

# Baltimore City Community College

# Board of Trustees Open Session

**Dr. Debra L. McCurdy**  
President

**Mr. Kurt L. Schmoke**  
Chair

WEDNESDAY | April 17, 2024

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

TAB 1 | Approval of the April 17, 2024 Agenda

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**BOARD OF TRUSTEES**

**BALTIMORE CITY COMMUNITY COLLEGE**

**Open Session Agenda** | 4:00pm April 17, 2024 (Virtual Zoom Meeting)

Zoom Link: <https://bccc-edu.zoom.us/j/93145261642>

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- I. Call to Order Mr. Kurt L. Schmoke, *Chair*
  - a. Adoption of Agenda **(Vote)**
    - i. Approval of the March 20, 2024, Agenda (Tab 1) Mr. Kurt L. Schmoke, *Chair*
  
- II. Board Actions/Consent Agenda **(Vote)** Mr. Kurt L. Schmoke, *Chair*
  - a. March 20, 2024 Open Session Meeting Minutes (Tab 2)
  - b. March 20, 2024 Closed Session Meeting Summary (Tab 2)
  - c. April 11, 2024 Finance/Audit Committee Meeting Minutes (Tab 2)
  - d. Student Government Association (Tab 3)
  - e. Faculty Senate Comments (Tab 4)
  
- III. Items Removed from the Agenda (Tab 6) Mr. Kurt L. Schmoke, *Chair*
  - a. AFSCME Local #1870 at BCCC Comments (Tab 5)
  
- IV. New Business (Tab 7) Mr. Kurt L. Schmoke, *Chair*
  - a. Finance/Audit Committee Meeting, April 11, 2024 Dr. Debra McCurdy, *President*
    - i. Procurement Polices & Procedures **(Overview)** Ms. Anna Lansaw, *ED Procurement*  
Mr. Aubrey Bascombe, *VP Finance*
  
    - ii. Procurement Exceeding \$25,00 to \$99,999 **(Information)**
      - a) Ford Transit Cargo Van (72 Hour LLC) \$59,826.30
      - b) West Pavilion Restroom Renovation (Noelker & Hull) \$69,468.00
      - c) Three Canon Copiers (Canon USA) \$46,740.00
      - d) Change Order(s)
        - 1. Replacement of the Fire Lite (Premier Fire Protection Services)  
CO Amount: \$3,210.00 New Contract Total: \$31,271.00
        - 2. Audio Upgrade (Lee Hartman & Sons, Inc)  
CO Amount: \$5,104.49 New Contract Total: \$33,910.16
  
    - iii. Pre-Approval Procurement(s) exceeding \$100,000 **(Vote)**
      - a) Manage Services: Advisory Services (Ellucian), \$483,000.00
      - b) Phase II – IT Modernization
        - 1. Nutanix, Rubrik, HPE Servers (CAS Severn) \$294,891.52
        - 2. Microsoft Azure (Bell Techlogix) \$183,127.80
  
    - iv. Procurement(s) exceeding \$100,000.00 – Approval **(Vote)**
      - a) Four Shuttle Buses (72 Hour LLC) \$524,740.00
  
    - v. College Finance Update **(Information)**

- V. College Policies (Tab 8) **(Vote)**
- a. Academic Honesty Policy
  - b. Records Retention and Disposal Policy
- VI. Presentation (Tab 9)
- a. Enrollment Update
  - b. ERP Update
- VII. Presidents Report (Tab 10)
- VIII. Active Search Listening (Tab 11)
- IX. Motion for Adjournment **(Vote)**
- Mr. Kurt L. Schmoke, *Chair*  
Dr. Debra McCurdy, *President*  
Dr. Jacqueline Hill, *VP Academics*
- Dr. Debra McCurdy, *President*  
Ms. Lyllis Green, *Chief Internal Auditor*
- Mr. Kurt Schmoke, *Chair*  
Dr. Debra McCurdy, *President*
- Dr. Debra McCurdy, *President*  
Ms. Donna Thomas, *Interim VP Student Affairs*
- Dr. Debra McCurdy, *President*  
Mr. Micheal Rading, *CIO*
- Mr. Kurt Schmoke, *Chair*  
Dr. Debra McCurdy, *President*
- Mr. Kurt Schmoke, *Chair*
- Mr. Kurt Schmoke, *Chair*

**BOARD OF TRUSTEES**

**BALTIMORE CITY COMMUNITY COLLEGE**

**BOARD ACTIONS / CONSENT AGENDA**

TAB 2 | March 20, 2024 Minutes

TAB 2 | March 20, 2024 Closed Session Meeting Summary

TAB 2 | April 11, 2024 Finance/Audit Committee Minutes

TAB 3 | Student Government Association Report

TAB 4 | Faculty Senate Report

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

TAB 2 | Approval of the March 20, 2024 Minutes

TAB 2 | Approval of the March 20, 2024 Closed Session Summary

TAB 2 | Approval of the April 11, 2024 Finance/Audit Committee Minutes

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

**Open Session Minutes** | 4:00pm March 20, 2024 (Virtual Zoom Meeting)

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

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

I. Call to Order

Chairman Schmoke called the meeting to order at 4:04pm on March 20 21, 2024. The Agenda was unanimously approved upon a motion by Trustee Weiss, seconded by Trustee Blum.

II. Board Actions/Consent Agenda

- a. February 21, 2024 Open Session Meeting Minutes (Tab 2)
- b. February 21, 2024 Closed Session Meeting Summary (Tab 2)
- c. March 11, 2024 Special Meeting Minutes (Tab 2)
- d. March 14, 2024 Finance/Audit Committee Meeting Minutes (Tab 2)
- e. Student Government Association (Tab 3)

Chairman Schmoke asked for a motion to approve the Consent Agenda items a through e. Trustee Weiss made the motion; seconded by Trustee Pfeifer. The Agenda was unanimously approved.

III. Items Removed from the Agenda (Tab 6)

- a. AFSCME Local #1870 at BCCC Comments (Tab 4)
- b. Faculty Senate Comments (Tab 5)

IV. New Business (Tab 7)

- a. Finance/Audit Committee Meeting March 14, 2024
  - i. Procurement Polices & Procedures
  - ii. Procurement Exceeding \$25,000 to \$99,999.
    - a. Motorola Radios (Motorola) \$79,420.55
    - b. Elevator Wraps – Advertising (Vector Media) \$53,250.00
    - c. IMAC Computers (Applied Technology Services) \$36,839.00
  - iii. Pre-Approval Procurement (s) exceeding \$100,000.

a. Juniper Renewal - 2 Year Renewal (CDW)

\$151,455.92

VP Bascombe presented the financial report for the College, highlighting the Juniper Contract Renewal. He provided an overview of the IT Software, noting that the College is requesting pre-approval to enter into an agreement with the above-referenced contractor to provide continuous hardware maintenance support for IT servers. The contract is being requested for a two-year term and is being procured through the Maryland Educational Enterprise Consortium, an intergovernmental cooperative purchasing agreement. In accordance with procurement policies and procedures, the College is exempt from a formal procurement process when procuring through intergovernmental contracts or like-business agreements.

Chairman Schmoke called for a motion to approve. Trustee Blum made the motion; seconded by Dr. Pfeifer. The motion was unanimously approved for the Juniper 2 Year Renewal.

iv. Financial Monthly Performance Report

Total Revenue by Appropriated Fund

Actuals

FY24	Revenue Fund	Budget FY24	Monthly Budget FY24	FY24	FY23	Net Change	Percentage Change
	General (Unrestricted)	62,689,753	8,955,679	48,886,170	38,105,893	10,780,277	28.3%
	Restricted	25,610,084	3,658,583	20,295,793	14,193,657	6,102,136	43.0%
	<b>Total Revenue FY24</b>	<b>88,299,837</b>	<b>12,614,262</b>	<b>69,181,963</b>	<b>52,299,550</b>	<b>16,882,413</b>	<b>32.3%</b>

Year-over-Year (YoY) Expense Comparison

Expense Fund	Budget FY24	Monthly Budget FY24	FY24	FY23	Net Change	Percentage Change
General (Unrestricted)	62,689,753	8,955,679	35,078,361	28,659,342	6,419,019	22.4%
Restricted	25,610,084	3,658,583	17,063,131	5,787,861	11,275,270	194.8%
<b>Total Expenses</b>	<b>88,299,837</b>	<b>12,614,262</b>	<b>52,141,492</b>	<b>34,447,204</b>	<b>17,694,288</b>	<b>51.4%</b>

	Budget FY24	Monthly Budget FY24	FY24	FY23	Net Change	Percentage Change
Net Surplus	0	0	17,040,471	17,852,346	-811,876	-4.5%

VP Bascombe provided the financial report for the College; specifically highlighting the revenues and expenditures for the College.

V. College Policies (Tab 8)



Gussener Augustus, <i>VP Advancement</i>	<b>Social media</b>
Aubrey Bascombe, <i>VP Finance &amp; Administration</i>	<b>Attendance and Academic Regalia</b> <b>Non-Discrimination</b> <b>Professional Development</b> <b>Reasonable Accommodations</b> <b>Withdrawal of Funds from Bank Accounts</b>
Lyllis Green, <i>Internal Auditor</i>	<b>Internal Audit</b> <b>Key Employee Transition Review</b>
Dr. Jaqueline Hill, <i>VP Academic Affairs</i>	<b>Academic Freedom</b> <b>Academic Renewal (Amnesty)</b> <b>Access to Library Services</b> <b>Adjunct Professional Development</b> <b>Artificial Intelligence</b> <b>Computer Literacy</b> <b>Credit Hour Definition</b> <b>Emeritus Designation</b> <b>Instructor Absence</b> <b>Library Fines and Fees</b> <b>Nursing and Allied Health Service Admission Program</b> <b>Advisory Committees</b> <b>Student Attendance</b> <b>Transfer and Advance Standing</b>
Maria Rodriguez, <i>General Counsel</i>	<b>Drug and Alcohol</b>
Donna Thomas, <i>Interim VP Student Affairs</i>	<b>Determination of Residency for Tuition Purposes</b> <b>New Student Orientation</b>
Michael Thomas, <i>VP Workforce Development &amp; Continuing Education</i>	<b>Capitalization and Inventory Control</b> <b>Children on BCCC Property</b> <b>Police Department Employment Standards</b>

Dr. McCurdy reported that 28 policies were reviewed during a Board Special Meeting on March 11, 2024; these were voted on and approved when a quorum of Board members were present at the beginning of the Finance Committee meeting on March 14, 2024 by Trustees Schmoke, Weiss, Ward and Terrell.

Chairman Schmoke asked if we were reviewing and revising the policies to get ready for the Middle States visit. Dr. McCurdy responded we are revising the policies because many are outdated. She noted we have updated about 60 policies with more to review. The three additional College Policies below were voted on during the Finance Committee.

- VI. Additional College Policies Approved on March 14, 2024
  - a. Delegation of Authority Policy
  - b. Open Meeting Policy
  - c. Policy on the Development, Revision, and Communication of College Policies

Dr. McCurdy indicated the following Polices are currently before the Board of Trustees for a vote.

- VII. College Policies (Tab 8)
  - a. MHEC Approval as Prerequisite for Marketing Academic Programs
  - b. Student Independent Study
  - c. College Advertising

d. Police Training Standards

Dr. Hill summarized the Maryland Higher Education Commission (MHEC) approval as a prerequisite for marketing academic programs. Baltimore City Community College can offer degree or certificate credit programs or noncredit courses only if approved to do so by the MHEC. She also reported on the Student Independent Study Policy. This policy provides the guidelines for students who are seeking to take an independent study in order to complete their course of study. Students are expected to complete their programs through the normal schedule of courses. However, circumstances beyond the students' control may place a student in a situation where they may need a course to complete their course of study that is not offered at a time that makes it possible for them to take the course. Students are permitted to apply for required courses as an independent study if they meet the requirements. The College is under no obligation to provide this option to students. Faculty members may or may not accept the assignment to provide Independent Study instruction. The College reserves the right to modify the eligibility and requirements at any time without prior notification.

Chairman Schmoke called for a motion to approve. Trustee Weiss made the motion; seconded by Trustee Pfeifer. The motion was unanimously approved for the MHEC Approval as Prerequisite for Marketing Academic Programs and the Student Independent Study Policies.

VP Augustus reported on the College Advertising Policy. The purpose of this policy is to designate the exclusivity of management for the College's advertising and ensure a systemic process for managing the cost, standards, design, quality, consistency, and effectiveness of advertisements.

VP Thomas reported on the Police Training Standards Policy. The purpose of this policy is to ensure compliance with a police officer training program that meets the standards established by the Maryland Police Training Commission (MPTC).

Chairman Schmoke made a motion to approve the College Advertising and Procedure for Training Standards Policies; seconded by Trustee Weiss. The motion was unanimously approved for the College Advertising and Police Training Standards Policies.

VIII. Presentations (Tab 9)

a. Enrollment Update

IVP Thomas reported there are three thousand seven hundred and twenty students currently enrolled noting a 24.16.% increase in Spring 2024 enrollment compared to Spring 2023. IVP Thomas explained the Strategic Enrollment & Recruitment Planning includes new partnerships with MHEC and MDRC. She reported 330 students applied for Mayor's Scholarship Awards, noting an increase from 2023 of 187 students. She noted next on the horizon was working with Baltimore City high school students to conduct FAFSA workshops, men's and women's basketball, and women's volleyball summer camp programs.

Trustee Garvin asked if there were enrollment goals per semester. IVP Thomas responded, yes, and stated that the College received enrollment projections from MHEC for the Fall term. Dr. McCurdy noted that we have had a climb in enrollment since the pandemic and we show an increase for winter and spring 2024.

Trustee Pfeifer asked about the different parts to pillar 3. IVP Thomas responded, literacy and math improvements.

Trustee Garvin asked about the MOU and infrastructure as she wanted to make sure we understand our role. Dr. McCurdy responded, developing operational relationships with Baltimore City Schools and the students.

Trustee Blum asked if FAFSA workshops would have a positive effect for Fall registration. IVP Thomas responded that they would have a positive effect and the College anticipated growth.

b. ERP Update

Mr. Rading reported that the College has an overall Green status. He reported on current and upcoming work. He explained cleanup is normal and it was expected for an ERP migration project of this magnitude to have errors and inconsistencies that need to be addressed. He also reported that the ERP support strategies and multi-faceted approach includes the following:

- Vendor Expertise - Comprehensive support from Ellucian, the ERP vendor, for all functional areas for the next year.
- External Expert Resources- will explore resource options through DoIT for expertise to support ERP best practices and to support priorities and challenges across different areas.
- Input from other Institutions of Higher Educations - includes engaging with other colleges and universities to further ERP implementation. Cabinet members have had vendor engagements and a final proposal on Managed Services is expected to go to the Board of Trustees in April 2024.

Chairman Schmoke asked if Managed Services could be explained. Mr. Rading responded Managed Services means working with the vendor to provide support and training. Dr. McCurdy mentioned there were a large number of engagements with DoIT and many hours spent with Ellucian in training over the last few years.

IX. President's Report (Tab 10)

Dr. McCurdy provided updates from the President's Report. She noted that the College would continue promoting its mission, vision, and core values, highlighting "Students First."

Dr. McCurdy reported on Capital Improvements:

- New Classroom furniture and technology samples on display
- The Security kiosk completion at the entrance of campus
- Restroom completion in the Mini Conference room and Physical Education Center
- Bard ribbon cutting ceremony- TBA

Dr. McCurdy expressed her appreciation to VP Burrell and the MSCHE site team who worked around the clock to complete the 100-page Self Study Report on time.

Dr. McCurdy spoke about the Middle States visit. She stated the College will work with the Team Chair to outline the schedule for the Middle States visit, which will then be distributed. She asked the Board to be available the evening of April 28, 2024 for the Kickoff dinner with Middle States.

Dr. McCurdy addressed the following:

- The Strategic Planning Themes:
  - Delivering Our Promise
  - Aligning Our Strength
  - Expanding Our Reach
- Credo returned to BCCC April 5, 2024 to work with Cabinet and budget managers on further planning

- The Institutional Mission, Vision, and values Statement Sessions were held on March 5, 2024. She reported there were 8-10 people seated at 14 tables answering over 200 questions.

X. Active Search Listing (Tab 11)

There was no discussion.

XI. Motion for Adjournment

At 5:25 P.M., Chairman Schmoke read the following closing statement prior to moving to the Closed Session.

*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 employment, onboarding, separation, compensation and discipline of specific College employees;*
- *Consult with counsel to obtain legal advice;*
- *Discuss strategy, merits, and legal advice regarding pending litigation and administrative complaints involving the College; and*
- *Discuss matters related to collective bargaining.*

Chairman Schmoke called for a motion to adjourn and close. Trustee Blum made the motion; Trustee Weiss seconded. The Board unanimously approved the motion to adjourn and close the Open Session. The Closed Session was scheduled to reconvene at 5:45 PM.

Respectfully submitted,

Debra L. McCurdy, PhD  
President

Next Board Meeting: 4/17/24

**Attendees/  
Participants**

Aubrey Bascombe  
Donna Thomas  
Dr. Jacqueline Hill  
Dr. Rachel Pfeifer  
J.C. Weiss  
Kurt Schmoke, Chair  
Lelia Parker  
Leonor Blum  
Lyllis Green  
MacKenzie Garvin  
Maria E. Rodriguez  
Michael Rading  
Michael D. Thomas  
President McCurdy  
Roger Ward  
Tanya Terrell  
Becky Burrell

**BCC Faculty/Staff Attendees**

Amy Dornier	Glenn Peterson	
Andrea Fricks	Elizabeth Massanopoli	Saleemah Franklin
Anna Lansaw	Dr. Katana L. Hall	Shawnette Shearin
April Chambers	Dr. Kenneth Gillespie	Stanley Cavouras
Brett E. King	Karen King-Sheridan	Theresa Tunstall
Bryan Miller	Keenan Jones	Willam Johnson
Carol Taylor	Kristin McFarlane	Valerie Grays
Chantelle Williams	Mike Berends	
Dr. Charice Hayes	Norrine Harper	
Chuck Marquette	Natasha Williams	
Constance Mannone	Noah Grant	
Cortney Merritt	Robin Erhardt	
Cynthia Wilson	Peter Farrell	
D. FitzGerald Smith	Dr. Phillip Powell	
David Hase	Rasheedah Evans	
Eileen F. Hawkins	Dr. Sylvia Rochester	
Dr. Elizabeth Van Pate	Dr. Tony McEachern	

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

Closed Session Summary | March 20, 2024 (Virtual Zoom Meeting)

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

**Board Members Absent:** Dr. Rachel Pfeifer

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

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

Chairman Schmoke brought the closed session meeting to order at 5:35 PM.

Following a motion made by Trustee Weiss and seconded by Trustee Ward, the trustees unanimously approved the consent agenda and the attached closed session materials. The Board received updates regarding pending litigation.

Upon a motion to adjourn the meeting made by Trustee Weiss and seconded by Trustee Ward, the Board voted unanimously to adjourn the meeting at 5:41 PM.

Respectfully submitted,

Debra L. McCurdy

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

April Minutes | 8:00 AM April 11, 2024 (Virtual Zoom Meeting)

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Attendees: Chair Kurt Schmoke  
Trustee J.C. Weiss  
Trustee Dr. Roger Ward  
President Debra L. McCurdy  
Mr. Aubrey Bascombe, VP for Finance & Administration (CFO)  
Mr. Michael Radding, Chief Information Officer  
Ms. Anna Lansaw, Executive Director of Procurement & Auxiliary Services

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

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

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

Chair Schmoke stated there were no changes to be presented under the Procurement Policies and Procedures and proceeded to the procurements exceeding \$25,000 to \$99,999.

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

a.	Ford Transit Cargo Van (72 Hour LLC)	\$ 59,826.30
b.	West Pavilion Restroom Toilet Renovation (Noelker & Hull)	\$ 69,468.00
c.	Three Canon Copiers (Canon USA )	\$ 46,740.00
d.	Change Order(s)	
	i. Replacement of the Fire Lite (Premier Fire Protection Services)	
	CO Amount: \$3,210.00	New Contract Total: \$31,271.00
	ii. Audio Upgrade (Lee Hartman & Sons, Inc)	
	CO Amount: \$5,104.49	New Contract Total: \$33,910.16

A summary of purchases was presented by Dr. McCurdy with an overview of the items. Trustee Roger Ward requested in the future that change orders be presented with the original amount of the contract along with the new contract total. Ms. Anna Lansaw confirmed in the future the original information will be reflected on the agenda.

**IV. Pre-Approval Procurement(s) exceeding \$100,000 (Vote)**

a.	Manage Services: Advisory Services (Ellucian)	\$483,000.00
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CIO Michael Rading provided an overview and summary of the services for pre-approval to award the contract to Ellucian to begin in May. CIO Rading further explained that the Maryland Department of Information Technology (DoIT) recommended and endorsed this contract which was limited to a single source provider without MBE subcontracting opportunity.

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

- b. Phase II – IT Modernization
  - i. Nutanix, Rubrik, HPE Servers (CAS Severn) \$294,891.52
  - ii. Microsoft Azure (Bell Techlogix) \$183,127.80

CIO Rading explained the contracts being requested for pre-approval fall under realignment task number 9 to modernize the College’s Information Technology infrastructure. He further explained that this was Phase II of the modernization and that Phase I was previously presented to the Board of Trustees in September 2022. These contracts provide for disaster recovery of the College’s data. Currently, the College has two data centers: one located on the main campus, and the other located in the Bio Park; however, in the event of natural disaster, the Microsoft Azure is a cloud-based server that houses all the data in another location of the country. This provides additional protection of the College’s data which can be quickly recovered if something happens to the data centers.

Trustee Weiss asked if there were recurring costs. CIO Rading responded that these costs were spread over a three-year period where the first-year costs are higher as it includes the implementation of hardware and software; the remaining costs are static over the rest of the contract term.

Trustee Weiss motioned to approve; Trustee Ward seconded. All approved.

- V. **Procurement(s) exceeding \$100,000.00 – Approval (Vote)**
  - a. Four Shuttle Buses (72 Hour LLC) \$524,740.00

Dr. McCurdy and Ms. Lansaw provided a summary of the approval request for the shuttle buses. Ms. Lansaw explained that in December 2023, the BOT was asked to pre-approve the purchase of three shuttle buses; however, due to the higher utilization of the shuttle buses, the College required an additional bus. Ms. Lansaw explained that a revised quote was needed due to the additional shuttle, the increase in costs from the previous pre-approval, and the 2025 models have expanded seat capacity.

Chair Schmoke asked if the additional bus was due to the higher enrollment. Dr. McCurdy explained that the College experienced enrollment increases in the fall and spring semesters and anticipates continuous growth in subsequent semesters. She further explained that shuttle buses are used to transport students, faculty, and staff to the other campus locations and utilized for other trips.

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

**VI. Finance Update (Informational)**

CFO Aubrey Bascombe went over the financial report of the College; specifically highlighting the revenues and expenditures of the College. CFO Bascombe summarized that the College was in a good position financially; however, he could not provide year-to-year comparison without a full year of data in the Banner ERP (enterprise resource planning) system.

Chair Schmoke requested a status on the Bard building. Dr. McCurdy stated that Bard building is proceeding on schedule and does not anticipate any problems with the completion of demolition.

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

Chair Schmoke motioned to adjourn; Trustee Weiss seconded. All approved.  
The meeting adjourned at 8:42 am.



**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 2024

*Student Affairs*

### **STUDENT GOVERNMENT ASSOCIATION**

**SGA Monthly Meeting** – The SGA leadership held one general meeting during the month of March due to Spring Break being held this month. The meeting was held in the Mini Conference Center and available via Zoom. Some of the topics discussed were as follows:

March 11, 2024

1. New officer Sara Motaal was introduced and installed as the parliamentarian. Senator Dayonna Green is to be installed later.
2. Students were reminded that applications and information on the SGA Elections for 2024-2025 is now available and were encouraged to apply.
3. Clubs and Orgs were informed to submit their new executive board list (if their constitution allows) and a proposed budget for 2024-2025 by April 17, 2024.
4. SGA will have budget meetings with the leadership of each club and organization during the week of April 22, 2024

#### ***SGA Meeting with Dr. Debra L. McCurdy***

March 11, 2024 – The SGA leadership met with Dr. McCurdy for their regular monthly meeting. The following main points were discussed:

1. The lack of assigned instructors for classes that students were registered for Spring 2024
2. The cancellation of classes without notifications and how this affects international students and their F1 Visas
3. Need for more student study and meeting spaces after hours.
4. Update: A space has been designated for meditation and prayer. That room is 253 in the Main Building on the Liberty campus from 7am – 9pm
5. There still is a need for a dedicated nursing area/room for moms
6. There is a need for development/updating of the budget and fund raising procedures
7. Update: Dr. McCurdy is working on the final policies for the implementation of the Activity Hour for the Fall 2024 semester
8. SGA gave updates, achievements, and future plans for the SGA
9. Informed Dr. McCurdy that she would be recognized at the upcoming Second Annual “Women on the Move” Luncheon in recognition of Women’s History Month

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

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

**BCCC Club Potluck Lunch - March 1, 2024** - One of the newest clubs this year is the Plant-Based Living Club. The club promotes awareness on the benefits of plant-based diets for health, the environment and animal welfare. The club held a get to know you social activity in the form of a pot luck lunch. The event was held in the Mini Conference Center from 11am – 2pm

Study Away: Harriet Tubman Museum – March 6, 2024 - In celebration of Women's History Month, a trip was taken to the Eastern Shore to visit the Harriet Tubman Museum and Education Center. The students were able to explore the museum and have lunch at a local restaurant. A community service project was also scheduled to take place during the visit but, due to the weather, it was canceled. The trip was co-sponsored by the Student Government Association along with the Office of Student Life and Engagement, the Anthropology and Sociology Club and the History Club.

Film: "Half of a Yellow Sun" - March 7, 2024 - In recognition of and to celebrate the upcoming International Women's Day and more specifically, women in international films, the movie "Half of a Yellow Sun" was shown. The movie is based on the book by award-winning Nigerian American author, Chiamamanda Ngozi Adichie and focuses on two Igbo sisters and how they navigate the Biafran Civil War. There was a panel discussion that followed the viewing of the film. The event was held in the Gaare Auditorium from 4 to 7 pm and snacks were provided. This was a co-sponsored program with the International Students Club, Anthropology and Sociology Club, History Club and the Office of Student Life and Engagement.

African Diaspora in Puerto Rico - March 12, 2024 - The Office of Student Life and Engagement along with the Anthropology and Sociology Club and the History Club sponsored a special Afro-Puerto Rican Bomba Drumming and Dance Presentation. The program began with a short lecture on the last documented illegal slave ships: Clotilda and the Majesty before an interactive session of Afro-Latino drumming and dance with the performers from Bomba Yo. The event was held in the Mini Conference Center from 12 – 2 pm.

2<sup>nd</sup> Annual Women on the Move Luncheon - March 13, 2024 - The Office of Student Life and Engagement in conjunction with the Student Government Association held their 2<sup>nd</sup> Annual "Women on the Move" Luncheon. The program was full with special performances by BCCC students, Amari Fleet (song) and Dwight Guyton (poem). The event also included a special panel of four dynamic women. The panelists were as follows: Nesley Duppins, (Event Specialist Entrepreneur), Lyndsae' Peele (finance coach and author) Dr. Mahalia Robinson, (Resident Pathologist) and Morgan Somerville (Program Manager). The event was held in the Mini Conference Center from 11am – 1 pm. Along with a wonderful meal, Dr. Debra McCurdy, BCCC President and Ms. Donna Thomas, Interim Vice President for Student Affairs were recognized for their work at the college and their support of the students.

International Day of Happiness - March 20, 2024 - In recognition of International Day of Happiness, the Student Government Association held a fun midday event for students, faculty and staff. The first 50 students that came by the event received a special made International Day of Happiness t-shirt. Participants also were able to make several personalized happiness buttons to wear and enjoy a light snack. The event was held from 11am – 1 pm in the lower Atrium of the Main Building.

Club Movie Event - March 22, 2024 - The Plant-Based Living Club held their second event for the month of March. They showed the film "Game Changers". The film is about strength, protein and plant-based eating. The event was held in the Fine Arts Theatre from 12 – 2pm.

Keeping it Real Lecture Series - March 22, 2024 - Only one lecture is the "Keeping it Real" series was held for the month of March. The topic for this session was, "Sexism as American as George Washington and Apple Pie" presented by Professor Baba Zak A. Kondo, BCCC Professor of History, author, scholar, lecturer and activist. The event was held from 6:00 – 8:00 pm via Zoom. This program was co-sponsored by the Anthropology & Sociology Club, History Club, Office of Student Life & Engagement, and the Education, Social & Behavioral Sciences Department.

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

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

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- None

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

TAB 5 | Faculty Senate Report/Comments

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

TAB 6 | Items Removed from the Agenda

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- AFSCME Local #1870 at BCCC Report

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

TAB 7 | New Business

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- I. Procurements Exceeding \$25,000 to \$99,999 (**Informational**)
- II. Pre-Approval Procurement(s) exceeding \$100,000 (**Vote**)
- III. Procurement(s) exceeding \$100,000.00 – Approval (**Vote**)
- IV. Finance Update (**Informational**)



**PROCUREMENT AWARDS**  
**Contracts, Modifications, and Renewals Options**  
**\$25,000 to \$99,999**  
**March 2024**

Contract No. / Contract Title	R95P4600316 72 Hour LLC (National Auto Fleet Group)		
Description/Remarks:	Fleet Vehicle for Facilities - (1) 2024 Ford Transit Cargo Van (R2C) T-250 148" Med Rf 9070 GVWR AWD, Factory Order. The purchase is off the intergovernmental cooperative agreement, Sourcewell, that was conducted through a competitive process. The vendor provides discounted pricing from the manufacturer retail sticker price.		
Procurement Method:	ICPA	Category:	Commodity
Award Amount:	\$59,826.30	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Facilities/Fleet	Fund Source:	07711/0701

Contract No. / Contract Title	BCCC-FY23-AAE-0001-G (R95P4600303) West Pavilion Restroom Toilet Renovation (Noelker and Hull Associates Inc.)		
Description/Remarks:	A/E Task Order: G – Restroom Renovation -Design services to renovate twelve (12) toilets in the West Pavilion. This is a task order off the master contract established Architectural and Engineering services. Two proposals were received, and Noelker and Hull Associates was the lower of the two vendors.		
Procurement Method:	Release	Category:	AE
Award Amount:	\$69,468.00	Contract Term:	N/A
No. of Bids:	2	Tax Clearance:	24-1294-0111
College Department:	Facilities	Fund Source:	07711/0701

Contract No. / Contract Title	R95P4600314 Lease Agreement – Three Multi-Functional Copier		
Description/Remarks:	This a 60 month lease agreement through NASPO established contract for three multi-functional copiers that perform all functions including copying, scanning, and faxing. The price includes all rental fees, toner, maintenance, and overages for copies.		
Procurement Method:	ICPA	Category:	Commodity
Award Amount:	\$46,740.00	Contract Term:	60 months
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Office of the President/ IER & SP	Fund Source:	06655/0808 06601/0808





**PROCUREMENT AWARDS**  
**Contracts, Modifications, and Renewals Options**  
**\$25,000 to \$99,999**  
**March 2024**

Contract No. / Contract Title	COK42006 (R95P4600021) Premier Fire Protection Services		
Description/Remarks:	This is a change order request to replace the Fire Lite MS-5U fire control panel in the library. This is second change order to the already established contract.		
Procurement Method:	Modification	Category:	Maintenance
Award Amount:	\$3,210.00 (Total/\$31,271.00)	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Facilities	Fund Source:	07706/0873

Contract No. / Contract Title	COK43058 (R95P3600341) President's Boardroom Technology Refresh		
Description/Remarks:	This is a change order to modify the purchase order for additional equipment that was found needed to upgrade the hardware in the President's boardroom. The original purchase order was conducted through MEEC intergovernmental cooperative agreement.		
Procurement Method:	Modification	Category:	IT Hardware
Award Amount:	\$5,104.49 (Total: \$33,910.16)	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Office of the President	Fund Source:	06618/1115



**BALTIMORE CITY COMMUNITY COLLEGE  
BOARD OF TRUSTEE – FINANCE COMMITTEE  
ACTION ITEM  
APRIL 2024**

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**Contract Title** Phase II – IT Modernization

**Contract Description:** The contract(s) are for the purchase of additional IT hardware and disaster recovery as part of the realignment task for upgrading the College’s IT infrastructure.

**Awardee(s) and Amount(s):**

CAS Severn	
Nutanix, Rubrik, HPE (IT Hardware)	\$294,891.52
Bell Techlogix	
Microsoft Azure Disaster Recovery	\$183,127.80

**Procurement Method:** Intergovernmental Cooperative Purchasing Agreement

**Requesting Remarks:** The College is requesting pre-approval to purchase additional IT hardware and software for the continuation of upgrading the College’s IT infrastructure. This proposal is for phase 2, which is focused on Disaster Recovery and Business Continuity: (1) Microsoft Azure cloud-based Disaster Recovery that will create additional redundancy and enhance the speed of recovery from a disaster, and (2) Expansion of the immutable backup and recovery solution to include BCCC’s data in the Microsoft cloud (Microsoft 365, Exchange Online, SharePoint, Teams). Cost is being spread over a three (3) year term that includes both the implementation and warranty of both the hardware and software.

These upgrades are the second phase of the data refresh that was presented to the Board of Trustees in 2022. Phase 1 of the data center modernization project was completed in 2023. BCCC’s on-premises data center services are now running on modern, supported hyperconverged equipment. All on-premises services are now backed up using an immutable, ransomware-protected backup system, which has become a key requirement for continued cybersecurity insurance coverage. There are two physical backups, one located at the Liberty Campus and the other at BioPark.

These purchases are being conducted through the Maryland Education Enterprise Consortium’s (MEEC) contract(s) for hardware and software. BCCC is a member of the MEEC and does not need to conduct formal solicitation for the requested services. In accordance with BCCC’s Procurement Policies and Procedures, purchases through interagency contract is exempt from a formal procurement process.

CAS Severn has agreed to an overall eight percent (8% ) Minority Business Enterprise goal.

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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>	





**Monthly Financial Performance Snapshot Report**  
**Appropriation Year 2024**  
**as of March 2024**

**Total Revenue by Appropriated Fund**

Revenue Fund	Budget		Actuals		Net Change
	FY24	Monthly Budget FY24	FY24	FY23	
General (Unrestricted)	62,689,753	47,167,315	49,573,678	38,870,418	10,703,260
Restricted	25,610,084	19,207,563	25,862,509	19,434,402	6,428,107
<b>Total Revenue FY24</b>	<b>88,299,837</b>	<b>66,374,878</b>	<b>75,436,187</b>	<b>58,304,820</b>	<b>17,131,367</b>

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

Expense Fund	Budget		Actuals		Net Change
	FY24	Monthly Budget FY24	FY24	FY23	
General (Unrestricted)	62,689,753	47,167,315	39,791,379	33,747,688	6,043,691
Restricted	25,610,084	19,207,563	18,301,962	6,288,082	12,013,879
<b>Total Expenses</b>	<b>88,299,837</b>	<b>66,374,878</b>	<b>58,093,341</b>	<b>40,035,771</b>	<b>18,057,570</b>

	Budget FY24	Monthly Budget FY24	FY24	FY23	Net Change
<b>Net Surplus</b>	<b>0</b>	<b>0</b>	<b>17,342,847</b>	<b>18,269,049</b>	<b>-926,203</b>

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

Revenue Sources	Budget FY24	Monthly Budget FY24	FY24	FY23	Net Change
<b>Unrestricted Revenues</b>	<b>62,689,753</b>	<b>47,167,315</b>	<b>49,573,678</b>	<b>38,870,418</b>	<b>10,703,260</b>
Board of Estimates - Unrestricted	600,000	600,000	600,000	0	600,000
Bookstore Revenue	935,232	701,424	1,061,686	774,132	287,554
Consolidated Fees	1,050,559	787,919	880,593	207,585	673,008
Credit Tuition	8,737,042	6,552,782	7,131,274	1,584,083	5,547,191
Covid Relief Funds	0	0	0	0	0
Facilities Capital Fees	109,971	82,478	87,791	23,544	64,247
Investment Income	514,604	385,953	1,698,263	915,995	782,268
Non-Credit Fee Revenue	420,610	315,458	472,814	246,840	225,974
Non-Credit Tuition	750,000	562,500	556,280	302,530	253,750
Other Fee Revenue	0	0	7,038	1,285	5,753
Other Revenue	0	0	11,336	-825	12,160
Parking and Transportation	34,719	26,039	11,512	72	11,440
Real Estate Lease Income	2,331,299	1,748,474	1,713,928	1,756,301	-42,373
Registration Fee	299,995	224,996	208,156	61,984	146,172
State Appropriation	45,824,713	34,368,535	34,368,535	32,801,351	1,567,184
Technology Fees	700,000	525,000	587,204	138,559	448,645
Tower Rental Income	131,092	98,319	154,252	39,773	114,478
Transcripts	39,084	29,313	17,530	16,775	755
Vending Machine Commission	0	0	5,487	435	5,053
WBJC Asset Agreement	210,833	158,125	0	0	0
<b>Restricted Revenues</b>	<b>25,610,084</b>	<b>19,207,563</b>	<b>25,862,509</b>	<b>19,434,402</b>	<b>6,428,107</b>
Deferred Maintenance	4,000,000	3,000,000	5,091,702	2,610,261	2,481,440
COVID Relief	0	0	3,820,165	3,121,861	698,305
Federal Grants	14,266,708	10,700,031	12,054,892	10,613,987	1,440,906
Indirect Cost - Other	117,800	88,350	0	15,449	-15,449
Other Restricted Revenue	0	0	1,500	0	1,500
Private Gifts, Grants & Contracts	495,167	371,375	0	4,661	-4,661
RYP - Artworks	0	0	3,500	0	3,500
State and Local Grants	5,063,847	3,797,885	3,291,005	2,109,000	1,182,005
Student Activities	0	0	0	0	0
WBJC	1,666,562	1,249,922	1,599,744	959,184	640,561
<b>Total Revenue FY24</b>	<b>88,299,837</b>	<b>66,374,878</b>	<b>75,436,187</b>	<b>58,304,820</b>	<b>17,131,367</b>



**Monthly Financial Performance Snapshot Report**  
**Appropriation Year 2024**  
**as of March 2024**

**Expenditure by Category**

Description	Object	FY24	FY23	Net Change	Percentage Change
Labor: PIN Salaries	01	24,716,476	23,067,929	1,648,547	7.1%
Labor: Contractual Employees	02	5,334,676	4,093,256	1,241,420	30.3%
Communications	03	98,175	208,553	-110,378	-52.9%
Travel	04	173,956	136,131	37,825	27.8%
Utilities	06	1,193,681	1,463,341	-269,660	-18.4%
Motor Vehicle	07	159,955	57,225	102,730	179.5%
Contractual Services	08	4,902,365	2,577,048	2,325,317	90.2%
Supplies	09	3,582,330	1,766,924	1,815,407	102.7%
Replacement Equipment	10	1,000,242	71,628	928,614	1296.4%
New Equipment	11	1,011,684	67,344	944,340	1402.3%
Scholarships and Fellowships	12	11,877,998	3,092,189	8,785,809	284.1%
Fixed Expenses	13	2,975,488	2,782,267	193,221	6.9%
Deferred Maintenance	14	1,066,315	651,936	414,379	63.6%
<b>Total Expenses FY24</b>		<b>58,093,341</b>	<b>40,035,771</b>	<b>18,057,570</b>	<b>45.1%</b>

**Current Expenses by Division**

Division	Budget FY24	FY24	FY23	Net Change	Percentage Change
Academic Affairs	22,292,014	14,453,308	13,297,980	1,155,327	8.7%
Administration & Finance	16,026,354	12,646,901	9,587,567	3,059,334	31.9%
Advancement & Strategic Partners	1,889,951	627,747	573,467	54,280	9.5%
College Wide	8,984,445	6,217,677	3,199,632	3,018,045	94.3%
Information Technology	4,314,378	2,636,242	2,893,786	-257,544	-8.9%
Institutional Research & Strategic Priorities	1,296,585	620,635	487,314	133,321	27.4%
President's Office (Executive)	1,709,618	767,509	801,186	-33,677	-4.2%
Student Affairs	18,502,250	14,394,019	4,744,370	9,649,650	203.4%
WBJC	2,495,112	875,686	795,940	79,747	10.0%
WD CED	10,789,130	4,853,617	3,654,530	1,199,086	32.8%
<b>Total Expenditures</b>	<b>88,299,837</b>	<b>58,093,341</b>	<b>40,035,771</b>	<b>18,057,570</b>	<b>45.1%</b>

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

TAB 8 | College Policies

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**Title of Policy:** Academic Integrity Policy (DRAFT)

**Policy (check one):** New  Revised

**Applies to (check all that apply):**

**Faculty**  **Staff**  **Students**   
**Division/Department**  **College**

**Policy Purpose:**

Academic dishonesty jeopardizes the quality of education and depreciates the genuine achievements of others. Apathy or acquiescence in the presence of academic dishonesty is not a neutral act. All members of the College Community -- students, faculty, and staff -- share the responsibility to challenge and make known acts of apparent academic dishonesty. Any of the following acts, when committed by a student, is an act of academic dishonesty.

**A. Cheating:** Intentionally using or attempting to use unauthorized materials, information, or study aids in any academic exercise.

1. Students completing any examination should assume that external assistance (e.g., books, notes, calculators, conversation with others) is prohibited unless specifically authorized by the instructor.
2. Students must not allow others to conduct research or prepare any work for them without permission from the instructor. Using the services of commercial term paper companies is prohibited.
3. Substantial portions of the same academic work may not be submitted for credit or honors more than once without permission from the instructor.

**B. Fabrication:** Intentional and unauthorized falsification or invention of any information or citation in an academic exercise.

1. *"Invented"* information may not be used in any laboratory experiment or other academic exercise without permission from the instructor.
2. Students who attempt to alter and resubmit their returned academic work without notice to the instructor would be in violation of the Academic Honesty Policy.

**C. Plagiarism:** Intentionally or knowingly representing the words or ideas of another as one's own in any academic exercise.

1. ***Direct Quotation:*** Every direct quotation must be identified by quotation marks or by appropriate indentation and must be properly cited.



2. **Paraphrase:** Prompt acknowledgment is required when material from another source is paraphrased or summarized in whole or in part in the students' own words.
  3. **Borrowed Facts or Information:** Information that is obtained in one's reading or research which is not common knowledge among students in the course must be acknowledged. Materials that are in most references may be acknowledged in the bibliography and need not be immediately cited.
- D. Artificial Intelligence:** Artificial intelligence (AI) language models, such as ChatGPT, and online assignment help tools, such as Chegg®, are examples of online learning support platforms; they cannot be used for course assignments **except as explicitly authorized by the instructor.**
1. **Use prohibited.**

Students are not allowed to use advanced automated tools (artificial intelligence or machine learning tools such as ChatGPT or Dall-E 2) on assignments in this course. Each student is expected to complete each assignment without substantive assistance from others, including automated tools. Students are prohibited as follows:

    - a. Submitting all or any part of an assignment statement to an online learning support platform.
    - b. Incorporating any part of an AI generated response in an assignment.
    - c. Using AI to brainstorm, formulate arguments, or template ideas for assignments.
    - d. Using AI to summarize or contextualize source materials.
    - e. Submitting work to an online learning support platform for iteration or improvement
  2. **Use only with prior permission.** Students can use advanced automated tools (artificial intelligence or machine learning tools such as ChatGPT or Dall-E 2) on assignments in this course if instructor permission is obtained in advance. Unless given permission to use those tools, each student is expected to complete each assignment without substantive assistance from others, including automated tools.
  3. **Use only with acknowledgement.**

Artificial intelligence (AI) language models, such as ChatGPT, may be used for any assignment with appropriate citations. Students can use advanced automated tools (artificial intelligence or machine learning tools such as ChatGPT or Dall-E 2) on assignments in this course if that use is properly documented and credited. For example, text generated using ChatGPT-3 should include a citation such as: “Chat-GPT-3. (YYYY, Month DD of query). “Text of your query.” Generated using OpenAI. <https://chat.openai.com/>” Material generated using other tools should follow a similar citation convention.

**Policy Statement:**

It is the policy of Baltimore City Community College that misrepresentation of others’ work submitted for evaluation as one’s own, unauthorized use of notes or other individuals’ materials, copying, unauthorized prior knowledge of the contents of tests, quizzes, or any work which is to be considered in the determination of a grade or the completion of academic requirements is prohibited.

**Implementation Date:**

**Originator/Division:** Academic Affairs in consultation with Student Affairs

**Approved by the Board of Trustees:**

*\*This policy once approved by the Board of Trustees supersedes all other policies.*



**Policy: Records Retention and Disposal**

**Policy (check one):** New \_\_\_\_\_ Revised X

**Applies to (check all that apply):**

Faculty X Staff X Students \_\_\_\_\_

Division/Department \_\_\_\_\_ College \_\_\_\_\_

**Purpose:**

The purpose of this policy is to develop a system for storage and disposal of College records that will ensure efficient retrieval, retention and destruction of records and compliance with the Annotated Code of Maryland Title 10-633 and other requirements related to administration of higher education and financial aid from (cited in specific schedules):

- Code of Federal Regulations (CFR)
- Maryland Higher Education Commission (MHEC)
- Discipline/Industry specific regulations (i.e., Nursing, Athletics, Accounting and Finance, etc.).

**Policy Statement:**

It is the policy of Baltimore City Community College to adhere to the requirements of the State of Maryland's Records Management Division, government regulatory agencies, industry oversight agencies and other applicable policies and procedures. We do this by:

- Providing adequate storage for College records,
- Establishing record retention and disposal schedules,
- Supervising the collection and destruction of College records and
- Developing procedures for the maintenance and retrieval of College records.

**Originator/Division: Office of Internal Audits**

**Implementation Date: January 29, 2008; TBD**

**Approved by the Board of Trustees: January 29, 2008; TBD**

***\*This policy once approved by the Board of Trustees supersedes all other policies.***

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

TAB 9 | Presentations

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- Enrollment Update
- ERP Update

# Enterprise Resource Planning (ERP) Project Update



Michael Rading, CIO

Date: April 17, 2024

# Project Status

The College is currently at an overall **Green** status from the State's Department of Information Technology (DoIT)

Message received on Friday, April 12 from the Secretary of Information Technology, Katie Savage who leads DoIT (message excerpt below).

Dear President McCurdy,

I am writing to share the audit status of your current Major Information Technology Development Projects (MITDP)s.

The Department of Information Technology (DoIT) provides oversight for the implementation period of MITDPs, designated as such because of size or scope. We will be providing more regular updates on the status of the implementation of your MITDP(s).

**For Baltimore City Community College, your current MITDP is ON TRACK.** This includes the Baltimore City Community College ERP system. Please see additional details below.

## BCCC | Baltimore City Community College ERP Project

**Project purpose:** To replace its administrative system that consists of legacy mainframe and COBOL technologies that can no longer be fully supported by the agency.

**Project History:** This project was designated an MITDP in FY10 and was originally anticipated to complete by FY13. The college encountered several leadership and staffing changes that delayed the project. Course corrective measures were implemented in FY20 and the project is now on track and is anticipated to close in FY25.

# Current & Upcoming Work

**Time Entry in New ERP** - PIN employees transitioned from the legacy to new ERP payroll system in March 2024

- Training & Alerts: Role-specific training and communication to employees since January 2024
- Support & Readiness: System tested; FAQs and payroll support available for employees
- Automated timesheet reminders: Rolled out to PIN employees in all areas

# Managed Services – What is It?

**ERP remote and in-person support provided across all areas of the College for 1-year**

- **Banner Finance** – General Ledger, Procurement, Budget Development, Finance Operations
- **Student** – Credit and Non-Credit areas, Registration, Advising, Institutional Research
- **Accounts Receivable** – Student Accounts Operations
- **Financial Aid** – Financial Aid operations, New FAFSA regulations
- **Human Resources** – HR and Payroll operations
- **CRM Recruit** – Student Recruitment and Admissions operations
- **IT** – Reporting, Configuration and Integrations

*ERP experts work with College stakeholders to address institution defined ERP focus areas to increase operational efficiency, address challenges and maximize the use of the ERP system's full capabilities*



# Managed Services – Why is it Important?

- **Additional ERP Supports Needed:** Across all areas of the College to address ERP focus areas, increase efficiency and to utilize the full capabilities of the new ERP
- **Endorsed by DoIT** – Strategy that separates ERP implementation from support work under a single vendor to eliminate added complexity formulated with DoIT’s close involvement
- **Recommended by Other Higher Eds** – Other colleges and universities further along in their ERP implementation have successfully taken this approach

## Areas of Focus

1. Data cleanup – Data issues stemming from the migration from the legacy system require external expertise and coordination with different functional areas e.g., finance reconciliation, student demographics, etc.
2. Reporting – The College must regularly generate internal and external reports to support internal and external reporting that span all areas; Managed services will support the creation of the more complex institutional reports e.g., CC-3 Report for Maryland Higher Education Commission (MHEC), etc.
3. Cyclical operational procedures - The cyclical nature of college operations has presented challenges in implementing new processes in the new ERP system; Managed services will support additional guidance on cyclical processes across different areas e.g., finance year-end processing, budget development, WDCE billing, etc.

# Data Center Upgrades

Two-phased approach to planned upgrades:

- **Data Center Refresh (Phase 1)** – replacement of legacy data center equipment and implementation of modern backup & recovery tool
  - This was approved by the Board in October 2022. *Completed*
- **Disaster Recovery (Phase 2)** – Addresses risks with redundancy and enhanced disaster recovery
  - Starting after Board approval.



# Ellucian 2024 Conference Presentation

- Presentation on College's ERP implementation journey presented at Ellucian Conference in San Antonio, Texas
- At the start of the implementation very few institutions that had made the move to a cloud-based ERP
- Many other higher eds looking to learn from the College's experience



# Questions

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

TAB 10 | President's Report

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

## **Baltimore City Community College**

### **CABINET UPDATE**

#### **Board of Trustees, April 17, 2024**

*Dr. Jacqueline Hill, Vice President for Academic Affairs*

### **ACADEMIC AFFAIRS**

#### *Vice President for Academic Affairs*

- Participated in Nursing accreditation site visit with the Accreditation Commission for Education in Nursing (ACEN) and Maryland Board of Nursing (MBON)
- Interviewed full-time faculty for two programs: Emergency Medical Services and Nursing. Offers were made and accepted.
- Submitted Academic Master Plan and Articulation Agreement/Partnerships action plans for Middle States Commission on Higher Education (MSCHE) accreditation visit.
- Led faculty credentialing review for MSCHE accreditation visit.
- Reviewed and revised over 20 Academic Affairs policies.

#### *Assistant Vice President of Curriculum and Instruction*

- The AVP for Curriculum and Instruction reviewed employment applications and resumes for FT vacancies in Business and Technology. Applications and resumes were also reviewed for adjunct faculty to build the adjunct faculty pool.
- Completed a comprehensive review and audit of transcripts and credentials for FT and adjunct faculty in Business and Technology.
- Assisted the VP for Academic Affairs and AVP for Academic Engagement and Partnerships in conducting a comprehensive review of all faculty.
- Collaborated with Human Resources to obtain guidance for faculty submitting electronic transcripts for employment via the National Clearinghouse and Parchment.
- Collaborated with Director of Library and Learning Commons for upcoming programming sponsored by the library.
- Collaborated with the Middle States Co-Chairs in planning Readiness Sessions to prepare for the upcoming regional accreditation site visit.
- Collaborated with the Director of eLearning in coordinating Galley Days for Program Coordinators to review program information for inclusion in the 2024-2025 Catalog.
- Met with the Dean of the School of Nursing and Health Professions, Nursing faculty, and administrators in preparation for the Accreditation Commission for Education in Nursing (ACEN) site visit.
- Participated in the ACEN and Maryland Board of Nursing interviews with BCCC staff.
- Participated in the Baltimore County Public Schools System College and Career Readiness (CCR) planning sessions.
- Participated in the Baltimore Public Schools System MOU review.
- Participated in the final review of the CCR Dual Enrollment proposal.
- Met with the General Education Committee to outline the strategies for completing tasks associated with the charge to the Committee from the Vice President for Academic Affairs

- Uploaded documents for Business and Technology to the Academic Affairs SharePoint site
- Gathered information required to order regalia for faculty and staff as part of the Commencement Committee tasks.
- Participated in uploading the evidentiary documents into the Middle States Commission on Higher Education's (MSCHE) portal to support the Self-Study document submitted to the Commission as part of the accreditation site visit scheduled for April 2024.

*Assistant Vice President for Academic Engagement and Partnerships*

- Met with Bowie State University representatives to discuss existing and potential articulation agreements.
- Met with City Schools and Mayor's Office for Employment Development regarding the Blueprint for Maryland's future Career Coaching initiative.
- Participated in Joint Public Safety Program Advisory Committee to discuss pathways to industry credentials and degree attainment.
- Participated in Nursing accreditation site visit with the Accreditation Commission for Education in Nursing (ACEN) and Maryland Board of Nursing (MBON)
- Collaborated with faculty representative in Math, English, and Science, as well as the Assistant Dean for Early College and Interim Vice President for Student Affairs on the Dual Enrollment Developmental Education partnership with Baltimore City Public Schools.
- Participated in developing the Academic Master Plan.
- Collaborated on the revision of Academic Affairs policies.

## **Baltimore City Community College**

### **CABINET UPDATE**

#### **Board of Trustees, April 17, 2024**

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

### **WORKFORCE DEVELOPMENT & CONTINUING EDUCATION (WDCE)**

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**

- ABE and ESL students have formed a cohort for the IELCE/IET Warehousing training course. This is the first iteration of this combined model that isn't healthcare focused, which BCCC hopes draws a more diverse group of interested students. This combined model will allow ESL and ABE students to work together in an inclusive instructional environment. CASA de Maryland is supporting BCCC by advertising and recruiting potential students.
  - There are 15 students enrolled between ABE and ESL.
  - Orientation was held on 3.26 at South Pavilion
- ABE has registered 207 ABE enrollments for 16 classes starting in April.
  - 4 Harbor classes.
  - 2 Community classes.
  - 10 Online classes.
- The BCCC GED and Alternative High School Commencement planning is underway, with a tentative date of Saturday 06/08/2024 at 10am in the BCCC Fine Arts Auditorium. Arrangements are being made, such as marketing materials and brainstorming ideas for speakers and special guests.
- Opened a Saturday morning class for students who can't attend a weekday course.
- 32 official GED exams were taken; 19 content-specific exams were passed; 5 GED content exams did not pass by 1-3 pts.
- 51 GED Ready tests were taken; 33 received a "Likely to Pass" on the GED Ready tests, 5 students missed getting a "Likely to Pass" by 1-3 pts.
- 4 more students have earned their high school diploma for a total of 21 this fiscal year (2024).
- Heightened focus on 2 MOED One-Stop CBOs, Penn North Wellness & Recovery Center, and Gilmore Homes for April 1, 2024
- Instructional Specialist facilitated a PD for Instructors on March 9th; an extended session on integrating educational technology into lessons, focusing on virtual classes.
- Three (3) new instructors were hired in March.

#### **Community ESL**

- ABE and ESL students have formed a cohort for the IELCE/IET Warehousing training course. This is the first iteration of this combined model that isn't healthcare focused, which BCCC hopes draws a more diverse group of interested students. This combined model will allow ESL and ABE students to work together in an inclusive instructional environment. CASA de Maryland is supporting BCCC by advertising and recruiting potential students.
  - There are 15 students enrolled between ABE and ESL.



- Orientation was held on 3.26 at South Pavilion
- 80 students have been registered this month at off-site community locations
  - Fallstaff ES, Curtis Bay E/MS, and Hampstead Hill Academy will host Community ESL classes in April
  - Classes are currently running at the Holabird Judy Center and at the Moravia Park Judy Center
- A third IELCE/CNA cohort began January 17, and an IELCE/IET Warehousing cohort will begin in March.
- Classes began at Johns Hopkins Hospital for their staff in January, with a second class that began at Bayview Hospital in February.

### **Partnerships**

- BCCC and CASA de Maryland continue to partner on IELCE/IET CNA, CHW, and Warehousing courses. The college expects this partnership to produce multiple cohorts and serve over 100 students per fiscal year. This partnership allows for students who need to improve their English proficiency the support they need while also taking a workforce training program. Students who complete the IELCE/IET and IET programs are far more likely to be employed in an above minimum wage position. The intensive nature of the sequence also allows for students to complete in 12 weeks or fewer.
- ABE/GED continues running classes in Corrections.
- BCCC has partnered with City of Refuge to provide off-site GED preparation classes to a large population of students located in and around the center.
- The ELS department has entered a partnership with Johns Hopkins Hospital to provide contract training classes to staff at the main hospital center as well as Bayview.
- BCCC continues to partner with City Schools and local Judy Centers to provide ESL classes in the community.

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

- ELI is coordinating with MSP to ensure a steady flow of information to plan for incoming Summer Bridge students who require academic ESL classes.
- ELI is running 11 sections this Spring. 2 new sections were opened in February due to increased demand and to accommodate students who applied after the census date.
- Spring 2024 registration continues. ELI staff are assisting students at the 82 level to transition over to full-time credit classes as well as getting lower-level students registered for their next set of ELI classes.
- ELI continues to work with admissions on ELI referrals for ESOL students.

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

- Six (6) Citizenship classes are currently running.
- BCCC is serving 44 SOR clients to provide resources and information about ESL and Citizenship classes (projected FY 24 total was 35).
- Contacted various senior centers for resources for SOR clients
- Reached out to all eligible PAL (Participating in American Life) clients to see if they were interested in enrolling in the PAL class
- Applied for BCHD food box delivery for Baltimore City SOR clients
- Continued outreach to new SOR clients
- Reached out to SOR clients for the Eat-together program

- Reached out to the Herring Run Library for the SOR program to inquire about running in-person classes
- Provided Senior Center information to SOR clients
- Working with the Mayor's Office of Immigrant Affairs (MIMA) to expand outreach for older refugees and permanent residents who need preparation classes for naturalization.
- Refugee Programs Manager presented at the Baltimore City Health Department of Aging in an effort to increase awareness about class offerings.
- Working with University of Maryland Extension to provide digital literacy classes to Afghan families recently resettled in Baltimore. Partnering with Dorothy I. Height Elementary School, who will provide the classroom space.

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

- Awarded Afghan Support to School Impact Grant (AS2SI) Grant from DHS-MORA for \$546,504 in funding to complement Refugee School Impact Grant and Refugee Youth Project (RYP).
  - Services through the Afghan Support to School Impact (AS2SI) program will enable these populations by ensuring equitable access to opportunities to thrive in the U.S, including academic and career/vocational pathways that facilitate long-term self-sufficiency.
- Programming for FY '24 is currently underway at Patterson High School, Moravia Park Elementary School, and Mt. Royal E/MS with over 150 students attending after school classes.
- Moravia Park ES
  - 87 students currently enrolled.
  - More students potentially being enrolled
  - Six instructors and 1 site coordinator
- Furley ES
  - Let's GO Boys and Girls will be running 2 STEM classes with students starting in March
  - 70 students currently enrolled
  - Planning field trips to Sankofa and SkyZone
  - 5 instructors, 1 site coordinator
- Patterson HS
  - 25 students currently enrolled
  - 2 instructors plus AmeriCorps MICA member/RYP Specialist
  - 14 JHU International Teaching and Global Learning students volunteering both days with students plus 3 Loyola volunteers
- Mt. Royal E/MS
  - 35 students enrolled
  - JHU ITGL masters' students working after school with students and Loyola volunteers
  - Looking to schedule meeting between wellness team and State Refugee Health Coordinator (Dipti) and Refugee Mental Health Program Coordinator (Morgan)
  - RYP ran PD for teachers and staff on Refugee youth at school on 11.3
- Armistead Gardens (new site for FY 24)
  - Began March 4th
  - Hired 2 instructors
  - 15 students registered

- RYP is still considering two (2) new sites for the spring: Digital Harbor HS and Hazelwood ES. Alanna Hays Met with Kristine Sieloff at Digital Harbor about starting RYP site there.
- Met with Holistic Life Foundation to discuss programming for Moravia Park
- Met with Let's Go discussing spring and summer programming
- Met with Arts for Learning; planning on running summer program with them at DIH; will support with ARPA funds

### **Refugee Assistance Program (RAP)**

- 32 students were referred to RAP from the following resettlement agencies: IRC (International Rescue Committee), LSS, HIAS in March.
- 2 classes began in February and 2 more will begin March 4. Currently, there are 12 RAP classes running, representing the most refugee ESL classes the department has run concurrently since 2019.
  - 2 in-person at Furley ES
- 98 students were referred to RAP from the IRC, LSS, HIAS between February 1st-23rd
  - submitted 62 registrations for the February session

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

### **Department of Juvenile Services**

- WF is in the planning stages to provide workforce training to the students at Department of Juvenile Services to begin this summer. The first round of training will be provided for courses available in an online format.

### **Childcare Training**

- In March 2024, after a concerted effort, Workforce Development redesigned the Childcare training program to be an in-house program instead of a seat sharing one with a fellow community college. The training incorporates two 45-hour courses, which lead to the 90-hour certification from the Maryland State Department of Education (MSDE).

### **CASA of Maryland**

- CASA of Maryland included BCCC as the training provider on a five (5) year grant from the Health Resources and Services Administration called the Geriatrics Workforce Enhancement Program (GWEP). The GWEP educates and trains the healthcare and supportive care workforces to care for older adults by collaborating with community partners. BCCC would provide training for Certified/Geriatric Nursing Assistant (CNA/GNA) with an extended eight (8) week clinical at assisted living facilities. This is expected to provide training for up to sixty (60) participants a year and with potentially \$250,000 allocated annually as a subaward to support this initiative. BCCC would provide training for Certified/Geriatric Nursing Assistant (CNA/GNA) with an extended eight (8) week clinical at assisted living facilities. This is expected to provide training for up to sixty (60) participants a year.

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

- Recruitment and enrollment have finished for a Warehouse and Logistics cohort to begin in March of 2024 for up to twenty (20) students, who will be a mix of ESL and ABE students.

- This is the first IELCE/IET cohort that is not healthcare, which has widened the breadth of the student population from which BCCC was able to recruit.
- For FY 24 Workforce Development and the English Language Services department have coordinated with CASA of Maryland to combine English as a Second Language courses with workforce training. One cohort of Certified Nursing Assistant (CNA) began in July 2023 and certified thirteen (13) students. Another cohort began in September 2023 with eleven (11) students who completed certification January 2024. A third cohort began on January 16, with nine (9) students currently enrolled.
- In coordination with Adult Basic Education and Workforce, two (2) IET cohorts of Certified Nursing Assistant and one (1) Warehouse and Logistics training are running. BCCC can recruit up to twenty (20) students for each cohort, for up to 60 students to receive licensure/certification in addition to their high school diploma.

### **Maryland Department of Health**

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

### **Youth Systems Building**

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

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

### **Johns Hopkins Hospital**

- Preparations have begun for another Patient Care Technician (PCT) cohort to begin in April with up to twelve (12) JHH employees able to participate. This partnership continues to be mutually beneficial, and BCCC hopes to continue working with JHH in the future.
- Workforce Development is coordinating with Johns Hopkins Hospital for PCT training that began in February 2024. The cohort consists of eight (8) JHH employees that will complete certification in March 2024.

### **Center for Urban Families**

- Workforce Development worked closely with the Center for Urban Families to enroll over seventy-five students in Certified Nursing Assistant (CNA) and Community Health Worker Programs (CHW), Diesel Mechanic, and Commercial Driving License (CDL) programs. The workforce department is entering the final year of the BOOST grant partnering with Center for Urban Families (CFUF). CFUF has also received funding for an additional seventy-five students (total 150).
- In partnership with MOED's Train up program, CFUF has enrolled forty-three (43) students in CNA, CDL, Cyber, and CHW programs since January 2023. More students are expected to be enrolled in the aforementioned programs in 2024.

### **Goodwill Industries**

- In January 2024, WF began a cohort of Certified Nursing Assistant with sixteen (16) students and a Pharmacy Tech cohort of twenty-four (24) students.
- To date in FY24, in collaboration with Goodwill, WF trained and licensed thirty-one (31) Certified Nursing Assistants and twelve (12) Pharmacy Techs.
- Recruitment has begun for the April Cohorts of Certified Nursing Assistant and Pharmacy Tech.
- BCCC and Goodwill are partnering on an application for Employment Advancement Right Now (EARN) Program. Goodwill will recruit and support up to forty-five (45) students to complete training in Early Childhood Education and Childcare.

### **Baltimore City Schools**

- In partnership with Baltimore City Schools, WF is developing a summer training program in four (4) areas: Certified Nursing Assistant, Pharmacy Technician, Community Health Worker, and Emergency Medical Responder (EMR). Designed for rising seniors, it is scheduled to begin in June and be completed in August. Each cohort would have a minimum of ten (10) students.
- Workforce Development has expanded its partnership with Baltimore City Public Schools and offered a workforce training opportunity at Green Street Academy. A Certified Nursing Assistant (CNA) cohort began in October with twenty (20) students.

### **University of Maryland Medical Center**

- A cohort of sixteen (16) students began their Patient Care Tech (PCT) training in January and are scheduled to complete in July 2024. Recruitment is in process for the March cohort of up to twelve (12) students.
- Workforce Development coordinated with University of Maryland Medical Center to begin a Patient Care Tech (PCT) cohort of eight (8) students in October 2023. They are on schedule to complete training and certification in March 2024.

### **Department of Human Services SNAP**

- In July 2023, Workforce Development submitted a grant proposal for FY 2024-2026 to continue the current funding available to SNAP recipients. The proposal was to double the previous grant and provide training for up to (200) two hundred participants. BCCC has submitted the executed contract to the Department of Human Services and is awaiting return to begin serving SNAP recipients.

### **Baltimore City Department of Social Services**

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

### **Other Funding Opportunities**

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

### **Baltimore City Department of Social Services – 4.8 million over three years to offer workforce training to Baltimore City residents and recipients of DSS benefits**

- **Baltimore City Department of Social Services/SNAP** - \$255,000 to offer workforce development training for City residents and recipients of SNAP benefits.

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

### **Career Services Updates**

- 15 – Students were placed in employment opportunities in the following companies:
  - Futurecare Lochearn
  - Berry Global Group
  - KX Car Wash Service
  - Clean Harbors Waste Management Co.
  - WM Waste Management and Recycling Service
  - Kennedy Services
  - Best Friends Fur Ever
  - Seed School of Maryland
  - Grace Medical Center - LifeBridge Health
  - Legal Services, Inc.
  - UPS
  - Little Sister of the Poor
  - U. of Maryland Medical Center
  - Burger King
  - The Driven Group Transportation Service
- 1 – Student was placed in an internship with Roberta’s House – Sonia Hug.
- 6 – Job Readiness *Daytime* Training Sessions were held in the following areas: CDL and CNA
- 12 – Job Readiness *Evening* Training Sessions were held in the following areas: CNA and CDL
- 17 – Student resumes were developed.
- 9 – Student resume review sessions were conducted in person.
- 4 – Student resume review sessions were conducted via Zoom.
- 3 – Mock interview sessions were conducted. Have scheduled follow-up discussions for outcomes.
- 21 – Student walk-ins for services.
- MSCHE Strategic Planning Meeting re: Mission, Vision and Values .
- Strategy meeting with MOED’s Bill Carnes re: process for student referrals.
- Strategy/introduction meeting with MOED/BCPS/BCCC Blueprint initiative with Brady Wheeler.
- Conducted presentation for the Spring 2024 Near Completers students with the Office of Student Affairs .
- Attended MOED/BCPS Seniors Hiring Fair event at War Memorial.
- Strategy meeting with Gus Astifidis with Keswick MultiCare Centers re: process for student referrals.
- Attended UMMC/MOED Workforce & Wellness Resource Fair at Middle Branch Fitness & Wellness Center.
- 32 official GED exams were taken; 19 content-specific exams were passed; 5 GED content exams did not pass by 1-3 pts.
- 51 GED Ready tests were taken; 33 received a “Likely to Pass” on the GED Ready tests; 5 students missed getting a “Likely to Pass” by 1-3 pts.
- 4 additional students earned their high school diploma in March.
- 21 students earned their high school diploma so far, this fiscal year.

- 5 new students enrolled in Adult High School total of 94 to date.
- Participated in Warehousing & Inventory Control Associate Orientation.
- Strategic Planning, Mission, Vision, Values Workshop.
- Attended the following career fair/hiring event: Douglas High School.

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

- Total # of PTECH Students: 256
  - Carver: 73
  - Digital Harbor (New Era): 33
  - Dunbar: 150
- P-TECH students are taking between 6 – 15 credits, 2 + classes each, this semester here at BCCC.
- PTECH Dunbar has three students currently scheduled to take their TEAS testing and will hopefully be entering BCCC’s Nursing degree program at the start of SY 24-25.
- BCCC is working with Morgan State University (MSU) to develop an agreement that will allow PTECH Digital Harbor students to segway from BCCC, where they’ll earn their AAS in Transportation and Supply Management, into MSU, where they will earn their BAS in Supply Chain Management.
- PTECH continues to work collaboratively with external partners BCPSS schools New ERA, Dunbar, and Carver High Schools to ensure a smooth transition into college classes for students.
- PTECH works internally with a panel of BCCC departments, representatives from e-learning, IT, Student Support and Wellness Services, Center for Academic Achievement, BCCC Library, and Disability Support Services Center to best equip students for success.
- The ELS department, in partnership with City Schools, has started programming at five (5) schools: Moravia Park Elementary School, Patterson High School, Mt. Royal Elementary/Middle School, Armistead Gardens, and Furley Elementary School. The afterschool programming focuses on ESL instruction, College and Career Readiness, Dance, Sports, and STEM enrichment classes. These classes are funded through DHS-MORA’s RSIG (Refugee School Impact Grant) which was renewed for FY ’24. Digital Harbor HS and Hazelwood ES, have all inquired about hosting programming at their sites in FY 24.

## ENVIRONMENT SERVICES AND FACILITIES

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

### General Project Updates

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

#### 1. Bard Demo:

- At meeting on 4/10, Berg stated their overall progress is at 68%
- DGS will be issuing a 56-day time extension for the contract to cover some lost time from getting the raze permit and having to change hazmat contractors; Berg doesn't think that they will need the entire time, though, and think that they can complete the project in August.
- The project is in a relatively smooth-moving phase now.
- No issues have been noted so far with regards to dust or vibrations (even the minor earthquake last week registered on the monitors, but it did not exceed the vibration thresholds for alarm).
- Berg is systematically removing materials to work toward making a wide path for trucks to be able to pull in and line up to remove full truckloads of materials efficiently.
- The potential impact of the Key Bridge collapse on transport of debris is being monitored. Pathways to reach recyclers have been lengthened and slowed with the closure, and there are limitations to the number of materials that can leave via ship transport. Berg may need to transition to transport via rail for recycling, but everything is in the speculative stage right now with respect to this. There are no ideas on the actual impact yet and projects across the board are working to get ahead of any potential issues.) Actual impacts are TBD and any potential changes coming from it will need adequate documentation for support.



#### 2. Learning Commons:

- First negotiation meeting was held on 4/9/24 at BCCC in the President's Suite; The discussions went well and exceeded 2hrs in length.
- Due to the number of changes and clarifications that we need, we will not meet next week and we will expect a revised proposal by the end of next week.
- The next meeting was proposed to be pushed to Wednesday 4/24/24 at 10am so we can have a little more time to review prior to the meeting.

#### 3. Loop Road and Entrance Improvement

- Contractor: North Point Builders
- Project Completed 98%
- The contractor is conducting a survey to repair the blue emergency light located on the Liberty Avenue stairs.



**4. Camera Project**

- Contractor: Data Network of America Inc.
- Project Completed: 98%
- Project Cost: \$3,463,481.50
- Duration of contract: 150 days
- SOW: Suply and installation of 459 Verkada security cameras and 740 Door access control.

**5. Main Building Cooling Towers replacement**

- Contractor: J.F. Fischer, Inc
- Project Completed: 75%
- Duration of Contract:180 days
- Completion Date: 4/13/2024
- Final Mechanical installations on new CT1.

**6. Nursing Cooling Towers replacement**

- Contractor: BMC Services
- Project Completed: 95%
- The cooling tower was installed Final electrical connections to finish next week. Project will be completed on April 05, 2024

**7. Life Science & Fine Arts HVAC System Renovation.**

- Contractor: Chilmar Corporation
- Contract Duration: 425 days
- Completion date:10/11/24
- Project Complete:45%
- Project Original Cost: \$3,978,396
- Contractor is in demolition on Fine Arts on 03/18/24 /construction phase
- Life Sciences Building Start VAV replacement om 03/25/24

**8. Fine Arts/Gym restrooms renovations**

- The bathrooms are 100% completed 03/15/24 and open to the public.

**9. Physical Education Center concrete columns repair**

- Contractor: Building Concepts
- Project Completed 75%
- BC crews finished pouring concrete into grade beam shoring footings at struts A3, A6, A7, A8, Steel shoring struts were installed at concrete struts A2, A3, A4, and A5, with brackets and grout packs at the concrete columns at the exterior wall of the building.

**10. Exterior Doors Replacement**

- Contractor: Bob Andrews Construction Inc.
- Replacement of the Main doors of the Life Sciences, Physical Education, Student Services and Nursing buildings will begin on 02/26/24 and will be completed by 03/26/24.

**11. Elevator replacements**

- Contractor: Brawner Builders / DMV Elevators
- Consultant: Michael Blades & Associates
- Contract Duration: 490 days
- Completion date:07/11/24
- Project Complete:10%
- Project Original Cost: \$2,583.810

- Coordination meeting scheduled for 04/02/24
- 12. Life Sciences Fire Alarm Replacement**
- Purchase Order has been issued for Won-Door; The contractor will schedule the repair of the fire doors after the parts are ordered and delivered.
- 13. West Pavilion Fire Alarm Replacement**
- The new fire alarm panel has been installed and activation will be completed after the main water valves on the exterior of the building have been repaired.
- 14. Security Kiosk Replacement**
- The Dade Star Group team began installing the roof structure, next week they will work electrical connections; the bulletproof windows will be delivered on 4/17/24; the metal roof will be delivered the week of 04/12/24 the project will be completed on 05/17/24.

**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/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).

- Working with the Baltimore City Board of Election to host an Early Voting site at the South pavilion.
  - Equipment has started to arrive to ensure all items required to establish a voting site is in place prior to the April 28, 2024, move in date
- Public Safety provided Traffic Control support for the cooling system installation at the nursing building during the week of February 26.
- Public Safety is working with the vendor for the new card access program and CCTV.
- Public Safety, in collaboration with Baltimore City Police Department Commanders of both the Northern and Northwest District, is addressing the uptick in vehicle theft around the college by performing on-site monitoring of the Student Parking lot (Palladium) daily.
- Public Safety continues to collaborate with BCPD Northern District to support monitoring of the South Pavilion during off hours.

## Baltimore City Community College

### CABINET UPDATE

**Board of Trustees, April 17, 2024**

*Ms. Donna Thomas, Interim Vice President for Student Affairs*

### RECRUITMENT & ADMISSIONS

In March 2024, Admissions engaged with various high schools and community partners. The Recruiters and Mayor’s Scholars Program staff participated in eighteen off-campus recruitment activities and on-campus tours.

The Admission Recruiter sent communications to Baltimore City and Baltimore County High Schools to promote the Mayor’s Scholars’ Program Summer Bridge Program and admission process. The College received replies from high schools to schedule campus and high school visits. Several high schools worked with their students directly to complete the admissions application and requested an email with more information that includes the Mayor’s Scholars program eligibility requirements/ participation in the Summer Bridge Program.

The Interim Vice President for Student Affairs filled 2 recruiter positions who will start April 8 and April 15. Interviews will continue to fill an Admission Recruiter and Director of Admissions.

#### Off-Campus Recruitment Activities

Date	Organization/School	Event Type
3/4/2024	Milford Mill Academy	Informational Session: Mayor's Scholars Program, Dual Enrollment
3/5/2024	Dunbar High School	Dual Enrollment Application
3/5/2024	Connexions: Community Based Arts School	College & Career Transition Fair
3/5/2024	Reginald F Lewis High School	MSP Presentation
3/5/2024	National Academy Foundation High School	MSP Presentation
3/6/2024	Carver High School	MSP Presentation
3/4/2024	Milford Mill Academy	Informational Session: Mayor's Scholars Program, Dual Enrollment
3/7/2024	Patterson High School	Informational Session: Mayor's Scholars Program, Dual Enrollment, Application Process
3/8/2024	Forest Park High School	College & Career Readiness Event
3/13/2024	Lansdowne High School	MSP
3/14/2024	Renaissance Academy High School #433	Application and Youthworks
3/19/2024	JHU: Career Fair	College Career Fair
3/20/2024	Digital Harbor High School	College & Career Exploration Day
3/21/2024	JHU: Career Fair	College Career Fair
3/22/2024	Coppin Academy	Career Expo

### On-Campus Recruitment Activities

Date	Organization/School	Event Type
3/7/2024	DC Special Education Cooperative	Campus Tour & Informational Session
3/12/2024	Joseph C Briscoe Academy	Campus Tour & Informational Session
3/20/2024	Baltimore Teacher Network	Mayoral Debate

### Admission Operations

	March 2024
Number of Individuals for Walk-in Service	251

### Process Improvements

The College engaged with Who’s Next, a software provider that provides a cloud-based queuing and visit tracking platform for colleges to streamline high traffic offices. The software records self-sign in, customer visits, track wait times, provides daily & weekly visit reports, text-messaging alerts, early alerts, and more. This software enhances customer services operations and creates a more functional customer service environment.

### EARLY COLLEGE & ACCESS PROGRAM

The Early College and Access Program facilitated multiple collaborations with Baltimore City Public Schools to launch plans to become City Schools’ primary partner in providing dual enrollment opportunities for students as prescribed by the [Blueprint for Maryland’s Future](#).

The primary goals of the BCCC/City School’s Early College Collaboration are:

1. to increase the number of college and career ready (CCR) students who earn an associate degree or industry certification upon high school graduation.
2. to increase the number of students who meet Maryland’s CCR standards upon high school graduation by developing engaging and innovative dual enrollment courses.

To ensure that BCCC’s comprehensive dual enrollment program propels all students to higher levels of academic achievement, BCCC and City Schools’ faculty and staff addressed the alignment of current developmental math and English courses with Maryland College and Career Ready (MCCR) math and English standards. The resulting rationales explain BCCC’s plan to create new CCR aligned math and English dual enrollment courses to help more City Schools’ students graduate high school and college to become career ready.

### Math Course Rationale:

A new BCCC developmental mathematics course is needed to better align with topics taught in the MCCR aligned Algebra I course. The Algebra I course focuses on developing student’s conceptual understanding and explores topics such as functions, systems of equations, and data analysis; topics which are not taught in MAT 86. The new BCCC developmental mathematics course would incorporate these topics using instructional strategies that build students’ conceptual understanding through multiple representations, mathematics discourse, small group instruction, and student-centered learning. This effort will increase the number of students who enter BCCC ready to succeed in MAT 107 or higher math courses.

### **English Course Rationale:**

A new BCCC developmental English course is needed to better align with MCCR English standards. The new course will utilize an innovative competency-based model which will require students' mastery of a variety of vocabulary, reading, critical thinking, and writing competencies. Additional instructional strategies will include individualized and small group instruction, peer-to-peer conferencing, and other student-centered learning strategies that help students to:

- conduct their own analysis, using textual evidence to support their own ideas.
- engage with their peers in rich and meaningful collaborative tasks.
- develop deep knowledge of significant ideas, perspectives, and literature.
- reflect on their learning so they can transfer skills and knowledge to new tasks, problems, and scenarios.
- have ongoing opportunities to ask and explore questions with multiple answers.
- engage in research and argumentation authentically and frequently.
- take charge of their own literacy development with other students.

### **March Early College and Access Program Engagements**

- **Connexions College Day (3/5/24)** - shared dual enrollment opportunities with 6-11<sup>th</sup> grade students to encourage participation and increased focus on college and career.
- **City Schools' CCR Planning (3/18/24)** - planning meeting with City Schools point of contact, Director of Secondary School Support, to establish MOU and proposal.
- **BCCC/City Schools' Math Alignment (3/21/24)** – discuss course requirements/standards to create math developmental course for City School students.
- **BCCC/City Schools' English Alignment (3/22/24)** - discuss course requirements/standards to create English developmental course for City School students.
- **Montgomery College Collaboration (3/22/24)** – discussion on best practices and initiate long-term collaboration. Follow-up meeting visit on Montgomery campus on 4/12/24.
- **School Outreach** –secured meetings with Reginald Lewis, Forest Park, Western, and Vivian T. Thomas to begin FY '25 planning. These meetings begin April 9th, and other meetings will take place throughout April to meet the Early College goal of doubling school and student participation in dual enrollment programs.

## **INTERNATIONAL STUDENT SERVICES (ISS)**

### **Student Services & Workshops**

ISS held admissions and advisement meetings with international students (online/phone, in-person and general students). They also distributed over 58 emails to F-1 visa students and other international students in March. From the in-person appointments, ISS staff appointments (n=73) accounted for 29% of the Admissions Office total (n=252).

Of these 73 appointments:

- 15 were F1 visa enrollment (6% of office, 28.8% of ISS)
- 26 were F-1 visa retention (10.3% of office, 50% of ISS)
- 41 total F-1 visa related appointments (16.3% of office, 78.8% of ISS)

- 11 were foreign-born related (residency, credits, DREAM Act) (4.4% of office, 21.2% of ISS)
- 21 were general students (counter duty) (29% of office, 0% ISS-related)

Of the virtual communication (n=106) [email (unduplicated students=43) and online/phone appointments (unduplicated students=35)]:

- 28 interactions were with students who had applied from outside-the-USA (OUSA)
- 36 interactions were with students who had applied to transfer from other schools (TRIN)
- 9 interactions were with students who had applied to change their visa status (COS)
- 2 interactions were with students who had applied to attend as a visiting F1 visa student
- 3 interactions were with other international students (inquiries/unknown/representatives)

Many of the F1 enrollment appointments were to help meet the 4/01/2024 application deadline for summer for outside-of-the-USA applicants (OUSA) for summer, or transfer-in (TRIN). The increased retention-related appointments covered topics such as upcoming graduation/transfer/travel, employment authorization for on-campus and curricular practical training (CPT), and a few requests for reduced courseload (RCL) authorization (to allow F-1 visa students to drop from classes- e.g. medical reasons).

The Coordinator of International Student Services and the International Student Advisor convened and participated in three regular weekly meetings of the International Students Club (ISC), along with the club's other adviser, Prof. Daniel Izume. The Coordinator of International Student Services also attended SGA meetings on behalf of ISC, along with the ISC President, Gopal Sharma, on 3/11/2024. They initiated talks with leaders of the STEM club to discuss shared interests in global and local responses to the climate change crisis.

ISC advisers participated in countless meetings with ISC subcommittees planning the College's International Women's Day, and meetings with the Office of Student Life and Engagement. This was the first celebration led by the ISC. It was held on 3/7/24, from 4-7pm in the Gaare Auditorium, featuring the film, "Half of a Yellow Sun," based on a book by a popular Nigerian American author, Chimamanda Ngozi Ndiichie; a panel discussion followed. The advisers secured co-sponsorship of the event by the Office of Student Life, the History Club, and the Sociology and Anthropology Club. At least 41 faculty, staff, and students attended.

### **Immigration Compliance**

ISS staff worked with Marketing to update the ISS webpages, ensuring that the information conformed to the approved updates covered in BCCC's recent successful recertification with SEVP (February BOT report). ISS created a page dedicated to the new ESL Pathway Program, added ESL Pathway Program language to landing page and supplemental page, and made other edits for clarity throughout.

### **Partnerships**

Collaborated on improvements to joint marketing and budget approval process to support international student retention and promoting multicultural campus programming. Continued this conversation when SLE leadership attended our weekly ISC meeting on 3/14/24. Expanded on some of the topics covered in the 3/5/24, including how International Education Week has been historically organized by ISS and ISC, with the support of the entire college, particularly SLE.

On 3/27/24, the Coordinator of International Student Services attended demonstration training of the Who's Next software, sharing feedback in collaboration with other SALT members.

**Training**

The Coordinator of International Student Services participated in the MSCHE Readiness Session on 03/08/2024.

ISS Staff participated in the Missions, Values, Vision Statement staff development meeting on 03/05/2024.

**MAYOR’S SCHOLARS PROGRAM**

During March 2024, MSP completed high school recruiting, information sessions and youthwork application assistance. MSP Information Session flyers are being distributed to all Baltimore City Public Schools, Baltimore County High School and Baltimore County High School.

<b>Date</b>	<b>School</b>	<b>Estimated # of Participants</b>
3/4/2024	Milford Mill Academy	
3/5/2024	Connexions	100
3/5/2024	Reginald F Lewis HS	
3/6/2024	Carver Vocational	150
3/7/2024	DC Special Educations	
3/7/2024	Patterson HS	
3/8/2024	Forest Park HS	
3/12/2024	Joseph C Briscoe Academy	5
3/13/2024	Lansdowne HS	200
3/14/2024	Renaissance Academy High	
3/20/2024	Digital Harbor High School	
3/22/2024	Coppin Academy	
	<b>12 Total Visits</b>	<b>455 Total Est. Approximately</b>

***2024 Summer Bridge Updates***

- 350 students who have committed to participating in the summer bridge program.
- 122 Youth Works Applications Completed
- Potential partnership with Chick-Fila
- MSP Success Coaches jobs are posted

***Retention Efforts***

For the month of March, MSP met with 115 students for the following:

- ADD/DROP Courses/Schedule Change
- Academic Advising
- Weekly-Class/Grade Check In
- Career/Major Exploration
- Student Referred for Services.

***MSP Improvements***

- MSP Website Updates Completed
- GTW Website Updates Completed
- MSP Applications Updates Completed

### ***MSP Outreach Efforts***

- Students with NO FAFSA on file (125 students) – Phone Calls & Email communications has been completed. (Twice this semester)
- 249 Students had missing Youth Works documentation – Phone Calls & Email communications has been completed.

### **ATHLETICS**

The Girls High School Volleyball Tournament has begun. It is being played on Tuesday's and Thursday's 3-8:00 pm. Participating school include: *ACCE, BLSYW Academy, Carver HS, City HS, Patterson HS, Western HS.*

Schedules for Women's Volleyball and Men's and Women's Basketball are being finalized for the 2024-2025 season. Inquiries have taken place with potential sites for a men's and women's soccer program. They include the Weinberg YMCA in Waverly and the Coppermine Organization. Each has made offers to be the home site for a men's and women's soccer program.

Preliminary talks have begun with Redwood Campus. They are a residential apartment facility that cater to graduate students. The Athletic Director contacted them to get details including availability and costs to present to the administration relative to potential housing plan.

The Athletic Department is conducting a 3 on 3 league for the general student population leading up to Panther Pride Week. The goal is to keep the campus active beyond the varsity sports season. The tournament is coed and requires that at least one female basketball player is on the court. This format will highlight more women for the varsity program.

Recreation opportunities for the general student population as well as faculty and staff continue to be offered. The schedule was developed after consultation with faculty members who teach courses in the physical Education Building.

### **RECORDS AND REGISTRATION**

The **Spring 2024** semester began on Wednesday, January 17, 2024. There are 3692 enrolled students as on March 31, 2024.

#### **Student Registration Data:**

Accelerated II 8-week – March 13, 2024

Panther Portal Course enrollment for the  
Course Enrollment = 607

Registration Office Course Enrollment  
Course Enrollment = 597

#### **Transcripts Processed:**

Received via Parchment = 133

Outgoing Fulfilled via National Student Clearinghouse= 439

#### **Transfer Articulation:**

In March, 147 official transcripts were received for transfer credit evaluation. The staff reviewed 214 student transcripts, evaluated 2302 credits, and awarded 2255 credits. There are 187 open evaluations pending review.



**Spring 2024 Anticipated Conferrals:**

Confirmed Degrees	AA	AAS	AS	ASE	AAT	Total
	43	117	30			190
Confirmed Certificates						54

**Projects:**

- Finalized the summer academic calendar and set up course schedules.
- Identifying Spring 2024 potential graduates for commencement.
- Working with IT to create reports in Argos to enhance daily operational functions.
- Banner Database clean-up – identifying duplicate enrollment and inaccurate student status /demographic information, updating student cohorts and attribute codes.
- Degree Work testing for Summer 2024 rollout.
- Cross-training to enhance operational efficiencies.
- Reviewing and organizing student files.

**OFFICE OF FINANCIAL AID**

*Funds Awarded and Disbursed:*

The Financial Aid Office awarded and disbursed **\$8,188,700** for Federal, State, and Institutional funding.

**Federal Funding Total = \$8,184,340.00**

1. Federal Work Study = \$279,453.00
2. Federal Pell Grant = \$7,316,648
3. Federal SEOG = \$ 559,243.61

**Institutional Aid = \$94,687.00**

1. Agency Athletics = \$ 67, 687.00
2. Trio Book Scholarship = \$ 27,000.00
3. Student Support Waiver = \$29,000.00

**State Grants = \$384,704.00**

1. Educational Assistance Grant/New = \$18,600.00
2. Educational Assistance Grant/Renew= \$14,750.00
3. Campus Based Grant (EGRANT) = \$ 21,900
4. Guaranteed Access Grant = \$ 2,250.00
5. Guaranteed Access Grant/Renew = \$ 450
6. Maryland Promise (MDCCPS) = \$43,374.00
7. MD Conroy = \$9,304.00
8. MD Delegates - E = \$9,415.00
9. MD Delegate -F = \$ 2,250
10. MD Part-Time = \$243,350.00
11. MD delegate-D = \$3,813.00
12. Senatorial I = \$ 2,988.00
13. Senatorial Renew = \$ 7,950.00
15. SS Waiver = \$2,310.00

## **New Hire:**

The financial aid department hired a new Financial Aid Coordinator who will assist with outreach and retention activities, financial aid webpage edits and updates. A review of the financial aid webpage for edits and updating information is an ongoing project.

## **Policy review and creation**

Review current financial aid policies to determine updates required and any missing policies that need to be developed.

## **Improve and Increase communication.**

- a) Developed a social media marketing plan for the FAFSA outreach to increase engagement with the target audience. Worked with the marketing communications department and updated the Financial Aid Webpage. Goal: take the scary out of financial aid. (FWS brochure/ FWS applications/ and FAFSA Night billboard)
- b) Updated the financial aid communications to reflect the refund process and dates.
- c) Developed a financial aid calendar for the department to maintain the flow of information.

## ***Here are some other achievements for financial aid offices from Oct 1st to Nov 1st.***

- Resolved students with various Rejected issues that made 2324 PELL Grants do not disburse.
- Reconciled Federal PELL Grant (FPELL) Discrepancies between COD and Banner.
- Resolved Federal Supplemental Educational Opportunity Grant Discrepancies.
- Identified and resolved all students whose SGASTDN records changed to Non-Degree Seeking due to updates made by the Registrar.
- Completed Federal Work Study Reconciliation Process for Award Year 23-24 weekly.
- Hosted Work Study New Supervisor Orientation sessions to review the 2324 FWS Program as needed.
- Completed MHEC Credit Enrollment Review.
- Submitted MHEC Credit Roster for the Fall 2023
- Reviewed Verification and C- Codes Reports
- Reviewed SAP Report.
- Reviewed MMR disbursement report.
- Reviewed Packaging Report
- Reviewed Fund Reports for FWS and FSEOG (Federal Supplemental Educational Opportunity Grant)
- Reviewed Inception Report for ISIRs selected for Verifications.
- Reviewed Duplicate ISIRs File Report.
- Reviewed Suspense ISIR file Report

## ***Outreach efforts:***

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

## **STUDENT SUPPORT AND WELLNESS SERVICES**

During March 2024, the Student Support and Wellness Services office (SSWS) served about 26 students virtually and in person via office visits, intakes, scheduled counseling sessions. The Counselor, Cortney Merritt, LMSW, conducted about eight counseling intakes and facilitated 18 in-person (in-office) and virtual (telehealth) individual counseling sessions. Issues from students included school- related stress and anxiety, seasonal changes, test and

social anxiety, depressive symptoms, struggles with basic needs and resources, interpersonal and relationship (family, romantic, platonic) issues and other major and minor mental health symptoms.

SSWS was represented at four campuses planning and routine meetings. These meetings ranged from: weekly check-ins with key staff and strategic planning for the Spring semester. The office also participated in five BCCC community events this month, one including the final home Men’s Basketball game.

The SSWS counselor attended twelve off-campus meetings and continuing education events and continued to link with community partners. The counselor was present for an off-campus event with NAMI Baltimore to celebrate social workers during Social Work month. During National Drug and Alcohol Awareness week, SSWS connected with Baltimore City Health Department to educate the BCCC community on opioid overdose and facilitate Naloxone-Narcan Trainings. Take away kits and resources were provided during trainings. New efforts to connect the BCCC community to Hungry Harvest and food resources have been initiated. Further efforts will continue to bridge personalized resources for the BCCC community.

Members of faculty and staff contacted SSWS for counseling support, event planning or community resources. Three faculty members also collaborated with a counselor to plan in-class support for the Spring Semester. In-person classroom presentations were facilitated for Pre-100 classes. SSWS collaborates with staff from the Testing Center, Mayor’s Scholars Program (MSP), Student Success Center, TRIO Support Program, Student Life and Engagement, Disability Support, Admissions, Records and Registration, Public Safety, and key faculty to discuss the essential mental health and wellness needs of students at Baltimore City Community College. These efforts resulted in community-based partners and events aimed at assisting students, transitional adults and the community.

Table 1.

<b>Student Contacts (Inperson/Email/Phone/Text)</b>	26		<b>Off-campus Meetings or Events Attended</b>	12
<b>Student Office Visits /Check-in</b>	8		<b>Wellness Workshops Facilitated</b>	2
<b>Student Counseling Session(s)</b>	18		<b>Classroom Presentation</b>	3
<b>On-campus Meetings or Events Attended</b>	9		<b>Faculty/Staff Consultations</b>	5

### TRIO STUDENT SUPPORT SERVICES PROGRAM

Throughout March 2024, the TRIO Student Support Services provided comprehensive services, including coaching, academic advising, financial literacy guidance, transfer services, and career decision-making assistance. Monthly meetings were held with program participants to monitor progress and address concerns, covering areas such as degree audits, financial aid, student accounting, technology accessibility, tutoring needs, and referrals to support services. These services included coaching, academic advising, financial literacy guidance, transfer services, and career decision-making assistance. The program also organized various student programming events aimed at enhancing academic success and personal development, such as vision board creation, Mid-Term Mania, college tours, leadership boot camp, and online workshops.

**Monthly Contact Totals:**

Type of Contact	No. of Students	No. of Visits
Virtual and In-person	21	27

**Student Programming Highlights:**

- **Create A Vision Board (3/11/24):** Participants engaged in creating vision boards to set academic and career goals, demonstrating enthusiasm and creativity. The activity fostered self-awareness and self-reflection among students, with positive feedback received.
- **Grand Re-opening of the TRIO Lounge and Mid-Term Mania: Unwind & Play - Color Your Way to Calm, Play Your Way to Success (3/19/24 & 3/20/24):** This event aimed to provide students with stress-relief activities during mid-term exams. Attendees engaged in coloring activities to unwind and relax, emphasizing the importance of self-care during busy academic periods. The grand re-opening of the TRIO Lounge provided an additional space for students to socialize, relax, and engage with their peers, further fostering a sense of community and support on campus.
- **College Tour: Hampton and Old Dominion University (3/26/24):** TRIO participants received guided tours of Hampton University and Old Dominion University, learning about course offerings, student engagement opportunities, and experiencing campus life.
- **Student Leadership Boot Camp (3/27/24):** Students participated in a leadership boot camp to develop leadership skills and foster personal growth.
- **StudentLingo Online Workshops:** A total of 98 learners actively participated in online workshops covering topics such as financial literacy and critical thinking skill, accumulating a total of 126 views. Out of these, 24 learners successfully completed the workshops during the reporting period.

**Outreach and Recruitment:** Efforts in outreach and recruitment included social media blasts, Canvas posts, emails, and participation in college-sponsored events. These initiatives resulted in 3 applications, with all applicants being placed on the waitlist for fall 2024 due to program capacity.

**Professional Development:** The program director engaged in professional development activities, including participation in the Maryland Community Colleges Chief Student Affairs Officers (CSAO) Leadership Institute and the Council for Opportunity in Education’s Annual Policy Seminar. These activities aimed to enhance leadership capabilities and provide up-to-date information and resources relevant to college access professionals.

**UPWARD BOUND MATH AND SCIENCE PROGRAM (UMBS)**

**Program Highlights**

The Director met with the representatives from **No Boundaries Coalition** to improve the UBMS community partnership as outlined in the Grant. The partnership will include collaborative efforts with our UBMS families to engage in community leadership, healthy living, civic culture, culinary demonstrations, community gardening and healthy mind and body workshops.

UBMS has been approved as a **Youthworks Site** for the 2024 Summer Academy residential program at Towson State University. We collaborated with the Mayor’s Scholar Program and BCCC Workforce development to secure our BCCC Youthworks application.

The Director hired a new UBMS Administrative Assistant, **Kaiyanna Fleming**. Ms. Fleming joins BCCC as a native Baltimorean, graduate of *City College High School* and Bachelor's degree from **Stevenson University**. She comes to us with great energy, organization skills, tech & multimedia skills and an eagerness to serve our UBMS families.

**Number funded to Serve:** *objective met*

**UBMS Student Participants**

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

**Outreach and Recruitment**

UBMS has reached the target number for recruitment, however we continue to conduct college access sessions with our students at the Target Schools:

- Academy of College & Career exploration (ACCE)
- Digital Harbor High School
- Edmondson Westside High School
- National Academy Foundation (NAF)

**STEM Engagement**

Students engaged in a Biotechnology lab lead by BCCC Professor Dr. Gillespie on March 16. The students learned how to extract DNA from various specimens to determine the matching DNA of the crime suspect. See the lab pictures below:



**TRIO SSS & UBMS collaborative College Tour in Virginia: March 26, 2024**

The TRIO SSS & UBMS students enjoyed college tours of *Hampton University* and *Old Dominion University* in Virginia. This experience included student research of both colleges in preparation for Q & A with the Tour guides. Both college campuses have TRIO programs and ODU TRIO staff members provided our guided tour.

The students were engaged and excited about the possibilities of attending the colleges and look forward to more discussions about enrollment, transferring, student services and financial assistance offerings.

**Professional Development:**

Webinar: An Overview of the 2024-25 Free Application for Federal Student Aid (FAFSA): March 12, 2024

The Department of Education officials explain all the key components that were changed within the new FAFSA and how it will Aid notifications and calculations have been revised.

Better FAFSA P2: ISIR, Eligibility and More: P2 FSA Release; March 13, 2024

The Council for Opportunity in Education (COE), our National TRIO professional association offered this webinar to discuss the updates of the DOE FAFSA and the implications of the change and the adjustments we must make in providing information to our students.

BCCC Institutional Mission, Vision and Values Statement Sessions; March 5, 2024

This session was designed as an opportunity for the greater BCCC faculty and staff to participate in a workgroup session aimed to develop and update our Mission, Vision and Values statement.

BCCC MSCHE Readiness Sessions, March 22, 2024

This session was designed for BCCC faculty and Staff to learn more about each college division in preparation for the Middle States visit. This session focused on the Student Affairs division and discussed each department's role in supporting our students.

**STUDENT SUCCESS CENTER**

Advising Operations (In-Person Walk-in Visits)

Month	June 2023	July 2023	August 2023	Summer 2023 Total
Advising	773	827	1647	<b>3247</b>

Month	September 2023	October 2023	November 2023	December 2023	Fall 2023 Total
Advising	773	563	1002	665	<b>3003</b>

Month	January 2024	February 2024	March 2024	April 2024	May 2024	Spring 2024 Total
Advising	1425	643	387			

- Most visits were on Monday, Tuesdays, and Wednesdays.
- Most visits occurred around 10AM, 11AM, and 12PM.
- The average wait time was 7 minutes and average session time 24 minutes.

Week Of	Count	Average Wait Times	Average Session Times
2/26	22	4 Minutes	30 Minutes
3/4	110	6 Minutes	23 Minutes
3/11	115	6 Minutes	25 Minutes
3/18	114	10 Minutes	25 Minutes
3/25	26	8 Minutes	23 Minutes
<b>Total</b>	<b>387</b>	<b>7 Minutes</b>	<b>24 Minutes</b>

Most students presented for assistance with academic planning, registration, other needs, and career advising.

Service Name	Total Services
Academic Planning	159
Registration	67
Other	42
Career Advising	35
Completion/Graduation	34
Withdrawal/Drop Class	30
Unnamed	21
Academic Standing	12
Satisfactory Academic Progress (SAP/Financial Aid)	11
Transfer Advising	10
Total Department Services*	421

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

### Appointments

45 Scheduled

The highest scheduled services were General Studies & Visual Arts, Health & Biosciences, and Business & Hospitality. A survey has been launched that is automatically sent to students after their scheduled appointment time. The questions are based on the appreciative advising approach.

### Highlights

- The Student Success Center (SSC) had a staff meeting visit from:
  - Aquila Evans, Retention Specialist, Center for Academic Achievement, provided an overview of the tutoring services provided to students (in-person, virtual and online). They also were provided with information about other supports the center provides (workshops, study groups, etc.).

- The first of three Advising Sessions for Future BCCC Graduates was held on Tuesday, March 29<sup>th</sup> in person. The remaining two dates will be virtual in April.
- The advisors completed training in Microsoft 365 to include Teams, Bookings and Forms provided by Dawna Attig, Manager, IT.
- The Expanding Success Initiative (MHEC) will be branded Panther Success at BCCC. Our scope of work was submitted and approved by MHEC. BCCC Core Team members meet weekly with MHEC and MDRC who provide support and guidance on program development.

Next Steps

- A formal launch of the Panther Success Program to the College community and sign up for interested students to begin in Fall 2024.
- Updated Advising 100 sessions to include more steps on how to register for classes using Banner and planning for New Student Orientation.
- Adaptation of new Standard Operating Procedures (SOP) for the Student Success Center (SSC).

Mental Health First Aid Training was provided by the Student Support and Wellness Center for advisors. The department will be split into two groups and trained in April and May along with the Mayor’s Scholars Program and Upward Bound Math Science.

**TESTING CENTER**

*Summary of Testing Appointments*

The Baltimore City Community College (BCCC) Liberty Campus Testing Center administered 251 exams to BCCC students and community members. This month’s collaborations included: Disability Support Services, Virtual Help Desk, Student Success Center, Admissions, English Language Services, Mayor Scholar’s Program, Academic Affairs, Maryland College Testing Association, Baltimore City Teacher’s Union, Baltimore City Public Schools, Maryland Department of Labor, and Florida State College of Jacksonville’s Testing Center.

The below data table provides a breakdown of the testing appointments that occurred in March 2024.

<b>Exam Name</b>	<b>Exams Administered</b>	<b>Revenue</b>
<b>Accuplacer</b>	96	
<b>Accuplacer ESL</b>	12	
<b>Accuplacer MSP</b>	1	
<b>Accuplacer MSP ESL</b>	4	
<b>Accuplacer HS Testing</b>	0	
<b>Accuplacer Retest</b>	6	
<b>Accuplacer Remote</b>	0	
<b>BCCC Course Exams</b>	14	
<b>Biology Exemption</b>	15	



<b>Biology Exemption Retest</b>	2	
<b>CLEP</b>	1	\$33.95
<b>Computer Literacy</b>	18	
<b>Computer Literacy Retest</b>	5	
<b>Distance Learning Exams</b>	2	\$101.85
<b>GED</b>	12	TBD
<b>Parapro</b>	36	\$1,235.23
<b>TEAS</b>	27	\$882.70
<b>Total Exams Given</b>	<b>251</b>	
<b>Total Number of Individuals Tested</b>	<b>204</b>	
<b>Total Revenue Generated</b>	<b>\$2,253.73</b>	

*Data Breakdown*

- BCCC Testing Center administered 251 exams in-person compared to 204 individuals (unduplicated) in March.
- There was about a 10% increase in revenue in the month of March.
- Revenue was accrued for GED appointments; however, the revenue earned will be released Mid-April.
- Accuplacer appointments decreased in March; however, an increase is anticipated in April due to summer registration.

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
	52	48	59	45	35	12

*Updates and Collaborations Efforts towards Goals*

1. BCCC Testing Center is now a Pearson Vue Authorized Testing Center.
  - a. BCCC Testing Center began administering GED testing in March and completed two administration dates (March 12, 2024, and March 19, 2024).
  - b. Late Fall 2024, BCCC Testing Center is planning to begin administering Pearson Vue Information Technology Exams.
    - i. Aligns with Testing Center’s Enrollment Goal #1: **Baltimore City Liberty Campus Testing Center will be identified as a certified testing center that encourages students' success through assessments provided.**
2. Group placement testing will occur in April for prospective MSP students and City Neighbors High School students in preparation for summer and fall registration.
  - a. Aligns with Test Center’s Enrollment Goal #2: **Offer Accuplacer testing to prospective students as a recruitment effort.**

**DISABILITY SUPPORT SERVICES CENTER**

In March 2024, the Disability Support Services Center (DSSC) welcomed seven new students through intake sessions and orientations, extending a warm embrace to 85 students who sought accommodative services for the Spring term.

<b>Spring Semester 2024</b>		
	<b>Renewal Accommodations</b>	<b>Intakes</b>
January	55	8
February	5	6
March	4	7
<b>Total</b>	<b>64</b>	<b>21</b>

Spring 2024 Total: 85 students

Beyond the confines of the center's walls, engagement with parents and caregivers took center stage. Through consultation and information sessions, the DSSC forged vital connections with approximately 50 individuals, fostering a collaborative ethos in addressing the diverse needs of students. Faculty, staff, and external partners echoed the call for accessibility and collaboration, underscoring the pivotal role of holistic care in nurturing student learning.

The DSSC staff remain aware of the challenges confronting our students. Recognizing the multifaceted nature of these hurdles, the team facilitated referrals for case management support, extending a lifeline to students grappling with competing priorities. From food and clothing assistance to counseling and cash support, no stone was left unturned to ensure students could navigate their academic pursuits with dignity and resilience.

In tandem with these efforts, the DSSC redoubled its commitment to dismantle non-academic barriers to success. Through concerted outreach, students were seamlessly connected with external resources tailored to their needs, fostering a supportive ecosystem conducive to learning.

**STUDENT LIFE & ENGAGEMENT**

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

***Work-study***

The work-study students continued to assist with programming check-in/logistics and operating the front desk of the Student Center and the Food Pantry. The Office of Student Life & Engagement has 6 students who are dedicated to the work study program. During this month, the department added one new work-study student to the rotation. The work-study students have helped the Director create an item list for the Student Center Game Room enhancement project. The department was able to establish new hours Monday – Friday that include: the Veterans Lounge Open Hours are now 11:00 am – 3:00 pm; Game Hours are now 11:00 am – 5:00 pm; the Information Desk Hours are now 11:00 am – 4:00 pm, and the Food Pantry Hours are now 10:00 am – 5:00 p.m.

***Middle States Contribution:***

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

### ***Strategic Planning Team***

The Director of Student Life & Engagement continues to work as a member of the Strategic Planning Team. This group is responsible for reviewing the 2022 Maryland State Plan for Higher Education and the College's associated Key Performance Indicators and institutional characteristics. The Group will also review faculty and staff feedback from the four Mission, Vision and Core Values sessions to move forward with creating a strategic plan for the institution.

### ***Food Pantry***

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

### ***Student Center Game Room***

The Office of Student Life & Engagement continues to receive new equipment that will enhance the student engagement experience. This month, the department received two new Arcade Gaming Machines installed in the Game Room. On average, these gaming machines receive approximately 25-30 players per day.

***Future Grant:*** The Office of Student Life & Engagement received an opportunity to receive funding for the food pantry. Wellpoint, is a health insurance company, also known as Amerigroup or UniCare who deliver whole-person health insurance plans and solutions. They have a foundation that is focused on providing physical and mental health to communities. Their current initiative focuses on minimizing food insecurities in Baltimore so they have donated to educational institutions. This is a one-time contribution that will be made payable to the institution.

### **Professional Development and Campus Involvement**

The Director of Student Life and Engagement became a Co-Chair for the "Day of Volunteer Committee" and the "Monthly Graduates Celebration" Committee for Commencement 2024. These committees have responsibilities for providing instructions to volunteers during the commencement exercises and providing programming that will celebrate graduates during the month.

### **Logistics Planning Committee Meetings**

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

### **Cross-Campus Collaborations**

#### ***Leadership Opportunities:***

The Director of Student Life advises the Student Leadership Club on leadership developmental opportunities. In addition to the bi-weekly meetings and monthly workshops, this month the Director prepared the students for campus tours. The student leaders served as tour guides during the tours for high schools in the area sponsored by the Admissions Department.

### ***Student Leadership Program***

The Office of Student Life & Engagement hosted information sessions about engagement outside of the classroom for high school students that visited Baltimore City Community College. Student Life & Engagement Staff provided guided tours for two high schools that visited the college during the month.

### ***Transform Mid-Atlantic Civic Fellowship***

Kya Moore, President of the Student Leadership Club was nominated to be a Transform Mid-Atlantic Civic Fellow. She will represent Baltimore City Community College in the fellowship program for civic engagement among all institutions in the transform Mid-Atlantic region. She will attend monthly workshops and meetings and receive training through a leadership certification program.

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

#### **March 6, 2024: Study Away – Harriet Tubman Museum Visit**

For this excursion, 14 students traveled by bus to the Eastern Shore to visit the Harriet Tubman Museum & Educational Center. This was a part of the “Study Away” travel series. BCCC’s Anthropology and Sociology Club, History Club, and SGA sponsored this event.

#### **March 7, 2024: Wellness Workshop Series: Coping with Stress**

Students participated in a wellness workshop that offered tips for dealing with stress, and maintaining healthy options while in school, and in their future careers.

#### **March 7, 2024: Celebrating Women in International Film featuring: “Half of a Yellow Sun”**

The International Student Club in partnership with Student Life & Engagement collaborated to celebrate International Women’s Day and more specifically, women in international films, by watching the movie “Half of a Yellow Sun”. Over 40 students joined the film viewing, followed by a panel discussion.

#### **March 7, 2024: BCCC Men’s Basketball Game**

Student Life & Engagement and the Student Leadership Club attended the final home basketball game of the season and participated in a half time 3 on 3 tournament game. This game celebrated “senior night” as the institution celebrated those basketball players that are graduating this spring.

#### **March 8, 2024: Happy International Women’s Day**

Student Life & Engagement provided informational cards, giveaways, and snacks to 42 students, faculty, and staff that stopped by the Main Building Atrium to learn more about the importance of International Women’s Day.

#### **March 11, 2024: SGA General Body Meeting**

The Student Government Association continues to expand their attendance and reach this year. They continue to increase the number of students interested in getting involved and who come out to support or learn more about advocacy for students at Baltimore City Community College.

#### **March 13, 2024: Women on the Move Luncheon**

The Office of Student Life and Engagement held their second Annual “*Women on the Move*” luncheon. The program was full of special performances by BCCC students and a special panel of four dynamic women. The event was held in the Mini Conference Center with 64 students, staff, and faculty participants. President McCurdy and the Interim Vice President of Student Affairs, Donna Thomas were recognized for their work at the College and their support of the students.

#### **March 14, 2024: Opening Ceremony: Midday Cafe**

For this event, 30 students plus employees stopped by the Student Center Game Room to participate in the regularly scheduled open mic style event. This event featured an opportunity where many students highlighted their talents through song, dance, spoken word, and more.

**March 14, 2024: Wellness Day**

For this event dozens of students joined BCCC partners at the John G. Bartlett Specialty Practice for HIV/AIDS testing, free food and prizes as Student Life & Engagement continued the monthly routine wellness check for students and community members.

**March 18, 2024: Mind & Motion Monday's – Celebrating Irish American Heritage Month**

This month's health and wellness event focused on an appreciation for Irish American History. More than 30 students completed in a trivia game, and a physical activity related to the rich culture of Irish Americans.

**March 19, 2024: Wellness Workshop Series: Narcan Training**

Over 40 students and employees stopped by the Main Building Atrium to learn how to identify signs of an opioid overdose and respond and administer Narcan. Participants also received a take home Naloxone kit!

**March 19, 2024: Wellness Workshop Series: Drug & Alcohol Awareness**

The Wellness Counselor brought awareness to National Drug and Alcohol Facts Week with an informative workshop and collaboration from Student Life & Engagement. More than 20 students took part in this activity.

**March 20, 2024: International Day of Happiness**

More than 70 students participated with the Student Government Association as they hosted information on the holiday of International Day of Happiness and gave participants a free T-shirt and other giveaways.

**March 21, 2024: Make It, Take It Thursday: Paint by Numbers**

Each month Student Life hosts an event where students can design their own creation that they can take with them. This month, the creations allowed more than 30 students to make create art through paintings related to Women's History Month and prominent Women figures.

**March 21, 2024: Women's Marketplace: Exploring Global Business for Women**

The Office of Student Life & Engagement invited 18 vendors to set up items from women-owned businesses from across the country for students and guests to purchase. Additionally, there was an opportunity for students to learn about the contributions that women have made to the business world. Over 50 students attended this event.

**March 22, 2024: Keeping It Real Lecture Series**

More than 40 students and staff members joined the monthly scheduled "*Keeping it Real*" lecture series. This series was presented by Professor Baba Zak A. Kondo, BCCC Professor of History, author, scholar, lecturer & activist, with the topic of Sexism as American as George Washington and Apple Pie" for this month.

## **Baltimore City Community College**

### **CABINET UPDATE**

**Board of Trustees, April 17, 2024**

*Michael Rading, Chief Information Officer (CIO)*

### ***IT OPERATIONS***

#### **Client Services**

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

#### **Support/Maintenance**

- Media Services: Provided media equipment support and presentation/media equipment for:
  - Strategic Planning Meetings
  - Wellness Workshops
  - International Women's Day Events
  - SGA
  - Middle States Events
  - Women on the Move
  - Midday Cafe
  - College Bound Foundation
  - Baltimore Teacher Network Townhall
  - Student Club Events
  - Department of Corrections
  - Community Empowerment
  
- IT Helpdesk
  - Continuing work on Student, Faculty and Staff tickets. For the month of March 2024:
    - Total Volume (All Channels): 995; Total Volume by Phone: 401 (40.3%)
    - Dispatch/Tier 1: First Contact Resolution: 478/995 (48.04%); and 419 were login/password/Account Access issues.
    - Media Services: Closed 42 issues.
    - Tier 2: Closed 192 Tickets.
    - Tier 2: Prepared and Distributed 28 laptops.

#### **Projects**

- 2024 Commencement Project – Attended planning sessions
- 2024 Nursing School Accreditation ACEN)
  - Attended Prep & Interview Meetings
  - Supported the Accreditation Meetings
- HEERF Grant IT Hardware Procurement Project
  - Continuing to roll out Classroom and Lab equipment. We have completed the following:
    - BioPark
      - Lab (222) – 21 computers completed
      - Offices – 18 completed
    - Main
    - Lab (327) - 21 Computers completed

- Lab (324) - 1 Teacher Station
  - Lab (53) - 19 Computers completed
  - Lab (55) - 25 Computers completed
  - Registration- 6 Laptops Setups
  - South Pavilion - 3 Computers Setups
  - Admission- 1 Laptop Setup
  - EAS- 2 Laptop Setups
- MSCHE Self-Study Design
    - Time spent preparing for the site visit, including but not limited to, getting BioPark technology in classrooms, labs, and offices up to date.

### ***IT Security***

The new cybersecurity awareness training platform, Proofpoint, has gone live. The Q1 2024 training cycle was concluded as a soft launch and the Q2 2024 training cycle has begun.

## **Baltimore City Community College**

### **CABINET UPDATE**

#### **Board of Trustees, April 17, 2024**

*Ms. Lyllis Green, Chief Internal Auditor*

Most of the activities of the Office of Internal Audits were focused around Middle States accreditation requirements, as well as preparation and revisions of the BCCC Self-Study document. Other activities during the month of March 2024 were related to:

- Follow-up of repeat audit findings – No changes during the month of March, 2024,
- Compliance Line Complaint (in-progress),
- Policies and Procedures:
  - 26 Policies reviewed with Cabinet,
  - Notification of review and comment period to faculty and staff
  - Review of faculty and staff comments and replies if needed
- Working group evidence review and preparation for the Self-Study delivery to Middle States by March 17.
- Strategic Planning sessions
- Internal Audit Plan (draft) and schedule (draft)
- Records Retention and Disposal Schedules Update Project (in-progress)

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

The latest OLA Report was issued February 9, 2022. It covered the audit period from November 30, 2016, to November 30, 2020. This latest OLA Report has eight audit findings which include two repeat findings from the prior 2016 audit. The follow-up to current OLA findings began in May 2022. It includes a review of processes and controls implemented to mitigate or resolve findings in addition to the related activities below:

- 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 Controller regarding the inventory valuation and progress on transaction activity needed to eliminate or mitigate audit findings.
- 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. This conversation has transitioned to the VP Finance now that the HR Director position is vacant. The conversation began as part of the new VP's onboarding meeting with the Internal Auditor.
- Monthly follow-up of all resolved findings to ensure current compliance.

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**

### **CABINET UPDATE**

**Board of Trustees, April 17, 2024**

*Mr. Gussener Augustus, Vice President for Advancement*

#### **Community Outreach & Engagement**

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

##### ***Healthy Neighborhoods***

The division is exploring partnership opportunities with the Baltimore's Healthy Neighborhoods, Inc. (HNI). HNI is a successful nonprofit with an extensive history in Baltimore that focuses on housing and community development. They help undervalued neighborhoods increase the value and marketability of neighborhoods and establish strong connections among key stakeholders. Using its capacity to attract and invest public and private capital, HNI has improved neighborhoods throughout Baltimore City. As BCCC continues to expand its reach and solidify strong partnerships—exploring the potential benefits of an HNI partnership is vital.

##### ***Greater Mondawmin Coordinating Council (GMCC)***

GMCC hosted its quarterly board meeting in March and provided updates to several exciting initiatives and programs that include BCCC. They have developed a formal partnership with United Way of Central Maryland and are now a Neighbors United (UWCM) site. As the only Neighbors United site in Baltimore, they are a true asset and partner to BCCC by both their proximity to the campus and BCCC's designated position on the Board of Directors. Neighbors United is a program that galvanizes strengths and interests of more than 10 of GMCC's membership communities to establish a strategic plan of neighborhood transformation. BCCC faculty, students, and staff may participate and benefit from this partnership as well. In addition, BCCC will serve as a host to several communitywide meetings as it builds on its community outreach.

##### ***Baltimore Teacher's Network Mayoral Forum***

BCCC served as a community partner and site host for the Baltimore Teachers Network Mayoral Forum. The Facilities and Public Safety Departments of BCCC provided logistical assistance for WJZ TV13 and the BTN leadership team. More than a dozen mayoral candidates participated in the forum that included several students, faculty, and staff.

#### **WBJC**

##### ***WBJC Staff Community Engagement***

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

- **The Baltimore Choral Arts Society**  
Music Director, Anthony Blake Clark, was interviewed by Kati Harrison about the Society's presentation of two versions of the Magnificat: one by Bach and one by Rutter on March 17<sup>th</sup>.
- **Hopkins Symphony Orchestra**  
Presented a concert cohosted by WBJC's Kati Harrison and WYPR's Tom Hall at Shriver Hall on March 2nd at 7:30 PM.
- **Shriver Hall Concert Series**  
British tenor Mark Padmore was interviewed by Judith Krummeck about his performance on March 10th of Franz Schubert's monumental song cycle, Winterreise, with Japanese-British pianist Mitsuko Uchida.

- **Baltimore Chamber Orchestra**  
Jonathan Palevsky presented a pre-concert lecture for their March 24<sup>th</sup> performance. WBJC was also the media partner for the orchestra's intermission break.
- **Annapolis Symphony**  
Jonathan Palevsky presented pre-concert lectures for their March 1<sup>st</sup> and 2<sup>nd</sup> performances.
- **Towson University & Johns Hopkins Osher Programs**  
Jonathan Palevsky gave lectures throughout the month on the topics of J.S. Bach and Music in Vienna.
- **Enoch Pratt Free Library**  
Fine Arts Librarian, David Donovan, was a guest along with John Bowen from Emanuel Episcopal Church on the March 16<sup>th</sup> episode of Face the Music with Jonathan Palevsky.
- **Everyman Theatre**  
Director, Laura Kepley, was interviewed by Gavin Witt about the theatre's presentation of *The Book Club Play* running March 17<sup>th</sup> through April 14<sup>th</sup>.
- **Candlelight Concert Society**  
Members of the Kuijk String Quartet were interviewed about their March 12<sup>th</sup> performance by Jonathan Palevsky.
- **St David's Church**  
Director of Music, Doug Buchanan, was interviewed Jonathan Palevsky about the March performances of the 48<sup>th</sup> Annual Bach Marathon and Purcell's Funeral Sentences.

### **WBJC Corporate Support Partnerships**

Businesses who underwrite programs and content on WBJC

### ***Returning Clients***

Chesapeake Shakespeare Company, Happenstance Theatre, Johns Hopkins Symphony Orchestra, Maryland Opera, Ballet Theatre of Maryland, Candlelight Concerts, Annapolis Symphony, Roland Park Place, Grance United Methodist Church, Bach in Baltimore, Columbia Orchestra, Shriver Hall, Shriver Hall, Baltimore Symphony Orchestra, Kennedy Center, Peabody Institute, Opera Baltimore, Cynipid Fund, Elville and Associates, Zeke's Coffee, True Chesapeake Restaurant, Culligan Water.

### **MARKETING**

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

### ***General & Enrollment Campaigns***

#### New BCCC Marquee remains live & active

The new BCCC marquee is now branded and live. BCCC now features the same designs for: website, marquee, social media, and flyers/posters. The goal is to streamline BCC branding and messaging to grow enrollment, engagement, and accessibility. Designs include:

Logo

Free Textbooks

Mayor's Scholars Program

FAFSA Completion Assistance

Apply Now

Career Pathways

BCCC Values  
Special Events and Promotions

**In addition, Marketing branding opportunities included:**

President's Office Signage

Gaare Auditorium Podium Logo

Mini-Conference Center Podium Logo

Vehicle Renderings—The department developed brand renderings of a wrap for a passenger van, cargo van, box truck, shuttle, and dump truck.

Floor Mats—Renderings of various rugs (different companies) was created for review. An audit of all main Liberty Campus floor mats has been complete. A vendor has been contacted, and drafts will be forthcoming.

Pole Signs—New pole signs have been sent to production and are scheduled for installation at the Liberty Campus, Liberty Heights Avenue, and Towanda Avenue by the second week of April 2024.

***Student Affairs/Student Life & Engagement***

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

*Mayor's Scholars Program Event*

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

*Financial Aid Information & FAFSA Completion Assistance Information Campaign*

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

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

*Dual Enrollment Brochure*

Revisions were made for a reprint of this enrollment publication.

*Viewbook*

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

*Financial Aid*

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

- FAFSA Information Session
- Completing your FAFSA Information Session

*New Student Orientation*

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

- Pull-up signs

- Posters
- Website billboards

### *Social Media Campaign*

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

- Solar Eclipse Viewing Event
- International Happiness Day
- April Events Calendar/Posters
- Library Book Club
- Spring Credit Schedule
- Transfer Fair
- Viewbook

### **Commencement 2024**

- **Commencement Photo Carousel**  
New photography from Commencement 2023 was selected to update the photography carousel on the Commencement web page.
- **How to Wear Regalia Video**  
The How to Wear Regalia Video was updated and linked on the Commencement website.
- **Commencement Ticket**  
The Commencement Ticket was updated for 2024.
- **Graduate T-Shirt Design**  
The College developed a final design draft for student graduation t-shirts.
- **Graduation Box**  
A draft of the graduation box design was approved and has been sent to print and production.
- **Student & VIP Invitations & Envelopes**  
Edits for invitations are complete and ready for print.
- **Digital VIP Invitation**
- **Aluminum Photo Frame**
- **Commencement Congratulations Marquee Sign**
- **Graduation Application & Commencement Participation Form & Social Tile**  
A billboard and social tile were created to promote completion of the form by students of the Class of 2024. Additional brand edits to the form were also completed. Links to the form appear on the BCCC website homepage and commencement web pages.
- **Graduation Bags**  
Graduation bags were ordered to distribute with regalia to students who will be participating in Commencement 2024.

### ***GED Commencement***

The department completed a review of 2023 materials in preparation for 2024.

### ***Workforce Development***

Marketing materials were created and distributed including a Social Post Update

- Certified Nursing Assistant (CNA)
- Venipuncture Flyer & Social Posts

- Patient Care Technician (PCT)
- **Workforce Development Brochure**  
The College received additional edits for the Workforce Development Brochure, which were completed and sent back for final review.

### *Academic Affairs Campaigns*

- **Program Web Page Header Images**  
Created new images for headers on each Program web page.
- **Spring Course Credit Schedule**  
Provided Draft of the Spring 2024 Course Credit Schedule for review.
- **Catalog Images**  
Images were sent to Academic Affairs for use in the new Catalog.
- **Nursing Digital Billboard, Marquee Sign, and Electronic Panel**  
A digital billboard, marquee sign, and electronic panel sign were created for the Nursing Accreditation visit.
- **Degrees, Certificates & Career Pathways Web Page**  
Working with Academic Affairs new Degrees, Certificates & Career Pathways web page. The page is now available at <https://www.bccc.edu/domain/18>.
- **MD STEM Conference**  
A banner and advertisement were created for use at the MD STEM Conference.
- **National Security Administration (NSA) Yearbook**  
A NSA Yearbook BCCC page was edited and branded for the Cybersecurity Program.

### *Middle States Campaigns*

- **Middle States Welcome Graphic**  
A graphic has been created for billboards, electronic signs, and the front entrance sign.
- **BCCC Policies**  
More than 73 policies have been updated with the BCCC logo.
- **BCCC Values T-Shirts**  
A second round of t-shirts in larger sizes has been ordered.
- **Organizational Charts**  
Updated Organizational Charts were designed for use with the MSCHE Self-Study Report now posted on the BCCC website.

### **Market Research**

- Full wall/window adhesive signage
- Elevator advertising (campus)
- Commencement T-shirt pricing
- Padfolio pricing
- Graduation frames with black etching imprint
- Floor Mats

### **Analytics & Measurements**

Note a decline on most platforms largely due to lack of engagement during the week of Spring Break.

## Social Media Analytics Summary

- **Facebook: March 1, 2024 – March 31, 2024**

Page Reach: 8,400 (Down 25.2% over the prior month)

Page Visits: 3,400 (Down 12.1% over the prior month)

New Likes & Follows: 24 (Down 42.9% over the prior month)

- **YouTube: March 1, 2024 – March 31, 2024**

Monthly views: 771

Watch time: 16.6 hours

Subscribers: +6

- **Instagram: March 1, 2024 – March 31, 2024**

Page Reach: 903 (Down 32% over the prior month)

Profile Visits: 667 (Down 24.9% over the prior month)

New Instagram Followers: 48 (Down 17.2% over the prior month)

- **Twitter: 28 Day Summary**

Followers: 1,731

Impressions: 1,499

Engagement Rate: 2.1%

Link Clicks: 10

Retweets: 1

Likes: 4

Replies: 0

## WBJC

### *BCCC Event Promotion*

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

- Public Service Announcements: multiple daily reads by WBJC hosts.
- PSA for BCCC's Financial Aid Night

## **Baltimore City Community College**

### **CABINET UPDATE**

#### **Board of Trustees, April 17, 2024**

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

### **OFFICE OF INSTITUTIONAL RESEARCH**

#### **State, Federal, and Regional Reporting Led by the Office of Institutional Research**

The Office of Institutional Research (OIR) developed data for and oversaw the successful submission of the following State and federal reporting requirements for February and March 2024.

##### Maryland Higher Education Commission (MHEC) and Maryland General Assembly

- *Report on Students Receiving Accommodations for Disabilities (S-25DR Form)* – Created template to collaborate with the Disabled Student Services Center to report enrollment for Fall 2023 semester. Developed four-year degree progress template data for Fall 2019 credit entrants who registered for services. The report was submitted to meet the deadline of March 1, 2024.
- *Winter, Spring, Summer, and Fall 2023 Course Information System (CIS) Files* – Developed credit course-section-level data for all terms in Calendar Year (CY) 2023 to reflect characteristics of the section and the respective faculty. Files were submitted to meet the deadline of March 15, 2024.
- *Winter, Spring, Summer, and Fall 2023 Student Registration System (SRS) Files* – Collaborated with Information Technology Services (ITS) to develop a script for creating student-level files reflecting characteristics and outcomes for all credit courses in which students received a grade in each term in CY 2023 to meet the submission deadline of March 15, 2024.
- *Winter and Spring 2024 Enrollment Information System (EIS) Files* – Collaborated with ITS to develop student-level data files reflecting demographics; enrollment, placement, modality, military, and advanced placement status for credit students. Collaborated with the Testing Center to review and update data on assessment of college-level readiness in mathematics and English/reading for first-time students.

##### Maryland State Department of Education (MSDE)

- *FY 2023 Postsecondary Pell Grant Recipient Data and Narrative* – Developed fiscal year unduplicated enrollment data by Career and Technical Education (CTE) programs for students who received Pell grants. Developed narrative to provide statewide context regarding enrollment trends and collaborated with the Principal Investigator/Perkins Coordinator and Director of Grants to further develop institution-specific narrative to address the variance from FY 2022. The Report was submitted to meet the submission deadline of February 1, 2024.

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

- *2023-24 Self-Study Steering Committee* - The Director has been serving as Co-Chair of the Self-Study Steering Committee. Initiatives conducted during February and March 2024 include the following.
- *Final Self-Study Report and Evidence Submission* – The Director serves as the portal delegate for the MSCHE portal and collaborated with the Co-Coordinator and Co-Chair to prepare the final report and evidence. This entailed final review of evidence against the narrative, preparing and inventorying evidence for upload via the MSCHE portal, reviewing narrative with Cabinet, key staff, and the President, and uploading final document and evidence. The Co-chairs and Coordinators are responding to evidence requests from the Evaluation Team, preparing documents for submission, and uploading information via the portal.
- *Readiness Sessions* - The Director develops and conducts biweekly presentations with Co-chairs, Coordinators, and Steering Committee members to prepare faculty, staff, and students for the Evaluation Team Visit. Developed spreadsheets for tracking attendance; and developed and administered surveys as part of the institutional effectiveness process.

- *Weekly Steering Committee, Working Group, and Coordinator Meetings* - The Director develops agendas for and conducts Steering Committee meetings, attends all Working Group meetings whenever possible, and attends weekly Co-chairs and Coordinators meetings.
- *Self-Study Newsletter* – Develop and review content for monthly Self-Study newsletter to support the Communication and Events Working Group.
- *Planning for Team Visit* – Provide support in planning for arrangements for Visiting Team members and in developing Readiness Sessions to prepare the College community for Team Visit schedule for April 28 – May 1.
- *Working Groups*
  - The Research Analyst II serves as a member of the Standard VI Working Group and participated in the weekly meetings, distributing Evidence & Interview Request Forms, compiling responses and evidence accordingly, and developing components of the narrative.
  - The Director facilitates meetings in the absence of a given Working Group’s Co-Chairs and attends/supports all Standards, Verification of Compliance, and Communication & Events Working Group meetings with tools, Teams support, and guidance.

#### National Center for Education Statistics (NCES)

- *Integrated Postsecondary Education Data System (IPEDS) Winter Collection* – Developed data and conducted reviews to complete the Collection’s four surveys. All surveys were “locked” by the deadline of February 7, 2024.
  - *Student Financial Aid Survey*
  - *Graduation Rates Survey*
  - *200% Graduation Rate Survey*
  - *Outcome Measures Survey*
- *IPEDS Spring Collection* – Developed schedule and conducted kick-off meeting to ensure all “additional users” had current login credentials to complete the Collection’s four surveys. All surveys were completed and “locked” by the deadline of April 3, 2024.
  - *Academic Libraries Survey* – Onboarded the Director of the Library to the process, reviewed responses, assisted with prior year revision process, and coordinated review for AVP for Curriculum and Instruction with the President.
  - *Fall Enrollment Survey* – Developed data to reflect fall 2023 credit enrollment and fall-to-fall retention by various characteristics.
  - *Finance Survey* – Supported the Controller’s consultation with IPEDS Help Desk and review with the President.
  - *Human Resources* – Utilized the fall 2023 Employee Data System (EDS) file to develop faculty and staff data by various position and demographic characteristics. Conducted review with Human Resources Office staff, VP IERP, and the President.

#### **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.

#### Amazon Career Choice

- *Graduate Data Request* – Collaborated with Director of Student Accounts/Bursar and Registrar to develop enrollment and completion data for students receiving funds through program.

#### Audit Support

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



Department of Legislative Services (DLS)

- *BCCC Data and Questions for Operating Budget Analysis* – Supported the institutional data submission by providing FY 2023 degrees and certificates awarded and fall 2023 credit enrollment by various student characteristics to meet the initial deadline of February 1, 2024, and respond to questions related to the College’s Degree Progress Analysis submitted to MHEC by February 12, 2024.

External Meetings/Working Groups

- Maryland Community College Research Group (MCCRG) Monthly Meetings
- NIH Prisoners to Professionals Bridges to Baccalaureate with Howard University Partnership Meetings
- Vendor Meetings and Demonstrations for Planning & Assessment Tool
- Ellucian Implementation and Support Sessions
- SUCCESS Initiative with MHEC and Manpower Demonstration Research Corporation (MDRC)
- Baltimore City Public Schools Dual-Enrollment Initiative

Grant Support

- *FY 2023 Postsecondary Pell Grant Recipient Data and Narrative* – Noted above for the Cart D. Perkins Grant.
- *Expanding SUCCESS Partnership* - Attended meetings with MHEC and MDRC team to discuss data considerations and criteria. Provided review and feedback on the Scope of Work. Developed data file to reflect criteria and demonstrate sufficient pool for selection. Work was completed to meet the deadline of March 4, 2024.

Program Accreditations

OIR develops enrollment and outcomes data (e.g., course pass rates, retention, graduation) and/or provides survey guidance, development, and administration tools to support individual program requirements. The Director serves on the review team to ensure all requirements are met, and data are reflected accurately. February and March 2024 support included the following.

- *Accreditation Commission for Education in Nursing (ACEN) Report* - Supported the Nursing program through development of enrollment, retention, and completion data and conducting review of narrative, staffing, and budget data to meet the submission deadline of February 6, 2024. Served on core BCCC team to support the site visit held March 19 -21, 2024 by providing information as requested by the Evaluation Team including Managing for Results reports and survey results for graduates, faculty, students, and advisory boards.
- *Accreditation Council for Business Schools and Programs (ACBSP) Self-Study* – Updated surveys for distribution to students and faculty for administration in spring 2024 ACBSP programs’ courses; facilitated review and provided links for administering surveys and monitoring results to Chair.
- *Maryland Board of Nursing Annual Report* – Provided data and quality assurance support to meet the submission deadline of February 1, 2024.

United States Department of Education

- *Net Price Calculator* – Developed FY 2023 data reflecting aid awarded by Expected Family Contribution for specific student populations in accordance with federal regulations. Collaborated with Marketing, Financial Aid, Records & Registration to ensure template was populated for use on the College’s website.

United States Department of Homeland Security

- *Student and Exchange Visitor Program Recertification* – Developed data related to faculty and staff counts and credit and continuing education section and enrollment counts to support the Admissions Office in meeting the deadline of February 26, 2024.

## Support for Internal Priorities

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

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

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

College Website Review – Under guidance of the VP IERP, developed updated content and attachments for assigned website pages to support the Collegewide initiative. As Steering Committee Co-Chair, participated in the Cabinet’s final review of web pages representing all areas of the College.

Enterprise Resource Planning (ERP) Implementation and Operationalization - Continued collaboration with ITS, Director of E-Learning, Student Affairs, Human Resources, and WDCE to develop means to extract and report student, graduate, course, and program level data with confidence via development of queries for data validation and cleansing and to meet operational and mandated reporting needs.

Policy Development and Review - Under the guidance of the VP IERP, participating in college-wide review of policies with extra focus and support on the draft policy on creating mission, vision, and values. As Steering Committee Co-chair, participated in the Cabinet’s final review of new policies and revisions to existing policies from across the College.

## Professional Development

- Provided support for planning content, attendance, facilitation, and evaluation of January’s Institutional Professional Development (PD) week.
- Customized, administered, and compiled survey results for all institutional PD activities.
- Attended “All Grants” meetings.
- Conducted MSCHE Readiness Sessions for faculty, staff, and students.
- Maintain the schedule of MSCHE webinars, created and maintain Teams library of webinar videos and materials, and share information and links via Teams with Self-Study team members.
- Completed any required information technology security awareness training for Department of Information Technology.

## Strategic Planning

- *Strategic Planning Faculty & Staff Sessions* – Provided planning, attendance, implementation, presentation, and evaluation support for Mission, Vision, Values; Planning and Themes; and Maryland State Plan and BCCC Key Performance Indicators sessions conducted by the Credo consultants and BCCC team held in March and April 2024.
- *Strategic Planning Student Sessions* – Supported VP IERP in conducting Mission, Vision, & Values, and Maryland State Plan & BCCC KPIs sessions for students held in March and April 2024.

## Surveys

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

- *Strategic Planning Faculty & Staff Sessions Participant Survey*
- *Mayor’s Scholars Program Panther Talk Series Student Surveys* – Collaborated with the Director of Mayor’s Scholars Program to develop surveys, create links, and provide results for three “Panther Talk” presentations related to time management, healthy relationships, and financial literacy.
- *Classroom Furniture Survey* – Collaborated with Facilities Department to create a survey to capture feedback from faculty and staff on tables, desks, and chairs options for classrooms.
- *Program Accreditation Surveys* – As noted above based on respective accreditation requirements.

- *Professional Development Surveys* – As needed.

#### Teams/Workgroups

- *Curriculum and Instruction Committee (CIC)* – Director Attends meetings to support new program development needs and course review. Provide input as appropriate.
- *MSCHE Self-Study Steering Committee (Co-Chair) and Working Groups (Member)*
- *Planning and Assessment Software Solution Team* – Director serves as a member of the team evaluating planning and assessment tool/platform options.
- *Program Review and Evaluation Committee (PREC) Planning Team* – Director serves as member and participates in weekly meetings during the academic year. OIR develops enrollment, short and long-term persistence, completion, and discipline credit hours data and provides survey support. The Team collaborates on establishing calendar of deadlines for review year. The Director and Chair coordinate the review and update of student, faculty, and advisory board surveys.
- *BCCC-Baltimore City Public Schools (BCPS) Dual Enrollment Team* – The Director serves on a team of BCCC faculty and staff and representatives from to develop the Memorandum of Understanding (MOU), data, and courses needed to meet the Blueprint for Maryland’s Future’ College and Career Readiness requirements (Pillar 3) for college-level readiness in mathematics and English/language arts.

#### OFFICE OF GRANTS DEVELOPMENT

The Office of Grants Development under the leadership of the Director of Grants, Keenan E. Jones, provides oversight and management of the operations and compliance of state, federal, and local grant regulations, and requirements. Jones has been at BCCC for one year now. He has embraced the College mission, vision, and values of changing lives and building communities. Jones continues to be a collaborator and helps where there is a need. He demonstrates and stresses the importance of communicating, coordinating, collaborating, and being consistent college wide.

The Office is a member of the Planning & Assessment Software Solution (PASS) group who have had several meetings with software providers for the College to consider regarding planning, academics, non-academics, and accreditation. The Office has been assessing and investigating how these software providers would incorporate and enhance what the College is currently using far as Canvas, Banner, and other areas i.e., student support services to achieve programmatic, financial, departmental, and institutional goals. The Office is looking forward to a hands-on-demonstration soon.

The Office worked with the Middle States Commission on Higher Education (MSCHE) Self-Study team and verified the supporting documentation that the College provided was accurate. In addition, the Office ensured the links and PDF material were operational for submission.

The Office has attended several training courses on the Banner system for institutional grants and to ensure access as well as up to date budgets.

#### ***Grant Administration***

The Office continues to facilitate meetings with the Principal Investigator (PI) for AmeriCorps VISTA, Bridges to Baccalaureate Grant Howard University (B2B HU), Bridges to Baccalaureate Grant Towson University (B2B TU), Carl D. Perkins, Child Care Careers and Professional Development Fund (CCCPDF), Community Health Worker (CHW), Consolidated Adult Education and Family Literacy Services, Corporation for Public Broadcasting Community Service (CPS), Department of Social Services Occupational Training, Maryland Office of Refugees and Asylees for English for Speakers of Other Languages (ESOL), Maryland Office of Refugees and Asylees Refugee School Impact Grant (RSIG), Maryland Office of Refugees and Asylees Services for Older Refugees (SOR), Maryland State Art Council, Pathways to Technology Early College High School (P-TECH) Supplemental Nutrition Assistance Program (SNAP), TRIO Student Support Services (SSS), and TRIO Upward

Bound Math -Science (UBMS) to discuss programmatic and financial matters for each grant. The Office has been working with each PI on their action plan looking at their goals, objectives, and outcomes as well as identifying realignment tasks, strategic plan, and the Middle States Commission on Higher Education Standards and labeling the standard that fits the goals of their grants. The meetings with the PI's will occur monthly to the end of the semester. The Office looks forward to next month's meeting with the Cabinet and PI's. The Office is monitoring the expenditure of grants and working with Finance and Administration to ensure the amounts are accurate in the Banner system.

The Office has been meeting weekly with Manpower Demonstration Research Corporation (MDRC) Maryland Department of Higher Education (MHEC), BCCC's Academic Affairs, Student Affairs, Institutional Effectiveness, Research and Planning, and Institutional Research to strategically develop the BCCC Expanding Scaling Up College Completion Efforts for Student Services (SUCCESS) program entitled Panther Success. These meetings have provided the College with tools used at other institutions to ensure students' success.

The Office continues to meet monthly with the HU, P2P staff, BCCC's Academic Affairs, Institutional Research, and Student Affairs to implement the P2P Curriculum for the eight scholars accepted in the program. However, one scholar is no longer in the program making it seven. This is a collaboration that BCCC has with HU until 2025 targeted to serve individuals formerly incarcerated and interested in pursuing a degree in research. The Office has received the sub-award agreement and will be obtaining signatures for execution.

### **New Grant Opportunity**

#### **Community Health Worker (CHW) Certification Training Program -Increasing Student Access**

The Office collaborated with Workforce Development and Continuing Education as well as Finance and Administration and submitted a grant proposal to Maryland Department of Health on March 11, 2024, of \$25,284, to enhance student access to the Accredited CHW certification training program. This grant would provide textbooks and laptops to forty-two students to improve their access to educational resources for online learning, participate in virtual classrooms, and engage with interactive course materials. This grant period is April 1, 2024, to September 15, 2024. BCCC was waiting for an acceptance letter from the Maryland Department of Health.

The Office received an acceptance notification via email on March 18, 2024, from the MDH indicating to BCCC that their administration was only able to offer the College a maximum of \$10,059. MDH requested that BCCC submit a revised budget and proposal by Monday, March 25, 2024. BCCC did as MDH requested and submitted the revised budget and proposal on March 25, 2024. MDH acknowledge receipt as well. The revised proposal will provide 16 textbooks and 17 laptops to students to improve their access to educational resources for online learning, virtual classrooms, and engage with interactive course materials. BCCC looks forward to changing the lives of the students and building communities.

#### **FY 24-25 Maryland Department of Human Services - Maryland Office of Refugees and Asylees (MORA) Afghan Support to School Impact Services Program (AS2SI)**

The Office collaborated with Workforce Development and Continuing Education along with Finance and Administration submitted a grant for a half of million-dollar to the Maryland Department of Human Services (MDHS) on February 16, 2024. After submission, the Maryland Department of Human Services wanted to give BCCC additional monies of \$46,501. Therefore, on March 15, 2024, BCCC submitted to MDHS a revised budget for \$546,501 and grant agreement. This funding will help support at least 115 children and youth to receive school enrollment, support services, afterschool academic/social activities, scholarships for post-secondary academic or vocational/career programs, complete Self-Sufficiency Plan/Individual Employability Plan. This grant period is from April 1, 2024, to September 30, 2025. BCCC is waiting for the grant agreement.

## OFFICE OF ASSESSMENT

### *Organizational Charts*

The Office of Assessment supported the redesign and update of the College's organizational charts. The most recent version was finalized the second week of March for branding by marketing, inclusion in the MSCHE Self-Study, and upload to the College Website.

### *Reporting & External Collaborations*

The Director of Assessment supports the continuous quality improvement of academic and non-academic initiatives through the provision of data and guidance for reporting and external collaborations. This month, the Director supported the following:

- Baltimore City Public Schools Early College Collaboration
  - MOU development
    - Data access, use, and aggregation
  - Proposal development
  - Curriculum logistics
  - Faculty engagement
- Commission on Accreditation of Allied Health Education Programs (CAAHEP) Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP) Progress Report
  - Addressing practices that resulted in the January 18<sup>th</sup> designation of *Probationary Accreditation*

### *Planning*

#### Planning and Assessment Software Solution

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

The Planning & Assessment Software Solution Group met on Friday, March 1<sup>st</sup> to review the demonstrations against the developed rubric. Two vendors were invited to conduct hands-on "sandbox" demonstrations that will allow the group to interact with the prospective solutions. These demonstrations are scheduled for April 8<sup>th</sup>. The third vendor was removed from consideration due to limitations in year-over-year data trending.

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

##### Manuscript

The Director of Assessment continues to support the MSCHE Self-Study process. The Director served on the core writing team that finalized the self-study for submission to MSCHE on Monday, March 18<sup>th</sup>.

### *Grants*

#### Maryland Higher Education Commission (MHEC) Expanding SUCCESS Initiative

The Director of Assessment sits on the Institutional Team for the Expanding SUCCESS initiative, a seven-month intrusive advising intervention to facilitate retention to graduation and/or transfer to a four-year institution. The Scope of Work was submitted to MHEC on March 1<sup>st</sup>.

**ACADEMIC AFFAIRS**

**Student Learning Outcomes Assessment**

Process and Data Flows

The Directors of Assessment and eLearning continue to facilitate updates to the Student Learning Outcomes Assessment (SLOA) process, developed in Fall 2022. The updated process addresses the sunset of the 2014-2022 assessment software solution, Nuventive Improve (TracDat), providing transitional data flow and assessment solution as the College builds the learning outcomes assessment infrastructure within the Canvas Learning Management System. The transitional solution combines data extractions from Canvas, the historic Nuventive SQL database, and aggregated variably formatted data files into learning outcomes data workbooks for each Program and discipline. The workbooks will continue to be developed until the learning outcomes data infrastructure is fully built within Canvas, at which time the workbooks will become historic reference files for academic assessment. Future data pulls from Canvas will be conducted in aggregate, by learning outcome, and may be analyzed in Excel, the future Planning & Assessment software solution, or other analytics platform.

Meetings with each Program and Discipline will begin following a pending meeting with the Deans Council. The meeting will refresh Academy leadership on:

- The data collection and aggregation process
- Reviewing and interpreting learning outcomes data workbooks
- Supporting Program and Discipline leaders in data collection and the transition to Canvas

Data Workbooks

The Director of Assessment continues to develop learning outcomes data workbooks for the 2023 academic year. In March, workbooks were in development.

**Data Compliance**

Student Learning Outcomes data for the Fall 2023 semester (202380) were due on December 19<sup>th</sup>, 2023, and Winter 2024 semester (202410) on January 13<sup>th</sup>. The Director of Assessment tracks compliance in data submissions. A preliminary report on compliance for these semesters was provided to Academy leadership on February 12<sup>th</sup>. As of April 1<sup>st</sup>, compliance rates were as follows:

RAW GRADEBOOK FILES							LEARNING MASTERY REPORTS							OTHER OUTCOMES DATA						
semester 202380							semester 202380							semester 202380						
part_of_term (All)							part_of_term (All)							part_of_term (All)						
school	Count of CRN	%	Count of CRN	%	Count of CRN	%	Count of CRN	%	Count of CRN	%	Count of CRN	%	Count of CRN	%	Count of CRN	%	Count of CRN	%		
BSTEM	263	83.2%	7	2.2%	43	13.6%	3	0.9%	0.0%	25	7.91%	291	92.09%	4	1.27%	312	98.73%			
B&T	120	86.3%	7	5.0%	12	8.6%	0.0%	0.0%	6	4.32%	133	95.68%	1	0.72%	138	99.28%				
ME	35	53.0%	0.0%	28	42.4%	3	4.5%	0.0%	19	28.79%	47	71.21%	3	4.55%	63	95.45%				
NPS	108	97.3%	0.0%	3	2.7%	0.0%	0.0%	0.0%	111	100.00%	111	100.00%	0.0%	0.0%	111	100.00%				
SASS	257	95.5%	0.0%	12	4.5%	0.0%	0.0%	0.0%	1	0.37%	268	99.63%	8	2.97%	261	97.03%				
SNHP	0.0%	0.0%	0.0%	52	54.7%	0.0%	43	45.3%	0.0%	95	100.00%	18	18.95%	77	81.05%					
<b>Grand Total</b>	<b>520</b>	<b>76.5%</b>	<b>7</b>	<b>1.0%</b>	<b>107</b>	<b>15.7%</b>	<b>3</b>	<b>0.4%</b>	<b>43</b>	<b>6.3%</b>	<b>26</b>	<b>3.82%</b>	<b>654</b>	<b>96.18%</b>	<b>30</b>	<b>4.41%</b>	<b>650</b>	<b>95.59%</b>		

Figure 1: Fall 2023, Learning Outcomes Data Compliance, 2024-04-01 0855

RAW GRADEBOOK FILES				LEARNING MASTERY REPORTS				OTHER OUTCOMES DATA				
semester 202410				semester 202410				semester 202410				
part_of_term (All)				part_of_term (All)				part_of_term (All)				
school	Count of CRN	%	Count of CRN	%	Count of CRN	%	Count of CRN	%	Count of CRN	%	Count of CRN	%
BSTEM	5	55.6%	4	44.4%	9	100.00%	0.00%	9	100.00%			
B&T	2	33.3%	4	66.7%	6	100.00%	0.00%	6	100.00%			
ME	3	100.0%	0.0%	3	100.00%	0.00%	3	100.00%				
SASS	16	94.1%	1	5.9%	17	100.00%	1	5.88%	16	94.12%		
<b>Grand Total</b>	<b>21</b>	<b>80.8%</b>	<b>5</b>	<b>19.2%</b>	<b>26</b>	<b>100.00%</b>	<b>1</b>	<b>3.85%</b>	<b>25</b>	<b>96.15%</b>		

Figure 2: Winter 2024, Learning Outcomes Data Compliance, 2024-04-01 0855

**Baltimore City Community College**  
**Realignment Tasks Update**  
**Board of Trustees, April 17, 2024**

**Realignment Task #1**

**“Review and strategically align core course offerings of BCCC, consistent with accreditation requirements, and focused on the needs of students at BCCC and the workforce of Baltimore City.”**

*Dr. Jacqueline Hill, Vice President, Academic Affairs*

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

The Nursing program accreditation site visit by the Accreditation Commission for Education in Nursing (ACEN) and the Maryland Board of Nursing (MBON) occurred March 19-21, 2024. The visiting teams met with faculty, staff, and administrators during the site visit. The program was reaffirmed. The site visit concluded with an exit visit and read out from ACEN and MBON regarding preliminary findings, recommendations, and next steps. The site visit report from ACEN will be available eight weeks from the date of the visit.

***School of Arts and Social Sciences (SASS)***

English faculty collaborated with BCCC administrators and representatives from Baltimore City Public Schools to evaluate and plan the developmental English course design to prepare students for College and Career Readiness mandates from the Blueprint for Maryland’s Future.

***School of Business, Science, Technology, Engineering, and Mathematics (BSTEM)***

Math faculty collaborated with BCCC administrators and representatives from Baltimore City Public Schools to evaluate and plan the developmental Math course design to prepare students for College and Career Readiness mandates from the Blueprint for Maryland’s Future.

**Realignment Task #2**

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

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

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

**Department of Juvenile Services**

- WF is in the planning stages to provide workforce training to the students at Department of Juvenile Services to begin this summer. The first round of training will be provided for courses available in an online format.

**Childcare Training**

- In March 2024, after a concerted effort, Workforce Development redesigned the Childcare training program to be an in-house program instead of a seat sharing one with a fellow community college. The training incorporates two 45-hour courses, which lead to the 90-hour certification from the Maryland State Department of Education (MSDE).

## **Baltimore City Community College**

### **Realignment Tasks Update**

**Board of Trustees, April 17, 2024**

#### **CASA of Maryland**

- CASA of Maryland included BCCC as the training provider on a five (5) year grant from the Health Resources and Services Administration called the Geriatrics Workforce Enhancement Program (GWEP). The GWEP educates and trains the healthcare and supportive care workforces to care for older adults by collaborating with community partners. BCCC would provide training for Certified/Geriatric Nursing Assistant (CNA/GNA) with an extended eight (8) week clinical at assisted living facilities. This is expected to provide training for up to sixty (60) participants a year and with potentially \$250,000 allocated annually as a subaward to support this initiative. BCCC would provide training for Certified/Geriatric Nursing Assistant (CNA/GNA) with an extended eight (8) week clinical at assisted living facilities. This is expected to provide training for up to sixty (60) participants a year.

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

- Recruitment and enrollment have finished for a Warehouse and Logistics cohort to begin in March of 2024 for up to twenty (20) students, who will be a mix of ESL and ABE students.
  - This is the first IELCE/IET cohort that is not healthcare, which has widened the breadth of the student population from which BCCC was able to recruit.
- For FY 24 Workforce Development and the English Language Services department have coordinated with CASA of Maryland to combine English as a Second Language courses with workforce training. One cohort of Certified Nursing Assistant (CNA) began in July 2023 and certified thirteen (13) students. Another cohort began in September 2023 with eleven (11) students who completed certification January 2024. A third cohort began on January 16, with nine (9) students currently enrolled.
- In coordination with Adult Basic Education and Workforce, two (2) IET cohorts of Certified Nursing Assistant and one (1) Warehouse and Logistics training are running. BCCC will recruit up to twenty (20) students for each cohort, for up to 60 students to receive licensure/certification in addition to their high school diploma.

#### **Maryland Department of Health**

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

#### **Youth Systems Building**

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

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



## **Baltimore City Community College**

### **Realignment Tasks Update**

**Board of Trustees, April 17, 2024**

#### **Johns Hopkins Hospital**

- Preparations have begun for another Patient Care Technician (PCT) cohort to begin in April with up to twelve (12) JHH employees able to participate. This partnership continues to be mutually beneficial, and BCCC hopes to continue working with JHH in the future.
- Workforce Development is coordinating with Johns Hopkins Hospital for PCT training that began in February 2024. The cohort consists of eight (8) JHH employees that will complete certification in March 2024.

#### **Center for Urban Families**

- Workforce Development worked closely with the Center for Urban Families to enroll over seventy-five students in Certified Nursing Assistant (CNA) and Community Health Worker Programs (CHW), Diesel Mechanic, and Commercial Driving License (CDL) programs. The workforce department is entering the final year of the BOOST grant partnering with Center for Urban Families (CFUF). CFUF has also received funding for an additional seventy-five students (total 150).
- In partnership with MOED's Train up program, CFUF has enrolled forty-three (43) students in CNA, CDL, Cyber, and CHW programs since January 2023. More students are expected to be enrolled in the aforementioned programs in 2024.

#### **Goodwill Industries**

- In January 2024, WF began a cohort of Certified Nursing Assistant with sixteen (16) students and a Pharmacy Tech cohort of twenty-four (24) students.
- To date in FY24, in collaboration with Goodwill, WF trained and licensed thirty-one (31) Certified Nursing Assistants and twelve (12) Pharmacy Techs.
- Recruitment has begun for the April Cohorts of Certified Nursing Assistant and Pharmacy Tech.
- BCCC and Goodwill are partnering on an application for Employment Advancement Right Now (EARN) Program. Goodwill will recruit and support up to forty-five (45) students to complete training in Early Childhood Education and Childcare.

#### **Baltimore City Schools**

- In partnership with Baltimore City Schools, WF is developing a summer training program in four (4) areas: Certified Nursing Assistant, Pharmacy Technician, Community Health Worker, and Emergency Medical Responder (EMR). Designed for rising seniors, it is scheduled to begin in June and be completed in August. Each cohort would have a minimum of ten (10) students.
- Workforce Development has expanded its partnership with Baltimore City Public Schools and offered a workforce training opportunity at Green Street Academy. A Certified Nursing Assistant (CNA) cohort began in October with twenty (20) students.

## **Baltimore City Community College**

### **Realignment Tasks Update**

**Board of Trustees, April 17, 2024**

#### **University of Maryland Medical Center**

- A cohort of sixteen (16) students began their Patient Care Tech (PCT) training in January and are scheduled to complete in July 2024. Recruitment is in process for the March cohort of up to twelve (12) students.
- Workforce Development coordinated with University of Maryland Medical Center to begin a Patient Care Tech (PCT) cohort of eight (8) students in October 2023. They are on schedule to complete training and certification in March 2024.

#### **Department of Human Services SNAP**

- In July 2023, Workforce Development submitted a grant proposal for FY 2024-2026 to continue the current funding available to SNAP recipients. The proposal was to double the previous grant and provide training for up to (200) two hundred participants. BCCC has submitted the executed contract to the Department of Human Services and is awaiting return to begin serving SNAP recipients.

#### **Baltimore City Department of Social Services**

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

#### **Other Funding Opportunities**

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

**Baltimore City Department of Social Services** – 4.8 million over three years to offer workforce training to Baltimore City residents and recipients of DSS benefits

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

#### **Career Services Updates**

- 15 – Students were placed in employment opportunities in the following companies:
  - Futurecare Lochearn
  - Berry Global Group
  - KX Car Wash Service
  - Clean Harbors Waste Management Co.
  - WM Waste Management and Recycling Service

## **Baltimore City Community College**

### **Realignment Tasks Update**

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- Kennedy Services
- Best Friends Fur Ever
- Seed School of Maryland
- Grace Medical Center - LifeBridge Health
- Legal Services, Inc.
- UPS
- Little Sister of the Poor
- U. of Maryland Medical Center
- Burger King
- The Driven Group Transportation Service
- 1 – Student was placed in an internship with Roberta’s House – Sonia Hug.
- 6 – Job Readiness *Daytime* Training Sessions were held in the following areas: CDL and CNA
- 12 – Job Readiness *Evening* Training Sessions were held in the following areas: CNA and CDL
- 17 – Student resumes were developed.
- 9 – Student resume review sessions were conducted in person.
- 4 – Student resume review sessions were conducted via Zoom.
- 3 – Mock interview sessions were conducted. Have scheduled follow-up discussions for outcomes.
- 21 – Student walk-ins for services.
- MSCHE Strategic Planning Meeting re: Mission, Vision and Values.
- Strategy meeting with MOED’s Bill Carnes re: process for student referrals.
- Strategy/introduction meeting with MOED/BCPS/BCCC Blueprint initiative with Brady Wheeler.
- Conducted presentation for the Spring 2024 Near Completers students with the Office of Student Affairs.
- Attended MOED/BCPS Seniors Hiring Fair event at War Memorial.
- Strategy meeting with Gus Astifidis with Keswick MultiCare Centers re: process for student referrals.
- Attended UMMC/MOED Workforce & Wellness Resource Fair at Middle Branch Fitness & Wellness Center.
- 32 official GED exams were taken; 19 content-specific exams were passed; 5 GED content exams did not pass by 1-3 pts.
- 51 GED Ready tests were taken; 33 received a “Likely to Pass” on the GED Ready tests; 5 students missed getting a “Likely to Pass” by 1-3 pts.
- 4 additional students earned their high school diploma in March.
- 21 students earned their high school diploma so far, this fiscal year.
- 5 new students enrolled in Adult High School total of 94 to date.
- Participated in Warehousing & Inventory Control Associate Orientation.
- Strategic Planning, Mission, Vision, Values Workshop.

### **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.”**

*Vice President, Academic Affairs*

#### ***Center for A Center for Academic Achievement (CAA)***

During March, the retention specialist conducted regular student meetings to assess progress and provide support. Implemented targeted intervention strategies for students identified as at-risk. Hosted individual

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sessions focused on study skills, time management, and stress management. Collaborated with faculty to develop personalized academic plans for students.

During March, students accessed virtual tutoring resources in Canvas 10,774 times and took 84 actions, such as posting discussions and papers, clicking on Zoom links, and submitting questions for review. This brings the semester totals to 44,223 visits and 311 actions, with an increase of over 10,000 visits. In comparison, our in-person tutoring centers had a total of 627 student visits, showing an increase of over 200. Additionally, BCCC's eTutor reviewed a total of 117 papers, with 77 papers submitted for review by students. There were also 118 Zoom sessions joined by students on the eTutoring platform. These numbers indicate a growing trend of students utilizing tutoring services at BCCC.

**Virtual Tutoring**

Canvas Tutoring Shells		January		February		March	
		Views	Participation	Views	Participation	Views	Participation
1.	ACT 221 Tutoring Spring 2024	112	1	177	0	78	0
2.	ACT 222 Tutoring Spring 2024	47	0	66	0	68	0
3.	Bio 101 Tutoring Spring 2024	121	0	160	0	74	0
4.	Bio 102 Tutoring Spring 2024	87	2	79	0	62	0
5.	BIO 202 Tutoring Spring 2024	515	3	317	1	138	0
6.	BIO 203 Tutoring Spring 2024	177	0	148	0	88	3
7.	BUA 100 Tutoring Spring 2024	155	0	119	1	64	0
8.	BUA 112 Tutoring Spring 2024	339	0	232	0	143	0
9.	CHE 101 Tutoring Spring 2024	96	0	129	0	32	0
10.	CHE 102 Tutoring Spring 2024	25	0	38	0	37	0
11.	CHE 105 Tutoring Spring 2024	36	0	32	0	20	0
12.	CHE 213 Tutoring Spring 2024	29	0	8	0	3	0
13.	CHE 214 Tutoring Spring 2024	10	0	8	0	0	0
14.	CLT 100 Tutoring Spring 2024	765	9	1805	15	650	0
15.	ECO 201 Tutoring Spring 2024	67	0	162	0	65	0
16.	ECO 202 Tutoring Spring 2024	28	0	32	0	14	0
17.	ENG 101 Tutoring Spring 2024	1433	2	1756	26	1369	26
18.	ENG 102 Tutoring Spring 2024	368	0	379	2	290	5
19.	ENG 200 Tutoring Spring 2024	517	0	782	13	583	10
20.	MAT 86 Tutoring Spring 2024	2844	8	2485	2	1373	2
21.	MAT 92 Tutoring Spring 2024	216	0	158	0	86	0
22.	MAT 107 Tutoring Spring 2024	1278	5	1307	6	1328	0
23.	MAT 125 Tutoring Spring 2024	121	0	112	0	172	0

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24.	MAT 128 Tutoring Spring 2024	279	2	219	3	246	0
25.	MAT 129 Tutoring Spring 2024	43	0	40	0	42	0
26.	MAT 140 Tutoring Spring 2024	21	0	27	0	6	0
27.	MGM 180 Tutoring Spring 204	44	0	41	2	46	0
28.	MGM 222 Tutoring Spring 2024	10	0	26	1	25	0
29.	PSY 101 Tutoring Spring 2024	707	0	903	7	482	1
30.	PSY 104 Tutoring Spring 2024	424	2	452	0	372	14
31.	REN 091 Tutoring Spring 2024	521	5	1001	6	351	2
32.	REN 092 Tutoring Spring 2024	2900	56	2553	26	1046	19
33.	SOC 101 Tutoring Spring 2024	414	0	879	14	528	1
34.	SPE 101 Tutoring Spring 2024	944	3	1124	4	893	1
	<b>Totals</b>	<b>15693</b>	<b>98</b>	<b>17756</b>	<b>129</b>	<b>10774</b>	<b>84</b>

**In-Person Tutoring**

Month	Writing MNB 102	Math/CLT 100 MNB 104	Technology MNB 320	Science LSB 302	CADD LSB 244	MSP	PTEC H	GED	TRIO/SSS
Jan-24	37	21	7	5	3	22	1	2	
Feb-24	118	143	39	14	12	89	2	3	
Mar-24	82	88	32	11	15	46	5	5	11
<b>Totals</b>	<b>237</b>	<b>252</b>	<b>78</b>	<b>30</b>	<b>30</b>	<b>157</b>	<b>8</b>	<b>10</b>	<b>11</b>
<b>Center Visit Total</b>	<b>627</b>								

**eTutoring Online**

Month	eQuestions posted by BCCC students	Zoom Tutoring Sessions joined by BCCC students	eWriting files submitted by BCCC students	eFiles reviewed by BCCC eTutor, Betty Davis
Jan-24	0	8	34	25
Feb-24	1	30	28	52
Mar-24	1	80	15	40
<b>Totals</b>	<b>2</b>	<b>118</b>	<b>77</b>	<b>117</b>

The Retention Specialist continues to provide support on the Virtual Helpdesk (VHD) by working with students throughout the semester providing answers to academic program questions, course selections, educational plans,

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registration, and campus resources. Also, maintaining the spreadsheet that records every student joining the VHD, greeting, and monitoring breakout rooms.

The Retention Specialist serves as the advisor for the newly established vegan student club, Plant Based Living (PBL). The PBL Club was founded by a group of passionate students who wanted to create a welcoming and inclusive space for individuals interested in plant-based living and animal rights. As the club's advisor, the retention specialist's role is to provide guidance, support, and resources to help the club achieve its goals and objectives.

*Library*

**Programming**

**Book Club**

After promoting the library's new book club in partnership with Student Services' Love Week in February, the inaugural book club met on March 14<sup>th</sup> to discuss *All About Love* written by bell hooks. Dr. Moss, Professor of Speech, led the discussion on what love is and the many ways it can be communicated.

**Women's History Month - Displays**

**Dress made from recycled books**

BCCC Fashion Design students James Hansen and Ash Ballou along with Library Student Workers (Donnell, Mary & Shaniya) designed and built a dress from recycled Reference books. Marketing provided a poster showing build progress of the dress and project description. The dress honors March's Women's History Month and debuted at March's Book Club meeting.

**Notable Women Display made from recycled books**

Bard Library Student Workers designed and built a display from recycled books. Students curated a diverse collection of notable women (photos and bios) from weeded Reference books to design the female symbol. Rose petals were added for color.

**Women's History Month Display | Collaboration with Fashion Design Students**

Fashion Design students designed a Women's History Month display in which Bard Library Student Workers built.

**Library Data**

Who & How do we serve?	Mar 2024	Mar 2023	YTD FY 2024	YTD FY 2023
Circulation of Print / Media	29	20	280	194
Use of Reserve Materials	37	25	288	315
<b>Database Sessions</b>				
Database Searches	3,334	4,949	34,598	29,172
Articles Retrieved	2,633	3,451	21,158	19,157
eBook downloads	117	89	1,325	813

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Use of Group Study Rooms	302	269	2,034	1,441
Computer Usage	0 See Note 1	0	0	0
Laptop Usage	0	2	25	66
Printed Pages	7,756	4,848	73,058	35,310
Gate Count	7,525	6,969	67,321	59,412
Registration of new Patrons	12	12	118	140
Registration/Update of Community patrons	0	0	28	24
<b>Information Services</b>				
Information Literacy Sessions	9	9	98	59
Information Literacy Attendance	104	90	1,279	645
Technology Training Sessions	5	8	29	34
Technology Training Attendance	5	4	15	12
Training Center Use by Other College Departments	0 See Note 2	0	0	3
Book Purchases - Print	0	5	18	78
Book Purchases - eBooks	0	0	0	6
Rapid Response-Students (Service Unavailable)	0	1	2	5
Rapid Response-Faculty and Staff (Service Unavailable)	0	0	0	5
ILL Requests/ Document Delivery	1	1	2	2
eBook Purchases via Patron Driven Acquisitions (PDA)	0	0	0	0
Campus Partnerships	3	0	2	0
<b>LibAnswers &amp; Social Media</b>	<b>Mar 2024</b>	<b>Mar 2023</b>	<b>YTD FY 2024</b>	<b>YTD FY 2023</b>
LibAnswers	12	6	526	527
Facebook Followers	499	502	499	502
Facebook Engagement	2	0	69	73
Instagram Followers	64	67	64	67
Instagram Engagement	1	0	0	0
LibGuides views	2,110 See Note 3	2,128	17,014	17,268

Notes

1. Software to track student login & usage was removed during COVID and never replaced. Will revisit.
2. Training Center closed for safety until renovations.

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3. Most popular guides this month are APA Papers 7th edition (836 views), MLA 9th Edition (423 views), Online Databases (285 views), and Library Handouts (122 views).

### **Operations**

#### **Professional Staff Highlights**

- All the Library staff reviewed resumes for the open Circulation Desk Manager position. Five candidates have been interviewed; two more will be invited to interview. Of the five candidates interviewed so far, four will be invited back for an on-campus interview and Library tour.
- Constance Mannone (Electronic Resources Librarian) moved the DVD collection from the Reserves located behind the circulation desk to the open shelves for easier access by patrons. She cataloged the collection to be easily identified by genre for casual browsing.
- Wendy Ma (Systems Librarian) in preparation for the ACEN (American Credentials Education Nursing) visit to the college, customized, and ran reports to evaluate our Library Nursing Reference collection. She also removed weeded books from the Catalog belonging to other sections of the Library in preparation for a full Library inventory.
- Jim Lynch (Collection Development Librarian) completed a long project of weeding selected portions of the collection to remove outdated materials.
- To encourage reading Glenn Peterson (Instructional Librarian) created a LibGuide titled [Classics for FREE to Download](#). Students can download classics to their own device. In addition, for students where English is not their primary language, many books are available in audio format.

#### **Realignment Task #4**

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

*Dr. Jacqueline Hill, Vice President, Academic Affairs*

#### ***School of Business, Science, Technology, Engineering, and Mathematics (BSTEM)***

Business and Technology faculty, Assistant Vice President for Academic Engagement and Partnerships (AVPAEP) met with Bowie State University Business Administration to explore opportunities to establish articulation agreements.

#### ***School of Arts and Social Sciences (SASS)***

English faculty collaborated with BCCC administrators and representatives Baltimore City Public Schools in a planning session designed to support the Dual Enrollment Developmental Education MOU in designing developmental English courses to facilitate State mandates regarding College- and Career Readiness for students who attend Baltimore City Public Schools.



## Baltimore City Community College

### Realignment Tasks Update

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#### Realignment Task #5

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

*Ms. Donna Thomas, Interim Vice President, Student Affairs*

#### Process Improvement

The college engaged with Who’s Next, a software provider that provides a cloud-based queuing and visit tracking platform for colleges to streamline high traffic offices. The software records self-sign in, customer visits, track wait times, provides daily & weekly visit reports, text-messaging alerts, early alerts, and more. This software enhances customer services operations and creates a more functional customer service environment.

#### Recruitment Efforts

In March 2024, Admissions engaged with various high schools and community partners. The Recruiters and Mayor’s Scholars Program staff participated in eighteen off-campus recruitment activities and on-campus tours.

The Admission Recruiter sent communications to Baltimore City and Baltimore County High Schools to promote the Mayor’s Scholars’ Program Summer Bridge Program and admission process. The College received several replies from high schools to schedule campus and high school visits. Several high schools worked with their students directly to complete the admissions application and requested an email with more information that includes the Mayor’s Scholars program eligibility requirements/ participation in the Summer Bridge Program, to share with their students.

For the month of March, a total of 18 events were completed.

Date	Organization/School	Event Type
3/4/2024	Milford Mill Academy	Informational Session: Mayor's Scholars Program, Dual Enrollment
3/5/2024	Dunbar High School	Dual Enrollment Application
3/5/2024	Connexions: Community Based Arts School	College & Career Transition Fair
3/5/2024	Reginald F Lewis High School	MSP Presentation
3/5/2024	National Academy Foundation High School	MSP Presentation
3/6/2024	Carver High School	MSP Presentation
3/4/2024	Milford Mill Academy	Informational Session: Mayor's Scholars Program, Dual Enrollment
3/7/2024	Patterson High School	Informational Session: Mayor's Scholars Program, Dual Enrollment, Application Process
3/7/2024	DC Special Education Cooperative	Campus Tour & Informational Session
3/8/2024	Forest Park High School	College & Career Readiness Event
3/12/2024	Joseph C Briscoe Academy	Campus Tour & Informational Session
3/13/2024	Lansdowne High School	MSP
3/14/2024	Renaissance Academy High School #433	Application and Youthworks

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3/19/2024	JHU: Career Fair	College Career Fair
3/20/2024	Baltimore Teacher Network	Mayoral Debate
3/20/2024	Digital Harbor High School	College & Career Exploration Day
3/21/2024	JHU: Career Fair	College Career Fair
3/22/2024	Coppin Academy	Career Expo

**Early College & Access Program**

During March, the College submitted a proposed memorandum of understanding to BCPSS detailing the new requirements from the Blueprint for Maryland’s Future, allowing it to offer developmental courses to BCPSS students. The College plans to begin offering developmental courses Spring 2025 to high school students.

The Early College and Access Program facilitated multiple collaborations with Baltimore City Public Schools to launch our plan to become City Schools’ primary partner in providing dual enrollment opportunities for students.

The primary goals of the BCCC/City School’s Early College Collaboration are:

1. to increase the number of college and career ready (CCR) students who earn an associate degree or industry certification upon high school graduation.
2. to increase the number of students who meet Maryland’s CCR standards upon high school graduation by developing engaging and innovative dual enrollment courses.

**March Early College and Access Program Engagements**

- **Connexions College Day (3/5/24)** - shared dual enrollment opportunities with 6-11<sup>th</sup> grade students to encourage participation and increased focus on college and career.
- **City Schools’ CCR Planning (3/18/24)** - planning meeting with City Schools point of contact, Director of Secondary School Support, to establish MOU and proposal.
- **BCCC/City Schools’ Math Alignment (3/21/24)** – discuss course requirements/standards to create math developmental course for City School students.
- **BCCC/City Schools’ English Alignment (3/22/24)** - discuss course requirements/standards to create English developmental course for City School students.
- **Montgomery College Collaboration (3/22/24)** – discussion on best practices and initiate long-term collaboration. Follow-up meeting visit on Montgomery campus on 4/12/24.
- **School Outreach** –secured meetings with Reginald Lewis, Forest Park, Western, and Vivian T. Thomas to begin SY ’25 planning. These meetings begin April 9th, and other meetings will take place throughout April to meet the Early College goal of doubling school and student participation in dual enrollment programs.

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**Mayor’s Scholars Program**

During March 2024, MSP completed high school recruiting, information session and youthwork application assistance. Conducted MSP Information Sessions and sent flyers to all Baltimore City Public Schools, Baltimore County High School and Baltimore County High School.

An MSP acceptance letter was created to communicate with potential students interested in the Program. A tentative agenda for the MSP summer program has been created to collaborate with other functional areas.

<b>Date</b>	<b>School</b>	<b>Estimated # of Participants</b>
3/4/2024	Milford Mill Academy	
3/5/2024	Connexions	100
3/5/2024	Reginald F Lewis HS	
3/6/2024	Carver Vocational	150
3/7/2024	DC Special Educations	
3/7/2024	Patterson HS	
3/8/2024	Forest Park HS	
3/12/2024	Joseph C Briscoe Academy	5
3/13/2024	Lansdowne HS	200
3/14/2024	Renaissance Academy High	
3/20/2024	Digital Harbor High School	
3/22/2024	Coppin Academy	
	<b>12 Total Visits</b>	<b>455 Total Est. Approximately</b>

*Summer Bridge Preliminary Agenda*

- Faculty Orientation (June 7th)
- MSP Staff Retreat (June 14<sup>th</sup>)
- MSP Staff Orientation (June 28<sup>th</sup>)
- Tentative Summer Bridge Program

**Realignment Task #7**

*“Establish strong relationships with key stakeholders.”*

*Mr. Gussener Augustus, Vice President, Advancement*

**Community Outreach & Engagement**

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

**Healthy Neighborhoods**

The division is exploring partnership opportunities with the Baltimore’s Healthy Neighborhoods, Inc. (HNI). HNI is a successful nonprofit with an extensive history in Baltimore that focuses on housing and community development. They help undervalued neighborhoods increase the value and marketability of neighborhoods and establish strong connections among key stakeholders. Using its capacity to attract and invest public and private

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capital, HNI has improved neighborhoods throughout Baltimore City. As BCCC continues to expand its reach and solidify strong partnerships—exploring the potential benefits of an HNI partnership is vital.

#### ***Greater Mondawmin Coordinating Council (GMCC)***

GMCC hosted its quarterly board meeting in March and provided updates to several exciting initiatives and programs that include BCCC. They have developed a formal partnership with United Way of Central Maryland and are now a Neighbors United (UWCM) site. As the only Neighbors United site in Baltimore, they are a true asset and partner to BCCC by both their proximity to the campus and BCCC's designated position on the Board of Directors. Neighbors United is a program that galvanizes strengths and interests of more than 10 of GMCC's membership communities to establish a strategic plan of neighborhood transformation. BCCC faculty, students, and staff may participate and benefit from this partnership as well. In addition, BCCC will serve as a host to several communitywide meetings as it builds on its community outreach.

#### ***Baltimore Teacher's Network Mayoral Forum***

BCCC served as a community partner and site host for the Baltimore Teachers Network Mayoral Forum. The Facilities and Public Safety Departments of BCCC provided logistical assistance for WJZ TV13 and the BTN leadership team. More than a dozen mayoral candidates participated in the forum that included several students, faculty, and staff.

#### **WBJC**

##### ***WBJC Staff Community Engagement***

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

- **The Baltimore Choral Arts Society**  
Music Director, Anthony Blake Clark, was interviewed by Kati Harrison about the Society's presentation of two versions of the Magnificat: one by Bach and one by Rutter on March 17<sup>th</sup>.
- **Hopkins Symphony Orchestra**  
Presented a concert cohosted by WBJC's Kati Harrison and WYPR's Tom Hall at Shriver Hall on March 2<sup>nd</sup> at 7:30 PM.
- **Shriver Hall Concert Series**  
British tenor Mark Padmore was interviewed by Judith Krummeck about his performance on March 10<sup>th</sup> of Franz Schubert's monumental song cycle, Winterreise, with Japanese-British pianist Mitsuko Uchida.
- **Baltimore Chamber Orchestra**  
Jonathan Palevsky presented a pre-concert lecture for their March 24<sup>th</sup> performance. WBJC was also the media partner for the orchestra's intermission break.
- **Annapolis Symphony**  
Jonathan Palevsky presented pre-concert lectures for their March 1<sup>st</sup> and 2<sup>nd</sup> performances.
- **Towson University & Johns Hopkins Osher Programs**  
Jonathan Palevsky gave lectures throughout the month on the topics of J.S. Bach and Music in Vienna.

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- **Enoch Pratt Free Library**  
Fine Arts Librarian, David Donovan, was a guest along with John Bowen from Emanuel Episcopal Church on the March 16<sup>th</sup> episode of Face the Music with Jonathan Palevsky.
- **Everyman Theatre**  
Director, Laura Kepley, was interviewed by Gavin Witt about the theatre's presentation of *The Book Club Play* running March 17<sup>th</sup> through April 14<sup>th</sup>.
- **Candlelight Concert Society**  
Members of the Kuijk String Quartet were interviewed about their March 12<sup>th</sup> performance by Jonathan Palevsky.
- **St David's Church**  
Director of Music, Doug Buchanan, was interviewed Jonathan Palevsky about the March performances of the 48<sup>th</sup> Annual Bach Marathon and Purcell's Funeral Sentences.

#### **WBJC Corporate Support Partnerships**

Businesses who underwrite programs and content on WBJC

#### ***Returning Clients***

Chesapeake Shakespeare Company, Happenstance Theatre, Johns Hopkins Symphony Orchestra, Maryland Opera, Ballet Theatre of Maryland, Candlelight Concerts, Annapolis Symphony, Roland Park Place, Grance United Methodist Church, Bach in Baltimore, Columbia Orchestra, Shriver Hall, Shriver Hall, Baltimore Symphony Orchestra, Kennedy Center, Peabody Institute, Opera Baltimore, Cynipid Fund, Elville and Associates, Zeke's Coffee, True Chesapeake Restaurant, Culligan Water.

### **REALIGNMENT TASK # 8**

*"Develop and market a brand for BCCC."*

*Mr. Gussener Augustus, Vice President, Advancement*

#### **MARKETING**

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

#### ***General & Enrollment Campaigns***

##### New BCCC Marquee remains live & active

The new BCCC marquee is now branded and live. BCCC now features the same designs for: website, marquee, social media, and flyers/posters. The goal is to streamline BCC branding and messaging to grow enrollment, engagement, and accessibility. Designs include:

Logo

Free Textbooks

Mayor's Scholars Program

FAFSA Completion Assistance

Apply Now

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Career Pathways  
BCCC Values  
Special Events and Promotions

**In addition, Marketing branding opportunities included:**

President's Office Signage

Gaare Auditorium Podium Logo

Mini-Conference Center Podium Logo

Vehicle Renderings—The department developed brand renderings of a wrap for a passenger van, cargo van, box truck, shuttle, and dump truck.

Floor Mats—Renderings of various rugs (different companies) was created for review. An audit of all main Liberty Campus floor mats has been complete. A vendor has been contacted, and drafts will be forthcoming.

Pole Signs—New pole signs have been sent to production and are scheduled for installation at the Liberty Campus, Liberty Heights Avenue, and Towanda Avenue by the second week of April 2024.

***Student Affairs/Student Life & Engagement***

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

*Mayor's Scholars Program Event*

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

*Financial Aid Information & FAFSA Completion Assistance Information Campaign*

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

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

*Dual Enrollment Brochure*

Revisions were made for a reprint of this enrollment publication.

*Viewbook*

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

*Financial Aid*

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

- FAFSA Information Session

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- Completing your FAFSA Information Session

#### *New Student Orientation*

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

- Pull-up signs
- Posters
- Website billboards

#### *Social Media Campaign*

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

- Solar Eclipse Viewing Event
- International Happiness Day
- April Events Calendar/Posters
- Library Book Club
- Spring Credit Schedule
- Transfer Fair
- Viewbook

#### **Commencement 2024**

- **Commencement Photo Carousel**  
New photography from Commencement 2023 was selected to update the photography carousel on the Commencement web page.
- **How to Wear Regalia Video**  
The How to Wear Regalia Video was updated and linked on the Commencement website.
- **Commencement Ticket**  
The Commencement Ticket was updated for 2024.
- **Graduate T-Shirt Design**  
The College developed a final design draft for student graduation t-shirts.
- **Graduation Box**  
A draft of the graduation box design was approved and has been sent to print and production.
- **Student & VIP Invitations & Envelopes**  
Edits for invitations are complete and ready for print.
- **Digital VIP Invitation**
- **Aluminum Photo Frame**
- **Commencement Congratulations Marquee Sign**
- **Graduation Application & Commencement Participation Form & Social Tile**  
A billboard and social tile were created to promote completion of the form by students of the Class of 2024. Additional brand edits to the form were also completed. Links to the form appear on the BCCC website homepage and commencement web pages.
- **Graduation Bags**  
Graduation bags were ordered to distribute with regalia to students who will be participating in Commencement 2024.

## **Baltimore City Community College**

### **Realignment Tasks Update**

**Board of Trustees, April 17, 2024**

#### *GED Commencement*

The department completed a review of 2023 materials in preparation for 2024.

#### *Workforce Development*

Marketing materials were created and distributed including a Social Post Update

- Certified Nursing Assistant (CNA)
- Venipuncture Flyer & Social Posts
- Patient Care Technician (PCT)
- **Workforce Development Brochure**

The College received additional edits for the Workforce Development Brochure, which were completed and sent back for final review.

#### *Academic Affairs Campaigns*

- **Program Web Page Header Images**  
Created new images for headers on each Program web page.
- **Spring Course Credit Schedule**  
Provided Draft of the Spring 2024 Course Credit Schedule for review.
- **Catalog Images**  
Images were sent to Academic Affairs for use in the new Catalog.
- **Nursing Digital Billboard, Marquee Sign, and Electronic Panel**  
A digital billboard, marquee sign, and electronic panel sign were created for the Nursing Accreditation visit.
- **Degrees, Certificates & Career Pathways Web Page**  
Working with Academic Affairs new Degrees, Certificates & Career Pathways web page. The page is now available at <https://www.bccc.edu/domain/18>.
- **MD STEM Conference**  
A banner and advertisement were created for use at the MD STEM Conference.
- **National Security Administration (NSA) Yearbook**  
A NSA Yearbook BCCC page was edited and branded for the Cybersecurity Program.

#### *Middle States Campaigns*

- **Middle States Welcome Graphic**  
A graphic has been created for billboards, electronic signs, and the front entrance sign.
- **BCCC Policies**  
More than 73 policies have been updated with the BCCC logo.
- **BCCC Values T-Shirts**  
A second round of t-shirts in larger sizes has been ordered.
- **Organizational Charts**  
Updated Organizational Charts were designed for use with the MSCHE Self-Study Report now posted on the BCCC website.

#### **Market Research**

- Full wall/window adhesive signage
- Elevator advertising (campus)
- Commencement T-shirt pricing
- Padfolio pricing
- Graduation frames with black etching imprint
- Floor Mats



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**Analytics & Measurements**

Note a decline on most platforms largely due to lack of engagement during the week of Spring Break.

**Social Media Analytics Summary**

- **Facebook: March 1, 2024 – March 31, 2024**

Page Reach: 8,400 (Down 25.2% over the prior month)

Page Visits: 3,400 (Down 12.1% over the prior month)

New Likes & Follows: 24 (Down 42.9% over the prior month)

- **YouTube: March 1, 2024 – March 31, 2024**

Monthly views: 771

Watch time: 16.6 hours

Subscribers: +6

- **Instagram: March 1, 2024 – March 31, 2024**

Page Reach: 903 (Down 32% over the prior month)

Profile Visits: 667 (Down 24.9% over the prior month)

New Instagram Followers: 48 (Down 17.2% over the prior month)

- **Twitter: 28 Day Summary**

Followers: 1,731

Impressions: 1,499

Engagement Rate: 2.1%

Link Clicks: 10

Retweets: 1

Likes: 4

Replies: 0

**WBJC**

***BCCC Event Promotion***

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

- **Public Service Announcements:** multiple daily reads by WBJC hosts.
  - PSA for BCCC's Financial Aid Night

**Baltimore City Community College**

**Realignment Tasks Update**

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**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***

The Enterprise Applications team has a new business analyst and programmer starting on March 18, 2024. The individuals that will be starting in these positions have demonstrated exceptional skills and experience that align with the College needs, particularly in supporting a modern ERP system.

**Project Status**

The ERP implementation project is designated as a major information technology development project (MITDP). The Maryland Department of Information Technology (DoIT) has been involved since the start of the project and plays an oversight role. As a MITDP project, a DOIT project manager is assigned and oversees the progress of the project. The College meets on a bi-weekly basis and provides monthly progress reports to the DoIT Project Manager, Dr. Josiah.

BCCC (Baltimore City Community College) is currently at an overall green status from DoIT. DoIT has provided additional information on the monthly health status of the project, which includes the following criteria:

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

**Student Module**

**Degree Works**

Degree Works is a comprehensive academic advising, transfer articulation, and degree audit solution that is an additional module within the new ERP that helps students, and their advisors successfully negotiate your institution’s curriculum requirements. With Degree Works, students are less likely to take courses they don’t need and more likely to stay on a direct path to graduation. Degree Works will support the College with better access to academic advice, better support for academic goals, and better insight into research and reporting.

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In October, roll out planning was started to make the tool more universally available to the campus community. That work continued into November and December.

In January, preparation was done to review the program specific Degree Works configurations.

In February and March, BCCC has continued offer training and program of study configuration review with program coordinators, faculty, deans and VPs. The final launch of the production is scheduled for April.

**Human Resources**

In March 2024, the College transitioned all full-time PIN employees from the legacy time entry system (MD Time) to the new ERP system, marking a significant step towards enhancing operational efficiency and accuracy in payroll processing.

Multiple communications have been sent to PIN employees since January 2024, ensuring thorough awareness of the upcoming shift and the discontinuation of MD Time. To further support staff during this transition, a variety of training sessions have been provided, tailored for both non-exempt and exempt and supervisory roles. Additional training options for future dates have been made available to cater to diverse learning needs.

Multiple support mechanisms were put in place for employees who were encouraged to consult FAQs on time entry and approval topics that were made available on the website, and direct access to support from the payroll department.

Additional sessions that include budget development for Finance, HR and Payroll using the Banner system are being scheduled.

**Reporting**

**Insights Reporting Module**

Insights is the new reporting platform included in the recent contract modification that took effect in September 2023. Work has begun to set up the software environment as part of the implementation. Technical configurations were completed in October as part of the implementation

In October, the project started with a kick-off call with BCCC IT, functional area and Ellucian resources. Currently Ellucian and BCCC IT department are working on technical configurations to get ready for implementation.

From January through March preliminary reports were created and tested on the new reporting platform.

Additional end-user training is being scheduled for May 2024 for enhanced features and functionalities of Insight for the BCCC Technical team followed by general user training for BCCC functional users on Insights usage.

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#### **ERP Managed Services**

A procurement for Ellucian to provide advisory (managed) ERP services for a 1-year period from May 2024 to April 2025 has been queued up for review by the Board of Trustees Finance Committee during their scheduled April 11 meeting. As part of the advisory services, experts will be deployed across all key ERP domains including Banner Finance, Student, Accounts Receivable, Financial Aid, Human Resources, CRM Recruit (for student enrollment), and IT. These experts will conduct routine consultations with various functional areas and the IT department. Their role involves collaborating closely with cabinet leaders and their respective teams to address institution-defined ERP focus areas that includes increasing operational efficiency and addressing challenges, and support maximizing the use of the ERP system's full capabilities. As the ERP implement winds down, ERP support is still needed across all areas. The advisory ERP services engagements will combine remote, centralized, and onsite services at a fixed rate.

Three areas of focus identified in the ERP implementation that Managed Services would help address are:

1. Data cleanup – Data issues stemming from the migration from the legacy system require external expertise and coordination with different functional areas.
2. Reporting – The College must regularly generate internal and external reports to support internal and external reporting that span all areas. The managed services will support the creation of the more complex institutional reports.
3. Cyclical operational procedures - Finally, the cyclical nature of college operations has presented challenges in implementing new processes in the new ERP system. The managed services will support additional guidance on cyclical processes across different areas.

The State Department of Information Technology (DoIT) has been very closely involved in the formulation of the strategy around the ERP, supports the separation of the ERP implementation work currently that is underway (projected to end in June 2025) from managed services that provide the College with additional expert support. DoIT also supported moving forward with a single vendor partner, Ellucian, to prevent further complexities that would be brought on by introducing a new partner into the ERP support framework amid the current implementation.

#### ***Data Center Modernization Phase II***

A procurement to support the second phase of the Data Center modernization has been queued up for review by the Board of Trustees Finance Committee during their scheduled April 11 meeting. The second phase of the Data Center Modernization is focused on Disaster Recovery and Business Continuity, which are important to support addressing Realignment Task #9 which focuses on meeting the College's Infrastructure needs. The second phase of the Data Center Modernization involves:

1. Microsoft Azure cloud-based Disaster Recovery that will create additional redundancy and enhance the speed of recovery from a disaster, and
2. Expansion of the immutable backup and recovery solution to include BCCC's data in the Microsoft cloud (Microsoft 365, Exchange Online, SharePoint, Teams). Cost is being spread over a three (3) year term that includes both the implementation and warranty of both the hardware and software.

These upgrades are the second phase of the data refresh presented to the Board of Trustees in 2022. Phase 1 of the data center modernization project was completed in 2023. BCCC's on-premises data center services are now running on modern, supported hyperconverged equipment. All on-premises services are now backed up using an

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immutable, ransomware-protected backup system, which has become a key requirement for continued cybersecurity insurance coverage. There are two physical backups, one located at the Liberty Campus and the other at BioPark.

**REALIGNMENT TASK #10**

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

*Office of the President*

The Bard Building demolition and the project to create green space remain on schedule, with an anticipated completion date of August 21, 2024.

**Realignment Task #12**

**The Board of Trustees shall review, and if necessary, revise the BCCC strategic plan.**

*President & Cabinet*

2024-2029 Strategic Planning Sessions

In addition to the administrator, faculty and staff planning sessions, student leaders meet weekly to learn about and prepare for the Middle States Commission on Higher Education (MSCHE) campus visit, review the Vision, Mission, and Values, as well as engage in the 2024-2029 Strategic Plan update.

1. **Delivering Our Promise:** Anchored in our commitment to student success (belonging, retention, workforce, programs)
2. **Aligning Our Strengths:** Centered on the BCCC culture and internal operations (tech, data, faculty and staff)
3. **Expanding Our Reach:** Focuses on our story and relationships (City, realignment, etc.)



Planning and Assessment Software Solution

The Planning & Assessment Software Solution (PASS) group is reviewing and evaluating commercial planning and assessment software solutions. This software will be used across the College to support and document progress towards institutional goals. In March and April, PASS met with to engage in the “hands-on” demonstration of planning, assessment, and accreditation software solutions.

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

TAB 11 | Active Search Listing

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### HR Active Search List As of April 2nd, 2024

Baltimore City Community College						
	Div	PIN #	Position	Oversight	Date posted	Status 4/2/2024
1	AA	67006	Director of the Academic Achievement Center	Dr. Jacqueline Hill/ Dr. Karen-King Sheridan	12/8/2021	Resumes forwarded for Review
2	AA	66902	Dean of Natural and Physical Sciences, Business, Technology, Engineering & Math	Dr. Jacqueline Hill	5/16/2022	Resumes forwarded for Review
3	AA	66777	Assistant Professor of Fashion Design	Dr. Jacqueline Hill	8/10/2022	Resumes forwarded for Review
4	AA	78507	Assistant Professor/Clinical Coordinator, Health Information Technology	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	3/23/2023	Resumes forwarded for Review
5	AA	66829	Assistant Professor of Cyber Security Digital Forensics	Dr. Jacqueline Hill	6/23/2023	Resumes forwarded for Review
6	AA	66773	Assistant Professor & Program Coordinator for Marketing	Dr. Jacqueline Hill	6/23/2023	Resumes forwarded for Review
7	AA	72080	Assistant Professor & Program Coordinator for Computer Information Systems	Dr. Jacqueline Hill	6/27/2023	Resumes forwarded for Review
8	AA	66762	Assistant Professor & Program Coordinator for Office Administration	Dr. Jacqueline Hill	6/27/2023	Resumes forwarded for Review
9	AA	70700	Assistant Professor of Nursing-Adult Medical/ Surgical	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	7/26/2023	Resumes forwarded for Review
10	AA	66819	Assistant Professor of Nursing-Adult Medical/ Surgical	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	7/26/2023	Resumes forwarded for Review
11	AA	66803	Assistant Professor & Program Coordinator of American Sign Language/ Deaf Studies	Dr. Jacqueline Hill/ Aundrea Wheeler/ Dr. Anthony McEachern	7/27/2023	Resumes forwarded for Review
12	AA	81589	Assistant Professor & Program Coordinator - Criminal Justice	Dr. Jacqueline Hill/ Aundrea Wheeler/ Dr. Anthony McEachern	8/8/2023	Resumes forwarded for Review
13	AA	66729	Assistant Professor- Allied Human Services & Addictions Counseling	Dr. Jacqueline Hill/ Aundrea Wheeler/ Dr. Anthony McEachern	8/22/2023	Resumes forwarded for Review
14	AA	67021	Program Coordinator/ Assistant Professor, Emergency Medical Services	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	8/25/2023	Resumes forwarded for Review
15	AA	66801	Assistant Professor/ Clinical Coordinator, Surgical Technologist	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	8/25/2023	Resumes forwarded for Review
16	AA	66765	Retention Coordinator	Dr. Jacqueline Hill/ Karen King-Sheridan	10/5/2023	Resumes forwarded for Review
17	AA	66977	Instructional Designer	Dr. Jacqueline Hill/ Aundrea Wheeler	10/9/2023	Resumes forwarded for Review
18	AA	78506	Transfer and Articulation Coordinator	Dr. Jacqueline Hill	11/2/2023	Resumes forwarded for Review
19	AA	66725	Dean- School of Nursing & Health Professions	Dr. Jacqueline Hill	11/2/2023	Resumes forwarded for Review
20	AA	66977	Library Circulation Manager	Dr. Jacqueline Hill/ Aundrea Wheeler/ Elizabeth Van Pate	2/7/2024	Resumes forwarded for Review
21	AA	66772	Assistant Professor of Dental Hygiene	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	2/22/2024	Resumes forwarded for Review
22	AA	66823	Nursing Laboratory Manager	Dr. Jacqueline Hill/ Dr. Ghazanfar Mahmood/ Dorothy Holley	3/28/2024	Search is Open

23	SA	66844	Federal Work Study Specialist	Donna Thomas/ Saleem Chaudhry	8/11/2022	Resumes forwarded for Review
24	SA	76573	Student Support & Wellness Coordinator/Counselor	Donna Thomas/ Dr. Sherri Brown	9/30/2022	Resumes forwarded for Review
25	SA	69257	Admissions Advisor for Special Populations	Donna Thomas/ Kytica Crawford	5/18/2023	Resumes forwarded for Review
26	SA	66991	Director of Advising/ Student Success Center	Donna Thomas/ Dr. Sherri Brown	6/1/2023	Resumes forwarded for Review
27	SA	66733	Admissions & Recruiter/Advisor	Donna Thomas/ Dr. Sherri Brown	7/5/2023	Resumes forwarded for Review
28	SA	66663	Director for Admissions	Donna Thomas	9/7/2023	Resumes forwarded for Review
29	SA	66908	Vice President of Student Affairs	Dr. Debra McCurdy	10/20/2023	Resumes forwarded for Review
30	SA	66657	Special Programs Advisor	Donna Thomas/ Kevin Johnson	3/8/2024	Resumes forwarded for Review
31	ASP	66932	Administrative Assistant for the Vice President for Advancement	Gussener Augustus/ Dr. Debra McCurdy	1/10/2023	Resumes forwarded for Review
32	ASP	66960	Director of Development	Gussener Augustus/ Dr. Debra McCurdy	1/11/2023	Resumes forwarded for Review
33	ASP	76586	Director of Public Relations/ Community Outreach	Gussener Augustus/ Dr. Debra McCurdy	6/29/2023	Resumes forwarded for Review
34	WDCE	66861	Maintenance Supervisor	Michael Thomas / Kate Zurlage	4/21/2021	Resumes forwarded for Review
35	WDCE	66769	Police Officer II	Michael Thomas	7/28/2020	Resumes forwarded for Review
36	WDCE	66644	Director of Workforce Development & Employment Services	Michael Thomas	7/5/2023	Resumes forwarded for Review
37	WDCE	84362	Operations Technician	Michael Thomas	9/26/2023	Resumes forwarded for Review
38	WDCE	66617	Assistant Director of Capital Projects	Michael Thomas	11/14/2023	Resumes forwarded for Review
39	WDCE	66639	Assistant Vice President for Facilities	Michael Thomas	12/5/2023	Resumes forwarded for Review
40	WDCE	66843	Grounds Supervisor	Michael Thomas	2/13/2024	Resumes forwarded for Review
41	WDCE	66970	Administrative Assistant II	Michael Thomas	3/19/2024	Resumes forwarded for Review
42	F&A	66879	Director of Budget	Aubrey Bascombe	12/5/2022	Resumes forwarded for Review
43	F&A	66757	Senior Accountant	Aubrey Bascombe/ Eileen Waitmen	1/12/2023	Resumes forwarded for Review
44	F&A	67013	Senior Accountant - Foundation	Aubrey Bascombe/ Eileen Waitmen	1/12/2023	Resumes forwarded for Review
45	F&A	66986	Budget Analyst	Aubrey Bascombe	3/27/2023	Resumes forwarded for Review
46	F&A	72349	Assistant Vice President of Human Resources	Dr. Debra McCurdy/ Aubrey Bascombe	5/18/2023	Resumes forwarded for Review
47	F&A	66974	Administrative Assistant to the Vice President of Finance & Administration	Aubrey Bascombe	8/11/2023	Resumes forwarded for Review
48	F&A	66842	Accounts Clerk III	Aubrey Bascombe	9/19/2023	Resumes forwarded for Review
49	F&A	66916	Assistant Director of Human Resources- EEO & Compliance	Aubrey Bascombe	11/17/2023	Resumes forwarded for Review
50	F&A	66928	Payroll Clerk	Aubrey Bascombe	1/11/2024	Resumes forwarded for Review
51	F&A	82345	Human Resources Generalist	Aubrey Bascombe	2/6/2024	Resumes forwarded for Review
52	F&A	tbd	Payroll Clerk II	Aubrey Bascombe	3/4/2024	Resumes forwarded for Review
53	IERP	88494	Research Analyst II	Becky Burrell/ Eileen Hawkins	7/6/2022	Resumes forwarded for Review
54	OP	66855	Director of Government Relations/Special Assistant to the President	Dr. Debra McCurdy	1/18/2022	Resumes forwarded for Review
55	OP	66981	Executive Administrative Assistant to the President	Dr. Debra McCurdy	2/13/2023	Resumes forwarded for Review
56	OP	67000	Network Engineer	Michael Rading/ Peter Farrell	3/20/2024	Resumes forwarded for Review
57	OP	76592	Systems Administrator	Michael Rading/ Peter Farrell	3/20/2024	Resumes forwarded for Review