

Baltimore City Community College

Dr. Debra L. McCurdy
President

Board of Trustees Open Session

Mr. Kurt L. Schmoke
Chair

WEDNESDAY | MAY 17, 2023

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 1 | Approval of the May 17, 2023 Agenda

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

Open Session Agenda | 4:00pm May 17, 2023 (Virtual Zoom Meeting)
Meeting Link: <https://bccc-edu.zoom.us/j/96484948604>

- I. Call to Order Mr. Kurt L. Schmoke, *Chair*
 - a. Adoption of Agenda **(Vote)**
 - i. Approval of the May 17, 2023 Agenda (Tab 1) Mr. Kurt L. Schmoke, *Chair*

- II. Board Actions/Consent Agenda **(Vote)** Mr. Kurt L. Schmoke, *Chair*
 - a. April 19, 2023 Open Session Meeting Minutes (Tab 2)
 - b. April 19, 2023 Closed Session Meeting Summary (Tab 2)
 - c. May 11, 2023 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. Faculty Senate Report (Tab 5)
 - b. AFSCME Local #1870 at BCCC Report (Tab 4)

- IV. New Business (Tab 7) Mr. Kurt L. Schmoke, *Chair*
 - a. Finance/Audit Committee Meeting April 13, 2023
 - i. Procurement Policies & Procedures **(Overview)** Dr. Debra McCurdy, *President*
Mr. Aubrey Bascombe, *VP*
 - ii. Procurement Awards over \$25,000 to \$99,999 **(Information)** Dr. Debra McCurdy, *President*
Mr. Aubrey Bascombe, *VP*
 - a. Towson University \$43,934
 - b. Vector Media Holdings \$43,800
 - c. Morabito Consultants \$43,800
 - iii. Approval Requests **(Vote)** Dr. Debra McCurdy, *President*
Mr. Aubrey Bascombe, *VP*
 - a. Downtown Partnerships \$127,160
 - b. CDW-G \$120,719
 - c. Ellucian Company
 - a. Modification No. 1 \$366,129
 - b. Renewal Option Year 1 \$798,358
 - iv. Financial Monthly Performance Report Dr. Debra McCurdy, *President*
Mr. Aubrey Bascombe, *VP*
 - v. Retroactive Approval Dr. Debra McCurdy, *President*
Mr. Aubrey Bascombe, *VP*
 - a. Ellucian Company
 - i. Modification No. 1 \$350,445
 - b. Downtown Partnership \$ 11,560

- V. College Policies (Tab 8) Mr. Kurt L. Schmoke, *Chair*
 - a. Smoke-Free Environment Policy
 - b. Fraud Policy

- | | | |
|-------|--|--|
| VI. | Presentations (Tab 9)
a. ERP Update | Mr. Kurt L. Schmoke, <i>Chair</i>
Dr. Debra McCurdy, <i>President</i>
Mr. Michael Rading, <i>CIO</i> |
| VII. | President's Report (Tab 10) | Mr. Kurt L. Schmoke, <i>Chair</i>
Dr. Debra McCurdy, <i>President</i> |
| VIII. | Active Search Listing (Tab 11) | Mr. Kurt L. Schmoke, <i>Chair</i> |
| IX. | Motion for Adjournment (Vote) | Mr. Kurt L. Schmoke, <i>Chair</i> |

BOARD OF TRUSTEES

BALTIMORE CITY COMMUNITY COLLEGE

BOARD ACTIONS / CONSENT AGENDA

TAB 2 | April 19, 2023 Minutes

TAB 2 | April 19, 2023 Closed Session Meeting Summary

TAB 2 | May 11, 2023 Finance/Audit Committee Meeting Minutes

TAB 3 | Student Government Association Report

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 2 | April 19, 2023 Minutes

TAB 2 | April 19, 2023 Closed Session Meeting Summary

TAB 2 | May 11, 2023 Finance/Audit Committee Meeting Minutes

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

Open Session Minutes | 4:00pm April 19, 2023 (Virtual Zoom Meeting)

Board Members Present: Chairman Kurt L. Schmoke, Mr. John C. Weiss, Ms. Leonor Blum, Dr. Rachel Pfeifer, Mr. John Goeken.

Also Present: President Debra L. McCurdy

I. Call to Order

- a. Adoption of Agenda
 - i. Approval of the April 19, 2023 Agenda (Tab 1)

Chairman Schmoke called the meeting to order at 4:03 PM. The April 19, 2023 Agenda was unanimously approved upon a motion by Trustee Blum, seconded by Trustee Weiss.

II. Board Actions/Consent Agenda

- a. March 15, 2023 Open Session Meeting Minutes
- b. March 15, 2023 Closed Session Meeting Summary
- c. April 13, 2023 Finance/Audit Committee Meeting Minutes
- d. Student Government Association Report

Upon a motion by Trustee Blum, seconded by Trustee Goeken, the Board unanimously approved the minutes and Report that make up the Consent Agenda.

III. Items Removed from the Consent Agenda

- a. Faculty Senate Report
- b. AFSCME Local #1870 at BCCC Report

IV. New Business

- a. Finance/Audit Committee Meeting April 13, 2023
 - i. Procurement Policies & Procedures
There was no discussion or action on this matter.
 - ii. Procurement Awards over \$25,000 to \$99,999 (**These items were presented to the Board for informational purposes only; no Board action was required.**)
 - a. South Pavilion Caulking
 - i. Change Order No. 1 \$32,475
 - ii. Change Order No. 2 \$ 6,300
 - b. Real Care Babies \$35,474 – *Instructional for ECE*
 - c. Dental Laptops \$25,016
 - d. WBJC Fencing \$30,420
 - e. RN Essentials \$32,750 – *Student programming to meet accreditation requirements*
 - iii. Approval Requests (**Board approval is required**)
 - a. Refugee Case Management/IRC \$459,187

This item was discussed by Michael Thomas, Vice President, Workforce Development and Continuing Education. He described how BCCC, in partnership with IRC, provides case management services, an intake process with BCPSS for parents, and transitional life services. This is the third time this item has been before the Board for approval.

- b. Fire Alarm System Upgrades Modification No. 1 \$ 66,810
VP Thomas described this item, which would replace the fire pump, elevator valves, and communication devices in the Life Sciences Building as they are faulty and will not work with the current system. The contract includes two years of monitoring with the fire department to ensure appropriate emergency communications. In response to a question from Trustee Goeken, Kate Zurlage, Assistant Vice President for Facilities, stated that the monitoring will be bid out for a service contract after the two years have lapsed. All current buildings are being monitored for fire alarms and the fire department is automatically alerted if/when a fire alarm is activated.

Upon recommendation from the Finance Committee, the Board unanimously approved the items.

iv. Procurement Forecast

Items bidding in April (Ms. Anna Lansaw, Director of Procurement, explained that these procurements are all out for bid and will be brought back to the Board. This will complete the Capital projects for the year and will make a huge difference on campus.)

- a. Entrance Sign Replacement (est. \$150,000-Go Bonds)
V.P. Thomas explained that the current sign is inadequate and that a new sign will be a tremendous update for the image of the College.
- b. Nursing Cooling Tower (est. \$200,000-Operating)
This is a one for one replacement as the current tower is at the end of its life cycle.
- c. New Security Guard Booth (est. \$300,000-Go Bonds)
The current one is outdated and a hazard in terms of electricity. A new one will enhance function and image.
- d. Gymnasium Structural Repairs (est. \$350,000-Go Bonds)
- v. Landscaping Services \$19,087.50
This item was approved by the BCCC Finance Committee in March and has already been presented to the BPW, but was mistakenly left off the March Board agenda and is being presented now for retroactive approval.

V. College Policies

- a. No Policies were presented.

VI. Presentations

a. Monthly Financial Performance Report

President McCurdy introduced Mr. Aubrey Bascombe, the newly appointed Vice President of Finance & Administration, who will present the Board with a monthly financial performance report. Mr. Bascombe explained that he will hold on presenting the Report until next month so that he can confirm how data are transferring over from the legacy system to the new Banner system. A report was presented to the Finance Committee last week. Chair Schmoke recommended stamping that Report as “Preliminary” and President McCurdy agreed.

b. Enrollment Report

Jade Borne, VP of Student Affairs, gave a slide presentation regarding recruitment and enrollment efforts. He noted that recruiters are out every day for the Mayor's Scholars Program (MSP) Summer Bridge and commented on the seven recruitment tactics outlined in the PowerPoint slide show: MSP High School Counselor Professional Development Event, MSP Summer Bridge Invitations, BCPS Graduating Seniors List, Spring '23 Recruiter HS Visits, Continuous Communication, Student/Parents MSP Information Sessions, and College Board Contacts. VP Borne noted the target for a 16% increase in participation overall and 10% for each high school. Chair Schmoke asked about parental participation. A slide reflected the student and parent participation counts in the informational sessions. As promised at the last Board meeting, he provided data on LatinX students. LatinX students make up 16% of the Baltimore City HS student population and the goal is to match that percentage and have 16% of BCCC students be LatinX. He noted efforts to recruit LatinX students, including designated cohorts of MSP and dual enrollment students, and gave thanks to Trustee Blum. He noted that Student Affairs is collaborating with Academic Affairs and Workforce Development and Continuing Education (WDCE) regarding the ELI/ESOL populations. Trustee Weiss asked about Veronica Cool as a resource in Southeast Baltimore for the LatinX population. Trustee Pfeiffer thanked him for the efforts. Trustee Blum asked about targeting older English-as-a-second-language (ESL) individuals, particularly women. Dr. Borne referred to VP Thomas who noted that his team partners with resettlement groups. Trustee Blum offered assistance in communicating with the parents of her students regarding ESL opportunities.

c. ERP Update

Michael Rading, Chief Information Officer, noted that the College now had a partial "yellow" status from DoIT resulting from the cost of the project, even though the other five factors are green. Right now, we are 7% over the contract price and a contingency was not built in, which is typically 10% to 25% of the total contract price. In response to a question from Trustee Goeken, Mr. Rading stated that the completion date for the project was not affected. Key changes that must be made to the contract include an increase in the spending limit on the ERP as a whole, removal of the product Elevate from the contract, removal of Ellucian Mobile from the contract (replacing it with "Experience"), and replacing the sunset Analytics reporting module with the Insights platform. A contract amendment will require the approval of the Board of Trustees and DPW. The College is communicating with all of the appropriate State agencies. He reiterated that cost is the only component that is now rated yellow and that once the contract is amended, the College should return to green status. Chair Schmoke asked if the yellow status would change by the May meeting; Mr. Rading indicated it will likely stay the same.

In further news, Mr. Rading reported that eleven BCCC staff members attended the Ellucian conference in March and had productive engagements with their counterparts at other colleges. He noted that DegreeWorks will be fully implemented later in 2023. Trustee Pfeifer asked if DegreeWorks would be available to serve dual enrolled students and Mr. Rading indicated that it would support showing students the pathway to degree completion. Continued work is underway to configure billing for continuing education students, which will streamline efforts for WDCE. The Communication Manager is scheduled to go-live in April 2023.

Ongoing challenges include data cleanup, reporting, and cyclical operational procedures. Mr. Rading reported on all three challenges and offered short and long term solutions for each. Data cleanup involves decades-old data from the legacy system, which has limited validation rules. There is often a lack of 1:1 match in data fields between HP-LAN and Banner and Banner SASS does not offer customization. Efforts are underway to identify discrepancies and augment staff to address them. Reporting challenges are tied to both operational and compliance needs. Short-term solutions include data blocks/queries for student data and HR/payroll. Long-term solutions include implementing the customizable Insights reporting platform in

2023. “Cyclical Operations” refers to operations that are run infrequently and, therefore, will take a longer time to implement correctly. The College is currently addressing those challenges by utilizing action line tickets for Ellucian Support and conferring with Ellucian consultants. The College also plans to engage Managed Consulting Services, which will provide operational support for one to two years.

Dr. McCurdy emphasized the ERP’s impact on the entire College and her commitment to transparency regarding the ERP implementation and the need for 18 to 24 months of Managed Services, which is standard. The College has positive relationships with DoIT, particularly with Dr. Josiah, the agency liaison. Chair Schmoke asked if the new Governor and his new administration have had any impact on the project. Dr. McCurdy noted that Dr. Josiah continues to be our DoIt partner.

VII. President’s Report

Dr. McCurdy indicated that the Board would move into Closed Session. Chairman Schmoke read the following closing statement:

Pursuant to the General Provisions Article, Sections 3-305(b) (1), (7), (8), and (9), the meeting will now be closed so that the Board can discuss the following items:

- *The onboarding, separation, and discipline of specific employees;*
- *Consultation with counsel to obtain legal advice;*
- *Pending litigation and administrative complaints; and*
- *Matters related to collective bargaining.*

VIII. Motion for Adjournment

Upon a motion to adjourn made by Trustee Pfeifer and seconded by Trustee Weiss, the Board voted unanimously to adjourn at 5:03 PM. The Closed Session was scheduled to reconvene at 5:05 PM.

Respectfully submitted,

Debra L. McCurdy, PhD
President

Next Board Meeting: 06/21/2023

Attendance/Participants:

Kurt Schmoke

J.C. Weiss

John Goeken

Leonor Blum

Rachel Pfeifer

Debra McCurdy

Gussener Augustus

Aubrey Bascombe

Jade Borne

Becky Burrell

Lyllis M. Green

Charles Hall

Maria Rodriguez

Michael Rading

Michael Thomas

Kristin McFarlane

Anna Lansaw

Charles Hall

Katherine Zurlage

BCCC Faculty/Staff:

Afryea Lucas
Brett King
Brian Terrill
Carol Taylor
Chavon Robinson
Chris Jordan
Chuck Marquette
Constance Mannone
Cortney Merritt
Cynthia Wilson
Darryl Pope
Darryl Rogers
Dawna Attig
Dr. Bryan Miller
Dr. Courtney Ross
Dr. Katana L. Hall
Dr. Nicole L. Deutsch

Dr. Sherri Anna Brown
Eileen Hawkins
Ishwor Aryal
Jason Quick
Kadeirdra Thompson
Karen King-Sheridan
Keenan Jones
Michael Berends
Natasha Williams
Nena Kutniewski
Noah Grant
Peter Farrell
Phil G. Gatling Jr.
Stanley Cavouras
Theresa Tunstall
Tracie Williams
Valerie Grays
Will Hug



BOARD OF TRUSTEES BALTIMORE CITY COMMUNITY COLLEGE

Closed Session Summary | April 19, 2023 (Virtual Zoom Meeting)

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

Also Present: Dr. Debra L. McCurdy.

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

Chairman Schmoke brought the Closed Session meeting to order at 5:07 PM.

Upon a motion by Mr. Goeken, seconded by Dr. Pfeifer, the Trustees unanimously approved the consent agenda and attached Closed Session materials.

The Board discussed specific personnel issues, legal questions, and matters related to collective bargaining.

The Closed Session was adjourned at 5:51 PM upon unanimous consent, after a motion to adjourn made by Mr. Weiss.

Respectfully submitted,

Debra L. McCurdy, President

**BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE**

Finance Committee Meeting Minutes | 8:00 AM May 11, 2023 (Virtual)

I. Call to Order (Vote)

Chair Schmoke asked the meeting to come order at 8:05am. Trustee Weiss made the motion to open the meeting.

II. Procurement Policies and Procedures (Overview)

There was no discussion about Procurement Policies and Procedures.

III. Procurement Awards over \$25,000 to \$99,999 (Information)

a.	Towson University	\$43,934
b.	Vector Media Holdings	\$43,800
c.	Morabito Consultants	\$43,800

There was brief discussion about the procurement items that did not exceed \$99,999. The Towson University amount was to cover the cost for TRIO students to have a residential experience during the summer. The Vector Media Holdings covers the cost of the the creative wrap for the CUBE at the corner of Presidents and Lombard Streets. The award for Morabito Consultants addressed the additional need for services.

IV. Approval Requests (Vote)

a.	Downtown Partnership	\$127,160
----	----------------------	-----------

The Downtown Partnership request was to cover the cost to utilize 34 street poles along Lombard Street for sixty (60) consecutive months. The retroactive approval for for \$11,560.00 covered from January 1, 2023 to May 31, 2023. The proactive approval request was \$127,160.00. Chairman Schmoke asked for a recommendation for approval, provided by Trustee Weiss.

b.	CDW-G	\$120,719
----	-------	-----------

This purchase request was to replace (from the flood) desktops, laptops, monitors and other IT peripherals. Chairman Schmoke called for a vote to approve which was provided by Trustee Weiss.

c.	Ellucian Company	
	i. Modification No. 1	\$366,129
	ii. Renewal Option Year 1	\$798,358

The request to renew under option year 1 for \$798,358 (renewal term) was presented for approval. This is a part of the original Ellucian proposal for 3 one year options. Chairman Schmoke asked for the

approval which was provided by Trustee Weiss. The request for \$366,129 was provided for future costs that would likely exceed the contract. Chairman Schmoke asked for a motion to approve which was offered by Trustee Weiss.

V. Financial Monthly Performance Report

Vice President Bascombe provided a brief summary on the Financial Performance and talked about the financial items which appeared to not transition properly between the two systems. He will continue to follow up.

VI. Retroactive Approval

- a. Ellucian Company
 - i. Modification No. 1 \$350,445
- b. Downtown Partnership \$11,560

The retroactive approvals will be submitted to the Board of Public Works during their June meeting; Chairman Schmoke asked for a motion to approve which was offered by Trustee Weiss.

VII. Motion for Adjournment (Vote)

Chairman Schmoke asked for a motion to adjourn which was provided by Trustee Weiss.

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 3 | Student Government Association Report



Baltimore City Community College

CABINET UPDATE

Board of Trustees, May 04, 2023

Student Affairs

STUDENT GOVERNMENT ASSOCIATION

For the month of April, the SGA team worked with the Student Life and Engagement team to plan events for the remainder of the spring semester starting with Panther Pride Week. The SGA elections being a major activity in April. The SGA President, Darienne Stansbury, and Vice President, Kylene Brown were both invited to be members of the Panther Pride Week planning committee.

The SGA worked with the International Students Club to complete all of their paperwork in order to reactivate their club status. They are looking forward to being an active part of the BCCC community as they have been in the past.

SGA Advisor, Ms. Grays was invited to bring student leaders to the University of Baltimore's annual Rock the Block event. It was held on Thursday, April 13, 2023, from 1 – 6:00 pm. It was a fun filled day with food, music, giveaways, and fellowship. Ms. Elizabeth Purswani, former Student Life and Engagement Director invited the BCCC Team. Three students and Ms. Grays were able to attend the event. The students were Darienne Stansbury (SGA President), Sapana Bom (SLE work study student and newly elected SGA Vice President), and Ron Davis (student coordinator for the BCCC Open Mic II). The students stated how much they enjoyed the event and got some ideas for events and activities they could have at BCCC.

Activities and Events

April 24, 2023 – SGA Meet and Greet - The Student Government Association hosted a Meet and Greet with the candidates running for 2023-2024 SGA office. The event was held in the Atrium of the Main Building. This event was a part of the Panther Pride Fun Hour which was sponsored by Student Life and Engagement with popcorn, a photo booth and DJ.

April 25, 2023 – SGA Candidate Speeches – The Student Government Association held an event designed to give the BCCC community a chance to meet the students running for the different SGA positions. The event was held in the Student Atrium from 12 – 1:00 pm. The candidates that participated were Alice Andrade and Sapana Bom.

April 25, 2023 - International Day - The International Students Club held their first club event as a newly sanctioned club. It was a fun-filled day of activities that included a Kahoot Trivia, music, games and a special cultural food tasting. The event was held in the Atrium from 2 – 3:30pm.

April 26, 2023 – SGA Elections Begin – The SGA Elections process began at 10:00 am. Students were able to vote via their Canvas page. The elections were held through 10:00 am, Friday, April 28, 2023. The students that ran for positions were as follows: President (Saquanna Walker and Alice Andrade), Vice President (Sapana Bom), and Senator (Quanye Johnson). Note: Six applications were received, however, one student was not qualified, and another did not complete the process to be a part of the election slate.

April 26, 2023, Panther Pride Fun Day – The SGA supported the day of events by working the registration table and other booth areas. The day was filled with activities such a DJ, photo booth, cotton candy, ice slushes, caricature drawings, massages, information tables and giveaways. The event was held from 11:00 a.m. – 2:00 p.m. in the upper and lower Atrium of the Main Building.

April 28, 2023, SGA Elections Closed – The voting for the SGA elections closed at 10:00 a.m. on April 28th via Canvas. SGA is happy to announce that the following students were elected to the 2023-2024 SGA leadership team:

The 2023-2024 Elected SGA Executive Board

President – Alice Vieira Andrade

Vice President – Sapana Bom

Senator – Quanye Johnson

The new SGA team in conjunction with Student Life and Engagement will be working to fill the remaining open positions for the upcoming year, while offering training workshops, and a retreat for officers this summer.

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 4 | AFSCME Local #1870 at BCCC Report

- None

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 5 | Faculty Senate Report

- None

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 6 | Items Removed from the Agenda

- Faculty Senate Report
- AFSCME Local #1870 at BCCC Report

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 7 | New Business

- a. Finance/Audit Committee Meeting May 11, 2023
 - i. Procurement Policies & Procedures **(Overview)**
 - ii. Procurement Awards over \$25,000 to \$99,999 **(Information)**
 - a. Towson University \$43,934
 - b. Vector Media Holdings \$43,800
 - c. Morabito Consultants \$43,800
 - iii. Approval Requests **(Vote)**
 - a. Downtown Partnerships \$127,160
 - b. CDW-G \$120,719
 - c. Ellucian Company
 - i. Modification No. 1 \$366,129
 - ii. Renewal Option Year 1 \$798,358
 - iv. Financial Monthly Performance Report
 - v. Retroactive Approval
 - a. Ellucian Company
 - i. Modification No. 1 \$350,445
 - b. Downtown Partnership \$ 11,560



PROCUREMENT AWARDS
Contracts, Modifications, and Renewals Options
\$25,000 to \$99,999
May 11, 2023

Contract No. / Contract Title	R95P3600263 MOU- Towson University		
Description/Remarks:	Towson University UBMS Summer Residential Program		
Procurement Method:	MOU	Category:	Services
Award Amount:	\$43,933.85	Contract Term:	-
No. of Bids:	-	Tax Clearance:	-
College Department:	Student Affairs	Fund Source:	E9135/0873

Contract No. / Contract Title	R95P3600294 Vector Media Holdings		
Description/Remarks:	Vector Media Subway wrap (CUBE) and three creative changes through December 21, 2023.		
Procurement Method:	Sole Source	Category:	Services
Award Amount:	\$43,800	Contract Term:	April 3, 2023-December 21, 2023
No. of Bids:	-	Tax Clearance:	-
College Department:	Institutional	Fund Source:	06656/08801

Contract No. / Contract Title	R95P3600174 Morabito Consultants Inc		
Description/Remarks:	Additional services needed for the construction administrative phase for the PEC concrete repairs project.		
	Original Amount: \$24,800.00 Change Order No 1.: \$19,000.00. New Total: \$43,800.00		
Procurement Method:	Change Order	Category:	Construction
Award Amount:	\$43,800	Contract Term:	01/19/2023- 06/30/2023
No. of Bids:	-	Tax Clearance:	-
College Department:	Facilities	Fund Source:	07701/0873

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

**BALTIMORE CITY COMMUNITY COLLEGE
BOARD OF TRUSTEE – FINANCE COMMITTEE
ACTION ITEM
May 2023**

Contract ID: Pole Signs
Downton Partnership

Contract Description:

Award: Downtown Partnership
Baltimore, MD

Contract Term: January 1, 2023- December 31, 2027

New Contract Amount: **\$138,720.00**

Procurement Method: Sole Source

Requesting Remarks: This purchase is for the college to utilize thirty-four (34) street poles along Lombard Street from Charles Street to President Street for sixty (60) consecutive months, beginning the week of January 1, 2023, through December 31, 2027.

Retroactive approval is requested for \$11,560.00 from January 1, 2023, to May 31, 2023, and the proactive approval request is \$127,160.00.

Per the College’s Procurement Policies and Procedures, the Board of Trustees must approve when the contract exceeds the accumulated amount of over \$100,000 or already over \$100,000.

Fund Source: Marketing

MD Tax Clearance: -

BOARD OF TRUSTEES ACTION		THIS ITEM WAS:	
APPROVED	DISAPPROVED	DEFERRED	WITHDRAWN
	WITH DISCUSSION	WITHOUT DISCUSSION	

**BALTIMORE CITY COMMUNITY COLLEGE
BOARD OF TRUSTEE – FINANCE COMMITTEE
ACTION ITEM
May 2023**

Contract ID: R95P3600269
West Pavilion Flood IT Equipment Replacement

Contract Description: This contract replaces the Lenovo laptops and computer units damaged in the West Pavilion flood on December 25, 2022. This equipment replaces equipment lost in the flood and is needed for continued operations.

Award: CDW-G
Chicago, IL

Contract Term: Thirty (30) Calendar Days from Notice to Proceed

New Contract Amount: **\$120,718.74**

Procurement Method: Intergovernmental Cooperative Purchasing Agreement

Requesting Remarks: This purchase request is to replace Desktops, Laptops, Monitors, and other peripherals and IT equipment destroyed in the December 2022 flood of the West Pavilion Bldg. As BCCC is an agency of the State of Maryland, this exemption applies to our request.

Applicable contracts:
The University of MD MEEC IT Hdwr 972016 Category 5 (UMD-972016)
E&I CNR01439 Catalog (CNR01439)
Sourcewell 081419-CDW Tech Catalog (081419#CDW)

Per the College's Procurement Policies and Procedures, the Board of Trustees must approve when the contract exceeds the accumulated amount of over \$100,000 or already over \$100,000.

Fund Source: IT Department

MD Tax Clearance: -

BOARD OF TRUSTEES ACTION		THIS ITEM WAS:	
APPROVED	DISAPPROVED	DEFERRED	WITHDRAWN
	WITH DISCUSSION	WITHOUT DISCUSSION	

**BALTIMORE CITY COMMUNITY COLLEGE
BOARD OF TRUSTEE – FINANCE COMMITTEE
ACTION ITEM
May 17, 2023**

Contract ID: **BCCC-20-020**
Enterprise Resource Planning

Contract Description: This contract aims to provide a subscription-based, Software-as-a-Service (SaaS) solution to serve as the College’s Enterprise Resource Planning (ERP).

Option Description: Request to exercise the first year of three one-year renewal options.

Award: Ellucian Company LLP
Reston, VA

Contract Term: November 12, 2020- November 30, 2023

Optional Term: December 1, 2023 – November 30, 2024

Original Contract Amount: **\$4,913,982.00 (initial term only)**

Optional Term: Year 1 **\$798,358.00**

Prior Modification/ Options: **\$716,574.00**
Modification No 1. To cover the cost of the overage amount in time and materials plus additional professional services support needed.

Revised Total Contract Amount: **\$6,428,914.00**

Original Procurement Method: Request for Proposal

**Minority Business
Enterprise (MBE) Goal:** 19%

**Veteran Small Business
Reserve (SBR) Goal:** 1%

Requesting Remarks: The renewal term covers the total annual subscription fee for the Baltimore City Community College (BCCC) cloud software.

In accordance with the College’s Procurement Policies and Procedures, any contract with a value exceeding \$100,000 and any modifications to a contract that increase the value of the contract to a value exceeding \$100,000 shall be submitted to the Board of Trustees for review and approval.

Fund Source: Operating

MD Tax Clearance: -

BOARD OF TRUSTEES ACTION	THIS ITEM WAS:		
APPROVED	DISAPPROVED	DEFERRED	WITHDRAWN
	WITH DISCUSSION	WITHOUT DISCUSSION	

**BALTIMORE CITY COMMUNITY COLLEGE
BOARD OF TRUSTEE – FINANCE COMMITTEE
ACTION ITEM
May 17, 2023**

Contract ID: **BCCC-20-020**
Enterprise Resource Planning

Contract Description: This contract aims to provide a subscription-based, Software-as-a-Service (SaaS) solution to serve as the college’s Enterprise Resource Planning (ERP). The ERP supports the college's Academic Services, Student Services, Human Resources, Finance Portal, and Reporting & Data Warehousing functions. This includes comprehensive business process changes, training, data conversion, project management, infrastructure review, operations, and maintenance services.

Award: Ellucian Company LLP
Reston, VA

Contract Term: November 12, 2020- November 30, 2023

Original Contract Amount: **\$7,381,626.00 (includes three renewal option years)**

Initial Term: **\$4,913,982.00**

Modification Request: **\$716,574.00**

New Contract Total: **\$5,630,556.00 (initial term only)**

Procurement Method: Modification No. 1

**Minority Business
Enterprise (MBE) Goal:** 19%

**Veteran Small Business
Reserve (SBR) Goal:** 1%

Requesting Remarks: This modification will aid Baltimore City Community College (BCCC) in the extensive transition process to the new Enterprise Resource Planning (ERP), which supports critical processes involved with the Banner implementation here at the college.

Retroactive approval is \$350,445.00 with a proactive approval request cost of \$366,129.00, totaling the modification cost of \$716,573.00 for the time & materials overage amount plus additional professional services support needed.

In accordance with the College’s Procurement Policies and Procedures, any contract with a value exceeding \$100,000 and any modifications to a contract that increase the value of the contract to a value exceeding \$100,000 shall be submitted to the Board of Trustees for review and approval.

Fund Source: Operating

MD Tax Clearance: -

BOARD OF TRUSTEES ACTION	THIS ITEM WAS:
APPROVED	DISAPPROVED
	DEFERRED
	WITHDRAWN



Monthly Financial Performance Report
Appropriation Year 2023
 as of April 2023

Total Revenue by Appropriated Fund

Revenue Fund	Budget FY23	Monthly Budget FY23	FY23	FY22	Net Change	Percentage Change
General (Unrestricted)	62,965,791	52,471,493	56,903,323	52,888,665	4,014,658	7.59%
Restricted	33,271,901	27,726,584	18,233,274	13,162,200	5,071,074	38.53%
Total Revenue FY23	96,237,692	80,198,077	75,136,596	66,050,864	9,085,732	13.76%

Year-over-Year (YoY) Expense Comparison

Expense Fund	Budget FY23	Monthly Budget FY23	FY23	FY22	Net Change	Percentage Change
General (Unrestricted)	62,965,791	47,224,343	38,172,106	39,281,715	(1,109,609)	-2.82%
Restricted	33,271,901	24,953,925	13,108,721	11,101,982	2,006,739	18.08%
Total Expenses	96,237,692	72,178,269	51,280,827	50,383,697	897,130	1.78%

	Budget FY23	Monthly Budget FY23	FY23	FY22	Net Change	Percentage Change
Net Surplus	0	8,019,808	23,855,769	15,667,167	8,188,602	52.27%

Year-over-Year (YoY) Revenue Comparison

Revenue Sources	Budget FY23	Monthly Budget FY23	FY23	FY22	Net Change	Percentage Change
Unrestricted Revenues	62,965,791	52,471,493	56,903,323	52,888,665	4,014,658	7.6%
Board of Estimates - Unrestricted	600,000	500,000	0	600,000	(600,000)	-100.0%
Bookstore Revenue	935,232	779,360	910,110	766,457	143,652	18.7%
CONSOLIDATED FEES	950,936	792,446	890,565	1,061,993	(171,428)	-16.1%
Credit Tuition	11,186,955	9,322,462	6,926,645	7,548,761	(622,115)	-8.2%
Covid Relief Funds	0	0	0	0	0	0.0%
FACILITIES CAPITAL FEES	109,971	91,643	97,475	116,470	(18,995)	-16.3%
Indirect Cost - Other	0	0	15,449	31,226	(15,777)	-50.5%
Investment Income	364,047	303,373	1,078,477	118,387	960,090	811.0%
Non-Credit Fee Revenue	377,357	314,464	265,360	336,320	(70,960)	-21.1%
Non-Credit Tuition	532,994	444,162	325,030	379,060	(54,030)	-14.3%
Other Fee Revenue	177,861	148,218	1,355	2,835	(1,481)	-52.2%
Other Revenue	117,800	98,167	(8,623)	(5,232)	(3,390)	64.8%
PARKING AND TRANSPORTATION	34,719	28,933	8,204	1,077	7,127	661.4%
Private Gifts, Grants & Contracts	85,792	71,493	4,661	74,945	(70,284)	-93.8%
REAL ESTATE LEASE INCOME	2,331,299	1,942,749	1,756,301	828,895	927,406	111.9%
Registration Fee	299,995	249,996	242,232	281,762	(39,530)	-14.0%
State Appropriation	43,735,135	36,445,946	43,735,135	39,880,068	3,855,067	9.7%
Technology Fees	739,713	616,428	593,839	707,786	(113,947)	-16.1%
TOWER RENTAL INCOME	131,092	109,243	41,244	127,787	(86,543)	-67.7%
TRANSCRIPTS	39,084	32,570	19,430	28,940	(9,510)	-32.9%
VENDING MACHINE COMMISSION	4,976	4,147	435	1,129	(694)	-61.5%
WBJC ASSET AGREEMENT	210,833	175,694	0	0	0	0.0%
Restricted Revenues	33,271,901	27,726,584	18,233,274	13,162,200	5,071,074	38.5%
Capital Projects			2,610,261	1,000,000	1,610,261	161.0%
COVID Relief	13,917,895	11,598,246	3,121,861	1,582,279	1,539,582	97.3%
Federal Grants	13,174,182	10,978,485	8,715,256	6,771,035	1,944,221	28.7%
Other Restricted Revenue	0	0	500	660	(160)	-24.2%
RYP - Artworks	0	0	0	31,360	(31,360)	-100.0%
State and Local Grants	4,513,262	3,761,052	2,712,516	2,152,872	559,644	26.0%
WBJC	1,666,562	1,388,802	1,072,879	1,623,993	(551,114)	-33.9%
Total Revenue FY23	96,237,692	80,198,077	75,136,596	66,050,864	9,085,732	13.8%

Expenditure by Category

Description	Object	FY23 Expenses	FY22 Expenses	Net Change	Percentage Change
Labor: PIN Salaries	1	25,712,936	26,432,574	(719,638)	-2.7%
Labor: Contractual Employees	2	4,638,008	4,255,203	382,805	9.0%
Communications	3	210,608	71,509	139,099	194.5%
Travel	4	98,750	187,940	(89,190)	-47.5%
Utilities	6	1,551,428	1,366,979	184,449	13.5%
Motor Vehicle	7	61,582	8,032	53,549	666.7%
Contractual Services	8	2,836,867	5,344,141	(2,507,274)	-46.9%
Supplies	9	1,746,952	1,661,831	85,122	5.1%
Replacement Equipment	10	97,187	20,153	77,034	382.2%
New Equipment	11	68,683	192,620	(123,937)	-64.3%
Scholarships and Fellowships	12	10,799,161	7,617,059	3,182,102	41.8%
Fixed Expenses	13	2,800,044	2,770,283	29,761	1.1%
Deferred Maintenance	14	658,621	455,373	203,248	44.6%
Clearing	96	0	0	0	0.0%
Total Expenses FY23		51,280,827	50,383,697	897,130	1.8%

Current Expenses by Division**Current Expenses by Division**

Division	Budget FY23	FY23 Expenses	FY22 Expenses	Net Change	Percentage Change
Academic Affairs	23,092,339	14,599,467	15,171,120	(571,653)	-3.8%
Administration & Finance	16,706,159	10,439,259	10,133,808	305,451	3.0%
Advancement & Strategic Partners	1,817,188	659,549	739,647	(80,098)	-10.8%
College Wide	16,759,844	2,742,620	5,676,094	(2,933,474)	-51.7%
Information Technology	5,366,182	3,163,232	2,292,089	871,143	38.0%
Institutional Research & Strategic Priorities	1,057,836	549,082	578,341	(29,259)	-5.1%
President's Office (Executive)	1,677,484	1,079,155	1,016,575	62,581	6.2%
Student Affairs	21,954,975	13,109,340	10,188,728	2,920,612	28.7%
WBJC	1,714,959	891,103	904,626	(13,523)	-1.5%
WDCED	12,398,878	4,048,020	3,682,670	365,350	9.9%
Total Expenses FY23	102,545,844	51,280,827	50,383,697	897,130	1.8%

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 8 | College Policies

- Smoke-Free Environment Policy
- Fraud Policy



BCCC Smoke-Free Environment Policy

Applies to (check all that apply):

Faculty Staff Students

Division/Department College All Members of the Public

Topic/Issue:

Repeal and replace Smoke-Free Environment Policy adopted in 2019 so that marijuana smoking is prohibited.

Background to Issue/Rationale for Policy:

To provide a healthy, safe learning and working environment for the students, faculty, staff, and visitors of our campus, free of smoking products' harmful emissions and pollution.

State/Federal Regulations Requirements:

- EXECUTIVE ORDER 01.01.1992.20 Executive Agency Policy on Smoking.
(<http://mdrules.elaws.us/comar/01.01.1992.20>)
- Memorandum of Understanding (MOU) between Baltimore City Community College and AFSCME Council 92/AFSCME Local 1870 – Article 28. Health and Safety. (2020)

Related College Policies:

- Health and Safety
- Drug-Free Campus Policy

Baltimore City Community College (BCCC) prohibits the use of any product that emits smoke that could be inhaled by others, including marijuana and tobacco cigarettes, electronic smoking devices or hookahs, in any enclosed place, including, but not limited to, all offices, classrooms, hallways, restrooms, meeting rooms, community areas, and performance venues. Smoking is also prohibited outdoors on all BCCC campus property, owned or leased, including, but not limited to, parking lots, paths, fields, and sports/recreational areas, as well as in all vehicles while on property that is owned or leased by the College. This policy applies to all students, faculty, staff, and other persons on campus, regardless of the purpose of their visit.

This policy shall be enforced by Public Safety. Students and employees that fail to comply with the smoke-free policy will be subject to progressive disciplinary action.

Visitors that fail to comply with the smoke-free policy will be informed of the policy and requested to comply. Visitors that continue to violate the policy after verbal warning will be escorted off-campus.

Implementation Date: Upon Board Approval

Approved by Board of Trustees: TBD



Title of Policy: College Fraud Policy

Applies to (check all that apply):

Faculty ___ Staff ___ Students ___ Division/Department ___ College X

Topic/Issue:

BCCC Fraud Policy

Background to Issue/Rationale for Policy or Procedure:

Fraudulent activity of any kind, including for the benefit of BCCC, is expressly forbidden. *Black’s Law Dictionary* defines fraud as “A false representation of a matter of fact, whether by words or by conduct, by false or misleading allegations, or by concealment of that which should have been disclosed, which deceives and is intended to deceive another so that he shall act upon it to his legal injury.”

Policy Language:

The College’s Board of Trustees expressly forbids fraudulent activity of any kind. Enforcement of this fraud policy is the responsibility of the entire College community.

Duties and Responsibilities of all BCCC community members:

1. Employees, students, and other persons associated with BCCC (collectively, members of the campus community) must abide by laws, rules, regulations, and policies.
2. All levels of management are accountable for educating staff members, enforcing compliance, and reporting fraudulent acts related to laws, rules, regulations, and policies, including ethics policies.

3. All staff members should be cognizant of the risks and exposures inherent in their area of responsibility and should establish and maintain proper internal controls that will provide for the security and accountability of the resources entrusted to them.
4. Any member of the campus community who has a reasonable basis for believing a fraudulent act has occurred has a responsibility to promptly notify one or more of the following:
 - a. His or her supervisor
 - b. The appropriate administrator
 - c. Office of Internal Audit
 - d. BCCC Department of Public Safety

Persons desiring to report anonymously may contact the BCCC Compliance Line (located on the website under the Office Internal Audits ([Office of Internal Audits](#)) or the State's Fraud Hotline (1-877-FRAUD11 or 1-877-372-8311).

Persons found to have committed fraud will be disciplined in accordance with BCCC policies, local, state, and federal laws.

The State of Maryland's Whistleblower Act protects employees who, in good faith, report suspected fraudulent activity. The reporting member of the campus community shall refrain from confrontation of the suspect, further examination of the incident, or further discussion of the incident with anyone other than the employee's or student's supervisor or others involved in the resulting review or investigation. Persons found to be making frivolous claims under this Policy will be disciplined.

Originator/Division: Chief Internal Auditor/President's Office

Approved by the Board of Trustees: December 20, 2001

Revised and reapproved: TBD

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 9 | Presentations

- ERP Update

Enterprise Resource Planning (ERP) Project Update



Michael Rading, CIO

Date: May 17, 2023

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 effect 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	Yellow

- 5 of the 6 criteria used to establish the overall project health are green with the "Cost" measure listed as yellow.
- The proposed initial contract amendment that modifies the ERP project budget would address the "Cost" measure concern.

Project Status

Key changes that need to be made to the ERP contract include:

1. Increasing the spending limit on the Initial ERP contract
 - a) 14% budget increase is needed to support ERP project work through December 31, 2023.
 - b) Industry standard for projects of this scope and size include a contingency of between 10% – 25% of overall project cost, the current contract has no contingency built in.
 - c) Even with this increase the project still comes below amount approved by the state.
 2. Replace Reporting module Analytics with platform that replaces it Insights – Ellucian is sunsetting the Analytics product.
 3. No cost addition of Banner Document Management software - Additional functionality that enables storing, indexing, organizing and retrieving of electronic documents
 4. Additional Consultant Support through the end of 2023 - All functional areas would receive ongoing consultant support for training, guidance, troubleshooting, etc.
- Proposed changes require Board of Trustees approval followed by Board of Public Works (BPW) approval

Recently Completed Work

- **Degree Works** – An academic advising and degree audit tool that provides students easy access to their academic path and helps them understand degree requirements as well as the next steps to graduation.
 - Work to scribe or build-out degree requirements in the system was completed
 - The first round of training for the Registrar's office will be completed in May 2023
 - The tool will also allow advisors to target students in need of assistance and help them maintain progress. The module will be fully implemented later in 2023.
- **Billing for WDCE** – The configuration of non-credit related billing in Banner has been finalized with input from WDCE Finance, and Student AR.
 - In-person training sessions will be conducted by Ellucian in June 2023 in preparation for go-Live in July 2023

Ongoing ERP Support / Operational Challenges

- While we have seen many benefits of the new system, there are also significant learning curves, particularly in the areas of:
 - Data cleanup
 - Reporting
 - Cyclical operational procedures
- The following supports are being put in place to help address this:
 - Additional Consultant support for all areas from now through December 2023
 - Pursuing a Managed Services Contract beyond December 2023

Next Steps

1. Amend Current ERP Contract (Now)
 - Increasing the spending limit on the ERP contract
 - Make necessary changes to product portfolio
 - Targeting BPW approval for contract changes in June 2023

2. Pursue Managed Services beyond December 2023 (this is a must)
 - Consulting provides ongoing operational support for the year or two post go-live after the project team is complete
 - Targeting Board of Trustees and BPW approval before December 2023

Questions

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 10 | President's Report

- A. Operational Update
 - B. Realignment Tasks Update
-

Baltimore City Community College

PRESIDENT'S UPDATE

Board of Trustees, May 17, 2023

Dr. Jacqueline Hill, Vice President, Academic Affairs

Dr. Courtney B. Ross, Dean, School of Nursing & Health Professions

Academic Affairs

Office of the Vice President for Academic Affairs

A special welcome is extended to BCCC's new Chief Academic Officer/Vice President of Academic Affairs, Dr. Jacqueline Hill. Dr. Hill brings over 30 years of extensive experience to the College. She has served in diverse institutions of higher education and created vision and strategic planning for academic excellence. Since 2020, Dr. Hill has served in the following capacities at Florida Memorial University (Miami): Provost and Executive Vice President, Associate Provost of Continuing Education and Professional Studies, and Dean of the School of Education.

The Dean's Council and Academic faculty look forward to working and learning from Dr. Hill as the Academy strives to meet BCCC's strategic goals and realignment efforts.

Middle State Commission on Higher Education (MSCHE)

The first draft of the Self-Study has been written. The co-chairs of each standard working group are currently reviewing the document. Cabinet will continue to coordinate a review of the first draft of the Self-Study report within their respective areas during the College's professional development week, May 15-19, 2023. Cabinet will also develop action plans to address gaps identified by Working Groups as a part of the Self-Study process.

MSCHE's VP of Institutional Field Relations, Dr. Terence Peavy, will return on May 18, 2023, to assist BCCC in preparing for the Peer Evaluation Team Chair's campus visit in fall 2023 and the Peer Evaluation Team visit in spring 2024. Currently, no dates have been provided by MSCHE for these campus visits.

The Verification of Compliance Working Group has continued to align the federal regulations against the Standards of Accreditation. This group has also begun outlining how the College meets the Requirements of Affiliation.

The Communication & Events Committee has launched the 2023-2024 Self-Study for the Middle States Commission on Higher Education webpage. This committee hosts virtual and in-person events/conversations with faculty, staff, and students.

Baltimore City Community College

PRESIDENT'S UPDATE

Board of Trustees, May 17, 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

- On April 25, 2023, Joshua Taylor, Program Monitor, Office of Monitoring and Compliance from MD Labor, met with Noah Grant, Director of C-ESL, Loreen Harris, Management Information System Specialist, and me to conduct an audit of FY22 ABE/GED and C-ESL students. The audit consisted of verification of enrollment and attendance of 10 students previously selected by Mr. Taylor.
- ABE registered 94 ABE Students for end of March classes and 108 ABE students for start of April classes
- ABE started 6 ABE/GED classes at the end of March and are starting 9 ABE/GED classes beginning of April. (March: all virtual; April: 5 virtual, 4 In-Person).
- In Quarter 3, ABE enrolled a total of 137 students. 64 had 55+ hours to post test and got an Educational Functional Level (MSG).
- So far in FY '23, 107 GED tests have been taken (GED and/or GED Ready tests)
- 63 actual GED exams were taken; 33 content specific exams were passed; 15 GED content exams did not pass by 1-3 pts.
- 78 GED Ready tests were taken; 14 vouchers were provided by BCCC.
- 50 students received a “Likely to Pass” on the GED Ready tests; 9 students missed getting a “Likely to Pass” by 1-3 points.
- Four (4) additional students have earned their high school diploma.
- 23 students have earned their high school diploma since July 2022.
- Monitored and assisted students in IET class; 5 out of the 6 students are in the final stages of the IET CNA/GNA program.
- The second cohort of IET CNA is going well, with 8 of 9 students fully engaged and attending class.
- Both ABE and ESL departments continue to provide hands-on professional development work with instructors and staff.

Community ESL

- IELCE/CNA training; eight (8) students are currently registered for the Integrated English and Civics Education/Certified Nursing Assistant program
- Ten (10) 10-week sessions began in March, with an enrollment of 227 students
- Nine (9) classes began on April 17th, with over 150 students registered.
- Staff continues testing and registering students for upcoming June classes.

- The 32BJ Thomas Shortman Training Fund Spring session ended on April 29 at Harbor Campus. The ELS department will work with this partner to ensure more classes are offered in the summer and fall.

Partnerships

- 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.
- ELS department has partnered with the Holabird Judy Center to bring on-site classes to the area. There have already been over 40 registrations and two classes will be offered.
- C-ESL is partnering with Enoch 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.
- C-ESL partnered with the Holabird Judy Center to bring classes on-site to their non-English speaking population in March 2023.
- C-ESL has partnered with Clay Hill Public Charter School to provide onsite ESL instruction for families. The first set of on-site Classes began on January 9th.

English Language Institute (ELI)

- Students took their final exams.
- ELI staff are working with Mayor's Scholar Program Director Duane Norwood on orientation sessions for potential applicants.
- 8 Spring 2023 ELI classes have just finished (100 registrations total, 38 individual students: ELI 80: 13, ELI 81: 15, ELI 82: 10)
- Updated the Placement & Exemption Rubric for ELI, submitted 1/19/23 to Student Affairs colleagues (Advising, Test Center, Registrar, International Student Office). We are still waiting for this document to be ratified.
- ELI continues to work with admissions on ELI referrals for ESOL students

Citizenship and Services to Older Refugees (SOR)

- The Semi-Annual Performance Report (SAPR) for SOR was submitted to DHS-MORA on April 14.
 - At the midway point in the grant cycle, the ELS department has already enrolled 31 clients (funding was given based on serving 32 clients in the entire fiscal year)
- Almost 22% of students enrolled in Fall 2022 Citizenship classes became U.S. citizens! (14/65)
- Enrolled 72 students in Winter 2023 Citizenship classes (7), including 28 new students.
- Coordinated & led paired pre-testing/textbook distribution for new Winter Citizenship students.
- Completed BCCC portion of Q7 (Spring 2023) USCIS report, submitted to IRC.
- Reached out to 7 potential partners: Two MD Aging Services departments, MD Food Bank, Ukrainian Church, Islamic Society of Baltimore, BMS, Masjid as-Saffat
- After determining SOR clients' interest, completed applications for BCHD food box delivery through May (# of applications still TBD)

Refugee Youth Project (RYP)

- The Semi-Annual Performance Report (SAPR) for RSIG was submitted to DHS-MORA on April 17.

- At the midway point in the grant cycle, the ELS department enrolled over 70% of total expected clients (400 for FY 23)
- RYP at Furley Elementary School began April 13 with over 50 new students and five (5) highly qualified instructors and one (1) site coordinator.
 - This is the fourth City School in which RYP has programming, up from the previous year's total of two (2)
- Began STEM program at Moravia Park; 20 students enrolled. Class running was only running Thursday but added Tuesday because students wanted to spend more time on work.
 - Class is being taught by a former RYP student
- Continue to meet with Soccer Without Borders to discuss summer plans—High school.
- Hired additional MICA CAC AmeriCorps member to provide teaching and art support.
- RYP at Moravia ES, Mt. Royal ES/MS, and Patterson HS:
 - Moravia 77 students enrolled
 - Mt. Royal 29 students enrolled
 - Patterson 23 students enrolled
- Signed up 7 Afghan families for food boxes provided by the Baltimore City health dept

Refugee Assistance Program (RAP)

- The Semi-Annual Performance Report (SAPR) for SOR was submitted to DHS-MORA on April 14.
- At the midway point in the grant cycle, the ELS department has already over 60% of expected clients (funding was given based on serving 400 unique clients in the entire fiscal year)
- Scheduled 4 new classes to begin in early April; Anna working on enrollment.
- 7 classes ending in March; 94 enrolled.
- 5 classes running through end of April; 76 students enrolled.
- 3 classes running April-June with 85 Students enrolled
- In person class going well, students asking for more level options.
- 46 clients were referred to BCCC from IRC and other resettlement agencies for ESL services in April.
 - 36 of those clients were pre-tested. They were registered for the new April session that began 4.3.23
- 90 students were registered for the February session.

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.

Current Enrollments for Spring 2023

- Certified Nursing Assistant (CNA): 60
- Patient Care Tech (PCT): 17
- Venipuncture: 15
- Pharmacy Technician: 27
- Community Health Worker: 18
- Childcare: 42
- Commercial Driver's License (CDL-B): 33
- Cybersecurity: 57

Baltimore Alliance For Careers in Healthcare

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

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 Mechanics, and Commercial Driving License (CDL) programs. Workforce is entering the final year of the BOOST grant partnering with Center for Urban Families (CFUF). CFUF has also received funding for an additional seventy-five students (total 150).

Goodwill Industries

- In April 2023 we began a Certified Nursing Assistant (CNA) cohort of sixteen (16) that are scheduled to complete in July 2023. As well as a Pharmacy Technician cohort of ten (10) students that are scheduled for completion in August 2023.
- In January 2023, we began a CNA cohort of eight (8) students that completed in March 2023. As well as a Pharmacy cohort of twelve (12) students that will complete in June 2023. In April, we will begin a new cohort for CNA, expected enrollment of ten (10) and Pharmacy Technician, Expected enrollment of sixteen (16).

Baltimore City Schools - Green Street Academy

- Workforce Development has expanded its partnership with Baltimore City Public Schools and offered a workforce training opportunity at Green Street Academy. In September 2022, a cohort of twenty-two (22) students began training for Certified Nursing Assistant that will lead to licensing. The class is on track to be completed in April 2023. The class completed in April 2023 and all students successfully completed the course with nineteen (19) having completed clinicals and pending MBON CNA certification. The remaining three (3) are scheduled to complete clinicals this month.

LifeBridge Health

- A new CNA cohort of eight 8 students will began in March 2023 with an expected completion in June 2023.
- We have also partnered with Sinai Hospital on a new Certified Medicine Aide (CMA) cohort that began in March 2023 with ten (10) students. Their expected completion date in June 2023.

University of Maryland Medical Center

- Workforce Development and the University of Maryland Medical Center brought in five (5) students for the Patient Care Tech program that began in January. The class will complete in June 2023.
- The University of Maryland is also interested in beginning a Phlebotomy training cohort of up to 15 students with an expected June 2023 start.

Commercial Driver's License (CDL B)

- Workforce Development offered its first Commercial Driver's License (CDL) class in spring 2022. There was a total of 5 cohorts offered, of which the thirty – five students that have tested, thirty - two (32) have passed to receive their Commercial Driver's License, Class B.
- The program continues to successfully train students for CDL-B licensure with the MVA. Since October eleven (11) more students have received their CDL-B license and thirty-three (33) more students are currently enrolled and expect to pass the MVA test before June 2023.

Other Funding Opportunities

- Workforce Development has also received several funding opportunities to offer workforce training to city residents:
 - **Baltimore City Department of Social Services** – 4.8 million over three years to offer workforce training to Baltimore City residents and recipients of DSS benefits.
 - **Baltimore City Department of Social Services/SNAP** - \$255,000 to offer workforce development training for City residents and recipients of SNAP benefits.
 - **Department of Human Services SNAP** - \$1.2 million over three years to offer workforce training to Maryland residents and recipients of SNAP benefits.
 - **Department of Social Services Sequence** - \$87,250 to offer workforce training in healthcare to City residents.
 - **GEERS** - \$558,000 to offer workforce training to Maryland residents.

Career Services Updates

- 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.

- At May's commencement P-TECH will have 14 students graduating with their AAS degrees, one of which is the first to complete our Respiratory Care degree pathway.
 - These AAS's are in general science, computer information systems, cyber security and assurance, and transportation and logistics management. There are an additional 5 P-TECH students receiving certifications at commencement in May.

- There are a total of 191 P-TECH students taking fifty-three different courses this semester from Carver Vocational High School, Dunbar High School, New ERA High School
- P-Tech continues to work collaboratively with external partners BCPSS schools New ERA, Dunbar, and Carver High Schools to ensure a smooth transition into college classes for students.
- P-TECH working internally with a panel of BCCC departments, representatives from e-learning, IT, Student Support and Wellness Services, Center for Academic Achievement, BCCC Library, and Disability Support Services Center to best equip students for success.
- P-TECH had five (5) students graduate this fall semester.
 - 4 students graduated from the general science pathway.
 - 1 student graduated from the cyber security and assurance pathway.
- P-TECH has begun to use individual student scope and sequence plans, student inquiries, and input from internal Deans, Associate Deans, and Program Coordinators to develop the P-TECH tentative spring schedules.
- Once this stage is complete, P-TECH will collaborate with external partners BCPSS schools Carver, Dunbar, and New ERA to confirm students tentative spring schedules.
- The ELS department, in partnership with City Schools, has started programming at three (3) schools: Moravia Park Elementary School, Patterson High School, and Mt. Royal Elementary/Middle School. The afterschool programming will focus on ESL instruction, College and Career Readiness, Dance, Sports, and STEM enrichment classes. These classes are funded through DHS-MORA's RSIG (Refugee School Impact Grant) which was renewed for FY '23. Programming at a fourth school, Furley Elementary, began in April 2023.
- BCCC/RYP received a \$750,000 ARPA Grant award from the Mayor's office. This money will be used to support Refugee Youth Project's mission of serving refugee and asylee youth, one of the most vulnerable populations in Baltimore.

ENVIRONMENT SERVICES AND FACILITIES

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

General Project Updates

- The College is currently bidding the following projects: Security Kiosk Replacement, Physical Education Center Concrete Repairs, Nursing Building Cooling Tower, and Front Entrance Sign Replacement.
- Recently awarded at the April 19th Board of Public Works were design contracts for three projects:
 - Window Replacement at South Pavilion, Curtain Wall Replacement at Fine Arts, and LSB Restroom Renovations.

- Restroom Renovations for the Physical Education Center and the Fine Arts wing are being awarded for construction at the May 17th Board of Public Works meeting, and construction will begin in June to last through December 2023.
- The Inventory Services project is commencing on campus in the coming weeks, and BCCC has hired Pics Inventory to assist with the physical inventory and tracking of all furniture and equipment.
 - This project will include a wall-to-wall inventory of all tagged equipment and furniture assets College-wide. This is an important step in complying with state audit findings.
 - The survey team will be wearing company polo shirts for identification and will be always accompanied by Facilities project manager or Public Safety. We do not anticipate a disruption of services to our school community.

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).

- Co-Sponsor with the Baltimore City Health Department a Narcan Training with Facilities' staff to support potential overdose citizens.
- Sponsoring CPR training for both Public Safety and Facility staff during the month of May 2023.
- Maintained operational coverage at the West Pavilion during restoration.
- Supported All Special Events scheduled.
- Maintained operational coverage at the West Pavilion during restoration.
- Collaborating and monitoring the installation of security automatic door swipes and CCTV cameras college wide.
- Public Safety supported the in-person CDL, GED, and ESL programs at RPC and WDCED including weekend classes.
- Public Safety staff continued to produce and distribute identification cards for students and faculty/staff while following safety protocols including masking, social distancing, and physical barriers. An appointment system using idcards@bcc.edu was implemented and has been utilized to enhance safety by limiting the number of people serviced at one time

Baltimore City Community College

PRESIDENT'S UPDATE

Board of Trustees, May 17, 2023

Dr. Jade Borne, Vice President, Student Affairs

ADMISSIONS & RECRUITMENT

Improving Migration from CRM Recruit to Banner – In March, the Admissions Team continued to refine the communication and application process for new applicants. In addition to setting up automatic application status emails that automatically go out to new students, additional staff members were incorporated into the workflow process to assist with individual student application migrations. Previously to these enhancements, some applications were not automatically migrating from CRM Recruit into Banner. This required significant staff effort to manually migrate each application into Banner. The new application migration workflow process has significantly improved the time it takes to migrate applications into Banner. Additionally, with the new SparkPost software, students are now receiving more timely application status emails.

Staff Training – The Admissions Team started logging Ellucian training videos related to communication plans in CRM Recruit. All training sessions in March were related to improving the application communication process for students.

The International Student Support (ISS) Coordinator conducted daily formal and informal training for new and existing Admissions Staff on processing and troubleshooting applications and student data in legacy (“HP Lan”) database, Connect, Formstack, Recruit, Banner, and a specialized training on International Student Services. The Team continued to participate in weekly meetings in connection with the MSP staff to troubleshoot any application issues.

Enrollment & SEVIS Registration - The ISS Coordinator participated in the Expanded Recruitment Team meeting facilitated by AVP Brown, making many recommendations for increasing international and general recruitment yields. The Team met with Academic Affairs leaders, Director of Testing, Registrar, and other Student Affairs leaders to discuss improvements needed for the “Multiple Measures” Course Placement Rubric and overall placement processes.

Partnerships – The ISS Coordinator worked with the MSP Team to produce enrollment and application reports using the CRM Recruit system. The Team was able to formulate the best way to retrieve this enrollment data for use by MSP staff in their future recruitment efforts.

International Student Support Services – The ISS Team continued to work with ESL colleagues to finish the ESL Pathways Proposal, which will allow the College to admit limited English proficient F-1 visa students pursuing academic programs. These students will be able to take up to two semesters of combined ESL and academic classes, then transfer to their full academic curriculum.

The ISS Team worked with the Study Abroad Committee to support BCCC students who will study abroad in the U.K. this summer. As part of these activities, he attended the Women’s Luncheon, where two of the students traveling to the U.K. were celebrated.

The Team contributed to the College’s annual Howard P. Rawlings audit, and worked closely with colleagues from Records, Financial Aid, Student Accounting, Procurement, and the Office of Institutional Research to accomplish this task.

The ISS Team served as advisers to the International Students Club to reconstitute student membership and to oversee Club elections. The Team worked with the Interim Director of Student Life to hold a successful recruitment event, which coincided with one of the College's Women's History Month events on 3/30/2023.

The Admissions Team attended weekly planning meetings for the College's annual Panther Pride Week, recommending and leading the return of "International Day" on 4/25/23, to showcase international students' various cultures through speeches, creative writing, visual arts, and cultural performances.

ISS Advisor, Dr. Sung Yoon Kim attended executive meetings of Maryland International Education Committee, serving as its Treasurer. The ISS staff participated in Advanced Designated School Official training held on 03/16/23 by Immigration & Customs Enforcement, Student and Exchange Visitor Program local Field Representatives. Topics included: employment options and restrictions for F-1 visa students, authorizing part-time enrollment, terminating student records, transferring F-1 students from one school to another. The ISS staff attended the required Active Shooter Trainings.

Admissions Recruitment

Weekly Information Sessions - The Recruiters host a virtual "New Student Information Session" twice a week on Tuesdays at 10:00AM and Wednesdays at 3:00PM. The info sessions provide a convenient option for future and new students to obtain information about the admissions process and/or any other questions regarding admission into BCCC. For the Month of March, 20 students attended the weekly sessions.

School Visitations - The Recruiters are continuing to use Excel Spreadsheets to divide 64 Baltimore City and Baltimore County Public High Schools into 3 Recruitment Territories. Territories will be refined and adjusted over the summer.

In March, The Recruiters visited a total of six schools as listed below.

- March 9th – Bluford Drew Jemison w/ MSP – 21 students
- March 15th – New Era Academy (College/Career/Resource Fair) – 120 students
- March 16th – Augusta Fells Savage (Transition Resource Fair) – 15 students
- March 22nd – Ashburton Elementary/Middle School – 23 students
- March 22nd – City Neighbors Info Session – 14 students
- March 24th – Coppin Academy Career Expo – 65 students
- At these events, the Recruiters talked to a total of 258 students.

Other Events - The Recruiters participated in two off campus and one on campus event as listed below.

- March 15th - CCBC College Fair
- March 16th – AACC College Fair
- March 30th – BCCC Transfer Fair

Trainings – The Recruitment Team participated in three CRM Recruit Trainings. The trainings focused on transitioning new applications from CRM Recruit into Banner.

STUDENT SUCCESS CENTER/ADVISING

The Student Success Center assisted students with late-start Spring registrations and discussed academic plans for Summer & Fall registration throughout March. The table below demonstrates the numbers of students served in the Success Center by category.

Student Success Center (Advising)	
Walk-Ins	490
VHD	245
Total	735

March 2023 VHD services - The table below illustrates the numbers of students served on the Virtual Help Desk (VHD) by department.

Virtual Help Desk (VHD)	
Student Success Center (Advising)	245
Financial Aid	113
Student Accounts / Accounting	132
Admissions	64
Records & Registration	30
ITS/E-Learning	27
Unduplicated student visits	385

Process Improvements & Communication – The Success Center established new business processes to maintain the Department's email communications. The studentsuccesscenter@bccc.edu mailbox backlog has been successfully reconciled and advisors are now assigned to monitor it daily. All email communication is responded to within 24 hours or less. Three updates were made to the Advising website to add clarity to the advising services provided.

Pathways Advising Model – The Success Center Advising Team continued to work on developing the framework and business processes for the Pathways Advising Model. Once completed, each advisor will be assigned to an Academic Pathway to better serve students based on their academic goals.

Advising Case-Management – The Success Center Advising Team continued to develop a milestone advising framework to better advise students at each of the three advising stages - entry, progress, and completion.

The Student Success Team Staff participated in the following College-wide activities:

- Middle States workgroups
- Transfer Fair
- Commencement planning
- Women's History Month Activities

Ellucian Live Conference – The Director of the Student Success Center attended the Ellucian Live Conference in March. The Director attended the workshops on Degree Works, Banner Self-Service, Multiple Measures, Course Planning, and Creating a Seamless Student Experience.

Who’s Next Implementation – The Success Center is set to launch the “Who’s Next” Reception Software pilot at the end of April. This software promises to streamline the student intake process for advising and allow the College to better track student engagement across all of Enrollment Services.

TESTING CENTER

Summary of Testing Appointments - During March 2023, the Test Center administered 131 exams to BCCC students and community members. This month’s collaborations included: DSSC, Virtual Help Desk, Student Success Center, Admissions, WDCE/ELI, Academic Affairs and Augusta Fells Savage Institute of Visual Arts. The below data table provides a breakdown of the testing appointments that occurred/

Exam Name	Exams Administered	Revenue
Accuplacer	40	-
Accuplacer Retest	2	
Accuplacer Remote (non-BCCC student)	0	
BCCC Course Exams (BCCC & DSSC Students)	11	-
Biology Exemption	7	-
Biology Exemption-Retest	0	-
Computer Literacy Exemption	20	-
Computer Literacy Exemption-Retest	5	-
Distance Learning Exams (Non-BCCC students)	0	\$0.00
Parapro Assessment	31	\$1,225.10
TEAS	14	\$441.35
CLEP	1	\$33.95
Total Exams Given	131	
Total Exams Given (Walk-Ins)	32	
Total Revenue Generated	\$1,700.40	

Data Trends

- BCCC Test Center administered 131 exams in-person in March, a slight increase from February due to Health Science program deadlines and paraeducators renewal periods.
- ParaPro and TEAS assessment increased in March, increasing the total revenue earned.
- Exams for community members (non-BCCC students) accounted for approximately 35% of total exams given.
- Busiest Testing Times in March: 10:00am-11:00am & 1:00pm-2:00pm
- Exams Given by Day for the month of March:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
20	16	39	11	45	0

Collaborations and Efforts toward Goals:

1. Since November, BCCC Test Center has been working to become reinstated as a PearsonVue Certified Testing Center and offer GED Testing to Baltimore City and Maryland Community Members. The application has been approved and awaiting additional approval from the PearsonVue Quality team and PearsonVue Legal. The work 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 worked with RegisterBlast to restructure the Test Center’s appointment scheduling and check-in management system. This work aligns with Test Center’s Retention Goal #2: Improve Test Center’s branding and customer management systems.
3. The BCCC Test Center prepared to administer the English and Math Accuplacer to 25 students from Augusta Fells Savage Institute of Visual Arts that have been admitted into BCCC. This test administration will occur in April 2023. This work aligns with Test Center’s Enrollment Goal #2: Offer Accuplacer testing to prospective students as a recruitment effort.

RECORDS & REGISTRATION

Banner Implementation

The Registrar’s office continues to progress with Banner. There are still issues with incomplete and/or incorrectly migrated data, however this office has managed to effectively update student information as needed and when requested. This office received additional training on transcript evaluation, eTranscript processing, course scheduling, and degree auditing. Once all data discrepancy issues have been resolved and all needed components (i.e., Degree Works and 25Live) are implemented, all office processes will be documented in a process manual for future use.

Degree Audits

As of April 2023, Records and Registration staff had conducted a total of 956 Spring 2023-degree audits. At present, there are 198 anticipated conferrals. The lead degree auditor has developed a method whereby each student’s record is reviewed first using the auditing tool in the legacy student information system (HPLAN), and then further fleshed-out by comparing with information found in Banner. Though more labor-intensive for the degree auditor, it serves to ensure that students bear less of the brunt of data-migration issues and a lack of effective software to aid the process.

Between February 13 and April 13, 2023, Records and Registration staff:

- conducted 956 first-time degree audits;
- updated 62 previously performed audits to include updated information;
- reconciled 460 degree audits returned by Program Coordinators/Deans.

The following Spring 2023 totals have been recorded thus far, and at this time no known degree audits remain to be performed:

	AA	AAS	AS	ASE	AAT	Deg Total	Cert Total	Full
<i>Anticipated Conferrals</i>	59	75	24	1	1	160	38	198
<i>To Be Audited</i>	0	0	0	0	0	0	0	0

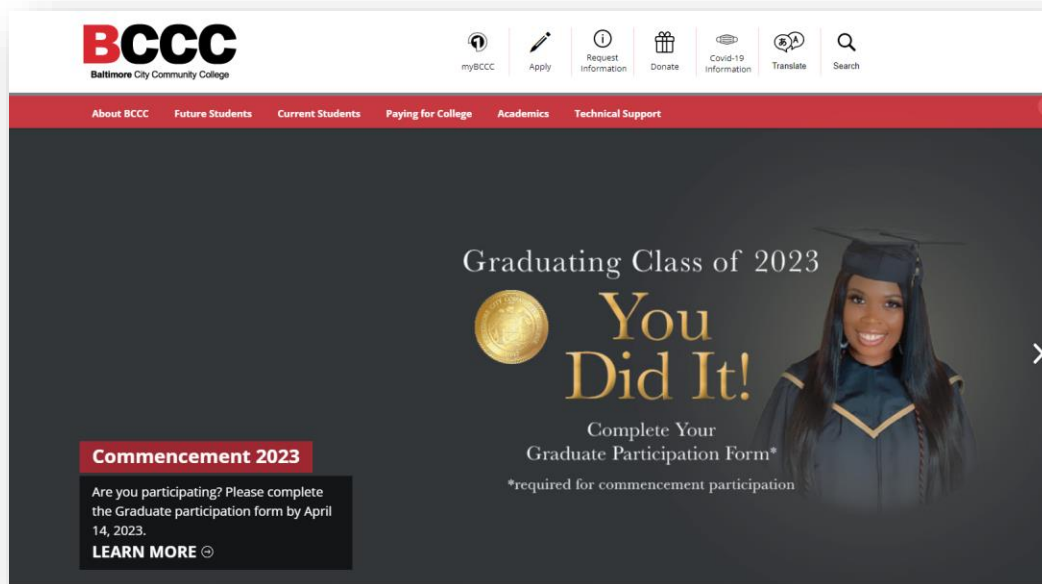
eTranscript Processing

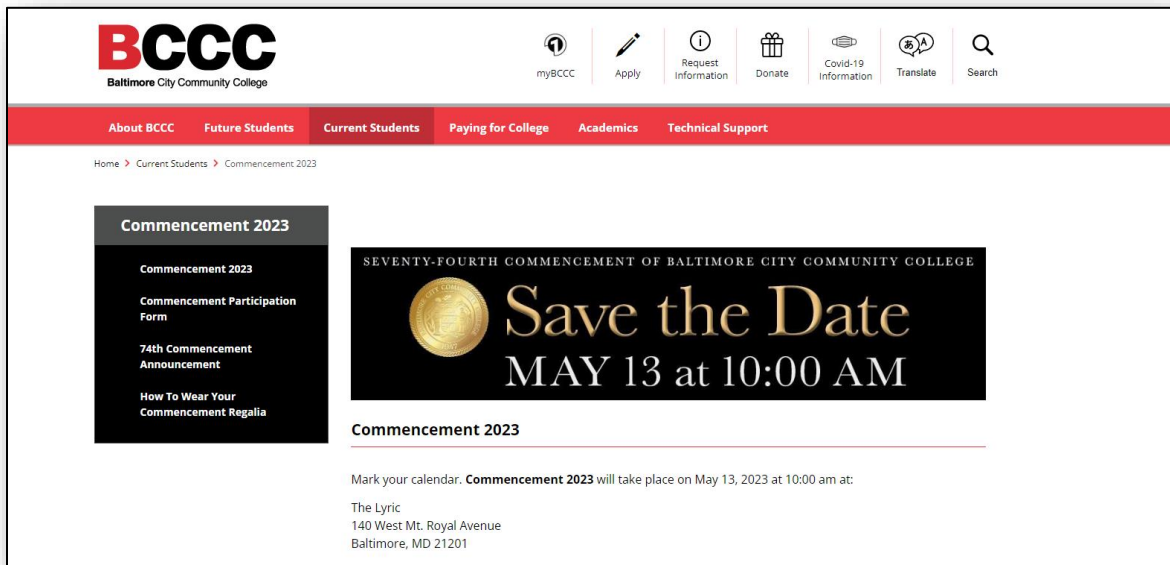
Since the implementation of the new Banner/NSC eTranscript process on January 19, 2023, 1,461 transcripts have been processed through March 31, 2023. This has generated \$7,305 for BCCC.

Argos Reports for Never Attends - During the month of March, the Registrar worked with IT to extract “Never Attended” reports from Banner to produce ad hoc Argos reports. Reports were created to allow for critical data and information on registration, prerequisites, and students who were reported as Never Attended and should be dropped from a class or classes for spring 2023. The Team worked with Academic Deans, IT, and others to make sure NA faculty attendance reporting was as accurate as possible.

Improving the Outgoing Transcript Process with e-Transcripts – The Team continued collaboration with the National Student Clearinghouse to implement e-Transcripts. The e-Transcripts processes worked well in March with few exceptions. The Registrar’s office is now able to process transcript requests and release such in less than 24 hours. This processing time is significantly faster than the previous method of processing transcripts.

Graduation Processing – For March, the Registrar’s team ramped up graduation application processing. The Commencement Student Sign-up Webpage was established, and communication was sent to students to sign up for participation. See Commencement website below.





FINANCIAL AID

Financial Aid Student Communications - In March, the Financial Aid Office continued to provide enhanced communication to students regarding their financial aid status. Over 1000 pre-set communications went out in March to applicants regarding their current financial aid status and the status of their 23-24 FAFSA applications.

Daily Reports – The Department completes the following daily and weekly for Title IV compliance reports:

- Reviewed Verification and C- Codes Reports
- Reviewed SAP (Satisfactory Academic Progress) 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

Data Clean-up in Banner – The Team continues to update student information in Banner including - correcting degree programs statuses, removing duplicate IDs, reconciling incomplete admission statuses, and reviewing pending application statuses. This is a collaborative effort with other Enrollment Services offices.

2023 Spring Financial Aid Awards - The table below illustrates the amount of Financial Aid awarded by category.

Type of Financial aid Program	Pell Grant	FSEOG	FWS Amount	State Funding	Institutional Aid
Aid Awarded	\$5,466,400	\$817,085	\$51,048	\$159,930	\$ 46,428

MAYOR’S SCHOLARS PROGRAM

During the month of March, the Mayor’s Scholars Program (MSP) facilitated several information sessions for students to learn about the Summer Bridge Program and participating in the YouthWorks program. The table below provides more detail on the department's recruitment activities in March.

MSP Summer Bridge Recruitment Activities

Date	Target	Focus	Number of participants
3/7/2023	High School Seniors at Frederick Douglas High School	Provided in person MSP information sessions for graduating seniors	35 students
3/9/2023	High School Seniors at Bluford Drew Jemison Academy	Provided in person MSP information sessions for graduating seniors	40 students
3/16/2023	High School Seniors at Augusta Fells Savage High School	Provided in person MSP information sessions for graduating seniors	16 students
3/20/2023	High School Seniors at Baltimore Polytechnic Institute	Provided in person MSP information sessions for graduating seniors	13 students
3/20/2023	Parents/Guardians of graduating high school seniors	Provided in person MSP information sessions for graduating seniors & families	1 student
3/22/2023	High School Seniors at City Neighbors High	Provided in person MSP information sessions for graduating seniors	34 students
3/23/2023	Parents/Guardians of graduating high school seniors	Provided in person MSP information sessions for graduating seniors & families	4 students

3/24/2023	High School Seniors at Coppin Academy	Provided in person MSP information sessions for graduating seniors	27 students
3/25/2023	Parents/Guardians of graduating high school seniors	Provided virtual MSP information session for graduating seniors & families	10 students
3/28/2023	Baltimore City Public School System High School College Counselors	Provided information session for BCPSS high school college counselors and to answer any MSP questions.	6 counselors *The counselors in attendance representing the following high schools/organization: Bluford Drew Jemison CASA Christo Del Ray Jesuit High School Digital Harbor High School Green Street Academy Mount Clare Christian School

MSP mass emailed three different groups:

Date	Target	Focus	Number
3/13/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250
3/15/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250

3/20/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250
3/22/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250
3/23/2023	Baltimore City Public School System College Counselors	Invite BCPSS high school college counselors to information sessions to learn about the MSP program.	55
3/27/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250
3/29/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250

The Director of Secondary School Support with Baltimore City Public Schools (Zaharah Valentine) has shared our information session dates with school counselors and postsecondary advisors who will then share with students and families.

Of the 114 students that have expressed interest in participating in the MSP summer bridge, there have been 44 students that have been flagged for YouthWorks and Baltimore City Community College is their worksite. Phone calls will be made to remind the remaining 60 students to complete the Youthworks application before the April 7th deadline.

MSP Advising for March:

During the month of March, the MSP staff worked with 44 students (153 overall since January 3rd) to address the following concerns:

- Academic Advising – registering for classes.
- Advised students who had GPA below a 2.0 to discuss strategies (time management, tutor referrals & 15, 30 & 45 credit check in) to support them for the rest of semester.

DISABILITY SUPPORT SERVICES CENTER

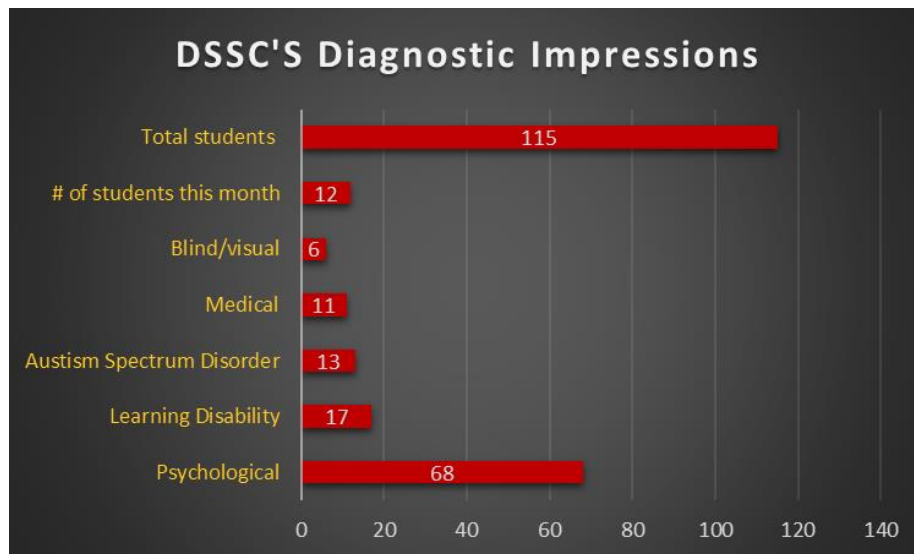
Service to Students - In March 2023, the Disability Support Services Center provided 10 new intakes and conducted 2 renewal accommodations for students in preparation for spring semester term. DSSC (Disability Support Services Center) is currently servicing and programming for 115 students.

Students Report by Disability - The chart below describes the diagnostic makeup of our current enrollees. The DSSC

Collaborations – The Team collaborated in March with the Student Success Center, Student Life and Engagement, Admission, Student Support and Wellness, TRIO, Student Athletics, Students Accounting, Bookstore, Marketing, Testing, Human Resources, Office of Institutional Research, Deans and Associate Deans in Humanities, Arts/Sciences as well as BSTEM.

Reporting – The Team completed the Maryland Higher Education Commission’s report S-25 form in conjunction with the Office of Institutional Effectiveness, Research and Planning. Additionally, DSSC provided a program sponsored De- Stress empowerment Group on Managing Stress in collaboration with Student Wellness and Support and TRIO Upward Bound Math/Science: The event was aimed to provide students with coping strategies and mental health supports/resources to manage/deal with feelings of being overwhelmed in college settings. Furthermore, the Center’s Sigma Chapter of the Delta Alpha Pi International Honor Society for disability support services was re-activated and an induction ceremony is forthcoming in May 2023.

DSS Students Served by Category



MD AHEAD Meeting: The Team actively participated in MD AHEAD monthly board meetings to stay current with concerning trends and best practices in the industry.

STUDENT LIFE & ENGAGEMENT

For March, the Office of Student Life & Engagement celebrated Women's and Irish History Month. The college's marketing team continued to promote these events on social media and on the college's web page. The Acting Director continued to work with various colleagues on committees and events. For example, the Director worked with the Commencement Committee, serving as the volunteer chairperson and member of the Graduation Events Subcommittee, and the Chair of the Panther Pride Committee. The Director worked with the Study Abroad Program, and Transfer Day Committee to plan for next month's events.

Work-study - The work-study students continue to assist with programming event check-in/logistics and operating the front desk of the Student Center. Having them as a part of the student team has allowed the Student Center/Game room to open on a continuous basis.

Food Pantry – In March, there was an increase in the number of students utilizing the food pantry. The pantry was well stocked in February with donations, but with the increase in usage, more items will be needed to replenish the shelves. Marketing is still in the process of developing a new flyer and a marketing campaign to help with promotion and visibility for the Pantry.

Advising & Supporting SGA – In March, the SGA co-sponsored several events and members supported other SLE and campus activities during the month of March. The schedule for SGA elections activities has been confirmed which will take place during Panther Pride Week (April 24 -28, 2023). The SGA President and Vice President are participating members of the Panther Pride Week Committee. The Acting Director continues to meet with SGA to provide updates as it relates to the college's Middle States information efforts. The SGA got another opportunity to meet with VP Becky Burrell and Eileen Hawkins in March to get updates on the Middle States process and progress thus far.

Professional Development and Campus Involvement - Ms. Grays continues to participate in the weekly APCA (Association for the Promotion of Campus Activities) "Pivot Your Program" workshops weekly on Thursdays at 2pm.

Student Activities and Events

March 6– 31, 2023 – Women's History Trivia - The Office of Student Life and Engagement held a daily Trivia Contest (Monday – Friday) where students had the opportunity to answer daily questions on women's history. The first three participants with the correct answers were entered in a raffle for prizes at the end of the month. New question on this topic were posted daily on Canvas.

March 8, 2023 - International Women's Day – In celebration of International Women's Day (IWD), the Office of Student Life & Engagement and SGA held an event in the Atrium. Students, staff and faculty were able to learn the History of IWD along with other information on women's history. The campaign theme for IWD was "Embrace Equity". Participants were asked to take an "Embrace Equity" picture for Social Media in order to show general support, help bring awareness, and positive change for women globally. Students were given information, took photos, and received a special card that stated "Happy International Women's Day, thank you for your commitment. Student workers also, took the special cards around campus to those women that were unable to come to the program to show that they were thought of on this special day.

March 15, 2023 - Meet and Greek – Student Life & Engagement, along with SGA sponsored a Meet and Greek event for the BCCC Campus Community. The event allowed participants to learn more about the four Black Greek Sororities of the “Divine Nine”. Tables were set up information and paraphernalia from each sorority. This was also a Women’s History Month event. BCCC faculty and staff members, who were members of the organizations participated in the event.

March 17th - St. Patrick Day Kahoots – Student Life & Engagement sponsored a Kahoots game in recognition of Irish History Month. Students tested their knowledge on interesting facts about things associated with the people, food and history of Ireland. Prizes were given to the top three winners.

March 21, 2023 – From Girls to Women - Conversations of Growth – Sponsored by Student Life & Engagement, in conjunction with SGA sponsored a special event for Women’s History Month. The guest speaker was Dawn R. Butler, MBA, CISSP who spoke about her life and professional journey in a predominantly male dominated professional field. The facilitator was BCCC professor, Dr. Latonia Moss. Students were able to ask questions and explore their own professional aspirations and what that may look like as a female.

March 21, 2023 - You are my Shero! - Student Life & Engagement sponsored this Women’s History event. Participants were able to give expressions of thanks to those special women in their lives or those that the women they admired. The facilitator was BCCC professor, Dr. Latonia Moss.

March 22, 2023 - Women on the Move Luncheon – Student Life & Engagement, in conjunction with SGA, the Anthropology, Sociology, and History Clubs, sponsored a “Women on the Move” Luncheon in honor of Women's History Month. The event gave participants the opportunity to hear from three outstanding panelists who told their personal stories of success. The panelists were as follows: Distinguished Alumni, Senator Joan Carter Conway, Alumni and Veteran, Dena Allen Few, from the University of Baltimore’s Bob Parsons Veterans Center and Business Owner, Cindy Tawiah, owner of Diva by Cindy Hair Products. The panelist discussion was facilitated by SGA President, Darienne Stansbury. Guests were also introduced to the two BCCC Study Abroad Students, Shanae Bond and Tykeria Hill.

March 30, 2023 - Women Entrepreneurs Fair - Student Life & Engagement sponsored a second vendor event in March. This event featured only women authors and business owners. The vendors were BCCC students, alumni staff, and community members. A total of ten vendors signed up to participate along with the International Students Club. The event was well attended, and vendors were pleased with the participation.

March 31, 2023 - Keeping It Real Lecture Series – Student Life & Engagement, the History, Anthropology, and Sociology Clubs, along with the Education Department and Social and Behavior Sciences programs sponsored the 4th lecture in the Keeping it Real Series. In celebration of Women’s History Month, the topic was “Ten Black Women We All Should Know”. The guest lecturer for this month was Baba Zak Kondo, BCCC professor, author, and lecturer, and activist.

TRIO STUDENT SUPPORT SERVICES & UPWARD BOUND MATH AND SCIENCE

TRIO Student Support Services

The TRIO Student Support Services Program has a total enrollment of 223 program participants in FY 2022-23. SSS offered various mandated and permissible services, such as coaching, academic advising, financial literacy, transfer information, and career and decision-making. Common concerns or issues addressed include bookstore information, degree audits, financial aid, student accounting, Canvas/IT,

course overrides, tutoring, and Disability Support Services referrals. Accordingly, participant contacts are as follows:

Contacts	
Virtual contacts	14
In-person contacts	21
Canvas Announcements/Mass Emails	12
Email/telephone contacts	24
Workshop (On campus): Where Do I Fit? Careers in Allied Human Services	2

Recruitment Efforts - Recruitment efforts included social media blasts, emails, and virtual and in-person classroom presentations in ENG 101 sections. SSS Program staff screened and processed six new applications; accepted two, and four applications are currently under review. Also, the SSS hosted a table at the BCCC Transfer Fair on 3/29/23, where 21 students met with program staff.

Additionally, the SSS team attended the Council for Opportunity in Education (COE) Connect, Discuss, and Learn webinar and StudentLingo user training on 3/9/23. The Program Director participated at the Council for Opportunity in Education (COE) Annual Conference Annual Policy Seminar on Relations with the U.S. Department of Education in Washington, DC, on 3/20/23.

Furthermore, TRIO SSS submitted the 2021-2022 Annual Performance Report to the U.S. Department of Education on 3/27/23. APR preparation included data verification and review in collaboration with the Office of Institutional Research, Effectiveness, and Planning. Accordingly, in 2021-2022 the program made substantial progress for participant enrollment and exceeded objectives for eligibility and disability criteria, persistence, good academic standing, associate's degree or certificate attainment, and associate's degree or certificate transfer rate which earned the project 12 out of 15 Prior Experience Points as indicated in the chart below.

2021-22 Summary Results for the Prior Experience (PE) Points

Criteria	Maximum Points Allowed	Approved Rate	Actual Attained Rate	PE Points Earned
Persistence	4	45%	63%	4
Good Academic Standing	4	75%	80%	4
Associate degree or Certificate	2	6%	33%	2
Associate degree or Certificate and Transfer to a 4-Year Institution	2	6%	19%	2
Funded Number	3	Number of Participants Funded to Serve Number: 230	Participants Served Percent Served 211 91%	0
Total PE Points Earned	15			12

Upward Bound Math and Science (UBMS)

Student Events – In March, the UBMS Students participated in labs taught by BCCC professors, they attended a City-Wide STEMcx conference, and completed their Youth Works applications. Coming in April, UBMS students will participate in two, two-day college and cultural trips where they will engage with college representatives from Howard University and UMBC. The UBMS Spring semester runs through May 2023.

Program planning has begun for the Summer Residential Program at Towson. Parent information sessions and summer student application deadline dates will be forthcoming.

Recruitment - UBMS student recruitment is on-going. There are a total of twenty-seven (27) student participants. A class presentation was provided to a group of middle school students at Armistead Gardens Elem/Middle school, which feeds into the National Academy Foundation, one of the identified target schools. Recruitment will continue to be a vital component of the UBMS programming until the required number of student participation, (62) is reached.

New Staff - The UBMS program has hired a Coordinator who began in April. Ms. Salome Wallace-El comes with a wealth of experience and has a strong background in science and technology. She is a welcome addition to the UBMS team. She started on 4/3/23 and has already begun the process of developing innovative recruitment strategies to increase student engagement. The administrative assistant position remains vacant.

ATHLETICS

Basketball Season Ended - The basketball season has ended. The team's record was 10 – 14. The team represented BCCC with tenacity and a spirit befitting a program that is making a return to competition. Two of the student-athletes received Region honors based on their performances - Sophomore Carson Smith was voted “All Region Division I Team” and Freshmen Jo-Nathan Kelly received honorable mention. Carson Smith, who along with teammate David Harris also received athletic scholarships to attend University of Northwest Ohio in the fall.

Recruitment - The coach has already begun recruiting for next season. At this point, BCCC received commitments from two new recruits. Recruitment reports will be included in next month's report.

The Athletic Director has begun interviewing candidates for both the women's basketball and volleyball positions. The plan is to bring both sports back in the fall.

Baltimore City Community College

PRESIDENT'S UPDATE

Board of Trustees, May 17, 2023

Michael Rading, Chief Information Officer

IT OPERATIONS

Client Services (04/04/2023-05/03/2023)

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:
 - Multi-Generational Zumba Event
 - Ashburton Community Event
 - Bee Keepers Event
 - College Bound Event
 - Student Government Candidate Speeches
 - Open Mic Night
 - Open Studio Art Exhibition
- IT Helpdesk
 - Tier 2: Investigate Cyber Lab Networking Issues.
 - Tier 2: Employee Relocations to South Pavilion
 - Operational Activities: Holiday Rollover Message, Holiday On Call Schedule, and Summer IT Info Desk Schedule
 - Procurement: IT Hardware Projections
 - Continuing work on Student, Faculty and Staff tickets
 - Workstation Initiatives/Security OLA Review
 - MS SharePoint & Teams: Assist new dean with using SharePoint & Teams
- Fresh Service / IT Service Management ongoing support & maintenance
 - Procurement: Demo Hardware/Software Asset Management Add-on
 - Investigate why tickets are getting automatically reassigned. Found that it was due to a workflow.

Projects

- MSCHE Self Study Design Project – worked on the following:
 - Standard IV Working Group Meeting
- MFA Implementation Project
 - Client Services with Systems is working to rollout to student body
- 2023 BCCC Commencement Project
 - Client Services Director and Media Services are supporting 2023 BCCC Commencement
- BCCC New Security System Project
 - Internal Meetings on new ID Card production using the new Security System, working on printers, cameras and templates
- IR Implementation Project
 - ITS is internally working together on new Cybersecurity Incident Response Plan

IT Security

As a result of the DoIT security assessment that was completed last year, BCCC has begun participating in a pilot “Incident Response” program that is being developed to help agencies build comprehensive incident response plans. The ITS team participated in meetings in March and April where the incident response framework was reviewed and discussed. As part of the Incident Response planning work will be done to enhance preparedness related to the preparation, detection and analysis, containment, and eradication of issues that result from security incidents. This work will take place over the next several months, with the conclusion anticipated in June 2023.

Baltimore City Community College
PRESIDENT'S UPDATE

Board of Trustees, May 17, 2023

Mr. Aubrey Bascombe, Vice President, Finance & Administration

Budget Office

1. Highlights

- The staff continues working diligently with Ellucian to transfer the financial data from Banner to the State's Accounting System (FMIS). This stage of the project is currently in the testing phase. The transferring of financial data from FMIS to Banner is completed.
- The Budget Office is obtaining approval of monthly agenda items to meet with each division monthly to monitor expenditures and address issues/concerns.

2. Appropriation Year (AY 23) Revenue Summary as of 04/30/2023

Revenue Fund	Revenue Amount	Notes
General (Unrestricted)	\$56,903,323	(Includes Bookstore of \$910,110)
Restricted	\$18,233,274	(Includes WBJC of \$1,072,879)
Total Revenue	\$75,136,596	

Unrestricted Revenue: Total unrestricted revenue through April Fiscal Year (FY) 2023 is \$7.6 million higher than the revenue earnings through FY 2022.

- *Tuition & Fees: overall decrease by 10%.* The overall decrease in tuition and fee revenue is due to lower-than-anticipated enrollment on the credit side compared to FY 2022. There was a decrease in non-credit tuition and fees of \$124,990 (-17%).
- *Sales, Service, Aux & Leasing: increased by 67%.* Sales, Service, Auxiliary & Leasing revenue earnings are significantly higher in FY 2023 than in FY 2022 due to an increase in real estate lease income, offset by an increase in Bookstore revenue.
- *Bookstore Revenues: increase of 19%.* There is an increase of 19% in the bookstore revenue categories compared to the same period last fiscal year as the result of being fully open for service. In addition, sundries and supplies revenues have almost doubled compared to the previous year.

Restricted Revenue: Total restricted revenue through April 2023 is \$5 million higher than in FY 2022. The primary driver of the increase is a rise in COVID Relief Spending, Federal Grants and Contracts, and State and Local Grants.

Appropriation Year (AY 23) Expense Summary as of 04/30/2023

Expense Fund	Expense Amount	Notes
General (Unrestricted)	\$ 38,172,106	(Includes Bookstore of \$1,095,363)
Restricted	\$ 13,108,721	(Includes WBJC of \$891,103)
Total Expenditures	\$ 51,280,827	

Unrestricted Expenditures: For FY 2023, unrestricted expenses decreased by \$1,109,609 compared to FY 2022, primarily due to a decrease in new equipment and contractual services.

Restricted Expenditures: FY 2023 restricted expenses increased by \$2 million compared to FY 2022, primarily due to decreased contractual vendors; however, Federal Grants & Scholarship expenditures increased.

Controller’s Office/General Accounting/Grants/Foundation

1. BCCC (BALTIMORE CITY COMMUNITY COLLEGE), BCCC Foundation Audit & Howard P Rawlings Compliance Audit

- BCCC Foundation Financial Statement is pending final information from the auditors regarding a footnote issue to issue. A resolution of this matter is expected in May.
- BCCC Foundation Management Letter responses have been started and reviewed. Minor changes are pending.
- The auditors provided initial comments and sample information for the Howard P Rawlings compliance audit. The accounting office distributed the sample comments received to the various functional areas. BCCC expects to receive more comments once the auditors access MHEC’s portal.

2. Grants

- The Controller’s Office continues to work with the various divisions to provide support and comply with reporting requirements.
- BCCC will request a no cost-extension for the HEERF Student and Institutional funds.

Accounts Payable

Details of outstanding invoices are below:

Summary	Unadjusted Totals	Additional Review Items	Total
<31	466,900.56		466,900.56
31-60	64,201.62	28,190.25	36,011.37
61-90	133,617.04	0.00	133,617.04
>90	1,321,143.75	1,272,147.50	48,996.25
Grand Total	1,985,862.97	1,300,337.75	685,525.22

**Total Payables
Excluding contract
issue.**

\$685,525.22

Office of Student Accounts

1. HEERF III Spring 2023 Award Distribution

- a. BCCC remains one of few Maryland state institutions electing to continue to provide pandemic financial assistance directly to students. Student Accounting worked with the I.T. department to generate the list of eligible students. The eligibility criteria remain consistent with past awards. As such, we awarded \$2.8 million directly to 2,577 eligible students. In addition, the Student Accounting unit sent three communications to the eligible students letting them know about the award. Finally, the Student Accounting refund vendor distributed the payments to students on May 9, 2023.

2. Refunds

- a. A Student Accounting analysis identified that many refund checks are returned to the college as students do not cash their refund checks. Under the direction of the Vice President of Finance and Administration and the President, Student Accounting has implemented a creative student contact process to decrease the number of checks returned to the college while simultaneously increasing the number of students receiving funds due to them. The pilot program focused on refunds issued in spring 2023. To implement this project, additional staff resources, such as a temporary employee, were procured to administer student contact. Contacts include phone calls, emails, and placing holds on student accounts. Our temporary team member makes the initial calls, and the Student Accounting team performs all follow-up actions. These efforts encourage students to act by cashing their checks, signing up for direct deposit, requesting a new check if the first check is stale-dated, and updating student demographic information for future refunds.

3. Aging Report

- a. The Student Accounting unit collaborates with the Office of Student Affairs to ensure all specialty populations, such as dual enrollment, MSP, P-Tech, and senior citizens, are coded in Banner. Additionally, this collaboration is vital to ensure that the appropriate 3rd parties pay these students' balances and that these students do not receive pre-collection notices.
- b. We met with our ECSI RecoverySelect partners on May 2, 2023, to discuss a new go-live date. A go-live date is to be determined as our office works to get an accurate list of student accounts eligible for pre-collections and approval from appropriate cabinet members to move forward.

4. Banner Communications Manager (B.C.M.) Kick-off

- a. Spearheaded by the BCCC Information Technology department, Student Accounting is pleased to be selected as the first department to implement and go live using the BCCC's new B.C.M. system to communicate with our students. First, student Accounting will use the B.C.M. system to share its No Method of Payment notice to all students who are registered for classes but have not set up a payment plan, do not have financial aid indication in Banner, or do not have a 3rd party payment indication on their accounts by the first day of class. We will use B.C.M. to communicate federally mandated information regarding annual 1098-T student data collection and reporting to our students. Lastly, we will use B.C.M. to send Direct Deposit registry reminders to students receiving paper checks. This effort will, most importantly, help our students receive Title IV refunds faster but also serves as cost savings to the college as issuing paper checks, stop payments, and reissues of paper checks are costly.

Focused Period - Refund Checks Issued	2/5/2023 - 03/31/2023
# of Outstanding Students with Outstanding Checks Greater than 30 days	371
# of Contacts	520
# of Checks Cleared as of 5/2/23	129
# of Voicemails	72
# of Bad Phone Numbers	35
# of Checks Reissued by Direct Deposit or Paper Checks	101
# of Students Contacted Who Need to Act	183

- b. Assessment of the progression and effectiveness of this initiative is monitored daily by the V.P. of Finance and Administration and reported weekly during our weekly meeting with the Director of Financial Aid and the V.P. of Student Affairs. Additional actions have taken place to improve tracking and reconciliation. Our temporary team member is excited to assist the College with this initiative. As a college student, she stated, “She wishes her institution made this extra effort to ensure she received her refund.”

Baltimore City Community College

PRESIDENT’S UPDATE

Board of Trustees, May 17, 2023

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

MIDDLE STATES COMMISSION ON HIGHER EDUCATION

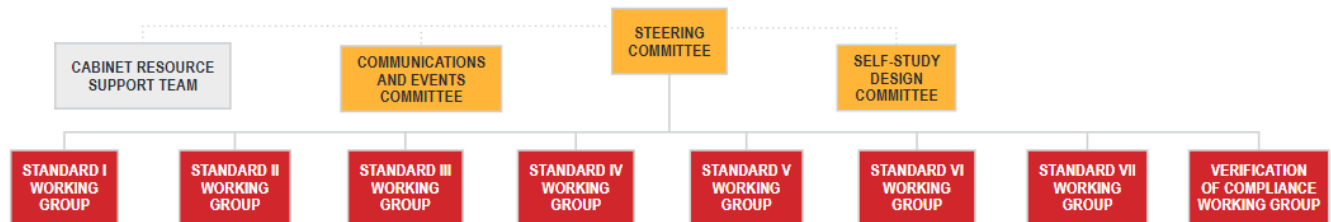
Self-Study for Reaccreditation Summary: Fall 2022 – Spring 2023

Ms. Becky Burrell, VP Institutional Effectiveness, Research & Planning/Accreditation Liaison Officer

Ms. Eileen Hawkins, Director of Institutional Research, Steering Committee Co-Chair

Dr. Courtney Ross, Dean, School of Nursing & Health Professions, Steering Committee Co-Chair

The Baltimore City Community College’s (BCCC) Middle States Commission on Higher Education (MSCHE) Core Planning Team met over summer 2022 to draft the framework for the College’s Self-Study Design. During BCCC’s opening week of professional development sessions in August 2022, BCCC launched the College’s 2023-2024 Middle States Self-Study Evaluation. The presentations included an overview of MSCHE’s Standards for Accreditation, a history of the College’s institutional and more recent accreditation activities, and a summation of the Self-Study Design process and timeline. Through the initial Self-Study Design process, it was determined that BCCC would use the Standards Based Approach. Therefore, in addition to a Self-Study Design Committee, seven Standards Working Groups were established along with a Verification of Compliance Working Group and a Communication and Events Committee. The chart below illustrates the structure of the full Self-Study team.

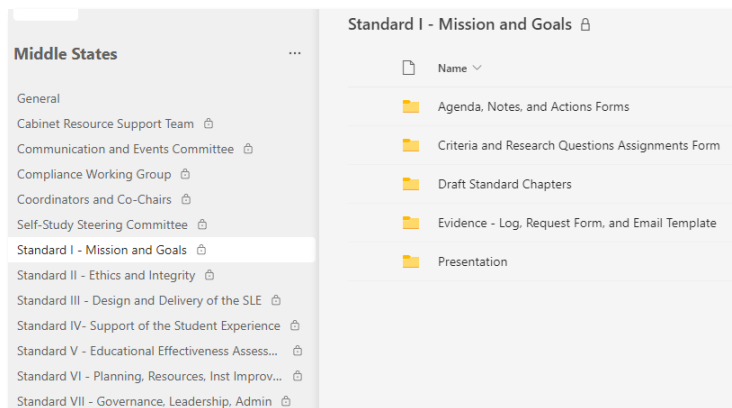


The President appointed the Steering Committee Co-Chairs, Standard Working Group Co-Chairs and Working Group members in October 2022. The Self-Study Design Committee, composed of faculty and staff representatives from the Working Groups, completed the full draft of the Self-Study Design for submission to Dr. Terrence Peavy, the College’s MSCHE Liaison in October 2022. An introductions and overview meeting was held with the Steering Committee, Cabinet Resource Team, and Working Group members on November 4, 2022. See the College’s website for more information on Middle States including Working Group members: <https://www.bccc.edu/MiddleStates> .

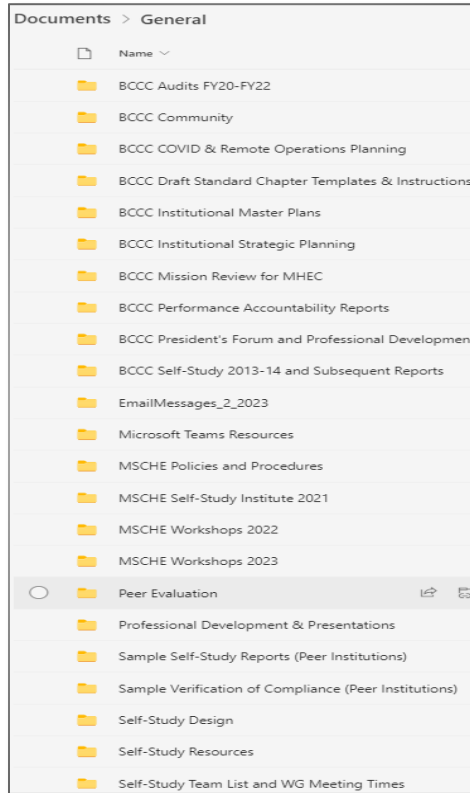
The College hosted Dr. Peavy for a virtual visit on November 9, 2022. He gave an overview of the Self-Study process in an open meeting with students, faculty and staff in addition to conducting meetings with the Self-Study Coordinators, Steering Committee, Cabinet Resource Team, and Board of Trustees. He shared his feedback on the Self-Study Design. The revised Design was resubmitted and on November 18, the President received a letter from Dr. Peavy, provided below, expressing his appreciation for the visit and confidence in the Steering Committee.




In December 2022, 14 BCCC faculty and staff attended the MSCHE 2022 Annual Conference: Empowering Higher Education, which provided useful guidance on conducting the work the Self-Study. The College created a Self-Study Microsoft Teams platform to provide a structure to enhance the collaboration, documentation, communication, and transparency throughout the Self-Study Process along with templates for Agenda/Notes/Attendance/Action Items, Criteria and Research Questions, Evidence Logs, Evidence and Interview Request/Response Forms, Email Templates, and presentations.



A “General” channel was also created to house useful information for the entire Self-Study Team. The Steering Committee Co-Chairs and the Deputy Chief Information Officer (a Working Group Co-Chair) provided training on the use of Teams and utilization of the templates.



The Steering Committee and Working Groups began meeting weekly in January 2023. Agendas for the Working Group meetings were created based on discussions at the Steering Committee meetings and were noted in the master Timeline spreadsheet. Weekly updates with links to the timeline, agendas, and upcoming MSCHE webinars were posted in the General Channel over the course of the spring 2023 semester.

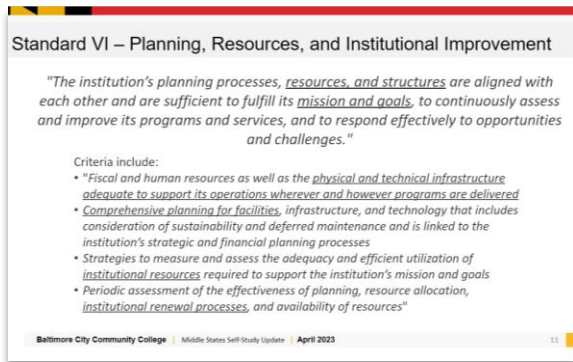
 2023 - 24 Self-Study Timeline – Rev. 05.01.2023							
Phase	Initiative	Time Period	Group	Agenda	Action Items	Due Date	
Phase 1: Research Questions Responses and Evidence	Institutional Session: Ready for Reaccreditation	01.04.2023	Steering Committee Co-Chairs and Cabinet Coordinators	Presentation to College Community	N/A	01.04.2023	
Phase 1: Research Questions Responses and Evidence	Steering Committee (SC) Meeting	01.04.2023	Steering Committee (SC)	Prepare for Self-Study Team meeting with Working Groups		01.04.2023	
Phase 1: Research Questions Responses and Evidence	Self-Study Team Meeting	01.05.2023	Self-Study Team	1. Review the MSCHE Self-Study Teams Platform (Demo/Q&A) 2. Utilize Working Group (WG) Agenda, Notes, & Action Items Form 3. Review Criteria and Research Questions Assignments Form 4. Review draft Self-Study Timeline Break-out Sessions for Working Groups 5. Determine Meeting Schedule (share with Steering Committee Co-Chairs)	1. WG Co-Chairs schedule meetings through Spring 2023 (April 30) and include SC Co-Chairs and Cabinet Coordinators 2. SC determines schedule for Co-Chairs attendance at WG meetings and for SC meetings.		
Phase 1: Research Questions Responses and Evidence	Working Groups (WG) Meeting	01.09 - 01.13.2023	Working Groups	1. Utilize the Criteria and Research Questions Assignments Form. 2. Review the research questions for the Standard 3. Add additional questions as needed 4. Brainstorm sources for responses and evidence 5. Divide Criteria among Workgroup team members a. Determine any information and evidence to be requested (data that is not readily available to the Working Group)	1. Submit requests to Steering Committee via the Criteria and Research Questions Assignments form by placing completed form in Working Group's folder and send link to Co-Chairs.	01.12.2023	
Phase 1: Research Questions Responses and Evidence	Steering Committee Co-Chairs and Cabinet Coordinators Meeting	01.09 - 01.13.2023	Steering Committee	1. Review Criteria and Research Questions Assignments forms. Makes recommendations/redirections where needed and compiles list by Cabinet area.	1. Distributes feedback (recommendations, etc.) to Working Groups, where needed	01.13.2023	

Throughout January and February 2023, Working Groups requested and logged (i.e., processes, policies, manuals, programs, plans, reports, data), utilized the responses from subject matter experts from across the College to answer the research questions for each Standard’s criteria, and began to identify any gaps. “Round 1” and “Round 2” peer reviews were facilitated by the Steering Committee Co-Chairs in February and March 2023 where Working Group Co-Chairs reviewed the responses to research questions completed by other Working Groups. The Cabinet Resource Team subsequently reviewed the responses, which noted any pending Evidence Requests, to provide feedback and guidance. In mid-March, the focus shifted to towards transitioning the responses to research questions into draft Standard chapters. The draft Standard chapters were compiled into Draft 1 of the Self-Study Report. A peer review of Draft 1 was conducted on April 28. Throughout May, the Steering Committee Co-Chairs and the Self-Study Coordinator (Vice President for Institutional Effectiveness, Research and Planning) have been meeting with the Working Group Co-Chairs to review the Draft 1 feedback and identify missing pieces for the Cabinet Resource Team to consider and determine the need for Action Plans. Throughout the spring, the Steering Committee, met weekly to provide guidance to the Working Group Co-Chairs, seek feedback, establish deadlines, and address concerns regarding the process.

The Communication & Events Committee met weekly to design ways to engage faculty, staff, and students as we prepare for the Spring 2024 Peer Evaluation Team visit. Monthly virtual updates were presented to faculty and staff; “Facts and Snacks” were provided at various student and staff events; and customized information sessions were conducted in various department meetings. Survey responses collected as these sessions are shared with department managers and subsequent presentations. A portion of the Self–Study communication and information events is provided below.

Month	Faculty and Staff	Students	Steering Committee and Working Groups	Community
April 2023	April 6 - Donuts and Dialogue – Main Campus Frontline Staff	April 25 – Facts and Snacks - Wakanda Forever Viewing (Main campus)	Weekly – Steering Committee Meetings	April 19 – Board of Trustees Meeting
	Week of April 17 - “Grab and Go” for BCCC 3 rd Shift and Overnight Staff	April 27 – Facts and Snacks - Panther Pride Week Faculty/Staff vs Students Volleyball game	Weekly – Working Group Meetings	
	April 21- Environmental Services Staff Meeting		April 28 - Standard Working Groups Co-Chairs Draft #1 Peer Review	
	April 24 - Maintenance and Supervisors Staff Meeting			
	April 24 – Central Receiving Staff Meeting			
	April 26 – Workforce Development & Continuing Education/Facilities/Public Safety All Staff Meeting			
	April 27 – Grounds Staff Meeting			
April 28 - Monthly Faculty & Staff Virtual Update				

A few of the slides from a presentation conducted in April 2023 are shown below.



The Verification of Compliance Working Group is also meeting weekly to outline the foundation for the College to demonstrate how it meets relevant federal regulations and complies with MSCHE’s Requirements of Affiliation.

The work of the Self-Study will continue during summer 2023. Faculty Working Group members who are not on contract have the opportunity to sustain their momentum via a separate contract for part of the summer. Action Plans will be developed to address the gaps identified, the Communication and Events Committee will continue to plan engagements with faculty, staff, and students, Verification of Compliance Working Group will continue its review, and the Draft 2 Self-Study Report will be underway.

OFFICE OF INSTITUTIONAL RESEARCH

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

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

Maryland Higher Education Commission (MHEC)

- *Winter and Spring 2023 Enrollment Information System Files* – Collaborated with Information Technology Services (ITS) and the Admissions Office to develop student-level data files reporting credit student enrollment characteristics and demographics. The files were submitted to meet the deadline of April 3, 2023.
- *Winter and Spring 2023 End-of-Term System Files* – Collaborated with to develop student-level data files reporting credit student course registration and outcomes data. The files were submitted to meet the deadline of April 17, 2023.

Middle States Commission on Higher Education (MSCHE)

- *2023-24 Self-Study Steering Committee* - The Director serves as Co-Chair of the Self-Study Steering Committee with the Dean of the School of Nursing and Health Professions. Initiatives with the VP IERP/Accreditation Liaison Officer and Co-Chair for April 2023 include the following.
 - Developed and conducted presentations for the Environmental Services Department meeting, Central Receiving Department meeting, Facilities Maintenance and Supervisors meeting, Grounds Department meeting, Workforce Development & Continuing Education/Facilities/Public Safety Staff Meeting, and monthly Faculty & Staff Update.
 - Planned and conducted Steering Committee's Peer Review session the Draft 1 Self-Study Report.
 - Respond to Evidence & Interview Request Forms with documentation and verbiage to support compliance with Criteria. Examples include the Performance Accountability Report, professional development presentations, Program Review and Evaluation Survey Results, program accreditation survey results, Community College Survey of Student Engagement and Community College Faculty Survey of Student Engagement presentation of results, Title IX surveys, mission review and alignment with the State Plan for Postsecondary Education, Managing For Results, and Student Right-to-Know Disclosure information.
 - Utilize Microsoft Teams to facilitate communication, collaboration, version control, document management, and archiving for the Self-Study process.
 - Maintain schedule of MSCHE webinars for all Self-Study Team members; send announcements; and upload all videos and 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' weekly meetings.
 - Provide weekly Monday updates to the full Self-Study team.
 - Create agendas and conduct weekly Steering Committee meetings; attend all Working Group and Committee meetings.
 - Compiled all Standard chapter drafts into one draft report.
 - Provide individualized support to Working Group/Committee Co-Chairs and members as needed.
- *Working Groups/Committee* – The Research Analyst II serves as a member of the Standard VI Working Group, which involves attending weekly meetings, distributing Evidence & Interview Request Forms, compiling responses and evidence accordingly, and assisting in developing presentations. The Director attends all Standard Working Group meetings along with those of the Communications and Events Committee and Verification of Compliance Working Group to provide support and guidance.

National Center for Education Statistics (NCES)

- *IPEDS Spring Collection* - Coordinated with Academic Affairs and Finance & Administration to ensure completion of Academic Libraries and Finance Surveys. Developed student enrollment and outcomes data to complete Fall Enrollment Survey and faculty and staff characteristics and salary data to complete the Human Resources Surveys. Ensured all documentation is housed in OIR's SharePoint structure. All surveys were submitted to meet deadline of April 5, 2023.

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

- *Howard P. Rawlings Audit* – Developed data to support the review process. Responded to auditors' requests as shared by the BCCC Controller.

Department of Budget and Management (DBM)

- *Managing for Results* – In collaboration with Senior Budget Analyst, conducted a review of the requirements for the FY 2025 Managing For Results submission as compared to the *2022 Maryland State Plan for Higher Education* with the Vice Presidents of Institutional Effectiveness, Research, & Planning and Finance & Administration. Led the preliminary review with Cabinet. Updated the SharePoint structure with current documentation from DBM.

Department of Legislative Services

- *Realignment Reports* – Developed data to support various Cabinet areas' completion of mandated Realignment reports including aid disbursements (with ITS), credit accumulations, and enrollment data.

External Meetings

- Maryland Community College Research Group (MCCRG) monthly meetings
- NIH Bridges to Baccalaureate with Howard University Partnership Meetings
- MCCRG Working Group – Review MHEC Data Dashboards
- MCCRG Working Group – Federal Reserve Survey Review

Grant Support

- *AmeriCorps Vista* – Developed student-level MAT 107 graduation data to support the quarterly report submission due April 5, 2023.

National Council for State Authorization Reciprocity Agreements (NC-SARA)

- *Annual Application* – Provided data support to team completing the MHEC's and NC-SARA's application and payment processes.

Program Accreditations

- *Accreditation Council for Business Schools and Programs (ACBSP)* – Serve on team to prepare for biannual accreditation report. Developed updated draft surveys, shared preview links with Associate Dean of Business & Technology for review with department faculty, and provided final links for the surveys' administration and monitoring of responses.
- *Health Information Technology Accreditation* – Developed and launched updated surveys for graduates and employers to support accreditation process. Serve on team to review final submission.
- *Committee on Accreditation for the Emergency Medical Services Professions (CoAEMSP) Annual Report* – Service on review team for final submission.

III. Support for Internal Priorities

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

Enrollment and Grades Updates

- *Never-Attend Displays* – Utilizing reports provided by ITS, developed tables to organize never-attend data to facilitate process.
- *Grades Data* – Developed grade distribution data for summer 2017 - 2022 credit courses to support Academic Affairs planning of scheduling summer 2023 courses. Provided trend data for pass rates in CLT 100 by modality and session length.
- *Deans Council* – At the request of the VPIERP, the Directed attended selected Deans Council meetings to provide data support and review of such matters as academic calendar development, never-attend processes, enrollment, and course passing rates.

Enterprise Resource Planning (ERP) Implementation and Operationalization- Attend weekly check-in meetings with VPIERP.

- Collaborating with ITS, Director of E-Learning, and Associate Registrar to develop means to extract and report student, graduate, and course level data with confidence via development of queries in the new Argos reporting tool and utilize preliminary output for data validation and cleansing.
- Participated in sessions related to Banner student and Degree Works components and integrations. Provide input and data to support efforts.
- Compiling documentation to support development of key data files required for State compliance.

Policy Development and Review

- Under the guidance of the Vice President for Institutional Effectiveness, Research and Planning, participating in College-wide review of policies.

Professional Development

- Customize and administer surveys for all Spring 2023 Professional Development activities.
- Conduct MSCHE information sessions.
- Participated in MSCHE's webinar: Successful Strategies for Identifying and Organizing the Evidence to Demonstrate Compliance.

Program Review and Evaluation Committee (PREC)

- The Director serves on PREC Planning Team to provide updates regarding MSCHE processes and to ensure that data and survey needs are met to support the Program Coordinators' finalization of their respective PREC worksheets.

Surveys

- *Program Accreditation Surveys* – As noted above based on respective accreditation requirements.
- *Spring 2023 Professional Development Activities Surveys*
- *BCCC Self-Study for MSCHE Reaccreditation Tagline Surveys for Faculty/Staff and Students*
- *BCCC Self-Study Surveys customized for presentations to various departments*

Teams/Workgroups

- *Curriculum and Instruction Committee (CIC)* - Attending meetings to support new program development needs and course review.
- *MSCHE Self-Study Steering Committee Co-Chair, Working Groups, and Communication and Events Committee*
- *Program Review and Evaluation Committee (PREC) Planning Team* - Serve as member and participate in weekly meetings. Develop data and provide survey support as previously noted.
- *Assessment Platform Team* – Serve as a member of the team evaluating assessment platform options. Attended demonstration conducted by Nuventive.
- *Search Committees*
 - Serve as a member of the search committee for the Budget Analyst position in Finance & Administration
 - Conducting a search for a Research Analyst to join the Office of Institutional Research

OFFICE OF ASSESSMENT

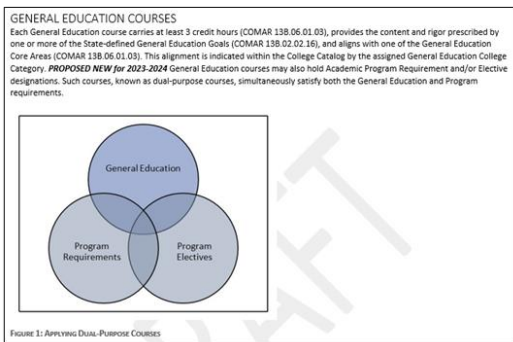
I. Curriculum

The Office of Assessment continues to support the development of best practices in curriculum management and Catalog maintenance in collaboration with the College’s Curriculum Specialist and Director of eLearning.

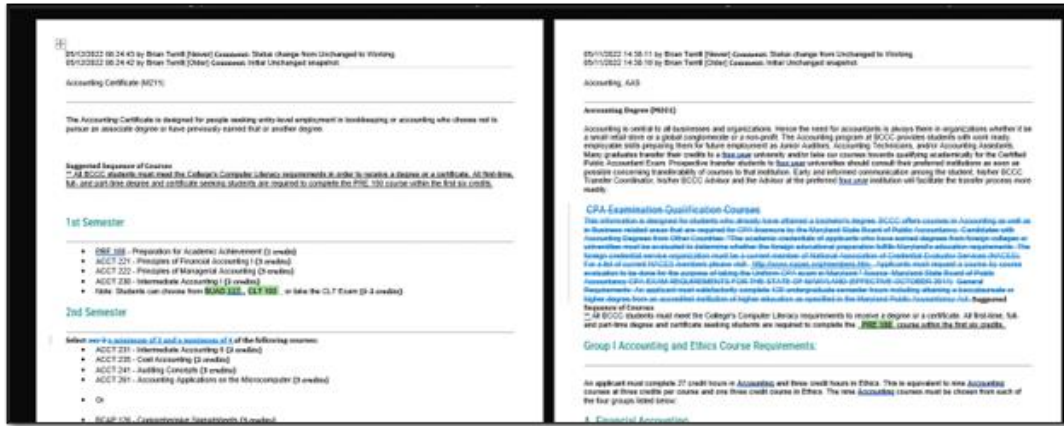
1. Comprehensive Curriculum Assessment

School	Program	Concentration	Award	Degree	Catalog	Credits		General Education Credits	
						Catalog_23-24_Cr	Catalog_21-22_Cr	Catalog_23-24_GE	Catalog_21-23_GE
BSTEM	ACCOUNTING		Degree	AAS	60	60	21	21	
BSTEM	ACCOUNTING		Certificate		18	18	0	0	
SASS	ADDICTION COUNSELING		Degree	AAS	60	60	15	15	
SASS	ADDICTION COUNSELING		Certificate		28	28	0	0	
SASS	ALLIED HUMAN SERVICES		Degree	AAS	60	60	25	25	
SASS	ALLIED HUMAN SERVICES		Certificate		16	16	0	0	
BSTEM	ARTS & SCIENCES TRANSFER	ACTUARIAL SCIENCE	Degree	AS	60	60	39	39	
SASS	ARTS & SCIENCES TRANSFER	ART	Degree	AA	60	60	34	34	
SASS	ARTS & SCIENCES TRANSFER	MUSIC	Degree	AA	60	60	31	31	
SASS	ARTS & SCIENCES TRANSFER	PSYCHOLOGY	Degree	AA	60	60	41	38	
BSTEM	ARTS & SCIENCES TRANSFER	PURE AND APPLIED MATHEMATICS	Degree	AS	60	60	39	39	
BSTEM	ARTS & SCIENCES TRANSFER	SCIENCE	Degree	AS	60	60	39	39	
SASS	ARTS & SCIENCES TRANSFER	THEATRE	Degree	AA	60	60	28	28	
BSTEM	BIOTECHNOLOGY		Degree	AAS	60	60	34	34	
BSTEM	BIOTECHNOLOGY LAB SCIENCE		Certificate		21	21	9	9	
BSTEM	BUSINESS	BUSINESS MANAGEMENT	Degree	AAS	60	60	21	21	
BSTEM	BUSINESS	BUSINESS MARKETING	Degree	AAS	60	60	21	21	
BSTEM	BUSINESS ADMINISTRATION TRANSFER		Degree	AS	60	60	33	33	
SNHP	COODING SPECIALIST		Certificate		37	37	11	11	
BSTEM	COMPUTER INFORMATION SYSTEMS		Degree	AAS	60	60	31	31	
BSTEM	COMPUTER-AIDED DRAFT & DESIGN		Degree	AAS	60	60	20	20	

2. Process Observations and Recommendations



3. College Catalog (Acalog) Pending Change Audit



II. LEARNING OUTCOMES DATA INFRASTRUCTURE & COMPLIANCE

The Office of Assessment continues to co-lead, with the Office of eLearning, the transition of learning outcomes data collection from TracDat (Nuventive Improve, sunset May 2023) to the College’s learning management system (LMS), Canvas. The LMS is designed to support internal data collection for learning outcomes, “automating” the process of data collection for faculty. This is a multi-stage implementation. The first step began in Fall 2022 with faculty assurance that all graded assignments are reflected within the Canvas course. Section-level gradebooks are then exported to the Office of Assessment, via SharePoint, at the end of each semester. The Office of Assessment aggregates the data and joins the assignments with their associated learning outcomes. Sample data from mathematics and Computer Literacy (CLT 100) is shown under [BSTEM](#).

1. Institutional Assessment Planning – Learning Outcomes Data Infrastructure DRAFT Timeline

Category	Step	Start	End	Details
Canvas	Assignments	Nov-22	Jan-23	All assignments for existing courses are in Canvas ("no submission" assignment is minimum expectation)
TracDat	Mass Data Extraction	Apr-23	May-23	Nuventive extracts and transfers all College data from Nuventive Improve (TracDat) and provides to the College via cloud-based storage system.
Canvas	Build Learning Outcomes	Jun-23	Aug-23	Course-level learning outcomes are built into Canvas.
Canvas	Assign Learning Outcomes	Jun-23	Aug-23	Learning outcomes are assigned to the appropriate subaccounts.
Canvas	Assignment Mapping	Aug-23	Jan-24	Assignments are fully built with rubrics, etc. and mapped to learning outcomes.
Canvas	Blueprint Courses	Sep-23	Jan-24	Blueprints are built for all courses and include all common assignments.
Canvas	Gradebook Standardization	Sep-23	Jan-24	All gradebooks for each course are organized in the same fashion within the course blueprint.
Canvas	Master Syllabi	Jan-24	May-24	Master syllabi are added to the syllabus section of each course blueprint.
Assessment	Assessment Guide Updates	Nov-22	Jul-24	The assessment guide is updated to reflect the process of gathering student-level outcomes data, via the LMS, and connecting that data with data from the SIS (demographics, etc.)
Canvas	Curriculum Mapping	Jun-24	Aug-24	Courses are mapped to program-level learning outcomes.
SIS	Fully Validated			The College is confident that the tables in the student information system are accurate and ready to be joined to tables pulled from Canvas.
	Data Flows			Data tables are mapped and process flows established.

2. Fall 2022 Data Compliance

semester	202280					
school	Count of CRN	Count of Gradebook	school	department	compliance	
BSTEM	298	298	BSTEM		100%	
B&T	136	136		B&T	100%	
ME	63	63		ME	100%	
NPS	99	99		NPS	100%	
SASS	265	262	SASS		99%	
SNHP	110	110	SNHP		100%	
Grand Total	673	670	Total		100%	

3. Winter 2023 Data Compliance (Note: SNHP did not run courses in the winter semester.)

	A	B	C	D	E	F	G	H
1	semester	202310						
2								
3	school	Count of CRN	Count of Gradebook		school	department	compliance	
4	BSTEM	11	9	BSTEM			82%	
5	B&T	5	3		B&T		60%	
6	ME	4	4		ME		100%	
7	NPS	2	2		NPS		100%	
8	SASS	14	14		SASS		100%	
9	Grand Total	25	23	SNHP			#REF!	
10				Total			92%	
11								

Learning Outcomes Data

The Office of Assessment is developing learning outcomes data workbooks for each Program and Discipline, containing an overview of the course-level learning outcomes, curriculum mapping for Programs, historical data from TracDat (2015-2022), and recent data exported from Canvas. Departments and Programs are encouraged to use the data workbooks to support evidence-based decisions in teaching and learning.

School of Business, Science, Technology, Engineering & Mathematics

MATHEMATICS

1. Course-level Learning Outcomes & assessment Methods (TracDat)

course_id	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title
101	90	Problem Solving	Apply concepts of algebraic equations, functions, and inequalities to solve word problems.	embedded questions	Final exam	0.7	0.7	active											
101	90	Solving Inequalities	Identify the solution set of linear inequalities in one variable graphically and/or in interval notation.	embedded questions	Final exam	0.7	0.7	active											
101	90	Domain and Range	Identify the domain and range of functions.	embedded questions	Final exam	0.7	0.7	active											
101	90	Solving Inequalities	Solve linear (in one and two variables) and absolute value inequalities.	embedded questions	Final exam	0.7	0.7	active											
101	90	Solving Quadratic Equations	Solve quadratic equations by algebraic methods (before factoring the square root principle, and the quadratic formula).	embedded questions	Final exam	0.7	0.7	active											
101	90	Solving Quadratics	Solve rational, radical, and absolute value equations.	embedded questions	Final exam	0.7	0.7	active											
101	90	Simplify Rational and Radical Expressions	Use algebraic methods to simplify rational expressions, radical expressions and complex numbers.	embedded questions	Final exam	0.7	0.7	active											
101	90	Correlation and Linear Regression	Analyze the relationship between two variables by using the techniques of linear correlation and regression analysis.	embedded questions	Final exam	0.7	0.7	active											
101	90	Probability	Apply probability rules to find the probability of compound events.	embedded questions	Final exam	0.7	0.7	active											
101	90	Normal Distribution	Apply the normal distribution and the Central Limit Theorem to real-world problems.	embedded questions	Final exam	0.7	0.7	active											
101	90	Confidence Intervals	Construct confidence intervals for the mean of an unknown population, using sample data.	embedded questions	Final exam	0.7	0.7	active											
101	90	Descriptive Statistics	Demonstrate the ability to summarize univariate data, (descriptively and numerically).	embedded questions	Final exam	0.7	0.7	active											
101	90	Hypothesis Testing	Test an empirical hypothesis concerning the value of an unknown population mean, by comparison with a constant, fixed value of a parameter.	embedded questions	Final exam	0.7	0.7	active											
101	90	Area	Use various formulas for calculating the area of a polygon.	embedded questions	Final exam	0.7	0.7	active											
101	90	Geometric Constructions	Construct angle bisectors, circles, tangents/secants and bisectrices.	embedded questions	Final exam	0.7	0.7	active											
101	90	Inductive Reasoning	Apply the method of inductive reasoning.	embedded questions	Final exam	0.7	0.7	active											
101	90	Three and Four Figures	Describe basic and properties of the basic kinds of geometry.	embedded questions	Final exam	0.7	0.7	active											
101	90	Area and Volume	Calculate the area, surface and/or face area of geometric figures.	embedded questions	Final exam	0.7	0.7	active											
101	90	Polynomial Division	Use the Polynomial Division.	embedded questions	Final exam	0.7	0.7	active											
101	90	Linear Programming	Apply functions and linear inequalities to solve linear programming problems using the graphical method.	embedded questions	Final exam	0.7	0.7	active											
101	90	Mathematical Modeling	Apply functions, equations, and matrices to construct models and solve problems related to business and the life, social and managerial sciences.	embedded questions	Final exam	0.7	0.7	active											
101	90	Graphing Systems	Interpret the graph of a linear function of two variables, and interpret the concept of slope and intercept in a real-world context.	embedded questions	Final exam	0.7	0.7	active											
101	90	Matrix Operations	Perform operations with matrices: addition, subtraction, scalar and matrix multiplication, and inverse, both with and without a graphing calculator.	embedded questions	Final exam	0.7	0.7	active											
101	90	Systems of Linear Equations	Solve systems of linear equations using the Gauss-Jordan matrix method of elimination.	embedded questions	Final exam	0.7	0.7	active											
101	90	Matrices	Use vector addition and scalar multiplication and operations on matrices to solve counting problems.	embedded questions	Final exam	0.7	0.7	active											

2. Historical Data (TracDat)

course_id	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title	course_number	course_title
101	90	Problem Solving	Apply concepts of algebraic equations, functions, and inequalities to solve word problems.	embedded questions	Final exam	0.7	0.7	active											
101	90	Solving Inequalities	Identify the solution set of linear inequalities in one variable graphically and/or in interval notation.	embedded questions	Final exam	0.7	0.7	active											
101	90	Domain and Range	Identify the domain and range of functions.	embedded questions	Final exam	0.7	0.7	active											
101	90	Solving Inequalities	Solve linear (in one and two variables) and absolute value inequalities.	embedded questions	Final exam	0.7	0.7	active											
101	90	Solving Quadratic Equations	Solve quadratic equations by algebraic methods (before factoring the square root principle, and the quadratic formula).	embedded questions	Final exam	0.7	0.7	active											
101	90	Solving Quadratics	Solve rational, radical, and absolute value equations.	embedded questions	Final exam	0.7	0.7	active											
101	90	Simplify Rational and Radical Expressions	Use algebraic methods to simplify rational expressions, radical expressions and complex numbers.	embedded questions	Final exam	0.7	0.7	active											
101	90	Correlation and Linear Regression	Analyze the relationship between two variables by using the techniques of linear correlation and regression analysis.	embedded questions	Final exam	0.7	0.7	active											
101	90	Probability	Apply probability rules to find the probability of compound events.	embedded questions	Final exam	0.7	0.7	active											
101	90	Normal Distribution	Apply the normal distribution and the Central Limit Theorem to real-world problems.	embedded questions	Final exam	0.7	0.7	active											
101	90	Confidence Intervals	Construct confidence intervals for the mean of an unknown population, using sample data.	embedded questions	Final exam	0.7	0.7	active											
101	90	Descriptive Statistics	Demonstrate the ability to summarize univariate data, (descriptively and numerically).	embedded questions	Final exam	0.7	0.7	active											
101	90	Hypothesis Testing	Test an empirical hypothesis concerning the value of an unknown population mean, by comparison with a constant, fixed value of a parameter.	embedded questions	Final exam	0.7	0.7	active											
101	90	Area	Use various formulas for calculating the area of a polygon.	embedded questions	Final exam	0.7	0.7	active											
101	90	Geometric Constructions	Construct angle bisectors, circles, tangents/secants and bisectrices.	embedded questions	Final exam	0.7	0.7	active											
101	90	Inductive Reasoning	Apply the method of inductive reasoning.	embedded questions	Final exam	0.7	0.7	active											
101	90	Three and Four Figures	Describe basic and properties of the basic kinds of geometry.	embedded questions	Final exam	0.7	0.7	active											
101	90	Area and Volume	Calculate the area, surface and/or face area of geometric figures.	embedded questions	Final exam	0.7	0.7	active											
101	90	Polynomial Division	Use the Polynomial Division.	embedded questions	Final exam	0.7	0.7	active											
101	90	Linear Programming	Apply functions and linear inequalities to solve linear programming problems using the graphical method.	embedded questions	Final exam	0.7	0.7	active											
101	90	Mathematical Modeling	Apply functions, equations, and matrices to construct models and solve problems related to business and the life, social and managerial sciences.	embedded questions	Final exam	0.7	0.7	active											
101	90	Graphing Systems	Interpret the graph of a linear function of two variables, and interpret the concept of slope and intercept in a real-world context.	embedded questions	Final exam	0.7	0.7	active											
101	90	Matrix Operations	Perform operations with matrices: addition, subtraction, scalar and matrix multiplication, and inverse, both with and without a graphing calculator.	embedded questions	Final exam	0.7	0.7	active											
101	90	Systems of Linear Equations	Solve systems of linear equations using the Gauss-Jordan matrix method of elimination.	embedded questions	Final exam	0.7	0.7	active											
101	90	Matrices	Use vector addition and scalar multiplication and operations on matrices to solve counting problems.	embedded questions	Final exam	0.7	0.7	active											

COMPUTER LITERACY

1. Appending/Joining Historical Data (Canvas)

III. Institutional Assessment Data Solutions

The Office of Assessment continues to facilitate the evaluation and selection of an institutional assessment data solution. TracDat (Nuventive Improve) contract ends on May 6, 2023 and the software platform will sunset in September 2023. Nuventive was invited to present their upgraded platform, Nuventive Improvement to the Office of the President and Academy Leadership on April 24, 2023.

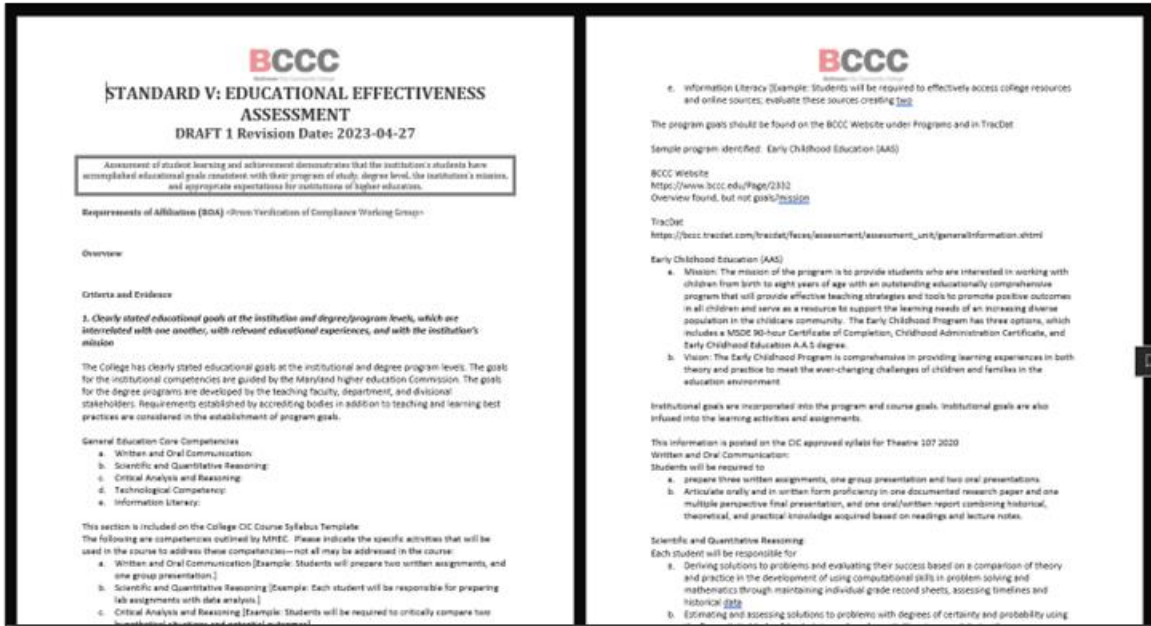
1. Solutions Matrix

2. Survey of Data Solutions Across Maryland Community Colleges (voluntary, in progress)

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

The Director of Assessment continues to support the College's Self-Study process as Working Group Co-Chair for Standard V: Educational Effectiveness Assessment and member of the Steering Committee. This month, Working Group V compiled the evidence and narrative information gathered in response to their research

questions and assembled the first draft of the Standard V: Educational Effectiveness chapter.



OFFICE OF GRANTS DEVELOPMENT

The Office of Grants Development under the new Director of Grants, Keenan E. Jones, has been providing oversight and management of the operations and compliance of state and federal grant regulations and requirements. The Office reviewed all institutional grants, determining which grants are active and non-active, and reorganizing files. The Office compiled a current grant inventory list with deadlines for year-end reports, renewals, etc. Also, the office assessed the financial status of each grant and ensured that the SharePoint system is current. The Office has been communicating, coordinating, and collaborating with the Controller, Finance Office, Workforce Development and Continuing Education, Academic Affairs, Student Services, and the Office of the President. The Office is working to finalize the grants manual to be presented to the institution in the Fall 2023 for Professional Development.

In the future, the Office will be having monthly meetings by cabinet areas with the Principal Investigators, Project Directors, faculty, and staff members who have direct interaction/contact with the grant. Moving forward, the office will work in concert with the Finance Office meeting monthly to discuss budgets, revenues, and expenditures per grant (s).

Grant Administration Overview:

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

The Office joined forces with the Director of Learning in Academic Affairs to review and finalize a quarterly report due on April 5, 2023. The report covered the period from July 1, 2022, to March 31, 2023. As of March 2023, 147 individuals were served, 115 earned a post-secondary degree or technical certification which was 78%. Please note that the target population to be served is from 150-200

students based on enrollment in MATH 107. This grant provides non-tutor support/guidance for students to enable success in and out of the classroom at the earliest academic career point. The goal of this grant is to improve the completion rates from 51.5% in 2020 to 5% in 2021; 10% in 2022; 14% in 2023. The grant ends on June 30, 2024, based on the award letter for continuing education. The quarterly report was submitted on time on April 5, 2023.

Baltimore City Department of Social Services (BCDSS) Occupational Training

The Office acted as a team with the Finance Office to review and confirm award amounts for January 1, 2022, to December 31, 2024, total award amount of \$ 4, 827,826; \$1, 609,092 per year. This grant is being managed by the Workforce Development and Continuing Education division.

Also, this grant provides individuals and families on a path to economic mobility. This grant places high-quality workforce training, academic support, and job readiness services. The purpose of the Occupational Skills Training programming is to provide BCDSS customers with stackable, industry-recognized credentials to support long-term employment at livable wages.

Carl D. Perkins

The Office worked together with Academic Affairs and the Finance Office to develop a budget amendment to ensure all funds are expended for FY 23 to be submitted to the Maryland State Department of Education (MSDE). This grant is to assist public two-year colleges in improving secondary and postsecondary-level career and technical education programs. The amendment is moving funds from different disciplines to ensure that students receive the items they need to be successful in completing the course. The budget amendment will be sent to MSDE before May 15, 2023. The amount of this award is \$323,279.

In addition, the institution is preparing to apply for Career and Technical Education (CTE) Perkins Local Application FY 24. This grant will be due to MSDE by May 23, 2023. The Local Application is a formula grant which the institution can be awarded \$317,949 if the application meets and exceeds the criteria outlined in the grant application. Also, MSDE has a competitive grant process that the institution can apply for up to \$100,000 entitled CTE Reserve Grant is due on May 23, 2023, as well.

Child Care Careers and Professional Development Fund (CCCPDF)

The Office collaborated with representatives from the Offices of the Dean of Arts and Social Sciences, Finance, and the Early Childhood Program to prepare a no cost extension to award all scholarship funds to students in the program. The institution submitted the no cost extension to Maryland State Department of Education (MSDE) on April 24, 2023, and is awaiting a response. This grant amount is \$211, 667.

This grant provides up to 33 students assistance with tuition, fees, and textbooks for the first semester, second semester, and summer session. This grant has existed since 2021, at this institution.

Consolidated Adult Education and Family Literacy Services

The Office obtained the grant proposal and other pertinent information from Workforce Development and Continuing Education for the renewal grant that was submitted on March 3, 2023, in the amount of \$1,364,207 for FY24 July 1, 2023, to June 30, 2024, to the Maryland Department of Labor. The institution is waiting for a response.

This grant provides adult basic education classes for adults interested in obtaining a high school diploma. The institution has been awarded this grant for over 20 years. Please note that FY23, the institution received \$983,117 in funding and FY 22, the award amount was \$991,570.

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.

Maryland Department of Human Services - Maryland Office of Refugees and Asylees (MORA) English for Speakers of Other Languages (ESOL)

The Office worked with the Workforce Development and Continuing Education and Finance to submit a semi-annual report on April 15, 2023. The grant award is for \$315,469. This grant ends on September 30, 2023. The Office is waiting for the request for the proposal to be released in July 2023, then, the institution will begin working on a renewal grant.

This grant assist newly arrived refugees and asylees by provided intake and registration and enrolled in the appropriate level English class, based on their test results. This grant allows the institution to partner with the International Rescue Committee (IRC) for on-going communication and outreach services.

Maryland Department of Human Services Maryland Office of Refugees and Asylees (MORA) Refugees School Impact Grant (RSIG)

The Office collaborated with the Workforce Development and Continuing Education and Finance to submit a semi-annual report on April 15, 2023. This grant award is \$695,613 and ends on September 30, 2023. The RSIG is designed to increase the academic performance of school-aged children, improve parental engagement in their children's education and care, promote access to childcare and early childhood education, and help build capacity for public school systems to serve refugee students. The College will be applying for a renewal grant in July 2023.

In addition, the Office, Finance, Auditor and Workforce Development and Continuing Education reviewed and completed a Monitoring Questionnaire that covered the following areas (general policies

and internal controls, spending and income tracking, third-party monitoring and management, and other requirements). This questionnaire ensures that Baltimore City Community College (BCCC) is complying with all federal and state laws/regulations. This document was submitted to Maryland Department of Human Services on April 27, 2023.

Maryland Department of Human Services Maryland Office of Refugees and Asylees (MORA) Services to Older Refugees (SOR)

The Office coordinated with the Workforce Development and Continuing Education to submit a semi-annual report on April 15, 2023. The amount of this award is \$133,688. The grant ends on September 30, 2023. The institution will be applying for a renewal grant once it is released in July 2023.

This grant is designed to work with eligible refugee clients aged 60 years or above receive appropriate services such as temporary financial and medical assistance, employability services, English language and vocational training, assistance with accessing community resources, outreach, case management, and other support services.

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 meets monthly with Howard University staff and BCCC Academic Affairs and Student Services to implement the P2P Curriculum for the four scholars accepted in the program. This is a collaboration that BCCC has with HU until 2025 that is targeted to serve individuals who were formerly incarcerated and have an interest in pursuing a degree in research. Students would be recruited and provided educational readiness by the P2P program while still incarcerated, transition to a 2-year associates granting school BCCC, be provided skills and method development, participate in a 10-week Science Technology Engineering and Mathematics (STEM) research internship at Howard University College of Medicine (HUCM) then transition to a 4-year bachelors granting school, preferably HU.

National Institute of Health (NIH) Towson University Bridges to Baccalaureate Grant Sub-Award

The Office met with the Finance Office to view revenue and expenditure. This grant aims to spend all its funds for the fiscal year. This is a five-year grant of \$140,400.

This grant will increase the pool of individuals from diverse backgrounds who are well-trained in Science Technology Engineering and Mathematics (STEM). This grant aims to promote the transition of underrepresented minority students from community colleges to Towson University and other four-year institutions by fostering a supportive environment for research and professional skills.

TRIO Student Support Services

The Office coordinated with Student Affairs, and the Finance Office to submit an annual performance report on April 10, 2023, for FY 21-22. The goal is to serve 230 students and they did serve 211 which is 91%. This is a five-year award grant that ends 2025. For the upcoming fiscal year, the program anticipates exceeding their target goal of serving 230 students since the college has returned to in-person instruction and services.

This grant provides all types of services to student 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, etc.

TRIO Upward Bound Math & Science

The Office met with Student Affairs, Finance, and the Office of the President to get prepared for a site visit from the federal government to look at our programmatic and fiscal areas of the program. The U.S. Department of Education (Department) will be visiting the institution on Tuesday, May 16, 2023. The purpose of the visit is to review the administration of the grant, ascertain compliance with federal laws and regulations, review the grant's adherence to its application goals and objectives, and provide technical assistance. Please note that this is a five-year grant. Also, the first time we have been monitored.

Baltimore City Community College

CABINET UPDATE

Board of Trustees, May 17, 2023

Mr. Gussener Augustus, Vice President for Advancement

WBJC Staff Community Engagement

Opportunities taken by WBJC staff to extend the BCCC brand in the community via WBJC include:

Pro Musica Rara

Soprano Clara Rottsolk and violinist Ivan Stefanovic were interviewed about their April 30th concert at the Baltimore Museum of Art by Jonathan Palevsky.

Baltimore Classical Guitar Society

The Los Angeles Guitar Quartet was interviewed about their April 29th concert at Towson University by Jonathan Palevsky.

Kappa Guild of Baltimore

Dyana Neal interviewed Sheila Mentz about the upcoming fundraising fashion show which will benefit the group's charitable giving to local hospitals and other causes.

Everyman Theatre

Company member, Bruce Nelson, was interviewed about the upcoming show *Harvey* on April 26th by Gavin Witt.

Theatre Project

Writer Meg Huskin and director Elisheva Pront were interviewed about their original cabaret show *My Dearest Jane* being performed on April 25th by Gavin Witt.

Chicago Symphony Orchestra

Baltimore author, Bruce Goldfarb, was interviewed about his book, *18 Tiny Deaths*, that features artwork about the Chicago Symphony Orchestra and the Chief Medical Examiner of Maryland's office, by Jonathan Palevsky.

Shriver Hall Concert Series

Judith Krummeck interviewed Polish born pianist, Piotr Anderszewski, about his Baltimore recital on April 20th.

Candlelight Concert Society

Jonathan Palevsky gave an in concert talk with the Jerusalem Quartet during their performance at the Smith Theater at Howard Community College on April 23rd.

Johns Hopkins Symphony Orchestra

Jed Gaylin and Rafaella Dreisin were panelists on the April 1st episode of Face the Music. Jonathan Palevsky gave a pre-concert talk at Shriver Hall for the orchestra's April 22nd concert.

Music at St David's

Judith Krummeck interviewed Douglas Buchanan, Director of Music Ministries, about a concert liturgy commemorating Good Friday.

Annapolis Symphony Orchestra

Jonathan Palevsky gave a pre-concert talk at their April 1st concert at The Maryland Hall for the Creative Arts and recorded an interview for the orchestra with director Jose Luis Novo on April 4th.

The National Philharmonic

Violinist, Melissa White, was interviewed about the music of African American composer Florence Price and the orchestra's performance of her music on April 15th at the Strathmore Music Center.

Firsthand Records:

Washington DC native and pianist Sarah Cahill was interviewed about her upcoming release *The Future is Female* Vol 3 by Kati Harrison.

Apprentice House Press at Loyola University

Judith Krummeck signed a publishing contract for her novel, *The Deceived Ones, Or, The Food of Love*.
Publication date: May 2024.

The University of Baltimore

Judith Krummeck addressed the 2023 thesis class of the Creative Writing and Publishing Arts MFA program.

The Saint Charles Theatre

Jonathan Palevsky hosted the Cinema Sunday series for the month of April.

John Hopkins Osher Program

Jonathan Palevsky taught classes on Music in Italy.

Towson University

Jonathan Palevsky taught classes on The Great Symphonists.

Iliad at Roland Park Place

Jonathan Palevsky taught classes on Joseph Haydn.

WBJC Corporate Support Partnerships

Businesses who underwrite programs and content on WBJC include:

Returning Clients

Baltimore Symphony Orchestra, Peabody Institute, Ballet Chesapeake, Cynipid Fund, Community Concerts at 2nd, Baltimore Classical Guitar Society, Shriver Hall in Series, Elville and Associates, Opera Baltimore, The St. David's Music Series, Kennedy Center, Zeke's Coffee, Culligan Water, Maryland Opera, Baltimore Museum of Industry, Framin' Place, Grace United Church, University of Maryland Baltimore Campus, Brown Memorial, Chesapeake Shakespeare, Embassy Suites North, Annapolis Symphony.

New Clients

Everyman Theatre, Shakespeare Theatre Company, Classic Catering

WBJC Program Highlights

WBJC programs and content of note for the month include:

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.

- 4-1-23 Baltimore Symphony Orchestra performances of Rachmaninoff
- 4-15-23 Annapolis Symphony “Celebrating America.”
- 4-22-23 Baltimore and Prokofiev

Book Notes

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

- 4-8-23 University of Maryland professor, Judy Sorum Brown, was interviewed about poetry month.
- 4-22-23 Baltimore-Washington area violinist, Brendan Slocumb was interviewed about his new book *Symphony of Secrets*.

BCCC Event Promotion

BCCC campus events and initiatives that were promoted on-air during the month include:

Public Service Announcements

Multiple daily reads by WBJC hosts.

- BCCC Summer and Fall Registration.

Public Relations & Outreach

Community Meetings and Engagement

Maryland Food Bank (MFB) “Pathways Out of Poverty”

The department met with Devonne Franklin, resulting in several partnership opportunities. Maryland Food Bank’s Pathways Out of Poverty program is in its infancy and a terrific opportunity for BCCC to impact the marginalized section of the community. MFB’s goal with this program is to deal with the core reason that people are food insecure (i.e., unemployment, under employment, and lack of education). Our discussion birthed the following solutions.

- BCCC representative to speak at the upcoming regional partner meeting in July.
- Opportunity for BCCC to host the July regional meeting in our Fine Arts Center.
- Possibility of hosting regional meeting here on campus in the Fine Arts Building
- Providing canvassing materials for MFB representatives while in the field to offer BCCC programs as a resource in their wrap around services.
- Partnership Landing page and or dedicated staff representative in Admissions that Pathway Out of Hunger Participants can call.

Blind Industries and Services of Maryland

The department initiated a meeting with Matt Yannuzi, manager of Independence Training & Rehabilitation and had a high-level conversation on a community partnership with BCCC with following components:

- BCCC becoming their academic partner for young people going through their program.
- Online education that is compatible with their screen readers.
- Continuing education opportunities for BISM staff.

Greater Baltimore Urban League

The department met with Tiffany Adams President and CEO Greater Baltimore Urban League. Discussed was

GBUL's traditional relationship and MOU with the college and ways to relaunch a strong partnership with BCCC to assist students in the following areas.

- Working with BCCC on community initiatives (i.e., food insecurity, and homelessness). They currently have a partnership with Giant Food and would like to do a community food distribution.
- Transportation assistance for students (bus/metro passes). The GBUL has funds for free bus passes and would like to make this a resource for our students.
- They have funding for workforce development and would like to utilize BCCC as their education partner.

Cross Functional Department Meetings

Panther Pride Week Committee

- The department updated social media with promotional panels.
- The department assisted with an online scavenger hunt.

Served on Commencement Committee

The department negotiated the catering contract with a decrease in cost over last year.

Student Life & Engagement Social Media Initiatives

The department worked with Student Life and Engagement on social media initiatives to highlight a more vibrant student life persona on our platforms.

- The department met with President of the Faculty Senate, Dr. Katana Hall, on working together on a Juneteenth event.
- The department strategized how to synergize and utilize faculty in various departments such as Music, Fashion, and Communication.

Middle States

- Served on Standard II working group.
- Served as Co-Chair of Communications and Events Committee
- Served on Middle States Steering Committee
- The department organized and hosted a Transfer Fair table.
- The department organized and hosted a Women's Entrepreneur Fair table.
- The department organized and hosted a Donuts and Dialogue event for staff.
- The department organized and hosted a Middle States table for Panther Pride movie day.
- The department coordinated logistics for the Middle States Draft 1 Update event.
- The department assisted in the preparation of slides and presented at the Middle States Staff/Faculty Update session.

Campus Events

Confessions of a Baltimore Beekeeper

The department launched BCCC's special speaker series by hosting Nikia Rowe, President and Founder of John Newman Honeybee Company, as our guest lecturer. Ms. Rowe spoke about her tenure in Baltimore City Public schools as a teacher and an administrator, and her transition into her current passion, beekeeping. Students and staff also enjoyed an interactive experience via Ms. Rowes portable beehive.

Press Releases

The department issued press releases for:

- Paragon Awards
- Confessions of a Beekeeper

Social Media

Panther Pride

The department collaborated with the new Director of Student Life and Engagement on an Instagram component of the Panther Pride Scavenger Hunt. Participants are directed to tag BCCC in their pictures of found items as they post them on their personal Instagram pages. This will encourage those who do not currently follow us to do so. BCCC will have the ability to track engagement by following a hashtag.

LinkedIn

Added 159 new followers in the last 30 days.

Website

Headline Section Updated (Moving forward content will be created weekly)

The department created content for the BCCC website headline section for the following news:

- Bridges to Baccalaureate
- Paragon Awards
- Confessions of a Beekeeper
- Associated black Charities Spotlight on Kurt Schmoke
- Bridges to Baccalaureate second cohort group accepting applications.
- BCCC Baltimore Business Journal article

Projects

Newsletter

The department created a newsletter layout, with additional graphics adjustment and multiple revisions.

Media Monitoring

The department BCCC was utilizing Burrelles for our media monitoring. Unfortunately, this vendor did not meet all our needs. The department is researching the following vendors:

- Prowly
- Cision
- Muck Rack

Social Media

Panther Pride

The department collaborated with the new Director of Student Life and Engagement on an Instagram component of the Panther Pride Scavenger Hunt. Participants are directed to tag us in their pictures of found items as they post them on their personal Instagram pages. This will encourage those who do not currently follow us to do so. We will be able to track engagement by following a hashtag.

LinkedIn

Added 159 new followers in the last 30 days.

Website

Headline Section Updated (Moving forward content will be created weekly)

The department created content for the BCCC website headline section for the following news:

- Bridges to Baccalaureate
- Paragon Awards
- Confessions of a Beekeeper
- Associated black Charities Spotlight on Kurt Schmoke
- Bridges to Baccalaureate second cohort group accepting applications.
- BCCC Baltimore Business Journal article

Projects

Newsletter

The department created a newsletter layout, with additional graphics adjustment and multiple revisions.

Start, Expand, Impact Advertising Campaign

The department created public relations slides with placeholder graphics for the overview presentation.

Media Monitoring

The department BCCC was utilizing Burrelles for our media monitoring. Unfortunately, this vendor did not meet all of our needs. The department is researching the following vendors:

- Prowly
- Cision
- Muck Rack

Marketing

The College developed the following initiatives to support the College in the following areas:

Brand Campaign Creative

The department has developed new creative supporting a new brand campaign, Start. Expand. Impact. Components include creative for a subway entrance, bus signs, bus stop signage, digital advertising, banners, digital ads for programs, campus tours and information sessions, and signature program advertising. These items support the enrollment section of the brand campaign, however additional items will be developed that serve multiple target groups within the BCCC brand umbrella. Additional tactics will include radio and possible geofencing opportunities.

AFRO Advertising

New creative has been developed for posting to the AFRO Facebook, emailing in the AFRO e-Blast, and for a website header.

Middle States QR Code Flyer for Tagline Voting

Signage was created for use in voting on the Middle States tagline.

STEM Conference Ad

A STEM Conference ad was developed for the School of Health Professions.

Get Ready Billboard

The department completed a Commencement Get Ready Billboard for use on the BCCC website.

Workforce Development Promotional Supplies

The department provided promotional supplies to Workforce Development for use during several upcoming fairs.

Panther Pride Week Promotional Items, Social Posts, Flyer and Billboard

The department provided Student Life & Engagement with promotional supplies for use during Panther Pride Week. Additionally, the department created a flyer, social posts, and a website billboard.

Institutional Research Graph

The department recreated a graph for the Institutional Research section of the Newsletter.

Summer Credit Schedule

The department created the Summer Credit Schedule. The PDF to the Registrar and Dr. Borne for review and approval or to determine if additional edits are required.

SGA Social Tile & Flyer

The department created an SGA Elections flyer and social tile.

Business Cards

The department created and ordered new business cards for the Testing Center and other new hires.

Images for Campus Monitors

The department has developed new images to appear on the campus monitors. The topics will range from week to week. The department is working with IT and audio visual to assist with getting the monitors up and running.

Summer/Fall 2023 Digital Campaign Ad design and Photo search

- Early Education
- Robotics/Machtronics
- Tours/Visit
- Cyber Security
- Nursing
- Request Information Form
- Campus Tours

Revised Photography for Spanish Versions of MSP and Dual Enrollment Brochures

The department has replaced photography and content on Spanish editions of these publications prior to reprint.

Newsletter Masthead Revision

The department revised the original BCCC Newsletter masthead.

“Open Mic” Flyer

The department created a Student Life and Engagement Open Mic flyer.

Commencement Videos: Filming and Editing

The department completed filming and editing fourteen reels/clips for 2023 Commencement social media posts.

DSSC flyer design

The department completed a Disability Support Services Center English and Spanish brochure.

Middle States Web Page Edits

Final edits were completed on the Middle States web page, and the page was made live on the site.

Marketing Presentation

Additional pages were added to the Brand Presentation, including budget estimates and Public Relations & Communication pages.

Mental Health Awareness Billboard

A Mental Health Awareness billboard was created and is in review for approval.

Middle States: Standard I Committee Meeting, Middle States Communication Committee Meetings (2), Middle States Steering Committee Meeting

Attended several meetings for Middle States committees as described above.

Ellucian Style Guide

The department met with IT to discuss implementation of Ellucian Experience and to refine an Ellucian style guide as built around our existing Style Guide.

Commencement

Graduation boxes, tickets, invitations, VIP invitations, pennants, picture frames, and a letter from Dr. McCurdy are complete. Box stuffing is complete and mailed. Additional directional signs and a digital VIP invitation have been completed. The department is continuing work on the Commencement Program. A live feed link has been completed for use with live streaming of the event.

Request Information Form

Previously, the department created a Request Information Form located on SharePoint and linked from the website. The form is <https://forms.office.com/Pages/ResponsePage.aspx?id=ovQ6Wrmm-U680aRPXRXuFttMrYsIv79JoP9t7I-3ahJUNVA0VEI5T0g5NEpGMIZNNUEyTjA2VUVIMC4u>. To-date, there have been 977 students register for information. Dr. Born is working with the Admissions staff to contact these students. Excel files were sent to Dr. Borne, and employee access to the online files were added in Microsoft Forms.

Campus Tour & Information Session Form

Previously, the department created a Campus Tour & Information Session Form for reservations. The form is <https://forms.office.com/Pages/ResponsePage.aspx?id=ovQ6Wrmm-U680aRPXRXuFttMrYsIv79JoP9t7I-3ahJUNEFZVU40Rlg3TVY1UExOQUdKR1JVMDFRNy4u>. To date, there have been seventy-three registrations. Dr. Borne is working with Admissions staff to contact these students. Excel files were sent to Dr. Borne, and employee access to the online files were added in Microsoft Forms.

GED Graduation

The department is working to create a similar experience for High School (GED) graduation as received at a BCCC Commencement. Diplomas (with a poem only; rolled and tied with ribbon) have been completed and sent to Workforce Development. A Graduation Program is being created for distribution at the graduation. Additional Save the Date flyers have been printed for distribution.

Zoom Placeholder

A new Zoom placeholder was created for the Vice President of Finance.

Workforce ABE Test flyer

A Workforce ABE Test flyer was developed and approved.

Zumba Event

A Zumba flyer update, billboard & social tile were created.

Workforce Brochure Reprint

Edits were completed to the Workforce Development brochure edits were completed. Additionally, the brochure will be translated to Spanish followed by printing. The brochure is pending final approval.

Juneteenth, Zumba, & Confessions of a Baltimore Beekeeper Events

A billboard for Juneteenth has been designed. In addition, billboards, flyers, social tiles, and Canvas posts have been developed for Confessions of a Baltimore Beekeeper and Zumba.

Anniversary e-Card

A new work anniversary e-card has been produced and approved for use by Human Resources.

Commencement Entrance Signs

New entrance signs have been completed for Commencement.

Updated Physical Therapist Application Form

The Physical Therapist Application has been updated and placed on the website.

Commencement

The department continues work on the Commencement Program. Additionally, the department assisted with filing envelopes and mailing VIP invitations.

Middle States PowerPoint Presentation

A Middle States PowerPoint presentation was created for presentation at the Steering Committee by the Standard I group.

Brand Marketing PowerPoint

The department is working on a new brand PowerPoint presentation.

At a Glance Brochure

The At a Glance brochure was sent for printing quotes.

Middle States Facts & Stats – Transfer Fair & Women’s Expo

The department produced the Middle States Fast Facts flyer, purchased snacks, provided promotional items, and participated in these events at the Middle States table.

Middle States Facts & Stats – Doughnuts & Dialog

Procured snacks, flyers, and promotional items. The event will include Financial Aid, Safety & Security, and Student Accounting office employees.

Newsletter

Final edits to content and creative were made to the BCCC Newsletter.

Donuts & Dialogue Digital Graphic (Middle States)

Supplies, donuts, and setup in two locations for front-line employees was conducted on April 6 in two locations.

SGA Flyer

An SGA Elections flyer was created and approved for Student Life & Engagement.

SLE Director Nameplate

The department is working to create a Student Life & Engagement Director office nameplate. This will be part of a larger project to design and order all missing office nameplates.

Middle States Standard I

The department worked with the Standard I Committee to develop draft copy.

Middle States Communications Meeting

The department collaborated with the committee to develop Donuts and Dialog events and plan for additional events during several meetings.

Commencement Props for Photo Booth

The department researched ways to provide holding signs at the Commencement Photo Booth.

Middle States Table Events: Panther Pride Movie and Volleyball Game

The department hosted tables, snacks and Self-Study flyers at a Panther Pride Movie event and Volleyball Game event. The department also collected photographs of the game for social media use.

Rebranding

Spanish Publications

The department is redesigning the BCCC viewbook.

Entrance Banner

A new entrance Commencement banner has been created. Additionally, a new brand banner has been created for consideration.

BCCC Viewbook

The department is developing a new draft of the BCCC Viewbook.

Departmental Web Page Images

Landing pages for departmental web pages will be reviewed to determine if any remaining departments still have pages without images.

Campaign Landing Page

Edits and design refinements were made to a new/proposed campaign website landing page.

Brand Presentation

The department is working on a Brand PowerPoint that will include tactics and strategies that will be used for the Summer and Fall 2023 campaign.

Dental Hygiene Pinning Ceremony Program

The department worked with the department to redesign the Pinning Ceremony Program.

High School (GED) Graduation Ceremony Program

The department worked with the department to design the 2023 Graduation Program and website billboard.

Brand Building

AFRO Advertising

New creative has been developed for posting to the AFRO Facebook, emailing in the AFRO e-Blast, and for a website header.

Mayor's Scholars Program Digital Campaign

A Mayor's Scholars Program digital campaign was started on March 17, 2023 with the following results to-date:

- **Student Ad Targeting:**

Reach: 28,175

Link Clicks to MSP Web Page: 836

- **Parent Ad Targeting:**

Reach: 76,464

Link Clicks to MSP Web Page: 1,750

Web Page Image Updates

The department is working to update key department landing pages that require images.

Website PDF Audit

The department is working to analyze the entire site to establish how many PDFs can be converted to web page copy (excluding Forms). This will create a more seamless user experience.

Brand Campaign Creative

The department has developed new creative supporting a new brand campaign, Start. Expand. Impact. Components include creative for a subway entrance, bus signs, bus stop signage, digital advertising, banners, digital ads for programs, campus tours and information sessions, and signature program advertising. These items support the enrollment section of the brand campaign, however additional items will be developed that serve multiple target groups within the BCCC brand umbrella.

Market Research

- JHU Bloomberg School Rebrand
- Hispanic marketing opportunities
- Middle States Report – Anne Arundel Community College
- Virtual tour options
- Admissions requests
- Promotional items
- T-shirt Redesign research

Social Media Analytics

- ***Facebook: April 1, 2023 – April 30, 20223***

Page Reach: 73,703 (Down 40.3% over the prior month)

Page Visits: 2,146 (Down 5.7% over the prior month)

New Likes & Follows: 19 (Down 5% over the prior month)

- ***YouTube: April 1, 2023 – April 30, 2023***

Monthly views: 574 (About the same as usual.)
Watch time: 15.0 hours (About the same as usual.)
Subscribers: +4 (33% more than previous 28 days.)

- ***Instagram: April 1, 2023 – April 30, 2023***

Reach: 20,245 (Down 21.4% over the prior month.)
Profile Visits: 474 (Down 7.4% over the prior month.)
New followers: 38 (Down 12.6% over the prior month.)

- ***Twitter: 28-day Summary as-of 4/5/2023***

Tweets: 12 (Down 53.8% over the previous period.)
Tweet Impressions: 1,601 (Down 40.4% over the previous period.)
Profile Visits: 787 (Down 69.4% over the previous period.)
Mentions: 21 (Up 10.5% over the previous period.)
Followers: 1734 (Down 8)

Recent Twitter History

April Detail:

Impressions Per Day: 56
Engagement Rate: 2.9%
Link Clicks: 0
Retweets: 2
Likes: 5
Replies: 0

March Detail:

Impressions Per Day: 93
Engagement Rate: 2.7%
Link Clicks: 8
Retweets: 2
Likes: 17
Replies: 0

February Detail:

Impressions Per Day: 105
Engagement Rate: 2.4%
Link Clicks: 21
Retweets: 4
Likes: 24
Replies: 0

January Detail:

Impressions Per Day: 100
Engagement Rate: 2.4%
Link Clicks 10
Retweets: 7

Likes: 21
Replies: 0

December Detail:

Impressions Per Day: 64
Engagement Rate: 3.7%
Link Clicks 13
Retweets: 4
Likes: 14
Replies: 3

Web page Content Updates

- Website Billboards
 - Panther Pride Week published.
- Information To Know
- Headlines
 - Baltimore City Community College Partners with Howard University and From Prison Cells to PHD to Launch the Bridges to Baccalaureate Program
 - Associated Black Charities Spotlights BCCC Board Chair Kurt Schmoke in Their First Friday History Maker Series
 - Marketing Council Honors Baltimore City Community College with National Award
 - BCCC Launches Special Speaker Series With “Confessions of a Baltimore Beekeeper” Featuring Nikkia Rowe
 - Bridges to Baccalaureate Program Accepting Applications for New Cohort
 - BCCC moves forward with plans to demolish long-vacant Bard Building

Routine Website Maintenance and Webpage Content Updates

- Analytics
- Website Calendar updates
- HEERF Quarterly Reporting March 31 published
- MOU – Coppin State University Reverse Transfer scanned and published.
- MOU – Excelsior College scanned and published.
- MOU – Goucher College Honors Student transfer scanned and published.
- MOU – Morgan State University ASCEND program scanned and published.
- Articulation Agreements webpage updated.
- HR – Web Time Entry Training schedule published.
- EMS webpage updated and published.
- TRIO SSS webpage updated and published.
- Surgical Technology webpage updated and published.
- HR – Professional Development Spring 2023 published.
- ADN Readmission Application Fall 2023 published.

Other

- Board Policy converted to Microsoft Word document for Maria Rodriguez
- Attended Middle States Faculty & Staff update.

Ongoing

- Landing page for marketing updated (Pending)
- Report A Concern webpage (Draft) updated per VP Augustus (Pending)
- Shuttle Bus Schedule (Waiting on public safety)
- BCCC Accomplishments webpage (pending)
- Nomenclature project
- BCCC Style Guide webpages (Pending)
- Website Refresh project
- Marketing team meetings

Website Statistics

Google Analytics for the month indicate a continuing trend of increases in visits to the website Home, Apply, and Register web pages. While the digital campaigns that drive traffic to the Apply and Register pages have ended, we continue to increase to these pages. These pages will continue to grow with increased traffic when the digital campaigns for Summer and Fall 2023 begin.

One key mention is that review of the MSP shows an increase of 40% in unique visits, the result of running targeted MSP digital advertising to parents and students in Baltimore City.

Website Homepage Overview: <https://www.bccc.edu/>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

- Pageviews increased by 18.23% (785,398 in 2022 vs. 928,608 in 2023)
- Unique (new) pageviews increased by 18.97% (320,751 in 2022 vs. 381,613 in 2023)
- Average time on page increased by 27.66% (00:00:44 in 2022 vs. 00:00:56 in 2023)

Apply Webpage: <https://www.bccc.edu/domain/36>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

- Pageviews increased by 13.90% (10,020 in 2022 vs. 11,413 in 2023)
- Unique (new) pageviews increased by 15.65% (3,885 in 2022 vs. 4,493 in 2023)
- Average time on page increased by 6.94% (00:00:45 in 2022 vs. 00:00:48 in 2023)

Apply Vanity URL – <https://www.bccc.edu/apply>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

Note: Visits to this redirect URL would drop because the Winter 2022 and Spring 2023 campaign concluded earlier this month, and campaigns for Summer and Fall 2023 have not yet begun.

- Pageviews decreased 56.62% (31,713 in 2022 vs. 13,756 in 2023)
- Unique (new) pageviews decreased by 57.65% (12,704 in 2022 vs. 5,380 in 2023)
- Average time on page increased by 101.09% (00:00:29 in 2022 vs. 00:00:59 in 2023)

Register Webpage - <https://www.bccc.edu/domain/1108>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

- Pageviews decreased by 38.52 (10,769 in 2022 vs. 6,621 in 2023)
- Unique (new) pageviews decreased by 36.28% (4,270 in 2022 vs. 2,721 in 2023)
- Average time on page decreased by 6.47% (00:01:10 in 2022 vs. 00:01:05 in 2023)

Register Vanity URL – <https://www.bccc.edu/register>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

- Pageviews increased by 439.39% (8,848 in 2022 vs. 4,574 in 2023)

- Unique (new) pageviews increased by 439.94% (348 in 2022 vs. 1,879 in 2023)
- Average time on page decreased by 11.90% (00:00:47 in 2022 vs. 00:00:41 in 2023)

MSP Web Page – <https://www.bccc.edu/msp>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

- Pageviews increased 30.72% (1,963 in 2022 vs. 2,566 in 2023)
- Unique (new) pageviews increased by 40.15% (787 in 2022 vs. 1,103 in 2023)
- Average time on page increased by 20.47% (00:00:46 in 2022 vs. 00:00:55 in 2023)

Future Projects

- GED Graduation Program and other miscellaneous needs
- Pinning Ceremony Program
- Middle States signage requirements
- CUBE
- Brand PowerPoint
- Review campus signage for replacement
- Possible 4-5 pole sign replacements
- Style Guide PowerPoint
- Speaker Series (all) creative
- Commencement videos
- GED Graduation program
- Pinning Ceremony program
- Admissions/Student Affairs Requests (Discuss)

Baltimore City Community College

CABINET UPDATE

Board of Trustees, May 17, 2023

Ms. Lyllis Green, Chief Internal Auditor

Activities within the Office of Internal Audits are provided as updates in this month's report.

INTERNAL AUDITS (IA), REVIEWS, and INVESTGATIONS

Institutional activities performed by the Internal Auditor include:

- Review of the FY2022 annual financial audit and management letter, issued January 31, 2023.
- Preparation for the Middle States Commission on Higher Education review including the Steering Committee meetings and chair of the Verification for Compliance Working Group
- Interview panelist for executive and third tier position vacancies
- Onboarding new Cabinet members to include audit findings, resolutions, and other issues in the areas that the Cabinet member oversees.
- Cabinet meetings

Focus time also included internal reviews and investigations such as:

- Follow-up Audits and Investigations
- BCCC Compliance Line issues and employee complaints
- Review of policies and procedures

EXTERNAL AUDITS

Annual Financial Audit

The FY2022 annual financial statements were prepared by Clinton Larson Allen LLP (CLA), the firm selected and awarded the State's contract. The statements were issued on January 31, 2023, and included the following:

- Baltimore City Community College Financial Statements with Report of Independent Public Accountants as of June 30, 2022
- Annual Financial Report to the Maryland Higher Education Commission from Baltimore City Community College (CC-4) together with the Report of Independent Accountants as of June 30, 2022
- Independent Auditors' Report on Compliance for Each Major Federal Program, Report on Internal Control Over Compliance, and Report on the Schedule of Expenditures of Federal Awards required by the Uniform Guidance (OMB A-133) as of June 30, 2022. *Note: As a State Agency, BCCC is included in the auditors' review; however, BCCC was not cited for any of the Findings and Questioned Costs related to Federal programs and noted in Section III*

CLA also performs the Foundation Audit, the completion of which is pending final edits and receipt of the management letter.

Office of Legislative Auditors (OLA)

The data center refresh, a prerequisite to getting a new Disaster Recovery system in place, is progressing as expected. Disaster Recovery testing was a prior audit finding that has resurfaced due to transitioning from the HPLAN legacy system to the Banner system.

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

Status of 2016 Findings

Prior Audit Finding	Finding Description	Implementation Status	Internal Auditor Comments
Finding 5 - PII	Sensitive personally identifiable information maintained by BCCC was stored without adequate safeguards.	Repeated (Current Finding 6) Partially implemented	It was noted that SSNs that remained in the legacy system are now in Banner and in process of being removed. Over the past few months, ITS staff has been reviewing the remaining values in the legacy ID field to ensure there are no remaining SSNs. PII that was not purged in Banner exists in a protected field (masked) to prevent unauthorized access. Follow-up June 30, 2023
Finding 8 - Inventory	BCCC did not maintain complete and accurate equipment records, could not locate certain equipment, and could not document that it conducted physical inventories of equipment as required. In addition, 40 computers purchased several years ago were never placed into service.	Repeated (Current Finding 8) 40 Computers were located and deployed in 2017. A vendor was selected for a physical inventory.	Procurement is progressing in accordance with procurement guidelines: <ul style="list-style-type: none">• September 2022 posted on eMaryland’s Marketplace Advantage (eMMA), Maryland’s public portal.• Vendors were allowed two site visits.• The Procurement Director received vendor questions.• October 2022 - Eight bids were received.• The Procurement Director evaluated the bids, and one vendor was recommended.• Now that a vendor is selected, oversight of the physical inventory is the responsibility of Facilities with reconciliation responsibilities in Finance. The physical count will begin once the notice to proceed is given to the vendor.• Notification sent to the College community by the VP Facilities states in part. “The inventory services project is commencing on campus in the coming weeks.” Supplemental information was also provided stating the identity of the vendor, a schedule for each building of the Liberty campus as well as locations at the BioPark, Harbor, and RPC/Radio station. The start date is Monday, May 15, 2023. Follow-up Fall of 2023

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

- Bi-weekly incident reports supplemented by periodic meetings between the Internal Auditor and Information Technology (IT) staff. Meetings provide an opportunity to present evidence in support of resolving IT findings.

- Periodic (at least monthly) communication with the Procurement Director to track progress on procurement activity needed to eliminate or mitigate audit findings. The monthly communications will transfer to the Director of Facilities now that a vendor has been selected.
- Periodic communication with the Director and staff in the Office of Human Resources (HR) to obtain supporting documentation and to ensure that the College’s responses to payroll-related findings remain accurate.
- Monthly follow-up of all resolved findings to ensure current compliance.

The latest OLA report was issued February 9, 2022. It covered the audit period from November 30, 2016, to November 30, 2020. Results of Internal Audit’s follow-ups to the February 2022 OLA Report are provided in the chart below (*Note: the chart does not include payroll issues as these items are considered sensitive and are discussed in closed session*):

<i>Finding</i>	<i>OLA Recommendation (excerpt from February 9, 2022, Report)</i>	<i>Response</i>	<i>Internal Auditor’s review as of April 28, 2023</i>
1. Student PII	“Comply with State law by having the vendor to obtain a formal control assessment report, such as a SOC 2, Type 2 report, and implement a process to obtain and review the results to ensure sensitive student information provided to the vendor is properly safeguarded.”	Agree.	The vendor did not have a SOC 2 Type 2 report, however; did provide a report showing the required compliance and internal controls. Any new contracts must have a Higher Ed Comm Vendor Assessment toolkit that includes the provisions for the SOC2 Type 2 requirements.
2. Student Financial Aid	“...ensure that manual adjustments to financial aid awards, as well as required verification of financial application data and satisfactory academic progress by financial aid recipients is subject to independent supervisory review and approval”	Agree	BCCC hired a third party on September 9, 2021, to review the system configuration for auto packaging, reduce the manual packaging and improve the awarding process. Transitioning to the new ERP began during March 2022; however, follow-up is delayed due to transition issues in other areas.
3. Payroll	Description and details removed from report due to sensitive information		
4 Procurements and Disbursements	“...ensure that: a. Contracts are awarded through a competitive procurement process as appropriate, and other documentation of the procurement be maintained;	Agree	The recommendations are being implemented and reviewed with the Procurement Director for example: a,b,c. The processes for the contract bid, award and approval for the physical

<i>Finding</i>	<i>OLA Recommendation (excerpt from February 9, 2022, Report)</i>	<i>Response</i>	<i>Internal Auditor's review as of April 28, 2023</i>
	<ul style="list-style-type: none"> b. all bid solicitation and award publishing requirements are adhered to; c. contracts receive proper independent approval as applicable; d. vendor invoices are correct by verifying invoice charges to contractual billing rates; and e. purchases from vendors are consolidated to maximize the State's purchasing power. 		<p>inventory are being implemented in accordance with the requirements.</p> <p>d. The work has not started for the inventory, so no vendor invoices have been received.</p> <p>e. Recommendation "e" will be reviewed as soon as a consolidated procurement is executed.</p>
5. Resource Sharing Agreements (RSAs)	<ul style="list-style-type: none"> a. "Establish new agreement for any expired RSAs which include consideration for higher rates" b. Consider widely advertising solicitations for RSAs and submit them to the appropriate authorities... c. Include all significant provisions in future RSAs, and modify its existing agreements to include those provisions to the extent allowed." 	Agree	As of 12/07/22, no new RSAs have been created since the June 2022 Internal Audit report to the Board. The latest agreement includes a 3% increase in the annual rent due, payable in monthly installments.
6. Information Systems	"Perform inventories of all servers, identify all PII..."	Agree	Over the past few months, ITS staff has been reviewing the remaining values in the legacy ID field to ensure there are no remaining SSNs. PII that was not purged in Banner exists in a protected field (masked) to prevent unauthorized access. The transition from HP LAN remains in progress and it is recommended that follow-up occur on or after 6/30/2023.
7. Malware Protection Controls	"Ensure malware protection software is installed and maintained on all computers by regularly monitoring related software management consoles"	Agree	The bi-weekly malware report is being reviewed by ITS staff and copies are forwarded to Internal Audit for review. However, the finding remains on the agenda for future monthly meetings to ensure that internal controls are working as intended and reviews are consistent.

<i>Finding</i>	<i>OLA Recommendation (excerpt from February 9, 2022, Report)</i>	<i>Response</i>	<i>Internal Auditor’s review as of April 28, 2023</i>
			As of 12/06/2022 workstation security is reviewed during the ITS Workstation Review meetings. The April review meeting included activity from the 3/16 and 4/17 reports. All issues were resolved.
8. Equipment – physical inventories	“Conduct timely periodic documented physical inventories of sensitive and non-sensitive equipment and reconcile the results to the detail inventory record (repeat)”	Agree	The Procurement is progressing in accordance with procurement guidelines: <ul style="list-style-type: none"> • September 2022 -- posted on eMaryland’s Marketplace Advantage (eMMA), Maryland’s public portal. • Vendors participated in two site visits. • The Procurement Director received vendor questions. • October 2022 - Eight bids received. • The Procurement Director evaluated the bids. • Now that a vendor is hired, oversight of the physical inventory is the responsibility of Facilities with reconciliation responsibilities in Finance. • The physical count will begin once the notice to proceed is given to the vendor.

The OLA issued the College’s closeout letter on Tuesday, April 5, 2022, stating in part:
 “We found the actions indicated in the response address the recommendations contained in the audit report...
 We will review the actions taken with respect to the recommendations in the audit report during the next audit of BCCC.”

The Legislative Auditors are expected to return to the College during or after 2024 in accordance with their scheduled review plan. BCCC’s OLA Report is on OLA’s website at:
<https://www.ola.state.md.us/Search/Report?keyword=&agencyId=5a8ac903cc9d721804e01114&dateFrom=&dateTo=&reportTypeId=1>

Baltimore City Community College

Realignment Tasks Update

Board of Trustees, April 19, 2023

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

Dr. Courtney B. Ross, Dean, School of Nursing & Health Professions

The Academic Deans, program coordinators, and faculty have been working diligently to review the academic curriculum, course content, and core courses so that all programs continue to meet state and national accreditation requirements.

School of Nursing & Health Professions (SNHP)

On March 8, 2023, the Associate Dean of Nursing (Mrs. Dorothy Holley) and Nursing Program Coordinator (Dr. Dionne Woolford-Hudgins) met with administrators at Broadmead Health to begin an exploratory discussion of its site for clinical experiences for BCCC nursing students. Another meeting will be scheduled soon to provide the logistics and guidelines needed to ensure that this opportunity will meet the educational needs of the nursing curriculum.

School of Arts & Sciences (SASS)

Mayor's Scholars Program Summer Classes

Dean Mark Conard has been meeting with the Vice President of Student Affairs (VPSA), Dr. Jade Borne, and other student services representatives to plan for the Mayor's Scholars summer program (MSP). Student cohorts have been created, and a weekly schedule has been devised to accommodate these students. Dean Conard continues to work with the Registrar's Office to schedule over 30 classes in the summer II session to accommodate students enrolled in this program.

Realignment Task #2

“Make workforce development and job placement top educational priorities of BCCC.”

Mr. Michael Thomas, Vice President, Workforce Development & Continuing Education

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

Current Enrollments for Spring 2023

- Certified Nursing Assistant (CNA): 60
- Patient Care Tech (PCT): 17
- Venipuncture: 15
- Pharmacy Technician: 27
- Community Health Worker: 18
- Childcare: 42
- Commercial Driver's License (CDL-B): 33
- Cybersecurity: 57

Baltimore Alliance For Careers in Healthcare

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

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 Mechanics, and Commercial Driving License (CDL) programs. Workforce is entering the final year of the BOOST grant partnering with Center for Urban Families (CFUF). CFUF has also received funding for an additional seventy-five students (total 150).

Goodwill Industries

- In April 2023 we began a Certified Nursing Assistant (CNA) cohort of sixteen (16) that are scheduled to complete in July 2023. As well as a Pharmacy Technician cohort of ten (10) students that are scheduled for completion in August 2023.
- In January 2023, we began a CNA cohort of eight (8) students that completed in March 2023. As well as a Pharmacy cohort of twelve (12) students that will complete in June 2023. In April, we will begin a new cohort for CNA, expected enrollment of ten (10) and Pharmacy Technician, Expected enrollment of sixteen (16).

Baltimore City Schools - Green Street Academy

- Workforce Development has expanded its partnership with Baltimore City Public Schools and offered a workforce training opportunity at Green Street Academy. In September 2022, a cohort of twenty-two (22) students began training for Certified Nursing Assistant that will lead to licensing. The class is on track to be completed in April 2023. The class completed in April 2023 and all students successfully completed the course with nineteen (19) having completed clinicals and pending MBON CNA certification. The remaining three (3) are scheduled to complete clinicals this month.

LifeBridge Health

- A new CNA cohort of eight 8 students will begin in March 2023 with an expected completion in June 2023.
- We have also partnered with Sinai Hospital on a new Certified Medicine Aide (CMA) cohort that began in March 2023 with ten (10) students. Their expected completion date is June 2023.

University of Maryland Medical Center

- Workforce Development and the University of Maryland Medical Center brought in five (5) students for the Patient Care Tech program that began in January. The class will complete in June 2023.
- The University of Maryland is also interested in beginning a Phlebotomy training cohort of up to 15 students with an expected June 2023 start.

Commercial Driver's License (CDL B)

- Workforce Development offered its first Commercial Driver's License (CDL) class in spring 2022. There was a total of 5 cohorts offered, of which the thirty – five students that have tested, thirty - two (32) have passed to receive their Commercial Driver's License, Class B.
- The program continues to successfully train students for CDL-B licensure with the MVA. Since October eleven (11) more students have received their CDL-B license and thirty-three (33) more students are currently enrolled and expect to pass the MVA test before June 2023.

Other Funding Opportunities

- Workforce Development has also received several funding opportunities to offer workforce training to city residents:
 - **Baltimore City Department of Social Services** – 4.8 million over three years to offer workforce training to Baltimore City residents and recipients of DSS benefits.
 - **Baltimore City Department of Social Services/SNAP** - \$255,000 to offer workforce development training for City residents and recipients of SNAP benefits.

- **Department of Human Services SNAP** - \$1.2 million over three years to offer workforce training to Maryland residents and recipients of SNAP benefits.
- **Department of Social Services Sequence** - \$87,250 to offer workforce training in healthcare to City residents.
- **GEERS** - \$558,000 to offer workforce training to Maryland residents.

Career Services Updates

- 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

Dr. Courtney B. Ross, Dean, School of Nursing & Health Professions

School of Arts & Sciences (SASS)

Dean Mark Conard and Associate Dean Anthony McEachern have finalized the revisions of the American Sign Language and Communications program. The submission has been forwarded to the Maryland Higher Education Commission (MHEC) to be approved and registered as a new program. With state approval, the two programs will likely begin enrolling students in the fall.

School of Business, Science, Technology, Mathematics, & Engineering (BSTEM)

Maryland Collegiate STEM Conference, April 22, 2023

Howard Community College recently hosted the statewide 8th Annual 2023 Maryland Collegiate STEM Conference. BCCC was a **Silver sponsor** for this event. Ten faculty, 30 students, and the Assistant Vice President for Academic Affairs attended the sessions. The STEM Conference afforded BCCC students the opportunity to exhibit their original research, develop professionally, and connect with faculty from Maryland's four-year institutions – where they will likely transfer in the future. Three BCCC faculty participated in formal presentations at this conference, and two students created and presented research poster presentations. Special thanks to the BCCC science faculty for their hard work and dedication.

Associate Dean of Natural and Physical Science, Dr. Anil Malaki, and the instructor for the science program, Professor Wendweson Fikire, recently met with the Chairperson of the Natural Science Department at Coppin State University. Academic officials at Coppin also provided a letter of support for BCCC to start a Geosciences Technology (AAS) program. This letter is critical for the approval of the Geoscience program by MHEC. Potential graduates may consider a career in Baltimore City's

Geoscience field or pursue a physical or biological sciences degree. Professor Fikire plans to meet with VP Hill and AVP King-Sheridan to draft an articulation agreement with Coppin and continue establishing professional working relationships with other Colleges and Universities.

Dr. Anil Malaki also met with the program coordinator of the Forensics Science Degree program at the University of Baltimore to initiate a discussion on starting an Academic articulation agreement between Baltimore City Community College and The University of Baltimore regarding the transfer from the Associate in Science to the Bachelors in Forensic Studies – forensic science degree. Additional meetings will be scheduled soon to develop this new initiative.

The Robotics Program Coordinator continues to work with student advisors in the Student Affairs division to reach out to local area High schools to recruit students for the Robotics/Mechatronics degree and certificate program.

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

Dr. Courtney B. Ross, Dean, School of Nursing & Health Professions

Realignment #4: "Enter into memoranda of understanding to establish student pathways to success with the Baltimore City Public Schools (BCPSS), institutions of higher education, and employers."

School of Arts & Sciences (SASS)

Baltimore Police Department and University of Baltimore Articulation Agreements and High School Explorers Program

Dean Mark Conard and Associate Dean Anthony McEachern continue to meet every two weeks with representatives from the Baltimore City Police Department (BCPD) and the University of Baltimore to facilitate the pathway for Police Academy graduates to earn their associate degree in Law Enforcement from BCCC and then their bachelor's degree from the University of Baltimore. Discussions continue with Baltimore City Public Schools regarding a new initiative to create a pathway for students to become police officers with the Baltimore City Police Department. The schools are very interested in creating a path for students utilizing BCCC's articulation agreement with the BCPD that will allow their students to transfer into BCCC's Criminal Justice program once the officers have completed the Police Academy.

School of Nursing & Health Professions (SNHP)

Pathway Exploration Day

SNHP conducted an on-campus event for students enrolled at Dunbar High School. The students were engaged in hands-on learning activities. They received an opportunity to learn about the following P-TECH pathways: Nursing (ADN/PN), Emergency Medical Services, Physical Therapist Assisting, Surgical Technology, Health Information Technology, and Respiratory Care.

Realignment Task #5

“Align the budget of BCCC with realistic enrollment projections.”

Dr. Jade Borne, Vice President, Student Affairs

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

Mr. Aubrey Bascombe, Vice President, Finance & Administration

INSTITUTIONAL RESEARCH

Maryland Higher Education Commission (MHEC)

- *Winter and Spring 2023 Enrollment Information System Files* – Collaborated with Information Technology Services (ITS) and the Admissions Office to develop student-level data files reporting credit student enrollment characteristics and demographics. The files were submitted to meet the deadline of April 3, 2023.
- *Winter and Spring 2023 End-of-Term System Files* – Collaborated with to develop student-level data files reporting credit student course registration and outcomes data. The files were submitted to meet the deadline of April 17, 2023.

Department of Budget and Management (DBM)

- *Managing for Results* – In collaboration with Senior Budget Analyst, conducted a review of the requirements for the FY 2025 Managing For Results submission as compared to the *2022 Maryland State Plan for Higher Education* with the Vice Presidents of Institutional Effectiveness, Research, & Planning and Finance & Administration. Led the preliminary review with Cabinet. Updated the SharePoint structure with current documentation from DBM.

STUDENT AFFAIRS

Recruitment Activities for April

Weekly Information Sessions – For the month of April, the recruiters hosted virtual “New Student Information Session” twice a week on Tuesday’s at 10:00am and Wednesday’s at 3:00pm. The info sessions provide a convenient option for future and new students to obtain information about the admissions process and/or any other questions regarding admission into BCCC. On average 10 students attended the sessions in April. The Recruiters have also started sending Webinar reminders to registrants the day before each session.

School Visitations – In April, the Recruiters continued to use an Excel spreadsheet to divide 64 Baltimore City and Baltimore County Public High Schools into 3 territories. Below are the school visits made in April.

- April 13th – Patterson High School w/ MSP – 300+ students
- April 17th – Baltimore City College (College Fair) – 22 students
- April 27th – Achievement Academy @ Harbor Place – 50 students
- April 28th – Hampstead Hill Academy –

Over 400 students were engaged by the Recruitment Team in April.

Other Recruitment Events - Recruiters have had three in-person events.

- April 6th – Baltimore City Juvenile Justice Center Info Session for Students – 65 students
- April 19th – BCPS Office of Special Education Resource Fair
- April 20th – Woodstock Job Corps Transition Career Fair

New Advising Tool to Track Engagement

Implementation of “Who’s Next” reception software pilot - For the month of April 2023, the Advisors saw a total of 398 student visits. Additionally, they provided 517 unique advising services to students with an average wait time of 16 minutes. The average advising session time was 21 minutes. This data is now available with this software and the Student Affairs division is determining if a whole-department roll-out of this software is possible. See tables below for more information.

- o **Loss Momentum Framework for Retention** - This framework refers to the intentional design of a student's pathway with the end goal of completion in mind. The Advising Team will use this framework to recommend changes needed to the onboarding and advising process. The Advising Team has been split into 3 groups (Entry, Progress and Completion/Transition) to provide planning and activities based on the framework retention model. Below are some highlights.
- o Currently, the Entry team is:
 - Recommending a new “Getting Started at BCCC” communication campaign which provides detailed steps for admissions and onboarding which should be congruent across all communications to students (email, website, etc.).
 - Planning Advising sessions for Fall 2023 registration which will be offered weekly starting June 2023 throughout the summer to students who are new to BCCC as an option for advising. The audience are new BCCC students who have applied and completed placement (ready for advisement). The session will guide students on pathway/major selection and confirmation, how to use a catalog and select classes, how to log into MyBCCC/Panther Portal and search for classes/register, understanding the academic calendar and important dates, maintaining a work/life/college balance and then provide recommended resources for support they can reference when needed. The sessions will have the same content, but special groups can have designated sessions (i.e. Mayor Scholars, P2P, etc.).
- o Updates from the Progress Team and Completion/Transition Team are forthcoming. The Progress Team was charged to provide recommendations advising academic warning and probation students. The Completion/Transition team was asked to develop programs to support students who are “near completers” about finishing their academic programs. Additionally, plans are underway to provide more communications, support and programming throughout the year on transfer advising.

Never Attend Improvements in Registrar

Transcribing Training – In April and moving into May, the Registrar’s Team began “Transcribing” training for Degree Works. Degree Works is a Banner Module that streamlines the degree auditing process. “Transcribing” refers to the detailed programming work the Registrar’s Team will engage in to make sure the information in all BCCC Catalogs connects with the program plans. As student’s complete degree requirements, Degree Works will record that information for the advisors and others to use as they work with students on degree planning.

Mayors Scholars Program Recruitment Efforts

Summer Bridge Recruitment Plan

As stated in last month’s report, the MSP Team has been working on a comprehensive MSP Recruitment Plan. The plan incorporates the following seven strategies:

1. Host MSP High School Counselor Professional Development Events

2. Invitations to join the 2023 Summer MSP Cohort Program to all graduating BCCC Dual Enrollment students and parents.
3. For MSP recruitment purposes, BCCC will request a Spring 2023 Graduating Seniors Report from Baltimore Public Schools, and private high schools in Baltimore – TBD. We will need help on determining if we can get this.
4. Increase recruiter presents at all Baltimore City Public High Schools and private schools. The expanded BCCC Recruitment Team will develop a territory management plan to set spring 2023 key performance indicators for each high school.
5. BCCC’s Admission and Recruitment Team will develop a continues communication plan for all eligible MSP students and parents. The enhanced communication management tools provided by Banner’s CRM Recruit make tracking students through the enrollment process easier and more efficient – In progress.
6. Develop several on-campus MSP Information Sessions that will occur throughout the Spring 2023 Semester in both English and Spanish – Under development.
7. BCCC will utilize existing contact lists from the College Board for all spring 2023 high school graduates from Baltimore City Public Schools. The contact list will be used to filter students with ACT, SAT, and PSAT scores that demonstrate the likelihood that the targeted students would benefit from participation in the MSP Program.

Below are some updates on the strategies:

During the month of April, the Mayor’s Scholars Program visited the following schools recruiting for the MSP summer bridge component tentatively scheduled for June 20th to August 11th.

MSP Recruitment - Recruiting sessions were held on the following dates:

- Mayor’s Scholars Program Information Table at Baltimore City Juvenile Justice Center April 6th.
- Mayor’s Scholars Program Information Table at Patterson High School April 13th.
- Mayor’s Scholars Program Information Table at Baltimore City College High School College Fair April 17th
- Mayor’s Scholars Program Information Table at Dunbar High School College Fair April 19th
- Mayor’s Scholars Program Information Table at Woodstock Job Corps Career Transition Fair April 20th
- Mayor’s Scholars Program Information Table at Achievement Academy College and Community Resource Fair April 27th
- Mayor’s Scholars Program Information Table at Patterson High School Spring Symposium April 28th
- MSP facilitated in-person information sessions for parents/guardians & students on the following dates:
 - April 3rd
 - April 4th

As a result of school visits in April for recruiting students 73 graduating seniors expressed interest in the MSP and attending the Summer Bridge.

MSP mass emailed two different groups:

- PSAT list provided by the marketing department.

- Students that have already applied to the institution for the Fall 2023 semester and designated interest in MSP.

During the month of April, the MSP staff worked with 32 students (193 overall since January 3rd) to address the following concerns: Academic Advising – registering for classes.

Check in with students that were below a 2.0 to discuss strategies (time management, tutor referrals & 15, 30 & 45 credit check in) to support them for the rest of semester.

Preparing for graduation – 12 MSP students.

MSP Summer Bridge Recruitment Activities

Date	Target	Focus	Number of participants
3/7/2023	High School Seniors at Frederick Douglas High School	Provided in person MSP information sessions for graduating seniors	35 students
3/9/2023	High School Seniors at Bluford Drew Jemison Academy	Provided in person MSP information sessions for graduating seniors	40 students
3/16/2023	High School Seniors at Augusta Fells Savage High School	Provided in person MSP information sessions for graduating seniors	16 students
3/20/2023	High School Seniors at Baltimore Polytechnic Institute	Provided in person MSP information sessions for graduating seniors	13 students
3/20/2023	Parents/Guardians of graduating high school seniors	Provided in person MSP information sessions for graduating seniors & families	1 student
3/22/2023	High School Seniors at City Neighbors High	Provided in person MSP information sessions for graduating seniors	34 students
3/23/2023	Parents/Guardians of graduating high school seniors	Provided in person MSP information sessions for graduating seniors & families	4 students
3/24/2023			27 students

	High School Seniors at Coppin Academy	Provided in person MSP information sessions for graduating seniors	
3/25/2023	Parents/Guardians of graduating high school seniors	Provided virtual MSP information session for graduating seniors & families	10 students
3/28/2023	Baltimore City Public School System High School College Counselors	Provided information session for BCPSS high school college counselors and to answer any MSP questions.	6 counselors *The counselors in attendance representing the following high schools/organization: Bluford Drew Jemison CASA Christo Del Ray Jesuit High School Digital Harbor High School Green Street Academy Mount Clare Christian School

MSP mass emailed three different groups:

Date	Target	Focus	Number
3/13/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250
3/15/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250
3/20/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250

3/22/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250
3/23/2023	Baltimore City Public School System College Counselors	Invite BCPSS high school college counselors to information sessions to learn about the MSP program.	55
3/27/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250
3/29/2023	11 th grade students that took the PSAT in 2022 that will be graduating seniors in 2023	Invite students to upcoming in person information sessions.	1250

The Director of Secondary School Support with Baltimore City Public Schools (Zaharah Valentine) has shared our information session dates with school counselors and postsecondary advisors who will then share with students and families.

Of the 114 students that have expressed interest in participating in the MSP summer bridge, there have been 44 students that have been flagged for YouthWorks and Baltimore City Community College is their worksite. Phone calls will be made to remind the remaining 60 students to complete the Youthworks application before the April 7th deadline.

MSP Advising for March:

During the month of March, the MSP staff worked with 44 students (153 overall since January 3rd) to address the following concerns:

- Academic Advising – registering for classes.
- Advised students who had GPA below a 2.0 to discuss strategies (time management, tutor referrals & 15, 30 & 45 credit check in) to support them for the rest of semester.

Realignment Task #7

“Establish strong relationships with key stakeholders.”

Mr. Gussener Augustus, Vice President, Advancement

WBJC Staff Community Engagement

Opportunities taken by WBJC staff to extend the BCCC brand in the community via WBJC include:

Pro Musica Rara

Soprano Clara Rottsoik and violinist Ivan Stefanovic were interviewed about their April 30th concert at the Baltimore Museum of Art by Jonathan Palevsky.

Baltimore Classical Guitar Society

The Los Angeles Guitar Quartet was interviewed about their April 29th concert at Towson University by Jonathan Palevsky.

Kappa Guild of Baltimore

Dyana Neal interviewed Sheila Mentz about the upcoming fundraising fashion show which will benefit the group's charitable giving to local hospitals and other causes.

Everyman Theatre

Company member, Bruce Nelson, was interviewed about the upcoming show *Harvey* on April 26th by Gavin Witt.

Theatre Project

Writer Meg Huskin and director Elisheva Pront were interviewed about their original cabaret show *My Dearest Jane* being performed on April 25th by Gavin Witt.

Chicago Symphony Orchestra

Baltimore author, Bruce Goldfarb, was interviewed about his book, *18 Tiny Deaths*, that features artwork about the Chicago Symphony Orchestra and the Chief Medical Examiner of Maryland's office, by Jonathan Palevsky.

Shriver Hall Concert Series

Judith Krummeck interviewed Polish born pianist, Piotr Anderszewski, about his Baltimore recital on April 20th.

Candlelight Concert Society

Jonathan Palevsky gave an in concert talk with the Jerusalem Quartet during their performance at the Smith Theater at Howard Community College on April 23rd.

Johns Hopkins Symphony Orchestra

Jed Gaylin and Rafaella Dreisin were panelists on the April 1st episode of Face the Music. Jonathan Palevsky gave a pre-concert talk at Shriver Hall for the orchestra's April 22nd concert.

Music at St David's

Judith Krummeck interviewed Douglas Buchanan, Director of Music Ministries, about a concert liturgy commemorating Good Friday.

Annapolis Symphony Orchestra

Jonathan Palevsky gave a pre-concert talk at their April 1st concert at The Maryland Hall for the Creative Arts and recorded an interview for the orchestra with director Jose Luis Novo on April 4th.

The National Philharmonic

Violinist, Melissa White, was interviewed about the music of African American composer Florence Price and the orchestra's performance of her music on April 15th at the Strathmore Music Center.

Firsthand Records:

Washington DC native and pianist Sarah Cahill was interviewed about her upcoming release *The Future is Female* Vol 3 by Kati Harrison.

Apprentice House Press at Loyola University

Judith Krummeck signed a publishing contract for her novel, *The Deceived Ones, Or, The Food of Love*. Publication date: May 2024.

The University of Baltimore

Judith Krummeck addressed the 2023 thesis class of the Creative Writing and Publishing Arts MFA program.

The Saint Charles Theatre

Jonathan Palevsky hosted the Cinema Sunday series for the month of April.

John Hopkins Osher Program

Jonathan Palevsky taught classes on Music in Italy.

Towson University

Jonathan Palevsky taught classes on The Great Symphonists.

Iliad at Roland Park Place

Jonathan Palevsky taught classes on Joseph Haydn.

WBJC Corporate Support Partnerships

Businesses who underwrite programs and content on WBJC include:

Returning Clients

Baltimore Symphony Orchestra, Peabody Institute, Ballet Chesapeake, Cynipid Fund, Community Concerts at 2nd, Baltimore Classical Guitar Society, Shriver Hall in Series, Elville and Associates, Opera Baltimore, The St. David's Music Series, Kennedy Center, Zeke's Coffee, Culligan Water, Maryland Opera, Baltimore Museum of Industry, Framin' Place, Grace United Church, University of Maryland Baltimore Campus, Brown Memorial, Chesapeake Shakespeare, Embassy Suites North, Annapolis Symphony.

New Clients

Everyman Theatre, Shakespeare Theatre Company, Classic Catering

WBJC Program Highlights

WBJC programs and content of note for the month include:

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.

- 4-1-23 Baltimore Symphony Orchestra performances of Rachmaninoff
- 4-15-23 Annapolis Symphony "Celebrating America."
- 4-22-23 Baltimore and Prokofiev

Book Notes

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

- 4-8-23 University of Maryland professor, Judy Sorum Brown, was interviewed about poetry month.
- 4-22-23 Baltimore-Washington area violinist, Brendan Slocumb was interviewed about his new book Symphony of Secrets.

Public Relations & Outreach

Community Meetings and Engagement

Maryland Food Bank (MFB) “Pathways Out of Poverty”

The department met with Devonne Franklin, resulting in several partnership opportunities. Maryland Food Bank’s Pathways Out of Poverty program is in its infancy and a terrific opportunity for BCCC to impact the marginalized section of the community. MFB’s goal with this program is to deal with the core reason that people are food insecure (i.e., unemployment, under employment, and lack of education). Our discussion birthed the following solutions.

- BCCC representative to speak at the upcoming regional partner meeting in July.
- Opportunity for BCCC to host the July regional meeting in our Fine Arts Center.
- Possibility of hosting regional meeting here on campus in the Fine Arts Building
- Providing canvassing materials for MFB representatives while in the field to offer BCCC programs as a resource in their wrap around services.
- Partnership Landing page and or dedicated staff representative in Admissions that Pathway Out of Hunger Participants can call.

Blind Industries and Services of Maryland

The department initiated a meeting with Matt Yannuzi, manager of Independence Training & Rehabilitation and had a high-level conversation on a community partnership with BCCC with following components:

- BCCC becoming their academic partner for young people going through their program.
- Online education that is compatible with their screen readers.
- Continuing education opportunities for BISM staff.

Greater Baltimore Urban League

The department met with Tiffany Adams President and CEO Greater Baltimore Urban League. Discussed was GBUL’s traditional relationship and MOU with the college and ways to relaunch a strong partnership with BCCC to assist students in the following areas.

- Working with BCCC on community initiatives (i.e., food insecurity, and homelessness). They currently have a partnership with Giant Food and would like to do a community food distribution.
- Transportation assistance for students (bus/metro passes). The GBUL has funds for free bus passes and would like to make this a resource for our students.
- They have funding for workforce development and would like to utilize BCCC as their education partner.

Cross Functional Department Meetings

Panther Pride Week Committee

- The department updated social media with promotional panels.
- The department assisted with an online scavenger hunt.

Served on Commencement Committee

The department negotiated the catering contract with a decrease in cost over last year.

Student Life & Engagement Social Media Initiatives

The department worked with Student Life and Engagement on social media initiatives to highlight a more vibrant student life persona on our platforms.

- The department met with President of the Faculty Senate, Dr. Katana Hall, on working together on a Juneteenth event.
- The department strategized how to synergize and utilize faculty in various departments such as Music, Fashion, and Communication.

Middle States

- Served on Standard II working group.
- Served as Co-Chair of Communications and Events Committee
- Served on Middle States Steering Committee
- The department organized and hosted a Transfer Fair table.
- The department organized and hosted a Women's Entrepreneur Fair table.
- The department organized and hosted a Donuts and Dialogue event for staff.
- The department organized and hosted a Middle States table for Panther Pride movie day.
- The department coordinated logistics for the Middle States Draft 1 Update event.
- The department assisted in the preparation of slides and presented at the Middle States Staff/Faculty Update session.

Campus Events

Confessions of a Baltimore Beekeeper

The department launched BCCC's special speaker series by hosting Nikia Rowe, President and Founder of John Newman Honeybee Company, as our guest lecturer. Ms. Rowe spoke about her tenure in Baltimore City Public schools as a teacher and an administrator, and her transition into her current passion, beekeeping. Students and staff also enjoyed an interactive experience via Ms. Rowes portable beehive.

Press Releases

The department issued press releases for:

- Paragon Awards
- Confessions of a Beekeeper

Social Media

Panther Pride

The department collaborated with the new Director of Student Life and Engagement on an Instagram component of the Panther Pride Scavenger Hunt. Participants are directed to tag BCCC in their pictures of found items as they post them on their personal Instagram pages. This will encourage those who do not currently follow us to do so. BCCC will have the ability to track engagement by following a hashtag.

LinkedIn

Added 159 new followers in the last 30 days.

Website

Headline Section Updated (Moving forward content will be created weekly)

The department created content for the BCCC website headline section for the following news:

- Bridges to Baccalaureate
- Paragon Awards
- Confessions of a Beekeeper
- Associated black Charities Spotlight on Kurt Schmoke
- Bridges to Baccalaureate second cohort group accepting applications.
- BCCC Baltimore Business Journal article

Projects

Newsletter

The department created a newsletter layout, with additional graphics adjustment and multiple revisions.

Media Monitoring

The department BCCC was utilizing Burrelles for our media monitoring. Unfortunately, this vendor did not meet all of our needs. The department is researching the following vendors:

- Prowly
- Cision
- Muck Rack

REALIGNMENT TASK # 8

“Develop and market a brand for BCCC.”

Mr. Gussener Augustus, Vice President, Advancement

Marketing

The College developed the following initiatives to support the College in the following areas:

Brand Campaign Creative

The department has developed new creative supporting a new brand campaign, Start. Expand. Impact. Components include creative for a subway entrance, bus signs, bus stop signage, digital advertising, banners, digital ads for programs, campus tours and information sessions, and signature program advertising. These items support the enrollment section of the brand campaign, however additional items will be developed that serve multiple target groups within the BCCC brand umbrella. Additional tactics will include radio and possible geofencing opportunities.

AFRO Advertising

New creative has been developed for posting to the AFRO Facebook, emailing in the AFRO e-Blast, and for a website header.

Middle States QR Code Flyer for Tagline Voting

Signage was created for use in voting on the Middle States tagline.

STEM Conference Ad

A STEM Conference ad was developed for the School of Health Professions.

Get Ready Billboard

The department completed a Commencement Get Ready Billboard for use on the BCCC website.

Workforce Development Promotional Supplies

The department provided promotional supplies to Workforce Development for use during several upcoming fairs.

Panther Pride Week Promotional Items, Social Posts, Flyer and Billboard

The department provided Student Life & Engagement with promotional supplies for use during Panther Pride Week. Additionally, the department created a flyer, social posts, and a website billboard.

Institutional Research Graph

The department recreated a graph for the Institutional Research section of the Newsletter.

Summer Credit Schedule

The department created the Summer Credit Schedule. The PDF to the Registrar and Dr. Borne for review and approval or to determine if additional edits are required.

SGA Social Tile & Flyer

The department created an SGA Elections flyer and social tile.

Business Cards

The department created and ordered new business cards for the Testing Center and other new hires.

Images for Campus Monitors

The department has developed new images to appear on the campus monitors. The topics will range from week to week. The department is working with IT and audio visual to assist with getting the monitors up and running.

Summer/Fall 2023 Digital Campaign Ad design and Photo search

- Early Education
- Robotics/Machtronics
- Tours/Visit
- Cyber Security
- Nursing
- Request Information Form
- Campus Tours

Revised Photography for Spanish Versions of MSP and Dual Enrollment Brochures

The department has replaced photography and content on Spanish editions of these publications prior to reprint.

Newsletter Masthead Revision

The department revised the original BCCC Newsletter masthead.

“Open Mic” Flyer

The department created a Student Life and Engagement Open Mic flyer.

Commencement Videos: Filming and Editing

The department completed filming and editing fourteen reels/clips for 2023 Commencement social media posts.

DSSC flyer design

The department completed a Disability Support Services Center English and Spanish brochure.

Middle States Web Page Edits

Final edits were completed on the Middle States web page, and the page was made live on the site.

Marketing Presentation

Additional pages were added to the Brand Presentation, including budget estimates and Public Relations & Communication pages.

Mental Health Awareness Billboard

A Mental Health Awareness billboard was created and is in review for approval.

Middle States: Standard I Committee Meeting, Middle States Communication Committee Meetings (2), Middle States Steering Committee Meeting

Attended several meetings for Middle States committees as described above.

Ellucian Style Guide

The department met with IT to discuss implementation of Ellucian Experience and to refine an Ellucian style guide as built around our existing Style Guide.

Commencement

Graduation boxes, tickets, invitations, VIP invitations, pennants, picture frames, and a letter from Dr. McCurdy are complete. Box stuffing is complete and mailed. Additional directional signs and a digital VIP invitation have been completed. The department is continuing work on the Commencement Program. A live feed link has been completed for use with live streaming of the event.

Request Information Form

Previously, the department created a Request Information Form located on SharePoint and linked from the website. The form is <https://forms.office.com/Pages/ResponsePage.aspx?id=ovQ6Wrmm-U680aRPXRXuFttMrYsIv79JoP9t7I-3ahJUNVA0VEI5T0g5NEpGMIZNNUEyTjA2VUVIMC4u>. To-date, there have been 977 students register for information. Student Affairs is working with the Admissions staff to contact these students. Excel files were sent to Student Affairs, and employee access to the online files was added in Microsoft Forms.

Campus Tour & Information Session Form

Previously, the department created a Campus Tour & Information Session Form for reservations. The form is <https://forms.office.com/Pages/ResponsePage.aspx?id=ovQ6Wrmm-U680aRPXRXuFttMrYsIv79JoP9t7I-3ahJUNEFZVU40Rlg3TVY1UExOQUdKR1JVMDFRNy4u>. To date, there have been seventy-three registrations. Student Affairs is working with Admissions staff to contact these students. Excel files were sent to Student Affairs, and employee access to the online files was added in Microsoft Forms.

GED Graduation

The department is working to create a similar experience for High School (GED) graduation as received at a BCCC Commencement. Diplomas (with a poem only; rolled and tied with ribbon) have been completed and sent to Workforce Development. A Graduation Program is being created for distribution at the graduation. Additional Save the Date flyers have been printed for distribution.

Zoom Placeholder

A new Zoom placeholder was created for the Vice President of Finance.

Workforce ABE Test flyer

A Workforce ABE Test flyer was developed and approved.

Zumba Event

A Zumba flyer update, billboard & social tile were created.

Workforce Brochure Reprint

Edits were completed to the Workforce Development brochure edits were completed. Additionally, the brochure will be translated to Spanish followed by printing. The brochure is pending final approval.

Juneteenth, Zumba, & Confessions of a Baltimore Beekeeper Events

A billboard for Juneteenth has been designed. In addition, billboards, flyers, social tiles, and Canvas posts have been developed for Confessions of a Baltimore Beekeeper and Zumba.

Anniversary e-Card

A new work anniversary e-card has been produced and approved for use by Human Resources.

Commencement Entrance Signs

New entrance signs have been completed for Commencement.

Updated Physical Therapist Application Form

The Physical Therapist Application has been updated and placed on the website.

Commencement

The department continues work on the Commencement Program. Additionally, the department assisted with stuffing and mailing VIP invitations.

Middle States PowerPoint Presentation

A Middle States PowerPoint presentation was created for presentation at the Steering Committee by the Standard I group.

Brand Marketing PowerPoint

The department is working on a new brand PowerPoint presentation.

At a Glance Brochure

The At a Glance brochure was sent for printing quotes.

Middle States Facts & Stats – Transfer Fair & Women’s Expo

The department produced the Middle States Fast Facts flyer, purchased snacks, provided promotional items, and participated in these events at the Middle States table.

Middle States Facts & Stats – Doughnuts & Dialog

Procured snacks, flyers, and promotional items. The event will include Financial Aid, Safety & Security, and Student Accounting office employees.

Newsletter

Final edits to content and creative were made to the BCCC Newsletter.

Donuts & Dialogue Digital Graphic (Middle States)

Supplies, donuts, and setup in two locations for front-line employees was conducted on April 6 in two locations.

SGA Flyer

An SGA Elections flyer was created and approved for Student Life & Engagement.

SLE Director Nameplate

The department is working to create a Student Life & Engagement Director office nameplate. This will be part of a larger project to design and order all missing office nameplates.

Middle States Standard I

The department worked with the Standard I Committee to develop draft copy.

Middle States Communications Meeting

The department collaborated with the committee to develop Donuts and Dialog events and plan for additional events during several meetings.

Commencement Props for Photo Booth

The department researched ways to provide holding signs at the Commencement Photo Booth.

Middle States Table Events: Panther Pride Movie and Volleyball Game

The department hosted tables, snacks and Self-Study flyers at a Panther Pride Movie event and Volleyball Game event. The department also collected photographs of the game for social media use.

Rebranding

Spanish Publications

The department is redesigning the BCCC viewbook.

Entrance Banner

A new entrance Commencement banner has been created. Additionally, a new brand banner has been created for consideration.

BCCC Viewbook

The department is developing a new draft of the BCCC Viewbook.

Departmental Web Page Images

Landing pages for departmental web pages will be reviewed to determine if any remaining departments still have pages without images.

Campaign Landing Page

Edits and design refinements were made to a new/proposed campaign website landing page.

Brand Presentation

The department is working on a Brand PowerPoint that will include tactics and strategies that will be used for the Summer and Fall 2023 campaign.

Dental Hygiene Pinning Ceremony Program

The department worked with the department to redesign the Pinning Ceremony Program.

High School (GED) Graduation Ceremony Program

The department worked with the department to design the 2023 Graduation Program and website billboard.

Brand Building

AFRO Advertising

New creative has been developed for posting to the AFRO Facebook, emailing in the AFRO e-Blast, and for a website header.

Mayor's Scholars Program Digital Campaign

A Mayor's Scholars Program digital campaign was started on March 17, 2023 with the following results to-date:

- **Student Ad Targeting:**

Reach: 28,175

Link Clicks to MSP Web Page: 836

- **Parent Ad Targeting:**

Reach: 76,464

Link Clicks to MSP Web Page: 1,750

Web Page Image Updates

The department is working to update key department landing pages that require images.

Website PDF Audit

The department is working to analyze the entire site to establish how many PDFs can be converted to web page copy (excluding Forms). This will create a more seamless user experience.

Brand Campaign Creative

The department has developed new creative supporting a new brand campaign, Start. Expand. Impact. Components include creative for a subway entrance, bus signs, bus stop signage, digital advertising, banners, digital ads for programs, campus tours and information sessions, and signature program advertising. These items support the enrollment section of the brand campaign, however additional items will be developed that serve multiple target groups within the BCCC brand umbrella.

Market Research

- JHU Bloomberg School Rebrand
- Hispanic marketing opportunities
- Middle States Report – Anne Arundel Community College
- Virtual tour options
- Admissions requests
- Promotional items
- T-shirt Redesign research

Social Media Analytics

- ***Facebook: April 1, 2023 – April 30, 20223***

Page Reach: 73,703 (Down 40.3% over the prior month)

Page Visits: 2,146 (Down 5.7% over the prior month)

New Likes & Follows: 19 (Down 5% over the prior month)

- ***YouTube: April 1, 2023 – April 30, 2023***

Monthly views: 574 (About the same as usual.)
Watch time: 15.0 hours (About the same as usual.)
Subscribers: +4 (33% more than previous 28 days.)

- ***Instagram: April 1, 2023 – April 30, 2023***

Reach: 20,245 (Down 21.4% over the prior month.)
Profile Visits: 474 (Down 7.4% over the prior month.)
New followers: 38 (Down 12.6% over the prior month.)

- ***Twitter: 28-day Summary as-of 4/5/2023***

Tweets: 12 (Down 53.8% over the previous period.)
Tweet Impressions: 1,601 (Down 40.4% over the previous period.)
Profile Visits: 787 (Down 69.4% over the previous period.)
Mentions: 21 (Up 10.5% over the previous period.)
Followers: 1734 (Down 8)

Recent Twitter History

April Detail:

Impressions Per Day: 56
Engagement Rate: 2.9%
Link Clicks: 0
Retweets: 2
Likes: 5
Replies: 0

March Detail:

Impressions Per Day: 93
Engagement Rate: 2.7%
Link Clicks: 8
Retweets: 2
Likes: 17
Replies: 0

February Detail:

Impressions Per Day: 105
Engagement Rate: 2.4%
Link Clicks: 21
Retweets: 4
Likes: 24
Replies: 0

January Detail:

Impressions Per Day: 100
Engagement Rate: 2.4%
Link Clicks 10
Retweets: 7

Likes: 21
Replies: 0

December Detail:

Impressions Per Day: 64
Engagement Rate: 3.7%
Link Clicks 13
Retweets: 4
Likes: 14
Replies: 3

Web page Content Updates

- Website Billboards
 - Panther Pride Week published.
- Information To Know
- Headlines
 - Baltimore City Community College Partners with Howard University and From Prison Cells to PHD to Launch the Bridges to Baccalaureate Program
 - Associated Black Charities Spotlights BCCC Board Chair Kurt Schmoke in Their First Friday History Maker Series
 - Marketing Council Honors Baltimore City Community College with National Award
 - BCCC Launches Special Speaker Series With “Confessions of a Baltimore Beekeeper” Featuring Nikkia Rowe
 - Bridges to Baccalaureate Program Accepting Applications for New Cohort
 - BCCC moves forward with plans to demolish long-vacant Bard Building

Routine Website Maintenance and Webpage Content Updates

- Analytics
- Website Calendar updates
- HEERF Quarterly Reporting March 31 published
- MOU – Coppin State University Reverse Transfer scanned and published.
- MOU – Excelsior College scanned and published.
- MOU – Goucher College Honors Student transfer scanned and published.
- MOU – Morgan State University ASCEND program scanned and published.
- Articulation Agreements webpage updated.
- HR – Web Time Entry Training schedule published.
- EMS webpage updated and published.
- TRIO SSS webpage updated and published.
- Surgical Technology webpage updated and published.
- HR – Professional Development Spring 2023 published.
- ADN Readmission Application Fall 2023 published.

Other

- Board Policy converted to Microsoft Word document for Maria Rodriguez
- Attended Middle States Faculty & Staff update.

Ongoing

- Landing page for marketing updated (Pending)
- Report A Concern webpage (Draft) updated per VP Augustus (Pending)
- Shuttle Bus Schedule (Waiting on public safety)
- BCCC Accomplishments webpage (pending)
- Nomenclature project
- BCCC Style Guide webpages (Pending)
- Website Refresh project
- Marketing team meetings

Website Statistics

Google Analytics for the month indicate a continuing trend of increases in visits to the website Home, Apply, and Register web pages. While the digital campaigns that drive traffic to the Apply and Register pages have ended, we continue to increase to these pages. These pages will continue to grow with increased traffic when the digital campaigns for Summer and Fall 2023 begin.

One key mention is that review of the MSP shows an increase of 40% in unique visits, the result of running targeted MSP digital advertising to parents and students in Baltimore City.

Website Homepage Overview: <https://www.bccc.edu/>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

- Pageviews increased by 18.23% (785,398 in 2022 vs. 928,608 in 2023)
- Unique (new) pageviews increased by 18.97% (320,751 in 2022 vs. 381,613 in 2023)
- Average time on page increased by 27.66% (00:00:44 in 2022 vs. 00:00:56 in 2023)

Apply Webpage: <https://www.bccc.edu/domain/36>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

- Pageviews increased by 13.90% (10,020 in 2022 vs. 11,413 in 2023)
- Unique (new) pageviews increased by 15.65% (3,885 in 2022 vs. 4,493 in 2023)
- Average time on page increased by 6.94% (00:00:45 in 2022 vs. 00:00:48 in 2023)

Apply Vanity URL – <https://www.bccc.edu/apply>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

Note: Visits to this redirect URL would drop because the Winter 2022 and Spring 2023 campaign concluded earlier this month, and campaigns for Summer and Fall 2023 have not yet begun.

- Pageviews decreased 56.62% (31,713 in 2022 vs. 13,756 in 2023)
- Unique (new) pageviews decreased by 57.65% (12,704 in 2022 vs. 5,380 in 2023)
- Average time on page increased by 101.09% (00:00:29 in 2022 vs. 00:00:59 in 2023)

Register Webpage - <https://www.bccc.edu/domain/1108>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

- Pageviews decreased by 38.52 (10,769 in 2022 vs. 6,621 in 2023)
- Unique (new) pageviews decreased by 36.28% (4,270 in 2022 vs. 2,721 in 2023)
- Average time on page decreased by 6.47% (00:01:10 in 2022 vs. 00:01:05 in 2023)

Register Vanity URL – <https://www.bccc.edu/register>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

- Pageviews increased by 439.39% (8,848 in 2022 vs. 4,574 in 2023)
- Unique (new) pageviews increased by 439.94% (348 in 2022 vs. 1,879 in 2023)
- Average time on page decreased by 11.90% (00:00:47 in 2022 vs. 00:00:41 in 2023)

MSP Web Page – <https://www.bccc.edu/msp>

April 1, 2023 – April 30, 2023 vs. the same period in 2022:

- Pageviews increased 30.72% (1,963 in 2022 vs. 2,566 in 2023)
- Unique (new) pageviews increased by 40.15% (787 in 2022 vs. 1,103 in 2023)
- Average time on page increased by 20.47% (00:00:46 in 2022 vs. 00:00:55 in 2023)

Future Projects

- GED Graduation Program and other miscellaneous needs
- Pinning Ceremony Program
- Middle States signage requirements
- CUBE
- Brand PowerPoint
- Review campus signage for replacement
- Possible 4-5 pole sign replacements
- Style Guide PowerPoint
- Speaker Series (all) creative
- Commencement videos
- GED Graduation program
- Pinning Ceremony program
- Admissions/Student Affairs Requests (Discuss)

WBJC

BCCC Event Promotion

BCCC campus events and initiatives that were promoted on-air during the month include:

Public Service Announcements

Multiple daily reads by WBJC hosts.
BCCC Summer and Fall Registration.

REALIGNMENT TASK #9

“Address the information technology (IT) and infrastructure needs of BCCC, including whether oversight by the Department of Information Technology is advisable.”

Mr. Michael Rading, Chief Information Officer

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

Project Status

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 effect 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	Yellow

- 5 of the 6 criteria used to establish the overall project health are green with the "Cost" measure listed as yellow.
- The proposed initial contract amendment that modifies the ERP project budget would address the "Cost" measure concern.

Key changes that need to be made to the ERP contract include:

1. Increasing the spending limit on the ERP contract – Additional funding is needed to support ERP project work. Industry standard for projects of this scope and size include a contingency of between 10% – 25% of overall project cost, the current contract has no contingency built in.
2. Replace Reporting module Analytics with platform that replaces it Insights – Ellucian is sunsetting the Analytics product.
3. No cost addition of Banner Document Management software - Additional functionality that enables storing, indexing, organizing and retrieving of electronic documents
4. Additional Consultant Support through the end of 2023 - All functional areas would receive ongoing consultant support for training, guidance, troubleshooting, etc.

The proposed changes require Board of Trustees approval followed by Board of Public Works (BPW) approval.

BCCC is using the new time and attendance system in Banner called Web Time Entry which went live on December 2022. This new system enhances the time entry and leave balance tracking process for employees and the approval process for supervisors with the option to enter time and leave on mobile devices.

Staff continue submitting time in both MDTime (the legacy system) and WebTime (payroll processing in Banner) during this transition period.

Due to leadership and staff changes in Human Resources, MDTime cut-off that is scheduled to set on 3rd week of May 2023 is postponed. The cut-off date will be determined after the vacant HR positions are filled

Some key things to note on payroll processing:

- There are gaps in faculty and contractual staff processes that cannot be fully done in Banner without using legacy system components. BCCC leaders and HR (Human Resources) analysts are working with Ellucian to build a solution to transition from old HP legacy system to Banner system.

- HR has been working in the past three months with leaders in all areas updating information as needed so that Banner reflects the current staff to supervisor hierarchy.
- HR/Payroll and ITS (Information Technology Services) staff identified and worked with Ellucian to resolve the issue with the system function that allows an alternate supervisor to approve timesheets when the primary supervisor is unavailable.
- To support staff during the transition, HR and Payroll offices provided training leading up to the launch of the new Payroll module and continue to schedule additional refresher sessions for staff for April 2023.

Student facing offices continue using Banner for day-to-day operations since July 2022. Additional work being done includes:

- Degree Works (Student Academic Progress) is being worked on by Ellucian and BCCC Resources
- First round of Degree Works training for the Registrar's office will be completed on May 11
- Communication Manager is now being configured and tested. The first set of communication is being worked on to go-Live by the end of May 2023. Automated communications support BCC's daily operations that impact students, faculty, and staff.

The Grants Accounting process is being implemented in Banner. A cross-functional team, including members of the Finance, WDCE, and Institutional Effectiveness, Research & Planning groups, is meeting regularly to document and plan for the implementation of this new process in Banner. This is in the final stage of the configuration.

Student Accounting has been live on Banner since July 2022. Work has continued in these areas:

- Billing for WDCE programs - WDCE staff provided information in February to support the configuration of non-credit related billing in Banner. Meetings continued in March to finalize the configuration.
- Waiting on Training Schedule from Ellucian in preparation for go-live

There is a continued focus on the three areas shared at the last board update:

- **Data cleanup** – Work continues to identify and prioritize data errors and inconsistencies that have surfaced in production. These issues are being addressed with input from functional offices to ensure the data in the system is accurate and up to date.
- **Reporting** - BCCC's ability to deliver institutional and compliance reporting has been challenged by the learning curve of using a new data structure and reporting tool, as well as resource constraints. In the short-term work continues to build out institutional reports. An example of this is work done in February 2023, that involved Finance, Student Accounting and IT working together to produce the state report on tuition and fee revenue. A longer-term solution is implementing the Banner reporting platform in 2023, part of the ERP (Enterprise Resource Planning) implementation that will provide out-of-the-box analytics and additional reporting accessible by functional areas.
- **Cyclical operational procedures** - Finally, the cyclical nature of college operations has presented challenges in implementing new processes for the next few years, particularly regarding annual tasks such as year-end reporting for finance which is scheduled for mid-April 2023.

Managed services consulting which provides ongoing operational support for the year or two post go-live when the project team is complete will be a crucial resource to support work in the three areas above. Options are being explored that will be presented to the Board of Trustees.

Data Center Refresh Project

The setup of the new equipment for the data center refresh project began in January and is ongoing. Production workloads are now running on the new hardware. ITS has been working with DoIT (Department of Information Technology) to identify changes to network bandwidth requirements to support the redundant backup server, located at the BioPark campus.

Planning for Phase 2 of this project (Disaster Recovery and Business Continuity) will be started in late spring/summer 2023 and will create additional redundancy and enhance the speed of recovery from a disaster. ITS is exploring modern Disaster Recovery as a Service options (DRaaS) and will present a proposed solution to the President and Board for funding and approval.

REALIGNMENT TASK #10

“Develop or sell all unused or underutilized real estate, including the Inner Harbor Site.”

Office of the President

Bids were received for the Bard building demolition/construction project and the low bidder was Berg Corporation, with a bid amount of \$4.2 million. DGS is working on preparing the contract for award and expects to present it to the Board of Public Works for approval in June 2023.

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 11 | Active Search Listing

HR Active Search List As of May 8th 2023					
Div	PIN #	Position	Oversight	Date posted	Status 5/8/2023
AA	81697	Assistant Professor of Nursing-Adult Medical/Surgical	Dr. Courtney Ross/ Dorothy Holley	3/12/2021	Resumes forwarded for Review
AA	67006	Director of the Academic Success Center	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	66760	Director of Library & Learning Commons	Dr. Jacqueline Hill	8/8/2022	Resumes forwarded for Review
AA	66777	Assistant Professor of Fashion Design	Dr. Jacqueline Hill	8/10/2022	Resumes forwarded for Review
AA	73971	Administrative Assistant to the VP of Academic Affairs	Dr. Jacqueline Hill	10/27/2022	Resumes forwarded for Review
AA	TBD	Assistant Vice President Curriculum & Instruction	Dr. Jacqueline Hill	12/19/2022	Resumes forwarded for Review
AA	66761	Admissions Counselor, School of Nursing & Health Professions	Dr. Courtney Ross/ Dorothy Holley	1/11/2023	Resumes forwarded for Review
AA	78507	Assistant Professor/Clinical Coordinator, Health Information Technology	Dr. Courtney Ross/ Dorothy Holley	3/23/2023	Resumes forwarded for Review
AA	66729	Assistant Professor- Allied Human Services & Addictions Counseling	Dr. Jacqueline Hill/ Dr. Mark Conard/ Dr. Anthony McEachern	4/24/2023	Resumes forwarded for Review
AA	81589	Assistant Professor & Program Coordinator- Criminal Justice	Dr. Jacqueline Hill/ Dr. Mark Conard/ Dr. Anthony McEachern	4/24/2023	Resumes forwarded for Review
AA	66834	Assistant Professor & Program Coordinator- Education	Dr. Jacqueline Hill/ Dr. Mark Conard/ Dr. Anthony McEachern	4/24/2023	Resumes forwarded for Review
AA	66751	Assistant Professor - Psychology	Dr. Jacqueline Hill/ Dr. Mark Conard/ Dr. Anthony McEachern	4/24/2023	Resumes forwarded for Review
SA	66831	Financial Aid Coordinator	Dr. Jade Borne/ Saleem Chaudhry	9/14/2022	Resumes forwarded to Vice President
SA	66844	Federal Work Study Specialist	Dr. Jade Borne / Saleem Chaudhry	8/11/2022	Resumes forwarded to Vice President
SA	66663	Director of Dual Enrollment	Dr. Jade Borne	8/26/2022	Resumes forwarded to Vice President
SA	66991	Dean of Enrollment Management	Dr. Jade Borne	9/7/2022	Resumes forwarded to Vice President
SA	66925	Assistant Director of Financial Aid	Dr. Jade Borne / Saleem Chaudhry	9/7/2022	Resumes forwarded to Vice President
SA	76573	Student Support & Wellness Coordinator/Counselor	Dr. Jade Borne/ Dr. Sherri Brown	9/30/2022	Resumes forwarded to Vice President
SA	66733	Admissions & Recruiter Advisor	Dr. Jade Borne	10/17/2022	Resumes forwarded to Vice President
SA	82347	Office Specialist- Student Life & Engagement	Dr. Jade Borne/ Valerie Grays	11/9/2022	Resumes forwarded to Vice President
SA	76829	Registrar	Dr. Jade Borne	2/13/2023	Resumes forwarded to Vice President

SA	66988	Assistant Director for Admissions/ Recruitment	Dr. Jade Borne	4/5/2023	Resumes forwarded to Vice President
SA	66918	Student Success Advisor	Dr. Jade Borne/ Dr. Sherri Owens/ Johnnie Owens	4/27/2023	Resumes forwarded for Review
SA	66657	Special Programs Advisor	Dr. Jade Borne/ Duane Norwood	5/3/2023	Search is Open
ASP	66932	Administrative Assistant for the Vice President for Advancement	Gussener Augustus/ Dr. Debra McCurdy	1/10/2023	Resumes forwarded to Vice President
ASP	66960	Director of Development	Gussener Augustus/ Dr. Debra McCurdy	1/11/2023	Resumes forwarded to Vice President
WDCE	66861	Maintenance Supervisor	Michael Thomas / Kate Zurlage	4/21/2021	Resumes forwarded to Vice President
WDCE	66769	Police Officer II	Michael Thomas	7/28/2020	Resumes forwarded to Vice President
WDCE	76566	Director of Division Operations & Services	Michael Thomas	1/26/2022	Resumes forwarded to Vice President
WDCE	86278	Police Officer III	Michael Thomas	8/24/2022	Resumes forwarded to Vice President
WDCE	76588	Police Supervisor	Michael Thomas	12/9/2022	Resumes forwarded to Vice President
WDCE	66921	Associate Director of ELS	Michael Thomas	3/6/2023	Resumes forwarded to Vice President
WDCE	66837	Building Security Officer	Michael Thomas	3/27/2023	Resumes forwarded to Vice President
WDCE	66887	Administrative Assistant II	Michael Thomas	3/28/2023	Resumes forwarded to Vice President
WDCE	81587	Training Coordinator (Healthcare)	Michael Thomas	4/18/2023	Resumes forwarded to Vice President
WDCE	66968	Career Development Specialist	Michael Thomas	5/2/2023	Resumes forwarded to Vice President
F&A	66879	Assistant Vice President of Finance & Administration	Aubrey Bascombe	12/5/2022	Resumes forwarded to President
F&A	66947	Senior Accountant	Eileen Waitsman / Anna Lansaw	1/12/2023	Resumes forwarded for Review
F&A	66757	Senior Accountant	Eileen Waitsman / Anna Lansaw	1/12/2023	Resumes forwarded for Review
F&A	67013	Senior Accountant - Foundation	Eileen Waitsman / Anna Lansaw	1/12/2023	Resumes forwarded for Review
F&A	66986	Budget Analyst	Aubrey Bascombe	3/27/2023	Resumes forwarded to Vice President
F&A	66842	Accounts Clerk III	Pat Raines	3/27/2023	Resumes forwarded for Review
F&A	66864	Accounting Clerk III	Aubrey Bascombe/ Eileen Waitsmen	4/19/2023	Resumes forwarded for Review
F&A	66658	Accounting Clerk II	Aubrey Bascombe/ Eileen Waitsmen	4/19/2023	Resumes forwarded for Review

IERP	88494	Research Analyst I	Becky Burrell	7/6/2022	Resumes forwarded to Vice President
OP	66855	Director of Government Relations/Special Assistant to the President	Dr. Debra McCurdy	1/18/2022	Resumes forwarded to President
OP	66987	Programmer/Analyst	Michael Rading	5/10/2021	Resumes forwarded to CIO
OP	66981	Executive Administrative Assistant to the President	Dr. Debra McCurdy	2/13/2023	Resumes forwarded to President
OP	66852	Project Manager	Michael Rading	4/3/2023	Resumes forwarded to CIO