

# Baltimore City Community College

**Dr. Debra L. McCurdy**  
President

# Board of Trustees Open Session

**Mr. Kurt L. Schmoke**  
Chair

WEDNESDAY | APRIL 19, 2023

**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

TAB 1 | Approval of the April 19, 2023 Agenda

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**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

Open Session Agenda | 4:00pm April 19, 2023 (Virtual Zoom Meeting)  
Meeting Link: <https://bccc-edu.zoom.us/j/96484948604>

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- I. Call to Order Mr. Kurt L. Schmoke, *Chair*
  - a. Adoption of Agenda **(Vote)**
    - i. Approval of the April 19, 2023 Agenda (Tab 1) Mr. Kurt L. Schmoke, *Chair*
  
- II. Board Actions/Consent Agenda **(Vote)** Mr. Kurt L. Schmoke, *Chair*
  - a. March 15, 2023 Open Session Meeting Minutes (Tab 2)
  - b. March 15, 2023 Closed Session Meeting Summary (Tab 2)
  - c. April 13, 2023 Finance/Audit Committee Meeting Minutes (Tab 2)
  - d. Student Government Association (Tab 3)
  - e. AFSCME Local #1870 at BCCC Report/Comments (Tab 4)
  
- III. Items Removed from the Agenda (Tab 6) Mr. Kurt L. Schmoke, *Chair*
  - a. Faculty Senate Report (Tab 5)
  
- 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*  
*Finance & Administration*  
Ms. Anna Lansaw, *Exec. Dir.*  
*Procurement & Auxiliary Serv.*
  
    - ii. Procurement Awards over \$25,000 to \$99,999 **(Information)**
      - a. South Pavilion Caulking
        - i. Change Order No. 1 \$32,475
        - ii. Change Order No. 2 \$ 6,300
      - b. Real Care Babies \$35,474
      - c. Dental Laptops \$25,016
      - d. WBJC Fencing \$30,420
      - e. RN Essentials \$32,750
  
    - iii. Approval Requests **(Vote)**
      - a. Refugee Case Management/IRC \$459,187
      - b. Fire Alarm System Upgrades
      - c. Modification No. 1 \$ 66,810
  
    - iv. Procurement Forecast
      - a. Items bidding in April
        - i. Entrance Sign Replacement (est. \$150,000-Go Bonds)
        - ii. Nursing Cooling Tower (est. \$200,000-Operating)
        - iii. New Security Guard Booth (est. \$300,000-Go Bonds)
        - iv. Gymnasium Structural Repairs (est. \$350,000-Go Bonds)
  
    - v. Landscaping Services \$19,087.50

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| V.    | College Policies (Tab 8)                | Mr. Kurt L. Schmoke, <i>Chair</i>         |
|       | a. No Policies                          |   |
| VI.   | Presentations (Tab 9)                   | Mr. Kurt L. Schmoke, <i>Chair</i>         |
|       | a. Monthly Financial Performance Report | Dr. Debra McCurdy, <i>President</i>       |
|       |   | Mr. Aubrey Bascombe, <i>VP</i>            |
|       |   | <i>Finance &amp; Administration</i>       |
|       | b. Enrollment Report                    | Dr. Debra McCurdy, <i>President</i>       |
|       |   | Dr. Jade Borne, <i>VP Student Affairs</i> |
|       | c. ERP Update                           | 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 ( <b>Vote</b> )  | Mr. Kurt L. Schmoke, <i>Chair</i>         |

BOARD OF TRUSTEES  
BALTIMORE CITY COMMUNITY COLLEGE

**BOARD ACTIONS / CONSENT AGENDA**

TAB 2 | March 19, 2023 Minutes

TAB 2 | March 19, 2023 Closed Session Meeting Summary

TAB 2 | April 13, 2023 Finance/Audit Committee Meeting Minutes

TAB 3 | Student Government Association Report

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**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

TAB 2 | March 19, 2023 Minutes

TAB 2 | March 19, 2023 Closed Session Meeting Summary

TAB 2 | April 13, 2023 Finance/Audit Committee Meeting Minutes

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**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

Open Session Minutes | 4:00pm March 15, 2023 (Virtual Zoom Meeting)

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**Board Members Present:** Kurt Schmoke, JC Weiss, Leonor Blum, Lelia Parker, Rachel Pfeifer, John Goeken.

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

**I. Call to Order**

- a. Adoption of the Agenda
  - i. Approval of the March 15 Agenda

Chairman Schmoke called the meeting to order at 4:04 PM. Upon motion by Mr. Weiss, which was seconded by Ms. Blum, the Trustees unanimously approved the Agenda for the March meeting and also approved the materials submitted for the December, 19, 2022 meeting.

**II. Board Actions/Consent Agenda**

- a. December 19, 2022 Open Sessions Meeting Minutes
- b. December 19, 2022 Closed Session Meeting Summary
- c. March 9, 2023 Finance/Audit Committee Meeting Minutes
- d. Student Government Association
- e. AFSCME Local #1870 at BCCC Report/Comments

Chairman Schmoke asked for a motion to approve the Consent Agenda. Trustee Weiss moved to adopt the motion and Trustee Weiss seconded it. There were no objections and the Consent Agenda was adopted.

Chairman Schmoke approved Nena Kutniewski, President of AFSCME for BCCC to present comments to the Board of Trustees.

On behalf of AFSCME, Nena Kutniewski read a statement. She noted, in response to a question from Mr. Weiss, that she would provide a written statement of the addresses she's made to the Board. Ms. Kutniewski stated that AFSCME was in the process of gathering signatures on a petition expressing no confidence in Dr. McCurdy. She stated the percentage of individuals signing; referenced "critical understaffing," "pay inequity," "instances of fraud regarding faculty pay," "having "been told that staff do not merit increased responsibilities pay," and having "been met with contempt."

Chairman Schmoke read the following statement into the record:

"In response to concerns recently brought to our attention, we wish to reiterate our support of Dr. McCurdy and note our intention to offer her an extension of her contract as President of BCCC.

We take very seriously our responsibilities as trustees of this community college. When the General Assembly enacted legislation creating a realigned board and mandating the achievement of specific goals by the college they recognized that reaching these goals would require the hiring of an experienced, effective, and visionary leader as BCCC President. The trustees have no doubt that Dr. McCurdy exemplifies these essential qualities of leadership. We review, annually her performance as President. While all recognize that much work is still to be done and that change is often difficult, we are convinced that she has developed a strategic direction that offers the best chance to achieve goals of sustained

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excellence for BCCC. It is our hope that the various constituencies of the college will work with her collaboratively throughout her tenure as President.”

**III. Items removed from the Agenda.**

- a. None

**IV. New Business**

- a. Finance/Audit Committee Meeting March 9, 2023
  - i. Procurement Policies & Procedures

There was no discussion about Procurement policies and procedures.

- ii. Procurement Awards over \$25,000 to \$99,999
  - 1. Exterior Door Improvements (\$353,288-Go Bonds)
  - 2. Architectural & Engineering-Indefinite Quantity Contract (\$500,000-Variou Funds)
  - 3. Occupational Training Programs (Grant Funded)
    - a) Flagger \$93,614
    - b) Childcare IEP Aid \$93,614
    - c) Cosmetology \$97,000
    - d) Hospitality \$393,750
    - e) Financial Literacy \$243,300
- iii. Procurement Forecast
  - 1. Items bidding in March
    - a. Entrance Sign Replacement (est. \$150,000-Go Bonds)
    - b. Nursing Cooling Tower (est. \$200,000-Operating)
  - 2. Items for Board of Public Works on April 5<sup>th</sup>
    - a. Exterior Door Improvements (\$355,288-Go Bonds)

The Contracts recommended for approval by the Finance Committee were all unanimously approved, including exterior door replacements, architectural and engineering services and occupational training contracts. J.C. Weiss noted that he had earlier disclosed in the finance committee that his son-in-law works for Quinn, Evans, one of the contract awardees.

Trustee Blum made the motion to accept the report of the Finance Committee, seconded by Trustee Pfeifer. The Board unanimously approved the use of Geo-Bonds, which have to be submitted to DPW for further approval.

**V. College Policies**

- a. None

**VI. Presentations**

**a. Monthly Financial Performance Report**

Mr. Richard Walsh, Senior Budget Analyst highlighted the Monthly Financial Performance Report. The Board was informed about the College’s financial performance in a year-to-year comparison. Trustee Blum asked about scholarship revenue and the decrease.



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In response to a question from Ms. Blum as to why scholarship revenue had decreased, Mr. Walsh noted that it was only an issue of timing-- there had been a delay in posting scholarships because of the Banner implementation. The conversion for the finance module still has data and mapping gaps.

**a. Enrollment Report**

Dr. Jade Borne, Vice President for Student Affairs presented an Enrollment Report.

Dr. Borne noted that Mayor's Scholars was a large part of the institution's focus and so is producing marketing materials in both English and Spanish. He responded to Chairman Schmoke's question about Spanish-speaking employees by saying that the College's goal was to hire Spanish speakers. He also stated that he planned to provide the Board with an update regarding efforts to reach out to the LatinX community and to target middle schools for recruitment.

Dr. Pfeifer asked how the Mayor's Scholars program was being funded. Dr. McCurdy responded that the College was using COVID-related funds as well as money from Baltimore City and the DOE. She noted that the funding sources will shift over time and said she had spoken with Mayor Brandon Scott's deputy regarding the Mayor's Scholar's program and that there would need to be further dialogue.

Dr. Pfeifer noted that part of City Schools' mandate is to help students who are not college-ready and that it would make sense to enroll those students in the Dual Enrollment program and get them the developmental courses they needed while they were still in high school.

**b. Enterprise Resource Planning (ERP) Update**

Michael Rading gave a presentation regarding the ERP implementation, noting that we are months away from a full transition and that it has been a long haul.

Trustee Goeken pointed out that there is nothing on the Panther Portal that directs students to the HelpDesk, which Mr. Rading said was where students should go if they needed help while on-line. Dr. McCurdy interjected that there would be information added to both the Panther Portal and Canvas by the following Monday at the latest directing students to the HelpDesk when in need of assistance.

In response to a question from Chairman Schmoke, Mr. Rading confirmed that DoIT had approved both IT's long and short term plans. There are still a number of challenges and inconsistencies to resolve and learning curves with data conversion/clean up (data is decades old and fields don't match) from the old system to Banner; reporting and cyclical operational procedures. Processes that only run annually means that offices will be running new processes for the next couple of years.

**VII. President's Report**

Dr. McCurdy provided her report regarding Middle States, the flood incident at West Pavilion and the newly remodeled space; the Bard Building demolition; and the Loop Road improvements.

An overview of the extreme damage to the West Pavilion was provided which displayed before and after pictures. Dr. McCurdy also acknowledged the commitment under the leadership of VP Thomas involving staff in IT, Facilities and Public Safety regarding the flood and the needed time to assist with clean up.

The College is in the midst of preparing for Middle States re-accreditation. Acting collaboratively and collegially, and with input from many faculty and staff members, the College is preparing the Self-Study report. A peer evaluation team representing Middle States will visit the College in spring, 2024.

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The College just finished appearing before the Legislature in connection with its operating and capital budgets. Kate Zurlage reported to the Board that the College provided a list of 16 Million in deferred maintenance costs and additional funds to continue renovation of the Bard library. To date, 4 million has been allocated for deferred maintenance.

Dr. McCurdy noted that the College received funding for the Bard Building demolition last year after the presentation to the Legislature; so we are again exploring support from the Supplemental Budget.

With respect to the operating budget, the College has answered all of the Legislator's questions. Eileen Hawkins reiterated some of the points made in the College's written submission to the Legislators regarding new employees and new programs. She pointed out that one of the Legislators' questions had to do with a decline in transfer students, and that the decline is a national trend.

Becky Burrell noted that the College had adjusted its projected enrollment numbers and explained how the projections and numbers come about.

Trustee Goeken asked Ms. Burrell whether the declining birth rate would affect the College's future enrollment and Ms. Burrell stated that the College has not seen a decline in first-time enrollment. Our issue, she said, is retention; this is an operational problem, not an enrollment problem.

Chairman Schmoke announced that Jason Perkins Cohen has resigned from his position in City government and would be going into the Department of Labor as part of Governor Moore's new administration.

### **VIII. Active Search Listing**

Listed in Board book.

### **IX. Motion for Adjournment (Vote)**

The Chairman read a closing statement and upon a motion by Trustee Weiss, seconded by Trustee Goeken, the meeting was adjourned at 6:02 PM. The closing statement follows:

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: 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.

The Trustees adjourned and reconvened in Closed session.

Respectfully submitted,

Debra L. McCurdy, PhD  
President

Next Board Meeting: 04/15/2023

Attendance/Participants:

Kurt Schmoke  
J.C. Weiss  
John Goeken  
Lelia Parker  
Leonor Blum  
Rachel Pfeifer  
Debra McCurdy  
Becky Burrell  
Charles Hall  
Gussener Augustus  
Jade Borne

Lyllis M. Green  
Maria Rodriguez  
Michael Rading  
Michael Thomas  
Kristin McFarlane  
Anna Lansaw  
Charles Hall  
Eileen Hawkins  
Eileen Waitsman  
Richard Walsh  
Katherine Zurlage

BCCC Faculty/Staff  
Attendees:

Afryea Lucas  
Amy Belt  
Angelique Cook-Hayes  
Anna Lansaw  
Antwan Degross  
Aquila Evans  
Brett King  
Brian Terrill  
Caren Jones  
Carol Taylor  
Carole Quine  
Cassandra Wilks  
Charice Hayes  
Charles Bright  
Charles N. Wilson  
Chavon Robinson  
Cherryllynn  
Chris Jordan  
Christina Carter  
Constance Mannone  
Courtney Ross  
Cynthia Wilson  
D. FitzGerald Smith  
Darienne Stansbury

Darryl Rogers  
Dawna Attig  
Dee Mooring  
Denise Holland  
Dorothy M. Byam  
Earl Melvin  
Elena Uribe  
Eve Burton  
Freida Davis  
Gabriela Czerwinska  
Glenn Peterson  
Ishwor Aryal  
Jà Hon Vance  
Jamie Cofield  
Jason Quick  
Jessica Launder  
Karen King-Sheridan  
Katana L. Hall  
Keenan Jones  
Kenneth Gillespie  
Kimberly Woolford  
Kyleen Brown  
Laura Pope  
Leslie Jackson  
Mariam Yahaya  
Mark Dixon  
Michael Berends

Myra McCullough  
Naesea Price  
Natasha Williams  
Nena Kutniewski  
Nicole L. Deutsch  
Patricia Raines  
Patricia Thomas  
Peter Farrell  
Rasheedah Evans  
Rebecca St. Laurent  
Rebekah Kimara  
Rhonda Traylor  
Robert Everett  
Saleemah Franklin  
Sandra Agrafiotis  
Shannon Guy  
Stanley Cavouras  
Sung Yoon Kim  
Susan Gruz  
Sylvia Rochester  
Takiyah Hamilton  
Theresa Tunstall  
Tina Mosley  
Valerie Grays  
Vashti Hayletts  
Will Hug  
Yesenia Jarrett

Other Non-College Attendees:  
Michelle McIntosh



## **BOARD OF TRUSTEES BALTIMORE CITY COMMUNITY COLLEGE**

Closed Session Summary | March 15, 2023 (Virtual Zoom Meeting)

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

**Board Members Absent:** Ms. Leonor Tannhauser Blum.

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

**Also in Attendance:** Ms. Maria E. Rodriguez, Esq., Ms. Kristin McFarlane, Esq. and Ms. Becky Burrell, Vice-President, Institutional Effectiveness and Research.

The open meeting was adjourned at 6:02 PM pursuant to a unanimous vote of Board Members. Chairman Schmoke then read a Closing Statement.

Chairman Schmoke brought the closed session meeting to order at 6:07 PM.

Upon a motion by Trustee Weiss, seconded by Trustee Goeken, the Trustees unanimously approved the consent agenda and attached closed session materials.

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

The closed session was adjourned at 6:36 PM upon unanimous consent, after a motion to adjourn made by Trustee Pfeifer and seconded by Trustee Goeken.

Respectfully submitted,

Debra L. McCurdy

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**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

Finance Committee Meeting Summary | 8:00AM April 13, 2023 (Virtual Zoom Meeting)

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**I. Call to Order (Vote)**

Chairman Schmoke called the meeting to order at 8:01am. President McCurdy introduced Mr. Aubrey Bascombe, the new Chief Finance and Administration Officer, to the Committee. Mr. Bascombe most recently served (from 2018) as the Director of Finance and Administration at the Maryland Higher Education Commission (MHEC).

**II. Procurement Policies and Procedures (Overview)**

There were no Policies and Procedures that required an overview.

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

- a. South Pavilion Caulking
  - i. Change Order No. 1 \$32,475
  - ii. Change Order No. 2 \$ 6,300
- b. Real Care Babies \$35,474
- c. Dental Laptops \$25,016
- d. WBJC Fencing \$30,420
- e. RN Essentials \$32,750

President McCurdy provided clarity on the Procurement Awards under the \$99,999 threshold that were submitted for information but such inform the Board about expenditures not requiring a vote. The majority of the items submitted were to support the academic programs.

**IV. Approval Requests (Vote)**

- a. Refugee Case Management / IRC \$459,187
- b. Fire Alarm System Upgrades
  - i. Modification No. 1 \$ 66,810

The Refugee Case Management contract was presented by VP Thomas and the service provides oversight for the Grant. This includes coordination with various Baltimore City Schools and offers resources, wraparound services, barrier removal and support for both students and their families.

The Fire Alarm System Upgrades (LSB) provides all labor, equipment, tools, materials, and supplies to upgrade the fire alarm system in the Life Sciences Building. The modification request is to replace the fire pump, elevator valves and monitoring and communication devices for the campus.

**V. Procurement Forecast**

- a. Items bidding in April

- i. Entrance Sign Replacement (est. \$150,000 – GO Bonds)
- ii. Nursing Cooling Tower (est. \$200,000 – Operating)
- iii. New Security Guard Booth (est. \$300,000 – GO Bonds)
- iv. Gymnasium Structural Repairs (est. \$350,000 – GO Bonds)

The Committee was given an overview of the items that would be bid in April and likely go to the Board of Trustees and the DPW in June. Chairman Schmoke asked about the replacement of the Security Guard Booth and its location. VP Thomas indicated it would be a total replacement of the booth along with the new entrance sign.

**VI. Financial Monthly Performance Report**

President McCurdy opened the item and indicated issues related to the old system and Banner. There are challenges with expenditures that may have been understated. VP Bascombe addressed the March, Monthly Financial Performance Report to reiterate that some expenditures appear to be understated and the Chart of Accounts may not have flowed over accurately. The Finance office will continue to review the financials to provide a full assessment as their work connects with the Ellucian consultants.

President McCurdy reiterated the need for continued work with Ellucian to bridge some of the challenges; and the next phase of the ERP which requires approval for a contract for managed services with additional costs. The current project has expenditures that will need to be reconciled.

**VII. Retroactive Approval**

- a. Landscaping Services \$19,087.50

The Landscaping Services was presented during the February Finance Committee, however the meeting for the BOT was cancelled due to the Inauguration for Governor Moore. Landscaping Services was placed on the DPW February agenda as the BOT and DPW generally meet on the same day. It was then missed during the BOT March meeting. The agenda item was to capture the retroactive approval.

**VIII. Motion for Adjournment (Vote)**

The Chairman asked for a motion to adjourn the Meeting which was provided by Trustee Weiss. The meeting adjourned at 8:40am.

**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

TAB 3 | Student Government Association Report

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## **Baltimore City Community College**

### **CABINET UPDATE**

**Board of Trustees, April 19, 2023**

*Student Affairs*

#### **STUDENT GOVERNMENT ASSOCIATION**

For March 2023, the SGA team continued to support and co-sponsor programs and activities with the Office of Student Life & Engagement, student clubs and other campus departments. A particular highlight this month was the opportunity to directly meet again with the Middle States Team members VP Becky Burrell and Eileen Hawkins. The College continues to include students at each step of the process, which was greatly appreciated. The SGA Team was busy finalizing the schedule of the upcoming SGA elections process and planning Panther Pride Week which takes place April 24 – 26, 2023.

**Study Abroad** - SGA is also very excited that members of the Anthropology and Sociology and History Clubs (Shanae Bond and Tykeria Hill) have been selected and are participating in the Maryland Community College Study Abroad Program to Wales, UK in May 2023. They are excited to be representing BCCC.

#### **SGA Activities and Events**

March 8, 2023 - Watershed Clean up – Members of the BCCC History and Anthropology and Sociology Clubs continued their community service by helping the Perring Loch Covenant with a cleanup of the watershed area. The community was very grateful for their assistance.

March 8, 2023 - International Women's Day – The Student Government Association and the office of Student Life & Engagement held an event in recognition of International Women's Day. Students, faculty, and staff were able to learn the History of IWD and some facts about the women international students at BCCC. The campaign theme for IWD was “Embrace Equity”. Participants were asked to take an “Embrace Equity” picture for social media to show support. The event was scheduled to take place in the Atrium from 1 – 2pm but it continued until after 4pm.

March 15, 2023 - Meet and Greet – The Student Government Association and office of Student Life & Engagement sponsored a “Meet and Greet” event for the BCCC campus community. The event allowed participants to learn more about the four Black Greek Sororities of the Divine Nine as they may be able to join one of these organizations when then transfer or graduate from BCCC. BCCC faculty and staff that are members represented their organizations. They were as follows: Alpha Kappa Alpha Sorority, Inc. (Deborah Moore), Inc., Delta Sigma Theta Sorority, Inc. (Dr. Sherri Anna Brown and Valerie Grays), and Zeta Phi Beta Sorority, Inc. (Dr. Latonia Moss), The members of Rho Omega Chapter of Sigma Gamma Rho Sorority, Inc. from Johns Hopkins participated as well so that all four organizations were represented. The event was held from 12 – 1pm in the Atrium.

March 21, 2023 – From Girls to Women - Conversations of Growth – The Student Government Association and the Office of Student Life and Engagement sponsored a special event of conversation. The guest speaker with Dawn R. Butler, MBA, CISSP who spoke about her journey as a woman in a male dominated professional field. The facilitator was BCCC professor, Dr. Latonia Moss. Students were able to ask questions and explore their own professional goals. The event was held in the Auditorium from 9 – 10am.



March 22, 2023 - Women on the Move Luncheon – The Student Government Association, Anthropology and Sociology Club, and History Club, and the Office of Student Life & Engagement, 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 that spoke about their journeys of success. The panelists were as follows: distinguished alumni Senator Joan Carter Conway, Cindy Tawiah, business owner of Diva by Cindy Hair Products, and alumni and veteran, Dena Allen Few of the University of Baltimore’s Bob Parsons Veterans Center. The panelist discussion was facilitated by SGA president, Darienne Stansbury. Guests were also introduced to the two female BCCC Study Abroad students, Shanae Bond and Tykeria Hill. The event was held in the Mini Conference Room from 12 - 2 pm.

March 31, 2023 - Keeping It Real Lecture Series –The History Club, Anthropology and Sociology Club, the Office of Student Life & Engagement, and Education Department, Social and Behavior Sciences 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. The program was held via zoom from 6:00 - 8:00 pm.

**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

TAB 4 | AFSCME Local #1870 at BCCC Report

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- None

**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

TAB 5 | Faculty Senate Report

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- None

**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

TAB 6 | Items Removed from the Agenda

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

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**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

**TAB 7 | New Business**

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- a. Finance/Audit Committee Meeting April 13, 2023
  - i. Procurement Policies & Procedures **(Overview)**
  - ii. Procurement Awards over \$25,000 to \$99,999 **(Information)**
    - a. South Pavilion Caulking
      - i. Change Order No. 1 \$32,475
      - ii. Change Order No. 2 \$ 6,300
    - b. Real Care Babies \$35,474
    - c. Dental Laptops \$25,016
    - d. WBJC Fencing \$30,420
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  - iii. Approval Requests **(Vote)**
    - a. Refugee Case Management/IRC \$459,187
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      - iv. Gymnasium Structural Repairs (est. \$350,000-Go Bonds)
  - v. Landscaping Services \$19,087.50



**PROCUREMENT AWARDS**  
**Contracts, Modifications, and Renewals Options**  
**\$25,000 to \$99,999**

<b>Contract No. / Contract Title</b>	R95P3600081 South Pavilion Caulking		
<b>Description/Remarks:</b> The contract was hired to replace the caulking surrounding the exterior windows on all four sides of the South Pavilion building. Two change orders were requested to due to unanticipated work that was discovered for the following reasons:			
Change order #1: Contractor found that an additional 250 linear feet of repairs were needed to prevent further water infiltration. This was discovered through the course of the window caulking.			
Change order #2: Contractor was requested to provide additional preventive measures to support the buildings EIFS Stucco to prevent further water damage to the South Pavilion Building.			
Initial purchase order: \$34,818.00		Date(s): 01/11/2023	
Change order #1: \$32,475.00		02/24/2023	
Change order #2: \$6,300.00		03/08/2023	
Total: \$73,593.00			
<b>Procurement Method:</b>	Change Order/Modification	<b>Category:</b>	Maintenance
<b>Awarded Contractor:</b>	Eco Engineering		
<b>Award Amount:</b>	\$73,593.00	<b>Contract Term:</b>	11/09/23-06/30/24
<b>No. of Bids:</b>	-	<b>Tax Clearance:</b>	23-0756-1101
<b>College Department:</b>	Facilities	<b>Fund Source</b>	07706

<b>Contract No. / Contract Title</b>	R95P3600256 Real Care Babies		
<b>Description/Remarks:</b> Real Care babies are advanced care mannequins for the early childhood education program using Perkins Grant funding.			
<b>Procurement Method:</b>	Excluded- Curricular Materials	<b>Category:</b>	Commodity
<b>Awarded Contractor:</b>	Reality Works		
<b>Award Amount:</b>	\$35,473.94	<b>Contract Term:</b>	05/30/2023
<b>No. of Bids:</b>	-	<b>Tax Clearance:</b>	-
<b>College Department:</b>	Early Childhood Education	<b>Fund Source</b>	E91865 / Perkins Grant



**PROCUREMENT AWARDS**  
**Contracts, Modifications, and Renewals Options**  
**\$25,000 to \$99,999**

<b>Contract No. / Contract Title</b>	R95P3600215 Dental Laptops		
<b>Description/Remarks:</b>	These are laptops being purchased for the Dental School for the new imaging system that was recently purchased and installed at the College.		
<b>Procurement Method:</b>	ICPA – DOIT Master Contract	<b>Category:</b>	Commodity
<b>Awarded Contractor:</b>	Dell Technologies		
<b>Award Amount:</b>	\$25,015.83	<b>Contract Term:</b>	03/10/2023
<b>No. of Bids:</b>	-	<b>Tax Clearance:</b>	-
<b>College Department:</b>	Dental / Academic Affairs	<b>Fund Source</b>	06618

<b>Contract No. / Contract Title</b>	R95P3600217 WBJC Fencing		
<b>Description/Remarks:</b>	Replacing the fencing that secures the tower site compound for the WBJC radio Station.		
<b>Procurement Method:</b>	ICPA – Baltimore Metropolitan Council	<b>Category:</b>	Services
<b>Awarded Contractor:</b>	Hercules Fence		
<b>Award Amount:</b>	\$30,419.86	<b>Contract Term:</b>	03/08/2023
<b>No. of Bids:</b>	-	<b>Tax Clearance:</b>	23-0920-1110
<b>College Department:</b>	WBJC Radio	<b>Fund Source</b>	03399

<b>Contract No. / Contract Title</b>	R95P3600216 RN Essentials		
<b>Description/Remarks:</b>	Nursing Essentials Packaging for student programing to meet accreditation requirements.		
<b>Procurement Method:</b>	Excluded- Curricular Materials	<b>Category:</b>	Services
<b>Awarded Contractor:</b>	Assessment Technologies Institute		
<b>Award Amount:</b>	\$32,749.25	<b>Contract Term:</b>	03/09/2023
<b>No. of Bids:</b>	-	<b>Tax Clearance:</b>	23-1451-1010
<b>College Department:</b>	Nursing	<b>Fund Source</b>	E4095

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

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**Contract ID:** BCCC-FY23-MORA-001  
Refugee Case Management

**Contract Description:** This contract provides a service to oversee the Refugee School Impact Grant Program. The services include case management services and coordination with various Baltimore City schools, and is uniquely equipped to offer resources, wraparound services, barrier removal, and support for both students and their families.

**Award:** International Rescue Committee  
New York, New York

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

**New Contract Amount:** **\$459,187.00**

**Procurement Method:** Sole Source

**Requesting Remarks:** Requesting approval of new contract to the International Rescue Committee (IRC) under the Maryland Department of Human Services’ Office for Refugees and Asylees (MORA) awarded Baltimore City Community College the Refugee School Impact Grant (RSIG) to help support the College’s Refugee Youth Project (RFY) after-school tutoring program. Moreover, under the grant agreement with MDH, the College can award to/partner with only the companies that are specifically listed in the grant’s appendix, since all consultants and their work plans had to be pre-approved to receive grant funding. The IRC, the refugee resettlement agency for Baltimore, is a pre-approved vendor.

Retroactive approval is being requested in the amount of \$267,859.08 from October 1, 2022, to April 30, 2023, and the proactive request is \$191,327.92.

**Fund Source:** MORA grant

**MD Tax Clearance:** 23-0377-0110

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**BOARD OF TRUSTEES ACTION**

**THIS ITEM WAS:**

**APPROVED**

**DISAPPROVED**

**DEFERRED**

**WITHDRAWN**

**WITH DISCUSSION**

**WITHOUT DISCUSSION**



**BALTIMORE CITY COMMUNITY COLLEGE  
BOARD OF TRUSTEE  
ACTION ITEM  
APRIL 19, 2023**

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**Contract ID:** BPM026559  
LSB Fire Alarm Systems Upgrades

**Contract Description:** This contract provides all labor, equipment, tools, materials, supplies, etc. to upgrade the fire alarm system in the Life Sciences Building.

**Award:** Hopeday LLC  
Washington, DC

**Contract Term:** 120 Calendar Days from Notice to Proceed

**Original Contract Amount:** \$360,050

**Modification Request:** \$66,810

**New Contract Total:** \$426,860

**Procurement Method:** Modification

**Small Business**

**Reserve (SBR) Designated:** Yes

**Minority Business**

**Enterprise (MBE) Goal:** 5%

**Requesting Remarks.** The modification request is to replace the fire pump, elevator valves, and a monitoring and communication devices for the campus. The solicitation was originally advertised on eMaryland Marketplace on February 25, 2022. A total of two bids were received on March 4, 2022.

**Fund Source:** 07706

**MD Tax Clearance:** --

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<b>BOARD OF TRUSTEES ACTION</b>	<b>THIS ITEM WAS:</b>		
<b>APPROVED</b>	<b>DISAPPROVED</b>	<b>DEFERRED</b>	<b>WITHDRAWN</b>
	<b>WITH DISCUSSION</b>	<b>WITHOUT DISCUSSION</b>	

**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

TAB 8 | College Policies

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- No Policies

**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

TAB 9 | Presentations

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- Monthly Financial Performance Report
- Enrollment Update
- ERP Update



**Monthly Financial Performance Report**  
**Appropriation Year 2023**  
**as of March 2023**

**Total Revenue by Appropriated Fund**

Revenue Fund	Budget FY23	Monthly Budget FY23	FY23	FY22	Net Change	Percentage Change
General (Unrestricted)	62,965,791.00	47,224,343.25	45,140,389.00	51,702,572.93	-6,562,183.93	-12.69%
Restricted	33,271,901.00	24,953,925.75	17,179,160.00	12,732,525.13	4,446,634.87	34.92%
<b>Total Revenue FY23</b>	<b>96,237,692.00</b>	<b>72,178,269.00</b>	<b>62,319,549.00</b>	<b>64,435,098.06</b>	<b>-2,115,549.06</b>	<b>-3.28%</b>

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

Expense Fund	Budget FY23	Monthly Budget FY23	FY23	FY22	Net Change	Percentage Change
General (Unrestricted)	62,965,791.00	47,224,343.25	35,005,607.73	35,277,810.57	-272,202.84	-0.77%
Restricted	33,271,900.64	24,953,925.48	6,250,899.94	10,243,438.61	-3,992,538.67	-38.98%
<b>Total Expenses</b>	<b>96,237,691.64</b>	<b>72,178,268.73</b>	<b>41,256,507.67</b>	<b>45,521,249.18</b>	<b>-4,264,741.51</b>	<b>-9.37%</b>

	Budget FY23	Monthly Budget FY23	FY23	FY22	Change	Percentage Change
<b>Net Surplus</b>	<b>0.36</b>	<b>0.27</b>	<b>21,063,041.33</b>	<b>18,913,848.88</b>	<b>2,149,192.45</b>	<b>11.36%</b>

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

Revenue Sources	Budget FY23	Monthly Budget FY23	FY23	FY22	Net Change	Percentage Change
<b>Unrestricted Revenues</b>	62,965,791.00	47,224,343.25	45,140,389.00	51,702,572.93	-6,562,183.93	-12.69%
Board of Estimates - Unrestricted	600,000.00	450,000.00	0.00	0.00	0.00	0.00%
Bookstore Revenue	935,232.00	701,424.00	900,819.32	749,082.45	158,736.93	21.19%
Consolidated Fees	950,935.50	713,201.63	829,805.00	992,543.00	-163,478.00	-16.47%
Credit Tuition	11,272,777.93	8,450,760.20	8,443,085.13	7,048,308.70	-605,223.57	-8.59%
COVID Relief Funds	0.00	0.00	0.00	0.00	0.00	0.00%
Facilities Capital Fees	109,971.00	82,478.25	86,541.00	107,494.00	-20,953.00	-19.49%
Indirect Cost - Other	0.00	0.00	15,449.00	31,226.38	-15,777.38	-50.53%
Investment Income	364,047.00	273,035.25	915,994.67	99,872.24	816,122.43	817.17%
Non-Credit Fee Revenue	17,357.00	283,017.75	246,840.00	304,350.00	-57,510.00	-18.90%
Non-Credit Tuition	582,994.00	399,745.50	302,530.00	347,760.00	-45,230.00	-13.01%
Other Fee Revenue	177,861.00	133,395.75	1,354.70	1,952.75	-598.05	-30.63%
Other Revenue	117,800.00	88,350.00	-1,572.71	623,390.51	-624,963.22	-100.25%
Parking and Transportation	34,719.00	26,039.25	7,887.00	1,028.44	6,858.56	666.89%
Real Estate Lease Income	2,331,299.00	1,748,474.25	1,756,301.03	416,343.41	1,339,957.62	321.84%
Registration Fees	299,995.00	224,996.25	217,922.00	260,520.00	-42,598.00	-16.35%
RYP - Artworks	0.00	0.00	0.00	31,360.00	-31,360.00	-100.00%
State Appropriation	43,735,135.00	32,801,351.25	32,801,351.25	39,880,068.00	-7,078,716.75	-17.75%
Technology Fees	739,713.00	554,784.75	552,839.00	661,534.00	-108,695.00	-16.43%
Tower Rental Income	131,092.00	98,319.00	39,773.46	120,777.27	-81,003.81	-67.07%
Transcripts	39,084.00	29,313.00	16,775.00	24,720.00	-7,945.00	-32.14%
Vending Machine Commission	4,976.32	3,732.24	434.57	241.78	192.79	79.74%
WBJC Asset Agreement	210,833.00	158,124.75	0.00	0.00	0.00	0.00%
<b>Restricted Revenues</b>	33,271,901.00	17,173,999.17	17,179,160.00	12,732,525.13	4,446,634.87	34.92%
Capital Projects			2,610,261.38	1,000,000.00	1,610,261.38	161.03%
COVID Relief	13,917,895.00	3,121,860.77	3,121,860.77	1,736,441.02	1,385,419.75	79.79%
Federal Grants	13,088,389.64	7,805,717.92	7,805,717.92	6,410,643.07	1,395,074.85	21.76%
Other Restricted Revenue	0.00	0.00	500.00	-30,689.08	31,189.08	-101.63%
Private Gifts, Grants & Contracts	85,792.00	0.00	4,661.00	62,709.55	-58,048.55	-92.57%
State and Local Grants	4,513,262.17	2,108,999.68	2,679,295.46	2,164,472.39	514,823.07	23.79%
WBJC	1,666,562.00	956,863.64	956,863.64	1,388,948.18	-432,084.54	-31.11%
<b>Total Revenue FY23</b>	<b>96,237,692.00</b>	<b>64,398,342.42</b>	<b>62,319,549.00</b>	<b>64,435,098.06</b>	<b>-2,115,549.06</b>	<b>-3.28%</b>

**Expenditure by Category**

Description	Object	FY23 Expenses	FY22 Expenses	Net Change	Percentage Change
Labor: PIN Salaries	1.00	23,083,730.13	23,932,220.24	-848,490.11	-0.04
Labor: Contractual Employees	2.00	4,092,857.34	3,813,172.92	279,684.42	0.07
Communications	3.00	208,153.26	65,578.57	142,574.69	0.17
Travel	4.00	154,953.91	129,567.77	25,386.14	0.20
Utilities	6.00	1,463,340.94	1,233,546.70	229,794.24	0.19
Motor Vehicle	7.00	57,225.46	1,760.34	55,465.12	31.51
Contractual Services	8.00	2,513,855.42	4,556,312.47	-2,042,457.05	-0.45
Supplies	9.00	1,817,470.97	1,504,513.56	312,957.41	0.21
Replacement Equipment	10.00	69,928.16	19,778.94	50,149.22	0.54
New Equipment	11.00	67,343.90	191,835.02	-124,491.12	-0.65
Scholarships and Fellowships	12.00	4,291,328.67	7,309,783.04	-3,018,454.37	-0.41
Fixed Expenses	13.00	2,790,421.53	2,528,542.21	261,879.32	0.10
Deferred Maintenance	14.00	645,897.98	234,637.40	411,260.58	1.75
Clearing	96.00	0.00	0.00	0.00	0.00
<b>Total Expenses FY23</b>		<b>41,256,507.67</b>	<b>45,521,249.18</b>	<b>-4,264,741.51</b>	<b>-0.09</b>

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

Division	Budget FY23	FY23 Expenses	FY22 Expenses	Net Change	Percentage Change
Academic Affairs	23,092,339.00	22,859,735.00	13,823,570.99	-550,711.56	-0.04
Administration & Finance	16,776,159.00	9,500,371.66	9,013,311.93	505,039.73	0.06
Advancement & Strategic Partners	1,817,088.00	568,993.53	657,186.71	-88,193.18	-0.13
College Wide	6,759,850.00	3,345,671.32	4,928,342.75	-1,582,671.43	-0.32
Information Technology	5,866,182.00	2,886,954.28	2,080,069.44	806,884.84	0.39
Institutional Research & Strategic Priorities	1,057,830.00	487,122.53	529,414.02	-42,291.49	-0.08
President's Office (Executive)	1,677,480.00	984,615.82	932,937.23	51,678.59	0.06
Student Affairs	13,146,823.00	5,748,644.89	9,429,726.66	-3,681,081.77	-0.39
WBJC	17,14,959.00	792,355.19	807,806.55	-15,451.36	-0.02
WDCED	12,398,878.00	3,650,939.02	3,318,882.90	332,056.12	0.10
<b>Total Expenses FY23</b>	<b>96,237,692.00</b>	<b>41,256,507.67</b>	<b>45,521,249.18</b>	<b>-4,264,741.51</b>	<b>-0.09</b>

# **Board of Trustees Meeting**

Wednesday, April 19, 2023

## **Enrollment Report**

Dr. Jade Borne, Vice President for Student Affairs

# Realignment Task 5

## Strategic Enrollment & Recruitment Planning - MSP

### *Mayor's Scholars Program (MSP) Summer 2023 Bridge Recruitment Efforts*

- 1. MSP High School Counselor Professional Development Event**
- 2. MSP Summer Bridge Invitations** - All graduating BCCC Dual Enrollment students and parents.
- 3. BCPS Graduating Seniors List** - BCCC will request a Spring 2023 Graduating Seniors Report from Baltimore Public Schools, and private high schools in Baltimore
- 4. Spring 23 Recruiter HS Visits** - Increase recruiter presence 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.

# Realignment Task 5

## Strategic Enrollment & Recruitment Planning - MSP

### ***Mayor's Scholars Program (MSP) Summer 2023 Bridge Recruitment Efforts***

**5. Continuous Communication** - BCCC's Admission and Recruitment Team will develop a continuous 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.

**6. Student/Parents MSP Information Sessions** - BCCC is currently developing several on-campus MSP Information Sessions that will occur throughout the Spring 2023 Semester in both English and Spanish.

**7. College Board Contacts** - BCCC will utilize 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.



# Realignment Task 5

## Strategic Enrollment & Recruitment Planning - MSP

### 2023 - 2024 MSP Recruitment Targets

**Target 1:** For 2023-2024 - Increase participation in MSP by at least 16% to match participation rates for Fall 21.

**Target 2:** For 2023-2024 - For each high school, increase participation in MSP by at least 10% over highest year.

High School	Year	N	2023-2024 Target
Academy For College & Career	2018	15	17
Augusta Fells	2019	10	11
Baltimore City High	2019	12	13
Baltimore Design	2018	13	14
Baltimore Leadership School for Young Women	2020	16	18
Baltimore Polytechnic	2020	19	21
Benjamin Franklin Masonville	2020	13	14
Carver Vocational	2019	21	23
City Neighbors High School	2019	25	28
Coppin Academy	2021	13	14
Digital Harbor	2021	32	35
Edmondson Westside	2018	23	25
Forest Park	2018	25	28
Fredrick Douglas	2019	13	14
Green Street	2021	15	17
Mergenthaler	2018	29	32
National Academy	2018	13	14
New Era	2020	10	11
Patterson Park	2019	36	40
Paul Dunbar	2019	19	21
Reach	2019	13	14
Renaissance	2019	11	12
Western	2021	35	39

# Realignment Task 5

## Strategic Enrollment & Recruitment Planning - MSP

### MSP Information Sessions – 205 Attendees in March

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	10 student, 5 Parents
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, 2 Parents
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 Parents
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 - Bluford Drew Jemison, CASA, Christo Del Ray Jesuit High School, Digital Harbor, Green Street, Mount Clare.

# Realignment Task 5

## Strategic Enrollment & Recruitment Planning - MSP

### MSP Information Sessions – College Board 7,555 Direct Email Messaging

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

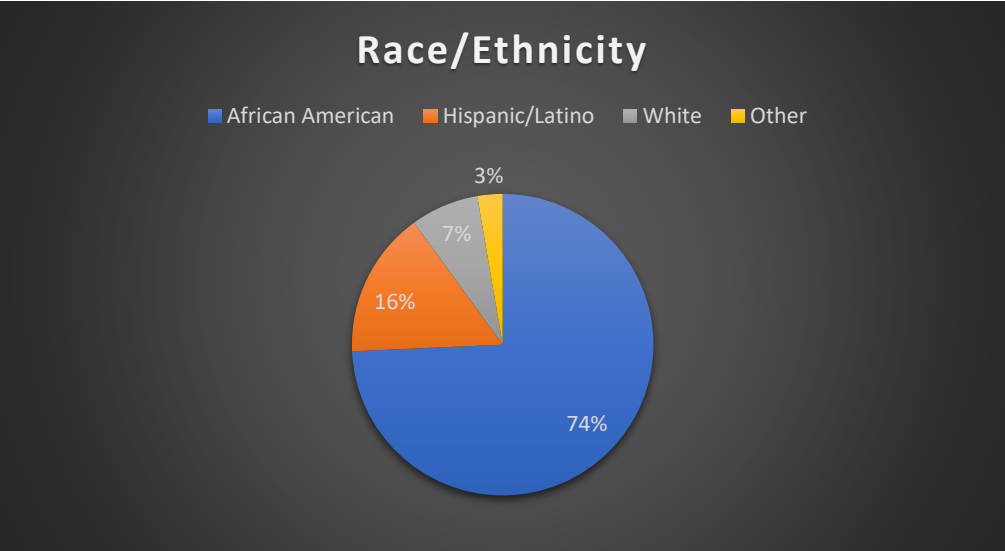
# Realignment Task 5

## Strategic Enrollment & Recruitment Planning – LatinX / Hispanic

### ***Targeting Future Hispanic Students Baltimore Public Schools***

2021-22 Student Demographics

Sixteen percent (16%) of students in BCPS are identified as Hispanic/Latinx.



# Realignment Task 5

## Strategic Enrollment & Recruitment Planning – LatinX / Hispanic

### Updates

- **Information Session** – 3/28/23 BCCC MSP and Dual Enrollment Information Session to Adelante Latina Students at Notre Dame of Maryland University
- **MSP & Dual Enrollment Cohort (5-Weeks Summer II)** - Adelante Latina, Psychology 101 (3 credits) Virtual, Summer II – June 28 - August 13, 2023, MWF 6PM-8:30PM
- **English Second Language (ESL/ELI)** – Student, Academic Affairs, and Workforce collaboration to have BCCC’s ESL Program approved for International Student Recruitment
- Other

# Enterprise Resource Planning (ERP) Project Update



Michael Rading, CIO

Date: April 19, 2023

# Project Status

The College is currently at a Yellow status from the State's Department of Information Technology (DoIT). Key changes that need to be made to current 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. Remove the produce Elevate from the contract - BCCC is using core Banner functionality to meet WDCE needs.
3. Replace Reporting module Analytics with platform that replaces it Insights – Ellucian is sunsetting the Analytics product.

An ERP contract amendment will require the approval of the Board of Trustees and the Department of Public Works. DoIT is aware of the need to modify the contract and has changed the project status to reflect the need for the change. The total funding amount for the ERP approved by the State is sufficient to meet key contract changes.

A formal proposal that reflects all proposed ERP contract will be presented to the Board of Trustees.

# Recently Completed Work

- **BCCC Staff Attended Conference** - 11 key staff representing Student Affairs, WDCE, Finance, HR, Student Accounting and IT attended the Ellucian Live Conference in New Orleans from 3/26 - 3/29. As a follow-up to the conference:
  - Representatives shared resources with others in their areas
  - Continued engagement of BCCC with peers at other community colleges across the country using Banner
- **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.
  - 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.
  - Work is currently underway to scribe or build-out degree requirements in the system



# Recently Completed Work

- **Billing for WDCE** – 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.
  - A Training Schedule will be finalized by Ellucian in preparation for go-Live
  
- **Communication Manager** – This is a tool that enables sending out automated communications from Banner to students, faculty and staff.
  - The tool is now being configured and tested.
  - The first set of communication is being worked on to go-Live by the end of April 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

# ERP Challenges – Data Cleanup

- Data migration from the legacy ERP took place over the last year and was validated by functional offices
- It is normal and expected for an ERP migration project of this magnitude to have data errors and inconsistencies that need to be addressed in production
  - Data is decades old
  - Legacy system did not have strict validation rules in place for many fields
  - Data fields don't match 1:1 from legacy ERP to Banner
  - Banner SaaS (software-as-a-service) does not offer customization

## What is Being Done

- Internal sessions with functional areas to identify sample cases where data discrepancies exist and to prioritize areas data clean-up efforts
- Staff augmentation to support data entry and data clean-up efforts

# ERP Challenges - Reporting

- There is a catalog of compliance and operational reports that have been identified by functional offices that require data out of Banner
- Resource constraints & learning curves
  - New data structures
  - New reporting tool
  - Many reports need to be written from baseline

## What is Being Done

- Short Term - Continue building out reports to meet institutional needs e.g.
  - Student Data – build-out of queries or data blocks in new ERP to support internal and state reporting needs
  - HR/Payroll - Creation of new employee/supervisor reports to support payroll operations
- Long Term – Implement the Insights reporting platform in 2023 that is part of the ERP implementation

# ERP Challenges – Cyclical Operations

- Due to the cyclical nature of college operations, there are many processes that are only run annually, so implementing the new system means that offices will be running new processes for the next couple of years.
- Ellucian project team has built the foundation but will not be available beyond the initial implementation scope

## What is Being Done

- Ellucian Support through Action Line Tickets
- Professional Services Support via Ellucian consultants
- Plan to introduce managed services consulting support to further develop internal capacity over the next 1 – 2 years

# Next Steps

1. Amend Current ERP Contract
  - Increasing the spending limit on the ERP contract
  - Remove the product Elevate from the contract
  - Replace Reporting module Analytics with platform that replaces it
  
2. Explore Managed Services (this is a must)
  - consulting provides ongoing operational support for the year or two post go-live after the project team is complete.

# Questions

**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

TAB 10 | President's Report

- A. Operational Update
  - B. Realignment Tasks Update
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# Baltimore City Community College

## PRESIDENT'S UPDATE

### Board of Trustees, April 19, 2023

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

### Academic Affairs

#### Middle State Commission on Higher Education (MSCHE)

The Standard I-VII Working Groups have continued their weekly meetings, gathering evidence, conducting interviews with subject matter experts, and collating draft responses into the Criteria and Research Questions templates.

The Verification of Compliance Working Group has also begun reviewing the federal regulations against the Standards of Accreditation and the Requirements of Affiliation. The Communication & Events Committee has identified opportunities to share information about the Self-Study process with faculty, staff, students, and the community.

Steering Committee members meet each Friday to plan for the upcoming weeks, share group progress, and address challenges to enhance the Self-Study process. The Working Group Co-Chairs and the Communication & Events Committee provide monthly updates to BCCC's faculty and staff on the last Friday of each month.

### Library

The annual IPEDS report was completed and submitted on April 5th, 2023.

#### March Monthly Statistics:

Who do we serve?	Mar. 2023	Mar. 2022	Year to date	Year to date
			FY 2023	FY 2022
Circulation of Print / Media		13	174	19
Use of Reserve Materials		21	290	29
<b>Database Sessions</b>				
Database Searches	4,949	4,336	29,172	38,195
Articles Retrieved	3,451	2,716	19,157	23,366
Ebook downloads	89	82	813	813
Use of Group Study Rooms		2	1,145	20
Computer Usage	0	0	0	0
Laptop Usage		3	64	10
Printed Pages	4,848	1,198	35,310	2,696
Gate Count	6,969	2,862	59,412	5,053
Registration of new Patrons	12	13	122	25

Registration/Update of Community patrons	0	0	24	0
<b>Information Services</b>				
Information Literacy Sessions	9	9	59	64
Information Literacy Attendance	90	106	645	697
Technology Training Sessions	8	9	34	35
Technology Training Attendance	4	6	12	20
Training Center Use by Other College Departments	0	0	3	0
Book Purchases - Print	5	0		22
Book Purchases - eBooks	0	0		6
Rapid Response-Students	1	0	5	0
Rapid Response-Faculty and Staff	0	0	5	0
ILL Requests/ Document Delivery	1	0	2	0

<b>LibAnswers &amp; Social Media</b>				
LibAnswers	6	11	527	556
Facebook Followers	502	510	502	510
Facebook Engagement	0	1	73	129
Instagram Followers	67	72	67	72
Instagram Engagement	0	0	0	0

LibGuides saw increased usage in February by 957 views. In March, there was a total of 2129 views by BCCC students. The most popular guides were APA Papers 7<sup>th</sup> Edition (581 views), MLA 9<sup>th</sup> Edition (430 views), Online Databases (326 views), and Library Handouts (167 views).

New Technology: Two new flatbed scanners were purchased for student use.

## Bard Library Schedule Mar 20 – Mar 26

	Monday Mar 20	Tuesday Mar 21	Wednesday Mar 22	Thursday Mar 23	Friday Mar 24
		Constance - off	Glenn - in at 11:00	CODA visit Wendy - off at 1:00	CODA visit
8:00 - 10:30	8:00 -11:00 – Jim (circ) 8:00 – 11:00 Constance 10:00 Word for APA Papers – Glenn	8:00 -11:00 – Jim (circ)	8:00 -10:00 – Constance (circ) 10:00 – 11:00 – Jim (circ) 10:00 Middle State Mtg. – Constance	8:00 -12:00 – Wendy (circ) 8:00 – 11:00 Jim 10:00 Word for MLA Papers - Glenn	8:00 -10:00 – Jim (circ)  8:30 Mtg. w Dr. Mahmood
10:30 -12:30	11:00 – 2:00 Wendy (circ) 11:00 – 2:00 Glenn	11:00 – 1:00 Wendy (circ) 11:00 – 2:00 Glenn	11:00 – 2:00 Wendy (circ) 11:45 PRE100 (Main 158) - Glenn	12:00 – 2:00 Constance (circ) 11:00 – 2:00 Glenn 11:00 ENG102 - Constance	10:00 – 1:00 Constance (circ) 10:00 – 1:00 Jim/Glenn CODA
12:30 -2:30	2:00 – 5:00 Constance (circ) 2:00 – 3:30 PLA 268 - Jim	1:00 – 3:00 Jim (circ)	2:00 – 5:00 Constance (circ) 1:00 -3:00 Glenn	2:00 -5:00 Jim (circ)	1:00 – 5:00 Wendy (circ)
2:30 - 4:30		3:00 – 7:00 Wendy (circ) 3:00 CODA Mtg. Glenn/Jim			
4:30 - 7:30	5:00 -7:00 Wendy (circ) 5:00 – 6:00 Glenn 6:00 PRE100 (Main 158) Glenn	5:00 – 7:00 Glenn	5:00 -7:00 Wendy (circ) 5:00 – 7:00 Jim	5:00 -7:00 Constance (circ) 5:00 – 7:00 Glenn	Sat: 9:00 -1:00 Jim (circ) Glenn Sun: closed

\*(circ) – Circulation Desk and (ref) – Reference Desk

### Faculty Development Opportunities

The E-Learning Department will present the following training sessions

Date/Time	Topic	Description
3/10 @ 11 AM	Canvas Intermediate User Training	This intermediate-level training is for users familiar with the basics of using Canvas. The training will cover a more in-depth look at using quizzes, Speedgrader, and setting up the grade book for a course.
3/17 @ 3 PM	The Nine Events of Building an Engaging Online Curriculum	Developing an effective and engaging online course requires the consideration of nine events of instruction that are an essential foundation for student success. This first session of a two-part series will cover the nine events of instruction, some examples of how to incorporate them into your design, and how they align with the Quality Matters Rubric.
3/24 @ 2:30 PM	Rubrics, Outcomes & Assessment	This dynamic training will walk you through creating outcomes and rubrics, attaching outcomes, and capturing data for

		assessment. Join the E-Learning Team as we are joined by the Director of Assessment, Dr. Nicole Deutsch, who will put these efforts into perspective for how this will help move the College forward.
3/31 @ 3 PM	Advanced Canvas User Training	This advanced user training is for Canvas users looking to take their courses to the next level using the Rich Content Editor (RCE) provided as a Canvas subscription. Using the RCE allows for embedding media, using color, and creating course content that draws students' attention.
4/14 @ 3 PM	Intermediate Canvas User Training (repeat)	This intermediate-level training is for users familiar with the basics of using Canvas. The training will cover a more in-depth look at using quizzes, Speedgrader, and setting up the grade book for a course.
4/21 @ 11:30 AM	Advanced Canvas User Training	This advanced user training is for Canvas users looking to take their courses to the next level using the Rich Content Editor (RCE) provided as a Canvas subscription. Using the RCE allows for embedding media, using color, and creating course content that draws students' attention.
4/28 @ 10 AM	ILP Grading	ILP Grading is an easy-to-use tool, but sometimes there are errors, or this might be your first time using it to post your grades. Let E-Learning help you troubleshoot so that you can submit your grades. The session will include a five-minute refresher on how to submit the final stages using the ILP tool. Then E-Learning will be available for the remainder of the time to help you troubleshoot error messages.

In April, E-Learning will attend a one-day Quality Matters training focused on quality in online course development.

### **Other Academic Affairs Updates**

**VISTA Project:** The quarter three report is in the final stages of preparation to be submitted to Transform Mid-Atlantic (TMA) detailing project progress. 2023-24 will be the last year of grant participation.

**Dental Hygiene (DH):** The department had a visit from the Commission on Dental Accreditation (CODA) on March 23-24, 2023. The visitors reviewed the academic and administrative aspects of the program and provided the DH Team with suggestions and recommendations. Dean Courtney Ross, Associate Dean Ghazanfar Mahmood, and Program Coordinator Edna Street Jones have started working on the required changes.

**Student Spotlight**

2023 American Chemistry Society, Maryland – BCCC Chemistry Student Award for Excellence.



*Pictured above: Ms. Rafiat Alabi awarded BCCC's Chemistry Student Award for Excellence.*

Ms. Rafiat Alabi is a BCCC student registered in the organic chemistry I course. She completed General Chemistry I and II in the spring and fall of 2022, respectively, while finishing at the top of her class. She maintained a high GPA and received the Distinguished Scholar Award from the College for her brilliant academic performance. Rafiat plans to transfer her chemistry and other courses at BCCC to a four-year higher institution (Morgan State University or Towson University), where she plans to obtain a science degree and eventually attend medical school.



*Pictured above, from left to right: CADD graduating student (Ms. Lyndsey Bever) & CADD program coordinator (Dr. Yohannes Weldegiorgis) presenting at the CADD Career Expo. See Realignment Task 1 for additional information.*

## **Baltimore City Community College**

### **PRESIDENT'S UPDATE**

#### **Board of Trustees, April 19, 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**

- We registered 94 ABE Students for end of March classes and 108 ABE students for start of April classes
- We 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).
- So far in FY '23, 107 GED tests have been taken (GED and/or GED Ready tests)
- In February, 25 GED tests were taken (GED and/or GED Ready tests)
- 45 actual GED exams were taken; 20 passed the exams
  - 62 GED Ready tests were taken; 20 vouchers were provided by BCCC
  - 32 received a “Likely to Pass” on the GED Ready tests; 15 students missed getting a “Likely to Pass” by 1-4 points
- 18 students have earned their high school diploma since July.
- 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 are scheduled to run in April, beginning on the 17<sup>th</sup>.
- Staff continues testing and registering students for upcoming April classes.
- IELCE/CNA training; eight (8) students are currently registered for the Integrated English and Civics Education/Certified Nursing Assistant program.
- The 32BJ Thomas Shortman Training Fund Spring session began on February 11 at Harbor Campus

#### **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.
- ELS Director and Program Coordinator met with Enoch Pratt Library to discuss ESL classes being offered at strategic branches across southeast and southwest Baltimore.

- In the process of having the MOUs to re-establish ABE/GED classes reviewed by the legal department at the following organizations and agencies: Early Start to have ABE/GED classes at the Judy Centers and HABC -- Our House.
- C-ESL is working 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 9<sup>th</sup>.

### **English Language Institute (ELI)**

- Students took their mid-term exams.
- ELI staff are working with Mayor's Scholar Program Director Duane Norwood on orientation sessions for potential applicants.
- 8 Spring 2023 ELI classes currently running (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.
- Participated in 2/24 meeting of ELS Director and AVP King-Sheridan about authorizing letter for ESL Pathways proposal for SEVP.

### **Citizenship and Services to Older Refugees (SOR)**

- Post-tested over 71% of post-test eligible Fall 2022 Citizenship students (20/28)
- 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 Q6 (Winter 2022/23) 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
- Enrolled 16 new SOR clients (each has a folder with documents, including Intake & ISP)
- Completed and posted a total of 9 SOR needs assessments.
- After determining SOR clients' interest, completed applications for BCHD food box delivery through March (# of applications still TBD)

### **Refugee Youth Project (RYP)**

- 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.
- In March, met with Dorothy I Height Judy Center in and local volunteers to discuss Afghan families.
- Holding a parent and community meeting on 3/29 at 4pm to discuss school rules/expectations and summer programs.
- Met 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
- RYP at Furley Elementary School will begin April 13 with an expected 50 new students and five (5) highly qualified instructors and one (1) site coordinator.

**Refugee Assistance Program (RAP)**

- 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.
- In person class going well, students asking for more level options.
- 41 clients were referred to BCCC from IRC and other resettlement agencies for ESL services in March.
  - 29 of those clients were pre-tested. They will be registered for the new April session that begins 4.3.23
  - 52 student registrations have been submitted for the new April-June session.
- 15 students were scheduled to be posttested. The students who took their posttests improved their CASAS test score (English proficiency exam).
- 90 students were registered for the February session. 12 were dropped for not attending.

***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**

- Workforce Development coordinated in fall 2022 with Goodwill Industries on two training opportunities. A Certified Nursing Assistant (CNA) cohort of fifteen (15) students that are competing clinicals and will be licensed before year end. As well as a Pharmacy Technician



cohort of sixteen (16) students that are currently working through clinicals to complete in early 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 program is located at Green Street Academy and meet Monday through Friday

### **LifeBridge Health**

- A Cohort of seven (7) Sinai Hospital employees began course sequence Certified Nursing Assistant (CNA) course sequence in October. The course is scheduled to be completed in February 2023 and will lead to licensing with the MD Board of Nursing (MBON).
- 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 to begin in March 2023 for up to ten (10) students.

### **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.

- P-TECH Spring semester is underway for students.
- 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. A fourth school (Furley Elementary) has been identified and programming is tentatively scheduled to start in March 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.

### Updates for special projects over Spring Break: April 3rd – 7th

- To become better stewards of the environment, the College is implementing a new Recycling Program starting on April 3rd. There will be blue bins placed on each floor of each building in common areas with signage indicating these receptacles are only for paper, plastic, and aluminum (no food/drink, no plastic bags). EVS Technicians will collect them on a regular basis and empty them into the dumpsters.
- Replacement of the metal steps leading into the Main Building from parking lot D, with concrete steps. During this time, faculty and staff should use the new ADA entrance on the same side of the building. The new concrete steps will be completed with temporary hand railings by April 17th, permanent railings are scheduled for installation May 14th.
- Landscape Improvements project: trimming and pruning of tree, removal of dead trees, and clearing of fence lines. This is an effort to beautify the campus as we move into Spring!
- Painting of the Bard Library restrooms.

### General Project Updates

- The South Pavilion Window Caulking project is 90% complete. The contractors have completed sealing all windows and are now finalizing the main control joints on the building to keep water out of the building. The work will be complete by the end of March.
- The West Pavilion Chiller installation project began Friday, March 10th. The new units and new pumps are now set. Next week, the contractor will begin connecting the electric and plumbing to each unit. The project will be completed by the end of March.
- The West Pavilion Fire Alarm installation is ongoing. The project is scheduled to be completed by May 17th, 2023, and will enhance safety for all who utilize the facility.
- The Life Science Building Skylight Repairs started Monday, March 13th and will be completed by April 13th. During this time, the glass stair tower should only be used for emergency egress only.
- The Kickoff Meeting for the complete Inventory of all BCCC equipment and supplies is scheduled for March 30th. 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. We thank you in advance for your cooperation and consideration as the survey team will visit and inventory all campus spaces. We will provide a detailed schedule prior to the work being started to inform all when the team will be in your area. 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).

- Held two college wide Active Shooter presentations by the Baltimore City Police Department in March 14, and 23, 2023.
- Reported to Maintenance and secure wind damage debris during the break along the campus roadway.
- Maintained operational coverage at the West Pavilion during restoration.
- Presented Campus Evacuation and Safety Tips during the President's Forum
- Public Safety provided around the clock coverage for the West Pavilion facility emergency.
- 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](mailto: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, April 19, 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 9<sup>th</sup> – Bluford Drew Jemison w/ MSP – 21 students
- March 15<sup>th</sup> – New Era Academy (College/Career/Resource Fair) – 120 students
- March 16<sup>th</sup> – Augusta Fells Savage (Transition Resource Fair) – 15 students
- March 22<sup>nd</sup> – Ashburton Elementary/Middle School – 23 students
- March 22<sup>nd</sup> – City Neighbors Info Session – 14 students
- March 24<sup>th</sup> – 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 15<sup>th</sup> - CCBC College Fair
- March 16<sup>th</sup> – AACC College Fair
- March 30<sup>th</sup> – 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](mailto: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
<b>Total Exams Given</b>	<b>131</b>	
<b>Total Exams Given (Walk-Ins)</b>	<b>32</b>	
<b>Total Revenue Generated</b>	<b>\$1,700.40</b>	

**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	<b>198</b>
<i>To Be Audited</i>	0	0	0	0	0	0	0	<b>0</b>

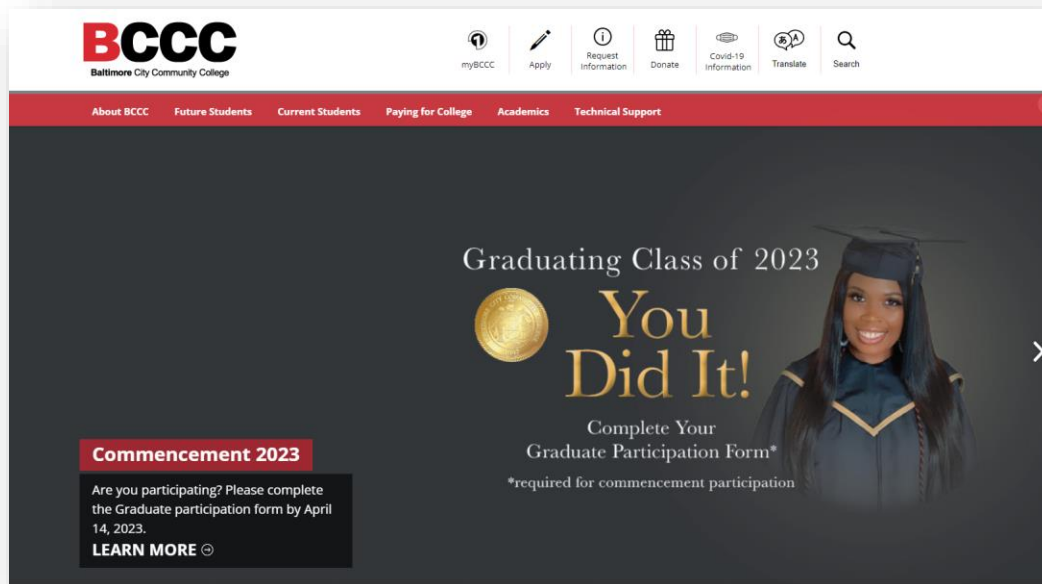
### eTranscript Processing

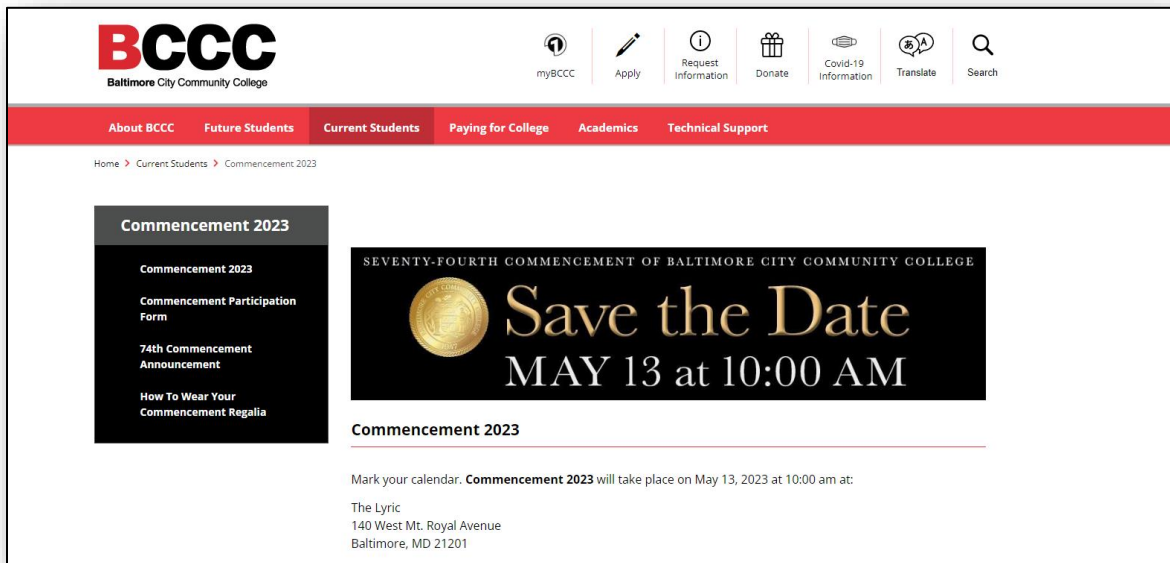
Since the implementation of the new Banner/NSC eTranscript process on January 19, 2023, 1,461 transcripts have been processed through March 31, 2023. This has generated \$7,305 for BCCC.

**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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 7<sup>th</sup> deadline.

**MSP Advising for March:**

During the month of March, the MSP staff worked with 44 students (153 overall since January 3<sup>rd</sup>) 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

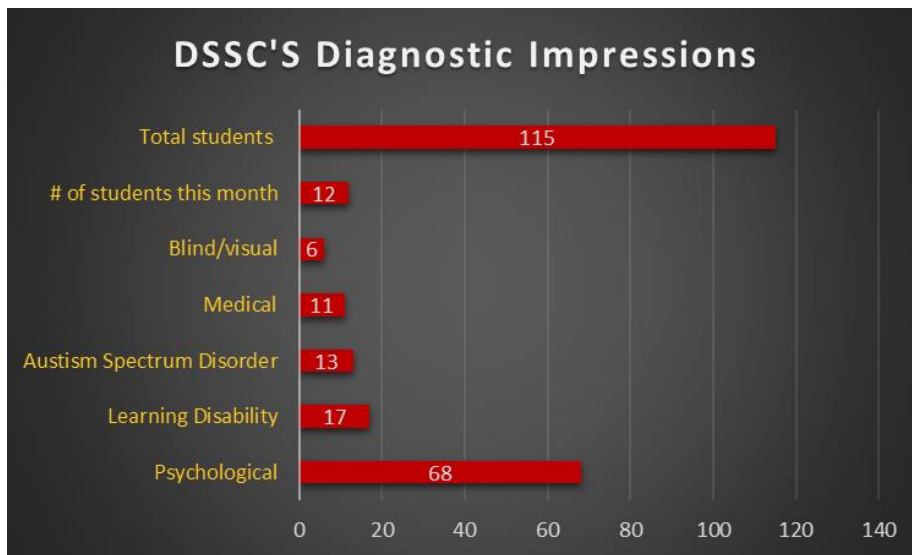
**Service to Students** - In March 2023, the Disability Support Services Center provided 10 new intakes and conducted 2 renewal accommodations for students in preparation for spring semester term. DSSC (Disability Support Services Center) is currently servicing and programming for 115 students.

**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:

<b>Contacts</b>	
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**

<b>Criteria</b>	<b>Maximum Points Allowed</b>	<b>Approved Rate</b>	<b>Actual Attained Rate</b>	<b>PE Points Earned</b>
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, April 19, 2023**

*Michael Rading, Chief Information Officer*

#### **CLIENT SERVICES**

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

##### **Support/Maintenance**

- **Media Services:** Provided media equipment support and presentation and media equipment for:
  - Womens History Events
  - Dr. Hawk's Open House
  - Irish History Event
  - MPPA Training Day
  - Student Support & Wellness Event
  - Healthy Neighborhoods
  - Community Space Event
- **IT Helpdesk**
  - West Pavilion Flood Activities
    - The Client Services management team assisted the DCIO and CIO with obtaining quotes for the replacement equipment and submitting them to Procurement.
  - First Week Session Support Schedule
    - Created an IT Support Schedule for the first week of each Summer 23 session.
  - Distributing laptops as requested
  - Continuing work on Student, Faculty and Staff tickets
- **Fresh Service** ongoing support & maintenance
  - Developing an Employee Onboarding Process
  - Modifying ticket workflows
  - Demo FreshCaller, FreshChat, and Workspaces

##### **Projects**

- **MSCHE Self Study Design Project** – worked on the following:
  - Standard IV - Evidence Review Criteria 3
  - Standard IV Working Group Meeting
- **MFA Implementation Project**
  - Client Services with Systems worked to implement Multi-Factor Authentication across the entire campus for all Faculty and Staff. It has not been rolled out to Students yet.
- **2023 BCCC Commencement Project**
  - Client Services Director and Media Services are supporting 2023 BCCC Commencement
- **CODA Site Visit Prep Project**
  - Client Services assisted the Dental School in preparations for this upcoming site visit.
  - The new conferencing equipment was installed in LSB311 on 3/17.
- **BCCC New Security System Project**
  - Internal Meetings on new ID Card production using the new Security System.
- **BCCC WEPA Integration Project**

- Planning & coordinating the integration of student accounts with WEPA printing
- IR Implementation Project
  - ITS is working with DoIT on Phase 2 of the 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 the beginning of 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, concluding in May.

## **Baltimore City Community College**

### **PRESIDENT'S UPDATE**

#### **Board of Trustees, April 19, 2023**

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

### **OFFICE OF INSTITUTIONAL RESEARCH**

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

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

##### Maryland Association of Community Colleges (MACC)

- *2023 MACC Data Book/Dashboards: Faculty & Staff* - Developed data to be included in MACC's new dashboard version of the annual data book. The Faculty & Staff section was completed to meet the deadline of March 8, 2023.

##### Maryland Higher Education Commission (MHEC)

- *Report on Students Requesting Accommodations for Disabled Student Services* – Collaborated with the College' Disabled Student Services Center to develop enrollment and outcomes data. The Report was submitted to meet the deadline of March 1, 2023.
- *Summer and Fall Student Registration System Files* – Developed student-level data in legacy system (summer 2022) and Banner (fall 2022). The files were submitted to meet the deadline of March 15, 2023.
- *Summer and Fall Course Information System Files* – Developed section level data in legacy system (summer 2022) and Banner (fall 2022) and faculty data. The files were submitted to meet the deadline of March 15, 2023.
- *Opening Spring 2023 Enrollment (S-7 Form)* - Developed preliminary credit headcount enrollment data based on various student characteristics to meet the submission deadline of March 15, 2023.
- *Winter and Spring 2023 Enrollment Information System Files* – Collaborated with Information Technology Services and the Admissions Office to develop student-level data files reporting student enrollment characteristics and demographics to meet the submission deadline of April 3, 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 March 2023 include the following
  - Developed and conducted presentations for the Adjunct Faculty Open House, Instructional Affairs Committee, Student Government Association, Workforce Development & Continuing Education/Facilities/Public Safety Staff Meeting, and monthly Faculty & Staff Update.
  - Utilize Microsoft Teams to facilitate communication, collaboration, version control, document management, and archiving for the Self-Study process.
  - Add members to appropriate Teams groups and conduct training for Working Group members and administrative support as they join Working Groups.
  - Created customized templates for Agendas/Notes/Attendance, Standard Criteria and Research Questions, Evidence & Interview Requests, Evidence Logs, standardized email to send to subject matter experts with Requests, and draft Standard chapters.
  - 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.

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

- Create agendas and conduct weekly Steering Committee meetings; attend all Working Group and Committee meetings.
- Planned and conducted Steering Committee's Round 2 Peer Review session of each Standard's Responses to Research Questions and Evidence Log.
- 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.
- Provide individualized support to Working Group/Committee Co-Chairs 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 Working Group meetings along with those of the Communications and Events Committee 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 to meet deadline of April 5, 2023.

#### United States Department of Education

- *Higher Education Emergency Relief Fund (HEERF)* – OIR developed student enrollment, characteristics, and outcomes data and collaborated with the Budget Office to report for CY 2019 – CY 2022 to join with Pell grant and HEERF aid recipient data. All data were completed and submitted to meet the deadline of March 24, 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 Legislative Services

- *Operating Budget Analysis and Hearings Support* – Served on BCCC team to review DLS Analyst's report for accuracy and prepare written and oral testimony for hearings to include necessary data points. Director

served as a member of the BCCC panel and testified in the hearings before the House of Delegates and Senate subcommittees on March 1 and 2, 2023.

- *Realignment Reports* – Developed data to support various Cabinet areas’ completion of mandated Realignment reports.

#### External Meetings

- Maryland Community College Research Group (MCCRG) monthly meetings
- Ellucian Team meetings
- NIH Bridges to Baccalaureate with Howard University Partnership Meetings

#### Grant Support

- *AmeriCorps Vista* – Developed student-level MAT 107 graduation data to support the quarterly report submission due April 5, 2023.
- *TRIO Student Support Services Annual Report* – Developed enrollment data to support the Director in ensuring reconciliation of information across systems. Director served on team to provide final review of report, which was submitted to meet the deadline of March 31, 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 and shared preview links with Associate Dean of Business & Technology for review with department faculty.
- *Commission on Accreditation in Physical Therapy Education/American Physical Therapy Association (CAPTE/APTE) Annual Report* – Validated data and served on team to review and revise the annual report, which was submitted to meet the deadline of March 1, 2023.
- *Commission on Dental Accreditation* – Provided summary level data and results from Graduate Survey; provided updated enrollment and outcomes data; recommend structure for housing documentation and communications for site visit; and served on team to review the final self-study report to meet the deadline of January 24, 2023. Director served on team to prepare for site visit held on March 22 and 23, 2023.
- *Health Information Technology Accreditation* – Developed and launched updated surveys for graduates and employers to support accreditation process.
- *Maryland Institute for Emergency Medical Services Systems* – Director served on team to review and revise the institutional response to the Site Visit Letter, which was submitted to meet the deadline of March 31, 2023.

### **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 Director 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.
- *Student Affairs Recruitment* – Developed course placement data for Mayor’s Scholars Program participants and provided trend enrollment data based on various student characteristics and demographics to support Student Affairs in developing recruitment and enrollment targets.

#### Enterprise Resource Planning (ERP) Implementation and Operationalization- Attend weekly VPIERP meetings.

- 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, accounts receivables, CRM Recruit, and Degree Works components and integrations. Provide input and data to support efforts.
- Participated in faculty-focused session on the processes related to reporting students who “never attend”
- Compiling documentation to support development of key data files required for State compliance.

#### New Employee Onboarding

- Conducted onboarding session to OIR with new Director of Grants.

#### Professional Development

- Participated in BCCC Procurement Training.
- Customize and administer surveys for all Spring 2023 Professional Development activities.
- Conduct MSCHE information sessions.
- Participated in MSCHE’s webinar: Self-Study Report Writing

#### 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*

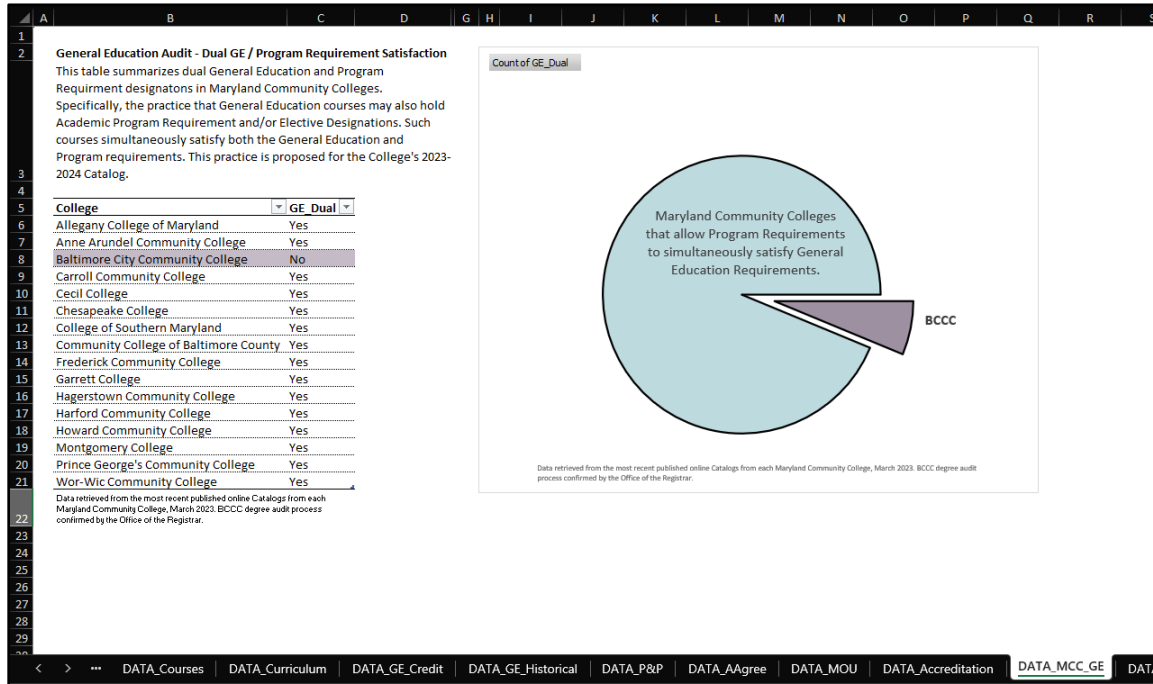
#### Teams/Workgroups

- *Curriculum and Instruction Committee (CIC)* - Attending meetings to support new program development needs.
- *MSCHE Self-Study Steering Committee Co-Chair and Working Groups*
- *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.
- *Catalog Review* – Providing support to Catalog/Curriculum Review team.
- *Search Committees*
  - Serve as a member of the search committee for the Vice President for Academic Affairs
  - Conducting a search for a Research Analyst to join the Office of Institutional Research

OFFICE OF ASSESSMENT

**Curricular Strategy and Architecture**

The Office of Assessment continues to provide strategic support and consultation to the Academy for curriculum and Catalog updates. In addition to documenting the architecture of the College’s credit curriculum, the Office of Assessment has compiled documentation of the College’s curricular practices and provided observations supported by industry best practices and state regulations via the Annotated Code of Maryland (COMAR).



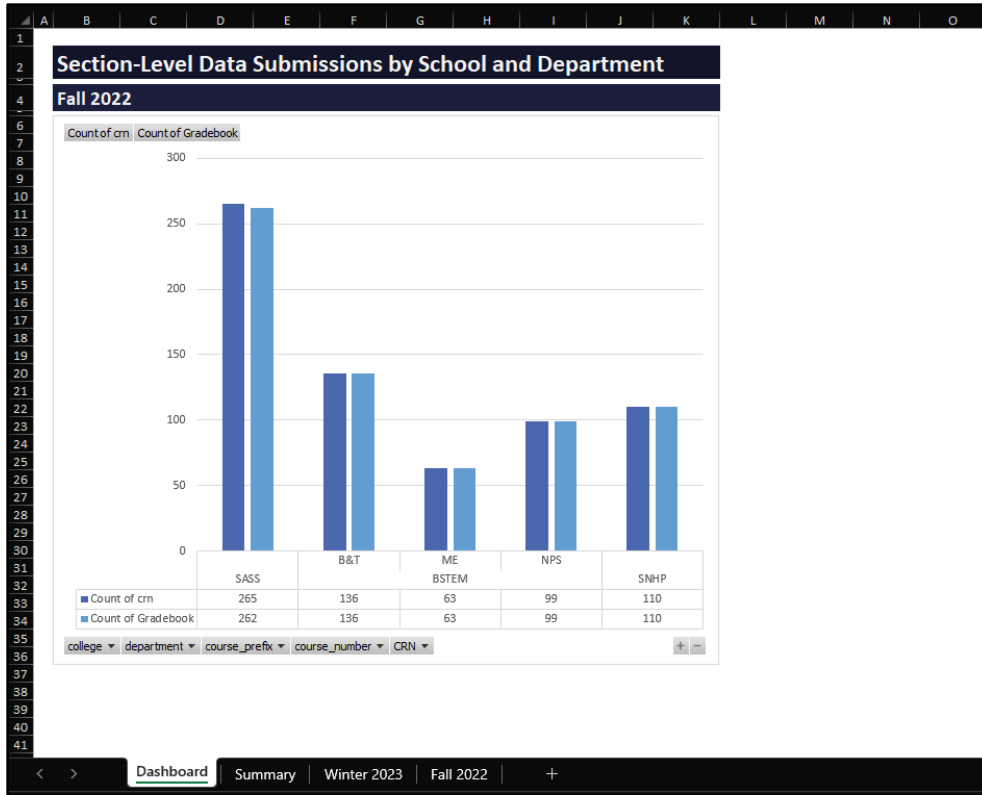
Audit of Maryland Community Colleges' approach to dual-purpose courses (courses that satisfy both Program and General Education Requirements).

**Surgical Technology Program**

The Office of Assessment met with the Program Coordinator of the Surgical Technology program to provide guidance on the process of updating course- and program-level learning outcomes and establishing key assignments that measure student progress on course-level learning outcomes.

**Learning Outcomes Data**

In Fall 2022, the Academy began the transition to Canvas as the central location for learning outcomes data. This transition was prompted by the pending sunset of the College’s current assessment software application, Nuventive, but is also supported by industry best practices. As the College’s learning management system (LMS), Canvas not only facilitates course management and administration, but also provides the tools necessary to connect student performance on assignments to the learning outcomes established for each course. This transition consolidates the work required to collect learning outcomes data and, as the Canvas learning outcomes feature is implemented across the Academy, will provide more robust student-level learning outcomes data. Ultimately, with the implementation of and integration to an institutional assessment software application, learning outcomes data will move seamlessly from Canvas into the institutional assessment application where the data may be combined with student demographics and key performance indicators from other business units.



Learning outcomes Data Compliance, Fall 2022

**Commission on Dental Accreditation Site Visit**

The Office of Assessment continue to provide guidance and consultation to the School of Nursing & Health Professions and the Dental Hygiene Program in their ongoing efforts to realign Program learning outcomes, data collection processes, and use of data to make meaningful programmatic change.

Reporting Period	Course Status	Prefix	Courses	CLO Status	CLO	Course Learning Outcome	Assessment Instrument	Assessment Instrument Activated	Assessment Instrument Status	Measurement Criteria	Result	Result Type	Learning Improvement Plans
2021 - 2022	Active	DS	100	Active	1	Perform an intraoral and extraoral inspection on a patient.	Oral inspection on a classmate	10/20/2015	Active	80% of the students will complete the intraoral and extraoral inspection with at least an 80% proficiency.	17 out of 17 students (100%) identified the oral structures with at least 80% accuracy.	Criteria Met	
2017 - 2018	Active	DS	100	Active	2	Identify all of the oral structures within the oral cavity and surrounding areas of the head and neck.	Identify oral structures on a classmate	10/20/2015	Inactive	80% of the students will identify the oral structures within the oral cavity and surrounding areas of the head and neck with at least 80% accuracy.	17 out of 17 students (100%) identified the oral structures with at least 80% accuracy.	Criteria Met	
2017 - 2018	Active	DS	100	Active	2	Identify all of the oral structures within the oral cavity and surrounding areas of the head and neck.	Verbal examination using a check off list for oral structures.	12/11/2017	Active	80% of the students will identify oral structures within the oral cavity and surrounding areas of the head and neck with at least 80% accuracy.	17 out of 17 students (100%) identified the oral structures with at least 80% accuracy.	Criteria Met	
2017 - 2018	Active	DS	100	Active	3	Distinguish between the different types of teeth by identifying characteristics of morphology.	Practical examination using extracted teeth.	10/10/2015	Inactive	80% of the students will complete the practical examination with at least 75% proficiency.	15 out of 18 (83%) of the students completed the practical examination with at least 75% proficiency.	Criteria Met	
2017 - 2018	Active	DS	100	Active	3	Distinguish between the different types of teeth by identifying characteristics of morphology.	Tooth morphology practical examination	12/11/2017	Active	80% of the students will complete the practical examination with at least 75% proficiency.	15 out of 18 (83%) of the students completed the practical examination with at least 75% proficiency.	Criteria Met	
2017 - 2018	Active	DS	100	Active	4	Identify the root anatomy of each individual tooth and its possible anomalies.	Questions on the practical examination using extracted teeth.	10/10/2015	Inactive	80% of the students will answer the questions on the practical exam about root anatomy with at least 75% proficiency.	15 out of 18 (83%) students answered the questions on the practical exam correctly with at least 75% proficiency.	Criteria Met	
2017 - 2018	Active	DS	100	Active	4	Identify the root anatomy of each individual tooth and its possible anomalies.	Questions on the tooth morphology examination	12/11/2017	Active	80% of the students will answer the questions on the practical exam about root anatomy with at least 75% proficiency.	15 out of 18 (83%) students answered the questions on the practical exam correctly with at least 75% proficiency.	Criteria Met	
2020 - 2021	Active	DS	100	Active	5	Match the physiological functions to each of the oral structures within the oral cavity and the surrounding areas of the head and neck.	Exam questions	10/10/2015	Inactive	80% of students will answer exam questions with at least 75% proficiency.	15 out of 17 students (88.1%) answered the questions on the final exam related to functions of the oral structures with at least 75% proficiency.	Criteria Met	
2020 - 2021	Active	DS	100	Active	5	Match the physiological functions to each of the oral structures within the oral cavity and the surrounding areas of the head and neck.	Questions on the final examination	5/11/2021	Active	80% of students will answer exam questions with at least 75% proficiency.	16 out of 17 students (94.1%) answered the questions on the final exam related to functions of the oral structures with at least 75% proficiency.	Criteria Met	

Learning Outcomes Data Audit, DSE 100. TracDat and Provided Programmatic Documentation.

### Institutional Assessment Software Solution

As the College's current assessment software solution, Nuventive, sunsets in May 2023, the Office of Assessment is facilitating the review and selection of a new institutional assessment software solution. See the prospective Institutional Assessment Software Solutions for institutional and unit level assessment across the College.

Category	Feature	Nuventive Improve*	Nuventive Improvement Platform	Instructure Canvas	Watermark	Centers for Disease Control and Prevention	EAB Eddy	Fortune Business Insights	Salesforce	eLumen	Microsoft Power BI	Canvas Campus	
Assessment	Clinical/Internship Placements	No		Yes	Yes								
Assessment	Curriculum Integration with Learning Outcomes	No		Yes	Yes								
Assessment	Diversity, Equity, Inclusion, and Accessibility	No	Yes										
Assessment	Evaluation Surveys	No		Yes	Yes								
Assessment	General Education	Yes		Yes	Yes	Yes							
Assessment	Learning Placement	No		Yes	Yes								
Assessment	Non-Academic Outcomes and Indicators	Yes	Yes	No	Yes	Yes	Yes						
Assessment	Program Review & Evaluation	No	Yes	Yes	Yes	Yes			Yes				
Assessment	Public Integration	No		Yes	Yes								
Assessment	Student Certifications and Licensure	Yes		Yes	Yes								
Assessment	Student Learning Outcomes	No	Yes	Yes	Yes				Yes				
Assessment	Student Portfolios	No		Yes	Yes								
Planning	Course Catalog Integration (Acatalog)	No		Yes									
Planning	Course Catalog Management	No		Yes	Yes				Yes		Yes		
Planning	Curriculum Integration**	No		Yes									
Planning	Curriculum Maintenance**	No			Yes				Yes		Yes		
Planning	Curriculum Proposals**	No			Yes				Yes		Yes		
Planning	Early Alert	No			Yes								
Planning	Faculty Profiles with Credentialing	No			Yes							Yes	
Planning	Program Education Plan Management**	No		Yes	Yes								
Planning	Strategic Planning	Yes	Yes		Yes	Yes							
Planning	Student Support and Engagement	No	Yes	No	Yes								
Planning	Syllabi Management**	No		Yes	Yes								
Reporting	Accreditation	No	Yes	Yes	Yes	Yes			Yes		Yes		
Reporting	Qualitative Analytics	No		Yes	Yes								
Reporting	Quantitative Analytics	No	Yes	Yes	Yes	Yes	Yes						
Reporting	Student-Level Data	No		Yes	Yes								
Technology	API/URL documentation provided												
Technology	LMS Integration (Canvas)	No	No	Yes	Yes				No		Yes		
Technology	Single Sign-On using SAML (preferably Azure AD)	No	No	Yes	Yes				No		No		
Technology	SIS Integration (via Ednet)	No	No	Yes	Yes	No	No	No	No	No	No	No	
Technology	SOC II Type 2 Audit documentation provided												
Technology	Software as a Service	Yes	Yes	Yes	Yes	Yes							
Technology	URL documentation provided												
		Yes* Count	6	9	17	24	6	3	0	0	6	0	6
		Yes* Count Rate	18%	28%	50%	77%	18%	8%	0%	0%	18%	0%	18%

The Director lead an audit of the assessment software solutions across Maryland Community Colleges. Data retrieved by online search and voluntary response to questions posed to the Maryland Community Colleges learning Assessment Affinity Group (MCCLAAG). Additional engagement with key the academic programs and non-academic units will occur to review and select a planning and assessment tool.

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

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

The Director of Assessment continues to serve as the Co-Chair of Working Group V: Educational Effectiveness Assessment and a member of the Self-Study Steering Committee. This month, Working Groups began drafting self-study chapters by incorporating answers to each research question into a larger chapter template and editing for narrative style and in-text citations.

**Office of Grant Development**

The Office of Assessment continues to support the newly onboarded Director of Grants in his transition into the role, oversight of existing projects, and documentation of process and best practices.

**Carl D. Perkins Grant**

The Office of Assessment provided a data table and dashboard to the Academy and Office of Grants development to support spending compliance initiatives. The data table and dashboard are designed to be used year over year so that data trending is more accessible to the internal grant stakeholders.

**Student Affairs**

The Office of Assessment provided review and consultation for the TRIO Student Support Services (SSS) Annual Report that was successfully submitted at the end of March.

# Baltimore City Community College

## CABINET UPDATE

### Board of Trustees, April 19, 2023

Mr. Aubrey Bascombe, Vice President, Finance & Administration

#### Budget Office

##### 1. Highlights

- The staff continues to work diligently with Ellucian to transfer the financial data from the Banner system to the State’s Accounting System (FMIS). This part 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 review budgets and address issues/concerns.

##### 2. Appropriation Year (AY 23) Revenue Summary as of 03/31/2023

Revenue Fund	Revenue Amount	Notes
General (Unrestricted)	\$45,140,389	(Includes Bookstore of \$907,819)
Restricted	\$17,179,160	(Includes WBJC of \$956,864)
<b>Total Revenue</b>	<b>\$62,319,549</b>	

**Unrestricted Revenue:** Total unrestricted revenue through March Fiscal Year (FY) 2023 is \$6.56 million lower than the revenue earnings in FY 2022.

- *Tuition & Fees: overall decrease by 9%.* The overall decrease in tuition and fee revenue is due to lower-than-anticipated enrollment on the credit side compared to FY 2022. In addition, there was a decrease in non-credit tuition and fees of \$1.0 million (-11%).
- *Sales, Service, Aux & Leasing: increase by 129%.* Sales, Service, Auxiliary & Leasing revenue earnings are significantly higher in FY 2023 than at this same time in FY 2022, primarily due to an increase in real estate lease income.
- *Bookstore Revenues: increase by 21%.* There is an increase of 21% 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 almost doubled compared to the previous year.

**Restricted Revenue:** Total restricted revenue through March 2023 is \$4.4 million higher than in FY 2022. The primary driver of the increase is the rise in COVID Relief spending, Federal Grants and Contracts, and State and Local Grants.

##### Appropriation Year (AY 23) Expense Summary as of 03/31/2023

Expense Fund	Expense Amount	Notes
General (Unrestricted)	\$ 35,005,608	(Includes Bookstore of \$1,026,122)
Restricted	\$ 12,559,052	(Includes WBJC of \$792,355)
<b>Total Expenditures</b>	<b>\$ 47,564,660</b>	

**Unrestricted Expenditures:** In FY 2023, unrestricted expenses decreased by \$272,203 when compared to this same period in FY 2022, primarily due to a decrease in new equipment and contractual services.

**Restricted Expenditures:** FY 2023 restricted expenses increased by \$2.3 million when compared to this same period in FY 2022, primarily due to Federal Grants & Scholarship expenditures. A decrease in contractual vendors partially offsets this overall increase.

**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 item in order to issue.
- BCCC Foundation Management Letter responses have been started and reviewed. Minor changes are pending.
- Howard P Rawlings compliance audit sample information has been received; the accounting unit submitted the initially requested information to the auditors.

**2. Grants**

- The Controller’s Office continues to work with the various divisions to provide support and comply with reporting requirements.
- HEERF Annual Reporting Year 3 work has been submitted, along with the Year 2 required modifications have been submitted.

**3. IPEDS Finance Survey**

- The Controller’s Office provided the IPEDS annual Finance Survey information and supporting documentation to Institutional Research for submission with all surveys.

**Accounts Payable**

**Details of outstanding invoices are below:**

Summary	Unadjusted Totals	Contract Dispute	Total
<31	228,111	28,190	199,921
31-60	135,343	0.00	135,343
61-90	5,607.79	0.00	5,608
>90	1,231,659	1,167,526	64,133
<b>Grand Total</b>	<b>1,600,722</b>	<b>1,195,716</b>	<b>405,006</b>
<b>Total Payables Excluding Contract Dispute</b>			<b>\$405,006</b>

**1. Highlights**

- Most of the outstanding invoices relate to contract issues the procurement unit is working to resolve.

**Procurement**

1. **Procurements**

- In March, the procurement office issued 50 purchase orders totaling \$415,926. The breakdown of the awards is as follows:

<b>Category</b>	<b>Amount per Category</b>
Services	\$161,239
Commodities	\$79,750
IT Equipment	\$69,771
IT Hardware	\$53,568
Maintenance	\$48,899
IT Services	\$2,699
<b>Grand Total</b>	<b>\$415,926</b>

- Change Orders: In March, the procurement office created three change orders totaling \$287,072.
- Credit Card: In March, the procurement unit processed 285 credit card transactions totaling \$156,238.



## **Baltimore City Community College**

### **CABINET UPDATE**

**Board of Trustees, April 19, 2023**

*Mr. Gussener Augustus, Vice President for Advancement*

### **WBJC RADIO STATION**

#### **Staff Community Engagement**

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

#### ***St. David's Music Series***

Douglas Buchanan, Director of Music Ministries, was interviewed about the 47<sup>th</sup> annual Baltimore Bach Marathon by Judith Krummeck.

#### ***Baltimore Classical Guitar Society***

Guitarist, Xuefei Yang, was interviewed about her March 25<sup>th</sup> concert at Towson University by Kati Harrison.

#### ***Shriver Hall Concert Series***

Cellist, Tanja Tetzlaff, was interviewed about the recent Tetzlaff-Tetzlaff-Dorkin Trio performance by Judith Krummeck.

#### ***Candlelight Concert Society***

Artistic Director Irina Kaplan Lande and Ori Kam of the Jerusalem Quartet were interviewed about the quartet's April 23<sup>rd</sup> concert by Jonathan Palevsky.

#### ***Baltimore Choral Arts***

Guest Conductor, Dr. Rosephayne Powell, was interviewed about her approach to composition and her presentation of *Her Voice* on March 5<sup>th</sup> by Kati Harrison. Conductor, Blake Clarke, was interviewed about the Choral Arts' performance on April 5<sup>th</sup> at Goucher College by Jonathan Palevsky.

#### ***University of Maryland, College Park***

Clarinetist, Robert DiLutis, also of the Annapolis Symphony, joined Phil Greenfield of The American Record Guide and Kati Harrison on the March 11<sup>th</sup> edition of Face the Music.

#### ***Annapolis Symphony Orchestra***

Jonathan Palevsky gave pre-concert talks at their March 3, 4 and 31, concerts at The Maryland Hall for the Creative Arts.

#### ***Johns Hopkins Symphony Orchestra***

Music Director Jed Gaylin was interviewed about their April 15<sup>th</sup> concert at Shriver Hall by Jonathan Palevsky.

#### ***Opera Baltimore:***

Artistic Director Julia Cooke was interviewed about the opera La Traviata by Jonathan Palevsky.

#### ***New Orchestra of Washington***

Jonathan Palevsky gave pre-concert talks at their March 28<sup>th</sup> concert at The Jewish Community Center in Rockville.

***Baltimore Chamber Orchestra***

Jonathan Palevsky gave an informance at their March 19<sup>th</sup> concert at Goucher College.

***Handel Choir***

Jonathan Palevsky gave pre-concert talks at their March 11<sup>th</sup> concert at Grace United Methodist Church.

***The Saint Charles Theatre:***

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

***John Hopkins Osher Program***

Jonathan Palevsky taught classes on Music in Italy.

***Towson University***

Jonathan Palevsky taught classes on The Great Symphonists.

**WBJC Corporate Support Partnerships**

Businesses who underwrite programs and content on WBJC:

***Returning Clients***

Baltimore Symphony Orchestra, Peabody Institute, Ballet Chesapeake, Cynipid Fund, Bach in Baltimore, Baltimore Choral Arts Society, Baltimore Chamber Orchestra, Community Concerts at 2<sup>nd</sup>, Baltimore Classical Guitar Society Shriver Hall in Series, Maryland State Boys' Choir, St. Paul's Church, Elville and Associates, Opera Baltimore, The St. David's Music Series, Kennedy Center, Zeke's Coffee, Culligan Water, Maryland Lyric Opera, Handel Choir.

***New Clients***

Baltimore Museum of Industry

**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.

- 3-4-23 Washington Metropolitan Philharmonic, Peabody's Amit Peled, U of MD Robert DiLutis.
- 3-11-23 Annapolis Symphony Concert Preview.
- 3-18-23 Annapolis Symphony Recorded Concert.
- 3-25-23 Angela Hewitt at Candlelight.

***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.

- 3-4-23 Passager, the local independent literary press dedicated to older writers founding editor, Kendra Kopelke, was interviewed about their current poetry contest and latest issue.
- 3-27-23 Fine Arts Baltimore Curator, Ann Shafer, was interviewed about the second edition of the Baltimore Fine Art Print Fair.

## COMMUNICATIONS, PUBLIC RELATIONS, AND OUTREACH

### Staff Newsletter- Relaunching

- Campus Updates
- Middle States website link
- Featured 2022 Paragon Award for “Best Graphics” received from the National Council for Marketing and Public relations (NCMPR)
- Featured faculty member, Dr. Kata Hall, winner of the Zeta Phi Beta, Sorority, Incorporated “Educator of the Year” award

### Social Media

Implemented strategy to increase social media followers and content.

- Increase in Twitter Followers
- Increase in LinkedIn followers
- Public Relations/Communications now oversees social media platforms as part of the new strategy to increase social media interaction and followers
- Created new video reels for Student Affairs Women’s History Month events recap
- Created Multi-platform social media calendar

### Community Meetings/Engagement

#### *Greater Mondawmin Coordinating Council*

Reconnected BCCC with the Mondawmin Coordinating Council to build a strong partnership for future collaboration and initiatives that benefit the immediate community.

#### *Park Heights Renaissance*

Reconnected BCCC with the Park Heights Renaissance community organization to created areas of collaboration and mutual benefit.

### Middle States

#### *Events Hosted*

- Pizza and Peer Review
- Facts and Snacks Women’s Expo
- Facts and Snacks Transfer Fair

#### *Events*

- Working on the Commencement Committee
- Working with Student Affairs as a member of the Panther Pride Planning Committee
- The first event of the BCCC Speaker Series “Confessions of a Baltimore Beekeeper” launches on April 19<sup>th</sup>.

### Marketing

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

#### *Admissions Publications*

English versions of Career Pathways, Upward Bound, MSP, and Dual Enrollment publication reprints were sent to print.

***IT Email Template***

The department designed an email template for IT.

***Gym Hours Sign***

The department designed a flyer noting gym hours.

***Campaign Landing Page***

The department is working on a draft for a new campaign landing page that will be designed in HTML and hosted on our CMS. Creative will match the creative used for all other brand components for the next campaign and will evolve as campaign creative evolves.

***Business Cards***

Two new business cards were sent for quotes; drafts produced.

***Women's History Billboard***

A new Women's History Month billboard was designed for the website homepage.

***Registration Signage***

The department is working on new creative for pull-up signs advertising registration is open.

***Disability Support Services Brochure***

The department completed a draft, review by the department and revisions for the DSSC brochure. The brochure is ready for review and approval to proceed with printing.

***CODA Event Signage***

The department obtained quotes and designed two signs for use during the CODA site visit.

***Commencement Participation Form***

The department designed and branded a form to be used for students registering to participate in Commencement 2023.

***GED Graduation Materials***

The department is working to develop diplomas, signage, billboard, and other items for use at the GED graduation in June 2023.

***Earth Day Billboard***

The College is designing an Earth Day billboard for use on the homepage.

***Transfer Day & Women's Expo – Middle States Events***

The department is working on a billboard, social posts, Canvas design, PDF and print flyers and signs for use at the March 29, 2023 Transfer Day event. The department also participated in the event and provide social posts and images of the event.

***Procurement/Accounts Payable***

The department worked with Accounts Payable and Procurement to correct issues surrounding several unpaid invoices, submit numerous new procurement requests, and manage incoming invoices.

***Social Posts***

Several social posts were developed and scheduled for events, supporting programs, and retweets.

***Middle States Standard I Committee***

The department worked with a faculty member to refresh on how to request and organize evidence. Additional work on the Standard I draft was completed throughout the month.

***MSP PowerPoint***

An MSP PowerPoint was updated and brought into brand style. New images were included.

***Transfer Fair***

Flyers, signs, large directional signs, and a billboard were developed.

***Newsletter Design Edits***

The department made further edits and revisions to the newsletter template.

***MSP, Dual Enrollment, Upward Bound, Career Pathways Brochures – English Version***

These brochures were sent to print.

***MSP, Dual Enrollment, Upward Bound, Career Pathways Brochures – Spanish Version***

These brochures were sent for quote signatures/approvals to proceed with procurement. Content was sent to AdAstra to translate to Spanish.

***Summer and Fall 2023 Campaign Creative***

The department is searching for photography for use with the Summer and Fall 2023 campaign.

***Business Cards***

Several new business card orders were submitted, approved, and sent to print throughout the month.

***Fillable Practical Nursing Application (Web Form)***

The Practical Nursing Application was converted to a fillable PDF form and replaced on the website.

***Billboards***

Spring Break, Spring Finals, Mental Health Awareness and Earth Day billboards were developed.

***GED Graduation Flyer***

The department began work on several projects supporting GED graduation in June, including diplomas, signs, programs, and tickets.

***Commencement Social Media Plan***

A draft of the Commencement Social Media Plan has been developed for further discussion.

***Social Posts on Facebook, Instagram, and Twitter***

Multiple content posts were developed for Facebook, Instagram, and Twitter, including images from SLE events.

***Student Life & Engagement (SLE) March Programming Flyer***

A flyer for March SLE events was developed; the flyer will also be used for social posts.

***WBJC Website Meeting***

The department met with WBJC to discuss options for replacing their website CMS.

***Mayor's Scholars Program Campaign***

The department is working with Student Affairs to develop student testimonials, MSP digital advertising, place a photo carousel on the MSP web page, and assist with the 2022 and 2023 College Board list. Additionally, we have developed a MSP Information Session flyer.

***Middle States March 11 event***

The department provided promotional items for use at the March 11 Middle States adjunct faculty meeting.

***Ellucian Go-Live Readiness Planning***

The department worked with Ellucian and IT to develop training, production and a communication plan.

***Commencement***

All draft print jobs and quotes have been submitted into Banner. In addition, MindinMotion has also been submitted.

***Communication Meeting: Denise Holland***

The department met with Denise Holland to discuss her thoughts and ideas for general and Middle States communication to the campus.

***MSP Flyer***

An MSP flyer has been completed to promote MSP Information Sessions and the general program. An additional billboard has been designed as well.

***Commencement Social Campaign***

A revamped Social Campaign has been developed to promote graduating students, for faculty, and staff.

***Mondawmin Mall Signage***

The Mondawmin Mall agreement has been submitted to Procurement; New art is being developed.

***Vector Media***

The department submitted a new Vector Media agreement to continue rental of the Subway Wrap (CUBE) through 12/31/2023. The agreement is out for signature and will then be submitted to Procurement for requisition processing.

***Employee Spotlight Form***

A new form has been developed for nominating employees for the Employee Spotlight section of the newsletter.

***Summer 2023/Fall 2023 Digital Campaign***

Revised designs and photography are in final stages of editing to present to Dr. McCurdy.

***Campaign Web Page***

The department is working on final edits for a Campaign Web Page that will look and feel part of the Summer and Fall 2023 campaign.

***High School Commencement***

The department is working with Workforce to develop all components of the June GED graduation program, including signage, web billboard, signage, diplomas, and more.

***WBJC***

The department is working with WBJC and NPR to migrate their website to the NPR platform.

***Website Complaint Form***

Draft #1 of a Website Complaint page has been sent to Dr. Borne for review, et review and approval.

***SGA Middle States Meeting***

Met with Valerie Grays to discuss the potential of the Middle States Committee scheduling a MS communication meeting at their next meeting. Additional efforts such as attending Transfer Day are in the works.

***Social Platforms***

Social posts for a range of student activities, Commencement, and photos of those events were placed on Facebook, Instagram, and Twitter.

***Fillable Procurement Form***

The Procurement Pre-Approval Form was made fillable.

***Student Life and Engagement March Events Flyer***

A flyer with all Women's Month and March events was completed for Student Life and Engagement.

***Active Shooter Training***

The department participated in Active Shooter Training.

***Self-Study Fast Facts***

The department completed draft one of the Self-Study Fast Facts flyer that will be given to students at various MS communication events.

***Middle States Fast Facts Flyer***

The department developed a one-page flyer for use with sharing Middle States information among constituent groups.

***Employee Spotlight Form***

The department completed a fillable form to be used when nominating students for the Employee Spotlight section of the newsletter.

***IT Email Header***

The department is working to develop standardized email headers and footers to be used in Banner.

***Practical Nursing Fillable Form***

Revisions to the Practical Nursing Fillable form were made and uploaded to the website.

***Transfer Signs***

Printed Transfer Fair signs were inserted into sign holders (used for Commencement) and taken to the Bookstore for use on March 29.

***Commencement Interview Reels***

The department has begun filming brief Commencement reels for use on social media.

***Summer Credit Schedule***

The department setup the InDesign file to populate summer courses when they are released.

***Summer, Fall, Winter 2023 & Spring 2024 Schedule***

The department posted these calendars to the Website.

### ***Social Media***

Posted Student Life and Engagement event photos to Facebook, Instagram, and Twitter. Additionally, most non-reel posts for Commencement are scheduled through the close of May 13 (Commencement).

### ***Middle States Website***

The department has completed final edits for the Middle States Website, which is now ready to make live on the site.

### ***Workforce Development Marketing Requests***

The Workforce Development division has requested a re-print of the Workforce Development brochure and other assorted requests such as tablecloths and signage. They will discuss their full request with VP Thomas and advise. In the interim at their request, we will make a minor edit to the brochure and proceed with approval, pricing, and printing.

### ***Biteable Video***

The department is making final edits to a video supporting the Start. Expand. Impact. campaign.

### ***Vector Media***

The Vector media contract has been submitted to Procurement for processing.

### ***Middle States Fast Facts***

Final design edits were completed, and the flyers have been produced.

### ***QR Code Flyer for Middle States Tagline Voting***

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

### ***STEM Conference Advertisement***

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

### ***Bais Yaakov School for Girls Advertisement***

The department is developing a general enrollment ad for the Bais Yaakov School of Girls web PDF.

### ***Commencement Videos***

The department is producing Commencement videos by faculty, staff, and students to post on our social platforms through Commencement. Faculty and staff are talking of congratulatory messages and words of wisdom and graduating students are being interviewed.

### ***Request Information Form***

Previously, the department created a Request Information Form that is linked on the BCCC website to collect requests for information from prospective students. To-date, there have been 795 prospective students that have requested information. The College is working with Admissions staff to contact these students. The College is working with Admissions staff to contact these students. Data files were sent to Student Affairs and the Office of Admissions, and revised access to the files was completed in Microsoft Forms software.

### ***Campus Tour & Information Session Form***

Previously, the department created a Campus Tour & Information Session Form that is linked on the BCCC website for reservations. To-date, there have been 58 prospective students that have requested information. The College is working with Admissions staff to contact these students. Data files were sent to Student Affairs and the Office of Admissions, and revised access to the files was completed in Microsoft Forms software.



***GED Graduation***

The department is working to create a similar GED experience for graduation as would be received at a BCCC Commencement. Diplomas (with a poem only; rolled and tied with ribbon) have been produced. A program will be produced. Additional Save the Date flyers have been printed.

***Business Cards***

Several business card orders have been completed.

***Zoom Placeholder***

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

***Workforce Brochure Reprint***

Edits were completed to the Workforce Development brochure. The brochure will be translated to Spanish and then we will gather print pricing.

***Juneteenth, Zumba, & Confessions of a Baltimore Beekeeper***

A billboard is being developed for Juneteenth. 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 Print Orders***

Invitations, envelopes, diploma paper, entrance banner, and podium signs, picture frames, graduation boxes ordered or sent to print.

***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 Presentation***

The department is working on a new brand PowerPoint presentation.

***At a Glance Brochure***

The At a Glance brochure was sent for printing quotes.

***Newsletter***

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

**Rebranding**

***Disability Support Services, Mayor's Scholars Brochure, Dual Enrollment, Workforce Development, and Career Pathways Spanish Brochures***

The department has created new Spanish versions of each brochure and are pending approval.

***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.

***Brand Campaign***

The department is developing creative for a new brand campaign, titled Start. Expand. Impact. Initial components of the campaign include enrollment strategy and creative direction for Summer and Fall 2023.

***Departmental Web Page Images***

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

***Summer/Fall Campaign: Digital Advertising, Cube, Bus Signs, Afro, etc.***

A range of design drafts have been developed to include a larger brand presentation that will outline the advertising campaign Start. Expand. Impact. We are still working on drafts and a PowerPoint presentation.

***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.

**Brand Building**

***Winter/Spring 2023 Digital Campaign***

Continued to optimize Facebook, Instagram, and Google digital advertising for the current Winter/Spring 2023 Digital Campaign.

***Web Page Image Updates***

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

***Web Page Update Schedule (Dates)***

The department is working to develop a schedule that we will use to proactively request date updates on web pages.

***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.

### ***AFRO Advertising***

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

### **Digital Campaigns**

#### ***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: 14,892  
Link Clicks to MSP Web Page: 188
- **Parent Ad Targeting:**  
Reach: 50,451  
Link Clicks to MSP Web Page: 815

#### ***Winter 2023 & Spring 2024 Digital Campaign Summary***

Facebook and Instagram Digital Campaign: 11/22/2023 – 3/7/2023:

- Reach: 887,878
- Link Clicks: 15,560

#### ***Winter 2023 & Spring 2024 Digital Campaign Summary***

Overview measured from start date of 12/7/2022 through 3/7/2023 when registration closed):

- Impressions: 81,494
- Clicks: 23,435
- Average Cost Per Click: \$0.34

#### ***Total Reach and Interactions for All Digital Campaigns***

- Impressions: 984,938
- Clicks to bccc.edu/apply: 39,995

### **Market Research**

- Middle States team shirts
- T-shirts
- Middle States Report – Anne Arundel Community College

### **Social Media Analytics**

- ***Facebook: 3/1/2023 – 3/31/2023***

Page Reach: 123,546 (Down 33.2% over the prior month)

Page Visits: 2,275 (Down 25.2% over the prior month)

New Likes & Follows: 20 (Down 28.6% over the prior month)

- ***YouTube: 3/1/2023 – 3/31/2023***

Monthly views: 749 (43% higher than February 2023)

Watch time: 15.9 hours (21% higher than February 2023)  
Subscribers: +3 (250% more than February 2023)

- **Instagram: 3/1/2023 – 3/31/2023**

Reach: 25,763 (Up 19.4% over the prior month.)  
Profile Visits: 512 (Down 0.2% over the prior month.)  
New followers: 44 (Up 7.3% over the prior month.)

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

# Tweets: 23 (Down 36.1% over the previous period.)  
Tweet Impressions: 2,510 (Down 12.3% over the previous period.)  
Profile Visits: 2,403 (Up 150.8% over the previous period.)  
Mentions: 18 (Up 20.0% over the previous period.)  
Followers: 1740 (Up 5)

### **Recent Twitter History**

#### **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

### *Homepage Content Updates*

- Website Billboards
  - Women's History Month
  - Save the date (2 drafts)
  - Commencement 2023
  - Welcome Commission on Dental Accreditation (2 drafts)
  - Earth Day billboard (Prepared)
  - GED Graduation (Prepared)
  - MSP Billboard
  - Transfer Fair save the date
  - CODA Site Visit
  - Spring 2023 Transfer Fair
  - Cyber Security & Assurance
- Transfer Fair event.
- Information To Know
  - Commencement 2023

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

- Analytics
- Apply Webpage update.
- Register Webpage update.
- HR Careers webpage update
- Landing page for advertising (Draft 1)
- ITS Newsletter template built in HTML (Draft 1)
- BCCC Logo on website updated.
- Dr. McCurdy Covid update
- Covid webpage update
- Website Calendar updates
- Practical Nursing Fall 2023 application published
- International student's webpage updated
- International students web widgets published
- Commencement 2023 webpages published
- Commencement Participation form published
- ESL webpage update
- Surgical Technology webpage update
- HR PD schedule published
- BOT Webpage update
- BOT Agenda update
- Commencement webpage update (Regalia video)
- Commencement webpage update (Email correction)
- Facilities webpage update
- ABE webpage update
- Bookstore webpage update
- Academic Calendar Summer 2023 published
- DSSC webpage update

- Commencement participation form published
- Nursing webpage updated.
- Nursing PN application updated
- Apply webpage updated
- Register webpage updated
- Dual Enrollment webpage updated
- Employee Spotlight nomination form published
- Refugee Youth Project webpage updated
- Library webpage updated
- PTA program webpage updated
- Facilities Communications webpage updated
- Facilities Communications webpage updated
- Summer Academic Calendar updated
- SGA Meeting information published
- Nursing faculty webpage updated
- PTA Application updated (3 draft)

***Other***

- WBJC & NPR meeting
- Active shooter training
- Complaint webpage (Draft 1)
- BCCC Landing page for marketing (Draft 1)
- Info Sec Security training (March)
- International Students webpages reformatted
  - International Students Handbook
  - Supplemental Documents
- Veterans Affairs webpages reformatted
  - Veterans Admissions/Enrollment
  - Veterans Choice Act
  - Veterans and military employment resources
  - Veterans and military resources
  - Veterans' enrollment forms
- Student Support & Wellness webpage reformatted
  - What is Counseling? Webpage reformatted
  - About Our Team reformatted
  - Confidentiality Statement reformatted
  - Contact us reformatted
  - In Crisis? Reformatted
  - Services reformatted.
  - Substance Abuse Information reformatted
- Veterans Next Steps
- Middle States webpage (Draft 3)
- BCCC Branding webpages updated
- ITS meeting about Panther Portal
- BCCC Logo updated on Canvas
- Reformatted all Registration webpages.
- Register for Classes
- Academic Renewal

- Academic Standing
- Add/Drop/Withdrawal Info
- Change of Major
- Class Attendance/Repeating Courses
- Course Substitutions and Exemptions
- FERPA
- Frequently Asked Questions
- Grades/Transcripts
- Official transcripts
- Records & Transcripts
- Reverse Transfer

### ***Ongoing***

- Website directory meeting (Scheduled)
- BCCC Accomplishments webpage (pending)
- Complaint webpage
- HR Health and Wellness webpage
- WBJC meeting scheduled (Website)
- Nomenclature project
- BCCC Style Guide webpages
- Website Refresh project
- Blackboard Research
- Marketing team meetings
- Middle States – Communications group
- Marketing team meetings
- Webpages with dates audit
- Landing webpages without images (Discovery)
- ITS Newsletter template

### **Website Statistics**

Google Analytics for the month indicate a continuing trend of increases in visits to the website Home and Apply web pages. While the digital campaigns that drive traffic to the apply and register pages has ended, we continue to see low to moderate volume visting the apply pages. These pages will rebound 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 45% in visits, the result of running targeted MSP digital advertising to parents and students in Baltimore City.

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

March 1, 2023 – March 31, 2023 vs. same period in 2022:

- Pageviews increased by 13.52% (920,073 in 2022 vs. 1,044,442 in 2023)
- Unique (new) pageviews increased by 15.71% (372,438 in 2022 vs. 430,948 in 2023)
- Average time on page increased by 24.10% (00:00:44 in 2022 vs. 00:00:55 in 2023)

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

March 1, 2023 – March 31, 2023 vs. same period in 2022:

- Pageviews increased by 21.82% (10,181 in 2022 vs. 12,402 in 2023)

- Unique (new) pageviews increased by 33.16% (3,839 in 2022 vs. 5,112 in 2023)
- Average time on page increased by 44.85% (00:00:34 in 2022 vs. 00:00:49 in 2023)

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

March 1, 2023 – March 31, 2023 vs. 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 5.48% (24,942 in 2022 vs. 23,574 in 2023)
- Unique (new) pageviews increased by 3.66% (9,559 in 2022 vs. 9,909 in 2023)
- Average time on page increased by 8.8% (00:00:33 in 2022 vs. 00:00:36 in 2023)

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

March 1, 2023 – March 31, 2023 vs. same period in 2022

- Pageviews decreased by 21.71% (9,161 in 2022 vs. 7,172 in 2023)
- Unique (new) pageviews decreased by 12.59% (3,574 in 2022 vs. 3,124 in 2023)
- Average time on page decreased by 15.58% (00:01:04 in 2022 vs. 00:00:54 in 2023)

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

March 1, 2023 – March 31, 2023 vs. same period in 2022

- Pageviews increased by 42.87% (1,789 in 2022 vs. 2,556 in 2023)
- Unique (new) pageviews increased by 28.09% (776 in 2022 vs. 994 in 2023)
- Average time on page increased by 73.65% (00:00:43 in 2022 vs. 00:01:14 in 2023)

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

March 1, 2023 – March 31, 2023 vs. same period in 2022

- Pageviews increased 45.10% (1,612 in 2022 vs. 2,339 in 2023)
- Unique (new) pageviews increased by 45.34% (686 in 2022 vs. 997 in 2023)
- Average time on page decreased by 17.31% (00:01:05 in 2022 vs. 00:00:54 in 2023)

**Future Projects**

- Middle States signage requirements
- Billboards for Summer and Fall 2023 Campaign (web and electronic; electronic for research only at this point)
- BCCC promotional letters (48" tall) project
- Brand PowerPoint
- Review campus signage for replacement
- Possible 4-5 pole sign replacements
- Style Guide PowerPoint
- Presidential Style Guide PowerPoint
- Speaker Series (all) creative
- Commencement videos
- GED Graduation



## **Baltimore City Community College**

### **CABINET UPDATE**

**Board of Trustees, April 19, 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:

- Interview panelist for executive and third tier position vacancies
- Preparation for the Middle States Commission on Higher Education review including the Steering Committee meetings and chair of the Verification for Compliance Working Group

Focus time also included internal reviews and investigations such as:

- Annual financial Audit
- Foundation Annual Financial Statement FY2021 and Management Letter
- Follow-up Audits and Investigations
- BCCC Compliance Line issues and employee complaints
- Review of policies and procedures

### **EXTERNAL AUDITS**

#### *Annual Financial Audit*

The annual financial statements were performed by Clinton Larson Allen LLP (CLA)T, the firm selected and awarded the State contract. CLA also performs the Foundation Audit which is now complete pending final edits to the management letter.

#### *Office Legislative Auditors (OLA)*

The data center refresh, a prerequisite to getting a new Disaster Recovery system in place, is progressing as expected. Since the request to the Board of Trustees for approval was obtained to refresh the data center, plans are underway. A kick-off meeting was held on Friday 12/02 and plans are moving forward with the refresh.

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.	<b>Repeated</b> (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. <b>Follow-up June 30, 2023</b>
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.	<b>Repeated</b> (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"> <li>• September 2022 posted on eMaryland’s Marketplace Advantage (eMMA), Maryland’s public portal.</li> <li>• Vendors were allowed two site visits.</li> <li>• The Procurement Director received vendor questions.</li> <li>• October 2022 - Eight bids were received.</li> <li>• The Procurement Director evaluated the bids, and one vendor was recommended.</li> <li>• 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.</li> </ul> <b>Follow-up Beginning of 2023</b>

The follow-up to current 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 March 31, 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.
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	<p>“...ensure that:</p> <ul style="list-style-type: none"> <li>a. Contracts are awarded through a competitive procurement process as appropriate, and other documentation of the procurement be maintained;</li> <li>b. all bid solicitation and award publishing requirements are adhered to;</li> <li>c. contracts receive proper independent approval as applicable;</li> <li>d. vendor invoices are correct by verifying invoice charges to contractual billing rates; and</li> </ul>	Agree	<p>The recommendations are being implemented and reviewed with the Procurement Director for example:</p> <ul style="list-style-type: none"> <li>a, b, c. The processes for the contract bid, award and approval for the physical inventory are being implemented in accordance with the requirements.</li> <li>d. The work has not started for the inventory, so no vendor invoices have been received.</li> </ul>

<i>Finding</i>	<i>OLA Recommendation (excerpt from February 9, 2022, Report)</i>	<i>Response</i>	<i>Internal Auditor's review as of March 31, 2023</i>
	e. purchases from vendors are consolidated to maximize the State's purchasing power.		e. Recommendation "e" will be reviewed as soon as a consolidated procurement is executed.
5. Resource Sharing Agreements (RSAs)	<ul style="list-style-type: none"> <li>a. "Establish new agreement for any expired RSAs which include consideration for higher rates"</li> <li>b. Consider widely advertising solicitations for RSAs and submit them to the appropriate authorities...</li> <li>c. Include all significant provisions in future RSAs, and modify its existing agreements to include those provisions to the extent allowed."</li> </ul>	Agree	As of 12/07/22, no new RSAs have been created since the June 2022 report. 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 before 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 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 meetings to ensure that internal controls are working as intended and that there is consistency in the periodic reviews of internal controls. As of 12/06/2022 workstation security is reviewed during the ITS Workstation Review meetings and no issues were found during this period.

<i>Finding</i>	<i>OLA Recommendation (excerpt from February 9, 2022, Report)</i>	<i>Response</i>	<i>Internal Auditor's review as of March 31, 2023</i>
			Four reports are available for review dated 02/06, 02/13, 02/27 and 03/16.
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	<p>The Procurement is progressing in accordance with procurement guidelines:</p> <ul style="list-style-type: none"> <li>• September 2022 -- posted on eMaryland’s Marketplace Advantage (eMMA), Maryland’s public portal.</li> <li>• Vendors participated in two site visits.</li> <li>• The Procurement Director received vendor questions.</li> <li>• October 2022 - Eight bids received.</li> <li>• The Procurement Director evaluated the bids.</li> <li>• Now that a vendor is hired, oversight of the physical inventory is the responsibility of Facilities with reconciliation responsibilities in Finance.</li> <li>• The physical count will begin once the notice to proceed is given to the vendor.</li> </ul>

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. Courtney Ross, Dean, School of Nursing & Health Professions*

#### ***School of Nursing & Health Professions (SNHP)***

On March 1st, 2023, the Nursing faculty attended a webinar presented by the Maryland Nursing Workforce Center. A demonstration was conducted on the Maryland NextGen NCLEX Test Bank and Faculty Case Studies Project. The Nursing Program Coordinator (Dr. Dionne Woolford-Hudgins) was selected as BCCC's Champion/primary contact for this project.

On March 24th, 2023, the Associate Dean of Nursing (Mrs. Dorothy Holley) and Nursing Program Coordinator (Dr. Dionne Woolford-Hudgins) met virtually with the Regional Director of Five Medicine to begin an exploratory discussion of using the Five Medicine community sites for clinical experiences for 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 Business, Science, Technology, Mathematics, & Engineering (BSTEM)***

The Computer-Aided Design and Drafting (CADD) Program Coordinator (Dr. Yohannes Weldegiorgis) and CADD graduating student (Ms. Lyndsey Beaver) represented BCCC's (CADD) program at the Science, Technology, Engineering, Art, and Mathematics (STEAM) career expo. The National Coalition of 100 Black Women Baltimore Metro chapter organized the STEAM fair in partnership with the Baltimore Design School. This expo allowed students to meet successful individuals in the STEAM career tracks and explore numerous STEAM career fields. Presenters from various companies and universities/colleges in Maryland were in attendance, as they shared their knowledge and experience about STEAM professions.

#### ***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 has worked 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**

- Workforce Development coordinated in fall 2022 with Goodwill Industries on two training opportunities. A Certified Nursing Assistant (CNA) cohort of fifteen (15) students that are competing clinicals and will be licensed before year end. As well as a Pharmacy Technician cohort of sixteen (16) students that are currently working through clinicals to complete in early 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 program is located at Green Street Academy and meet Monday through Friday

### **LifeBridge Health**

- A Cohort of seven (7) Sinai Hospital employees began course sequence Certified Nursing Assistant (CNA) course sequence in October. The course is scheduled to be completed in February 2023 and will lead to licensing with the MD Board of Nursing (MBON).
- 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 to begin in March 2023 for up to ten (10) students.

### 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. Courtney Ross, Dean, School of Nursing & Health Professions*

The Vice Presidents' Office of Academic Affairs has begun initial discussions regarding implementing dual-purpose courses (DPCs) to help students achieve general education and programmatic requirements for their respective programs.

- DPC reduces the barrier to achieving a degree.
- Students receive credits once for the course, while that same course fulfills a general education category and a program requirement.
- Degree Works will assign general education courses into the appropriate Gen. Ed. Category to meet credit threshold and all other courses to the program area.
- Depending on the program, students can take a free elective or another course that aligns with their program of study.

### ***BSTEM***

Associate Dean of Natural and Physical Science, Dr. Anil Malaki, 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 Bachelor's in Forensic Studies – forensic science degree. Additional meetings will be scheduled soon to develop this new initiative.

### **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. Courtney Ross, Dean, 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."**

### **SASS**

#### **Early Childhood Education—BCPS Agreement**

Dean Mark Conard, Associate Dean Anthony McEachern, Assistant Vice President King-Sheridan, and Professor for Early Childhood Education, Godwin-Lee, met with representatives from the Baltimore City Public Schools to initiate a discussion on an MOU with the College to enable paraprofessionals in the public schools to earn their associate degree in early childhood education at BCCC. This follows from enacting the Blueprint for Maryland's Future legislation and requiring paraprofessionals to have a college degree. This could be an exclusive MOU with the College for over two hundred paraprofessionals in the school system.

#### **Dual Enrollment (DE)**

Dean Mark Conard continues to work closely with VPSA Borne and Baltimore City School partners to develop dual enrollment schedules and to staff the DE classes for the spring semester. A new collaboration with Mergenthaler High School has been established. BCCC is running four dual enrollment classes at Mergenthaler this spring semester.

## ***B-STEM***

The Biotech Program Coordinator, Dr. Katherine Gillespie, has initiated work with student advisors to contact local High schools to recruit students into the Biotech and Lab Animal Science certificate programs.

The mathematics department has begun offering a 12-week Statistics course at Mergenthaler High School, New Era, Digital Harbor, Dunbar, and Green Street Academy.

## **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 Association of Community Colleges (MACC)

- *2023 MACC Data Book/Dashboards: Faculty & Staff* - Developed data to be included in MACC’s new dashboard version of the annual data book. The Faculty & Staff section was completed to meet the deadline of March 8, 2023.

### Maryland Higher Education Commission (MHEC)

- *Report on Students Requesting Accommodations for Disabled Student Services* – Collaborated with the College’ Disabled Student Services Center to develop enrollment and outcomes data. The Report was submitted to meet the deadline of March 1, 2023.
- *Summer and Fall Student Registration System Files* – Developed student-level data in legacy system (summer 2022) and Banner (fall 2022). The files were submitted to meet the deadline of April 19, 2023.
- *Summer and Fall Course Information System Files* – Developed section level data in legacy system (summer 2022) and Banner (fall 2022) and faculty data. The files were submitted to meet the deadline of April 19, 2023.
- *Opening Spring 2023 Enrollment (S-7 Form)* - Developed preliminary credit headcount enrollment data based on various student characteristics to meet the submission deadline of April 19, 2023.
- *Winter and Spring 2023 Enrollment Information System Files* – Collaborated with Information Technology Services and the Admissions Office to develop student-level data files reporting student enrollment characteristics and demographics to meet the submission deadline of April 3, 2023.

### 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 to meet deadline of April 5, 2023.

### United States Department of Education

- *Higher Education Emergency Relief Fund (HEERF)* – OIR developed student enrollment, characteristics, and outcomes data and collaborated with the Budget Office to report for CY 2019 – CY 2022 to join with

Pell grant and HEERF aid recipient data. All data were completed and submitted to meet the deadline of March 24, 2023.

## **STUDENT AFFAIRS**

### **Improving Application Process**

**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.”

### **New Student Recruitment**

**Weekly Information Sessions** - The Recruiters continue to 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 9<sup>th</sup> – Bluford Drew Jemison w/ MSP – 21 students
- April 19<sup>th</sup> – New Era Academy (College/Career/Resource Fair) – 120 students
- March 16<sup>th</sup> – Augusta Fells Savage (Transition Resource Fair) – 15 students
- March 22<sup>nd</sup> – Ashburton Elementary/Middle School – 23 students
- March 22<sup>nd</sup> – City Neighbors Info Session – 14 students
- March 24<sup>th</sup> – 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.

- April 19<sup>th</sup> - CCBC College Fair
- March 16<sup>th</sup> – AACC College Fair
- March 30<sup>th</sup> – BCCC Transfer Fair

### **Never Attend Improvements in Registrar**

**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.

### **Mayors Scholars Program Recruitment Efforts**

#### **Summer Bridge Recruitment Activities**

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 above:**

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	6 counselors

		and to answer any MSP questions.	<p>*The counselors in attendance representing the following high schools/organization:</p> <p>Bluford Drew Jemison CASA</p> <p>Christo Del Ray Jesuit High School</p> <p>Digital Harbor High School</p> <p>Green Street Academy</p> <p>Mount Clare Christian School</p>
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**MSP mass emailed three different groups:**

Date	Target	Focus	Number
3/13/2023	11 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 7<sup>th</sup> deadline.

**MSP Advising for March:**

During the month of March, the MSP staff worked with 44 students (153 overall since January 3<sup>rd</sup>) 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.

#### ***St. David’s Music Series***

Douglas Buchanan, Director of Music Ministries, was interviewed about the 47<sup>th</sup> annual Baltimore Bach Marathon by Judith Krummeck.

#### ***Baltimore Classical Guitar Society***

Guitarist, Xuefei Yang, was interviewed about her March 25<sup>th</sup> concert at Towson University by Kati Harrison.

#### ***Shriver Hall Concert Series***

Cellist, Tanja Tetzlaff, was interviewed about the recent Tetzlaff-Tetzlaff-Dorkin Trio performance, by Judith Krummeck.

#### ***Candlelight Concert Society***

Artistic Director Irina Kaplan Lande and Ori Kam of the Jerusalem Quartet were interviewed about the quartet’s April 23rd concert by Jonathan Palevsky.

#### ***Baltimore Choral Arts***

Guest Conductor, Dr. Rosephayne Powell, was interviewed about her approach to composition and her presentation of *Her Voice* on March 5<sup>th</sup> by Kati Harrison. Conductor, Blake Clarke, was interviewed about the Choral Arts’ performance on April 5<sup>th</sup> at Goucher College by Jonathan Palevsky.

#### ***University of Maryland, College Park***

Clarinetist, Robert DiLutis, also of the Annapolis Symphony, joined Phil Greenfield of The American Record Guide and Kati Harrison on the March 11<sup>th</sup> edition of Face the Music.

#### ***Annapolis Symphony Orchestra***

Jonathan Palevsky gave pre-concert talks at their March 3rd, 4th, and 31st, concerts at The Maryland Hall for the Creative Arts.

#### ***Johns Hopkins Symphony Orchestra***

Music Director, Jed Gaylin, was interviewed about their April 15<sup>th</sup> concert at Shriver Hall by Jonathan Palevsky.

#### ***Opera Baltimore:***

Artistic Director, Julia Cooke, was interviewed about the opera *La Traviata* by Jonathan Palevsky.

#### ***New Orchestra of Washington***

Jonathan Palevsky gave pre-concert talks at their March 28th concert at The Jewish Community Center in Rockville.

#### ***Baltimore Chamber Orchestra***

Jonathan Palevsky gave an informance at their March 19th concert at Goucher College.

#### ***Handel Choir***

Jonathan Palevsky gave pre-concert talks at their March 11<sup>th</sup> concert at Grace United Methodist Church.



***The Saint Charles Theatre:***

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

***John Hopkins Osher Program***

Jonathan Palevsky taught classes on Music in Italy.

***Towson University***

Jonathan Palevsky taught classes on The Great Symphonists.

**WBJC Corporate Support Partnerships**

Businesses who underwrite programs and content on WBJC

***Returning Clients***

Baltimore Symphony Orchestra, Peabody Institute, Ballet Chesapeake, Cynipid Fund, Bach in Baltimore, Baltimore Choral Arts Society, Baltimore Chamber Orchestra, Community Concerts at 2<sup>nd</sup>, Baltimore Classical Guitar Society Shriver Hall in Series, Maryland State Boys' Choir, St. Paul's Church, Elville and Associates, Opera Baltimore, The St. David's Music Series, Kennedy Center, Zeke's Coffee, Culligan Water, Maryland Lyric Opera, Handel Choir.

***New Clients***

Baltimore Museum of Industry

**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.

- 3-4-23 Washington Metropolitan Philharmonic, Peabody's Amit Peled, U of MD Robert DiLutis.
- 3-11-23 Annapolis Symphony Concert Preview.
- 3-18-23 Annapolis Symphony Recorded Concert.
- 3-25-23 Angela Hewitt at Candlelight.

***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.

- 3-4-23 Passager, the local independent literary press dedicated to older writers founding editor, Kendra Kopelke, was interviewed about their current poetry contest and latest issue.
- 3-27-23 Fine Arts Baltimore Curator, Ann Shafer, was interviewed about the second edition of the Baltimore Fine Art Print Fair.

**Communications, Public Relations, and Outreach**

**Staff Newsletter- Relaunching**

- Campus Updates
- Middle States website link

- Featured 2022 Paragon Award for “Best Graphics” received from the National Council for Marketing and Public relations (NCMPR)
- Featured faculty member, Dr. Kata Hall, winner of the Zeta Phi Beta, Sorority, Incorporated “Educator of the Year” award

## **Social Media**

Implemented strategy to increase social media followers and content.

- Increase in Twitter Followers
- Increase in LinkedIn followers
- Public Relations/Communications now oversees social media platforms as part of the new strategy to increase social media interaction and followers
- Created new video reels for Student Affairs Women’s History Month events recap
- Created Multi-platform social media calendar

## **Community Meetings/Engagement**

### ***Greater Mondawmin Coordinating Council***

Reconnected BCCC with the Mondawmin Coordinating Council to build a strong partnership for future collaboration and initiatives that benefit the immediate community.

### ***TouchPoint Baltimore***

Coordinated a meeting between BCCC president and co-founder and president of TouchPoint Baltimore, a community organization in the Greater Mondawmin neighborhood that provides a plethora of services to empower residents through education, employment, and workforce development.

### ***Park Heights Renaissance***

Reconnected BCCC with the Park Heights Renaissance community organization to created areas of collaboration and mutual benefit.

## **REALIGNMENT TASK # 8**

*“Develop and market a brand for BCCC.”*

*Mr. Gussener Augustus, Vice President, Advancement*

## **Marketing**

### ***Admissions Publications***

English versions of Career Pathways, Upward Bound, MSP, and Dual Enrollment publication reprints were sent to print.

### ***IT Email Template***

The department designed an email template for IT.

### ***Gym Hours Sign***

The department designed a flyer noting gym hours.

### ***BCCC Accomplishments Letterheads***

The department designed two letterheads for use by divisions to list accomplishments for Board of Trustees reports.

***Campaign Landing Page***

The department is working on a draft for a new campaign landing page that will be designed in HTML and hosted on our CMS. Creative will match the creative used for all other brand components for the next campaign and will evolve as campaign creative evolves.

***Business Cards***

Two new business cards were sent for quotes; drafts produced.

***Women's History Billboard***

A new Women's History Month billboard was designed for the website homepage.

***Registration Signage***

The department is working on new creative for pull-up signs advertising registration is open.

***Disability Support Services Brochure***

The department completed a draft, review by the department and revisions for the DSSC brochure. The brochure is ready for review and approval to proceed with printing.

***CODA Event Signage***

The department obtained quotes and designed two signs for use during the CODA site visit.

***Commencement Participation Form***

The department designed and branded a form to be used for students registering to participate in Commencement 2023.

***GED Graduation Materials***

The department is working to develop diplomas, signage, billboard, and other items for use at the GED graduation in June 2023.

***Earth Day Billboard***

The College is designing an Earth Day billboard for use on the homepage.

***Transfer Day & Women's Expo – Middle States Events***

The department is working on a billboard, social posts, Canvas design, PDF and print flyers and signs for use at the March 29, 2023 Transfer Day event. The department also participated in the event and provide social posts and images of the event.

***Procurement/Accounts Payable***

The department worked with Accounts Payable and Procurement to correct issues surrounding several unpaid invoices, submit numerous new procurement requests, and manage incoming invoices.

***Social Posts***

Several social posts were developed and scheduled for events, supporting programs, and retweets.

***Middle States Standard I Committee***

The department worked with a faculty member to refresh on how to request and organize evidence. Additional work on the Standard I draft was completed throughout the month.

***MSP PowerPoint***

An MSP PowerPoint was updated and brought into brand style. New images were included.

***Transfer Fair***

Flyers, signs, large directional signs, and a billboard were developed.

***CODA Billboard***

The department created a billboard to welcome CODA visitors.

***Newsletter Design Edits***

The department made further edits and revisions to the newsletter template.

***MSP, Dual Enrollment, Upward Bound, Career Pathways Brochures – English Version***

These brochures were sent to print.

***MSP, Dual Enrollment, Upward Bound, Career Pathways Brochures – Spanish Version***

These brochures were sent for quote signatures/approvals to proceed with procurement. Content was sent to AdAstra to translate to Spanish.

***Summer and Fall 2023 Campaign Creative***

The department is searching for photography for use with the Summer and Fall 2023 campaign.

***Business Cards***

Several new business card orders were submitted, approved, and sent to print throughout the month.

***Fillable Practical Nursing Application (Web Form)***

The Practical Nursing Application was converted to a fillable PDF form and replaced on the website.

***Billboards***

Spring Break, Spring Finals, Mental Health Awareness and Earth Day billboards were developed.

***GED Graduation Flyer***

The department began work on several projects supporting GED graduation in June, including diplomas, signs, programs, and tickets.

***Commencement Social Media Plan***

A draft of the Commencement Social Media Plan has been developed for further discussion.

***Social Posts on Facebook, Instagram, and Twitter***

Multiple content posts were developed for Facebook, Instagram, and Twitter, including images from SLE events.

***Student Life & Engagement (SLE) March Programming Flyer***

A flyer for March SLE events was developed; the flyer will also be used for social posts.

***WBJC Website Meeting***

The department met with WBJC to discuss options for replacing their website CMS.

***Mayor's Scholars Program Campaign***

The department is working with Student Affairs to develop student testimonials, MSP digital advertising, place a photo carousel on the MSP web page, and assist with the 2022 and 2023 College Board list. Additionally, we have developed a MSP Information Session flyer.

***Middle States March 11 event***

The department provided promotional items for use at the March 11 Middle States adjunct faculty meeting.

***Ellucian Go-Live Readiness Planning***

The department worked with Ellucian and IT to develop training, production and a communication plan.

***CODA Billboard***

Signs arrived for distribution.

***MSP Digital Advertising***

Digital advertising was placed on Facebook and Instagram to reach 18–19-year-old students who are graduating in Baltimore City in 2023. An additional ad targets parents of these students.

***Commencement***

All draft print jobs and quotes have been submitted into Banner. In addition, MindinMotion has also been submitted.

***Communication Meeting: Denise Holland***

The department met with Denise Holland to discuss her thoughts and ideas for general and Middle States communication to the campus.

***MSP Flyer***

An MSP flyer has been completed to promote MSP Information Sessions and the general program. An additional billboard has been designed as well.

***Commencement Social Campaign***

A revamped Social Campaign has been developed to promote graduating students, faculty, and staff.

***Mondawmin Mall Signage***

The Mondawmin Mall agreement has been submitted to Procurement; New art is being developed.

***Vector Media***

The department submitted a new Vector Media agreement to continue rental of the Subway Wrap (CUBE) through 12/31/2023. The agreement is out for signature and will then be submitted to Procurement for requisition processing.

***Newsletter***

A new BCCC Newsletter has been developed, including creative work and copy editing.

***Employee Spotlight Form***

A new form has been developed for nominating employees for the Employee Spotlight section of the newsletter.

***Summer 2023/Fall 2023 Digital Campaign***

Revised designs and photography are in final stages of editing to present to Dr. McCurdy.

***Campaign Web Page***

The department is working on final edits for a Campaign Web Page that will look and feel part of the Summer and Fall 2023 campaign.

***High School Commencement***

The department is working with Workforce to develop all components of the June GED graduation program, including signage, web billboard, signage, diplomas, and more.

***WBJC***

The department is working with WBJC and NPR to migrate their website to the NPR platform.

***Website Complaint Form***

Draft #1 of a Website Complaint page has been sent to Dr. Borne for review, et review and approval.

***SGA Middle States Meeting***

Met with Valerie Grays to discuss the potential of the Middle States Committee scheduling a MS communication meeting at their next meeting. Additional efforts such as attending Transfer Day are in the works.

***Social Platforms***

Social posts for a range of student activities, Commencement, and photos of those events were placed on Facebook, Instagram, and Twitter.

***Fillable Procurement Form***

The Procurement Pre-Approval Form was made fillable.

***Student Life and Engagement March Events Flyer***

A flyer with all Women's Month and March events was completed for Student Life and Engagement.

***Active Shooter Training***

The department participated in Active Shooter Training.

***Self-Study Fast Facts***

The department completed draft one of the Self-Study Fast Facts flyer that will be given to students at various MS communication events.

***Rebranding***

***Disability Support Services, Mayor's Scholars Brochure, Dual Enrollment, Workforce Development, and Career Pathways Spanish Brochures***

The department has created new Spanish versions of each brochure.

***Entrance Banner***

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

***BCCC Viewbook***

We are developing a new draft of the BCCC Viewbook.

***Brand Campaign***

The department is developing creative for a new brand campaign, titled Start. Expand. Impact. Initial components of the campaign include enrollment strategy and creative direction for Summer and Fall 2023.

***Departmental Web Page Images***

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

***Summer/Fall Campaign: Digital Advertising, Cube, Bus Signs, Afro, etc.***

A range of design drafts have been developed to include with a larger brand presentation that will outline the advertising campaign Start. Expand. Impact. We are still working on drafts and a presentation.

***Newsletter***

The department worked with the draft design and editing throughout the week.

***Campaign Landing Page***

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

***Middle States Fast Facts Flyer***

The department developed a one-page flyer for use with sharing Middle States information among constituent groups.

***Employee Spotlight Form***

The department completed a fillable form to be used when nominating students for the Employee Spotlight section of the newsletter.

***IT Email Header***

The department is working to develop standardized email headers and footers to be used in Banner.

***Practical Nursing Fillable Form***

Revisions to the Practical Nursing Fillable form were made and uploaded to the website.

***Transfer Signs***

Printed Transfer Fair signs were inserted into sign holders (used for Commencement) and taken to the Bookstore for use on March 29.

***Commencement Interview Reels***

The department has begun filming brief Commencement reels for use on social media.

***Summer Credit Schedule***

The department setup the InDesign file to populate summer courses when they are released.

***Summer, Fall, Winter 2023 & Spring 2024 Schedule***

The department posted these calendars to the Website.

***Social Media***

Posted Student Life and Engagement event photos to Facebook, Instagram, and Twitter. Additionally, most non-reel posts for Commencement are scheduled through the close of May 13 (Commencement).

***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.

***Middle States Website***

The department has completed final edits for the Middle States Website, which is now ready to make live on the site.

### ***Workforce Development Marketing Requests***

The Workforce Development division has requested a re-print of the Workforce Development brochure and other assorted requests such as tablecloths and signage. They will discuss their full request with VP Thomas and advise. In the interim at their request, we will make a minor edit to the brochure and proceed with approval, pricing, and printing.

### ***Biteable Video***

The department is making final edits to a video supporting the Start. Expand. Impact. campaign.

### ***Vector Media***

The Vector media contract has been submitted to Procurement for processing.

### ***Middle States Fast Facts***

Final design edits were completed, and the flyers have been produced.

### ***QR Code Flyer for Middle States Tagline Voting***

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

### ***STEM Conference Advertisement***

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

### ***Bais Yaakov School for Girls Advertisement***

The department is developing a general enrollment ad for the Bais Yaakov School of Girls web PDF.

### ***Commencement Videos***

The department is producing Commencement videos by faculty, staff, and students to post on our social platforms through Commencement. Faculty and staff are talking of congratulatory messages and words of wisdom and graduating students are being interviewed.

### ***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 795 that have requested information. Dr. Born is working with Admissions staff to contact these students. Files were sent, and access to the online files were added to 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 58 registrations. Dr. Borne is working with Admissions staff to contact these students. Files were sent, and access to the online files were added to Microsoft Forms.

### ***GED Graduation***

The department is working to create a similar GED experience for graduation as would be received at a BCCC Commencement. Diplomas (with a poem only; rolled and tied with ribbon) have been produced. A program will be produced. Additional Save the Date flyers have been printed.

### ***Business Cards***

Several business card orders have been completed.



***Zoom Placeholder***

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

***Workforce Brochure Reprint***

Edits were completed to the Workforce Development brochure. The brochure will be translated to Spanish and then we will gather print pricing.

***Juneteenth, Zumba, & Confessions of a Baltimore Beekeeper***

A billboard is being developed for Juneteenth. 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 Print Orders***

Invitations, envelopes, diploma paper, entrance banner, and podium signs, picture frames, graduation boxes ordered or sent to print.

***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.

***Newsletter***

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

**Brand Building**

***Winter/Spring 2023 Digital Campaign***

Continued to optimize Facebook, Instagram, and Google digital advertising for the current Winter/Spring 2023 Digital Campaign.

***Web Page Image Updates***

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

***Web Page Update Schedule (Dates)***

The department is working to develop a schedule to proactively request date updates on web pages.

***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 for multiple target groups within the BCCC brand.

***AFRO Advertising***

New creative has been developed to post on the AFRO Facebook, email in the AFRO e-Blast, and for use as a header on the AFRO website.

**Digital Campaigns**

***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: 14,892  
Link Clicks to MSP Web Page: 188
- **Parent Ad Targeting:**  
Reach: 50,451  
Link Clicks to MSP Web Page: 815

***Winter 2023 & Spring 2024 Digital Campaign Summary***

Facebook and Instagram Digital Campaign: 11/22/2023 – 3/7/2023:

- Reach: 887,878
- Link Clicks: 15,560

***Winter 2023 & Spring 2024 Digital Campaign Summary***

Overview measured from start date of 12/7/2022 through 3/7/2023 when registration closed):

- Impressions: 81,494
- Clicks: 23,435
- Average Cost Per Click: \$0.34

**Total Reach and Interactions for All Digital Campaigns**

- Impressions: 984,938
- Clicks to bccc.edu/apply: 39,995

**Market Research**

- Middle States team shirts
- T-shirts
- Middle States Report – Anne Arundel Community College

**Social Media Analytics**

- ***Facebook: 3/1/2023 – 3/31/2023***

Page Reach: 123,546 (Down 33.2% over the prior month)  
Page Visits: 2,275 (Down 25.2% over the prior month)  
New Likes & Follows: 20 (Down 28.6% over the prior month)

- ***YouTube: 3/1/2023 – 3/31/2023***

Monthly views: 749 (43% higher than February 2023)  
Watch time: 15.9 hours (21% higher than February 2023)  
Subscribers: +3 (250% more than February 2023)

- ***Instagram: 3/1/2023 – 3/31/2023***

Reach: 25,763 (Up 19.4% over the prior month.)  
Profile Visits: 512 (Down 0.2% over the prior month.)  
New followers: 44 (Up 7.3% over the prior month.)

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

# Tweets: 23 (Down 36.1% over the previous period.)  
Tweet Impressions: 2,510 (Down 12.3% over the previous period.)  
Profile Visits: 2,403 (Up 150.8% over the previous period.)  
Mentions: 18 (Up 20.0% over the previous period.)  
Followers: 1740 (Up 5)

### **Recent Twitter History**

#### **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**

### *Homepage Content Updates*

- Website Billboards
  - Women's History Month
  - Save the date (2 drafts)
  - Commencement 2023
  - Welcome Commission on Dental Accreditation (2 drafts)
  - Earth Day billboard (Prepared)
  - GED Graduation (Prepared)
  - MSP Billboard
  - Transfer Fair Save the Date
  - CODA Site Visit
  - Spring 2023 Transfer Fair
  - Cyber Security & Assurance
- Transfer Fair event
- Information To Know
  - Commencement 2023

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

- Analytics
- Apply Webpage update
- Register Webpage update
- HR Careers webpage update
- Landing page for advertising (Draft 1)
- ITS Newsletter template built in HTML (Draft 1)
- BCCC Logo on website updated
- Dr. McCurdy Covid update
- Covid webpage update
- Website Calendar updates
- Practical Nursing Fall 2023 application published
- International students webpage updated
- International students web widgets published
- Commencement 2023 webpages published
- Commencement Participation form published
- ESL webpage update
- Surgical Technology webpage update
- HR PD schedule published
- BOT Webpage update
- BOT Agenda update
- Commencement webpage update (Regalia video)
- Commencement webpage update (Email correction)
- Facilities webpage update
- ABE webpage update
- Bookstore webpage update

- Academic Calendar Summer 2023 published
- DSSC webpage update
- Commencement participation form published
- Nursing webpage updated
- Nursing PN application updated
- Apply webpage updated
- Register webpage updated
- Dual Enrollment webpage updated
- Employee Spotlight nomination form published
- Refugee Youth Project webpage updated
- Library webpage updated
- PTA program webpage updated
- Facilities Communications webpage updated
- Facilities Communications webpage updated.
- Summer Academic Calendar updated.
- SGA Meeting information published.
- Nursing faculty webpage updated.
- PTA Application updated (3 draft)

***Other***

- WBJC & NPR meeting
- Active shooter training
- Complaint webpage (Draft 1)
- BCCC Landing page for marketing (Draft 1)
- Info Sec Security training (March)
- International Students webpages reformatted
  - International Students Handbook
  - Supplemental Documents
- Veterans Affairs webpages reformatted
  - Veterans Admissions/Enrollment
  - Veterans Choice Act
  - Veterans and military employment resources
  - Veterans and military resources
  - Veterans enrollment forms
- Student Support & Wellness webpage reformatted
  - What is Counseling? Webpage reformatted
  - About Our Team reformatted
  - Confidentiality Statement reformatted
  - Contact us reformatted
  - In Crisis? Reformatted
  - Services reformatted
  - Substance Abuse Information reformatted
- Veterans Next Steps
- Middle States webpage (Draft 3)
- BCCC Branding webpages updated
- ITS meeting about Panther Portal
- BCCC Logo updated on Canvas
- Reformatted all Registration webpages

- Register for Classes
- Academic Renewal
- Academic Standing
- Add/Drop/Withdrawal Info
- Change of Major
- Class Attendance/Repeating Courses
- Course Substitutions and Exemptions
- FERPA
- Frequently Asked Questions
- Grades/Transcripts
- Official transcripts
- Records & Transcripts
- Reverse Transfer

### ***Ongoing***

- Website directory meeting (Scheduled)
- BCCC Accomplishments webpage (pending)
- Complaint webpage
- HR Health and Wellness webpage
- WBJC meeting scheduled (Website)
- Nomenclature project
- BCCC Style Guide webpages
- Website Refresh project
- Blackboard Research
- Marketing team meetings
- Middle States – Communications group
- Marketing team meetings
- Webpages with dates audit
- Landing webpages without images (Discovery)
- ITS Newsletter template

### **Website Statistics**

Google Analytics for the month indicate a continuing trend of increases in visits to the website Home and Apply web pages. While the digital campaigns that drive traffic to the apply and register pages has ended, we continue to see low to moderate volume visiting the apply pages. These pages will rebound 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 45% in visits, the result of running targeted MSP digital advertising to parents and students in Baltimore City.

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

March 1, 2023 – March 31, 2023 vs. same period in 2022:

- Pageviews increased by 13.52% (920,073 in 2022 vs. 1,044,442 in 2023)
- Unique (new) pageviews increased by 15.71% (372,438 in 2022 vs. 430,948 in 2023)
- Average time on page increased by 24.10% (00:00:44 in 2022 vs. 00:00:55 in 2023)

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

March 1, 2023 – March 31, 2023 vs. same period in 2022:

- Pageviews increased by 21.82% (10,181 in 2022 vs. 12,402 in 2023)
- Unique (new) pageviews increased by 33.16% (3,839 in 2022 vs. 5,112 in 2023)
- Average time on page increased by 44.85% (00:00:34 in 2022 vs. 00:00:49 in 2023)

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

March 1, 2023 – March 31, 2023 vs. 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 5.48% (24,942 in 2022 vs. 23,574 in 2023)
- Unique (new) pageviews increased by 3.66% (9,559 in 2022 vs. 9,909 in 2023)
- Average time on page increased by 8.8% (00:00:33 in 2022 vs. 00:00:36 in 2023)

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

March 1, 2023 – March 31, 2023 vs. same period in 2022

- Pageviews decreased by 21.71% (9,161 in 2022 vs. 7,172 in 2023)
- Unique (new) pageviews decreased by 12.59% (3,574 in 2022 vs. 3,124 in 2023)
- Average time on page decreased by 15.58% (00:01:04 in 2022 vs. 00:00:54 in 2023)

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

March 1, 2023 – March 31, 2023 vs. same period in 2022

- Pageviews increased by 42.87% (1,789 in 2022 vs. 2,556 in 2023)
- Unique (new) pageviews increased by 28.09% (776 in 2022 vs. 994 in 2023)
- Average time on page increased by 73.65% (00:00:43 in 2022 vs. 00:01:14 in 2023)

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

March 1, 2023 – March 31, 2023 vs. same period in 2022

- Pageviews increased 45.10% (1,612 in 2022 vs. 2,339 in 2023)
- Unique (new) pageviews increased by 45.34% (686 in 2022 vs. 997 in 2023)
- Average time on page decreased by 17.31% (00:01:05 in 2022 vs. 00:00:54 in 2023)

**Future Projects**

- Middle States signage requirements
- Billboards for Summer and Fall 2023 Campaign (web and electronic; electronic for research only at this point)
- BCCC promotional letters (48" tall) project
- Brand PowerPoint
- Review campus signage for replacement
- Possible 4-5 pole sign replacements
- Style Guide PowerPoint
- Presidential Style Guide PowerPoint

- Speaker Series (all) creative
- Commencement videos
- GED Graduation

## **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***

The College sent 11 key staff representing multiple areas including Student Affairs, WDCE, Finance, HR, Student Accounting, and IT to the annual Ellucian Live Conference held last week in New Orleans from March 26 to March 29. As a follow-up to the conference, college representatives are sharing resources received with others in their areas and will continue engaging with peers at other community colleges from across the country that are also using Banner.

BCCC (Baltimore City Community College) 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.

MDTime cut-off date scheduled to set on 3<sup>rd</sup> of May 2023. 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
- Communication Manager is now being configured and tested. The first set of communication is being worked on to go-Live by the end of April 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 Research 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. The completion is anticipated in 2023. 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*

The project was posted to eMMA, the State of Maryland’s online procurement platform, for bidding. A pre-bid meeting attended by eight individuals representing three potential bidders was held onsite on April 5th and bids are due on April 26th. Construction/demolition is scheduled to start in July, 2023.

## **REALIGNMENT TASK #11**

*“Identify barriers in State or local laws or regulations that impede the ability of BCCC to operate efficiently and effectively, including procurement and capital construction projects.”*

*Office of the President*

As an agency of the state, the College is required to submit many reports to the state and to provide impact statements regarding all proposed legislation that could affect the College. In addition, the legislature imposes on BCCC the requirement that it submit Legislative Reports to various committees. As a result, the College spends a great deal of time responding to mandatory reporting requirements, thereby reducing the time and energy available for day-to-day operations. At some point, the College will request that the requirement cease for Realignment Reports to be submitted to the State as the tasks and activities become fully integrated into the operations and structure established for BCCC.

**BOARD OF TRUSTEES**  
**BALTIMORE CITY COMMUNITY COLLEGE**

TAB 11 | Active Search Listing

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**HR Active Search List As of April 11th, 2023**

Baltimore City Community College						
	Div	PIN #	Position	Oversight	Date posted	Status 4/11/2023
1	AA	81697	Assistant Professor of Nursing- Adult Medical/Surgical	Dr. Courtney Ross/ Dorothy Holley	3/12/2021	Resumes forwarded for Review
2	AA	67006	Director of the Academic Success Center	Dr. Karen-King Sheridan	12/8/2021	Resumes forwarded for Review
3	AA	66902	Dean of Natural and Physical Sciences, Business, Technology, Engineering & Math	Dr. Debra McCurdy	5/16/2022	Resumes forwarded for Review
4	AA	66760	Director of Library & Learning Commons	Dr. Debra McCurdy	8/8/2022	Resumes forwarded for Review
5	AA	66777	Assistant Professor of Fashion Design	Dr. Debra McCurdy	8/10/2022	Resumes forwarded for Review
6	AA	73971	Administrative Assistant to the VP of Academic Affairs	Dr. Debra McCurdy	10/27/2022	Resumes forwarded for Review
7	AA	TBD	Assistant Vice President Curriculum & Instruction	Dr. Debra McCurdy	12/19/2022	Resumes forwarded for Review
8	AA	66761	Admissions Counselor, School of Nursing & Health Professions	Dr. Courtney Ross/ Dorothy Holley	1/11/2023	Resumes forwarded for Review
9	AA	78507	Assistant Professor/Clinical Coordinator, Health Information Technology	Dr. Courtney Ross/ Dorothy Holley	3/23/2023	Resumes forwarded for Review
10	SA	66689	Coordinator of Veteran Services	Dr. Jade Borne	11/1/2021	Resumes forwarded to Vice President
11	SA	66831	Financial Aid Coordinator	Dr. Jade Borne/ Saleem Chaudhry	9/14/2022	Resumes forwarded to Vice President
12	SA	66844	Federal Work Study Specialist	Dr. Jade Borne / Saleem Chaudhry	8/11/2022	Resumes forwarded to Vice President
13	SA	66663	Director of Dual Enrollment	Dr. Jade Borne	8/26/2022	Resumes forwarded to Vice President
14	SA	66991	Dean of Enrollment Management	Dr. Jade Borne	9/7/2022	Resumes forwarded to Vice President
15	SA	66925	Assistant Director of Financial Aid	Dr. Jade Borne / Saleem Chaudhry	9/7/2022	Resumes forwarded to Vice President
16	SA	76573	Student Support & Wellness Coordinator/Counselor	Dr. Jade Borne/ Dr. Sherri Brown	9/30/2022	Resumes forwarded to Vice President
17	SA	66733	Admissions & Recruiter Advisor	Dr. Jade Borne	10/17/2022	Resumes forwarded to Vice President
18	SA	82347	Office Specialist- Student Life & Engagement	Dr. Jade Borne/ Valerie Grays	11/9/2022	Resumes forwarded to Vice President
19	SA	76829	Registrar	Dr. Jade Borne	2/13/2023	Resumes forwarded to Vice President
20	SA	66988	Assistant Director for Admissions/ Recruitment	Dr. Jade Borne	4/5/2023	Search is Open
21	ASP	66932	Administrative Assistant for the Vice President for Advancement	Gussener Augustus	1/10/2023	Resumes forwarded to Vice President
22	ASP	66960	Director of Development	Gussener Augustus	1/11/2023	Resumes forwarded to Vice President

23	WDCE	66861	Maintenance Supervisor	Michael Thomas / Kate Zurlage	4/21/2021	Resumes forwarded to Vice President
24	WDCE	66769	Police Officer II	Michael Thomas	7/28/2020	Resumes forwarded to Vice President
25	WDCE	76566	Director of Division Operations & Services	Michael Thomas	1/26/2022	Resumes forwarded to Vice President
26	WDCE	86278	Police Officer III	Michael Thomas	8/24/2022	Resumes forwarded to Vice President
27	WDCE	66853	Property Control Specialist	Michael Thomas	9/15/2022	Resumes forwarded to Vice President
28	WDCE	76588	Police Supervisor	Michael Thomas	12/9/2022	Resumes forwarded to Vice President
29	WDCE	73964	Budget Specialist	Michael Thomas	2/7/2023	Resumes forwarded to Vice President
30	WDCE	66921	Associate Director of ELS	Michael Thomas	3/6/2023	Resumes forwarded to Vice President
31	WDCE	66837	Building Security Officer	Michael Thomas	3/27/2023	Resumes forwarded to Vice President
32	WDCE	66887	Administrative Assistant II	Michael Thomas	3/28/2023	Resumes forwarded to Vice President
33	F&A	66879	Assistant Vice President of Finance & Administration	Aubrey Bascombe	12/5/2022	Resumes forwarded to President
34	F&A	66947	Senior Accountant	Eileen Waitsman / Anna Lansaw	1/12/2023	Resumes forwarded for Review
35	F&A	66757	Senior Accountant	Eileen Waitsman / Anna Lansaw	1/12/2023	Resumes forwarded for Review
36	F&A	67013	Senior Accountant - Foundation	Eileen Waitsman / Anna Lansaw	1/12/2023	Resumes forwarded for Review
37	F&A	82345	Human Resources Generalist	Charles Hall	1/27/2023	Resumes forwarded for Review
38	F&A	66986	Budget Analyst	Aubrey Bascombe	3/27/2023	Search is Open
39	F&A	66842	Accounts Clerk III	Pat Raines	3/27/2023	Search is Open
40	IERP	88494	Research Analyst I	Becky Burrell	7/6/2022	Resumes forwarded to Vice President
41	OP	66855	Director of Government Relations/Special Assistant to the President	Dr. Debra McCurdy	1/18/2022	Resumes forwarded to President
42	OP	66987	Programmer/Analyst	Michael Rading	5/10/2021	Resumes forwarded to CIO
43	OP	66981	Executive Administrative Assistant to the President	Dr. Debra McCurdy	2/13/2023	Search is Open
44	OP	66852	Project Manager	Michael Rading	4/3/	Resumes forwarded to CIO