

Student Services Division

Board of Trustees Quarterly Report

Summer 2019

Registrar's Office

Summer 2019 Registration Numbers

- On 6/24/19 we had 1759 students registered for 2019SU. This is down one student from the same date last year. This included an increase of 10 CCP students.
- Summer student registration began on April 8th for students who were currently enrolled.
- New summer student registration began on April 22nd.
- Registration is ongoing until the start of any given semester so a *Late Registration* period is no longer identified as it no longer has relevance.
- Summer 2018 enrollment was at 1760

2019 Summer Graduation

277 students have applied to graduate as summer completers as of June 11. Applications have continued to be accepted beyond the mid-June deadline as they were submitted so that number is expected to rise slightly when those are processed. The Board will need to confer those credentials electronically before they can be released to students after they are evaluated for completion and graduated on August 9th.

Fall 2019 Application and Registration Numbers

- 2911 applications have been processed for fall as of 7/3/19. This number is down 1709 from the 4620 at the time of last year's board report.
 - Traditional student application processing time has increased from roughly seven minutes to approximately 18 minutes with RISE document analysis and RDS processes.
 - CCP application processing time has increased from roughly 12 minutes to over 20 minutes with RISE implementation. We are currently working to get all CCP apps processed and a part-time person has been hired to help catch them up.
- New student fall registration began on June 3rd. Students can register same day as application processed. No priorities were assigned to new students based on application submission dates.
- Registration will be open continuously until August 16th at noon. No specific late registration day will be assigned due to low numbers gained on the specified day in the past few years.

New Processes

- RISE – Reinforced Instruction for Student Excellence is the new state-wide developmental education initiative, which will have a mandatory implementation date of Fall 2020. Our college is a pilot college which began spring 2019. We are beginning some data migration to accommodate the requirements for RISE.
- Implementation of team Google drives to expedite the submission of CCP high school transcripts has begun using two-part authentication. CCP applications require high school transcripts as part of the application process.
- Lead CCW Advisors and Early College Liaisons have been provided access and training to enter RISE scores in an effort to ease the bottle neck for CCP registrations utilizing RISE measures.

Personnel Changes

- Jessica Fink left the Records Office to transition to the HR administrative assistant position April 15th. Her replacement, Heather Oceguedo, is in the pipeline to start before August 1st.
- Rachel Higgins dropped to a part-time 10-hour/week role to return to school over the summer with her last full-time week ending April 30th. However, she re-assessed once she completed her Associate degree and applied for the open position to return to work full-time. She was one of the candidates selected and returned to full-time status July 1st.
- Alicia Thomas began in the Records Office part-time the last week in May. She initially was only working 12 hours a week in Records. Beginning July 15, her time will double to 24 hours a week in that department. Alicia's sole focus is CCP applications.
- Keisha Petty began July 1st as the Records Receptionist and Web Advisor specialist. Keisha's role will help free up the other staff members so more time may be spent on application processing and RISE coding. She will field the commonly asked questions and aid students with WebAdvisor logins.

Admissions

Application Numbers

Fall 2019 – 3122 (CCP=637)

Fall 2019 – 3510 (CCP=1297)

Selective Admissions Programs

<i>Selective Admissions Program</i>	<i>Seats Available</i>	<i>Application Deadline</i>	<i>Seats Filled</i>
Practical Nursing	50 – Harnett	2/4/19	60 - FULL
Associate Degree Nursing	40 - Lee	2/4/19	50 - FULL
LPN to RN Nursing	10 – Lee	2/4/19	10 - FULL
Medical Sonography	8 - Lee	2/4/19	8 - FULL
Dental Hygiene	18 - Lee	2/18/19	18 - FULL
Dental Assisting	18 - Lee	2/18/19	18 - FULL
Veterinary Medical Technology	64 - Lee	2/28/19	64 - FULL
Health Information Technology	36 (18 FT, 18 PT) – Lee/Online	3/25/19	9 - ACCEPTED <i>Consideration Ongoing</i>
Medical Assisting	25 - Chatham, 25 - Harnett	3/25/19	9 – CHATHAM 11 - HARNETT <i>Consideration Ongoing</i>
Certificate in Esthetics	20 – Day FT/PT, 20-Evening PT	6/14/19	20 – Day FT/PT – FULL 6 - Evening PT – <i>Consideration Ongoing</i>

Central Carolina Promise – Applications Available for Chatham, Harnett, and Lee

Applications Received by 4/15/19- 540

Chatham –167

Harnett – 263

Lee – 110

New Student Orientation –

Over the past semester, a group of faculty and staff have worked to review the New Student Orientation design and explore how we could improve this for students. After reviewing national

data, orientation designs at other community colleges, and feedback from students that attended over the past several years, this group submitted a proposal to redesign the New Student Orientation program.

In *Lee County*, we now offer New Student Orientation sessions twice per week, year round to a student group of no more than 20 students. These sessions are facilitated by a trained faculty or staff member. The NSO sessions lasts no more than 1.5 hours and is designed to be interactive, and to be a high level introduction to services and resources and that the student can use to be successful at CCCC. Additionally, with the shortened time, the student can select specific offices or departments they want to meet with or learn more about, creating a more individualized experience for the student.

In *Harnett and Chatham Counties*, we are meeting with students one-on-one to review services, resources, and answer questions they might have. These sessions are facilitated by a trained faculty or staff member and are designed to be interactive and highly individualized, and to be a high level introduction to services and resources and that the student can use to be successful at CCCC.

We are still in the initial stages of implementing these new models and hope to have some additional data to report back soon.

Financial Aid and VA

Current 2018-19 Academic Year

Total FAFSAs processed:	5,100
Total Awards Offered:	\$13,174,045.67
Total Recipients:	2,088 students

Upcoming 2019-20 Academic Year

Total FAFSAs processed:	3,299
Total Awards Offered:	\$6,371,803.66

New Personnel:

Deborah Kauba, Assistant Director for Processing
 Vacant Position, Financial Aid Coordinator
 Vacant Position, Harnett Financial Aid Representative

Additional Programs:

- Child Care Grant (only state funds) – program is currently full. Students who are Lee County residents will be referred to Lee County for Partnership for possible child care assistance.
- **K-14 Promise Scholarship:**
Total Applicants: 561
No FAFSA: 164 applicants
Missing FA documents: 121 applicants
Incomplete Admissions: 184 applicants
Completed: 92 applicants

Priority Deadline: July 19, 2019

Proposed Plans: We plan to send postcards, email reminders, text messages regarding FAFSA completions and missing financial aid documents.

Events:

- Financial Literacy Event – Very successful event – collaborated with various vendors (local banks, CFNC, and other campus departments) to teach students the importance of finances.
- FAFSA Day – 2nd most registered participants in the state
- Welcome Back Pack – issued 150 backpacks filled with school supplies to our students
- New Student Orientations
- ACA Courses
- High School Presentations
- Both Precious Ward and Zilma Lopes has presented at the state financial aid association.

Miscellaneous:

- Associate Director, Precious Ward, graduated from the inaugural class of the Financial Aid Leadership Academy
- Director, Zilma Lopes, was selected to be an instructor for the Financial Aid Leadership Academy

Veterans

- The Veterans Benefits and Transition Act of 2018 (Public Law 115-407) requires education institutions to be in compliance with the areas stated below no later than the effective date of August 1, 2019. Educational institutions that demonstrate policies/processes inconsistent with these areas will be disapproved by the NC SAA or the Secretary of the Department of Veterans Affairs. In order to formalize our process, the language below will be added to the processes for administration of VA educational benefits in the college policies and procedures manual and the college catalog.
- *The Veterans Benefits and Transition Act of 2018 (Public Law 115-407) provides provisions regarding GI Bill and Chapter 31 processes. GI Bill and VR&E beneficiaries (Chapter 33 and Chapter 31 beneficiaries) are allowed to attend their course(s) of education or training without paying tuition and fees out of pocket if the beneficiary provides the VA Coordinator a Certificate of Eligibility or a valid VA*

Form 28-1905. The college will not impose a penalty or payment requirement on the beneficiary based on late payments from VA.

- Meagan Little, Student Activities Coordinator, has submitted her resignation as of July 31, 2019. Meagan has been accepted into our Dental Hygiene program this Fall. We wish her the best of luck. In the meantime, we are advertising for a new Student Activities Coordinator.

- *Athletics:*
- Volleyball has their schedule set and is looking forward to a great season. He has 13 ladies on the team as of now and may add another player or two.
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- Basketball- Coach McDougald has done a great job recruiting and has almost finished his season schedule.
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- Cross Country- Coach Briggs has a full men's roster already and is hoping to add 2 more ladies to fill a women's team as well. His schedule is completed.
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- Golf- We have several players committed to playing and plan to have a tryout once the school year starts to fill the rest of the roster spots. The schedule is still be worked on.
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- Women's basketball- We recently hired Marcel Webster from Wake Tech to be our women's basketball coach. Coach Webster will recruit for the next year and we will begin competing again during the 20-21 season. He has a lot of experience recruiting and we think he is a perfect fit for our women's basketball program.
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- All of the sports schedules have been updated on the website.
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- General athletics- We have revamped our Cougar Club campaign in hopes to raise money for much need upgrades. The gym floor is first on our priority list. The NJCAA has voted to stay in line with the NCAA and move back the 3-point line for men's basketball. We must be in compliance with this before the 2020-2021 season so we are hoping to raise enough money and possibly get some help from the school to resurface our gym floor next summer. This will allow us to move the goals back and have a regulation sized floor so that we can host postseason games. We are also raising funds to go towards a new bus for athletics to travel in. Our current bus is over 10 years old and proved to not be as reliable as we would like this past year.
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- Our department is working with Morgan Steele on launching a new athletics web page. We are getting closer and my hope is that this is completed and launched before the school year begins August 19th.
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- Our youth camps will run July 15-19th on the Lee main campus.

- There are a lot of questions about baseball and soccer being added to our sports offering. With the new Promise program increasing our numbers of local prospects coming to CCCC, it could be something worth looking into in the next few years.

Campus Safety and Security

Seminars and meetings attended:

North Carolina Association Campus Law Enforcement Administrators Winter Conference

2019 Health Safety & Security Committee Meetings

Dunn Emergency Drill Meeting

Preconstruction Meetings for Roofing Projects and ADA Sidewalk Project

American Society for Industrial Security Chapter 119 Training Conference

Department of Labor Safety Award Lunch

Chatham County Emergency Planning Committee Meeting

Caterpillar Meeting for Job Fair logistics

Assisted with the following:

Graduation parking and traffic control

Caterpillar Job Fair

Presented:

New Staff Orientation - Emergency Procedures and Evacuations

Mr. Nixon's Summer Class – Loss Prevention & Campus Security

Conducted an Active Assailant Drill at the Lee Main Campus with our Emergency Responder partners

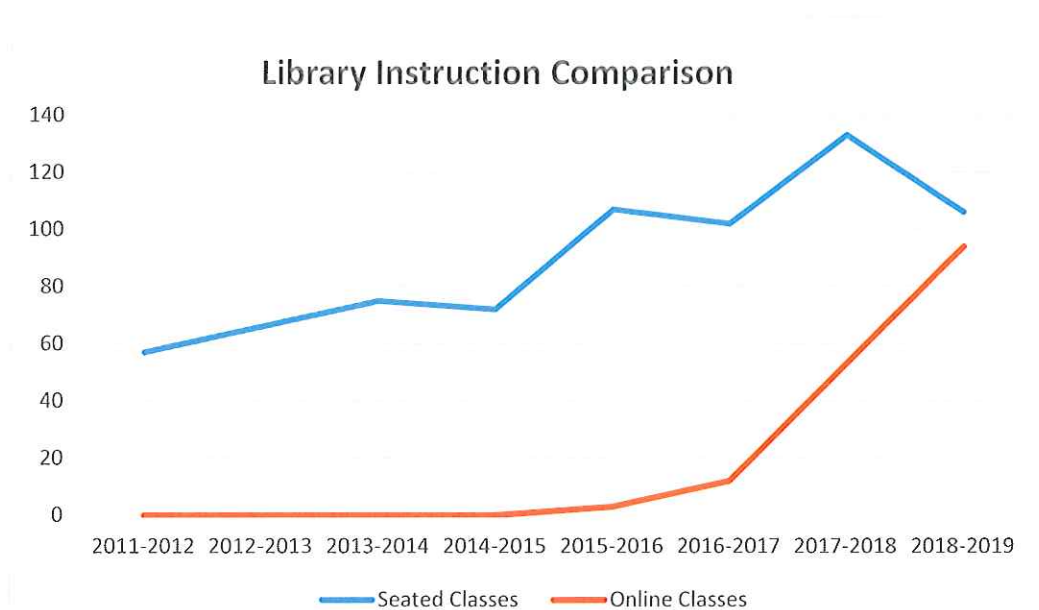
Provided security coverage for weekend classes and summer Friday classes/events in Chatham Harnett & Lee Counties

Library Services

1. **Library Instruction** – Librarians taught **106** instruction sessions for seated classes and **94** online embedded classes last fiscal year. Numbers for our online embedded librarian classes for the last two years are below and include both fully embedded and librarian assisted courses. These numbers have increased **77%** from last year. Numbers for seated classes are down 20% from 133 last year. This is attributed to the rapid growth of the online embedded classes. (See the **Library Instruction Comparison** chart below.) We anticipate that the number of online embedded classes will surpass seated classes this year. We already have approximately 120 online embedded classes scheduled for the Fall 2019 semester.

Number of Online Embedded Librarian Classes

Year	Summer Semester	Fall Semester	Spring Semester	Totals
2017-2018	0	24	29	53
2018-2019	11	43	40	94



Note: Embedded Librarian classes were piloted in Spring 2016 and officially began in Fall 2016.

2. **Other Statistical Hi-lights** – Below are some comparison numbers of library usage over the last two years. Over this last year, the library has made a concerted effort to increase

the number of check-outs as one of our outcomes through special displays and our Words on Wheels (WOW) program. This yielded a 17% increase. Chat reference transactions are up dramatically with a 173% increase, which we attribute to the decrease in face-to-face reference transactions. As we have weeded the library collections and added new materials over the last two years, we have also seen shifts in our interlibrary loan numbers. We borrowed 12% less books from other libraries for our patrons, and we loaned 52% more from our collections to other libraries. This indicates that our current collections contain more books that patrons want to check out.

Library Services 2-Year Comparison

Library Services	FY 2017-2018	FY 2018-2019	% Change
# Check-Outs	9875	11,588	+17%
# Reference Transactions	8416	7107	-15%
# Chat Reference Transactions	399	1089	+173%
Gate Count (including Chatham)	213,026	236,782	+11%
# Student IDs Made	2018	2292	+14%
# Study Room Bookings	3084	2653	-14%
# Computer Sessions	15,775	16,178	+3%
# Hours Spent on Computers	37,789	40,779	+8%
# Interlibrary Loans Borrowed	958	843	-12%
# Interlibrary Loans Loaned	451	684	+52%

3. **Library Statistics** – See attached spreadsheet for library usage data from July 1, 2018 – June 30, 2019.

