



Strategic Planning Meeting Student Services

Attendees: Chevis Thompson, Lisa Meyer, Tanya Hill, Mindy Reach, Mindy Ashby, Caleb Ingram, Kaylyn Meyers, Danielle Boyd, Greg Sheppard, Blake Goforth, James Walton, Leslie Weldon Cornelius, Jipaum Askew, Dr. Price, John Sparks

Absent: Amanda Brown, Haley Story, Sabrina Black, Erin King, Monica Brahler, Amber Suggs

Questions for Discussion:

- **How can we increase enrollment to 40,000 credit hours (goal)?**
 - Extensive Colleague training (what is Colleagues capability?)
 - Student planning
 - Retrieve reports
 - Progress duration
 - Data usage to plan schedules, create more credit hours
 - Information flow must be consistent (seamless from dept. to dept.)
 - **Website**
 - Chat box
 - Registration on-line
 - Geofence - Put in place around big events
 - Catalog on-line
 - Update and utilize dashboard
 - Simplify scholarship application and access (a lot of obstacles)
- **How can we increase retention? What new programs are needed?**
 - Identify barriers for students departmentally and create a plan to help students from beginning to end of program
 - Offer nighttime and weekend courses for non-traditional students
 - Build relationships with students before they begin their Shawnee experience
 - Summer Melt - Dr. Taylor discussed the importance of communicating with seniors the summer after graduation to make sure they do not slip through the cracks. We need to be in communication before during and after graduation.



Strategic Planning Meeting Student Services

- Create classes specific to certificate or degree (contextualized classes)
- Create a positive image (rewrite our story)
- Every student needs to feel important and connected
- **What new and innovative ideas can you implement in your specific area to increase enrollment and retention?**
 - Retention Alerts & Federal Prison at Marion – Greg Sheppard
 - Shawnee Development Council (advisors are working with the Council to help students)
 - Part-time completion coach & General Completion Coach Carrie Davis
- **Goals for the upcoming semester**
 - Help students be successful
 - Create better formatting for data
 - Fall 32,000 credit hours
 - Anticipate students needs

Action: Submit Project Goals to Dr. Price.



Strategic Planning Meeting Faculty

Attendees: Dereck Pender, Dr. Anna Vaughn Doom, Kelly Jennings, Lori Armstrong, Connie McGinnis, Ruth Smith, Phyllis Sander, Sherrie Malone, Dr. Connie Drury, Lorena Hines, Wendy Harris, Jesse Smith Fulia, Sheryl Ribbing, Dr. Nicolaidis, Kayla Sauerbrunn, Craig Bradley

Absent:

JoElla Basler, David Black, Brenda Brown, Roberta Christie, April Dollins, Sandy Fontana, Tim Frizzell, Tony Gerard, Eric Howard, Randy Lingle Mike McNally, Betsy Shallenberger, Amy Sheffer, Ryan Thornsberry & Robbie Woolridge

Questions for Discussion:

- **How can we increase enrollment to 40,000 credit hours (goal)?**
 - Provide Competitive Technology
 - Build More Data Sets
 - Change Data Collection Method
 - Create new testing methods (current generation rejects standard testing methods).
 - Maintain consistent flow of information between departments (SCC one voice).

- **What new programs are needed?**
 - Math co-curriculum (high schools will begin offering transitional math courses).
 - Offer entire programs on-line to accommodate non-traditional students. It would provide flexibility to students that must work and go to school.

- **What projects are you currently working on that will help with student enrollment, retention, persistence, and/or completion?**
 - BOT participated in an Oculus headset demonstration. Oculus headsets allow students to participate in “hands on” experiences before going into the real world.
 - BOT Division is discussing how to implement Virtual Reality equipment to aid students in learning.



Strategic Planning Meeting Faculty

- Trucking could use cameras to allow students to view their truck driving skills and see where they need to improve.
 - Virtual learning in the labs would allow students a better on-line experience learning.
 - HyFlex learning over Hybrid Learning. In HyFlex courses, students can choose from one of three participation paths: Participate in face-to-face synchronous class sessions in-person (in a classroom), Participate in face-to-face class sessions via video conference (e.g., Zoom), Participate fully asynchronously via Coursework
 - Nursing is incorporating more simulators to help students experience real life situations that they otherwise might not experience until they graduate and begin working.
 - The FY21 Perkins V Grant has budgeted for and will fund the purchase of a functional greenhouse for the Agriculture program. Since the growing season is much shorter in our region, this greenhouse will allow students to plant and learn year-round. Many of the Agriculture classes are built around soil science, horticulture, agriculture technology, etc. and the greenhouse will be a great teaching and learning resource for students.
 - Cheating was addressed by all departments. We must identify ways that students can cheat and change our testing process.
 - Utilize CARES Grant for cutting edge technology
 - Automotive department would like to move to electric vehicle simulators. Current trend indicates within 10 years most vehicles will be electric.
 - BOT holding its annual Virtual High School Business Skills Competition
 - Multiple faculty are helping students one-on-one via Zoom.
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- **How could you personalize your customer service?**
 - Support Professional Development for faculty
 - Sherrie Malone tells her students how important they are to her, "I work for you."
 - Faculty give students their cell phone numbers for quick and easy access.



Strategic Planning Meeting Administration, Directors, and Business Office

Attendees: Dr. Shelby, Dr. Curphy, Teale Betts, Brandy Woods, Dr. Price, Dr. Capps, Brett Whitnell, Rebecca Steinmetz, Emily Forthman, Christina Wright, Shelby Adkinson, Jipaum Askew, Dr. Mason, Stacy Simpson, Rob Betts, Ginger Harner, Russ Stoup

Absent: Lindsay Johnson, Karen McGoy, Christina Faulkner

- **What is new and interesting in your professional area?**

- Dr. Shelby discussed the CTE faculty recorded videos that were sent to the high schools. Melissa Luttenbacher prepared and delivered snacks and prizes for the high school students to enjoy while they watched the videos.
- Dr. Shelby also highlighted the work with the English and math departments to develop transitional math and transitional English will come soon.
- Rob Betts is adding digital items and streaming. He is researching GeoFencing, videoing for CTE Day, and administration.
- Emily is looking at ways to provide better training.
- Stacy Simpson is working on the Bookstore website. Individuals will be able to purchase merchandise on-line. She is also selling Dippin' Dots.
- Brandy Woods is working on in-depth cost model, and working with Dr. Taylor and Brad on Policies.
- Dr. Capps is utilizing Zoom in the finance department to connect with students. This allows the department to meet in the evenings and weekends.
- Shelby Adkinson, Cairo Center is looking into adding a carpentry class for students. They are also providing Community Ed. classes.
- Rebecca Steinmetz, Accounts Payable is learning her new job and getting all statements caught up and paid.



Strategic Planning Meeting Administration, Directors, and Business Office

- Christina Wright is helping Dr. Mason work on the USDA telemedicine grant and the Delta Healthcare grant. She is also working on the Developmental Ed grant and the Health Care grant.
- Jipaum at the Metropolis Center is working with Craig Bradley to offer an Excel training class. She has had a lot of request for the class. She is also researching an ETS Robotic program to offer at the Center.
- Ginger Harner discussed how technology is allowing adult education to serve more students this year than last year. They are more available for students and better able to meet their scheduling needs.
- **What training and/or tools do you need to improve the efficiency and effectiveness of your daily work?**
 - Dr. Mason discussed how his department is moving away from paper processing to electronic processing. They are utilizing adobe and scanning.
 - Teale asked if more Colleague training could be provided.
 - Brandy also noted that we are probably not utilizing Colleague to its fullest potential because we do not know how to use it. We have lost a lot of knowledge due to all the recent employee turnover
 - Professional Development training is needed.
- **What projects are you currently working on that will help with student enrollment, retention, persistence, and/or completion?**
 - Working on summer courses and different ways to offer them to students.
- **How could you personalize your customer service?**
 - Teale engages daily with students and makes herself available for them when they need her.
 - Dr. Shelby tells the students they are the most important part of her day.



Strategic Planning Meeting Administration, IT, & Maintenance

Attendees: Bea Gordon, Joe Morris, Donna Brown, Dwayne Fehrenbacher, Sabrina Black, Don Koch, Felicia Rouse, Tina Dudley, Rick Jerrell, Chris Clark, Jacqueline Smith, Jennifer Herren, Jonathan Van Meter, Stephanie Dunlap, Virginia Chamness, Russ Stoup

- **What is new and interesting in your professional area?**
 - IT has been available not only during the normal college hours, but added evenings and weekends to make sure all areas have the IT support they need.
 - IT has added numerous devices and made it possible for them to work from anywhere.
 - Joe Morris discussed Cyber threats and the training he has had to continue to keep up with the ever-evolving threats.
 - Don Koch noted the new Ag. Greenhouse will be available by fall.
 - Tina Dudley discussed how she is using new technology to connect with internal and external customers.
 - Felicia Rouse explained how faculty are utilizing different instructional methods to help students be successful.
 - Virginia Chamness discussed 1 advisor on campus and 2 remotes are great for the students. This process has added flexibility for students. Remote advisors are more available at various time slots.
 - The Anna Center is meeting in person and Zoom to connect with students.
 - Jonathan Van Meter discussed how he is updating the website and making it user friendly. IT is also looking at a 24/7 chat box to provide students immediate response.

- **What training and/or tools do you need to improve the efficiency and effectiveness of your daily work?**
 - The majority of the audience asked for Professional Development, Sensitivity, and Colleague training.
 - More time to meet with area colleges to brainstorm.

- **What projects are you currently working on that will help with student enrollment, retention, persistence, and/or completion?**
 - Russ Stoup is working with IT to modernize classrooms. We have update for our students to make the learning process easier.



Strategic Planning Meeting Administration, IT, & Maintenance

- The maintenance crew is making sure the campus is kept functioning and clean.
- Tina Dudley is working on a new data base. The program allows her to generate and send emails at any time.
- **How could you personalize your customer service?**
 - Tina Dudley has liked our 12 high schools Facebook pages and she sends, “shout outs” for student or school achievements.
 - Dwayne asks students for their name first and not their ID number to personalize his communication.
 - Virginia sends her business card when she corresponds with current students or potential students.
 - Stephanie Dunlap speaks positive messages about SCC when she is in the community.