

Baltimore City Community College

Dr. Debra L. McCurdy
President

Board of Trustees Open Session

Mr. Kurt L. Schmoke
Chair

WEDNESDAY | SEPTEMBER 18, 2024

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 1 | Approval of the September 18, 2024 Agenda

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

Open Session Agenda | 4:00pm September 18, 2024 (Virtual Zoom Meeting)

Meeting Link: <https://bccc-edu.zoom.us/j/98767455910>

- I. Call to Order Mr. Kurt L. Schmoke, *Chair*
 - a. Adoption of Agenda **(Vote)**
 - i. Approval of the September 18, 2024 Agenda (Tab 1) Mr. Kurt L. Schmoke, *Chair*

- II. Board Actions/Consent Agenda **(Vote)** Mr. Kurt L. Schmoke, *Chair*
 - a. June 18, 2024 Open Session Meeting Minutes (Tab 2)
 - b. June 18, 2024 Closed Session Meeting Summary (Tab 2)
 - c. September 12, 2024 Finance/Audit Committee Meeting Minutes (Tab 2)
 - d. Student Government Association (Tab 3)

- III. Items Removed from the Agenda (Tab 6) Mr. Kurt L. Schmoke, *Chair*
 - a. AFSCME Local #1870 at BCCC Comments (Tab 4)
 - b. Faculty Senate Comments (Tab 5)

- IV. New Business (Tab 7)
 - a. Finance/Audit Committee Meeting September 13, 2024 Mr. Kurt L. Schmoke, *Chair*
Dr. Debra McCurdy, *President*
Mr. Aubrey Bascombe, *VP Finance*
Mr. Michael Thomas, *VP Workforce*
Ms. Anna Lansaw, *ED Procurement*

 - i. Procurement Policies & Procedures **(Information)**
 - ii. Procurements Exceeding \$25,000 to \$99,999 **(Information)**
 - a. Strategic Planning Online Platform (Cordance, LLC) \$83,272.00
 - b. Microsoft HoloLens (Microsoft Corporation) \$42,000.00
 - c. Adobe Creative Cloud/Sign Subscriptions (Bell Techlogix Inc.) \$45,956.96
 - d. IT Helpdesk Ticketing Management System (Freshworks Inc.) \$45,987.00
 - e. Dental Kits (Hu-Friedy MFG) \$52,705.23
 - f. Textbooks/ Access Codes (Cengage Learning Inc.) \$161,200.75
 - g. Access Codes (Cengage Learning Inc.) \$25,896.00
 - h. Textbooks (Elsevier, Inc.) \$38,174.06
 - i. Textbooks/ Access Codes (Pearson Education Inc.) \$238,751.89
 - j. Textbooks/ Access Codes (McGraw-Hill) \$60,372.50
 - k. Textbooks/ Access Codes (McGraw-Hill) \$235,569.00
 - l. LSB Gas Leak Repair (Warrior Plumbing & Heating Inc.) \$28,654.00

 - iii. Pre-Approval Procurement(s) Exceeding \$100,000 **(Vote)**
 - a. Architectural & Engineering Services Indefinite Quantity Contract
 - Awardee(s): Noelker and Hull (SBR designated)
K. Dixon Architecture, LLC (SBR designated)
Gipe Associates, Inc. (SBR designated)
Colimore Architects (SBR designated)
Quinn Evans Architects, Inc.

 - Contract Term: May 1, 2023-April 30, 2026
 - Modification: \$1,000,000.00

Original Contract Amount: \$500,000.00
New Contract Amount: \$1,500,000.00

b. Temporary Staffing (Creative Staffing Solutions) \$169,500.00
c. HVAC Preventative Maintenance & Services (Control Sources) \$446,000.00

iv. Procurement(s) Exceeding \$100,000 **(Vote)**
a. Renovations of Fine Arts and Main Building Energy Upgrade (Southland Industries, Inc.) \$250,000.00
v. Approval Request – Bookstore Fee \$24.80 per credit hour (see attached)
vi. Financial Monthly Performance Report **(Information)**

b. Maryland Higher Education Commission (MHEC) Performance Accountability Report (PAR) **(Vote)**
Mr. Kurt L. Schmoke, *Chair*
Dr. Debra McCurdy, *President*
Ms. Becky Burrell, *Institutional Effectiveness*

V. College Policies (Tab 8) **(Vote)**
a. None
Mr. Kurt L. Schmoke, *Chair*

VI. Presentations (Tab 9)
a. Enrollment Update
Mr. Kurt L. Schmoke, *Chair*
Dr. Debra McCurdy, *President*
Ms. Donna Thomas, *Interim VP Student Affairs*
b. ERP Update
Dr. Debra McCurdy, *President*
Mr. Peter Farrell, *CIO*

VII. President’s Report (Tab 10)
Mr. Kurt L. Schmoke, *Chair*
Dr. Debra McCurdy, *President*

VIII. Active Search Listing (Tab 11)
Mr. Kurt L. Schmoke, *Chair*

IX. Motion for Adjournment **(Vote)**
Mr. Kurt L. Schmoke, *Chair*

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

BOARD ACTIONS / CONSENT AGENDA

TAB 2 | June 18, 2024 Minutes

TAB 2 | June 18, 2024 Closed Session Meeting Summary

TAB 2 | September 12, 2024 Finance/Audit Committee Meeting Minutes

TAB 3 | Student Government Association Report/Comments

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 2 | June 18, 2024 Minutes

TAB 2 | June 18, 2024 Closed Session Meeting Summary

TAB 2 | September 12, 2024 Finance/Audit Committee Meeting
Minutes

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

Open Session Minutes | 4:00pm June 18, 2024 (Virtual Zoom Meeting)

Board Members Present: Chairman Kurt L. Schmoke, Dr. Rachel Pfeifer, Mr. John C. Weiss, Ms. Tanya Terrell, Ms. Mackenzie Garvin, Lelia Parker, and Ms. Sapana Bom

Also Present: President Debra L. McCurdy

Board Members Absent: Dr. Roger Ward, and Ms. Leonor Blum

I. Call to Order

Chairman Schmoke called the meeting to order at 4:02pm on June 18, 2024. The Agenda was unanimously approved upon a motion by Trustee Weiss, seconded by Trustee Terrell.

II. Board Actions/Consent Agenda

- a. May 15, 2024 Open Session Meeting Minutes (Tab 2)
- b. May 15, 2024 Closed Session Meeting Summary (Tab 2)
- c. June 7, 2024, Finance/Audit Committee Meeting Minutes (Tab 2)
- d. Student Government Association (Tab 3)

Chairman Schmoke asked for a motion to approve the Consent Agenda items a through d. The Agenda was unanimously approved upon a motion by Trustee Weiss, seconded by Trustee Terrell.

III. Items Removed from the Agenda (Tab 6)

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

IV. New Business (Tab 7)

- a. Finance/Audit Committee Meeting, June 7, 2024
 - i. Procurement Polices & Procedures
 - ii. Procurement Exceeding \$25,00 to \$99,999
- a. Textbooks (Pearson Education Inc.) \$47,394.15
- b. Textbooks (Cengage Learning Inc.) \$28,848.00
- c. Mongoose (SHI International Corporation) \$52,460.00
- d. HVAC Preventative Maintenance Services /Liebert Equipment – Modification (Tate Engineering Systems, Inc.)
 - Original Contract Amount: \$26,617.00
 - Modification Amount: \$17,503.00
 - New Contract Amount: \$44,120.00

iii. Procurement(s) exceeding \$100,000.00

a. Canvas (Instructure, Inc.) \$170,870.77

CIO Farrell provided an overview of the IT items beginning with Canvas. CIO Farrell stated that this is the time of year that a number of the IT software are coming up for renewals and proceeded to provide a summary and description of each item. Canvas software is the College's Learning Management System that supports both credit and non-credit divisions. This is the system that both faculty and students log into everyday to manage the course work, assignments, etc. LMS system has been in place since 2018 and offered a three-year renewal through the Maryland Education Enterprise Consortium (MEEC) contract. Dr. McCurdy stated that the actual amount being presented is lower than the original quoted cost due to the FTE being lower.

b. Okta (ePlus Technology, Inc.) \$257,285.00

CIO Farrell described Okta and what the software does for the College staff and students. This helps the College manage its accounts and creates new accounts for new hires and students. This contract is a two-year contract with ePlus Technology. The purchase is through the Maryland Department of Information Technology Master Contract for software. Two vendors were directly solicited and ePlus provided the best pricing.

c. Microsoft Office 365 Unified (Bell Techlogix) \$115,475.90

CIO Farrell provided an overview of Microsoft Office 365 through the MEEC contract. Bell Techlogix is the sole seller for all MEEC institutions. This is the annual renewal of the licenses for all Microsoft products that the College utilizes.

Trustee Pfeifer asked why it is one year, Mr. Farrell responded, pricing is fixed for a 5-year period. Yearly totals depend on FTE and could change every year.

d. Microsoft Azure Disaster Recovery (Bell Techlogix) \$185,035.79

CIO Farrell explained that Microsoft Azure was presented to the Board in April, when the College requested pre-approval for the Phase II Disaster Recovery. There was a slight increase in the price that was originally quoted because a component that was previously overlooked was added when finalizing the quote.

e. Support Services for Afghan Youth
(Associated Catholic Charities) \$198,559.00

VP Thomas explained that this contract was related to the MORA grant from the MD Department of Human Services, for which the College received a two-year grant to support Afghan families. The College is outsourcing services that it does not provide to Associated Catholic Charities, specifically Villa Maria, in the amount of \$198,559, for services that include outreach, crisis intervention, wrap-around services, and services to address behavior issues with the transitioning youth. VP Thomas stated that the College cannot provide these services and is therefore requesting that the Board approve this contract.

- f. ERP Cloud Subscription – Option Year 2 (Ellucian)
Original Contract Amount: \$4,913,982
Prior Mods/ Options: \$1,457,148
Option Year 2: \$ 782,267
New Contract Amount: \$7,153,397

CIO Ferrell explained that with this procurement, the College was exercising its option to renew the ERP cloud subscription; although the renewal amount exceeds the College’s statutory authority, Ms. Lansaw explained that when the Maryland Board of Public Works (BPW) approved the first-year renewal last year, at the College’s request, it also delegated authority for the College’s Board of Trustees to approve any future renewals without having to go back to the BPW for approval. The second-year renewal of the ERP subscription was now before the College’s Board.

Chair Schmoke asked if there were any objections; there were none. The Board unanimously approved all Procurement(s) exceeding \$100,000.00.

iv. Finance Update

Mr. Bascombe went over year-to-date revenues and expenditures of the College; however, he said he could not provide a year-to-year comparison due to issues with data conversion in the ERP system that will be addressed during the audit discussion. Mr. Bascombe highlighted discussion points concerning restricted and unrestricted revenues, especially noting that the time to spend COVID Relief funds was extended for an additional year. CFO Bascombe highlighted some areas of expenditure such as PIN and contractual employees. He broke down the expenditures by object lines and division, stating that Academic Affairs had the largest percentage of the spending. He further explained that, based on the spend trend, the College may end up having surplus revenue at the end of the year. He estimates that the fiscal year will end with an estimated surplus between \$10M and \$14M. Mr. Bascombe was recently notified by the Maryland Department of Budget Management that the College will not receive funding for COLAs due to the potential surplus.

In response to a question from Trustee Terrel, Mr. Bascombe explained that unspent assets are moved to the Fund Balance.

Mr. Bascombe presented the Board with a financial performance report and reviewed the following summary.

Total Revenue by Appropriated Fund

Revenue Fund	Budget FY24	Monthly Budget FY24	Actuals		Net Change
			FY24	FY23	
General (Unrestricted)	68,380,336	61,131,348	67,318,218	50,405,434	16,912,784
Restricted	29,705,088	28,692,278	27,136,303	23,436,683	3,699,620
Total Revenue FY24	98,085,424	89,823,626	94,454,521	73,842,117	20,612,404

Year-over-Year (YoY) Expense Comparison

Expense Fund	Budget FY24	Monthly Budget FY24	FY24	FY23	Net Change
General (Unrestricted)	68,380,336	61,131,348	48,004,771	41,432,456	6,572,314
Restricted	29,705,088	28,692,278	20,418,762	7,206,766	13,211,996
Total Expenses	98,085,424	89,823,626	68,423,533	48,639,223	19,784,310

	Budget FY24	Monthly Budget FY24	FY24	FY23	Net Change
Net Surplus	0	0	26,030,989	25,202,894	828,094

- v. Renovation of Fine Arts for IT and Main Building Energy Upgrade (Southland Ind.) \$250, 00
Removed from the Agenda. The Finance Committee will go back and review.

- vi. BCC 2023 Financial Audit

Dr. McCurdy introduced Mr. Robert Gauthier, Principal Auditor from Clifton Larson Allen, LLP, (CLA). She noted there was a great deal of discussion on the 2023 audit when the College met with Middle States. She stated Mr. Gauthier will provide an overview of the FY 2023 audit.

Mr. Gauthier provided a brief background of his qualifications and indicated that he has been working with the College for the past four years and is familiar with the College and has conducted other higher education audits. Mr. Gauthier said he will go over the governance communications letter and the draft management letter that outlines the findings of the audit in his presentation. He also highlighted the Auditor's Responsibilities for the Audit of the Financial Statements.

Mr. Gauthier stated that an "Expected Unmodified Opinion" will be rendered for the College's Financial Statements, MHEC-CC-4, Radio Station's Financial Statements, and Foundation's Financial Statements. He further explained that the College did have material weaknesses and a significant deficiency in the College's internal control and compliance and would provide further details later in his presentation. He continued by stating that the "Single Audit" report was issued in April 2024; that the COVID Relief funds was the only program that was used for testing and that no issues were found. He also stated that the overall audit report has changed in format and will now include a statement regarding "reasonable assurance" and the meaning behind this statement.

Mr. Gauthier provided a summary of the findings outlined in the governance communications letter. He noted the findings were in reference to the significant accounting estimates, one uncorrected misstatement, and three corrected misstatements (one for WBJC). He further stated that there were no disagreements between the auditors and management, no other independent accountant was utilized by the College, and the communications between the College and audit firm were continuous throughout the audit. He did point out that there were difficulties in the audit this year related to the system conversion into Banner, which resulted in extra work that needed to be done to bridge the gap between the old system and the new system. He continued with presenting the deficiencies noted in the governance communication letter.

One uncorrected misstatement related to the capital assets schedule; cost amounts reported were old and the College just needs to keep the capital assets schedule up to date. There were three corrected misstatements (two for the College and one for the radio station) updated in the financial statements. The ones for the College were:

- 1) Correction of the liabilities regarding a group of scholarships moving from one fiscal year to another fiscal year.
- 2) adjustment to tuition revenue receivables and allowances.

The radio station had a corrected misstatement that dealt with revenue being recorded in the wrong fiscal year.

Trustee Weiss asked if the material weaknesses were all attributable to the new ERP System (was that "the common denominator") and could Mr. Gauthier determine if these were going to be repeated findings in FY24. Mr. Gauthier answered, there may be repeat findings regarding the tuition receivables, as they related to the data in the Banner system. Mr. Gauthier stated that he hopes that data will be available in FY 24 in the Banner system, which would eliminate the other repeat findings.

V. College Policies (Tab 8)

a. Sex Discrimination and Harassment Policy-

Ms. Rodriguez reported this policy is to replace the Sexual Misconduct Policy.

The proposed policy states: In accordance with state and federal law, including Title IX, BCCC prohibits sex discrimination and sex-based harassment, including discrimination based on sex stereotypes, sex characteristics, sexual orientation, gender identity, pregnancy, or related conditions, parental or family status and marital status. Sex discrimination includes sex-based harassment, such as sexual assault.

All College community members are subject to this policy. This includes all College students, faculty, and staff, as well as contractors under the College's control. Violations of the policy may occur between individuals or groups of individuals of any sexual orientation or actual or perceived gender identity. Further, this policy prohibits sex discrimination or sex-based harassment which excludes, denies benefits to, or otherwise discriminates against any person on the basis of sex or that otherwise threatens the health or safety of a member of the College community, (1) in any College facility or on College owned or controlled property; or (2) in connection with any College program or activity, regardless of location.

BCCC also prohibits retaliation against any individual for purposes of interfering with any right secured by this Policy. Persons who violate this policy will be subject to the associated procedures which may result in disciplinary action up to and including termination of employment, suspension, expulsions and/or termination of the contractual relationship.

Chairman Schmoke asked for an example of an off-campus incident. Ms. Rodriguez responded that, for example, if two students are involved in an incident of sexual harassment or sexual assault and the incident actually takes place off campus, it could still have an on-campus impact if the students continue to see one another here and have to deal with one another on campus. It is then a Title IX issue.

Chairman Schmoke asked for a motion to approve the Sex Discrimination and Harassment Policy. The Sex Discrimination and Harassment Policy was unanimously approved upon a motion by Trustee Weiss, seconded by Trustee Pfeifer.

b. Leave Benefits Policy-

Ms. Rodriguez reported that this policy was last updated in 2009. The proposed policy adds the words "parental leave" and states: "it is the policy of Baltimore City Community College to provide all fulltime PIN employees with paid leave time for family and personal reasons, including parental leave, annual leave, personal leave, sick leave (for self or family), bereavement leave, jury duty leave, leave to appear in court as a witness, military leave, or leave to provide disaster service."

Chairman Schmoke asked for a motion to approve the Leave Policy. The Leave Policy was unanimously approved upon a motion by Trustee Terrell, seconded by Trustee Pfeifer.

VI. Presentations (Tab 9)

a. Cultural Diversity Report

IVP Thomas stated that the report is not due until September 1, 2024. The report came before the Board today because the Board is not due to meet again until mid-September. The Report states as follows:

BCCC is a public, urban, comprehensive, degree-granting community college with one campus, one location and several instructional sites throughout the City of Baltimore. BCCC is an open-admissions college committed to serving a diverse population. Diversity plays a central role in the College's efforts to achieve its mission and to serve Baltimore City. The College is committed to recognizing, accepting, appreciating, and supporting individual differences and lifestyles. The College is utilizing the Diversity Plan to increase cultural diversity, inclusion and accessibility awareness throughout the College community. Baltimore City Community College organized its Cultural Diversity, Equity, and Inclusion efforts around the College's Core Values, Mission and Vision. The five goals were developed by the Diversity, Equity, and Inclusion committee in 2022 and approved by the Board of Trustees.

Chairman Schmoke asked for a motion to approve the Cultural Diversity Report. The Cultural Diversity Report was unanimously approved upon a motion by Trustee Parker, seconded by Trustee Weiss.

b. Enrollment Update

IVP Thomas reported an increase in enrollment since Spring 2020 of 21.0%. Currently Summer 2024 enrollment is 2108 students. She noted that this is an increase and the highest enrollment from previous years, and we surpassed our goal of 1900 students. She reported enrollment for the Fall 2024 stands at 1896 students.

She reported on the Mayor's Scholars Program: MSP Staff secured the interest of 485 students who have committed to participating in the summer bridge program. MSP staff have communicated with each student through multiple channels: email, phone calls and monthly zoom calls.

She also reported that the Assistant Dean of Early College and Access Programs strengthened and maintained partnerships with Dunbar, Mergenthaler, Baltimore Design School, and Bais Yaakov high schools, bringing the current number of confirmed high schools to 12 for the 2024-2025 school year. She stated that to date we have confirmed more than 13 courses selected for the fall 2024 term, with an estimated 368 students. She discussed Panther Success, a new program beginning Fall 2024 that provides intrusive advising to current students promoting on-time completion. Participants are eligible to receive a monthly stipend of \$50.00.

IVP Thomas provided updates for the following:

- Targeted recruitment efforts- Email communications were sent to students placed on academic warning at the end of Spring 2024 term including information on how to participate in the Fall 2024 program.
- Orientation- under development
- Publications- flyers and posters to advertise to students on campus and social media

IVP Thomas addressed Enrollment & Recruitment Planning - The Process Improvements: Password Reset Feature - Historically, applicants must contact the Office of Information Technology and Office of Admissions for password assistance. To streamline processes and create a more efficient student experience, students may now click on the “Forgot my Password” tab on the student application page, enter their email address and receive an email with a password reset link. This feature will greatly reduce the number of incoming calls in the Office of Information Technology and Office of Admissions.

Text Messaging and Bot – In June 2024 the College will begin implementation of text messaging and an online chat bot feature. Utilization of text messaging creates a more efficient way to communicate with prospective and current students. The online chat Bot allows visitors into the website to get information from each Student Support office at the College based on pre-programmed responses, or they can chat live with a BCCC representative.

Banner Communications – To enhance communications with students

Trustee Mackenzie asked what does intrusive advisement mean? IVP Thomas responded, students must have two scheduled meetings with their advisors.

Trustee Pfiefer asked is the new approach for advising just for students or is it for staff and will the intrusive advising include staff training? IVP Thomas responded staff will have professional development training in the Fall.

Chairman Schmoke stated that “enhanced” may be better than saying “intrusive.” IVP Thomas responded that his comment was “noted.”

Chairmen Schmoke asked how did you make your goal for enrollment? IVP Thomas responded that Banner sent communications to individuals enrolled and we took an aggressive measure for outreach.

c. ERP Update

Mr. Farrell reported that the College continues to have an overall Green status from the State’s Department of Information Technology (DoIT). He reported on the ERP History (2009-2025) and reminded us of where we started and where we are now with an anticipated project close of July 1, 2025. He stated that the College has realized significant benefits from the new ERP. An ongoing issue is Data Migration, which has substantially impacted operations and reporting (Student Accounts Receivable Aging Report for FY23 audit). To Mitigate this, the ITS and Finance Department have taken numerous steps in developing new aging report dashboards to meet the audit requirements. He noted other ERP challenges:

- Contractual employees are not able to track leave in Banner
- Adjunct faculty contracts are still processed in HPLAN
- Continuing to rely on legacy business processes and the HPLAN system, which causes duplicate work, reporting challenges, and other operational inefficiencies

VII. President’s Report (Tab 10)

Dr. McCurdy provided updates from the President’s Report. She emphasized the College would continue promoting our brand “Students First.”

Dr. McCurdy reported that the Bard Building demolition is just about complete. Pictures were displayed showing the building demolished.

She reported Phase 1: Green Space discussions with downtown partners on leasing opportunities -Grounds maintenance and security will be maintained by BCCC.

Phase 2: Center for Innovation at the Harbor Campus. She noted the new development will be a highly visible presence for BCCC downtown and create synergy between the urban environment and the College's program There is a projected size of 150,000 GSF with an estimated cost of \$163M.

Chairmen Schmoke stated that Dr. McCurdy would receive kudos from the Legislature for the demolition of the Bard Building.

Dr. McCurdy discussed the Strategic Planning Phases:

- Phase 1- Getting Started- Strategic Ideation
 - Step 1: Presidential Touchpoint
 - Step 2: Leadership Diagnostics
 - Step 3: Discovery Resources
 - Step 4: Leadership Team Retreat
 - Step 5: Board Retreat
- Phase 2 -Pulling it Together -Strategic Build
 - Step 7: Theme & Planning Group in-Person
 - Step 8: Theme & Planning Group Virtual
 - Step 9: Student & Community Group
- Phase 3 -Living Out the Plan- Strategic Action
 - Step 10: Community Affirmation & Board Approval
 - Step 11: Software and Project Plan Development
 - Step 12: Implementation Support

Dr. McCurdy stated the Cabinet Action Plan Inventory is work that must be completed to ensure the College continues to meet operational and strategic requirements.

Dr. McCurdy concluded with a summary about the BCCC Realignment Tasks 1-12. She noted that in addition to their other oversight responsibilities, the Board of Trustee also attends to specific tasks related to realignment of BCCC.

Trustee Mackenzie asked if there are specific guidelines to determine when a Realignment Task is complete. Dr. McCurdy indicated the College was not given a specific date for completion, but given the Realignment focuses on day-to-day operations and strategic direction, it is intended that the Tasks will be incorporated into the general infrastructure for the College. The College will be best assessed on the continuity for efficiency and effectiveness in meeting outcomes.

VIII. Active Search Listing (Tab 11)

There was no discussion.

IX. Motion for Adjournment

At 5:47 P.M., Chairman Schmoke read the following closing statement prior to moving to the Closed Session.

The open session meeting of the Board of Trustees has concluded. Pursuant to the General Provisions Article, Sections 3-305(b) (1), (7), (8), and (9), the meeting will move into closed session 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 Weiss made the motion; Trustee Mackenzie seconded. The Board unanimously approved the motion to adjourn and close the Open Session. The Closed Session was scheduled to reconvene in five minutes.

Respectfully submitted,

Debra L. McCurdy, PhD
President

Next Board Meeting: 9/18/24

Participants Attendees

Kurt Schmoke, Chair
President McCurdy
J.C. Weiss
Lelia Parker
MacKenzie Garvin
Rachel Pfeifer
Sapana Bom
Tanya Terrell
Becky Burrell
Donna Thomas
Dr. Jacqueline Hill
Gussener Augustus
Maria E. Rodriguez
Michael D. Thomas
Peter Farrell
Anna Lansaw
Aubrey Bascombe

BCC Faculty/Staff Attendees

Dr. Charles N. Wilson
Eileen F. Hawkins
April Chambers
Aryal Ishwor
Aundrea Wheeler
Brian Terrill
Eileen Waitsman
Chuck Marquette
Elizabeth Massanopoli
Jason Quick
Keenan Jones
Lyllis Green
Marshall Goodwin
Micheal Berends
Noah Grant
Scott Sanders

Shawnetta Shearin

Non-BCC Attendees

Karen White
Robert Gauthier
Rachel Hundertmark

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

Closed Session Summary | June 18, 2024 (Virtual Zoom Meeting)

Board Members Present: Chairman Kurt L. Schmoke; Ms. MacKenzie Garvin, Esq.; Ms. Leila Parker, Esq.; Dr. Rachel Pfeifer; Ms. Tanya Terrell; Mr. John C. Weiss; and Sapana Bom

Board Members Absent: Ms. Leonor Blum; Dr. Roger Ward, Esq

Also Present: Dr. Debra L. McCurdy

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

Chairman Schmoke brought the Closed Session meeting to order at 5:53 PM.

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

Ms. Rodriguez gave the Trustees an update and answered questions regarding a personnel matter and pending litigation.

The Trustees acknowledged that tonight's was the last regularly scheduled Board Meeting before September, 2024. Chairman Schmoke informed the group that a special meeting of the Finance Committee might need to be called before September to deal with some procurement issues.

Upon a motion to adjourn made by Trustee Weiss, the Board voted unanimously to adjourn the meeting at 6:15 PM.

Respectfully submitted,

Debra L. McCurdy, President

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE
FINANCE COMMITTEE

September Minutes | 8:00 AM September 12, 2024 (Virtual Zoom Meeting)

Attendees: Chair Kurt Schmoke
Trustee J.C. Weiss
Trustee Roger Ward
President Debra McCurdy
Mr. Aubrey Bascombe, Chief Financial Officer
Mr. Peter Farrell, Interim Chief Information Officer
Mr. Michael Thomas, Vice President of Workforce Development & Continuous Education
Ms. Anna Lansaw, Director of Procurement & Auxiliary Services

I. Call to Order (Vote)

At 8:02 am, Chair Kurt Schmoke called the meeting to order of the Finance Committee of the Board of Trustees.

II. Procurement Policies and Procedures (Overview)

Nothing reported under the Procurement Policies and Procedures.

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

a.	Strategic Planning Online Platform (Cordance, LLC)	\$83,272.00
b.	Microsoft HoloLens (Microsoft Corporation)	\$42,000.00
c.	Adobe Creative Cloud / Sign Subscriptions (Bell Techlogix Inc.)	\$45,956.96
d.	IT Helpdesk Ticketing Management System (Freshworks Inc.)	\$45,987.00
e.	Dental Kits (Hu-Friedy MFG)	\$52,705.23
f.	Textbooks/ Access Codes (Cengage Learning Inc.)	\$161,200.75
g.	Access Codes (Cengage Learning Inc.)	\$25,896.00
h.	Textbooks (Elsevier, Inc.)	\$38,174.06
i.	Textbooks/ Access Codes (Pearson Education Inc.)	\$238,751.89
j.	Textbooks/ Access Codes (McGraw-Hill)	\$60,372.50
k.	Textbooks/ Access Codes (McGraw-Hill)	\$235,569.00
l.	LSB Gas Leak Repair (Warrior Plumbing & Heating Inc.)	\$28,654.00

Chair Schmoke inquired if there were any questions about the items in this section. He specifically asked for more detailed information about the first item, the Strategic Planning Online Platform. President Debra McCurdy elaborated on this contract, explaining that it is part of the Strategic Planning contract along with Credo, the College's consultant, to align the institutional strategic plan with the Governor's strategic plan. This tool will consolidate all the College's divisional plans into a single platform, aligning them with the institution's budget and strategic goals. The cost shown is for a three-year term and is considered reasonable for an online tool. This platform is designed to complement the Institution's strategic plan. The next version of the strategic plan will be presented to the Board of Trustees in October.

Trustee J.C. Weiss asked if the gas leak was repaired. President McCurdy responded that the gas leak has been repaired. VP Michael Thomas confirmed that the gas leak has been repaired and the city had come out to follow up inspection once notice was sent that the gas leak was repaired.

President McCurdy further explained that the age of the buildings has contributed to issues at the LSB Building,

including a gas leak, elevator repairs, and power failures. VP Thomas added that during the gas leak repair, the gas was turned off to ensure the safety of students and staff. The Baltimore City Fire Department and Baltimore Gas and Electric confirmed that it was safe for classes to resume as long as the gas remained shut off and a final inspection was conducted by the city.

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

- a. Architectural & Engineering Services Indefinite Quantity Contract Modification

Original Contract Amount:	\$ 500,000.00
Modification Amount:	<u>\$1,000,000.00</u>
New Contract Amount:	\$1,500,000.00

VP Thomas provided an overview of the contract, noting that the Board had previously approved \$500,000 to the five awardees to provide the necessary architectural and engineering services for the College’s projects. However, this amount was insufficient to complete an additional twelve projects. Therefore, requesting the Board’s approval for an additional \$1,000,000 to cover these task orders. Some unforeseen task orders took precedence, and now twelve projects have been identified that will be covered by the additional funds that would be under the deferred maintenance and capital budget.

Trustee Ward asked about the process used to determine the additional amount needed to cover these projects. VP Thomas responded by explaining that they assessed the number of projects to be completed and reviewed the historical costs of awarded projects to determine the appropriate funding required.

Chair Schmoke inquired whether the awarded contractors met the minority business enterprise (MBE) goal for this contract. Ms. Anna Lansaw confirmed that the overall MBE goal has been met to date. She explained that each task order is reviewed for its MBE goal, and if feasible, an MBE goal is assigned to the specific task order. She also noted that K. Dixon Architectural is a minority-owned business. The current goal on the contract is 10% and it has been met to date. Ms. Lansaw also explained that since the modification exceeds the College’s delegated authority that this will require Maryland Board of Public Works approval and the MBE goal achievement will be asked.

Chair Schmoke inquired if there were any additional questions; hearing none, requested a motion for approval. Trustee Ward motioned for approval; Trustee Weiss seconded. All approved.

- b. Temporary Staffing (Creative Staffing Solutions) \$169,500.00

President McCurdy explained the need for temporary staffing due to numerous vacant positions. The allocated amount will cover some staffing needs through Creative Staffing Solution, particularly for positions such as accounting clerks, administrative assistants, and office personnel. VP Bascombe also indicated the need for temporary staff.

Trustee Ward inquired about the impact of relying on temporary staffing on the College’s culture, teamwork, efficiency, and effectiveness. President McCurdy responded that it varies by office. Due to the shortages, staff have been receptive to contractual employees, and some temporary staff have been hired permanently after a waiting period. VP Aubrey Bascombe added that temporary staffing is also used to maintain operations during high-demand periods, such as year-end closeouts.

Chair Schmoke requested a motion for approval. Trustee Weiss motioned approval: Trustee Ward seconded. All approved.

- c. HVAC Preventative Maintenance & Services (Control Sources) \$446,000.00

VP Thomas provided an explanation of the HVAC services contract with Control Sources. This contract will provide

preventative maintenance services, as repairs would have been costly without such a contract. Chair Schmoke inquired whether the contract was awarded through a competitive process. Ms. Lansaw confirmed that it was, explaining that the solicitation was advertised for 21 days. Three vendors attended both the pre-bid meeting and site visit, but only one vendor chose to bid. Additionally, Ms. Lansaw noted that the amount being presented covers preventative maintenance for all buildings and includes labor rates and contingency amount for unforeseen repairs in the future.

Chair Schmoke requested a motion to approve; Trustee Weis motioned for approval. Trustee Ward seconded; all approved.

V. Procurement(s) exceeding \$100,000 (Vote)

- a. Renovations of Fine Arts and Main Building Energy Upgrade
(Southland Industries, Inc.) \$250,000.00

VP Thomas provided an overview of the two-part contract with Southland Industries, Inc. This contract includes the design-build for the West Pavilion building and an energy audit of all campus buildings. This initiative aims to meet the Governor’s net-zero requirements. There is no record of the College having conducted an energy audit before, which will help determine the energy efficiency of the buildings. VP Thomas further explained that the listed cost of \$250,000 is what the College would incur if it does not proceed with the construction phase of the design provided by the contractor. If the College proceeds with construction, the \$250,000 will be included in the overall project cost.

Chair Schmoke asked about the procurement process for obtaining bids on this contract. VP Thomas responded that other proposals were obtained, but Southland Industries was the only company that offered both requested services.

Trustee Weis inquired about the funding for the construction portion and whether the funds shown are already approved or to be received. VP Thomas explained that the funding is a combination of capital funds and deferred maintenance, and these funds are already allocated to the College. VP Bascombe confirmed that these are special funds set aside for the College and will not be taken away.

Chair Schmoke motion for approval. Trustee Weis motioned approved; Trustee Ward seconded. All approved.

VI. Approval Request – Bookstore Fee

President McCurdy summarized that the Board had already approved the bookstore contract with Barnes and Noble. However, the College is now presenting the fee that will be charged to students participating in the First Day Complete Equitable Program. The College anticipates transitioning to Barnes and Noble within the next couple of months, with a soft launch in the Spring and Summer. VP Bascombe provided an overview of the costs and projected revenue at specific price points, comparing them to other institutions nationwide. It was noted that the average cost point is \$24.40, and the proposed cost to the College’s students would be \$24.80. The projected revenue is based on 42,000 credit hours per year, showing various revenue at different cost points.

Chair Schmoke asked if the projected revenue is based on the College’s enrollment. VP Bascombe confirmed that it is, and the contract includes language for rate renegotiation if enrollment increases.

Trustee Ward inquired about the use of the projected annual revenue. VP Bascombe stated that there have been internal discussions on the utilization of the revenue, with several options considered. President McCurdy added that a portion of the revenue would benefit students through scholarships and the foundation. Overall, the College is developing a plan to document the utilization of outside revenue from the bookstore, dining, vending, and donations from external contributors. The plan includes an audit trail to track where the revenue is allocated, whether to the foundation or the College.

Trustee Ward expressed concerns about transferring state dollars to the foundation, noting that the foundation is a

separate legal entity. He explained that at UMD, they cannot move money from the College to their foundation. President McCurdy stated that they are exploring options for utilizing the revenue and will investigate the legality of transferring funds to the foundation with appropriate review by the Attorney General.

Chair Schmoke requested a motion to approve the bookstore fee at \$24.80. Trustee Weiss motioned for approval; Trustee Ward seconded. All approved.

VII. Finance Update (Informational)

CFO Bascombe summarized the College's financial position, detailing current revenues and expenditures, including unrestricted and restricted funds. He emphasized that it is still early in the fiscal year for year-to-year comparisons.

Trustee Weiss asked how the College would achieve a surplus. VP Bascombe explained that the College moved a \$12 million fund balance from Fiscal Year 24 to the current fiscal year, resulting in a fund balance of \$50 million.

Chair Schmoke and Trustee Ward inquired whether the College received funding for employee cost of living (COLA) increases from the State. VP Bascombe stated that in FY 24, the College received up to 75% of the funding, but in FY 25, the State did not provide any funding for COLA. However, in FY 26, the State will include it in the baseline funding. The College absorbed the cost of the COLA into its budget. VP Bascombe also noted that the College has absorbed the cost of the COLAs and the upcoming longevity increase in January.

Chair Schmoke remarked that the College appears to be financially stable. VP Bascombe confirmed this but mentioned legacy challenges with deferred maintenance and the capital budget that need to be addressed.

President McCurdy added that the College is providing a 0.5% higher COLA than the State offers to other state employees. This year, College employees received a 3.0% COLA, a 2.5% increment, and those with five or more years of service will receive a 2.0% longevity increment in January.

Finally, VP Bascombe provided an update on the FY26 budget appropriation, stating that the College's budget will remain around \$86.5 million (both unrestricted and restricted funds).

President McCurdy reported that enrollment is up, with a full report to be presented to the Board next week. The enrollment shows a significant increase from last year, indicating a stage of recovery for the College. Chair Schmoke asked what contributed to the high enrollment. President McCurdy attributed it to direct outreach and media efforts, noting that approximately 600 students and their parents' attended orientation.

Lastly, VP Bascombe provided an update on the audit, noting that the Radio Station audit has been delayed due to a change in leadership on the external audit team, and the final report is currently under review..

VIII. Along with Motion for Adjournment (Vote)

Chair Schmoke motioned to adjourn; Trustee Weiss seconded. All approved.
The meeting adjourned at 8:51 am.

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 3 | Student Government Association Report



Baltimore City Community College

Baltimore City Community College

CABINET UPDATE

Board of Trustees, September 18, 2024

Student Affairs

STUDENT GOVERNMENT ASSOCIATION (SGA)

SGA Monthly Meeting – The SGA leadership team did not hold any general meetings during the months of July and August. However, onboarding meetings with the SGA president and with the SGA leadership team were held in August 2024. Due to work obligations, the elected SGA president, Sara Motaal stepped down from her position. The vice president, Rachel Hundertmark moved up to the president position. Cindy Allsup was appointed as the new vice president and there are still openings for treasurer, parliamentarian and two additional senators. Applications will be reopened for these positions.

Fall 2024 Schedule of General Body Meetings:

These meetings are held from 12-1 in the Mini Conference Center and virtually through Zoom.

- Wednesday, September 4, 2024
- Wednesday, October 2, 2024
- Wednesday, November 6, 2024
- Wednesday, December 4, 2024

Fall 2024 SGA Team:

- Rachel Hundertmark, President
- Cindy Allsup, Vice President
- Jasmine Walker, Secretary
- *Vacant*, Treasurer
- *Vacant*, Parliamentarian
- Michaye Duncan, SGA Senator
- Dayona Green, SGA Senator
- Tyasia Small, SGA Senator

Activities and Events

Below are SGA, Clubs, and Organization sponsored events and/or activities:

New Student Orientation – August 17, 2024 – BCCC welcomed more than 500 new students and their family members on this day. The day was filled with academic presentations, a resource fair, cookout, giveaways, and more. Members of the SGA team participated in this event as tour guides and volunteered at the resource tables. The event was held from 10:00 am to 1:00 pm in the Physical Education Center, Main Building, and campus quad areas.

Welcome Day – August 21, 2024 – The campus officially opened for the Fall 2024 semester. Members of SGA help prepare and distribute snacks and Welcome Day bags filled with a few essentials such as markers, snacks, first aid kit, toiletry kit and pencils to name a few. The event was held from 8:00 to 10:00 am for the morning students and 4:00 – 6:00 pm for the evening students.



Baltimore City Community College

Welcome Back Bash – August 22, 2024 – The annual day of fun for Welcome Week was held on this day. Students enjoyed a day of fellowship, food and fun. The day included games, giveaways, a DJ and much more. The event was held outside the upper Atrium from 11:00 am to 2:00 pm. Members of SGA had a resource table at the event providing information on SGA and student clubs and organizations.

Welcome Back Bingo – August 26, 2024 – The second week of classes started off with a Bingo Day. Students were able to play several rounds of bingo to win prizes. Snacks and drinks were provided as

well. The event was held in the Mini Conference Center from 12:00 to 2:00 pm. Members of the SGA supported this event.

Welcome Week Involvement Fair – August 28, 2024 – The annual Welcome Week Involvement Fair was held. In addition to the various campus departments, the SGA and current clubs and organizations had tables providing information to the students about their organizations. This was also an opportunity for new clubs to be introduced and recruit new members. The event was held in the upper and lower Atrium of the Main Building from 11:00 am to 1:00 pm.

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

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

- None

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 5 | Faculty Senate Report/Comments

- None

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 6 | Items Removed from the Agenda

- AFSCME Local #1870 at BCCC Report/Comments (Tab 4)
- Faculty Senate Committee Report/Comments (Tab 5)

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 7 | New Business

- a. Finance/Audit Committee Meeting September 12, 2024
 - i. Procurement Policies & Procedures **(Information)**
 - ii. Procurements Exceeding \$25,000 to \$99,999 **(Information)**
 - a. Strategic Planning Online Platform (Cordance, LLC) \$83,272.00
 - b. Microsoft HoloLens (Microsoft Corporation) \$42,000.00
 - c. Adobe Creative Cloud/Sign Subscriptions (Bell Techlogix Inc.) \$45,956.96
 - d. IT Helpdesk Ticketing Management System (Freshworks Inc.) \$45,987.00
 - e. Dental Kits (Hu-Friedy MFG) \$52,705.23
 - f. Textbooks/ Access Codes (Cengage Learning Inc.) \$161,200.75
 - g. Access Codes (Cengage Learning Inc.) \$25,896.00
 - h. Textbooks (Elsevier, Inc.) \$38,174.06
 - i. Textbooks/ Access Codes (Pearson Education Inc.) \$238,751.89
 - j. Textbooks/ Access Codes (McGraw-Hill) \$60,372.50
 - k. Textbooks/ Access Codes (McGraw-Hill) \$235,569.00
 - l. LSB Gas Leak Repair (Warrior Plumbing & Heating Inc.) \$28,654.00
 - iii. Pre-Approval Procurement(s) Exceeding \$100,000 **(Vote)**
 - a. Architectural & Engineering Services Indefinite Quantity Contract
 - Awardee(s): Noelker and Hull (SBR designated)
 - K. Dixon Architecture, LLC (SBR designated)
 - Gipe Associates, Inc. (SBR designated)
 - Colimore Architects (SBR designated)
 - Quinn Evans Architects, Inc.

Contract Term: May 1, 2023-April 30, 2026
 Modification: \$1,000,000.00
 Original Contract Amount: \$500,000.00
 New Contract Amount: \$1,500,000.00
 - b. Temporary Staffing (Creative Staffing Solutions) \$169,500.00
 - c. HVAC Preventative Maintenance & Services (Control Sources) \$446,000.00
 - iv. Procurement(s) Exceeding \$100,000 **(Vote)**
 - a. Renovations of Fine Arts and Main Building Energy Upgrade \$250,000.00
(Southland Industries, Inc.)
 - v. Approval Request – Bookstore Fee \$24.80 per credit hour (see attached)
 - vi. Financial Monthly Performance Report **(Information)**
- b. Maryland Commission on Higher Education (MHEC) Performance Accountability Report (PAR)



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

Contract No. / Contract Title	BCCC-FY25-IT-IERP-001 Strategic Planning Online Platform (Strategic Planning Online)		
Description/Remarks: The Office of Institutional Effectiveness, Research & Planning is entering into a contract for an online planning tool to support the College in achieving its compliance in meeting realignment task number Twelve and with Middle States Commission of Higher Education Standard VI. This tool will aid the 2024-2029 Strategic Plan by streamlining unit-level planning and budgeting.			
Procurement Method:	Unusual and Compelling Urgency	Category:	I.T. Services
Award Amount:	\$83,272.00	Contract Term:	3 Years
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Office of V.P., IRSP	Fund Source:	06655 / 0858

Contract No. / Contract Title	R95P4600395 Microsoft HoloLens (Microsoft Corporation)		
Description/Remarks: Microsoft HoloLens - Augmented Reality is a teaching tool that allows students to manipulate and explore objects or phenomena that would be challenging or impossible to access in the real world. Microsoft Corporation is the only provider of these products with warranty and software upgrades.			
Procurement Method:	Exempt	Category:	Commodity
Award Amount:	\$42,000.00	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Academic Affairs	Fund Source:	E1415 /1002

Contract No. / Contract Title	R95P5600002 Adobe Creative Cloud / Sign Subscriptions (Bell Techlogix Inc.)		
Description/Remarks: This is year 2 for the subscription for Adobe provided by Bell Techlogix Inc. through the Maryland Education Enterprise Consortium intergovernmental cooperative purchasing agreement. This is the release (PO) against the contract that was awarded by the Board of Trustees last year.			
Procurement Method:	Release	Category:	I.T. Services
Award Amount:	\$45,956.96	Contract Term:	
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Information Technology Services	Fund Source:	0662 / 0872



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

Contract No. / Contract Title	R95P5600006 IT Helpdesk Ticketing Management System (Freshworks Inc.)		
Description/Remarks: I.T. has requested a subscription from FreshWorks to provide a ticketing system for their FY25 renewal. This system will assist the Helpdesk by integrating service management on a single platform to bridge silos, improve time to resolution, reduce cost, and improve visibility.			
Procurement Method:	Sole Source	Category:	I.T. Services
Award Amount:	\$45,987.00	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Information Technology Services	Fund Source:	06622 / 0862

Contract No. / Contract Title	R95P5600021 Dental Kits (Hu-Friedy MFG)		
Description/Remarks: Students in the dental hygiene program need dental hygiene kits. These instrument kits are necessary for classes and are readily available for students to purchase in the bookstore.			
Procurement Method:	Exempt	Category:	Commodity
Award Amount:	\$52,705.23	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Finance & Administration	Fund Source:	08801 / 0951

Contract No. / Contract Title	R95P5600024 Textbooks/ Access Codes (Cengage Learning Inc.)		
Description/Remarks: Textbook access codes for the Fall 2024 semester. Textbooks are exempt from a formal procurement process as these are for retail purposes.			
Procurement Method:	Exempt	Category:	Textbooks
Award Amount:	\$161,200.75	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Finance & Administration	Fund Source:	08801 / 0951



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

Contract No. / Contract Title	R95P5600026 Access Codes (Cengage Learning Inc.)		
Description/Remarks: Textbook access codes for the Fall 2024 semester. Textbooks are exempt from a formal procurement process as these are for retail purposes.			
Procurement Method:	Exempt	Category:	Textbooks
Award Amount:	\$25,896.00	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Finance & Administration	Fund Source:	08801 / 0951

Contract No. / Contract Title	R95P5600029 Textbooks (Elsevier, Inc.)		
Description/Remarks: Dental, Nursing, PTT & Respiratory Care Textbooks for the Fall 2024 semester. Textbooks are exempt from a formal procurement process as these are for retail purposes.			
Procurement Method:	Exempt	Category:	Textbooks
Award Amount:	\$38,174.06	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Finance & Administration	Fund Source:	08801 / 0951

Contract No. / Contract Title	R95P5600037 Textbooks/ Access Codes (Pearson Education Inc.)		
Description/Remarks: Textbook access codes for the Fall 2024 semester. Textbooks are exempt from a formal procurement process as these are for retail purposes.			
Procurement Method:	Exempt	Category:	Textbooks
Award Amount:	\$238,751.89	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Finance & Administration	Fund Source:	08801 / 0951



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

Contract No. / Contract Title	R95P5600042 Textbooks/ Access Codes (McGraw-Hill) [083]		
Description/Remarks: Textbook access codes for the Fall 2024 semester. Textbooks are exempt from a formal procurement process as these are for retail purposes.			
Procurement Method:	Exempt	Category:	Textbooks
Award Amount:	\$60,372.50	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Finance & Administration	Fund Source:	08801 / 0951

Contract No. / Contract Title	R95P5600044 Textbooks/ Access Codes (McGraw-Hill)		
Description/Remarks: Textbook access codes for the Fall 2024 semester. Textbooks are exempt from a formal procurement process as these are for retail purposes.			
Procurement Method:	Exempt	Category:	Textbooks
Award Amount:	\$235,569.00	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Finance & Administration	Fund Source:	08801 / 0951

Contract No. / Contract Title	R95P5600070 LSB (Life Science Building) Gas Leak Repair (Warrior Plumbing & Heating Inc.)		
Description/Remarks: An emergency procurement request was submitted to repair the main gas line serving the Life Sciences building with a gas leak. The gas line must be urgently repaired because it is an imminent danger that can cause significant damage to the surrounding area. Several vendors were called, but only one provided a repair proposal.			
Procurement Method:	Emergency	Category:	Maintenance
Award Amount:	\$28,654.00	Contract Term:	N/A
No. of Bids:	N/A	Tax Clearance:	N/A
College Department:	Facilities	Fund Source:	07706 / 0873

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

Contract ID: Architectural & Engineering Services – Indefinite Quantity Contact
BCCC-FY23-AE-0001

Contract Description: Contract provides architectural and engineering services on a task-order basis

Awardee(s): Noelker and Hull (SBR designated)
K. Dixon Architecture, LLC (SBR designated)
Gipe Associates, Inc. (SBR designated)
Colimore Architects (SBR designated)
Quinn Evans Architects

Contract Term: May 1, 2023 – April 30, 2026

Modification: \$1,000,000.00

Original Contract Amount: \$500,000.00

New Contract Amount: **\$1,500,000.00**

Procurement Method: Competitive Sealed Proposals

Requesting Remarks: Requesting approval to modify the existing contract with the five awarded vendors for the A & E Services. This modification adds additional funding for architectural and engineering services to complete the following projects:

1. Fine Arts Roof Replacement
2. Physical Education Center Roof Replacement
3. Life Sciences Building Restrooms Upgrade 3rd and 4th Floors
4. Main Building Administration Wing Restrooms Upgrade 2nd and 3rd Floors
5. Main Building Student Services Wing Restroom Upgrade; Ground, 1st and 2nd Floors
6. Main Building Fire Alarm System Upgrade
7. Fine Arts Wing Electrical Upgrade
8. Emergency Generators in all Building – Upgrade and Standardize
9. Life Sciences Building air Handler Units and Controllers Replacement
10. Physical Education Center Chiller and Hot Water Boiler Replacement
11. South Pavilion Air Handlers and Controllers Replacement
12. Campus-Wide Utility Sub-Metering Replacement

The Board of Trustees approved the overall contract on March 15, 2023. However, due to the issuance of numerous task orders, the allocated contractual funds have already been used, and additional funds are needed to complete the identified projects. According to the College’s Procurement Policies and Procedures, the Board of Trustees must approve any modifications when the contract exceeds \$100,000. Since the original contract was approved on March 15, 2023, and its value now exceeds \$500,000, it will need approval from the Maryland Board of Public Works.

BOARD OF TRUSTEES ACTION

THIS ITEM WAS:

APPROVED

DISAPPROVED

DEFERRED

WITHDRAWN

WITH DISCUSSION

WITHOUT DISCUSSION

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

Contract Title: Temporary Staffing Services

Contract Description: This contract provides temporary staffing services to address staffing shortages in various departments. These services will help meet and maintain current operations in these areas.

Awardee(s) and Amount(s): Creative Financial Staffing, LLC \$169,500.00

Procurement Method: Intergovernmental Cooperative Purchasing Agreement

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

BOARD OF TRUSTEES ACTION

THIS ITEM WAS:

APPROVED

DISAPPROVED

DEFERRED

WITHDRAWN

WITH DISCUSSION

WITHOUT DISCUSSION

**BALTIMORE CITY COMMUNITY COLLEGE
BOARD OF TRUSTEE
ACTION ITEM
September 2024**

Contract Title: Campus-wide HVAC Preventative Maintenance and On-call Services

Contract Description: The contract is to provide HVAC preventative and on-call service repairs to various campus buildings throughout the campus.

Award: Control Sources

Contract Term: Three-year term w/ two one-year renewals

Contract Amount: \$446,000.00

Small Business

Reserve (SBR) Designated: Yes

Minority Business

Enterprise (MBE) Goal: 5%

Procurement Method: Competitive Sealed Bid

Requesting Remarks. The College seeks pre-approval to enter into a contract with Control Sources for HVAC preventative maintenance, on-call services, and repairs. This opportunity was advertised on eMaryland Marketplace.com, attracting only one bid despite three bidders attending the pre-bid meeting and site visit. The College has previously awarded HVAC replacement contracts to this bidder, and the proposed pricing is considered fair and reasonable, with labor rates aligning with current market standards.

Fund Source: 07706 / 0873

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

**BALTIMORE CITY COMMUNITY COLLEGE
BOARD OF TRUSTEES MEETING
ACTION ITEM
September 2024**

Contract ID: BCCC-FY24-FA-02
Renovation of Fine Arts for IT and Main Building Energy Upgrade

Contract Description: This Design-Build contract to renovate the Fine Arts Building and complete an Energy Upgrade for the Main Building utilizes a Statewide Master Contract - Energy Efficiency Related Construction Services, *EC-001-220-001*, established by the Department of General Services as an Indefinite Quantity Contract and approved by the BPW January 5, 2022 for energy efficiency related construction services, statewide.

Award: Southland Industries, Inc., *aka* Southland Industries
Laurel, Maryland

Contract Term: October 2024 – May 2027 (*900 days*)

Contract Amount: \$250,000 (*Energy Audit and Design only - See Remarks*)

Proposals: 10 Awardees (*See BPW 01/05/2022 Item 21. c Attached*)

Procurement Method: Competitive Sealed Proposals (*COMAR 21.05.03*)

Requesting Remarks. The project will include an investment-grade audit of Energy Conservation Measures for the entire Main Building (246,732 GSF) and the Design for the Fine Arts Renovation (7690 GSF) for the IT Department. The IGA will include both the evaluation of the feasibility of implementing energy and operational improvements in the BCCC Main building with consideration given to operational and occupant impact to create a “Net Zero” building, supporting Governor Moore’s Energy goals, as well as hiring an architect to develop architectural drawings for the Fine Arts Renovation.

The project is structured as a Design/Build delivery method, and the \$250,000 will only be invoiced to the College if the College decides not to proceed with the Construction phase. If the College implements the project through construction, we will return to the Board of Trustees for final contract approval. The College intends to bundle this renovation with energy upgrades necessary for net zero energy efficiency and two deferred maintenance projects: the Main Building Boiler Replacement and the Main Building Fire Alarm Replacement. Southland Industries is the only design/build company listed on the indefinite-quantity contract that can perform both energy efficiency upgrades and design/build construction. It also holds BPO: 001B2600238 with the state.

Funding is available for this entire project to include the following fund sources:

FY2023 Deferred Maintenance PAYGO Funds \$5,000,000

FY2024 Deferred Maintenance (Special Funds) \$250,000 (allowance for contract approval)

FY2024 Deferred Maintenance (Special Funds) – Main Boilers Replacement \$2,500,000

FY2025 Deferred Maintenance – Main Building Fire Alarm Replacement \$1,700,000

FY2025 \$237,875 Operational Funds/MHEC Facilities Renewal Grant eligible (CCFRG25-01)

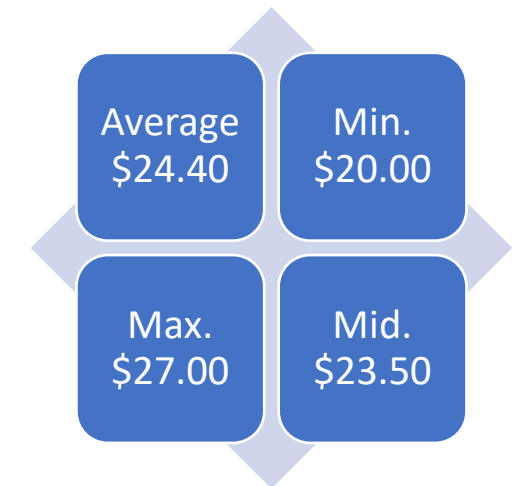
**BALTIMORE CITY COMMUNITY COLLEGE
BOARD OF TRUSTEES MEETING
ACTION ITEM
September 2024**

Fund Source: Capital Funds (Special Funds for contract approval)

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

Barnes and Noble Summary - Price

Name	Pricing Per Credit Hour	
SUNY Niagara County Community College and Niagara Falls Culinary Institute	\$	27.00
Wake Technical Community College	\$	27.00
SUNY Corning Community College	\$	26.25
Chattahoochee Valley Community College	\$	26.00
Cayuga Community College	\$	26.00
SUNY Fulton-Montgomery Community College	\$	26.00
SUNY Jefferson Community College	\$	26.00
Bladen Community College	\$	25.00
Eastern Florida State College	\$	25.00
Prairie State College	\$	25.00
Blinn College	\$	24.00
Cecil College	\$	24.00
Central Alabama Community College	\$	24.00
Gadsden State Community College	\$	24.00
Jefferson College	\$	24.00
Jefferson State College	\$	24.00
Robeson Community College	\$	24.00
Snead State Community College	\$	24.00
SUNY Mohawk Valley	\$	24.00
Wallace Community College	\$	24.00
SUNY Jamestown Community College	\$	23.25
SUNY Genesee Community College	\$	23.00
Northern Virginia Community College	\$	22.50
Technical College of the Lowcountry	\$	22.00
Grayson College	\$	20.00



Source: Barnes and Noble College

BCCC Pricing Options

Price \$24.80

- Cost \$21.80
- Projected Annual Revenue \$126,000

Price \$24.00

- Cost \$21.80
- Projected Annual Revenue \$92,400

Price \$25.80

- Cost \$21.80
- Projected Annual Revenue \$168,000

Price \$23.50

- Cost \$21.80
- Projected Annual Revenue \$71,400



Monthly Financial Performance Snapshot Report
Appropriation Year 2025
as of August 2024

Revenue Fund	Budget	AY25	Monthly Budget AY25	Actuals		Net Change
				AY25	AY24	
General (Unrestricted)	64,898,547		14,839,777	19,317,981	17,785,298	1,532,684
Restricted	21,610,084		3,601,681	3,364,876	1,319,002	2,045,874
Total Revenue AY25	86,508,631		18,441,457	22,682,857	19,104,299	3,578,558

Year-over-Year (YoY) Expense Comparison

Expense Fund	Budget	AY25	Monthly Budget AY25	AY25	AY24	Net Change
Restricted	21,610,084		3,601,681	910,492	2,881,369	-1,970,877
Total Expenses	86,508,631		18,441,457	8,119,318	9,557,387	-1,438,069

	Budget	AY25	Monthly Budget AY25	AY25	AY24	Net Change
Net Surplus	0		0	14,563,539	9,546,912	5,016,627

Year-over-Year (YoY) Revenue Comparison

Revenue Sources	Budget	AY25	Monthly Budget AY25	AY25	AY24	Net Change
Board of Estimates - Unrestricted	600,000		100,000	0	0	0
Bookstore Revenue	935,232		155,872	352,096	281,220	70,877
Consolidated Fees	1,050,559		175,093	511,275	447,300	63,975
Credit Tuition	9,251,716		1,541,953	5,005,253	3,710,290	1,294,963
Covid Relief Funds	0		0	0	0	0
Facilities Capital Fees	109,971		18,329	45,782	40,645	5,137
Investment Income	514,604		85,767	218,508	185,379	33,129
Non-Credit Fee Revenue	420,610		70,102	255,930	134,406	121,524
Non-Credit Tuition	750,000		125,000	309,940	147,210	162,730
Other Fee Revenue	0		0	6,398	1,285	5,113
Other Revenue	0		0	7,082	2,295	4,788
Parking and Transportation	34,719		5,787	2,333	2,925	-592
Real Estate Lease Income	1,569,908		261,651	65,608	0	65,608
Registration Fee	299,995		49,999	123,422	96,252	27,170
State Appropriation	48,280,224		12,070,056	12,070,056	12,456,178	-386,122
Technology Fees	700,000		116,667	340,850	272,540	68,310
Tower Rental Income	131,092		21,849	0	0	0
Transcripts	39,084		6,514	6,129	5,740	389
Vending Machine Commission	0		0	3,479	1,632	1,847
WBJC Asset Agreement	210,833		35,139	0	0	0
Restricted Revenues	21,610,084		3,601,681	3,364,876	1,319,002	2,045,874
Deferred Maintenance	0		0	0	0	0
COVID Relief	0		0	0	0	0
Federal Grants	14,266,708		2,377,785	2,139,230	593,113	1,546,117
Indirect Cost - Other	117,800		19,633	0	0	0
Other Restricted Revenue	0		0	0	0	0
Private Gifts, Grants & Contracts	495,167		82,528	0	0	0
RYP - Artworks	0		0	0	0	0
State and Local Grants	5,063,847		843,975	955,180	230,901	724,278
Student Activities	0		0	0	0	0
WBJC	1,666,562		277,760	248,141	474,931	-226,790
Total Revenue AY25	86,508,631		18,441,457	22,682,857	19,104,299	3,578,558

Expenditure by Category

Description	Object	AY25	AY24	Net Change	Percentage Change
Labor: PIN Salaries	01	4,097,949	3,595,748	502,202	14.0%
Labor: Contractual Employees	02	1,277,802	990,576	287,226	29.0%
Communications	03	43,385	4,767	38,618	810.1%
Travel	04	55,480	58,709	-3,229	-5.5%
Utilities	06	87,999	183,996	-95,997	-52.2%
Motor Vehicle	07	4,278	78	4,200	5384.3%
Contractual Services	08	655,804	385,881	269,923	69.9%
Supplies	09	758,156	665,821	92,335	13.9%
Replacement Equipment	10	0	0	0	0.0%
New Equipment	11	71,225	294	70,931	24126.2%
Scholarships and Fellowships	12	341,558	2,271,977	-1,930,419	-85.0%
Fixed Expenses	13	725,684	668,183	57,501	8.6%
Deferred Maintenance	14	0	731,358	-731,358	-100.0%
Total Expenses AY25		8,119,318	9,557,387	-1,438,069	-15.0%

Current Expenses by Division

Division	Budget AY25	AY25	AY24	Net Change	Percentage Change
Academic Affairs	21,378,054	2,709,830	2,606,672	103,158	4.0%
Administration & Finance	17,256,053	2,089,020	2,694,368	-605,347	-22.5%
Advancement & Strategic Partners	1,512,726	123,476	121,350	2,126	1.8%
College Wide	7,531,891	-58,447	-175,622	117,176	-66.7%
Information Technology	4,800,389	827,241	474,593	352,648	74.3%
Institutional Research & Strategic Priorities	874,023	102,692	115,371	-12,679	-11.0%
President's Office (Executive)	1,443,433	216,311	210,495	5,816	2.8%
Student Affairs	18,406,740	1,255,194	2,606,256	-1,351,062	-51.8%
WBJC	2,075,968	133,612	150,075	-16,464	-11.0%
WDCED	11,229,354	720,389	753,831	-33,441	-4.4%
Total Expenditures	86,508,631	8,119,318	9,557,387	-1,438,069	-15.0%

2024 Performance Accountability Report Summary

The Performance Accountability Report (PAR) is an annual requirement of the Maryland Higher Education Commission (MHEC) for all Maryland public colleges and universities. The PAR operates on a five-year cycle and 2021 marked the beginning of a new cycle. At the beginning of each cycle, institutions must establish five-year benchmarks for a series of indicators established by MHEC. The benchmarks are based on four years of trend data (that each institution must provide) which were presented and developed at work sessions conducted by the Director of Institutional Research with teams from each of the College's Cabinet areas. The Board of Trustees approved the current cycle's benchmarks at its meeting in September 2021. There are 28 performance indicators, and many are broken down further into sub-groups. The indicators are organized by the three goals of the *2017-2021 State Plan for Postsecondary Education: Student Success with Less Debt* and the 2022 State Plan for Higher Education (State Plan) which are Access, Success, and Innovation. Additionally, 11 student characteristics are required to clarify institutional missions and provide context when reviewing the indicators. Each year of the cycle, colleges must update the trend data for the characteristics and indicators with the most recent year's information.

In addition to the indicators and benchmarks, two narrative sections are required: Institutional Assessment and Community Outreach and Impact. The Institutional Assessment section explains what the College is doing to address its performance in the areas measured by the indicators in keeping with the goals of the State Plan. New, current, and planned initiatives are discussed as well as external and internal factors. The activities and initiatives the College has underway are equally, if not more important, as the progress is shown via the indicators. As a component of the Institutional Assessment section, institutions must respond to specific prompts from MHEC. The Community Outreach and Impact section provides a unique opportunity to share initiatives that the College has conducted to serve its community. The strict page limits and formatting requirements set forth by MHEC are adhered to in the Report.

The indicators and benchmarks make up the heart of the PAR, which has important internal and external uses. Internally, the measures serve as key performance indicators to support the College's strategic planning and effectiveness processes. In 2022, the Office of Institutional Research collaborated with the Finance & Administration division to align the Managing for Results (MFR) measures with the PAR indicators. Since that time, MFR submissions to the Department of Budget and Management reflect this alignment. The College heavily utilized the PAR during the Middle States Self-Study process. Externally, it is a significant MHEC requirement that is compiled into a statewide submission to the Governor's office and, ultimately, can be included in the information utilized in the budget process at the State level.

The College's progress in meeting our benchmarks is monitored carefully. For this submission, the Secretary of Higher Education has asked institutions to indicate if they will meet their benchmarks and detail initiatives designed to improve BCCC's progress in meeting its goals. Thus, a proactive and comprehensive Institutional Assessment section is critical. BCCC's PAR submissions have been received well in prior years and the same is expected this year. MHEC requires that each institution's governing board approve their PAR. The 2024 PAR must be submitted to MHEC by October 1, 2024.

BALTIMORE CITY COMMUNITY COLLEGE

2024 PERFORMANCE ACCOUNTABILITY REPORT *(NARRATIVE – 8 PAGES)*

I. MISSION *(75 to 100 words)*

Baltimore City Community College (BCCC) provides quality, affordable, and accessible education meeting the professional and personal goals of a diverse population, changing lives, and building communities.

II. INSTITUTIONAL ASSESSMENT

State Plan Goal 1. Access: Ensure equitable access to affordable and quality postsecondary education for all Maryland residents.

BCCC returned to a primarily in-person environment in spring 2022. Baltimore City, the College's primary service area, remained among the highest jurisdictions in the State for COVID-19 positivity and the lowest for vaccinations throughout the pandemic. Liberty Campus's zip code, 21215, had the highest positivity rate in the City. The pandemic's effects lasted longer than anticipated as related to enrollment and students' needs for support. The annual unduplicated credit headcount continued its primarily pandemic-driven decline to 4,924 in FY 2023 (Indicator 1b). However, FY 2024 enrollment showed increases in all terms, including an increase of over 400 students in fall 2023. Fall 2024 credit enrollment is ahead of fall 2023; a final enrollment of over 4,500 students is expected, moving BCCC closer to its benchmark. The proportion of part-time students declined slightly in fall 2023 but still represents most credit students (Characteristic A). The market share of first-time, full-time freshmen increased slightly while the market shares of part-time undergraduates and recent, college-bound high school graduates decreased (Indicators 2, 3, and 4). With the recent enrollment increases, BCCC expects to come closer to its benchmarks. The demographic and socio-economic characteristics of most students make full-time enrollment challenging. The percentage of credit students 25 years of age and older increased to 53.6%, 68.2% of spring 2022 CCSSE respondents provide care for dependents, and 46.1% work at least 20 hours per week (Characteristics F and G). To accommodate various scheduling needs, the 14- and 10-week fall and spring sessions (initiated during the pandemic) are now standard in the academic calendar as are a mix of day, evening, early morning, Saturday, face-to-face, synchronous, and asynchronous classes.

The shift to a remote learning environment occurred in spring 2020 and was in place for FY 2021 and over half of FY 2022. The credit online enrollments in FY 2023 surpassed the benchmark established prior to the pandemic (Indicator 6). The percentage exclusively enrolled in distance education decreased slightly to 12.1% from fall 2022 but remains higher than in fall 2019, the last fall before the pandemic. The proportion exclusively enrolled in face-to-face classes increased to 62.7%, above fall 2019 (Characteristic I). BCCC provides scheduling options and wrap-around services to support students who attend in person and remotely. A balance of face-to-face, asynchronous, and synchronous sections is a key consideration in creating class schedules. BCCC began expanding its winter course offerings in 2021 which resulted in enrollment increasing from 35 students in winter 2020 to 247 in winter 2021. The increases in course offerings and enrollment continued through winter 2024 with 402 students.

The Baltimore City Public School System (BCPSS) saw a decline of over 500 students in their high schools from 2022 to 2023. BCCC's number of dual-enrolled high school students reached 481 in fall 2021 but declined in fall 2022 and fall 2023 (Indicator 5). In partnership with BCPSS, the Pathways in Technology Early College High School (P-TECH) program continues at Carver Vocational Technical, New Era Academy, and Paul Laurence Dunbar high schools. Over 200 P-TECH students are expected to register for the fall 2024 12-week session. The College and BCPSS are collaborating on developmental coursework to support the Blueprint for Maryland's Future, with a focus on Pillar 3, College and Career Readiness (CCR). Academic Affairs and the Early College Access Office are working with BCPSS staff to customize developmental reading/English (REN) and math courses for high school students to meet CCR standards through dual enrollment. BCCC is optimistic about meeting its dual enrollment benchmark.

The socio-economic characteristics of most BCCC students make affordability a key issue. The College holds workshops related to financial literacy and completing the revised FAFSA. Spring 2022 CCSSE respondents reported that 62.2% use their own income/savings as a major or minor source for paying their tuition; 47.5% reported that the lack of finances is likely to be what would cause them to withdraw from class or college; and 42.3% reported that working full-time would likely be the cause. Respondents to the fall 2023 Program Review and Evaluation student survey indicated 50% work 35 or more hours per week and 30.3% work 34 or less hours per week. BCCC's mission reflects its commitment to providing quality, affordable, and accessible education to its diverse population. The College strives to keep tuition and fees at a fraction of those for Maryland public four-year institutions, 32.3% in FY 2023 (Indicator 7). The zero-dollar application fee and flat rate tuition and fee schedule for students enrolled in 12 to 18 credits has continued. Students received free textbooks in summer terms of 2020 through 2024 and free shipping in fall 2020, spring 2021, fall 2021, and spring 2022. In fall 2023, spring 2024, and fall 2024, books and shipping were free to students.

The Workforce Development & Continuing Education (WDCE) Division remains committed to responding to the needs of the City's citizens and business community and rebuilding its enrollment. The annual unduplicated headcount in continuing education students increased in FY 2022, fell in FY 2023, and increased by over 800 students in FY 2024 (Indicator 1c.). FY 2022 marked the return to in-person course offerings at the Harbor location and in the community along with virtual course options. Annual unduplicated headcount and course enrollments in continuing education basic skills and literacy courses fell in FY 2023 (Indicator 9). The annual unduplicated headcount in English for Speakers of Other Languages (ESOL) courses increased by 20 students in FY 2023 (Characteristic D). The College currently has four grants from the Maryland Office of Refugees and Asylees (MORA) which support students in ESOL courses. The MORA ESOL grant enables BCCC to serve hundreds of refugee and asylee students in English language classes. WDCE collaborates with the International Rescue Committee (IRC) and other community partners to continuously improve services for these students in Baltimore. The grant and Refugee Assistant Program classes, with IRC's partnership, provide needed referral services for students and their families. In FY 2023, the percent of students achieving at least one educational functional level decreased for Adult Basic Education (ABE) and English as a Second Language; both increased in FY 2024 (Indicator 10). ABE instructors integrate online platforms, such as Aztec Software, TABE Tutor, and Khan Academy into their lessons to

increase the measurable skills gains. As part of Integrated English Language and Civics Education (IELCE)/Integrated Education Training (IET) Workforce Investment Opportunities Act funds, a spring 2024 ABE and ESOL cohort was created for Warehousing training. CASA de Maryland supported BCCC by advertising and recruiting students. This aligns with IELCE's focus on providing instruction and IET for adult English language learners and job placement in in-demand industries that lead to economic self-sufficiency. This cohort meets all requirements and will increase ABE and ESOL course enrollment. Prior to the pandemic, community service offerings primarily focused on senior citizens. COVID-19 restrictions limited engagement with senior centers through FY 2023 and halted community service courses (Indicator 8).

BCCC's percentage of minority student enrollment has always exceeded the corresponding percentage in its service area; 95.2% of fall 2023 credit students and 88.6% of FY 2023 continuing education students were minorities compared to 71.0% of the City's population age 15 or over (Indicator 11). In fall 2023, 81.8% of full-time faculty and 71.6% of full-time administrative/professional staff were minorities (Indicators 12 and 13). The Human Resources Office continues to use various methods to attract diverse and qualified candidates. Openings are routinely posted on the BCCC website, HigherEdJobs.com, LinkedIn, InsideHigherEd.com, Indeed.com, Higher Education Recruitment Consortium.com, Talent.com, and The Chronicle of Higher Education. Open positions requiring specialized skills may utilize a more focused approach with niche websites including Dice, Idealist Careers, Society for Human Resource Management, Chesapeake Human Resources Association, American Association of Community Colleges, International Facility Management Association, CareerBuilder, National Association of College and University Business Officers along with various affinity groups.

State Plan Goal 2. Success: Promote and implement practices and policies that will ensure student success.

BCCC's fall-to-fall retention rates increased for all fall 2022 sub-cohorts except the college-ready group, which represents less than 5% of the total cohort. All four sub-cohorts have surpassed the benchmarks established (Indicator 14). Pell grant recipients had the highest retention rate at 55.1% and the developmental students had the highest increase of 11.6 percentage points. The four-year developmental completer rate increased to 39.6% for the fall 2019 cohort (Indicator 15). The Math department continues working with the Curriculum and Instruction Committee regarding which programs require both levels of developmental math, MAT 86: Integrated Pre-Algebra and Introductory Algebra and MAT 92: Intermediate Algebra. The college-level math courses required for each major are considered; only students enrolled in Science, Technology, Engineering, and Mathematics (STEM) majors are required to take both levels. As a result, more students complete their developmental math sooner. On Site "New Student Orientation" returned for the fall 2024 semester with hundreds of participants taking the placement test and learning about BCCC's programs and services. These initiatives coupled with the AY 2021-2022 implementation of multiple measures and the addition of the "probation" academic status, put BCCC closer to attaining its benchmark.

Increasing the developmental completer rate is key to increasing persister rates. While BCCC's overall successful-persister rate for all students in the fall 2019 cohort decreased, the developmental completers' successful-persister rate remained far above other sub-cohorts and

declined by less than two percentage points (Indicators 16 and 17). In fact, the graduation rate for developmental completers increased by 3.4 percentage points (Indicator 18) despite fall 2019 being in the academic year in which the pandemic occurred (spring 2020). Streamlined levels of developmental courses in math and reading/English (REN) and placement recommendations for math based on major have made a positive impact. The Academic Achievement Center (AAC) provides support services to all students. Students in REN, ENG 101, and courses with writing assignments get help with thesis development, organization, style, or grammar. Tutoring Services assists with developmental and college-level math, English, science, business, technology, accounting, and computer-aided drafting and design. AAC provides a range of learning environments and resources to include individual, small group, and online tutoring, assistance with forming study groups, academic coaching, study skills workshops, and learning spaces with computer and study stations, textbooks, manipulatives, scientific models, and hands-on laboratories. The College was awarded a continuation grant to support its “VISTA Success Coaching” project focused on increasing pass rates in MAT 107: Modern Elementary Statistics, the first college-level math course for many programs. The E-Learning department has a Canvas Orientation course and provides a Canvas Essentials Guide to train students and faculty to fully utilize the learning management system. E-Learning conducts professional development for all faculty, credit and continuing education, which includes best practices for Canvas use. BCCC continues its work to expand support services, offer flexible scheduling options, and increase faculty and staff training. Student success remains the number one strategic priority.

In spring 2024, BCCC filled the full-time Coordinator of the Student Support and Wellness Services Center (SSWSC) position, a licensed social worker, to provide additional support for students’ social and emotional needs along with the full-time counselor. The SSWSC provides free and confidential counseling to students for extra support with personal concerns affecting their academic success and general well-being. Services include teletherapy, individual and group counseling, consultation and training, classroom presentations, referrals to campus and community resources, and workshops for students, faculty, and staff. Workshops include time and stress management, drug and alcohol awareness, mental health, and sleep mindfulness. The SSWSC webpage offers resources for crisis intervention, housing assistance, food/nutrition services, and substance abuse. The Panther Talks series began in FY 2024 with guest speakers on topics including Healthy Relationships, Networking, Financial Literacy, and Cultural Diversity. Student Life & Engagement coordinated events with the student clubs including a trip to the Harriet Tubman Museum and Education Center, Holi Celebration, Women and Men on the Move Luncheons, International Day of Happiness, and Color Escape painting session.

The definition for Characteristic E, credit students receiving financial aid, changed in 2024 to exclude dual-enrolled students as they are not eligible for Pell grants. With that change, the percentage receiving Pell grants increased by 5.5 percentage points in FY 2023 and the proportion receiving any financial aid increased by 10.5 percentage points. FY 2023 marked the first year since the pandemic with federal work study (FWS) participants. The Higher Education Emergency Relief Fund (HEERF) was utilized to assist students with balances, tuition and fees, and textbooks. The fall-to-fall retention rate for the 2022 cohort of Pell grant recipients increased to 55.1%, surpassing the benchmark (Indicator 14). With 90.0% of CCSSE respondents indicating that financial aid advising is important to them, the Financial Aid Office (FAO) is committed to supporting students. The proportion of CCSSE respondents indicating that they

were very satisfied with BCCC's financial aid advising services increased steadily from 34.5% in 2014 to 50.2% in 2022. Weekly "FAFSA Nights" are held to answer financial aid questions and assist current and prospective students in filing the FAFSA. In fall 2023, 70% of respondents to the Program Review and Evaluation student survey indicated they were satisfied with the FAO. BCCC is committed to student success by allocating as much of its resources as possible to instruction, academic support, and student services. Over 44% of the College's expenditures in FY 2023 were for instruction and academic support with an additional 7.5% for student services. HEERF use increased "other" revenues and expenditures in FY 2021, 2022, and 2023 (Characteristics J and K). In FY 2023, institutional HEERF was used to help students by covering summer tuition, fees, and books and to assist with account balances. The planning for and implementation of the new Enterprise Resource Planning system in fall 2022 and capital improvements increased "other" expenditures in FY 2021, 2022, and 2023.

BCCC's federally funded TRIO Student Support Services (SSS) Program is dedicated to supporting 230 first-generation, low-income, or disabled students by helping them gain the skills and strategies necessary for college success. SSS focuses on enhancing retention, graduation, and transfer rates through personalized counseling, tutoring, and support services tailored to students' academic and career-building needs. The FY 2023 annual performance report showed that SSS exceeded its objectives, enrolling 246 students and demonstrating strong outcomes including a persistence rate of 74% and a good academic standing rate of 82%. Additionally, 33% graduated with a degree or certificate, and 18% transferred to a four-year institution after graduation. SSS earned a perfect "Prior Experience" score in its renewal application, demonstrating effectiveness in fostering student success. Comprehensive support services and enriching activities provide a well-rounded college experience through graduation. SSS provided direct financial support, awarding \$61,000 in grant aid and book award scholarships. These SSS initiatives, along with advising and diverse in-person and virtual learning opportunities, are integral to BCCC's strategy to recruit and retain students through successful completion of their goals.

The total number of degrees and certificates decreased in FY 2022 and 2023 (Indicator 20). The delays created by the pandemic, especially for Nursing and Health Professions (NHP) students, affected the number of graduates and progress toward the benchmark. The percentage of students with a cumulative GPA of 2.0 or above after the first year declined (Indicator 21). BCCC anticipates increases in future transfer students' GPAs bringing the percentage closer to the benchmark. The percentage of FY 2022 graduates who transfer to four-year institutions within one year increased to 50.4%, surpassing the benchmark (Indicator 22). With the return to more in-person activities, the on-campus Transfer Fair was reinstated for the fall and spring terms with day and evening hours. Institutions from Maryland and surrounding states participated.

State Plan Goal 3. Innovation: Foster innovation in all aspects of Maryland higher education to improve access and student success.

In spring 2020, students in their final semester of NHP programs were not able to complete all their clinical and lab instruction due to the pandemic, which decreased the number of graduates eligible to take the respective licensing exams. In FY 2023, licensure exam pass rates fell for Dental Hygiene, Physical Therapist Assistant, Nursing, and Practical Nursing (PN). Nursing faculty and staff remain committed to ensuring students get the clinical experiences needed to

demonstrate competency in the established learning objectives. The program remains focused on “Strategies to Enhance Progression” and filling vacancies for embedded classroom tutors and on-campus clinical instructors. Students are required to participate in pre-entry sessions which include modules on learning styles, test taking, textbook reading/notetaking, time management, disability, support and wellness services, library tour, and nursing skills lab/Nursing Building tour in addition to “Orientation to Nursing Program/Review of the Nursing Student Handbook” and “BCCC Nursing Graduate” sessions. The fall 2024 Pre-entry Sessions survey showed high ratings on being useful in entering the program. PNUR 115 serves as an end-of-program intensive that prepares PN students to take the licensure exam. While the Maryland Board of Nursing has not published final FY 2024 licensure exam pass rates, the National Council of State Board of Nursing reports a pass rate of 100% for the August 2023 PN program graduates. The Respiratory Care graduates’ licensure exam pass rates remained at 100% for the fourth consecutive year, surpassing the benchmark. Web-based study platforms and software in the lab are tools used to enhance student learning and critical thinking skills. Plans include an increased focus on general test- and note-taking strategies through the Retention Specialist. (Indicator 23)

Many programs utilize fieldwork placements for students to obtain hands-on skills and training to support graduation and employment goals. Such programs include Nursing and Health Professions, Biotechnology, Addiction Counseling, Allied Human Services, Early Childhood Education, Teacher Education, Criminal Justice, and Legal Assistant. Graduates employed within one year decreased slightly to 76.0% for FY 2022 graduates, which coincides with the increase in the number of FY 2022 graduates that transferred to a senior institution (Indicators 24 and 22). The median annualized income of FY 2020 career program graduates after three years increased by over \$4,000 to \$54,036, surpassing pre-pandemic levels for the second year (Indicator 24). Career Development Services (CDS) supports students’ workforce goals with resume development, interview preparation, career readiness skills, individual employment plans, job search and placement, recruitment events, and workshops. In FY 2024, CDS placed students in such organizations as FutureCare, Kennedy Services, Seed School of Maryland, Grace Medical Center, Legal Services, Inc., and University of Maryland Medical Center.

The annual unduplicated headcount and course enrollments in continuing education workforce development courses fell in FY 2023 (Indicator 26). The unduplicated headcount and course enrollments in Continuing Professional Education leading to government or industry-required certification or licensure increased in FY 2023 (Indicator 27). Enrollment in both increased in FY 2024 bringing them closer to the benchmarks. WDCE holds regular information sessions for workforce course offerings. BCCC is one of five Maryland institutions participating in the Cyber Warrior Diversity Program (CWDP) established by the General Assembly to train students in computer networking and cybersecurity to attain CompTIA certifications. BCCC students take additional classes to prepare for CompTIA exams in A+, Network+ and Security+. An additional course is offered for students with less computer science background. Courses include all books and on-line instructional materials. Up to two vouchers are given to students for the exam upon each completed course. If the first attempt is unsuccessful, additional tutoring is provided prior to testing with the second voucher. Enrichment activities include the Cyber Club, internships, and competitions which support progress toward certification and advanced awards in BCCC’s Computer Technology and Cyber Security Career Pathway. It includes the CWDP’s continuing education options in addition to lower division certificates in IT Basic Skills and Cyber Security

and Assurance (CSA) and associate degrees in Computer Information Systems and CSA. BCCC reported 133 CWDP students in December 2023. The unduplicated headcount and course enrollments in contract training declined in FY 2023 (Indicator 28). WDCE partners with organizations to offer training for certifications for in-demand jobs including patient care technician, multi-skilled medical technician, certified medicine aide, community health worker, certified nursing assistant/geriatric nursing assistant, customer service, childcare, construction, diesel mechanic, court reporting, information technology/cybersecurity, warehousing/logistics, and class B commercial driver's license. Contract training partners include Goodwill Industries, Johns Hopkins Hospital, Kennedy Krieger, Baltimore City Department of Social Services, Baltimore City Police Department, Mayor's Office of Economic Development, Maryland Department of Labor, and Baltimore Alliance for Careers in Healthcare. Training for Thomas Shortman Training Fund 32BJ Union for ESL, ABE, and more courses continued in FY 2024.

Institutional Responses *(Respond in 1 to 2 pages.)*

The 2024-2029 strategic planning process is data informed and action oriented. BCCC has partnered with an experienced higher education consulting firm to guide the long-term strategic planning cycle through development and implementation of unit-level plans. A software tool has been chosen to centralize and sustain institutional, unit/program, and course level planning and assessment to include accreditation, governance, and administration. Institutional performance indicators from mandated submissions (e.g., Performance Accountability Report, Managing for Results, and Realignment reports) will guide discussion to develop new metrics and action steps.

1. In reviewing your institutional metrics regarding completion, what specific initiatives is your institution implementing to increase completion rates? Please provide a brief narrative on their impact of those initiatives on completion rates.

In addition to activities discussed above, BCCC is one of three Maryland community colleges to participate in the pilot Expanding SUCCESS initiative to reduce inequities in college completion through a partnership between MHEC and MDRC. BCCC's Panther SUCCESS program starts in fall 2024. Participants must enroll in at least nine credits and attend mandatory advising sessions to receive the monthly stipends. The College must submit activity and academic progress reports to MHEC. MHEC and MDRC meet regularly with the expansive BCCC team.

2. Does your institution have specific goals regarding the success of transfer students? How have those goals been identified and how are they measured?

In addition to Student Affairs conducting more transfer information sessions, the Assistant Vice President for Academic Engagement & Partnerships is working to build articulation agreements with senior institutions that create pathways transfer student success. A search is underway for a Transfer & Articulation Services Coordinator. BCCC staff serve on the statewide Transfer with Success Working Group and formed an internal working group focused on implementing practices to ensure full compliance. Creating transfer goals will be part of the strategic planning process that will make greater use of National Student Clearinghouse's Student Tracker data.

3. In reviewing your institutional metrics regarding equity gaps (in either access or

completion), what is the biggest challenge your institution faces as it attempts to eliminate those gaps?

As discussed, completion of developmental courses remains one of the biggest challenges to completion. Typically, as those rates improve, so do retention and completion rates. More detailed developmental course outcomes data will be a focus in the strategic planning process, particularly as dual-enrolled students come to BCCC for those courses. As financial support is key for access and retention, increasing financial aid awareness and support remains a priority.

4. How does your institution ensure that graduates leave with employable skills? What kind of opportunities do you provide (i.e. internships, co-op programs, practicums, professional development workshops, industry partnerships and advisory boards, and career counseling and advising services)?

Experiential learning components, required for many academic programs, provide valuable opportunities to gain skills and workplace experience. In 2024, over 90 students in Early Childhood Education, Allied Human Services, Criminal Justice, and Biotechnology had placements throughout Maryland. Over 400 Nursing and Health Professions students had clinical experiences in hospitals, clinics, fire departments, and urgent and senior care centers. BCCC's program review & evaluation and program accreditations include surveys of students, faculty, graduates, employers, and/or advisory bodies. Results will be used in the strategic planning process to improve graduates' preparation for employment. Federal Work Study (FWS) offers part-time employment, often related to students' academic and career goals, providing relevant work experience. BCCC partners with community organizations for FWS industry placements.

COMMUNITY OUTREACH AND IMPACT

BCCC's Strategic Plan calls for growing and strengthening partnerships and community engagement. The College is committed to engaging and improving communities in the greater Baltimore area. Dedicated faculty, staff, and students provide their time and expertise to serve the City's citizens, neighborhood and community organizations, public schools, and employers. BCCC was one of five colleges to receive a Dr. Martin Luther King (MLK), Jr. National Day of Service grant to support campus-community volunteer generating events to commemorate MLK, Jr., Day. Student Life & Engagement (SLE) coordinated the event held on campus where students, staff, and community volunteers distributed meals and personal hygiene packages. The Liberty campus continues to be a national voter registration site for the community. BCCC hosted the Hispanic Heritage Festival with food, prizes, and live music as well as Nepali Culture Day where students shared food and customs with the community. International Education Week celebrated culturally diverse events. Black History month's community events on campus included Black Cinema Tuesday, 15 Black Scholars Everyone Should Know, National Black HIV/AIDS Awareness Luncheon (with community partner John G. Bartlett Specialty Practice). National awareness events included Breast Cancer and Alzheimer's Disease Awareness. SLE collected donations of hats, gloves, and socks for the community. The STEM Club and STEM students participated in the annual Maryland Collegiate STEM Conference, organized by community college faculty, for community college students to exhibit their original research. BCCC was a sponsor.

BALTIMORE CITY COMMUNITY COLLEGE 2024 ACCOUNTABILITY REPORT

Student & Institutional Characteristics (not Benchmarked)

These descriptors are not performance indicators subject to improvement by the college, but clarify institutional mission and provide context for interpret performance indicators below.

A	Fall credit enrollment	Fall 2020	Fall 2021	Fall 2022	Fall 2023
	a. Unduplicated headcount	4,181	3,864	3,538	3,939
	b. Percent of students enrolled part time	71.8%	79.2%	76.1%	75.0%
		Fall 2020	Fall 2021	Fall 2022	Fall 2023
B	First-time credit students with developmental education needs	47.0%	55.2%	83.5%	75.3%
		FY 2018	FY 2019	FY 2020	FY 2022*
C	Credit students who are first-generation college students (neither parent attended college) * CCSSE is administered every two years.	48.4%	CCSSE Not Admin	35.9%	59.7%
		FY 2020	FY 2021	FY 2022	FY 2023
D	Annual unduplicated headcount in English for Speakers of Other Languages (ESOL) courses	1,547	872	1,333	1,353
		FY 2020	FY 2021	FY 2022	FY 2023
E	Credit students receiving financial aid*	51.8%	62.4%	59.0%	69.5%
	a. Receiving any financial aid	38.8%	36.4%	39.0%	44.5%
	b. Receiving Pell grants	6,740	5,806	5,110	4,339
	*Note - New definition excludes dual enrollment from denominator.				
		Fall 2020	Fall 2021	Fall 2022	Fall 2023
F	Students 25 years old or older	52.5%	52.2%	45.7%	53.6%
	a. Credit students				
		FY 2020	FY 2021	FY 2022	FY 2023
	b. Continuing education students	75.8%	72.6%	77.1%	
		FY 2018	FY 2019	FY 2020	FY 2022*
G	Credit students employed more than 20 hours per week * CCSSE is administered every two to three years.	44.1%	CCSSE Not Admin	44.4%	46.1%
		Fall 2020	Fall 2021	Fall 2022	Fall 2023
H	Credit student racial/ethnic distribution	3.7%	2.8%	3.3%	3.5%
	a. Hispanic/Latino	76.5%	76.0%	64.6%	68.7%
	b. Black/African American only	0.05%	0.30%	0.3%	0.2%
	c. American Indian or Alaskan native only	0.02%	0.05%	0.0%	0.1%
	d. Native Hawaiian or other Pacific Islander only	2.0%	1.5%	1.0%	0.7%
	e. Asian only	6.6%	5.4%	3.8%	4.1%
	f. White only	2.1%	2.8%	2.2%	2.2%
	g. Multiple races	7.4%	8.1%	21.0%	16.3%
	h. Foreign/Non-resident alien	1.6%	3.2%	3.8%	4.2%
	i. Unknown/Unreported				
		Fall 2020	Fall 2021	Fall 2022	Fall 2023
I	Credit student distance education enrollment	100.0%	99.2%	12.7%	12.1%
	a. Enrolled exclusively in distance education	0.0%	0.7%	27.8%	25.2%
	b. Enrolled in some, but not all, distance education	0.0%	0.1%	59.5%	62.7%
	c. Not enrolled in any distance education				
		FY 2020	FY 2021	FY 2022	FY 2023
J	Unrestricted revenue by source	23.1%	23.2%	18.1%	15.9%
	a. Tuition and fees	71.3%	71.1%	73.3%	74.0%
	b. State funding	1.0%	1.1%	1.1%	1.0%
	c. Local funding	4.6%	4.5%	7.5%	9.1%
	d. Other				
		FY 2020	FY 2021	FY 2022	FY 2023
K	Expenditures by function	41.6%	41.9%	40.1%	35.5%
	a. Instruction	13.4%	10.5%	10.3%	8.7%
	b. Academic support	10.0%	9.9%	8.6%	7.5%
	c. Student services	35.0%	37.6%	41.0%	48.3%
	d. Other				

BALTIMORE CITY COMMUNITY COLLEGE

2024 ACCOUNTABILITY REPORT

Goal 1: Access

1	Annual unduplicated headcount	FY 2020	FY 2021	FY 2022	FY 2023
	a. Total	11,119	8,940	8,848	7,586
	b. Credit students	7,025	6,358	5,761	4,924
	c. Continuing education students	4,193	2,659	3,126	2,710
2	Market share of first-time, full-time freshmen Note: Methodology changed starting in Fall 2019.	Fall 2020	Fall 2021	Fall 2022	Fall 2023
		18.4%	13.2%	12.3%	12.4%
3	Market share of part-time undergraduates Note: Methodology changed starting in Fall 2019.	Fall 2020	Fall 2021	Fall 2022	Fall 2023
		33.7%	35.0%	32.5%	26.3%
4	Market share of recent, college-bound high school graduates	Fall 2019	Fall 2020	Fall 2021	Fall 2022
		36.6%	20.7%	18.4%	12.0%
5	High school student enrollment (Note: Fall 2018 includes those who enrolled after EIS) * May not include all PTECH	Fall 2020	Fall 2021	Fall 2022*	Fall 2023
		442	481	436	234
6	Annual enrollment in online/hybrid courses	FY 2020	FY 2021	FY 2022	FY 2023
	a. Credit, online	9,152	27,238	18,573	8,928
	b. Continuing education, online	135	5,330	5,672	2,558
	c. Credit, hybrid	1,211	0	47	0
	d. Continuing education, hybrid	0	0	0	0
7	Tuition and mandatory fees	FY 2021	FY 2022	FY 2023	FY 2023
	a. Annual tuition and fees for full-time students	3314	3314	3314	3314
	b. Percent of tuition/fees at Md public four-year institutions Note: The goal of this indicator is for the college's percentage to be at or below the benchmark level.	36.8%	33.7%	33.0%	32.3%
8	Enrollment in continuing education community service and lifelong learning courses	FY 2020	FY 2021	FY 2022	FY 2023
	a. Unduplicated annual headcount	39	43	0	7
	b. Annual course enrollments	47	49	0	7
9	Enrollment in continuing education basic skills and literacy courses	FY 2020	FY 2021	FY 2022	FY 2023
	a. Unduplicated annual headcount	2,981	1,707	2,258	1,825
	b. Annual course enrollments	5,572	3,244	4,179	3,340
10	Adult education student achievement of:	FY 2020	FY 2021	FY 2022	FY 2023
	a. At least one ABE educational functioning level	21.5%	23.4%	26.5%	17.0%
	b. At least one ESL educational functioning level Note: Not reported if < 50 students in the cohort	24.8%	24.5%	22.5%	19.7%

BALTIMORE CITY COMMUNITY COLLEGE 2024 ACCOUNTABILITY REPORT

11 Minority student enrollment compared to service area population	a. Percent nonwhite credit enrollment	Fall 2020	Fall 2021	Fall 2022	Fall 2023
		92.7%	94.5%	95.5%	95.2%
	b. Percent nonwhite continuing education enrollment	FY 2020	FY 2021	FY 2022	FY 2023
		97.4%	90.0%	89.2%	88.6%
	c. Percent nonwhite service area population, 15 or older	July 2020	July 2021	July 2022	July 2023
		70.5%	70.5%	71.0%	71.0%
12 Percent minorities (nonwhite) of full-time faculty		Fall 2020	Fall 2021	Fall 2022	Fall 2023
		77.1%	75.3%	80.0%	81.8%
13 Percent minorities (nonwhite) of full-time administrative and professional staff		Fall 2020	Fall 2021	Fall 2022	Fall 2023
		75.3%	73.5%	68.8%	71.6%

Goal 2: Success

14 Fall-to-fall retention	a. All students	Fall 2019 Cohort	Fall 2020 Cohort	Fall 2021 Cohort	Fall 2022 Cohort
		31.2%	39.3%	37.5%	43.1%
	b. Pell grant recipients	35.0%	55.4%	44.7%	55.1%
	c. Developmental students	31.3%	40.2%	36.6%	48.2%
	d. College-ready students	29.3%	38.5%	56.1%	48.0%
15 Developmental completers after four years		Fall 2016 Cohort	Fall 2017 Cohort	Fall 2018 Cohort	Fall 2019 Cohort
		36.4%	34.9%	38.8%	39.6%
16 Successful-persister rate after four years	a. College-ready students	Fall 2016 Cohort	Fall 2017 Cohort	Fall 2018 Cohort*	Fall 2019 Cohort
		na (n=21)	na (n=29)	na (n=10)	na (n=33)
	b. Developmental completers	77.6%	75.1%	67.7%	66.1%
	c. Developmental non-completers	27.0%	46.0%	30.3%	19.6%
	d. All students in cohort	57.7%	62.2%	53.0%	50.9%
	*May change with updated National Student Clearinghouse (NSC) file.				
17 Successful-persister rate after four years	a. White only	Fall 2016 Cohort	Fall 2017 Cohort	Fall 2018 Cohort	Fall 2019 Cohort
		na (n=23)	na (n=14)	na (n=19)	na (n=19)
	b. Black/African American only	54.3%	62.3%	53.0%	49.9%
	c. Asian only	na (n=17)	na (n=14)	na (n=7)	na (n=14)
	d. Hispanic/Latino	na (n=19)	na (n=10)	40.4%	na (n=31)
	Note: Not reported if < 50 students in the cohort for analysis				
	*May change with updated NSC file.				
18 Graduation-transfer rate after four years	a. College-ready students	Fall 2016 Cohort	Fall 2017 Cohort	Fall 2018 Cohort	Fall 2019 Cohort
		na (n=21)	na (n=29)	na (n=10)	na (n=33)
	b. Developmental completers	43.7%	54.7%	41.6%	45.0%
	c. Developmental non-completers	23.6%	30.0%	26.1%	12.3%
	d. All students in cohort	36.7%	43.3%	35.9%	34.8%

BALTIMORE CITY COMMUNITY COLLEGE 2024 ACCOUNTABILITY REPORT

19	Graduation-transfer rate after four years	Fall 2016	Fall 2017	Fall 2018	Fall 2019
		Cohort	Cohort	Cohort	Cohort
	a. White only	na (n=23)	na (n=14)	na (n=19)	na (n=19)
	b. Black/African American only	35.3%	43.5%	36.1%	32.4%
	c. Asian only	na (n=17)	na (n=14)	na (n=7)	na (n=14)
	d. Hispanic/Latino	na (n=19)	na (n=10)	23.1%	na (n=31)

Note: Not reported if < 50 students in the cohort for analysis

20	Associate degrees and credit certificates awarded	FY 2020	FY 2021	FY 2022	FY 2023
	a. Total awards	544	581	473	466
	b. Career degrees	250	272	246	242
	c. Transfer degrees	134	154	139	120
	d. Certificates	160	155	88	104
	e. Unduplicated graduates	484	521	433	420

21	First-year GPA of 2.0 or above at transfer institution	AY 19-20	AY 20-21	AY 21-22	AY 22-23
		87.8%	84.6%	78.8%	76.7%

22	Graduate transfers within one year* (Transfer to four-year institutions)	FY 2019	FY 2020	FY 2021	FY 2022
		Graduates	Graduates	Graduates	Graduates
		70.1%	48.5%	46.8%	50.4%

FY 2019 updated in 2022; FY 2022 updated in 2024.

Goal 3: Innovation

23	Credit program pass rates in licensure/certification examinations required for employment	FY 2020	FY 2021	FY 2022	FY 2023
	a. Nursing - National Council	77.1%	81.7%	78.0%	72.3%
	Number of Candidates	48	71	41	47
	b. Licensed Practical Nurse - National Council	80.0%	73.3%	66.7%	65.2%
	Number of Candidates	10	15	12	23
	c. Physical Therapy - Assessment Systems	100.0%	88.9%	66.7%	57.1%
	Number of Candidates	11	9	6	7
	d. Dental Hygiene - National (Written) Board	100.0%	Not Applicable*	92.9%	75.0%
	Number of Candidates	13	0	14	16
	e. Respiratory Care - MD Entry Level Exam	100.0%	100.0%	100.0%	100.0%
	Number of Candidates	8	8	4	8

* Due to COVID-19 related delays.

24	Graduates employed within one year	FY 2019	FY 2020	FY 2021	FY 2022
		Graduates	Graduates	Graduates	Graduates
		80.8%	77.7%	77.7%	76.0%

25	Income growth of career program graduates	FY 2017	FY 2018	FY 2019	FY 2020
		Graduates	Graduates	Graduates	Graduates
	a. Median annualized income one year prior to graduation	\$23,440	\$20,040	\$24,304	\$24,792
	b. Median annualized income three years after graduation	\$45,140	\$39,536	\$49,912	\$54,036

26	Enrollment in continuing education workforce development courses	FY 2020	FY 2021	FY 2022	FY 2023
	a. Unduplicated annual headcount	1,439	1,337	1,284	914
	b. Annual course enrollments	1,831	2,164	1,940	1,973

27	Enrollment in Continuing Professional Education leading to government or industry-required certification or licensure	FY 2020	FY 2021	FY 2022	FY 2023
	a. Unduplicated annual headcount	739	744	739	809
	b. Annual course enrollments	1,023	1,254	1,246	1,382

**BALTIMORE CITY COMMUNITY COLLEGE
2024 ACCOUNTABILITY REPORT**

	FY 2020	FY 2021	FY 2022	FY 2023
28 Enrollment in contract training courses				
a. Unduplicated annual headcount	726	506	392	262
b. Annual course enrollments	1,057	1,035	610	469

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 8 | College Policies

- None

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 9 | Presentations

- Enrollment Update
- ERP Update

Board of Trustees Meeting

Wednesday, September 18, 2024

Enrollment Report

Donna Thomas, Interim Vice President for Student Affairs

Realignment Task 5

Enrollment & Recruitment Planning

Enrollment Projections

- Credit Enrollment Projections Set by the Maryland Higher Education Commission (MHEC)

Fall 2024 Enrollment Goals

Full-time Goal: 1,301

Part-time Goal: 3,348

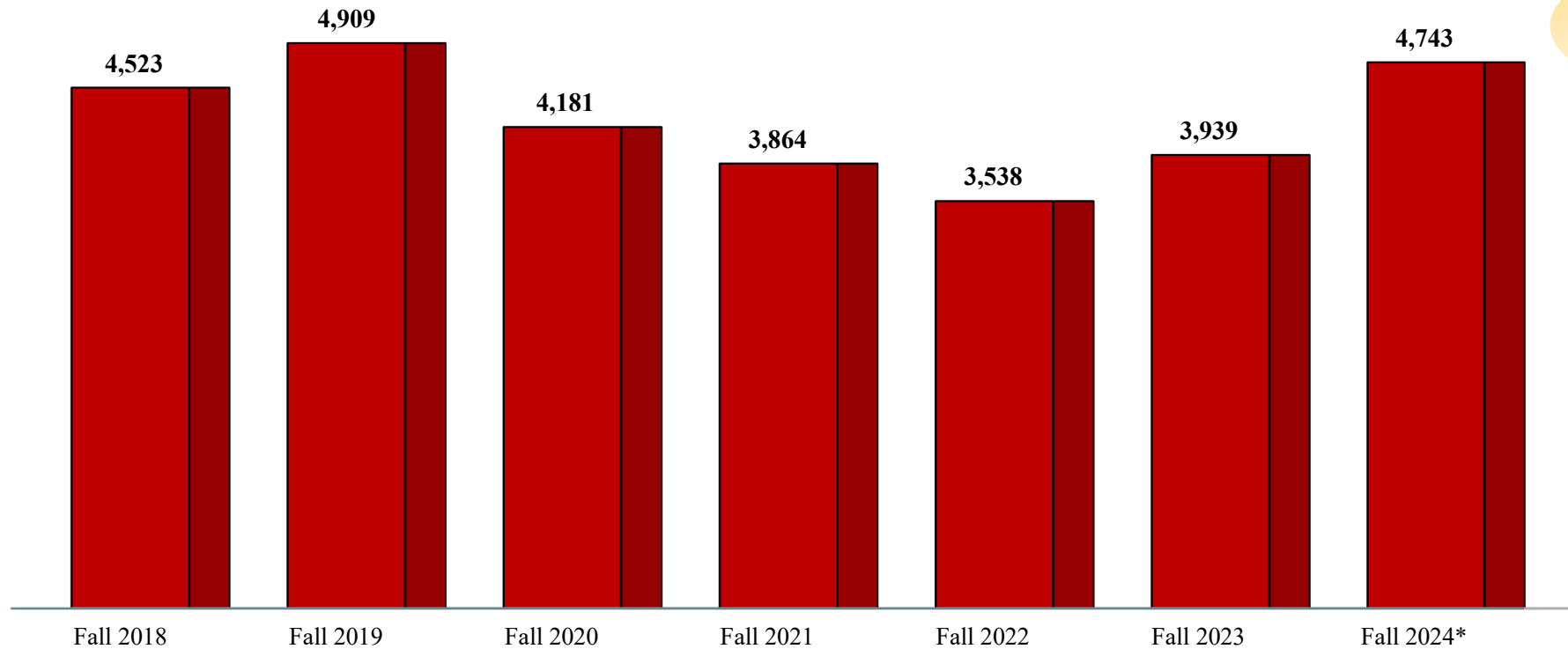
Total: 4,649

MHEC Projections Published May 2024 for BCCC Fall Credit Headcount Enrollment										
Fall 2024 (FY 2025) - Fall 2033 (FY 2034)										
Enrollment Status	Fall 2024	Fall 2025	Fall 2026	Fall 2027	Fall 2028	Fall 2029	Fall 2030	Fall 2031	Fall 2032	Fall 2033
Full-time	1,301	1,329	1,331	1,333	1,335	1,336	1,338	1,330	1,322	1,314
Part-time	3,348	3,408	3,421	3,433	3,445	3,457	3,470	3,464	3,458	3,452
<i>Total</i>	4,649	4,737	4,752	4,766	4,780	4,793	4,808	4,794	4,780	4,766

Source: <https://mhec.maryland.gov/publications/Documents/Research/AnnualReports/MHEC2024-2033EnrollmentProjectionsReport.pdf>

Enrollment

Trends in Credit Enrollment Fall 2018 – 2024*



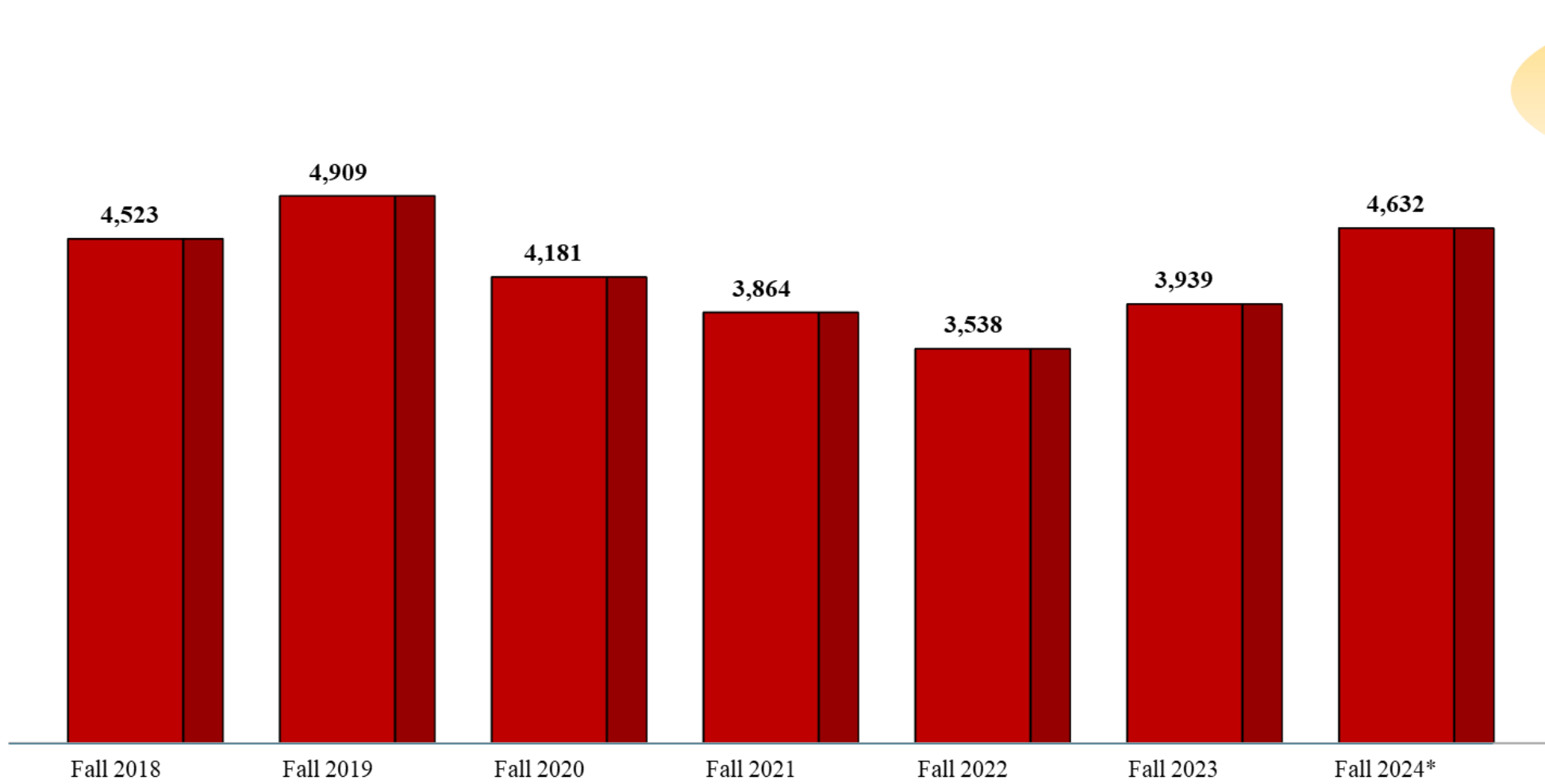
***Fall 2024 as of
September 18, 2024**

***Fall 2024 is 22.7%
ahead of the same
point in Fall 2023**

**MHEC Fall
2024 Projection
4,649**

Realignment Task 5

Enrollment & Recruitment Planning



***Fall 2024 as of September 13, 2024**

***Fall 2024 is 22.4% ahead of the same point in Fall 2023**

MHEC Fall 2024 Projection 4,649

Source: BCCC Enrollment Information System (EIS) files (Fall 2020 - Fall 2023) and Student Information System (Fall 2024). | Office of Institutional Research

Realignment Task 5

Enrollment & Recruitment Planning

Fall 2024 New Student Orientation

- On August 17, 2024, BCCC welcomed more than 500 new students to campus. New students engaged with staff and faculty to learn about the schools' policies and procedures, meet with advisors, and get acclimated to the campus
- During the orientation students had the opportunity to:
 - Meet with an advisor
 - Register for Classes
 - Take their placement test
 - Complete their FAFSA
 - Engage with Faculty
 - Understand the Student Account Process
 - Meet with Athletics and the Office of Student Life & Engagement
 - Learn about the Student Support Services
- The College is currently working to finalize the online new student orientation tutorial. Targeted completion October 31, 2024.

Realignment Task 5

Enrollment & Recruitment Planning

Early College Access Programs (Dual Enrollment)

- Increased partnerships for 2024-2025 from 8 to 15 schools
 - *Maintained partnerships with Dunbar, Mergenthaler, Baltimore Design School, and Bais Yaakov from 2023-2024*
- Courses begin September 3, 2024, for schools implementing the 14-week cycle (13/15 schools) and September 16, 2024, for schools implementing the 12-week cycle (2/15 schools)
- Currently, 367 students are scheduled to take dual enrollment courses (non-PTECH, non-workforce development).

Realignment Task 5

Enrollment & Recruitment Planning

Panther Success Initiative

PANTHER SUCCESS is a new program in partnership with the Maryland Higher Education Commission and Manpower Demonstration Research Council (MDRC).

Beginning Fall 2024 the program provides intentional advising to current students promoting on-time completion. Participants are eligible to receive a monthly stipend on \$50.

Updates

1. As of August 2024, 273 students expressed interest in the program
2. After screening, 73 students were admitted with priority to students who were either in academic warning and/or below a 2.5 grade point average
3. Twenty-seven (27) students have been offered full admission. Out of the 27 students, 22 were eligible for the monthly incentive.

Realignment Task 5

Enrollment & Recruitment Planning

Process Improvements

- **Who's Next Software**



Full implementation of software to streamline front lobbies and offices sign in process. Will make the most efficient and effective in-person customer service experience for our students.

- **Degree Works**

Student Affairs is facilitating training for academic program coordinators. The system is an academic advising and degree audit tool to guide student success and streamline degree auditing.

Realignment Task 5

Enrollment & Recruitment Planning

Questions?

Realignment Task Update #9

“Address the information technology (IT) and infrastructure needs of BCCC”



Peter Farrell, CIO

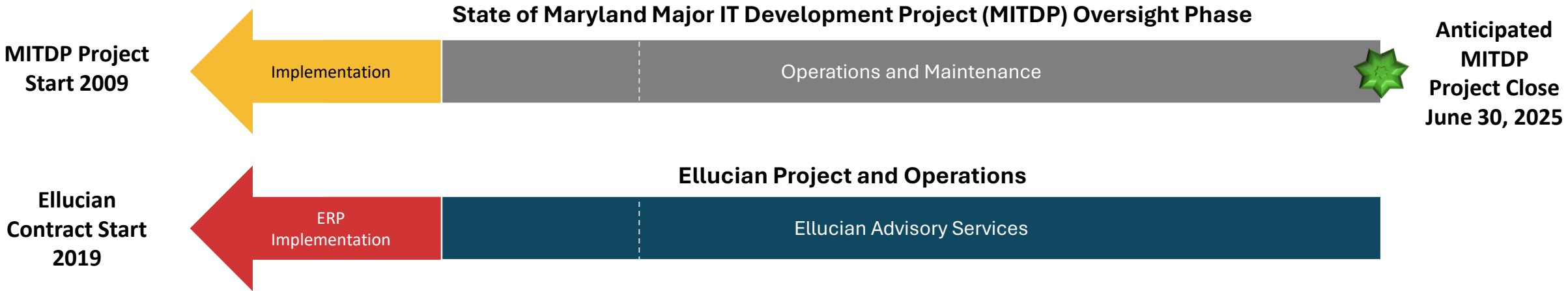
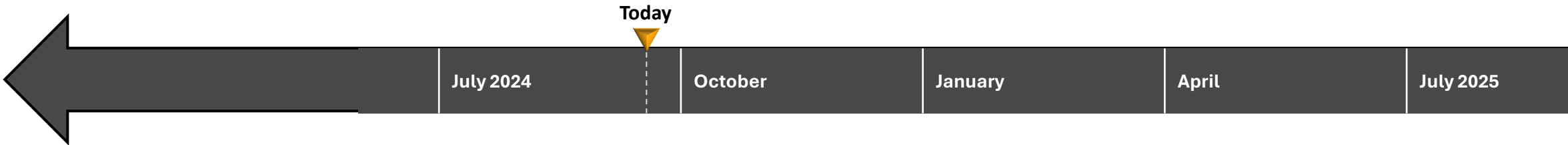
Date: September 18, 2024

ERP Project Status

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

#	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

ERP Project Timeline (FY25)



Ellucian Advisory Services

In April 2024, the Board approved a one-year Ellucian Advisory Services contract for \$483,000.00. The contract began July 1, providing support, training, and tailored guidance across all Banner areas:

- Student (credit & non-credit)
- CRM Recruit (admissions for credit and non-credit)
- Financial Aid
- Student Accounting
- Finance
- Human Resources / Payroll
- Information Technology Services

Ellucian Advisory Services

- The Cabinet reviewed and prioritized the needs in each area and developed work plans. Additional items were identified based on faculty and staff feedback received during Fall 2024 professional development sessions.
- Regular weekly meetings with the Ellucian advisors are underway, with a focus on cross-departmental collaboration, training, and process documentation.

Advisory Services Area	Priority Items Identified at Start of Contract
Student	29
CRM Recruit	16
Financial Aid	6
Student Accounting	14
Finance	20
Human Resources/Payroll	19
ITS	6

Current ERP Advisory Work

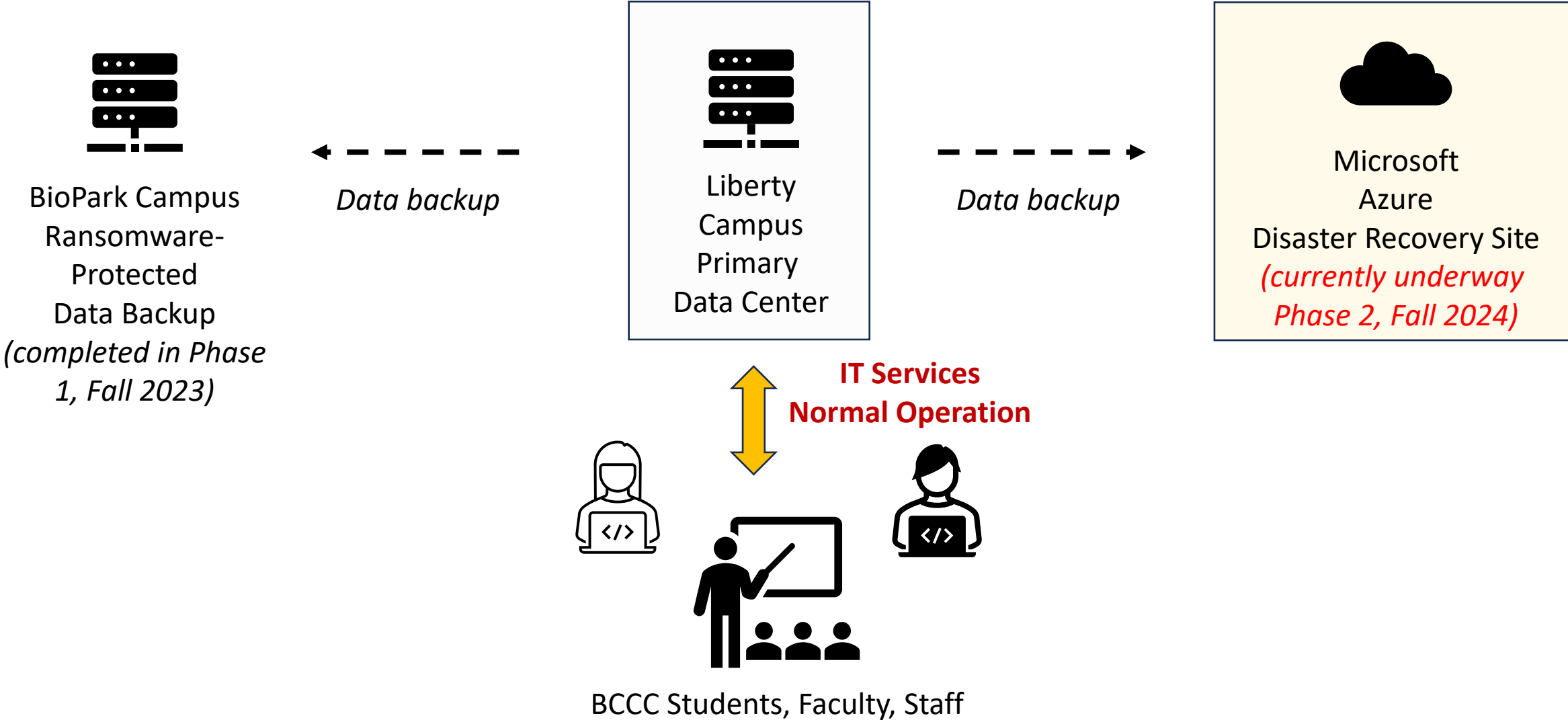
Student	CRM Recruit / Admissions	Financial Aid	Student Accounting	Finance	Human Resources / Payroll	Information Technology Services
<ul style="list-style-type: none">• Prerequisite configuration in Banner• Registration restrictions by program• Test scores for non-credit assessments• Tracking credential information for non-credit students	<ul style="list-style-type: none">• Text messaging opt-in notification• Supplemental item review with non-credit team• Fraudulent application process review• WDCE recruiting configuration	<ul style="list-style-type: none">• 2024-25 FAFSA import• Disbursement and tracking rules• Return to Title 4 (R2T4) configuration	<ul style="list-style-type: none">• Refund processing• Detail code priority code configuration review• Data migration error clean up• WDCE billing	<ul style="list-style-type: none">• Appropriation year configuration• Chart of Accounts review• Fiscal year closeout	<ul style="list-style-type: none">• Mass salary updates• Contractual employee timesheets• Gross-pay configuration• Adjunct faculty contracts	<ul style="list-style-type: none">• Enrollment comparison reports and dashboards• Leave balance reporting• Gross Pay report for new state system• Implementation of new user account provisioning system

Disaster Recovery Project

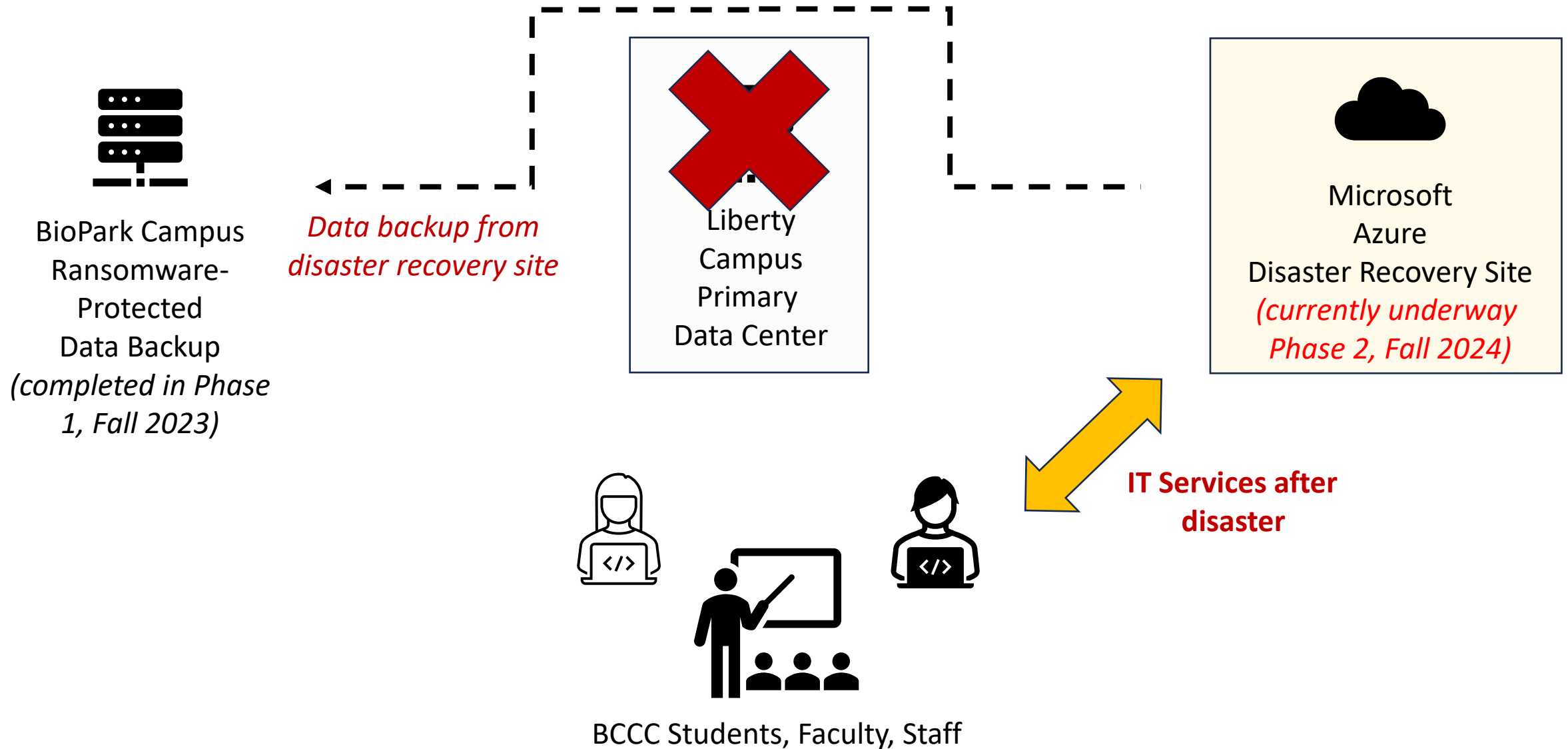
In April 2024, the Board approved Phase 2 of the Disaster Recovery project for \$478,019.32 to provide redundancy in IT services, which can be quickly recovered in the event of a disaster.

Phase 1 - COMPLETE (Fall 2022 – Fall 2023)	Phase 2 - UNDERWAY (Fall 2024 – Spring 2025)
Liberty Campus data center equipment replacement	Scalable and flexible disaster recovery leveraging Azure cloud infrastructure
Ransomware-protected data backup to BioPark campus	Disaster recovery testing

Disaster Recovery Project



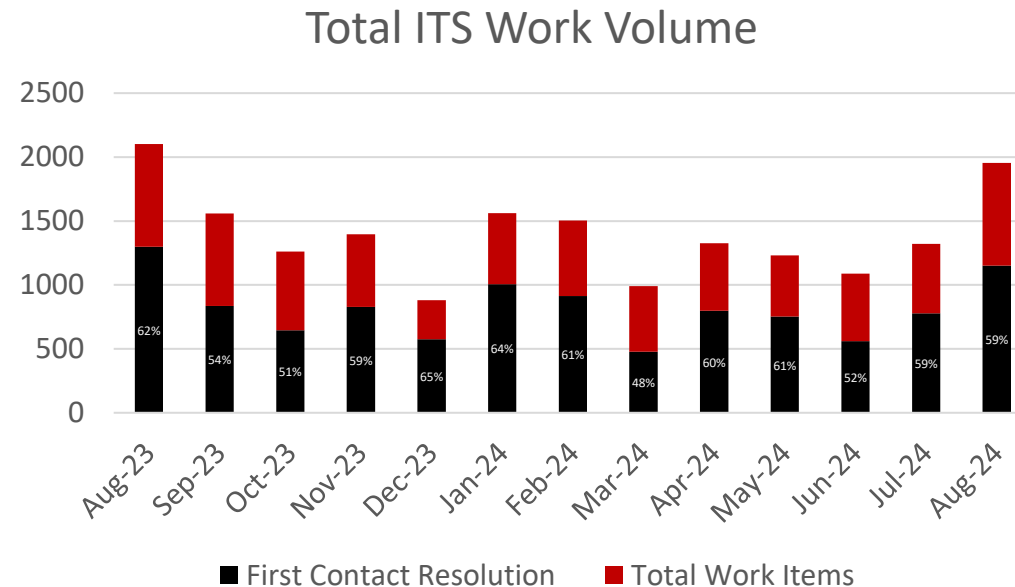
Disaster Recovery Project



IT Operations

Current initiatives:

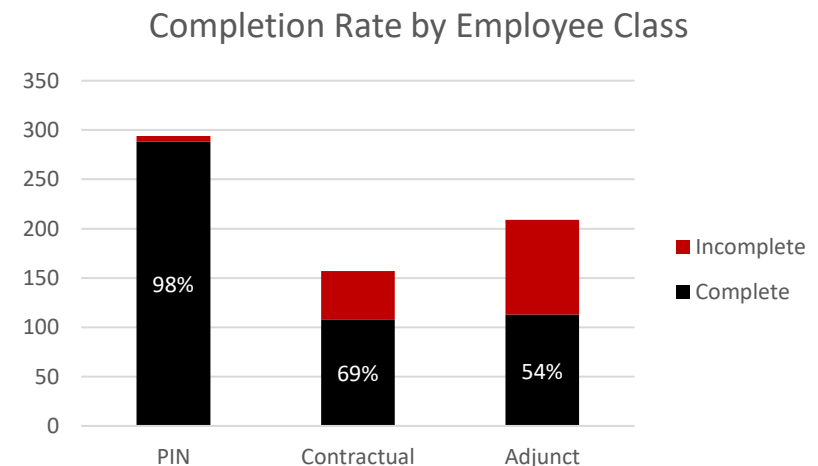
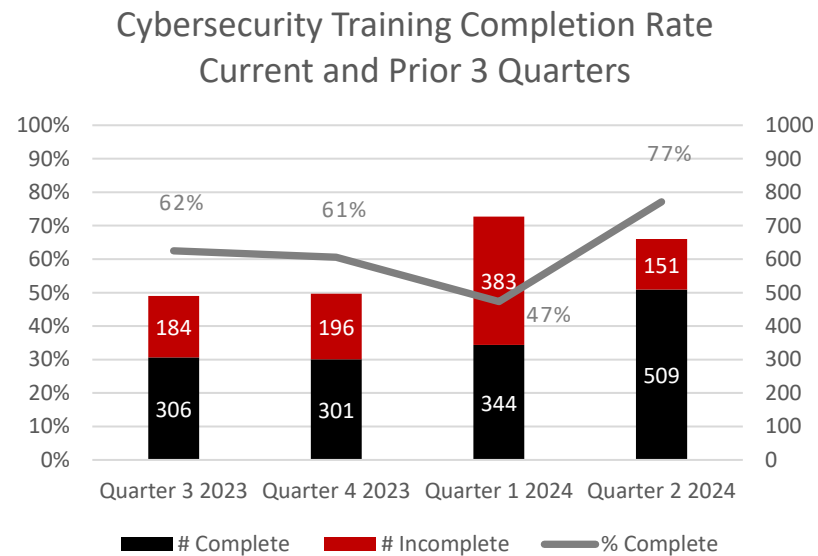
- Lab/classroom computer replacements – *completed September 2024*
- Windows 11 deployment– *Fall 2024 – Fall 2025*
- FreshService service management system improvements – *Fall 2024*



Source: FreshService ITS ticket data, August 1, 2023 – August 31, 2024

Security Awareness Training

- BCCC’s annual security awareness training for faculty & staff concluded August 30
- After a comprehensive employee communication campaign, the College reached its highest completion rate in history:
 - 77% of total employees
 - 98% of PIN employees



Source: Maryland State Department of IT

Note: The Quarter 2 2024 training period was open from April 1, 2024 – August 30, 2024.
Moving forward, training will be conducted on an annual cycle.

Questions?

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 10 | President's Report

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

Baltimore City Community College

PRESIDENT'S REPORT

Board of Trustees, September 18, 2024

Academic Affairs

The following faculty were promoted for the 2024-2025 academic year:

Assistant Professor to Associate Professor

- Timothy Delay, Philosophy
- Peggy Winfield, Mathematics

Associate Professor to Professor

- Jeffrey Grell, Mathematics
- Angela Jones-Ramirez, Health and Life Fitness

Academic Affairs and Student Affairs co-hosted the Mayor's Office of Employment Development (MOED) Visit to the campus. The visit was to further facilitate the Blueprint for Maryland's Future Career Coaching collaboration between City Schools, MOED, and BCCC.

The visit took place on Tuesday, June 25th. Representatives from MOED toured the campus and received program highlights and existing pathways from secondary to postsecondary credentials.

The Adjunct Faculty Academy was held Saturday, August 17, 2024. The School Deans presented information designed to provide adjuncts with resources to enhance their teaching experience. During the sessions, adjunct faculty received targeted advice in response to questions raised. Session presentations included the topics listed below.

Evaluation and Instruction Preparation

- Adjunct Evaluation
- Course Syllabi

Orientation and FAQs

- Expectations (Respect, Responsiveness, and Reporting)
- ID and Email Account
- Public Safety
- Payroll
- Parking/Room Access
- Supplies

Canvas and Banner

- Never Attends
- Attendance
- ILP Grading
- Canvas Site

Professional Development

- Teaching Pedagogy – Reframing Your Teaching Style: The Gift of the Multigenerational Classroom

The College is in the process of reviewing articulation agreements with:

University of Maryland Global Campus

- General Studies, AA to General Studies, BS
- Accounting, AAS to Accounting, BS
- Business Management, AAS to Business Administration, BS
- Law Enforcement, AAS to Criminal Justice, BS
- Cybersecurity and Assurance, AAS to Applied Technology, BS
- Cybersecurity and Assurance, AAS to Cybersecurity Technology, BS
- Business Administration, AS to Business Administration, BS
- Nursing, AS to Nursing for Registered Nursing, BS

Coppin State University

- Health Information Technology to Health Information Management, BS and BPS

Baltimore Police Department

- Police Cadet Training to Law Enforcement, AAS

BCCC will coordinate the annual Phi Theta Kappa All-Maryland Academic Team Recognition Dinner for three academic years beginning Fall 2024.

Recruitment and Hiring

School of Arts and Social Sciences (SASS)

SASS hired a FT Assistant Professor of Criminal Justice and an Assistant Professor of Fashion Design who began teaching in the fall of 2024.

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

Business and Technology

The Business and Technology department continued screening applicants, evaluating credentials, and scheduling interviews for faculty and program coordinator positions to ensure adequate staffing for the 2024-2025 academic year.

Natural and Physical Science (NPS)

NPS hired a FT Associate Professor of Microbiology who began teaching in fall 2024.

Mathematics and Engineering

ME hired 3 FT Assistant Professor of Mathematics who began teaching in fall of 2024.

Other Activities

The AVP for Curriculum and Instruction in collaboration with the Director of the Library and Learning Commons interviewed candidates for the Instructional Librarian and Circulation Manager positions.

The AVP for Curriculum and Instruction in collaboration with the Office of the President conducted final interviews for the following positions:

- Assistant Professor of American Sign Language and Deaf Studies
- Assistant Professor of Criminal Justice
- Assistant Professor of Fashion Design
- Assistant Professor and Program Coordinator for Education
- Assistant Professor and Program Coordinator for Marketing

Accreditation Reporting

The AVP for Curriculum and Instruction in conjunction with the Interim Dean for SNHP, the Program Coordinator, and OIERP reviewed the final report for the CoARC Annual Report for Respiratory Care prior to submission to the accreditor.

The AVP for Curriculum and Instruction in conjunction with the Interim Dean for Business and Technology, Program Coordinators, and OIERP reviewed and edited the final Accreditation Council for Business Schools and Programs (ACBSP) Self -Study report to prepare for submission to the programmatic accreditor on July 15, 2024.

The AVP for Curriculum and Instruction along with the Interim Dean for SNHP, Program Coordinator, and OIERP reviewed the Annual Report ARC/STSA - Surgical Technologist Program prior to submission to the programmatic accreditor.

The AVP for Curriculum and Instruction along with the Interim Dean for SNHP, Associate Dean for Nursing and Program Coordinator reviewed the Maryland Board of Nursing response for submission.

Baltimore City Community College

PRESIDENT’S REPORT

Board of Trustees, September 18, 2024

Ms. Donna Thomas, Interim Vice President for Student Affairs

RECRUITMENT & ADMISSIONS

In August 2024, Admissions engaged with various high schools and community partners. The Recruiters and Mayor’s Scholars Program staff participated in nine recruitment activities.

The Admission Recruiters participated in on-off campus recruitment activities and in-person tours for students/parents who visited the College and completed the admission application. Due to the increase in-person traffic recruiters provided support to the main office by evaluating transcripts and assisting students in completing the admissions application.

The Interim Vice President for Student Affairs is actively recruiting to fill vacant positions in Admissions: Admission Recruiter, Veterans Coordinator, Office Specialist, and Data Entry Clerks.

Recruitment Activities

Date of Event	Organization/School	Event Type
8/1/2024	KIPP Baltimore	College Tour & Information Session
8/6/2024	National Night Out Day	Community Event
8/7/2024	Academic and Career Exploration Day with City Schools	College Tour and Information Session
8/9/2024	Next Generation Scholars	College Tour & Information Session
8/13/2024	Rock the Block Event at Beech Field Recreation Center	Community Event
8/17/2024	New Psalmist Baptist Church	Back to School Community Festival
8/20/2024	Rock the Bock Event at Furley Elementary School	Community Event
8/21/2024	Frederick Douglas High School	Back to School Bash
8/27/2024	Dunbar High School	Application Assistance (Dual Enrollment)

Admission Operations

	August 2024
Number of Sign ins for Walk-in Service	947

Enrollment

Fall 2024

The Fall 2024 enrollment goal set by the Maryland Higher Education Commission (MHEC) is 4,649. The College's current Fall 2024 enrollment of 4,632 is on track to meeting MHEC's goal. The College surpassed the part-time enrollment goal of 3,348 with a total of 3,526 part-time students enrolled for the Fall 2024 term. The Fall 2024 enrollment to date is an increase of 17.28% compared to Fall 2023 of 3,939 students.

New Student Orientation

On August 17, 2024, the College hosted an in person New Student Orientation for the Fall 2024 term. Approximately 832 students registered for the orientation. More than 500 students attended the orientation where attendees could:

- Meet with an Academic Advisor
- Register for Classes
- Engage with Faculty
- Learn How to View Your Class Schedule
- Engage with a Financial Aid Representative
- Understand the Student Account Process
- Take Placement Testing
- Learn about the Student Support Services
- Meet with Athletics and the Office of Student Life & Engagement

Resource tables were available for students to engage with various Student Support Offices and with each Academic Schools, to learn more about the various degree pathways offered at the College.

EARLY COLLEGE & ACCESS PROGRAMS

Professional Development

During the President's August Forum, a session was offered to demonstrate the alignment of the BCCC's Early College and Access Program with the College's vision, mission, and realignment strategies. Faculty and adjunct professors provided feedback to enhance the dual enrollment program. Professor needs were assessed, underscoring the need for a dual enrollment platform to house pertinent City Schools updates, general information (i.e. syllabi), and professional growth resources.

School Recruitment and Support

The Early College and Access Program continued the work of onboarding schools to prepare for the 2024-2025 school year. This work included conducting parent meetings and application sessions to share the benefits and expectations of the program, share success strategies and wrap-around support, and prepare student data for registration.

Courses begin September 3, 2024, for schools implementing the 14-week cycle (13/15 schools) and September 16, 2024, for schools implementing the 12-week cycle (2/15 schools). To date, 444 students are scheduled to take dual enrollment courses (non-PTECH, non-work force development) program.

Name of High School	# Fall 2024 Projected Students
Bais Yaakov	39
Dunbar High School	70
Forest Park High School	22
Green Street Academy	50
Mergenthaler High School	45
Port Virtual High School	26
REACH!	18
Reginald Lewis High School	58
Vivien T. Thomas	24
The Community School	7
Baltimore Design School	20
Patterson High School	25
Coppin Academy	40
Total	444

MAYOR’S SCHOLARS PROGRAM

A total of 349 students completed the Mayor’s Scholars Summer Bridge Program on August 9th which will assist with increasing Fall enrollment.

MSP is engaging with students to support them in completing the FAFSA for the 2024-2025 application cycle and developing Fall networking sessions for students to attend. The networking sessions (Panther Talk Sessions) were implemented last year and served as a valuable networking and teambuilding resource for students.

Additionally, in the month of August, MSP attended the following outreach events:

Date of Event	Organization/School	Event Type
8/20/2024	Rock the Bock Event at Furley Elementary School	Community Event
8/21/2024	Frederick Douglas High School	Back to School Bash

INTERNATIONAL STUDENT SERVICES (ISS)

Student Services & Workshops

The ISS team provided support to more than 300 students via in-person, phone advising, Zoom/VHD, email communications for both new applicants and current students.

Recruitment Activities:

- BCCC International Student Virtual Open House for Transfer Student (7/30/2024)
- BCCC International Student Virtual Open House for Students Applying from Outside of the USA (8/1/2024)

F-1 Enrollment: Compared to Fall 2023 there is about 50% growth in F-1 International Student enrollment. A total of 55 new students registered for Fall 2024 and 140 students are identified in the F-1 status at BCCC.

New International Student Orientation (8/15/2024) – Approximately 40 new F-1 visa students attended to learn about F-1 regulations & rules, student’s responsibilities, important documents, benefits, successful scenarios/stories and to connect with other students. (see pictures below)

ATHLETICS

The women’s volleyball season kicks off this month. This will be the second season for the sport.

The men’s and women’s basketball teams will begin their seasons in October, with 30 new students to BCCC. The men’s team has been able to fill out their roster with international and local talent that includes student athletes from Australia, Finland and Sudan. One of the young men on the team is the son of an Olympic Bronze Medalist (men’s basketball) from the former Yugoslavia (Serbia).

The competition schedules for all the teams are posted on the Athletic Department website located at www.bcccpanthers.com

RECORDS & REGISTRATION

In August 2024, Records and Registration conducted Federal Education Rights and Privacy Act (FERPA) training to ensure the college community is aware of the Federal Education Rights and Privacy Act. Also, the Registrar conducted a presentation at the New Student Orientation on how to utilize the Panther Portal for new students. The training allows students to self-register themselves in the future.

Records and Registration went live with Degree Works in August which enhances the degree audit process to view students' progress within their major and determine what courses are needed as they progress towards completion. Training is currently being provided to academic program coordinators.

In the Summer 2024 term a waitlist process was implemented. The implementation of the waitlist allows Academic Affairs to monitor/track the courses students interested in to determine if additional sections are needed.

OFFICE OF FINANCIAL AID

In August 2024, financial aid disbursements for the 2023-2024 award year paid to students from the following sources are:

- Total Federal funds paid to students: \$9,887,897.
- Total State funds paid to students: \$462,321.
- Total Institutional aid paid to students: \$101,300.

For the 2024-2025 award year the Office of Financial Aid has generated financial aid packages for students as follows:

- Total Pell Grant packaged: \$20,316,172.
- Total Federal Supplemental Educational Opportunity Grant (FSEOG) packaged: \$816,000.
- Total Federal Work-Study (FWS) packaged: \$882,519.
- Total number of students with completed FAFSAs: 2,879

During the month of August, the Financial Aid Office achieved several significant milestones:

1. **Student Assistance During Orientation:**
The team assisted students ensuring they understood their financial aid options and were properly guided through the process of securing aid.
2. **Aggressive Campaign for FWS Community Service Placements:**
A campaign was launched to promote the FWS program, focusing on community service placements. As a result, fifteen students were placed in the community as tutors and assistants in various departments, enhancing their work experience while supporting community needs.
3. **FAFSA Completion Support:**
The Financial Aid Office provided comprehensive support to enrolled students for completing their FAFSA forms. We offered one-on-one assistance to ensure students were able to complete their applications correctly and on time.
4. **Regular Award Notifications:**
To keep students informed, we continued to send out award notifications on a weekly basis to those who have been packaged and awarded.

Due to the implementation of the new FAFSA changes, implementation challenges impacted the offices' ability to timely import FAFSAs and package students for Fall 2024 effectively. Currently the Office is working on this integration challenge with both ISE and Ellucian.

TRIO STUDENT SUPPORT SERVICES PROGRAM

In August 2024, the TRIO Student Support Services Program focused on outreach, participant engagement, and preparation for the upcoming academic year. The TRIO SSS staff prioritized academic advising, assisting participants with class selection for the fall semester, and guiding students through the FAFSA completion process.

Throughout the month, the program delivered a wide range of comprehensive services to its participants, including coaching, academic advising, financial literacy guidance, transfer services, and career decision-making assistance. Monthly check-in meetings were conducted to monitor progress and address concerns, such as degree audits, financial aid, student accounting, technology accessibility, tutoring needs, and referrals to support services.

Monthly Contact Totals:

Type of Contact	No. of Students	No. of Visits
Virtual and In-person	55	76

Student Programming Highlights:

SSS Open House / Meet and Greet (8/27/24):

Twenty-three students attended the event, which featured icebreaker activities to help students get to know each other, introductions to SSS staff and Peer Mentors, an overview of the program's mission, services, and eligibility criteria, testimonials from current participants, and a sneak preview of this year's cultural and academic trips, including a college visit.

StudentLingo Online Workshops:

Currently, there are 115 participants enrolled on the platform, with 10 actively working on modules. The average time spent on these modules is 2 hours, and there were 25 successful completions of workshops in August. With

over 49 on-demand workshops available, students have access to resources that enhance their academic and non-cognitive skills 24/7.

Professional Development:

The SSS team participated in the Council for Opportunity in Education (COE) Connect, Discuss, and Learn webinar on 8/28/24. This virtual meeting provided valuable opportunities to connect with peers, engage in discussions about current challenges, and stay informed about the latest legislative and regulatory updates that impact the success of SSS programs.

TRIO UPWARD BOUND MATH AND SCIENCE PROGRAM (UMBS)

UBMS Student Participants

Number funded to Serve: *objective met*

After evaluating students during their probationary period, some students were removed from the program and others added to the program to finish the 2023-24 school year with 63 UBMS participants.

- Target enrollment: 62
- Actual enrollment: 63 students=102% capacity
- Percentage of students First Generation & Low Income: 66.6% (42/63)

Outreach and Recruitment

UBMS had reached the target number for recruitment for our Target Schools:

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

Program Highlights:

- UBMS Staff meet with recent University of Baltimore graduates to conduct their 1st year college planning session.
- UBMS 2024-25 Budget submission to the Department of Education, Aug. 22, 2024
- UBMS Alumni who are now enrolled in TRIO SSS, attended the Meet & Greet, Aug. 27, 2024 (TRIO hand-off)
- Preparation for Back-to-school nights in September for 2024-25 recruitment
- Administrative task to:
 1. Complete the 2023-24 budget reconciliation
 2. Compile student data in preparation for the annual performance report (APR)
 3. UBMS Fall program planning, including dual enrollment advisement at BCCC

Institutional Support:

2024 Fall Student Orientation Event, Volunteer (August 17, 2024)

Professional Development:

The Director attended various sessions during the BCCC Fall Professional Development Week (Aug 12-16) to include but are not limited to: Draft Strategic Plan Framework, Unit Level Strategic Planning, Maryland Higher Education Commission (MHEC) Academic Programs, Ethics on Campus, FERPA Training.

TRIO’s national professional organization, COE, offers a free, virtual space for the TRIO community to connect with peers, discuss current challenges, and learn about current legislative and regulatory authority to assist administrators to operate a more effective and efficient TRIO program.

STUDENT SUCCESS CENTER

Advising Operations (In-Person Drop-In Visits)

Summer 2023 Table

Month	June 2023	July 2023	August 2023	Summer 2023 Total
Advising	773	827	1,647	3,247

Summer 2024 Table

Month	June 2024	July 2024	August 2024	Summer 2024 Total
Advising	789	976	1,985	3,750

- Increase of 503 students from Summer 2023 to Summer 2024.
- Most visits were Mondays-Wednesday.
- More students arrive between 10AM-12PM.
- There was a gradual increase of wait times throughout the summer as advising staff are also serving on the Virtual Help Desk (VHD).

Highlights

- Panther Success Kickoff
 - As of August 26th, two hundred and seventy-three (273) students expressed interest in Panther Success.
 - After screening, 73 students were admitted with priority to students who were either in academic warning and/or below a 2.5 grade point average.
 - Twenty-seven (27) students have been offered full admission as they have completed the commitment form and online program orientation. Twenty-two (22) of those students were eligible for the monthly incentive.

Next Steps

- **Panther Success**
 - Continued recruitment of targeted population and admittance of interested students now above 2.5 GPA for remaining spaces.
 - Additional promo to include social media and website.
 - Submission of monthly reports to MDRC and MHEC on progress.
 - Planning for additional advisor professional development on best practices.
 - Proactive outreach to students for either September advising meetings and/or attendance at programs sponsored by the Center for Academic Achievement.
- **Transfer Fair** Coordination-October 30th from 10AM-1PM and **Ready, Set, Graduate Sessions** for near completers.

TESTING CENTER

Summary of Testing Appointments

The Testing Center administered 964 exams to BCCC students and community members. The below data table provides a breakdown of the testing appointments that occurred in August 2024.

Exam Name	Exams Administered	Revenue
Accuplacer	670	
Accuplacer ESL	51	
Accuplacer MSP	14	
Accuplacer MSP ESL	6	
Accuplacer HS Testing	2	
Accuplacer Retest	45	
External Accuplacer	0	
BCCC Course Exams	6	
Biology Exemption	18	
Biology Exemption Retest	3	
CLEP	5	\$100.80
Computer Literacy	13	
Computer Literacy Retest	4	
External Course Exams	5	\$169.75
GED	59	\$702.50
Parapro	47	\$1,425.90
TEAS	16	\$611.10
Total Exams Given	964	
Total Number of Individuals Tested	804	
Total Revenue Generated	\$3,010.05	

Data Breakdown

- BCCC Testing Center administered 964 exams in-person to 804 individuals (unduplicated) in August.
- GED July Revenue:
 - Exams Delivered: 55
 - Revenue Earned: \$713.75

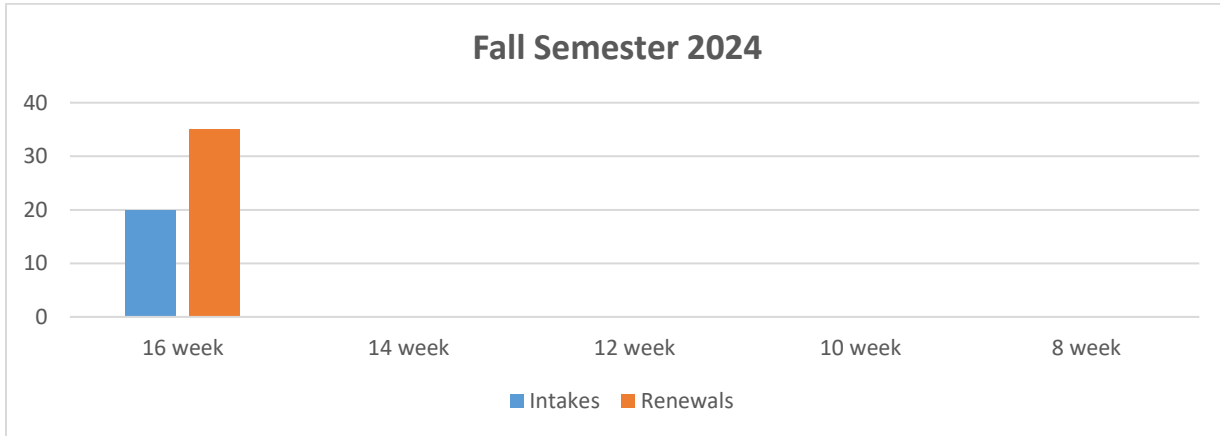
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
182	206	137	132	162	147

Updates and Collaborations Efforts towards Goals

1. The BCCC Testing Center is now an Ability-To-Benefit (ATB) Testing Site
 - a. Ability to Benefit (ATB) allows postsecondary test takers without a high school diploma to receive Title IV financial aid when they're dually enrolled in a career pathway program and in adult education.
 - 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.

DISABILITY SUPPORT SERVICES CENTER

During the month of August 2024, the Disability Support Services Center’s Director registered approximately 55 students for the 16th week session of the Fall 2024 term which includes 20 new intakes.



A Marketing Campaign was launched to describe the process to help students with disabilities regain educational experiences, support, and services with success. Further, an outreach agenda was created to address enrollment expectations and goals. Enrollment activities included classroom presentation, departmental orientations, weekly phone banking, texting, and social media publishing for existing and new students. Also, weekly in-person as well as virtual drop-in office hours were re-established for students.

STUDENT SUPPORT & WELLNESS SERVICES

During the month of August 2024, the Student Support and Wellness Services office (SSWS) served approximately 27 students virtually and in person via office visits, intakes, scheduled counseling sessions. The Counselors conducted counseling intakes and facilitated (17) in-person (in-office) and virtual (telehealth) individual counseling sessions. Students this month present with issues surrounding school- related stress and anxiety, health stressors, test and social anxiety, depressive symptoms, struggles with basic needs and resources, interpersonal and relationship (family, romantic, platonic) issues and other major or minor mental health symptoms.

SSWS was represented at (47) campus planning and routine meetings. These meetings ranged from: weekly check-ins with key staff, the monthly Student Affairs gatherings and summer events. The office also participated in five BCCC community events this month led by Student Life and Engagement, TRIO, MSP, AED-GED etc. Another Mental Health First Aid course was facilitated to continue training Student Affairs staff in mental health basics, and NARCAN campus training.

SSWS office partnered with Care First and are in the beginning stages of collaborating with workshops and future health fairs. Two workshops, one on Supporting Distressed Students for faculty, which received great instant feedback and the other on building healthy relationships for nursing were facilitated. The students were very receptive, and the overarching goal was learning to build positive networks that will support their overall success.

STUDENT LIFE & ENGAGEMENT

The Office of Student Life & Engagement hosted several events and launched new initiatives to support students at BCCC. This month we were able to support many departments such as the Mayors Scholars Program, Wellness, Student Affairs and Admissions with various events.

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. Many collaborations and new events occur because of these routine meetings.

Collaborations

New Student Orientation Planning Committee

The Director of Student Life & Engagement serves on the New Student Orientation Planning Committee. The Director has collaborated to work on some of the required items for students attending New Student Orientation for fall 2024.

Admissions Tours

During the month of July, the Office of Student Life & Engagement participated in Campus Visit presentations for area Middle and High Schools. The office also provided student leaders who assisted with conducting tours on campus.

New Student Orientation Experience

BCCC welcomed more than 500 new students and their family members on this day. The day was filled with academic presentations, a resource fair, cookout, giveaways, and more. Student life & Engagement assisted the Vice President of Student Affairs in the execution of this day. The SGA team, Student Leadership Club Ambassadors, and members of active clubs and organizations participated in this event as tour guides and by volunteering at the resource tables.

New Initiatives

BCCC officially launched the National Society of Leadership & Success (NSLS). BCCC is the second chapter designated (Prince George's CC. was first) out of 16 community colleges in the state of Maryland. BCCC now join the ranks of 13 other 4-year institutions with chapters in the state of Maryland. The NSLS is the largest and only accredited leadership honor society in the nation, with more than 800 chapters and over 1.9 million members.

August 7, 2024: Student Leadership Retreat

Student Life & Engagement hosted a retreat to get new students acclimated to their executive board roles within various clubs and organizations at BCCC. 36 students attended leadership lessons, team building exercises, opportunities to work on planning for the year, and remarks from Donna Thomas, Interim Vice President of Student Affairs, and Mike Berends, Director of Marketing. Dr. Tonya Moss, Professor of English was the keynote speaker for the retreat.

August 15, 2024: Welcome Back at Harbor Location

To continue the tradition of offering “Welcome Back” activities on all locations, the Harbor location gave out Welcome Back Bags and snack items to students as they started the first day of the semester.

August 21, 2024: Welcome Back Day

The campus officially opened for the fall 2024 semester. Members of SGA and the Student Leadership Club helped prepare and distribute snacks and Welcome Day bags filled with a few essentials such as markers, snacks, a first aid kit, a toiletry kit, and pencils to name a few. The event was held from 8:00 to 10:00 am for the morning students and 4:00 – 6:00 pm for the evening students. More than 300 students participated in the full day.

August 22, 2024: Welcome Back Bash

The annual day of fun for Welcome Week was held on this day. Students enjoyed a day of fellowship, food, and fun. The day included games, giveaways, a DJ, and much more. The event was held outside the upper Atrium from 11:00 am to 2:00 pm. Members of SGA, Student Leadership Club, ARMY ROTC, SECU, and AFLAC all had resource tables at the event providing information and giveaways. 220 students attended the Welcome Back Bash this year in comparison to the 179 students who attended last year. Johns Hopkins hosted an STI/HIV Screening for students interested in health testing.

August 26, 2024: Welcome Back Bingo

The second week of classes started off with a Bingo Day. Students were able to play several rounds of bingo to win prizes.

August 28, 2024: Involvement Fair

The annual Welcome Week Involvement Fair was held. In addition to the various campus departments, the SGA and current clubs and organizations had tables providing information to the students about their organizations. This was also an opportunity for new clubs to be introduced and recruit new members. This year’s event featured Dunkin’ Donuts and SECU as community partners.

September 4, 2024: Student Leadership Club Meeting

The Director of Student Life & Engagement assisted the Student Leadership Club as they kicked off the beginning of the semester with their first meeting of the 2024 – 2025 academic year.

September 4, 2024: SGA General Body Meeting

The executive board led their first meeting of the semester with a calendar of events and allowing each active club to discuss the vision and mission of their organization.

Baltimore City Community College

PRESIDENT'S REPORT

Board of Trustees, September 18, 2024

Mr. Michael Thomas, Vice President, 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.

Divisional Accomplishments:

- The College's annual CC-3 submission to the Maryland Higher Education Commission (MHEC) reported that the Workforce Development and Continuing Education Division's Full Time Enrollment (FTE) increased by 60% in FY 24 (1,006) as compared to FY 23 (627).
- The following are grant renewals and continuations for FY 25 under WDCE:
 - MD Department of Health \$10,059.00
 - Maryland Office for Refugees and Asylees (MORA) Afghan Grant (AS2SI) \$546,504
 - MORA Refugee School Impact Grant (RSIG) - \$1,236,745
 - MORA English to Speakers of Other Languages (ESOL) - \$410,650
 - MORA Services to Older Refugees (SOR) - \$244,312
 - International Rescue Committee (IRC) Citizenship - \$120,000
 - Department of Social Services (DSS) – July – Dec. 2024 - \$753,113.03
 - ARPA (Mayor's Office) - \$750,000
 - Maryland Department of Labor - \$1,044,693
 - Department of Human Services (DHS)- Supplemental Nutrition Assistance Program (SNAP) - \$600,000
 - **Total - \$5,716,076.03**

ABE/ELS Program Improvement – Adult Basic Education/GED and English as a Second Language are increasing their class offerings and diversifying modalities each month to meet the needs of prospective students.

Adult Basic Education

- ABE has registered 200 students for classes starting in September. 493 enrollments were processed for July classes.
 - Classes are offered online, in-person, and at the Metropolitan Transition Center (MTC)
- Forty-five (45) official GED exams were taken; 29 content-specific exams were passed; 6 GED content exams did not pass by 1-3 pts.
- Ninety (90) GED Ready tests were taken; 66 received a “Likely to Pass” on the GED Ready tests, and 8 students missed getting a “Likely to Pass” by 1-3 pts.
- Thirty-one (31) students earned their high school diploma for fiscal year (2024), including 1 student from the correctional facility, MTC earned his high school diploma.
- Six (6) students have earned their Maryland High School Diploma for FY 25.
- The FY 25 MD Department of Labor Continuation Grant was submitted May 9.
 - Over \$1 million in funding has been approved for ABE and ESL classes, as well as IELCE/IET and IET for FY 25.

Community ESL

- Twenty-two (22) classes are currently in session
- Community ESL continues to provide instruction at off-site community locations: Fallstaff ES, Curtis Bay Elementary/Middle School, and Hampstead Hill Academy, Holabird Judy Center and at the Moravia Park Judy Center
- ESL Coordinator continues to visit classes (in person and Zoom) to talk about post-testing and summer class options.
- In partnership with MD Labor, the College has adopted the new CASAS English exam. Testing new students and scheduling current ones to take a new CASAS assessment is now underway.
- Classes have finished at Johns Hopkins Hospital for employees. Classes began in January with a second cohort that began in February.
 - JHHS has requested more classes and the College will build a schedule that works for all stakeholders
- In partnership with CASA de Maryland, a new cohort for the Integrated English Language and Civics Education/Integrated Education and Training (IELCE/IET) Certified Nursing Assistant (CNA) training course started in August with 12 students enrolled

Partnerships

- BCCC and CASA de Maryland continue to partner on IELCE/IET CNA, Community Health Worker, Warehousing, and in FY 25, Childcare 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 (about 3 months) or fewer.
- ABE/ELS Directors and Community ESL Coordinator conducted a site visit to Coty to explore ESL classes through partnership with Global Refuge, funded by MD Labor, on August 14th.
 - A second visit is pending to formalize the partnership
- ABE/GED continues running classes in Corrections and had their first student earn a HS Diploma.
- 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 entered a partnership with Johns Hopkins Hospital to provide contract training classes to staff at the main hospital center and Bayview.
- BCCC continues to partner with City Schools and local Judy Centers to provide ESL classes in the community.

English Language Institute (ELI)

- ELI supported Mayor's Scholar Program (MSP) Summer Bridge by providing 3 sections of Academic English to MSP students who required ESL instruction
- ELI is currently running 2 sections of each of its courses, 16 in total, marking the area's highest total since the COVID-19 Pandemic
- ELI coordinated with Mayor's Scholar Program, the Testing Center, and CASA de Maryland to ensure a steady flow of information that led to successful planning for incoming Summer Bridge students who required academic ESL classes.
- ELI continues to work with admissions on ELI referrals for ESOL students.

Citizenship and Services to Older Refugees (SOR)

- Three (3) Citizenship classes are currently running, closing out Federal Fiscal Year 24.
- BCCC is serving 44 SOR clients to provide resources and information about ESL and Citizenship classes (projected FY 24 total was 35). These clients, if willing, will be reregistered in FY 25 to further their English language and cultural acquisition
- 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
- 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)

- Summer programming was a success at Patterson High School
 - 55 students enrolled in ESL, Art, and 3-D printing
- Programming for FY ’25 is currently in the planning stages, but is slated to start this fall at the following schools:
 - Moravia Park ES
 - Furley ES
 - Patterson HS
 - Mt. Royal E/MS

Refugee Assistance Program (RAP)

- Eleven (11) classes currently running—the last for Federal Fiscal Year 24
- Seventy-five (75) clients were referred for the ESL services in August from the following resettlement agencies: IRC (International Rescue Committee), Lutheran Social Services (LSS), Hebrew Immigrant Aid Society (HIAS) in March.
- Testing appointments have been made with over 160 students this month
- The RAP specialist updated **318** cases in MORA with class information and notes.
 - Uploaded **630** documents for the cases.
 - Opened **20** cases in MORA as walk ins for Global Refuge and HIAS clients. Documents uploaded. Notes made.

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

Baltimore City Schools

- In partnership with Baltimore City Schools, WF has developed a summer training program in four (4) areas: Certified Nursing Assistant (14 students), Pharmacy Technician (7 students), Community Health Worker (15 students), and Emergency Medical Responder (EMR) (17 students). Designed for rising seniors, the summer training finished in August.
 - All classroom hours are completed, and students are participating in the required clinicals.
- With this programming, WF have worked with Ed Burrell in the Emergency Medical Services Department to develop a new certification for Emergency Medical Responder. A 90-hour course that prepares students for state and national certification.
- Workforce Development is coordinating with Vivian T Thomas Medical Arts Academy, to launch noncredit pathways in dual enrollment for Fall 2024 semester.
 - CNA (10 Seniors): CNA sequence: Medical terminology, CNA Theory, CPR, and Clinicals
 - CNA (15 Juniors): CNA sequence: Medical terminology, CNA Theory, CPR, and Clinicals
 - EMT: pending program sponsorship from BCCC

Mayor's Office of Employment Development (MOED)

- In a Partnership, BCCC is hosting 30 Career Coaches from City Schools at its South Pavilion location. These Career Coaches were given a tour of the main campus and provided an orientation, where members of the BCCC community spoke about their specific areas and what they could offer to prospective students.
- In conjunction with the ongoing partnership with MOED and DSS, staff is attending weekly intake sessions at the MOED workforce Reception Center. At these events we present workforce training opportunities to incoming DSS participants.
- Every Thursday at MOED's Northwest Job Center, BCCC workforce staff attend a community job and training fair to engage with local community interested in workforce training.

Childcare Training

- In March 2024, WF began in person classes for Early Childhood Education and Childcare at South Pavilion. The training leads to the 90-hour certification from the Maryland State Department of Education (MSDE). Current enrollment can be found below.
 - Child Growth and Development (Summer): 7
 - Infant and Toddler (Summer): 19
 - Child Growth and Development (Fall): 9
 - School Age Childcare (Fall): Still recruiting for a start date of 10/14

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

- In coordination with Adult Basic Education (ABE), WF combined GED pathways with workforce training. A Certified Nursing Assistant (CNA) cohort will begin in September to complete with CNA licensure with the Maryland Board of Nursing in December.
- Additional combined ABE and ESL cohorts in Childcare, Community Health Worker and Warehousing are being planned for FY5 completion.
- In a partnership with CASA of Baltimore, we coordinated English Second Language courses with Certified Nursing Assistant (CNA). For FY25, there are three cohorts planned. The first began in July 2024 with eleven (11) students slated to complete their training by the end of October.

Maryland Department of Health

- Workforce Development was awarded a grant to train and certify fifteen (15) Community Health Workers. Training began in February and concluded in June 2024. Students are completing the required clinical hours and will register for certification with the Maryland Department of Health.

Center for Urban Families (CFUF)

- 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 the Center for Urban Families. 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

- To date in FY24, in collaboration with Goodwill, WF trained and licensed thirty-one (31) Certified Nursing Assistants and twelve (12) Pharmacy Techs.
- The April CNA cohort of sixteen (16) completed the classroom portion and their clinicals in June/July.
- The May Pharmacy Tech cohort enrolled fifteen (15) students who completed their training in July.

University of Maryland Medical Center

- A cohort of sixteen (16) students began their Patient Care Tech (PCT) training in January and completed coursework in July 2024. These students are currently in their clinicals.
- A March cohort of eight (8) students is currently finishing up their training and will enter clinicals next month.

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, Hospitality, and Financial Literacy.

Other Funding Opportunities

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

Job Readiness Sessions

- Four (4) Job Readiness Daytime Training were conducted on the following dates: Goodwill CNA – 08/01/24; 08/20/24; 08/21/24; 08/22/24.
- Six (6) Job Readiness Evening Training Sessions: 08/06/24, 08/07/24, 08/08/24, 08/13/24, 08/14/24, and 08/15/24.

Client Services

- Twenty-seven (27) Students were placed in employment opportunities.
- Three (3) students were submitted to WBJC Radio internship – Caleb Kalu, Fadilla Shaibani, Alice Andrade.
- Thirty-one (31) students received walk-in services.
- Fourteen (14) student resumes were developed.
- Five (5) student resume review sessions were conducted in person.
- Nine (9) student resume review sessions were conducted via Zoom.

Community Events

- Career Services attended the following events:
 - MOED/Westside Youth Opportunity Center Hiring Event – 08/21/24.
 - University of Maryland Medical Center West Fest Community Resource Fair – 08/28/24.
- BCCC Student Welcome Week 2024 Resource Event – 08/28/24.
- Title II Leadership Team CO-OP (DLLR)-08/07/24.

High School Diploma Achievement and Transition Services

- For fiscal year (2024), 31 students earned their high school diploma.
 - 5 more students earned their high school diploma for a total of 6 for fiscal year (2025).
 - A total of 37 students have earned their high school diplomas for 2024 graduation ceremony.
- Ninety-four (94) students currently enrolled in South Baltimore Adult High School.
- Job Readiness-Classroom Visit to ABE-08/07/24.

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 Pathways in Technology Early College High School (PTECH) Students: 200
 - Carver: 60
 - Digital Harbor: 40
 - Dunbar: 100
- P-TECH students are taking between 6 – 15 credits, 2 + classes each, this Fall 2024 semester here at BCCC.

- 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 Digital Harbor, Dunbar, and Carver High Schools to ensure a smooth transition into college classes for students.
- PTECH works internally with a panel of BCCC departments, representatives from e-learning, IT, Student Support and Wellness Services, Center for Academic Achievement, BCCC Library, and Disability Support Services Center to best equip students for success.
- The ELS department, in partnership with City Schools, has started programming at four (4) schools: Moravia Park Elementary School, Patterson High School, Mt. Royal Elementary/Middle School, and Furley Elementary School. The afterschool programming focuses on ESL instruction, College and Career Readiness, Dance, Sports, and STEM enrichment classes. These classes are funded through DHS-MORA's RSIG (Refugee School Impact Grant) which was renewed for FY '25. Digital Harbor HS and Hazelwood ES, have all inquired about hosting programming at their sites in FY 25.

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:

Loop Road Project

- The Loop Road Project has been completed and the new exit is opened for use. We continue to stress to all personnel to use caution when exiting, right turn only and yield to oncoming vehicular and pedestrian traffic.

Security Kiosk, Main Entrance

- The security kiosk is complete and is in use by our Public Safety Officers. The new facility provides the necessary protection required by today's security standards.

Bard Building Demolition

- The demolition of the Bard building is 90+ percent complete, the building and all materials have been removed from the site and preparation has begun to prepare the site for the planting of trees and grass. Completion is anticipated for the month of October, weather permitting.

Life Science Building (LSB)/Fine Arts Building HVAC Upgrade Project

- This project is 65% complete with all chillers in place and the boiler work has begun. We anticipate reopening the Fine Arts Theater by the end of September and all work completed by October 31, 2024

Elevator Replacements

- The installation of the freight elevator in LSB is 99% complete, the next phase is the installation of the emergency phone, and cameras. The installation of the West and South Pavilion elevators is 80-90% complete. We anticipate completion by mid-October. The contractor has started replacing the elevator in the Physical Education Center. This process will take about 90 days to complete. We will provide advance notice when the next phase starts and which elevator is next, as we continue with the replacement of elevators throughout the Campus.

Ongoing projects in the design stage include:

- Dental Clinic Renovation (LSB)
- Main Building Ground and 1st floor Restrooms Renovation.
 - The specifications and Design have been sent to the Purchasing Dept to be published in e-MMA to be bid on the construction project.
- West Pavilion Restrooms Renovation
 - The Architect has sent 95% of the design to BCCC for review and comment
- South Pavilion Restrooms Renovation
 - The Architect has sent 95% of the designs to BCCC for review and comment
- West Pavilion Windows Replacement
 - The Architect has sent 95% of the designs to BCCC for review and comment
- Life Sciences 1st and 2nd Floor Restrooms Renovation
 - The Architect has sent Finishes board to BCCC for review and selection
- South Pavilion Exterior Windows Replacement
- Fine Arts Curtainwall Replacement
 - 50% Construction Documents: 50% construction documents will begin once the Structural Engineers fee proposal has been approved by DPRB/BPW. The project will be completed approximately 30 days from start.
- Learning Commons Project (New Library)
 - The President's Office will host a kickoff meeting with DGS and the selected design team on September 19, 2024. The design phase will take about a year to complete.
- North Pavilion Demolition.
 - DGS PM has reviewed and approved the Part 2 program. However, DGS PM is waiting on DBM to finalize their review in reference to the Part 1 program prior to procuring an Architect.
 - The design phase of the work is planned for the fiscal year 2026.
- Wellness Center.
 - BCCC coordinated with Colimore Architects to facilitate document downloads based on data submission on 7/12/24. DGS Program Manager is scheduled to meet with BCCC leadership to provide a comprehensive progress report and continue with preparing the required documentation for State approval.
- Facilities Building.
 - Second Draft Part 1 & 2 for informal DGS review; Update 4/12/24 – DGS reaching out to AE for update; Update 6/21/24 - Draft submitted on 6/7/24 for DGS and BCCC review.
- Nursing Building

- BCCC provided comments and updated parts 1 and 2 of revised program 9/6/24 in response to Department of Budget Management comments.

Since January 2022, the following construction projects have been completed:

- Receiving flooring project, **Start Date:** 9/10/2022 **End Date:** 9/24/2022
- Greenhouse flooring project, **Start Date:** 4/07/2022 **End Date:** 8/15/2022
- Student Center renovation, **Start Date:** 1/10/2022 **End Date:** 3/25/2022
- South Pavilion Roof Replacement, **Start Date:** 4/12/2022 **End Date:** 7/21/2022
- South Pavilion HVAC Repairs, **Start Date:** 4/07/2022 **End Date:** 8/25/2022
- South Pavilion carpet and rubber stairwells, **Start Date:** 6/27/2022 **End Date:** 8/19/2022
- Life Science Building Chiller Repairs, **Start Date:** 3/07/2022 **End Date:** 5/16/2022
- Life Science Building IT/Data Room HVAC Upgrades, **Start Date:** 3/15/2022 **End Date:** 4/20/2022
- Main Building/Nursing IT/Data Room HVAC Upgrades, **Start Date:** 6/01/2022 **End Date:** 7/02/2022
- Life Science Building Duct Work Cleaning, **Start Date:** 11/18/2021 **End Date:** 12/22/2021 (**This is a 2021 Project**)
- Main Building Duct Work Cleaning, **Start Date:** 7/11/2022 **End Date:** 7/22/2022
- Flagpole lighting installation, **Start Date:** 3/21/2022 **End Date:** 3/25/2022
- Bottle Filler Water Fountains Installation, **Start Date:** 3/23/2022 **End Date:** 6/10/2022

PUBLIC SAFETY AND SECURITY

Public Safety 24-hour Monitoring and Security -- Security for all campus locations includes camera surveillance, access control monitoring, and officers on patrol (security rounds and stations).

- Working in collaboration with both Baltimore City School Police Department and Morgan State University Police Department to ensure all sworn Public Safety Officers meet entry level Maryland Police and Training Commission standards.
- In collaboration with Baltimore City Police Department (BCPD), Public Safety will host an “Active Shooter” professional development session for the College community on Wednesday September 18, 2024.
- Public Safety, in collaboration with Baltimore City Police Department, is providing additional resources to address the increase in vehicle thefts in the community by performing on-site monitoring of community roads and streets, including the Student Parking lot (Palladium) daily.

Baltimore City Community College

PRESIDENT’S REPORT

Board of Trustees, September 18, 2024

Mr. Peter Farrell, Chief Information Officer

IT Master Plan

During the Fall 2024, ITS will collaborate to further the development of the 2024-2029 IT Master Plan that will incorporate unit-level goals and KPIs and will be in alignment with the College’s overall strategic plan.

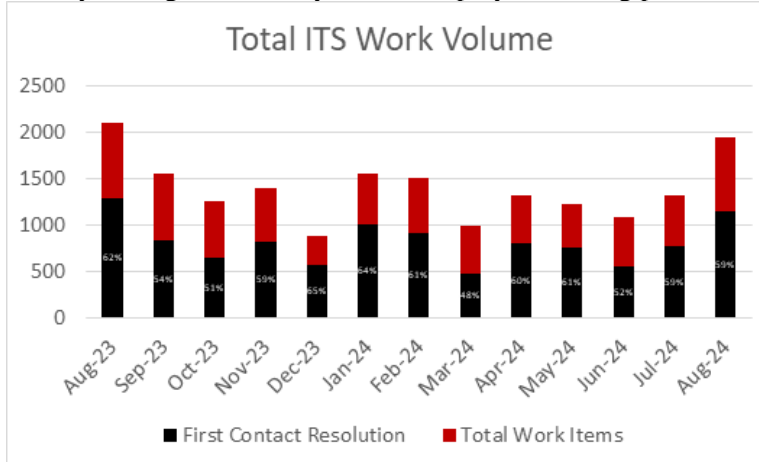
IT Operations

For the period from June 2024 through August 2024, Information Technology Services (ITS) Client Services saw a total of 3,379 work items completed, with an average of 70% being closed at first contact. This includes student, faculty, and staff support across all areas of ITS. Throughout the summer, Client Services continued the computer refresh, with the focus on classrooms & labs, which completed in September 2024. As a result of summer preparation, device refreshes, and increased training, total August ticket volume decreased 7% from the prior year.

ITS leadership is developing plans to make improvements to the work tracking system, FreshService, to include enhancements such as: change management tracking; IT asset management; employee onboarding and offboarding requests; and customer satisfaction surveys. These enhancements will allow ITS to better assess operational effectiveness, track customer satisfaction, reduce time to resolution, and streamline processes.

ITS provided several training sessions for faculty and staff during the August 2024 Professional Development week, including sessions on IT security and Microsoft Teams.

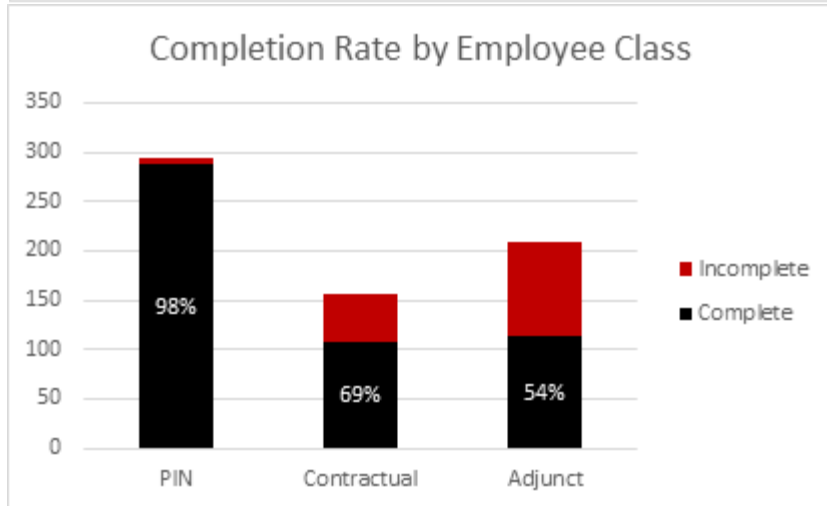
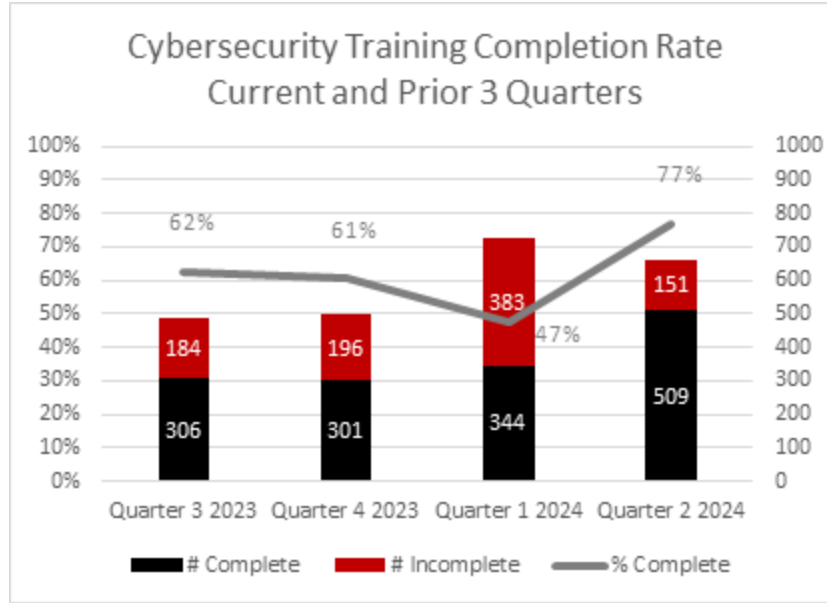
During the Fall semester, the ITS team is finalizing configuration for Windows 11 deployment to the campus. Internal compatibility testing is underway and an employee training plan is being developed.



Source: FreshService ITS ticket data, August 1, 2023 – August 31, 2024

IT Security

BCCC utilizes Proofpoint, through the State of Maryland Department of IT, to provide cybersecurity awareness training to all employees. In summer 2024, the State communicated a change that training has moved to an annual cycle. The Quarter 2 2024 training concluded on August 30, 2024 and after a comprehensive communication campaign to the employee community over the summer, the College reached its highest completion rate in history, with 77% of all employees compliant, including 98% of PIN employees.



Source: Maryland State Department of IT
Note: The Quarter 2 2024 training period was open from April 1, 2024 – August 30, 2024.
Moving forward, training will be conducted on an annual cycle.

Baltimore City Community College

PRESIDENT'S REPORT

Board of Trustees, September 18, 2024

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

OFFICE OF ASSESSMENT

A new Director of Assessment, Cora James, has been hired. She most recently served as the Executive Director of Assessments at the Maryland State Department of Education (MSDE). Ms. James brings a wealth of experience, with a background that spans classroom teaching, district-level leadership, and state-level work in K-12 curriculum and assessment.

Ms. James began her role at BCCC and reports to the Vice President of Institutional Effectiveness, Research, and Planning. She will help to drive College-wide academic and non-academic assessment efforts and collaborate with President McCurdy and the Cabinet to advance the 2024-29 Strategic Plan upon finalization.

Her responsibilities include developing a comprehensive plan for collecting and disseminating assessment data to faculty, staff, and administrators in collaboration with the Office of Institutional Research. She will work closely with Academic Affairs and the Office of E-Learning to support student learning outcomes in the College's learning management system. Additionally, the Director is key in supporting institutional and academic program accreditations and will be integral to the Program Review process as part of the Program Review Planning Group comprised of faculty committee leaders and key administrators from Academic Affairs and OIERP.

OFFICE OF INSTITUTIONAL RESEARCH

State, Federal, and Regional Reporting

The Office of Institutional Research (OIR), under the direction of Eileen Hawkins, developed data for and oversaw the successful submission of the following State and federal reporting requirements for June through early September 2024 with the support of Dr. Charles Wilson, research analyst.

Department of Budget and Management

- *Managing for Results (MFR) Data Template* – With feedback from the VP IERP and VP Finance & Administration, proposed revisions were submitted to meet the deadline of June 6, 2024. Developed updated data for credit and continuing education student enrollment and outcomes and prepared definitions, sources, and other explanatory notes as required. Collaborated with Finance & Administration for financial data and projections, and Workforce Development & Continuing Education (WDCE) and Student Affairs for data validations and two-year estimates. Led reviews with VP IERP with Cabinet members. The MFR template and associated materials were submitted to meet the deadline of September 6, 2024.

Maryland Association of Community Colleges/Richmond Federal Reserve Bank

- *Federal Reserve Survey of Community College Outcomes* – Developed outcomes data for credit and continuing education students by various enrollment and demographic characteristics to meet the submission deadline of June 30, 2024.

Maryland Association of Community Colleges (MACC)/Lightcast

- *FY 2023 Economic Impact Study* – Director coordinated this institutional effort which included information from OIR, Human Resources, Controller's Office, and Marketing. OIR developed credit and continuing education enrollment, student characteristics, and outcomes data to meet the custom definitions called for by Lightcast, the economic researchers contracted by MACC to compile the statewide economic impact study for all 16 community colleges. The Study template was submitted to meet the deadline of August 23, 2024.

Maryland Department of Labor

- *FY 2024 Workforce Investment Opportunity Act (WIOA) Eligible Training Provider Data Collection* – In collaboration with Information Technology Services, developed student-level data for those in credit programs approved by Department for FY 2024 who exited with or without graduating. Collaborated with WDCE to develop data for approved continuing education programs. The Collection was submitted to meet the deadline of August 1, 2024.

Maryland Higher Education Commission (MHEC) and Maryland General Assembly

- *FY 2023 Report on Foster Care and Homeless Youth Tuition Waivers (S-30 Form)* – Created 2024 SharePoint folder with MHEC materials; VP IERP distributed information to Cabinet; utilized Financial Aid Information System files to extract the waiver recipients for FY 2023 and previous years and added their degree/certificate outcomes and demographics to be validated by Student Accounting and Financial Aid Offices. The process information from the Financial Aid Office was submitted which included the form utilized by prospective recipients. Conducted the final review with the President and submitted all materials to meet the deadline of June 3, 2024.
- *Sexual Assault Campus Climate Survey Narrative and Incident Report* - Distributed guidelines and materials from MHEC to BCCC's Title IX Coordinator and Director of Public Safety; created and shared 2024 SharePoint folder; updated mandated Campus Climate Survey with review and input from team and coordinated with E-Learning to post on Canvas landing page; VP IERP shared information with Cabinet. Developed narrative and data displays to summarize findings from 2024 and previous administrations of the survey. Prepared template for completion of remaining narrative sections for BCCC team. Coordinated review of Survey, Incident Log, and Incident Report with the President, prepared final documents, and completed submission before the due date of June 1, 2024.
- *S-6 Report on Credit Hours of Enrollment* – Attended training on completion of new form which combines two previously required reports. Developed data for credit and continuing education enrollments and weekly student contact hours and consulted with Facilities department and WDCE for necessary classroom and scheduling information. The submission was completed to meet the deadline of July 1, 2024.
- *S-20 Report on Exemptions for Nonresident Tuition for Undocumented Immigrants* – Developed list of students identified as DACA or Dream Act to be used by Student Accounting/Bursar's Office to report amounts of exemptions. Report was submitted to meet the deadline of July 15, 2024.
- *FY 2024 Degree Information System (DIS) File* – In collaboration with Records & Registration and Information Technology Services (ITS), developed student level data for graduates including student characteristics, academic totals, and award (degree or certificate) information. The file was submitted to meet the deadline of August 1, 2024.
- *FY 2024 External Credit System (ECS) File* – Based on the FY 2024 DIS file, developed student level data file reporting sources of external credits for graduates. The file was submitted to meet the deadline of August 1, 2024.
- *S-35 Report on Tuition and Fee Reduction for Victims of Human Trafficking Survey* – Coordinated submission of FY 2024 report with Student Accounting/Bursar to meet the deadline of August 1, 2024.
- *FY 2024 CC-2 Report of Credit FTEs* – Collaborated with Records & Registration, ITS, and WDCE to create data file needed to complete CC-2 Report for submission and to serve as documentation for upcoming annual external audit. Report was submitted to meet the deadline of August 15, 2024.
- *FY 2024 CC-3 Report of Continuing Education FTEs* - Collaborated with Records & Registration, ITS, and WDCE to create data file needed to complete CC-3 course summary file for submission and student level detail file for upcoming annual external audit. Initial course file was submitted to meet the deadline of August 15, 2024.
- *2024 Performance Accountability Report* – Created updated SharePoint folder with new guidelines and updated definitions from MHEC; created template for Cabinet responses to institutional questions; developed timeline; and collaborated with VP IERP for Cabinet kick-off. Developed updated credit and continuing education enrollment and outcomes data along with institutional and student characteristics data to complete

the required Degree Progress Template and all Performance Indicators. Collaborated with Finance & Administration for financial indicators and WDCE for Adult Basic Education/English for Speakers of Other Languages (ESOL) testing data. Developed narrative sections for Cabinet review.

- *FY 2024 ESOL FTEs Report* – Collaborating with ITS to ensure submission of file reporting FTEs generated by credit and continuing education students enrolled in ESOL or English Language Instruction (ELI) courses. Developing pass rate data which must accompany the submission by the deadline of October 1, 2024.

Middle States Commission on Higher Education (MSCHE)

- *Annual Institutional Update* – Completed review of Student Achievement and 12-Month FTE Enrollment components for the new process and collaborated with Controller to ensure review and comments on the Financial Health component were completed to meet the deadline of June 6, 2024.
- *Supplemental Information Report* – The Director served on the core team to develop narrative and supplemental data, and compile evidence to respond to MSCHE’s request for information on the College’s response to the Commission on Accreditation of Allied Health Education Programs (CAAHEP) on the Emergency Medical Services program. The submission was completed to meet the deadline of September 9, 2024.

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

- *NC-SARA Annual Data Reporting* – Reviewed reporting requirements for fall 2023 exclusively distance education enrollment and calendar year 2023 out-of-state learning placements. Updated SharePoint folder with current materials. Developed fall 2023 enrollment data and developed template for Academic Affairs (AA) to report student-level learning placement data. Shared with VP IERP for coordination with VP AA. Met with Deans Council to review the template and compiled data from Deans for out-of-state learning placements. OIR entered the data into NC-SARA portal to meet the submission deadline of June 15, 2024.

National Student Clearinghouse

- *Student Tracker Files* – In collaboration with ITS and Records & Registration, completed process to submit BCCC student level data file in order to receive Student Tracker data file back with transfer records for BCCC students.

United States Department of Education

- *Annual Higher Education Emergency Relief Fund (HEERF) Annual Report* – Developed complex data for calendar year 2024 based on credit students’ demographic, enrollment, academic standing, and financial aid characteristics and merged in data from Finance & Administration regarding forms of HEERF aid received to complete required components of report. The Controller utilized the portal to complete the submission by the due date of June 27, 2024.

College Collaborations for External Reporting or Stakeholder Needs

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

Audit Support

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

Capital Projects

- As requested by Facilities, provide support for various capital projects.

Department of Budget and Management

- *Responses to Questions for Nursing Building Program* – Supported the Facilities department in responding to questions regarding weekly student contact hours and FTDEs for current programs currently held in the Nursing Building and programs that may be housed there in the future. Provided occupational projections for Maryland for current and Nursing and Health Professions programs. Responses were submitted to meet the deadline of September 6, 2024.
- *FY 2026 Budget Form* – Collaborated with Budget Office to complete forms required to accompany FY 2026 budget submission. Developed data related to enrollment and outcomes; top degrees and certificates awarded; and faculty/staff headcount. Budget Office completed the submission to meet the deadline of September 6, 2024.

External Meetings/Working Groups

- MHEC Webinar for S-6 Report changes.
- Maryland Community College Research Group (MCCRG) Monthly Meetings
- NIH Prisoners to Professionals Bridges to Baccalaureate with Howard University Partnership Meetings
- Ellucian Advisory Services Sessions
- SUCCESS Meetings with MHEC and Manpower Demonstration Research Corporation (MDRC)
- Perkins Comprehensive Local Needs Assessment Review meeting with representative from Maryland State Department of Education (MSDE)

Grant Support

- *Expanding SUCCESS Partnership – MHEC and MDRC*
 - Attended virtual meetings with MHEC and MDRC team to discuss data considerations and criteria. Submitted student-level pilot “funnel” file to meet submission deadline of June 30, 2024. Collaborating with AVP Student Affairs to submit monthly templates on student activity to MHEC by submission deadline of September 13, 2024.
- *TRIO SSS-STAIRS and TRIO SSS-Aspire Grant Applications – United States Department of Education*
 - Developed updated data and narrative for needs section of applications to include College’s enrollment, retention, outcomes, demographics, and socio-economic characteristics for selected populations of students. Attending regular meetings with cross-functional team. The application was submitted to meet the deadline of July 15, 2024.
- *Carl D. Perkins Grant – Maryland State Department of Education (MSDE)*
 - *Comprehensive Local Needs Assessment (CLNA) and Renewal Application (MSDE)*– Utilizing data storyboards compiled by MSDE from files submitted by the College matched with employment data, developed updated data tables as required for the new CLNA. Participated in internal meetings with BCCC Perkins Coordinator and Director of Grants and external meetings with MSDE representative to ensure definitions are clear. Provided data analysis and narrative guidance to complete the application. Served on the core team to review and modify the narrative in the application as needed. The submission was completed by the due date of June 14, 2024.
 - *Career & Technical Education Enrollment and Outcomes File* – Conducting meetings with Deans Council and ITS to ensure MSDE requirements are met for student level data file reporting demographic and socio-economic characteristics in addition to program, academic totals, degree/certificate attainment, and credentials. File must be uploaded by October 11, 2024.
 - *Technical Skills Assessments File* – Conducting meetings with Deans Council and Perkins Coordinator/AVP Academic Engagement & Partnerships to underscore importance of student-level data arrangements with external licensing/certification bodies to obtain data required for submission. Providing SharePoint with necessary information including workbook developed for them to compile information. The file must be uploaded by October 11, 2024.

Maryland Higher Education Commission

- *Annual Space Capital Budget Request/Annual Space Computations CC Tables* – To support the Facilities Department submission, developed student and staff headcount and FTE data to meet the submission deadline of July 1, 2023.
- *Cultural Diversity Report* – Developed updated faculty, staff, and student trend data based on selected characteristics and provided to VP for Student Affairs. Suggested information to utilize from Performance Accountability Report and other sources. The Report was approved by the Board of Trustees and submitted to meet the deadline of September 1, 2024.
- *Report on Best Practices and Progress to 55% Completion Goal* – Created template with BCCC awards trend data and SharePoint folder with all necessary materials for VP IERP to share with Cabinet to ensure completion by the due date of September 20, 2024.

Microsoft Enrollment for Education Solutions (EES)

- *2024 Microsoft EES Agreement* – Developed updated student, faculty, and staff FTE data to support Information Technology Services (ITS) in submission of form by the due date of June 6, 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. May and June 2024 support included the following.

- *Maryland Board of Nursing (MBON) Action Plan* – Provided review and input for Action Plan response to Team Report from visit conducted in April 2024. The submission was completed to meet the deadline of June 13, 2024.
- *Commission on Accreditation for Respiratory Care (CoARC) Annual Report* – Served on team to validate data and conduct final review prior to submission. Program Coordinator completed the submission to meet the deadline of July 1, 2024.
- *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. Prepared summaries for faculty. Developed updated trend data for each ACBSP program for fall enrollment, annual degrees and certificates awarded, and discipline credit hours. Attended selected BCCC ACBSP team meetings. Served on the final review team to support preparation of the final submission. The ACBSP Self-Study was submitted to meet the deadline of July 15, 2024.
- *Accreditation Review Council on Education in Surgical Technology and Surgical Assisting (ARC/STSA) Annual Report* – Updated graduate survey and created links for administration and monitoring responses and shared with Program Coordinator and School of Nursing & Health Professions Team to prepare for report submission. The submission was completed to meet the due date of July 31, 2024.
- *Accreditation Commission for Education in Nursing (ACEN) Annual Report* – Developing cohort-based enrollment and completion data in accordance with ACEN's guidelines to meet the anticipated submission deadline of October 25, 2024.

United States Department of Education

- *FY 2024 Fiscal Operations Report and Application to Participate (FISAP)* - Developed updated annual enrollment data for credit students to support the Financial Aid Office's submission of the FISAP to meet the deadline of September 30, 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.

2024 BCCC Commencement – OIR staff supported and attended Commencement ceremony.

Enterprise Resource Planning (ERP) Implementation and Operationalization

- Continued collaboration with ITS regarding extracting student, graduate, course, and program level data needs.
- Serve on teams participating in Ellucian Advisory Services consultative sessions related to CRM Recruit and the Student module for credit and continuing education. Sessions are held twice a week for each of the three areas.

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

Professional Development

- Provided support for planning content, attendance, facilitation, and evaluation of Institutional Professional Development (PD) activities held during Fall 2024 Opening Week.
- Conducted Program Review & Evaluation Committee professional development session with Committee Chair.
- Attended professional development sessions related to FERPA, Microsoft Teams, Ethics on Campus, and Grant Administration
- Customized, administered, and compiled survey results for all institutional PD activities.
- Completed any required information technology security awareness training for Maryland Department of Information Technology.

Search Committees

- *Director of Assessment* – The Director served as a member of the search committee.
- *Research Analyst II* – The Director is coordinating the search, and the Research Analyst II is serving as a member of the search committee.
- *Instructional Designer* – The Director served as a member of the search committee.

Surveys

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

- *Mayor's Scholars Program 2024 Summer Bridge Orientation Participant Survey*
- *New Student Orientation for Fall 2024 Participant Survey*
- *Nursing Program Pre-Entry Sessions Student Survey*
- *Panther Talks Series Workshops Participant Surveys*
- *Program Accreditation Surveys* – As noted above based on respective accreditation requirements for student, graduate, faculty, employer, and/or advisory committee/board surveys.
- *Professional Development Surveys*
- *Sexual Assault Campus Climate Survey* – Developed updated mandated Survey in accordance with MHEC guidelines and collaborated with E-Learning, Student Affairs, and Public Safety for posting on the Canvas landing page with internal and external resources. Survey results were reported via the Narrative Report to MHEC before its deadline of June 1, 2024.

Teams/Workgroups

- *Curriculum and Instruction Committee (CIC)* – Director attends meetings to support new program development needs and course review. Provide input as appropriate.
- *MSCHE Core Team* – Director serves on core team for MSCHE-related submissions.
- *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.
- *Writing Teams* – Director served on writing teams for Perkins and TRIO grant applications and other projects as needed.

OFFICE OF GRANTS DEVELOPMENT

The Office of Grants Development collaborated with various departments (Academic Affairs, Advancement and Foundation, Finance Office, Student Affairs, Workforce Development and Continuing Education, and the Office of the President) to close-out FY 2024, submit renewals, implement FY2024 grant awards, meet grant reporting deadlines, and monitor the status of FY 2025 awards. The Office updated its grant inventory and operational schedule for FY 2025, ensuring accurate award amounts, meetings, type of report, due dates, periods, and the identification of internal and external grant managers.

Key revisions included:

- Revising, streamlining, and completing updates to the Grant Guide.
- Educating the College on the Grants Administration Process presented during Professional Development Week (Aug 12-16, 2024).
- Establishing and maintaining a monthly schedule to meet with Cabinet members and Principal Investigators regarding grants.

In preparation for FY25, the Office closed out previous grants, updated SharePoint content, and set reporting deadlines. In August, the Office focused on improving the Grants Management System (GMS) for wider use across the college. SharePoint folders were organized for FY25, including critical documentation such as RFPs, proposal narratives, awards, budgets, agendas and notes, supplemental documents, performance reports, and close-out (sustainability plan).

The Office participated in a guided demonstration with SPOL (Strategic Planning Online) whom BCCC has selected as the software provider for strategic planning and assessment. This system will 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.

Grants Administration Overview (July - August 2024)

1. **Baltimore City Department of Social Services (BCDSS) Occupational Training**
 - FY25 Award: \$1,609,092 for workforce training and job readiness services.
2. **Campus Compact Mid-Atlantic AmeriCorps VISTA Project**
 - Hire a “new success coach” that started in July.
 - Program targeted to serve 150 students and provide MATH 107.
 - FY24-25 Award: \$8,500.
3. **Carl D. Perkins**
 - FY25 Award: \$274,653. Final Narrative report for FY24 submitted on July 31, 2024.
4. **Child Care Careers and Professional Development Fund (CCCPDF)**
 - FY24-25 Award: \$104, 028.30 to assist 23 students with tuition, fees, and textbooks.
5. **Consolidated Adult Education and Family Literacy Services**
 - FY25 Award: \$1,044,693
6. **Maryland Office of Refugees and Asylees (MORA) Afghan Support to School Impact (AS2SI) Grant**

- FY24-25 Award: \$546,504.
- 7. Maryland Office of Refugees and Asylees (MORA) ESOL Grant**
 - FY25 renewal submitted, with an award increase to \$410,650, supporting 400 students, including 200 Afghans.
- 8. Maryland Office of Refugees and Asylees (MORA) Refugees School Impact Grant (RSIG)**
 - FY25 Award: \$1,236,745 to enhance academic performance for refugee children and support public schools.
- 9. Maryland Office of Refugees and Asylees (MORA) Services to Older Refugees (SOR)**
 - FY25 Award: \$244,312 for services to refugee clients aged 60+.
- 10. Maryland State Arts Council (MSAC)**
 - FY24 Award: \$109,986.87 to support the operation of WBJC 91.5FM, BCCC's radio station. The final report was submitted on August 15, 2024.
 - FY25 renewal grant submitted and waiting on award announcement.
- 11. National Institutes of Health (NIH) Bridges to Baccalaureate Sub-Award**
 - Nine scholars in the program attended summer lab sessions throughout July 2024.
- 12. Pathways in Technology Early College High School (P-TECH)**
 - Budget reviews were completed, and MSDE approved invoices totaling \$219,284.50.
- 13. TRIO Student Support Services (SSS)**
 - This is the fifth year of funding from the U. S. Department of Education in the amount of \$415,290, with a goal to serve 230 students.
 - A renewal grant was submitted in July 2024 for the new competition FY2025 – 2030. BCCC will not know the status of grant until March 2025.
- 14. TRIO Upward Bound Math Science (UBMS)**
 - This grant has served 68 students when the target amount was 62 for FY23-24.
 - FY24-25 Award: \$303,505.04.

New Grant Opportunities

Maryland Higher Education Commission (MHEC), Manpower Demonstration Research Corporation (MDRC), and Baltimore City Community College (BCCC) - PANTHER SUCCESS

- An intrusive advising model targeted to help students stay enrolled and graduate.
- The students will receive a stipend of \$50.00 per 9 months if they see their advisor two times a month. This stipend will be placed in their student account established with the State Employees Credit Union (SECU).
- The program is targeted to serve at least 300 students in one year with a budget of \$125,000.

New Initiatives for Funding

TRIO SSS ASPIRE Grant

- This grant will serve disabled students and meet social, emotional, and academic needs.
- BCCC requested \$272,364 to fund its SSS for five years (September 1, 2025 – August 31, 2030) to serve 100 students. Waiting on the funder for the award announcement.

The Office continues to perform its daily tasks, including grant application reviews, budget assessments, and report submissions. The Office is investigating new grant opportunities for the College. New and renewal grants for FY25 are pending.

Baltimore City Community College

PRESIDENT'S REPORT

Board of Trustees, September 18, 2024

Mr. Aubrey Bascombe, Vice President for Finance & Administration

BUDGET OFFICE

1. Highlights

- a. The Budget Office is working with various departments for reports due to the Department of Budget.
- b. The Budget Office worked with the Controller's Office to verify the fiscal data in Banner compared to FMIS.

2. Appropriation Year (AY 2025) Revenue Summary as of 09/03/2024

Revenue Fund	Revenue Amount	Notes
General (Unrestricted)	\$19,317,981	(Includes Bookstore of \$352,096)
Restricted	\$3,364,876	(Includes WBJC of \$248,142)
Total Revenue	\$22,682,857	

Unrestricted Revenue: Total unrestricted revenue through August Appropriation Year (AY) 2025 is \$1.5 million higher than the revenue earnings through the same period in AY 2024. The primary driver is an increase in Tuition and Fees, bookstore revenues, and investment income.

- *Tuition & Fees: overall increased.* The overall tuition and fee revenue increase is due to higher revenues from the Fall semesters and a rise in Non-Credit Tuition and Fees.
- *Sales, Service, Auxiliary & Leasing: Increased.* - Sales, Service, Auxiliary, & Leasing revenue earnings are higher in AY 2025 than at this same time in AY 2024 due to an increase in Bookstore revenues and Real Estate Lease Income.
- *Bookstore Revenues: Increased.* - There is an increase in the bookstore revenue categories compared to the same period in AY 2024. This is due to an increase in new textbook sales and an increase in Sundries.

Restricted Revenue: Total restricted revenue through August AY 2024 is \$2 million higher than in AY 2024. The primary driver of the increase is Federal Grants & Contracts.

3. Appropriation Year (AY 2025) Expense Summary as of 09/03/2024.

Expense Fund	Expense Amount	Notes
General (Unrestricted)	\$7,208,826	(Includes Bookstore of \$556,000)
Restricted	\$ 910,492	(Includes WBJC of \$133,612)
Total Expenditures	\$8,119,318	

Unrestricted Expenditures: Total unrestricted expenses increased by \$532k compared to this period in AY 2024, primarily due to increased contractual vendors and instructional supplies.

Restricted Expenditures AY 24: Total restricted expenses decreased by \$1.9 million compared to this period in AY 2024 due to decreased federal and state grants scholarship expenditures.

CONTROLLER'S OFFICE/GENERAL ACCOUNTING/GRANTS/FOUNDATION

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

- The BCCC Foundation audit information from FY2023 is final and pending issuance. The response to the management letter is pending.
- WBJC Financial Statements from FY2023 were issued. Pending is that CLA upload it to the Corporation for Public Broadcasting (CPB) portal and attest to the Annual Financial Report (AFR) as required by CPB. This should occur any day. The changeover of partners at CLA has caused some adjustments with CLA. The response to the management letter is pending.
- The College audit is pending quality review. Replacing the CLA partner in charge of the BCCC audits has caused some delays in finalization.
- The updated CC-4 draft is pending issuance of the College audited financial statements.
- The agreed-upon enrollment procedures from FY2023 and FY2024 are being worked on and completed.
- BCCC is working on closing out FY2024, preparing the schedules and trial balances, and prepping for the CLA audit. The State system, FMIS, was closed.

PROCUREMENT

1. Procurements:

In August 2024, a total of \$169,651.94 purchase orders were awarded in the following categories:

Category	Sum of PO/BPO Amount
Commodities	\$111,604.11
Services	\$ 42,327.62
Maintenance	\$ 1,738.23
IT Services	\$ 13,981.98
Grand Total	\$169,651.94

- One change order was created for maintenance of \$17,503.00.
 - The College processed one hundred sixty-nine credit card transactions of \$106,380.41 in August.
2. MBE 3rd Quarter Report was submitted to the Governor's Office of Small, Minority, & Women Business(GOSBA). The College has a current MBE (Minority Business Enterprise) achievement of 14.27%, an improvement from the FY23 MBE goal of 13.22%.
 3. Banner System Challenges – The Office of Procurement continues challenges are as follows:
 - a. Issuance of Purchase Order(s) / Change Order(s)

- i. Procurement is not printing purchase orders (POs) or change orders (COs) in the Banner system, as the form is finalized for utilization. A PO form was created but not put into production because the change order form was not developed to supplement any new CO with the purchase orders. Procurement staff utilize the State's Financial Information Management System (FMIS) to create POs and COs from banner requisitions. Overall, the issue with creating POs in FMIS and Requisitions in Banner has caused a double encumbrance on the units' budget and requires all budgets to be adjusted to show the current budget.
- ii. Due to new personnel and revised processes, banner training is required for Procurement Staff to create POs and COs in Banner.
- b. Credit Card Function
 - i. The credit card module in the Finance module is used to track and show payments for credit card transactions in Banner. This feature will help streamline the monthly credit card reconsolidation process for end-users and Finance. Training was not provided at the time of Go-Live.

The College is engaged in a managed services contract with the vendor to address these continued challenges.

OFFICE OF STUDENT ACCOUNTS

- 1. Banner System Challenges – Student Accounts has begun meeting with the Student AR consultant under Ellucian Managed Services. System issues impacting the refund process are being reviewed for resolution first.
- 2. Some examples are as follows:
 - Identified Banner system challenges that impact payment processing, student refunds, and aging management.
 - Application of payments
 - Review and resolution to payments needing application has increased from 653 to 953 accounts. The Ellucian consultant is reviewing the payment and charge detail codes for correction. The review aims to determine a change that can simultaneously clear many of these accounts from the list.
 - Data migration clean-up
 - We are currently working with IT to configure Banner to produce invoices.

3. Tuition and Fee Revenue Summary

Fall 2024 Tuition and Fee Revenue	Fall 2023 Tuition and Fee Revenue
Tuition - \$4,490,650.00	Tuition - \$3,557,355.00
Fees - <u>\$1,078,735.00</u>	Fee - <u>\$ 873,210.00</u>
Total - \$5,569,385.00	Total - \$4,430,565.00

25.7% increase from 2023 to 2024

4. Aging Report

- a. The City of Baltimore has been invoiced for Fall 2023 and Spring 2024 Dual Enrolled students.
- b. Past due receivables submission to ECSI is on hold until payments are posted to the specialty population student account. Students with past-due balances cannot enroll in a formal past-due payment plan to clear their balances. Students are instructed to make payments until the balance is paid in full.
- c. Submitting past-due accounts to CCU is on hold until the office can identify accounts needing pre-collection processing. Coding, invoicing, and payment application to the specialty population student balances must take place to remove such students from the aging report.

5. Refunds Update

- a. The Student Accounts team has completed the review of FY24 refunds.
- b. Title IV Refund Compliance Initiatives
 - i. A new report from IT and a change in request for signatures have helped the department improve the processing of Spring and Summer 2024 refunds within the 14-day deadline. Student Accounts processed 11,271 financial aid refunds in FY24.

Baltimore City Community College

PRESIDENT'S REPORT

Board of Trustees, September 18, 2024

Mr. Gussener Augustus, Vice President for Advancement

Community Outreach & Engagement

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

Alpha Kappa Alpha Sorority, Inc. (AKA)—Rho Xi Omega Chapter Camp Font-Tastic

Rho Xi Omega Chapter of AKA Sorority, Inc. partnered with BCCC to offer a four-week summer science, technology, engineering, arts, and mathematics (STEAM) camp for middle school students. The camp provided a broad array of educational opportunities and lab experiences for students. BCCC looks forward to additional opportunities to partner with other members of the Panhellenic community.

Baltimore Healthy Neighborhoods, Inc.

BCCC continues its networking and collaboration with Baltimore Healthy Neighborhoods as we explore ways to create opportunities for students, faculty, and staff. Potential opportunities include future grants, scholarships, and/capacity training for new homeownership.

Mount Zion United Methodist Church

Mt. Zion UMC is located within one block of BCCC. Pastor Martin Odom is a regular participant of the Ashburton Neighborhood Association meetings and has asked to collaborate on creating an interfaith group in the NW Liberty Corridor. As member of the faith community, he has extended an opportunity to partner with BCCC to disseminate announcements, host recruitment events, and expanded outreach to the interfaith community.

United Way of Central Maryland (UWCM)

The division is continuing to partner with UWCM in its Economic Impact in Education Initiative. This partnership explores ways to streamline corporate, nonprofit, and municipal collaboration in creating career opportunities for residents in the Baltimore Metropolitan region.

Baltimore Information and Technology (BCIT)

The division is collaborating with the Mayor's Office (BCIT) to expand grant opportunities and awareness as it addresses digital inequity in Baltimore City. One of the areas of collaboration is the BCIT laptop giveaway program and its broadband and digital training programs.

WBJC

Community Engagement

The station created opportunities to extend the BCCC brand in the community while establishing partnerships and engagement opportunities with organizations such as Opera Baltimore, Baltimore Theatre Project, Maryland's Appen String Trio, Shriver Hall Concert Series, Arts Lab of South County, Maryland, The Johns Hopkins Club, and Oheb Shalom/Har Sinai.

Corporate Support Partnerships

The station developed underwriting partnerships and content on WBJC from numerous clients, including a new client, University of Maryland Medical System (UMMS): this is a statewide partnership) which expands the WBJC classical music experience to all UMMS medical facilities

across Maryland. Moreover, WBJC continues to thank returning clients such as Opera Baltimore, Cynipid Fund, Elville and Associates, Zeke's Coffee, True Chesapeake Restaurant, and Culligan Water.

Program Highlights

WBJC programs and content of note include live performances from some of Maryland's finest classical ensembles, made possible by a generous grant from the Maryland State Arts Council. Featured artists included Manuel Barrueco, Leon Fleisher, Yo-Yo Ma, and the Baltimore Symphony Orchestra.

BCCC Event Promotion

WBJC cobranded the station and BCCC to promote campus events and initiatives on-air, including hourly identification and Public Service Announcements regarding BCCC Financial Aid Information nights, and the Free Textbooks campaign.

Marketing

New Student Orientation & Welcome Week Campaign

The department partnered with Student Affairs, Academic Affairs, and other divisions to develop marketing campaigns supporting New Student Orientation and Welcome Week programming. The campaign included digital marquee signage, website billboards, photography, social media campaigns, promotional items, branded bags/totes, t-shirts, campus signage, and branded tabletops signage. The department also created promotional items that included flyers, social posts, and posters supporting the Welcome Week schedule of events. These campaign strategies encompass all August event opportunities for new and returning students.

Summer Enrollment and Student Engagement Campaigns

The department worked closely with the Student Affairs office to develop Summer & Fall 2024 enrollment and engagement branding efforts, including a postcard for targeted zip code mailing lists, updated English and Spanish recruitment brochures, a Disability Support Services branding campaign, "Disabilities are Diverse," Panther Success flyer and social media campaign, the addition of numerous fillable Financial Aid Forms for the website, posters and a social media campaign to support engagement event for the Harbor and Reisterstown Road locations.

Additionally, the department is running a digital enrollment advertising campaign on Facebook and Instagram. Since the inception of the campaign on May 15, the campaign has reached 7,152 link clicks in its initial 45-day run.

IT Branding

The department continues to work with IT to brand software programs within Ellucian and the IT Ticketing System, providing a host of designs that are cohesive and will align with academic programs and the website redesign.

General Branding

The department has continued work on several general branding efforts, including campus signage replacement, additional directional signage, branded floor mats, wall signage, and a new 2024-25 branding campaign.

BCCC Website Conversion Advancement Website

The department is currently rebuilding the current Content Management System (CMS). The current system is over 16 years old. The new website will include updated features. The department is working with IT and the CMS vendor, Finalsite, to convert the BCCC website. This effort includes a BCCC team from Marketing and IT and includes a comprehensive guideline for converting the site for launch in January 2025. The new site will integrate with Ellucian and Banner software resulting in a new and improved student experience.

Social Platforms

During the month of June, the department promoted several programs and events for the College, including Federal Work-Study, Pride Month, the Open Studio Tour by BCCC's Visual Arts department, Summer and Fall course registration, Workforce Development programs, Juneteenth, Summer Camp and more. For the 90-day period ending June 30, 2024, the Facebook and Instagram accounts show a marked increase in targeted reach, with Facebook increasing by 459% (133,200) and Instagram increasing by 964.1% (24,500). The target audience age on these platforms is 18-54, with primary reach in the 25-44 age bracket. The top five countries showing interest in the platforms, excluding the United States, are Nigeria, Kenya, India, Pakistan, and Bangladesh.

Enrollment Campaign

The department created marketing campaigns in support of enrollment, including:

- **Fall 2024 Free Textbooks**

The department developed a campaign in support of the availability of free textbooks for students registering for Fall 2024 classes. The campaign includes WBJC radio announcements, website billboards, digital signage, posters, and social media posts.

- **International Student Flyer/Online Recruitment Events**

The department worked with the Office of Admissions to develop promotional materials that support online Zoom Information Sessions.

- **Digital Advertising Campaigns**

The department has created Fall 2024 digital campaigns running on Facebook, Instagram and affiliated platforms. To-date, results include:

- Impressions Delivered: 1,243,236 (1.2M)
- Frequency Advertising was Viewed: 3.23
- Clicks on Digital Advertising: 10,832
- Reach (Awareness Campaign only): 402,486
- Website Analytics for August 1 – August 31, 2024, indicate the following positive trends as related to the number of views, users, and clicks on the Apply webpage and Marketing Campaign Landing Page:

Apply Vanity URL

bccc.edu/apply (Use of the shorter URL from publications, signage, etc.)

August 1, 2024 – August 31, 2024, vs. the same period in 2023:

- Views: 12,328 in 2024 vs. 10,249 (Up 20.28%)
- Users: 5,021 vs. 4,192 in 2023 (Up 19.78%)
- Views per user: 2.46 in 2024 vs. 2.44 in 2023 (Up 0.43%)

Marketing Campaign Landing Page

bccc.edu/changinglives (Used when clicking a digital campaign advertisement.)

August 1 – August 31, 2024 (There is no comparison to 2023 because the Marketing landing page was not built at that time.) Note that the metrics below are for the August period and do not include metrics from the launch date in July 2024.

- Views: 1,662
- Users: 1,273
- Views per user 1.31

Workforce Development Non-Degree Campaign

The department continues to work with the Workforce Development and Continuing Division to create marketing campaigns to increase awareness in non-degree programs. The department created flyers, social media campaigns, billboards, and signage to promote programs, including a Workforce Development digital marquee sign, website billboard, and flyers and social campaigns for Admin Support, CDL, CAN/GNA, Construction Core, Customer Service, and Warehousing. Additionally, a revised Workforce Development brochure for recruitment was printed and distributed. Promotional items and schedule updates were also completed. Additional plans include a Webpage revamp and further discussion on targeted digital advertising specific to each non-degree program.

Academic Affairs

The department worked with Academic Affairs to finalize and print 62 Program Cards that have been distributed to the Schools and the Office of Admissions. Additionally, the updated content from the cards has been used to align all program webpages with a PDF version of each Program Card. This increases the accuracy of consistent information displayed on a program card, catalogue, and website.

The department created a Dental Hygiene Clinic campaign to build awareness for use of the clinic, including a website billboard, digital marquee sign, and flyer.

Fall and Winter 2024 and Spring 2025 Marketing Campaign

The department completed a Fall 2024/Spring2025 Marketing Campaign to be shared with Leadership to strategize on implementation. The plan, [Career Impact Starts at BCCC](#) encompasses digital advertising, on-campus promotions, the website redesign, publications, video development, outdoor and mall branding opportunities, partnership programming, and other internal and external brand opportunities.

Baltimore City Community College

PRESIDENT'S REPORT

Board of Trustees, September 18, 2024

Ms. Lyllis Green, Chief Internal Auditor

Internal Audit Activities

Internal Audit activities focused on the annual financial audits as well as audit issues, policies, and the prior period financial Statements.

- Annual financial statements were completed and reviewed for all prior periods. Currently FY2024 statements are in process with completion expected to be on time. The annual financial audits include:
 - Baltimore City Community College (BCCC)
 - BCCC's Radio Station – WBJC 91.5 FM
 - The Baltimore City Community College Foundation (BCCCF)
 - The required annual report to the Federal Communications Commission (FCC), commonly known as the CC4.
- Participation in the Strategic Plan sessions for the development, mission and vision review, and the establishment of the plan's goals.
- Maryland Internal Auditor and Chief Auditor Roundtables participation:
 - GAD's Internal Auditor Forum that has been offering training sessions for the State's Internal Auditors and information sessions for chief audit executives. The June session addressed the Institute of Internal Auditors' (IIA) new Global Internal Audit Standards which were released on January 9, 2024, and will become effective January 2025.
 - Other training and workshops included Cybersecurity, Interagency Agreements, and addressing Payroll/Personnel issues.
- Participation in several webinars and chats related to the Title IX 2024 regulations to be implemented in October 2024.

Other activities

- Annual Review of the 2024 Equal Employment Opportunity (EEO) Report's submission to the Maryland Equal Employment Office. The report is prepared and submitted by BCCC's Office of Human Resources. This year's filing date was extended to August 2_.
- Policy development and review with Cabinet
- Research and review of existing and proposed language for the next union agreement.

Office of Legislative Auditors (OLA)

The 2022 OLA Report has eight audit findings which include two repeat findings from the prior 2016 audit: Personally Identifiable Information (PII) and Inventory. The PII finding appears to be resolved, leaving the Inventory as the only repeat finding.

The College expects the Legislative Auditors to return during or after 2024 in accordance with their scheduled review plan. BCCC's OLA Report is on OLA's website at:

<https://www.ola.state.md.us/Search/Report?keyword=&agencyId=5a8ac903cc9d721804e01114&dateFrom=&dateTo=&reportTypeId=1>

Baltimore City Community College
Realignment Tasks Update
Board of Trustees Meeting ~ September 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.”

Academic Affairs

School of Nursing & Health Professions (SNHP)

Health Information Technology (HIT), Surgical Technologist (SGT), and Respiratory Care (RSC) programs completed and submitted annual reports to the respective accreditors -- Commission on Accreditation for Health Informatics and Information Management (CAHIIM), Commission on Accreditation of Allied Health Education Programs (CAAHEP), and Commission of Accreditation for Respiratory Care (CoARC). The reports contained data related to student enrollment, learning outcomes and assessment, degree completion, licensure pass rates, and faculty credentials.

Since submitting the report, CoARC has reaffirmed the Respiratory Care program stating, *“Based on the outcomes you reported, your program has met or exceeded all currently set “thresholds” for success on each of the required outcome measures.”*

The School of Nursing and Health Professions anticipates receiving positive responses from CAHIIM and CAAHEP.

The Emergency Medical Services-Paramedic program submitted a progress report to the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP). The report was prepared in response to a letter from the accreditor notifying the program of its probationary status.

The Middle State Commission on Higher Education (MSCHE) also asked Baltimore City Community College to submit a Supplemental Information Report (SIR) related to CoAEMSP action on accreditation. The EMS-Paramedic program Director and the Interim Dean of School of Nursing and Health Professions worked collaboratively with the Office of Institutional Effectiveness, Research, and Planning to collect information and draft the SIR for submission in September 2024.

School of Arts and Social Sciences (SASS)

Proposal for the Center for Excellence in Teaching, Learning, and Innovation

To support faculty and staff in their professional development activities and to promote academic quality at Baltimore City Community College (BCCC), a committee of faculty, staff, and administrators proposed the establishment of the Center for Excellence in Teaching, Learning, and Innovation (CETLI). The CETLI’s primary goal is to provide vibrant learning environments, communities, and experiences for BCCC full- and part-time employees (i.e., faculty, adjuncts, support services staff, library personnel).

CETLI will shape educational instructors who will in turn cultivate leaders that service our city, community, and nation. To fulfill this purpose, CETLI will facilitate quality professional development training opportunities in areas such as, but not limited to, pedagogy/andragogy; assessment of student learning; classroom management and conflict resolution; instructional strategy; distance/digital

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Realignment Tasks Update
Board of Trustees Meeting ~ September 2024

learning; and instructional technology. CETLI will strive to promote a culture of excellence in teaching, learning, assessment, and innovation.

Center Administration: An individual will be identified to oversee the Center's strategic planning (programming, logistics, marketing communications, and funding) as well as the day-to-day operations of the Center.

Adjunct Faculty Academy

On Saturday, August 17, 2024, BCCC's academic leadership facilitated an Adjunct Faculty Academy. Adjuncts were guided through the processes of faculty evaluations, syllabus creation and distribution, the three "R's" of adjunct faculty expectations (respect, responsiveness, and reporting), email account acquisition, public safety, Canvas and Banner, and classroom management. The academy ended with a teaching pedagogy professional development keynote titled, *Reframing Your Teaching Style: The Gift of the Multigenerational Classroom*. This keynote was given by an Associate Professor of Psychology at BCCC.

Arts and Social Sciences Faculty Professional Development

For professional development, two faculty members went to Tegucigalpa, Honduras to attend the Afro-Catracho Conference, sponsored by Universidad Nacional Autónoma de Honduras. Three other faculty attended the Teaching Professor Annual Conference hosted in New Orleans, Louisiana from July 7-9, 2024.

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

Business and Technology

In July, the Business and Technology department sent its Self-Study report for reaffirmation to the Accreditation Council for Business Schools and Program (ACBSP). It was a collaborative effort between Business and Technology, the Office of the President, Institutional Research, Academic Affairs leadership team, and Cabinet members. The ACBSP site visit is scheduled for early October 2024. BCCC has been a member of the ACBSP for over 30 years.

Business and Technology Faculty Professional Development

During the Summer, four Business and Technology faculty attended the annual National Accreditation Council for Business Schools and Program (ACBSP) conference in Miami, Florida. The theme of the conference was "Extraordinary Emerging Partnerships for Student Success". Over the five-day period, each faculty member had the opportunity to celebrate the accomplishments of their peers; spoke face-to-face with accreditation experts, develop skills on how leaders in higher education tackle and overcome the challenges faced every day, and increase their skills toolkit with solutions that are reshaping the academic world.

Mr. Quintin Davis started his tenure as President/Chair of ACBSP Region 2 Eastern Council of Business Schools and Programs. The region is made up of colleges and universities in Delaware, District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia.

Baltimore City Community College
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Board of Trustees Meeting ~ September 2024

Other professional development activities in Business and Technology consisted of one faculty member completing several Cyber Security certifications including the CompTIA Security +. Another faculty member was a panelist for "How to Get Published in High Impact Journals" co-hosted by a reputable publisher in June 2024. The faculty member also became a Master Reviewer (Chair) for Quality Matters on July 1, 2024.

Baltimore City Community College

Realignment Tasks Update

Board of Trustees Meeting ~ September 2024

Realignment Task #2

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

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

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

Baltimore City Schools

- In partnership with Baltimore City Schools, WF has developed a summer training program in four (4) areas: Certified Nursing Assistant (14 students), Pharmacy Technician (7 students), Community Health Worker (15 students), and Emergency Medical Responder (EMR) (17 students). Designed for rising seniors, the summer training finished in August.
 - All classroom hours are completed, and students are participating in the required clinicals.
- With this programming, Workforce have worked with Ed Burrell in the Emergency Medical Services Department to develop a new certification for Emergency Medical Responder. A 90-hour course that prepares students for state and national certification.
- Workforce Development is coordinating with Vivian T Thomas Medical Arts Academy, to launch noncredit pathways in dual enrollment for Fall 2024 semester.
 - CNA (Seniors) – 10
 - CNA sequence: Medical Terminology, CNA Theory, CPR, and Clinicals
 - CNA (Juniors) – 15
 - CNA sequence: Medical Terminology, CNA Theory, CPR, and Clinicals
 - EMT: pending program sponsorship from BCCC

Mayor’s Office of Employment Development (MOED)

- In Partnership, BCCC is hosting 30 Career Coaches from City Schools at its South Pavilion location. These Career Coaches were given a tour of the main campus and provided an orientation, where members of the BCCC community spoke about their specific areas and what they could offer to prospective students.
- In conjunction with the ongoing partnership with MOED and DSS, staff is attending weekly intake sessions at the MOED workforce Reception Center. At these events we present workforce training opportunities to incoming DSS participants.
- Every Thursday at MOED’s Northwest Job Center, BCCC workforce staff attend a community job and training fair to engage with local community interested in workforce training.

Childcare Training

- In March 2024, WF began in person classes for Early Childhood Education and Childcare at South Pavilion. The training leads to the 90-hour certification from the Maryland State Department of Education (MSDE). Current enrollment can be found below.
 - Child Growth and Development (Summer): 7
 - Infant and Toddler (Summer): 19

Baltimore City Community College

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- Child Growth and Development (Fall): 9
- School Age Childcare (Fall): Still recruiting for a start date of 10/14

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

- In coordination with Adult Basic Education (ABE), WF combined GED pathways with workforce training. A Certified Nursing Assistant (CNA) cohort will begin in September to complete with CNA licensure with the Maryland Board of Nursing in December.
- Additional combined ABE and ESL cohorts in Childcare, Community Health Worker and Warehousing are being planned for FY5 completion.
- In a partnership with CASA of Baltimore, WF coordinated English Second Language courses with Certified Nursing Assistant (CNA). For FY25, there are three cohorts planned. The first began in July 2024 with eleven (11) students who were expected to complete their training by the end of October.

Maryland Department of Health

- Workforce Development was awarded a grant to train and certify fifteen (15) Community Health Workers. Training began in February and concluded in June 2024. Students are completing the required clinical hours and will register for certification with the Maryland Department of Health.

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 programs in 2024.

Goodwill Industries

- To date in FY24, in collaboration with Goodwill, WF trained and licensed thirty-one (31) Certified Nursing Assistants and twelve (12) Pharmacy Techs.
- The April CNA cohort of sixteen (16) completed the classroom portion and their clinicals in June/July.
- The May Pharmacy Tech cohort enrolled fifteen (15) students who completed their training in July.

University of Maryland Medical Center

- A cohort of sixteen (16) students began their Patient Care Tech (PCT) training in January and completed coursework in July 2024. These students are currently in their clinicals.
- A March cohort of eight (8) students is currently finishing up their training and will enter clinicals next month.

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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, Hospitality, and Financial Literacy.

Other Funding Opportunities

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

Job Readiness Sessions

- 4 Job Readiness Daytime Training were conducted on the following dates: Goodwill CNA – 08/01/24; 08/20/24; 08/21/24; 08/22/24.
- 6 Job Readiness Evening Training Sessions: 08/06/24, 08/07/24, 08/08/24, 08/13/24, 08/14/24, and 08/15/24.

Client Services

- 27 Students were placed in employment opportunities.
- 3 students were submitted to WBJC Radio internship – Caleb Kalu, Fadilla Shaibani, Alice Andrade.
- 31 students received walk-in services.
- 14 student resumes were developed.
- 5 student resume review sessions were conducted in person.
- 9 student resume review sessions were conducted via Zoom.

Community Events

- Career Services attended the following events:
 - MOED/Westside Youth Opportunity Center Hiring Event – 08/21/24.

Baltimore City Community College

Realignment Tasks Update

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- UMMC West Fest Community Resource Fair – 08/28/24.
- BCCC Student Welcome Week 2024 Resource Event – 08/28/24.
- Title II Leadership Team CO-OP (DLLR)-08/07/24.

High School Diploma Achievement and Transition Services

- For FY 24, 31 students earned their high school diploma.
 - 5 more students earned their high school diploma for a total of 6 for fiscal year (2025).
 - A total of 37 students have earned their high school diplomas for the 2024 graduation ceremony.
- 94 students are currently enrolled in South Baltimore Adult High School (Elev8).
- Job Readiness-Classroom Visit to ABE-08/07/24.

Baltimore City Community College
Realignment Tasks Update
Board of Trustees Meeting ~ September 2024

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.”

Academic Affairs

School of Nursing & Health Professions (SNHP)

Emergency Medical Services (EMS)

The Emergency Medical Services program partnered with Baltimore Fire Department (BFD) to offer two BCCC EMS courses to thirteen BFD employees who expressed intentions to attain a degree from BCCC. Completion of these two courses will qualify BFD employees to sit for the National Registry and Maryland Paramedic Certification.

Health Information Technology (HIT)

Coppin State University representatives met with the HIT program coordinator and academic administration to confirm the acceptance of changes required in the BCCC-CSU articulation agreement. The agreement will provide the College’s HIT graduates the opportunity to pursue a Bachelor of Science or a Bachelor of Professional Studies in Health Information Management. The agreement is expected to be completely executed in September 2024.

School of Arts and Social Sciences (SASS)

Developmental Course

Working in collaboration with the Dual Enrollment program and Baltimore City Public Schools (BCPS), teams of REN/ENG faculty members worked on aligning English 10 state standards, curriculum, and Maryland Comprehensive Assessment Program (MCAP) with BCCC’s Reading and English developmental courses. This alignment restructured the reading courses to better prepare students who do not meet CCR standards by the end of the 10th grade.

The teams identified instructional design components for English 10 developmental courses and discussed the use of MCAP scores for student placement within the competency-based education (CBE) model. As outcomes of these new alignment meetings, considerations for revised master syllabi, curriculum, and final exams were discussed in preparation of new REN developmental courses.

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

Natural and Physical Science Developmental Course

The Natural and Physical Science (NPS) department faculty are developing a dual enrollment Developmental Science course, SCI 092 Introductory Science, to help prepare high school students for credit-bearing Science courses at the College. The newly proposed curriculum will include concepts from Biology, Chemistry and Physics. The proposed course will be sent to the Curriculum Instruction Committee (CIC) for approval in November. Upon approval by CIC and the Senate Executive Committee, the course will be offered in Spring 2025.

Baltimore City Community College

Realignment Tasks Update

Board of Trustees Meeting ~ September 2024

Natural and Physical Science Student Internship and Engagement Opportunities

In Summer 2024, three Biotechnology students completed internships at laboratories located at University of Maryland, Baltimore, Baltimore BioWorks, Becton and Dickinson Medical Tech. Company. Two other Biotechnology students received awards for their research poster presentations. One was awarded first place at the Delaware State University's Summer Research Project. The other won second place for the J. Howard Brown Award at the American Society of Microbiology Poster Session.

Mathematics and Engineering Developmental Course

Math faculty collaborated with Baltimore City Public Schools on creating a new Developmental Math course for students who do not meet college and career readiness standards. The department has also hired new faculty who have experience developing curriculum for high school Math courses.

Academic Engagement and Partnerships

STEM Fridays Summer Enrichment

To attract female students to STEM-related pathways, Academic Affairs collaborated with the Mayor's Scholars Program (MSP) to provide opportunities for 40 first-year students to engage in STEM activities across three disciplines -- Biotechnology, Cybersecurity, and Robotics/Mechatronics. The hands-on sessions familiarized MSP students with unlocking DNA using gel electrophoresis forensics, tools to defend against malware and cyber-attacks, and emerging drone technologies and applications in the real world. Of the 40 students who participated, 28 are females of which 16 are enrolled in STEM-related programs.

Academic Affairs, Student Affairs, and Workforce Development and Continuing Education collaborated to host Academic Exploration and Expectations.

As part of the Blueprint for Maryland's Future Career Coaching initiative, students from Baltimore City Schools were invited to explore academic and career pathways at BCCC. Seven career coaches and 41 middle and high school students engaged with BCCC staff on topics such as Mayor's Scholars Program, Pathways in Technical and Early College High School (P-TECH), industry recognized credentials, dual enrollment, college preparation, success strategies, and learning styles. Students also participated in Visual Arts, Fashion Design, Biotechnology, and Emergency Medical Services learning experiences. The event was designed to support Baltimore City Schools' students as they explore post-college and career readiness pathways.

Center for Academic Achievement Cross-Campus Collaboration

The Center for Academic Achievement (CAA) conducted interactive workshops on learning styles, note taking, time management, syllabus mapping, and tutoring services throughout Summer 2024. Services were provided to approximately 210 students. The Mayor's Scholar's Program (MSP) benefitted from three workshops during MSP orientation week. CAA also participated in orientation presentations for the Dental Hygiene program and the Bridges to Baccalaureate program -- the

Baltimore City Community College
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College's partnership with Howard University to transition formerly incarcerated students from an associate degree to a doctorate degree.

E-Learning

Events

The E-Learning Department presented a workshop on aligning outcomes to assignments in blueprint courses as part of the August Institutional Week.

The Director of E-Learning participated as a presenter on August 15, 2024, at the Maryland Online virtual Professional Development Day covering the topic of Contract Cheating: Defending against a new threat.

On August 29, The BCCC VISTA Success Coach held a welcome event for MAT 107 students. The event included participation from Financial Aid, TRIO Upward Bound Math & Science, Center for Academic Achievement, and Student Wellness. Invitations to attend were sent to 142 students.

Projects

E-Learning has completed revisions of two key training courses: Kaleidoscope Online Learning and Teaching, and Student Canvas Orientation. Both courses are being reviewed and once approved, will launch to faculty and students respectively.

The BCCC VISTA Success Coach Project received renewal for the third and final year of participation. The selected member, Ms. Ann Scriber Briggs began the year of service on July 15, 2024. A welcome event to introduce Ms. Scriber Briggs was held on August 29.

The 2025-2026 College Catalog has been aligned with the respective functional areas and will transition to the editing phase during the fall semester.

BCCC has many thousands of Canvas user accounts that were either created by a glitch in the legacy automation scripts or were created but never accessed in over four years. These accounts are being marked for purging and to date, nearly 10,000 of 187,000 accounts have been marked with more being added to the purge list each week.

E-Learning worked with ITS and Registration to clean up more of the user data related to student and faculty accounts that involved duplicates and legacy account issues.

An issue was identified where student accounts were still appearing with an "inactive" status that should have been deleted from Canvas rosters. The inactive status prevents the students from accessing the course. E-Learning and ITS have been working with Ellucian to identify the cause of the issue and resolve it. In the interim, a workaround is being utilized by E-Learning to remove the students from the courses as should have been done by the automated processing by Ellucian's Intelligent Learning Platform (ILP) software.

Procurements

Over the summer months, procurements for software renewals were submitted for the following items:

- Acalog by Modern Campus – the College's catalog software; renewing in August

Baltimore City Community College

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- Respondus Lockdown Browser and Monitor by Respondus – the proctoring software used by the college for asynchronous testing; renewed in July
- Canvas by Instructure – the College’s LMS used by both credit and non-credit courses was set to expire on June 30, but was renewed after approval by the Board, for a three-year contract with a total price of \$170,870.77, utilizing the MEECs contract. This contract provides cloud-based LMS access, as well as 24/7 Tier 1 phone and chat support for all users of the system.

Library

Programming

The library participated in Student Life & Engagement’s *Pride Month* event on Wednesday, June 12th by providing a display of books highlighting LGBTQIA+ authors and titles.

The library along with other departments on campus participated in Student Life and Engagement’s Welcome Week on August 28th. The library provided a large photo booth in the Main Building’s Atrium. Students took selfies while holding signs that promoted the library which produced over 70 engagements with students, staff and faculty.

Operations

Aaron Blickenstaff began employment as Circulation Manager. He has assumed responsibilities for managing the front desk, supervising student workers, coordinating the library’s social media, and supporting staff with projects.

E-Book subscriptions are needed to maintain an up-to-date collection versus the current permanent collection that’s quickly becoming out-of-date. The staff met with Hagerstown Community College Library to discuss their expansive E-Book collection. An E-Book subscriptions vendor was identified to discuss their offerings and how they can serve our students best; a competing bid was also sought. A vendor was chosen based on three criteria: 1) a better fit for our students’ needs 2) higher count of newer publications 3) cost is 50% less than competitor. The next step is to receive approval to purchase the selected product.

Jim Lynch (Collection Development Librarian) and Constance Mannone (Electronic Resources Librarian) continued to weed outdated materials from the print collection. They weeded approximately 4,000 books with the Summer’s focus being on Technology, Military Science, General History, Archaeology and Genealogy.

Wendy Ma (Systems Librarian) continued to inventory large sections of the print collection that are heavily used by the College’s programs. This Summer’s focus was on the Medicine, Nursing, and Science collections. This process will provide an accurate online representation of the library’s print holdings.

The Library Director, Dr. Elizabeth Van Pate, and Student Workers identified, collected and recorded 73 pieces of tagged technology that were no longer in use and coordinated its disposal through Facilities.

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While the search for a new Instructional Librarian continues, the library staff filled in to teach the following classes: 6 MSP classes, 7 Information Literacy Skills classes, 2 Dental, 4 Pre-Nursing, 3 Psychology classes and a 3-hour course to six Bridges to Baccalaureate students who are transitioning away from prison to college.

The library coordinated a popup technology lab for 6 sessions of the coding camp, Camp Fonttastic.

June – July 2024 Library Data

How do we serve?	Jun - Jul 2024	Jun - Jul 2023	Yr to Yr Change
Print Resources			
Circulation of Print / Media	282	32	9%
Use of Reserve Materials	34	32	6%
Electronic Resources			
Database Searches	3,515	3,529	0%
Articles Retrieved	3,375	2,183	55%
eBook downloads	168	115	46%
LibGuides Views	2,169	1,791	21%
LibAnswers	5	9	-44%
In-house			
Use of Group Study Rooms	178	41	334%
Printed Pages	8,971	5,443	65%
Laptop Usage	2	11	-82%
Gate Count	11,825	6,316	87%
Registration of New Patrons	29	6	383%
Registration Community Patrons	0	0	0%
ILL Requests	0	0	0%
Information Services			
Information Literacy Sessions	19	15	27%
Information Literacy Attendance	386	172	124%
Technology Training Sessions	0	0	0%
Technology Training Attendance	0	0	0%
Training Center Use	0	0	0%
Purchases			
Book Purchases - Print	0	0	0%
Book Purchases - eBooks	0	0	0%

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LibAnswers & Social Media			
Facebook Followers	501	501	0%
Facebook Engagement	2	2	0%
Instagram Followers	73	67	9%
Instagram Engagement	1	0	0%

Baltimore City Community College
Realignment Tasks Update
Board of Trustees Meeting ~ September 2024

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.”

Vice President, Academic Affairs

School of Nursing & Health Professions (SNHP)

Nursing

Spring Grove Hospital Center is now a site partner offering nursing students the opportunity to complete 90 hours of psychiatry clinical rotations.

Health Information Technology

Mercy Medical and Sheppard Pratt Hospital are added to the list of BCCC site agreements allowing HIT students to complete 135 practicum hours on site. Students will gain real-world experiences using various software and maintaining the accuracy and security of patient charts, billing, coding, and insurance procedures.

School of Arts and Social Sciences (SASS)

Enrollment of five Baltimore City Police Department Cadets for the Fall 2024 semester

As a part of our growing articulation with the Baltimore Police Department, BCCC’s Law Enforcement program enrolled five Police Cadets into Criminal Justice courses for the Fall 2024 semester. Each cadet is taking two courses toward the completion of the Law Enforcement degree.

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

Natural and Physical Science

Academic Affairs is in the process of reviewing an articulation agreement with University of Maryland Global Campus (UMGC) for the Associate of Applied Science in Biotechnology. BCCC students will have guaranteed admission to UMGC’s Bachelor of Science in Biotechnology program.

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Realignment Tasks Update
Board of Trustees Meeting ~ September 2024

Realignment Task #5

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

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

Ms. Donna Thomas, Interim Vice President, Student Affairs

OFFICE OF INSTITUTIONAL, EFFECTIVENESS, RESEARCH & PLANNING

Enrollment Projections from the Maryland Higher Education Commission (MHEC)

In May 2024, MHEC published its 10-year enrollment projections for Maryland public colleges and universities. They include credit headcount projections for full- and part-time students. Credit eligible full-time equivalent (FTE) projections were calculated by a formula based on the headcounts. Projections were developed for continuing education FTEs at community colleges. MHEC produces projections for Maryland public institutions, by regulation, for colleges to prepare capital construction projects.

<https://mhec.maryland.gov/publications/Documents/Research/AnnualReports/MHEC2024-2033EnrollmentProjectionsReport.pdf>

The projections for BCCC’s credit student headcount mirror those for all community colleges, which call for a return to pre-pandemic levels in fall 2024 and stabilization in the outyears. The College will reset its institutional enrollment projections with the development of 2024-2029 Strategic Plan and Enrollment Master Plan.

MHEC Credit Fall Headcount Projections for BCCC

Fiscal Year/ Fall Term	Actual	Projections										% Change FY 2024 to FY 2034
	FY 2024 Fall 2023	FY 2025 Fall 2024	FY 2026 Fall 2025	FY 2027 Fall 2026	FY 2028 Fall 2027	FY 2029 Fall 2028	FY 2030 Fall 2029	FY 2031 Fall 2030	FY 2032 Fall 2031	FY 2033 Fall 2032	FY 2034 Fall 2033	
Full-time	985	1301	1329	1331	1333	1335	1336	1338	1330	1322	1314	33.4%
Part-time	2,954	3,348	3,408	3,421	3,433	3,445	3,457	3,470	3,464	3,458	3,452	16.9%
Total	3,939	4,649	4,737	4,752	4,766	4,780	4,793	4,808	4,794	4,780	4,766	21.0%
% Change from Prior Year	11.3%	18.0%	1.9%	0.3%	0.3%	0.3%	0.3%	0.3%	-0.3%	-0.3%	-0.3%	

MHEC Credit Fall Headcount Projections for All Maryland Community Colleges

Fiscal Year/ Fall Term	Actual	Projections										% Change FY 2024 to FY 2034
	FY 2024 Fall 2023	FY 2025 Fall 2024	FY 2026 Fall 2025	FY 2027 Fall 2026	FY 2028 Fall 2027	FY 2029 Fall 2028	FY 2030 Fall 2029	FY 2031 Fall 2030	FY 2032 Fall 2031	FY 2033 Fall 2032	FY 2034 Fall 2033	
Full-time	29,798	39,346	40,210	40,260	40,317	40,370	40,418	40,468	40,225	39,974	39,731	33.3%
Part-time	72,864	83,227	84,740	85,046	85,346	85,653	85,954	86,262	86,114	85,967	85,824	17.8%
Total	102,662	122,573	124,950	125,306	125,663	126,023	126,372	126,730	126,339	125,941	125,555	22.3%
% Change from Prior Year	8.3%	19.4%	1.9%	0.3%	0.3%	0.3%	0.3%	0.3%	-0.3%	-0.3%	-0.3%	

MHEC projects incremental growth for BCCC’s eligible credit and continuing education FTEs. The preliminary FY 2024 eligible FTEs BCCC reported to MHEC have surpassed their FY 2025 projections.

MHEC Credit Fiscal Year (FY) Full-Time Equivalent (FTE) Projections for BCCC

Fiscal Year	Actual	Projections										% Change FY 2023 to FY 2033
	FY 2023	FY 2024*	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	
Credit Eligible FTEs	1,810	2,040	1,980	2,000	1,974	1,948	1,924	1,908	1,880	1,842	1,805	-0.3%
Continuing Ed Eligible FTEs	627	1,006	702	736	769	801	832	861	889	915	941	50.1%
Total	2,437	3,046	2,682	2,736	2,743	2,749	2,756	2,769	2,769	2,757	2,746	12.7%
% Change from Prior Year	-9.5%	25.0%	-12.0%	2.0%	0.3%	0.2%	0.3%	0.5%	0.0%	-0.4%	-0.4%	

* FY 2024 Credit and Continuing Education FTEs submitted to MHEC in August 2024; pending final approval and audit.

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STUDENT AFFAIRS

Enrollment

The Fall 2024 enrollment goal set by the Maryland Higher Education Commission (MHEC) is 4,649. The College’s current Fall 2024 enrollment of 4,632 is on track to meeting MHECs goal. The College surpassed the part-time enrollment goal of 3,348 with a total of 3,526 part-time students for the Fall 2024 term. The Fall 2024 enrollment is an increase of 17.28% compared to Fall 2023 of 3,939 students.

New Student Orientation

On August 17, 2024, the College hosted an in person New Student Orientation for the Fall 2024 term. Approximately 832 students registered for the orientation. More than 450 students attended the orientation who could:

- Meet with an Academic Advisor
- Register for Classes
- Engage with Faculty
- Learn How to View Your Class Schedule
- Engage with a Financial Aid Representative
- Understand the Student Account Process
- Take Placement Testing
- Learn about the Student Support Services
- Meet with Athletics and the Office of Student Life & Engagement

Resource tables were available for students to engage with various Student Support Offices and with each Academic Schools, to learn more about the various degree pathways offered at the College.

Recruitment Efforts

The Admission Recruiters participated in on-off campus recruitment activities. As well as provided in-person tours to students/parents who came in person to visit the college and complete the admission application. Due to the increase in-person traffic recruiters provided support to the main office by evaluating transcripts and assisting students in completing the admissions application. For August, the following nine events were completed.

Date of Event	Organization/School	Event Type
8/1/2024	KIPP Baltimore	College Tour & Information Session
8/6/2024	National Night Out Day	Community Event
8/7/2024	Academic and Career Exploration Day with City Schools	College Tour and Information Session
8/9/2024	Next Generation Scholars	College Tour & Information Session
8/13/2024	Rock the Block Event at Beech Field Recreation Center	Community Event
8/17/2024	New Psalmist Baptist Church	Back to School Community Festival

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8/20/2024	Rock the Bock Event at Furley Elementary School	Community Event
8/21/2024	Frederick Douglas High School	Back to School Bash
8/27/2024	Dunbar High School	Application Assistance (Dual Enrollment)

Early College Access & Programs

School Recruitment and Support

The Early College and Access Program continued the work of onboarding schools to prepare for the 2024-2025 school year. This work included conducting parent meetings and application sessions to share the benefits and expectations of the program, share success strategies and wrap-around support, and prepare student data for registration.

Courses begin September 3, 2024, for schools implementing the 14-week cycle (13/15 schools) and September 16, 2024, for schools implementing the 12-week cycle (2/15 schools).

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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 building relationships and strong partnerships. Organizations the division met with are:

***Alpha Kappa Alpha Sorority, Inc. (AKA)—Rho Xi Omega Chapter
Camp Font-Tastic***

Rho Xi Omega Chapter of AKA Sorority, Inc. partnered with BCCC to offer a four-week summer science, technology, engineering, arts, and mathematics (STEAM) camp for middle school students. The camp provided a broad array of educational opportunities and lab experiences for students. BCCC looks forward to additional opportunities to partner with other members of the Panhellenic community.

Baltimore Healthy Neighborhoods, Inc.

BCCC continues its networking and collaboration with Baltimore Healthy Neighborhoods as we explore ways to create opportunities students, faculty, and staff. Potential opportunities include future grants, scholarships, and/capacity training for new homeownership.

Mount Zion United Methodist Church

Mt. Zion UMC is located within one block of BCCC. Pastor Martin Odom is a regular participant of the Ashburton Neighborhood Association meetings and has asked to collaborate on creating an interfaith group in the NW Liberty Corridor. As member of the faith community, he has extended an opportunity to partner with BCCC to disseminate announcements, host recruitment events, and expanded outreach to the interfaith community.

United Way of Central Maryland (UWCM)

The division is continuing to partner with UWCM in its Economic Impact in Education Initiative. This partnership explores ways to streamline corporate, nonprofit, and municipal collaboration in creating career opportunities for residents in the Baltimore Metropolitan region.

Baltimore Information and Technology (BCIT)

The division is collaborating with the Mayor’s Office (BCIT) to expand grant opportunities and awareness as it addresses digital inequity in Baltimore City. One of the areas of collaboration is the BCIT laptop giveaway program and its broadband and digital training programs.

WBJC

Community Engagement

The station created opportunities to extend the BCCC brand in the community while establishing partnerships and engagement opportunities with organizations such as Opera Baltimore, Baltimore Theatre Project, Maryland’s Appen String Trio, Shriver Hall Concert Series, Arts Lab of South County, Maryland, The Johns Hopkins Club, and Oheb Shalom/Har Sinai.

Corporate Support Partnerships

The station developed underwriting partnerships and content on WBJC from numerous clients, including a new

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client, University of Maryland Medical System (UMMS: this is a statewide partnership) which expands the WBJC classical music experience to all UMMS medical facilities across Maryland.

Program Highlights

WBJC programs and content of note include live performances from some of Maryland's finest classical ensembles, made possible by a generous grant from the Maryland State Arts Council. Featured artists included featured artists Manuel Barrueco, Leon Fleisher, Yo-Yo Ma, and the Baltimore Symphony Orchestra.

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REALIGNMENT TASK # 8

“Develop and market a brand for BCCC.”

Mr. Gussener Augustus, Vice President, Advancement

WBJC

BCCC Event Promotion

WBJC cobranded the station and BCCC to promote campus events and initiatives on-air, including hourly identification and Public Service Announcements regarding BCCC Financial Aid Information nights, and Free Textbooks campaign.

Marketing

New Student Orientation & Welcome Week Campaign

The department partnered with Student Affairs, Academic Affairs, and other divisions to develop marketing campaigns supporting New Student Orientation and Welcome Week programming. The campaign included digital marquee signage, website billboards, photography, social media campaigns, promotional items, branded bags/totes, t-shirts, campus signage, and branded tabletops signage. The department also created promotional items that included flyers, social posts, and posters supporting the Welcome Week schedule of events. These campaign strategies encompass all August event opportunities for new and returning students.

Summer Enrollment and Student Engagement Campaigns

The department worked closely with the Student Affairs office to develop Summer & Fall 2024 enrollment and engagement branding efforts, including a postcard for targeted zip code mailing lists, updated English and Spanish recruitment brochures, a Disability Support Services branding campaign, “Disabilities are Diverse,” Panther Success flyer and social media campaign, the addition of numerous fillable Financial Aid Forms for the website, posters and a social media campaign to support engagement event for the Harbor and Reisterstown Road locations.

Additionally, the department is running a digital enrollment advertising campaign on Facebook and Instagram. Since the inception of the campaign on May 15, the campaign has reached 7,152 link clicks in its initial 45-day run.

IT Branding

The department continues to work with IT to brand software programs within Ellucian and the IT Ticketing System, providing a host of designs that are cohesive and will align with academic programs and the website redesign.

General Branding

The department has continued work on several general branding efforts, including campus signage replacement, additional directional signage, branded floor mats, wall signage, and a new 2024-25 branding campaign.

BCCC Website Conversion

Advancement Website

The department is currently rebuilding the current Content Management System (CMS). The current system is over 16 years old. The new website will include updated features. The department is working with IT and the CMS vendor, Finalsite, to convert the BCCC website. This effort includes a BCCC team from Marketing and IT

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and includes a comprehensive guideline for converting the site for launch in January 2025. The new site will integrate with Ellucian and Banner software resulting in a new and improved student experience.

Social Platforms

During the month of June, the department promoted several programs and events for the College, including Federal Work-Study, Pride Month, the Open Studio Tour by BCCC's Visual Arts department, Summer and Fall course registration, Workforce Development programs, Juneteenth, Summer Camp and more. For the 90-day period ending June 30, 2024, the Facebook and Instagram accounts show a marked increase in targeted reach, with Facebook increasing by 459% (133,200) and Instagram increasing by 964.1% (24,500). The target audience on these platforms is age 18-54, with primary reach in the 25-44 age bracket. The top five countries showing interest in the platforms, excluding the United States, are Nigeria, Kenya, India, Pakistan, and Bangladesh.

Enrollment Campaign

The department created marketing campaigns in support of enrollment, including:

- **Fall 2024 Free Textbooks**

The department developed a campaign in support of the availability of free textbooks for students registering for Fall 2024 classes. The campaign includes WBJC radio announcements, website billboards, digital signage, posters, and social media posts.

- **International Student Flyer/Online Recruitment Events**

The department worked with the Office of Admissions to develop promotional materials that support online Zoom Information Sessions.

- **Digital Advertising Campaigns**

The department has created Fall 2024 digital campaigns running on Facebook, Instagram and affiliated platforms. To-date, results include:

- Impressions Delivered: 1,243,236 (1.2M)
- Frequency Advertising was Viewed: 3.23
- Clicks on Digital Advertising: 10,832
- Reach (Awareness Campaign only): 402,486
- Website Analytics for August 1 – August 31, 2024, indicate the following positive trends as related to the number of views, users, and clicks on the Apply webpage and Marketing Campaign Landing Page:

Apply Vanity URL

bccc.edu/apply (Use of the shorter URL from publications, signage, etc.)

August 1, 2024 – August 31, 2024, vs. the same period in 2023:

- Views: 12,328 in 2024 vs. 10,249 (Up 20.28%)
- Users: 5,021 vs. 4,192 in 2023 (Up 19.78%)
- Views per user: 2.46 in 2024 vs. 2.44 in 2023 (Up 0.43%)

Marketing Campaign Landing Page

bccc.edu/changinglives (Used when clicking a digital campaign advertisement.)

August 1 – August 31, 2024 (There is no comparison to 2023 because the Marketing landing page was not built at that time.) Note that the metrics below are for the August period and do not include metrics from the launch date in July 2024.

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- Views: 1,662
- Users: 1,273
- Views per user 1.31

Workforce Development Non-Degree Campaign

The department continues to work with the Workforce Development and Continuing Division to create marketing campaigns to increase awareness in non-degree programs. The department created flyers, social media campaigns, billboards, and signage to promote programs, including a Workforce Development digital marquee sign, website billboard, and flyers and social campaigns for Admin Support, CDL, CAN/GNA, Construction Core, Customer Service, and Warehousing. Additionally, a revised Workforce Development brochure for recruitment was printed and distributed. Promotional items and schedule updates were also completed. Additional plans include a Webpage revamp and further discussion on targeted digital advertising specific to each non-degree program.

Academic Affairs

The department worked with Academic Affairs to finalize and print 62 Program Cards that have been distributed to the Schools and the Office of Admissions. Additionally, the updated content from the cards has been used to align all program webpages with a PDF version of each Program Card. This increases the accuracy of consistent information displayed on a program card, catalogue, and website.

The department created a Dental Hygiene Clinic campaign to build awareness for use of the clinic, including a website billboard, digital marquee sign, and flyer.

Additional efforts include production of academic program retractable signs and promotional items for various uses.

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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. Peter Farrell, Chief Information Officer

Enterprise Resource Planning (ERP) Project

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 submits progress reports to the DoIT Project Manager, Dr. Josiah, monthly.

As of July 1, 2024, the MITDP project concluded the implementation phase and moved into the Operations and Maintenance phase and is on track to close by June 30, 2025. Coinciding with the transition to Operations and Maintenance, the Ellucian advisory (managed) ERP services contract began on July 1, 2024, which includes experts will be deployed across all key ERP domains including Banner Finance, Student, Accounts Receivable, Financial Aid, Human Resources, CRM Recruit, and IT to help address ERP challenges and backlog.

Ellucian advisory services provide the opportunity to improve processes, fill operational gaps, knowledge transfer, and issue resolution. Prior to the advisory services contract commencing, the Cabinet reviewed and prioritized the backlog and developed a work plan for each advisory area. Additional items were identified based on faculty and staff feedback received during Fall 2024 professional development sessions.

The functional offices meet with the Ellucian teams multiple times weekly to address items in priority order. The Student and CRM Recruit advisors are meeting with both the credit and WDCE areas, with a focus on standardizing recruiting, enrollment, registration, and billing systems and processes across all areas. Student Accounting is working on correcting detail code configuration and historical data issues. The Finance team is reviewing the current system configuration to ensure that it is properly aligned with the Maryland State chart of accounts and financial systems. The Human Resources and Payroll teams are setting up Web Time Entry for contractual employees and preparing for a new State payroll system conversion in March 2025. Financial Aid is working on the final configurations for the FAFSA 2024-25 updates from the Department of Education. Information Technology Services’ focus with Ellucian has been developing new reports and dashboards to provide timely, actionable data to the College’s leadership.

Advisory Services Area	Priority Items Identified at Start of Contract
CRM Recruit	16
ITS	6
Finance	20
Financial Aid	6
HR/Payroll	19

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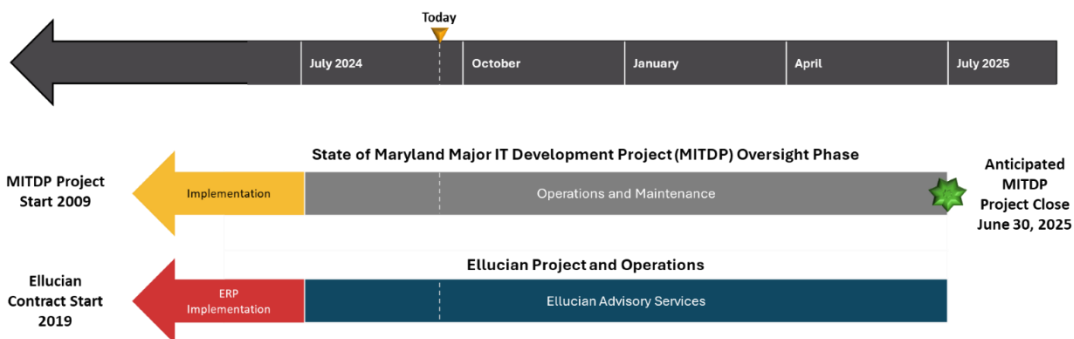
Student	29
Student Accounting	14

The implementation of Degree Works, a system for students and advisors to track degree progress, went live over the summer. Records and Registration is using the product to complete degree audits and internal training for advisors and faculty is being conducted by the Registrar’s office.

BCCC (Baltimore City Community College) maintains 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

ERP Project Timeline (FY25)



Data Center Modernization Phase II / Disaster Recovery

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The second phase of the Data Center Modernization project, which is focused on Disaster Recovery and Business Continuity, began July 1, 2024, and will continue through the Fall semester. This project supports addressing Realignment Task #9 which focuses on meeting the College's Infrastructure needs. By the end of this project, the College's systems and data will be mirrored to Microsoft Azure cloud for full redundancy and in the event of a service interruption to the main campus data center, ITS will be able to fail services over to the redundant cloud site with minimal downtime. Full disaster recovery tests will be scheduled on an annual basis to address prior audit challenges.

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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 green space creation is 90+ percent complete. All materials have been removed from the site and the soil is being prepared for grass and tree installation.

Weather permitting, the project will be completed by the end of October, 2024.

Realignment Task #11

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

Office of the President

Ahead of the 2025 legislative session, a subset of Cabinet members will conduct an internal review and assessment of state and local laws, regulations and requirements in order to identify obstacles to the College’s efficiency and operations.

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Realignment Task #12

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

ACCREDITATION PLANNING

Baltimore City Community College was required to respond to the March 18, 2024, letter from the Middle States Commission on Higher Education (MSCHE) by September 9, 2024, regarding the January 18, 2024 Commission on Accreditation of Allied Health Education Programs (CAAHEP) action, which placed the College's Emergency Medical Services-Paramedic program on probation. BCCC noted this action in the 2024 Self-Study Report.

BCCC's response to MSCHE's request for information was provided in the supplemental information report (SIR) and included an update to the institution's compliance with CAAHEP which includes the following:

- (1) reason for the accreditor's action;
- (2) the impact of the action;
- (3) an action plan and timeline for coming into compliance with the accreditor's requirements;
- (4) copies of any follow-up compliance reports related to this action; and
- (5) the date of the accreditor's next compliance decision.

Action Plan and Timeline for Coming into Compliance with the Accreditor's Requirements

The BCCC EMS-Paramedic program has been able to address all of the deficiencies identified by the CoAEMSP review in the response that was submitted on June 1, 2024.

January 22, 2024	BCCC received a letter from CAAHEP
January 29, 2024	Current students were updated about probationary status via email
February 5, 2024	Catalog and website were updated
May 1, 2024	Updated preceptors training module
Feb.-May, 2024	Program faculty and staff worked on completing tasks required for the progress report, submitted on June 1, 2024

On June 1, 2024, the BCCC EMS-Paramedic program submitted the following to CoAEMSP:

- Progress report
- Standard Citation 1 response
- Standard Citation 2 response

The program is waiting for a response from CoAEMSP regarding the June 1st submission.

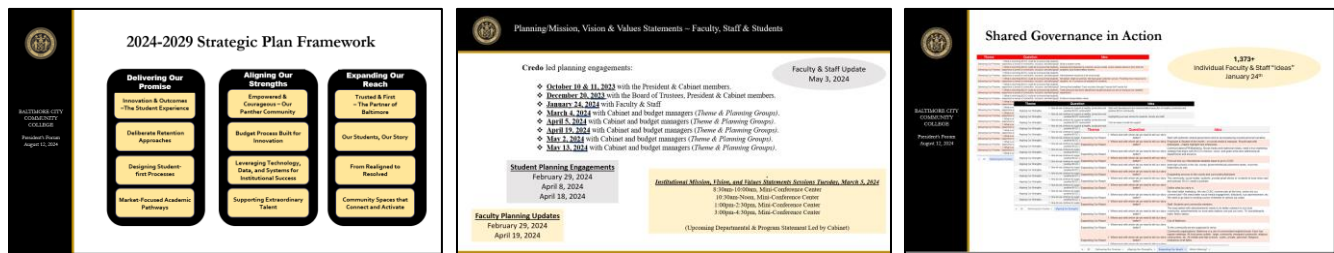
As required, BCCC submitted the Middle States Commission on Higher Education SIR on September 9, 2024, through the MSCHE Institution Portal.

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STRATEGIC PLANNING

President McCurdy and the Vice President of Institutional Effectiveness, Research & Planning (VP IERP) presented the details of the draft 2024-2029 Strategic Plan Framework to the faculty and staff on August 12, 2024. The Strategic Plan Framework was developed over 11 months with participation from faculty, staff, students and the Board of Trustees. The President charged the Theme & Planning Group to (1) Review and analyze the Board, Cabinet and Faculty & Staff engagement data; (2) Create the descriptive narrative for each strategic theme; (3) Build the Strategic Plan based on community input; (4) Set the measures and the targets for each initiative and ensure alignment with the Plan’s Key Performance Indicators (KPIs); (5) Monitor the progress of the Plan, assess Plan outcomes, and make improvements to the Plan.

The first three (1-3) elements of the President’s charge have been completed. The draft 2024-2029 Strategic Plan Framework aligns with key State plans and will be brought forward to the Board of Trustees for consideration and approval at the October 16, 2024, Board meeting.



The Maryland Department of Budgets FY 2026 Management Managing for Result (MFR) Measures & Indicators and the Maryland Higher Education Commission (MHEC) FY 2025 Performance Accountability Benchmarks serve as long-standing institutional KPIs and quantify the College’s performance and overall effectiveness. Plan specific KPIs will be developed as work continues with the strategic planning consultants to develop unit-level plans with the Cabinet and budget managers for all departments. The Plan will seamlessly align with the College’s budget.

The College is also preparing to align the Strategic Plan with and update the various master plans, including the Academic Master Plan, Enrollment & Retention Master Plan, Information Technology Master Plan, and Business Continuity Master Plan.

The VP IERP lead the Planning & Assessment Software Solution (PASS) Group through the selection process to review and purchase the planning, assessment, and budget tool from Strategic Planning Online (SPOL). SPOL is the sole vendor offering system-wide modular integration. SPOL offers a unique cloud-based software that addresses each facet of institutional effectiveness in one fully integrated solution and are a sole source for this level of interoperability and connectivity between strategic planning, budgeting, assessment, faculty credentialing, and accreditation management. Product information video links are embedded.

Over the course of 11 months, the College has implemented a four-step process towards selecting a tool to manage the planning, assessment, and budgeting activities. Please find highlights of the process below. A meeting with the Cabinet and key staff in the VP IERP’s office was held on Thursday, August 8th, to provide an overview of the selected planning tool. On Friday, August 9th, the Academic AVPs, Deans, Associate Deans and E-Learning Director had a focused session on assessment with the vendor on Friday, August 9th. Additional

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sessions to introduce faculty and key staff to the tool during the professional development week, August 12-20, 2024.

Step 1: The Office of Institutional Effectiveness, Research & Planning (OIERP) staff researched the planning and assessment tools of the Maryland community colleges+.

Institution	PASS	analytics	surveys	LMS	SIS
Allegany College of Maryland	None	None	Watermark		
Anne Arundel Community College	HelioCampus	Tableau	IOTA	Canvas	
Baltimore City Community College	Nuventive Improve	Excel	Watermark	Canvas	Banner
C Carroll Community College	None	None	Watermark		
Cecil College	None	Tableau	Watermark		
Chesapeake College	Nuventive	None	Watermark		
College of Southern Maryland	None	None	CampusLabs		
Community College of Baltimore County	Other	Power BI	SmartEvals	Blackboard	SIMON
Frederick Community College	TK2D	Power BI	Watermark	Blackboard	Peoplesoft
Frostburg State University	HelioCampus				
Garrett College	Watermark	Jenzabar	Watermark	Blackboard	
Hagerstown Community College	None	None	Watermark		
Harford Community College	TK2D	HelioCampus	Watermark	Blackboard	
Howard Community College	ASR	ASR	Idea Survey	Canvas	
Montgomery College	TK2D		Watermark	Blackboard	
Morgan State University	None	Tableau	Other		
Prince George's Community College	HelioCampus	HelioCampus	Watermark		
Towson University				Blackboard	
University of Maryland	in-house system			Canvas	
University of Maryland Global Campus	HelioCampus				
Wor-Wic Community College	None	None	SmartEvals		

Step 2: OIERP in consultation with Information Technology Systems vetted the features of eleven vendors. The Program Review & Evaluation Planning Group, Information Technology Committee leadership representative and the Student Learning Outcomes and Assessment Committee leadership were kept apprised of the process.

division	feature	Nuventive Improve	Centriva Weave	Concord USA Xtracs	Creatrix Camp	eLumen	HelioCampus	Nuventive Improvement	SPOL	Watermark	Business Objects	In house
Academy	Classroom Placement (or Integration)	no								yes	yes	yes
Academy	Course Catalog (or Integration - Aclote)	no	yes	no	no	no	no	no	no	yes	yes	yes
Academy	Course Evaluation (or Integration - Course Eval. & Surveys)	no	yes	yes	yes	yes	no	no	no	yes	yes	yes
Academy	Curriculum Management (or Integration - Course2go)	no	yes	yes	yes	yes	no	no	no	yes	yes	yes
Academy	LMS Integration (Canvas)	no	yes	yes	yes	yes	no	no	no	yes	yes	yes
Academy	Program Review & Evaluation	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
Academy	Student Portfolios (or Integration)	no	yes	yes	yes	yes	no	no	no	yes	yes	yes
Academy	Syllabus Management (or Integration)	no	yes	yes	yes	yes	no	no	no	yes	yes	yes
HR	Faculty/Employee Portfolios (or Integration)	no	yes	yes	yes	yes	no	no	no	yes	yes	yes
HR	Data Analysis	no	yes	yes	yes	yes	yes	yes	yes	no	yes	yes
HR	Data Query and Export (.csv)	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
HR	Non-Academic Assessment	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
HR	Programmatic Accreditation	no	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
HR	Regional Accreditation	no	yes	yes	yes	yes	no	no	no	yes	yes	yes
HR	Strategic Planning	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
ITS	Hi-CMAA documentation provided									yes	yes	yes
ITS	Single Sign-On using SAML (previously Azure AD)	no			yes		yes		yes	yes	yes	yes
ITS	SOX 11 Type 2 audit documentation provided									yes	yes	yes
ITS	Software as a Service	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
ITS	Student Information System Integration	no	no	no	yes	no	yes	no	no	yes	yes	yes
ITS	WPIV documentation provided									yes	yes	yes
Student Affairs	Learning Room Integration (ACUIN at H)	no			yes	no	no	no	no	yes	yes	yes
Student Affairs	Student Success (or Integration)	no			yes	no	yes	yes	yes	yes	yes	yes
Student Affairs	Early Alert (or Integration)				no	yes	yes	yes	yes	yes	yes	yes
Student Affairs	Company Services and Knowledge of CCA, ideally MDCCC				no	yes	yes	yes	yes	yes	yes	yes
	yes rate: 10%	9%	8%	19%	6%	17%	9%	12%	19%	24%	24%	25%
	no rate: 10%	36%	32%	76%	24%	68%	36%	48%	70%	96%	100%	100%
	preliminary meeting/demo	2023-09-27	2023-06-27	2023-09-21	2023-08-24	2023-12-15	2023-10-04	2023-08-28	2023-08-23	NA	NA	NA
	product specialist meeting/demo	2023-11-21	NA	2023-05-16	NA	2023-12-15	NA	2023-09-01	2023-09-01	NA	NA	NA
	follow-up meeting/demo	NA	2023-11-02	NA	2023-12-18	NA	2023-10-17	2023-10-17	2023-10-12	NA	NA	NA
	key stakeholder demo	NA	NA	NA	NA	2024-01-08	NA	2024-01-08	2024-02-19	NA	NA	NA
	institutional demo	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Step 3: The Planning & Assessment Software Solution (PASS) Group representing a cross-representative group of subject matter experts vetted the planning and assessment tools of three vendors. The top three tools integrate with Banner and Canvas.

PASS participated in hands-on demonstrations with two vendors. The third vendor was eliminated because the company could not offer a hands-on demonstration. Based upon the hands-on engagements, PASS recommended Strategic Planning Online's tool which was the only product with a dedicated module for unit-level operational and budget planning for higher education as well as integrate with Banner and Canvas. PASS's recommendation was approved. The College will implement the Planning, Assessment and Budget modules first and later implement the faculty credentialing and accreditation modules.

Step 4: OIERP will organize orientation sessions during the 2024-2025 academic year for the Cabinet, Academic Leaders, Budget Managers, Faculty and Staff regarding the Strategic Planning Online (SPOL) tool rollout.

BOARD OF TRUSTEES
BALTIMORE CITY COMMUNITY COLLEGE

TAB 11 | Active Search Listing

**HR Active Search List As of September 3rd, 2024**

Baltimore City Community College						
	Div	PIN #	Position	Oversight	Date posted	Status 9/3/2024
1	AA	67006	Director of the Academic Achievement Center	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. Debra McCurdy	5/16/2022	Resumes forwarded for Review
3	AA	78507	Assistant Professor/Clinical Coordinator, Health Information Technology	Dr. Ghazanfar Mahmood/ Dorothy Holley	3/23/2023	Resumes forwarded for Review
4	AA	66829	Assistant Professor of Cyber Security Digital Forensics	Dr. Enyinnaya Iweha	6/23/2023	Resumes forwarded for Review
5	AA	66773	Assistant Professor & Program Coordinator for Marketing	Dr. Enyinnaya Iweha	6/23/2023	Resumes forwarded for Review
6	AA	72080	Assistant Professor & Program Coordinator for Computer Information Systems	Dr. Enyinnaya Iweha	6/27/2023	Resumes forwarded for Review
7	AA	66762	Assistant Professor & Program Coordinator for Office Administration	Dr. Enyinnaya Iweha	6/27/2023	Resumes forwarded for Review
8	AA	66819	Assistant Professor of Nursing-Adult Medical/ Surgical	Dr. Ghazanfar Mahmood/ Dorothy Holley	7/26/2023	Resumes forwarded for Review
9	AA	66803	Assistant Professor & Program Coordinator of American Sign Language/ Deaf Studies	Dr. Phillip Powell/ Dr. Anthony McEachern	7/27/2023	Resumes forwarded for Review
10	AA	66801	Assistant Professor/ Clinical Coordinator, Surgical Technologist	Dr. Ghazanfar Mahmood/ Dorothy Holley	8/25/2023	Resumes forwarded for Review
11	AA	66765	Retention Coordinator	Karen King-Sheridan	10/5/2023	Resumes forwarded for Review
12	AA	66977	Instructional Designer	Aundrea Wheeler	10/9/2023	Resumes forwarded for Review
13	AA	78506	Transfer and Articulation Coordinator	Dr. Debra McCurdy	11/2/2023	Resumes forwarded for Review
14	AA	66725	Dean- School of Nursing & Health Professions	Dr. Debra McCurdy	11/2/2023	Resumes forwarded for Review
15	AA	66823	Nursing Laboratory Manager	Dr. Ghazanfar Mahmood/ Dorothy Holley	3/28/2024	Resumes forwarded for Review
16	AA	66673	Instructional Librarian	Aundrea Wheeler/ Elizabeth Van Pate	4/19/2024	Resumes forwarded for Review
17	AA	66878	Administrative Assistant III	Aundrea Wheeler/ Karen King-Sheridan	6/13/2024	Resumes forwarded for Review
18	AA	66834	Assistant Professor & Program Coordinator of Education	Dr. Phillip Powell/ Dr. Anthony McEachern	6/14/2024	Resumes forwarded for Review
19	AA	66622	Associate Dean of Business & Technology	Dr. Debra McCurdy	6/28/2024	Resumes forwarded for Review
20	AA	66732	Vice President of Academic Affairs	Dr. Debra McCurdy	7/22/2024	Resumes forwarded for Review
21	SA	66844	Federal Work Study Specialist	Donna Thomas/ Saleem Chaudhry	8/11/2022	Resumes forwarded for Review
22	SA	69257	Admissions Advisor for Special Populations	Donna Thomas	5/18/2023	Resumes forwarded for Review
23	SA	66991	Director of Advising/ Student Success Center	Donna Thomas/ Dr. Sherri Brown	6/1/2023	Resumes forwarded for Review
24	SA	66733	Admissions & Recruiter/Advisor	Donna Thomas/ Dr. Sherri Brown	7/5/2023	Resumes forwarded for Review
25	SA	66663	Director for Admissions	Donna Thomas	9/7/2023	Resumes forwarded for Review
26	SA	66908	Vice President of Student Affairs	Dr. Debra McCurdy	10/20/2023	Resumes forwarded for Review
27	SA	72079	Coordinator of Early College Access & Programs	Donna Thomas/ Michelle White	7/24/2024	Resumes forwarded for Review
28	SA	66952	Coordinator of Testing	Donna Thomas/ Natasha Williams	7/16/2024	Resumes forwarded for Review
29	ASP	66932	Administrative Assistant for the Vice President for Advancement	Gussener Augustus	1/10/2023	Resumes forwarded for Review

30	ASP	66960	Director of Development	Gussener Augustus	1/11/2023	Resumes forwarded for Review
31	ASP	76586	Director of Public Relations/ Community Outreach	Gussener Augustus	6/29/2023	Resumes forwarded for Review
32	ASP	66838	Associate Director for Scholarships	Gussener Augustus/ Dr. Debra McCurdy	7/19/2024	Resumes forwarded for Review
33	ASP	66720	Associate Director for Alumni Relations	Gussener Augustus/ Dr. Debra McCurdy	8/12/2024	Resumes forwarded for Review
34	WDCE	66861	Maintenance Supervisor	Michael Thomas	4/21/2021	Resumes forwarded for Review
35	WDCE	66769	Police Officer II	Michael Thomas	7/28/2020	Resumes forwarded for Review
36	WDCE	86277	Police Officer III	Michael Thomas	4/22/2024	Resumes forwarded for Review
37	WDCE	66644	Director of Workforce Development & Employment Services	Michael Thomas	7/5/2023	Resumes forwarded for Review
38	WDCE	84362	Operations Technician	Michael Thomas	9/26/2023	Resumes forwarded for Review
39	WDCE	66617	Assistant Director of Capital Projects	Michael Thomas	11/14/2023	Resumes forwarded for Review
40	WDCE	66639	Assistant Vice President for Facilities	Michael Thomas	12/5/2023	Resumes forwarded for Review
41	WDCE	66843	Grounds Supervisor	Michael Thomas	2/13/2024	Resumes forwarded for Review
42	WDCE	76591	P-Tech Early College Liaison	Michael Thomas	4/9/2024	Resumes forwarded for Review
43	WDCE	81698	Police Supervisor	Michael Thomas	6/13/2024	Resumes forwarded for Review
44	WDCE	66853	Property Control Specialist	Michael Thomas	6/27/2024	Resumes forwarded for Review
45	WDCE	tbd	Associate Director of English Language Services	Michael Thomas	8/13/2024	Resumes forwarded for Review
46	WDCE	tbd	Building Security Guard	Michael Thomas	8/27/2024	Resumes forwarded for Review
47	F&A	66879	Director of Budget	Aubrey Bascombe	12/5/2022	Resumes forwarded for Review
48	F&A	66757	Senior Accountant	Aubrey Bascombe/ Eileen Waitsmen	1/12/2023	Resumes forwarded for Review
49	F&A	67013	Senior Accountant - Foundation	Aubrey Bascombe/ Eileen Waitsmen	1/12/2023	Resumes forwarded for Review
50	F&A	66986	Budget Analyst	Aubrey Bascombe	3/27/2023	Resumes forwarded for Review
51	F&A	72349	Assistant Vice President of Human Resources	Dr. Debra McCurdy/ Aubrey Bascombe	5/18/2023	Resumes forwarded for Review
52	F&A	66974	Administrative Assistant to the Vice President of Finance & Administration	Aubrey Bascombe	8/11/2023	Resumes forwarded for Review
53	F&A	66842	Accounts Clerk III	Aubrey Bascombe/ Pat Raines	9/19/2023	Resumes forwarded for Review
54	F&A	66916	Assistant Director of Human Resources- EEO & Compliance	Aubrey Bascombe	11/17/2023	Resumes forwarded for Review
55	F&A	66658	Accounting Clerk II- Finance	Aubrey Bascombe/ Eileen Waitsman	5/23/2024	Resumes forwarded for Review
56	F&A	82345	Human Resources Generalist	Aubrey Bascombe	2/6/2024	Resumes forwarded for Review
57	IERP	88494	Research Analyst II	Becky Burrell/ Eileen Hawkins	7/6/2022	Resumes forwarded for Review
58	OP	66855	Director of Government Relations/Special Assistant to the President	Dr. Debra McCurdy	1/18/2022	Resumes forwarded for Review
59	OP	66981	Executive Administrative Assistant to the President	Dr. Debra McCurdy	2/13/2023	Resumes forwarded for Review
60	OP	67000	Network Engineer	Peter Farrell	3/20/2024	Resumes forwarded for Review
61	OP	76592	Systems Administrator	Peter Farrell	3/20/2024	Resumes forwarded for Review
62	OP	73033	Deputy Chief Information Officer	Peter Farrell	8/1/2024	Resumes forwarded for Review