources. Currently Ellucian and BCCC IT department are working on technical configurations to get ready for implementation.

Baltimore City Community College

Realignment Tasks Update

Board of Trustees, February, 2024

For February, training is being scheduled for enhanced features and functionalities of Insight for the BCCC Technical team followed by general user training for BCCC functional users on Insights usage.

ERP Challenges

There are challenges that involve data cleanup, reporting and cyclical operational procedures that still need to be addressed as part of the ERP implementation.

ERP Gaps and needs sessions were held with different cabinet areas including Finance and Administration and Institutional Research to identify existing ERP related gaps and the support needed to remediate these gaps.

Additional ERP-Related Support Services

In our ongoing pursuit of achieving steady-state operations with our ERP implementation, the College has adopted a comprehensive and multi-faceted approach to support strategies, mirroring the strategies employed by other institutions that have made significant progress in their ERP implementations.

This approach entails receiving extensive support from Ellucian, our ERP vendor, across all functional areas for the next year. Regular engagements with external experts will be facilitated to ensure that each functional area receives adequate support and guidance. Furthermore, we are actively exploring various resource options, including collaboration with DoIT, to access expertise in operational ERP best practices and effectively address priorities and challenges across different areas.

Additionally, we are actively engaging with other colleges and universities that are ahead in their ERP implementation journey to gather valuable insights and best practices regarding support strategies. The goal is to conclude this initiative by the end of February 2024 and present finalized proposals and related procurements to the Board of Trustees in March 2024.

Data Center Refresh Project

The data center refresh project (Phase 1) is complete. On-premises data center services are now running on modern, supported hyperconverged equipment. All on-premises services are now backed up using an immutable, ransomware-protected backup system (this has become a key requirement for continued cybersecurity insurance coverage). There are two physical backups, one located at the Liberty Campus and the other at BioPark.

Planning for Phase 2 of the data center refresh project is underway. This phase is focused on Disaster Recovery and Business Continuity and includes:

- Cloud-based Disaster Recovery that will create additional redundancy, enhance the speed of recovery from a disaster
- Expansion of the immutable backup and recovery solution to include BCCC's data in the Microsoft cloud (Microsoft 365, Exchange Online, SharePoint, Teams)

BCCC
Baltimore City Community College

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 11 | Active Search Listing

CCC
ge City Community College

HR Active Search List As of February 6th, 2024

Div	PIN #	Position	Oversight	Date posted	Status 2/6/2024
AA	**67006**	Director of the Academic Achievement Center	Dr. Jacqueline Hill/ Dr. Karen-King Sheridan	12/8/2021	Resumes forwarded for Review
AA	**66902**	Dean of Natural and Physical Sciences, Business, Technology, Engineering & Math	Dr. Jacqueline Hill	5/16/2022	Resumes forwarded for Review
AA	**66777**	Assistant Professor of Fashion Design	Dr. Jacqueline Hill	8/10/2022	Resumes forwarded for Review
AA	**78507**	Assistant Professor/Clinical Coordinator, Health Information Technology	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	3/23/2023	Resumes forwarded for Review
AA	**66829**	Assistant Professor of Cyber Security Digital Forensics	Dr. Jacqueline Hill	6/23/2023	Resumes forwarded for Review
AA	**66773**	Assistant Professor & Program Coordinator for Marketing	Dr. Jacqueline Hill	6/23/2023	Resumes forwarded for Review
AA	**72080**	Assistant Professor & Program Coordinator for Computer Information Systems	Dr. Jacqueline Hill	6/27/2023	Resumes forwarded for Review
AA	**66762**	Assistant Professor & Program Coordinator for Office Administration	Dr. Jacqueline Hill	6/27/2023	Resumes forwarded for Review
AA	**70700**	Assistant Professor of Nursing-Adult Medical/ Surgical	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	7/26/2023	Resumes forwarded for Review
AA	**66803**	Assistant Professor & Program Coordinator of American Sign Language/ Deaf Studies	Dr. Jacqueline Hill/ Aundrea Wheeler/ Dr. Anthony McEachern	7/27/2023	Resumes forwarded for Review
AA	**81589**	Assistant Professor & Program Coordinator - Criminal Justice	Dr. Jacqueline Hill/ Aundrea Wheeler/ Dr. Anthony McEachern	8/8/2023	Resumes forwarded for Review
AA	**66729**	Assistant Professor- Allied Human Services & Addictions Counseling	Dr. Jacqueline Hill/ Aundrea Wheeler/ Dr. Anthony McEachern	8/22/2023	Resumes forwarded for Review
AA	**67021**	Program Coordinator/ Assistant Professor, Emergency Medical Services	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	8/25/2023	Resumes forwarded for Review
AA	**66801**	Assistant Professor/ Clinical Coordinator, Surgical Technologist	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	8/25/2023	Resumes forwarded for Review
AA	**66765**	Retention Coordinator	Dr. Jacqueline Hill/ Karen King-Sheridan	10/5/2023	Resumes forwarded for Review
AA	**66977**	Instructional Designer	Dr. Jacqueline Hill/ Aundrea Wheeler	10/9/2023	Resumes forwarded for Review
AA	**66771**	Dean, School of Arts and Social Sciences	Dr. Jacqueline Hill	11/2/2023	Resumes forwarded for Review
AA	**66725**	Dean, School of Nursing and Health Professions	Dr. Jacqueline Hill	11/2/2023	Resumes forwarded for Review
AA	**78506**	Transfer and Articulation Coordinator	Dr. Jacqueline Hill	11/2/2023	Resumes forwarded for Review
SA	**66831**	Financial Aid Coordinator	Donna Thomas/ Saleem Chaudhry	9/14/2022	Resumes forwarded for Review
SA	**66844**	Federal Work Study Specialist	Donna Thomas/ Saleem Chaudhry	8/11/2022	Resumes forwarded for Review
SA	**66663**	Director of Dual Enrollment	Donna Thomas	8/26/2022	Resumes forwarded for Review
SA	**76573**	Student Support & Wellness Coordinator/Counselor	Donna Thomas/ Dr. Sherri Brown	9/30/2022	Resumes forwarded for Review
SA	**69257**	Admissions Advisor for Special Populations	Donna Thomas/ Kytica Crawford	5/18/2023	Resumes forwarded for Review
SA	**66991**	Director of Advising/ Student Success Center	Donna Thomas/ Dr. Sherri Brown	6/1/2023	Resumes forwarded for Review
SA	**66733**	Admissions & Recruiter/Advisor	Donna Thomas/ Dr. Sherri Brown	7/5/2023	Resumes forwarded for Review

SA	**66663**	Director for Admissions	Donna Thomas	9/7/2023	Resumes forwarded for Review
SA	**66908**	Vice President of Student Affairs	Dr. Debra McCurdy	10/20/2023	Resumes forwarded for Review
ASP	**66932**	Administrative Assistant for the Vice President for Advancement	Gussener Augustus/ Dr. Debra McCurdy	1/10/2023	Resumes forwarded for Review
ASP	**66960**	Director of Development	Gussener Augustus/ Dr. Debra McCurdy	1/11/2023	Resumes forwarded for Review
ASP	**76586**	Director of Public Relations/ Community Outreach	Gussener Augustus/ Dr. Debra McCurdy	6/29/2023	Resumes forwarded for Review
WDCE	**66861**	Maintenance Supervisor	Michael Thomas / Kate Zurlage	4/21/2021	Resumes forwarded for Review
WDCE	**66769**	Police Officer II	Michael Thomas	7/28/2020	Resumes forwarded for Review
WDCE	**66968**	Career Development Specialist	Michael Thomas	5/2/2023	Resumes forwarded for Review
WDCE	**66644**	Director of Workforce Development & Employment Services	Michael Thomas	7/5/2023	Resumes forwarded for Review
WDCE	**84362**	Operations Technician	Michael Thomas	9/26/2023	Resumes forwarded for Review
WDCE	**66617**	Assistant Director of Capital Projects	Michael Thomas	11/14/2023	Resumes forwarded for Review
WDCE	**66639**	Assistant Vice President for Facilities	Michael Thomas	12/5/2023	Resumes forwarded for Review
F&A	**66879**	Director of Budget	Aubrey Bascombe	12/5/2022	Resumes forwarded for Review
F&A	**66757**	Senior Accountant	Aubrey Bascombe/ Eileen Waitsmen	1/12/2023	Resumes forwarded for Review
F&A	**67013**	Senior Accountant - Foundation	Aubrey Bascombe/ Eileen Waitsmen	1/12/2023	Resumes forwarded for Review
F&A	**66986**	Budget Analyst	Aubrey Bascombe	3/27/2023	Resumes forwarded for Review
F&A	**72349**	Assistant Vice President of Human Resources	Dr. Debra McCurdy/ Aubrey Bascombe	5/18/2023	Resumes forwarded for Review
F&A	**66974**	Administrative Assistant to the Vice President of Finance & Administration	Aubrey Bascombe	8/11/2023	Resumes forwarded for Review
F&A	**66842**	Accounts Clerk III	Aubrey Bascombe	9/19/2023	Resumes forwarded for Review
F&A	**81593**	Assistant Director of HR & Payroll	Aubrey Bascombe	10/16/2023	Resumes forwarded for Review
F&A	**66916**	Assistant Director of Human Resources- EEO & Compliance	Aubrey Bascombe	11/17/2023	Resumes forwarded for Review
IERP	**88494**	Research Analyst II	Becky Burrell/ Eileen Hawkins	7/6/2022	Resumes forwarded for Review
OP	**66855**	Director of Government Relations/Special Assistant to the President	Dr. Debra McCurdy	1/18/2022	Resumes forwarded for Review
OP	**66987**	Programmer/Analyst	Michael Rading	5/10/2021	Resumes forwarded for Review
OP	**66981**	Executive Administrative Assistant to the President	Dr. Debra McCurdy	2/13/2023	Resumes forwarded for Review
OP	**72082**	Business Systems Analyst	Michael Rading/ Ishwor Aryal	9/1/2023	Resumes forwarded for Review