

**VP Submitted NMC Accomplishments and Activities  
For Fiscal Year 2011-12**

**1. ADMINISTRATIVE SERVICES/AUXILIARY SERVICES – 2011/2012**

**a. Administrative Services**

- 1) Campus Master Plan – Kicked off the Campus Master Plan along with the Leadership Group
- 2) Automated the Cost to educate Model and made it accessible to colleagues/reducing staff time by 80 hours per year.
- 3) Created ACS Models to compare NMC to our peers to inform budget decisions
- 4) Engaged Incident Command Team in community training exercises (Campus Services)
- 5) Implemented Manage my ID
- 6) Completed several reconfigurations and moves of offices and employees throughout the year.
- 7) Very clean/successful NMC and Foundation Audits (College audit reduced to 1 week)
- 8) Auditors reduced the contract price by \$5,000 due to substantial automation of the audit process
- 9) Successful moves of offices and staff of Admin Services, Business Office and Human Resources with little or no impact on customers.
- 10) Parking Management – met with City of Traverse City to obtain agreement for one year temporary parking lot and gained 300 spaces; contracted with the GT Civic Center for use of their lots for overflow parking
- 11) Completed an Emergency Management Plan

**b. Business Office**

- 1) Bond for Halls refunding with a savings of \$250,000 over 10 years
- 2) Offered additional Training sessions for Budget/Department managers (45 attendees)
- 3) Payroll direct deposit sign-up on Self-Service
- 4) Indirect cost rate renewal
- 5) Online pay stub enhancements
- 6) Electronic 1098-T's
- 7) Electronic W2 sign-up online (250 people signed up – 26% of NMC employees)
- 8) PCI compliance questionnaire/monthly scanning of system
- 9) Combined service delivery of Financial Aid and Student Accounts/Cashiering to serve students better and create staffing efficiency (reduced one full time permanent position between the two offices and one full time supplemental position). Started in October

with planning and cross training and opened the new Student Financial Services front desk on April 1.

- 10) Improved process for TIP/3rd party student account application and billing reducing staff time by 69 hours per semester.
- 11) Improved handling of incoming phone calls to Student Financial Services resulting in most calls being answered and all messages being addressed by the end of next business day, even at busiest times.
- 12) Implemented web based UPS shipping & billing
- 13) Distributed Requests For Proposals (RFP) for:
  - a) Telephone System
  - b) Aviation Insurance
  - c) Milliken Sound System
  - d) Internet Provider
  - e) Ship Fuel
  - f) Fleet Fuel
  - g) Audit Services (savings of \$30K for five years)
  - h) Security Contract (savings of \$80K per year)

**c. Campus Services**

- 1) Safety/Security
  - a) Completed Table – Top exercise with resources from surrounding counties
  - b) Completed 8 Fire Drills per building in order to meet current Fire Code.
  - c) Qualified with the City 5 new security offices enabling them to write parking tickets.
  - d) Added several new cameras and panic buttons to enhance security at NMC.
  - e) Installed a new security gate (with audible alarm) at the Aviations Building.
  - f) Assisted in the solving of several crimes/acts of vandalism on campus using the new camera systems.
  - g) VP of Finance and Assistant Director of Safety/Security completed Title 9 training.
  - h) Director of Campus Services and the Assistant Director of Safety and Security completed all of the FEMA Incident Command training:
    - Introduction to the Incident Command System
    - ICS for Single Resources and Initial Action Incidents
    - Intermediate ICS for Expanding Incidents
    - Advanced ICS Command and General Staff Complex Incidents

- NIMS Multi-Agency Coordination System
- NIMS Resource Management
- Introduction to National Response Framework

- i) Installed 18 Emergency Evacuation Chairs
- j) Installed AEDs in all buildings

## 2) Facilities

- a) Supplied support and information to the Master Planning team.
- b) Implemented several more recommendations from the energy audit:
  - Lighting retrofit at Aviation Hangar
  - Changed Pathway lighting (about 1/3 complete)
  - Began changing all fluorescent light on campus from 32 watt to 25 watt bulbs
  - Installed Variable Frequency Drives in Beckett building
  - Installed Variable Frequency Drives in Health and Science building
  - Began changing aerators on sinks from 1.5 gpm to .5 gpm
  - The results of implementing recommendations are an additional reduction of 355,309 kwh of electric usage annually.
  - Received \$9,200 in rebates for electrical retrofits from TCLP.
  - Received \$6,900 in rebates from DTE from Boiler CSD's/tune-ups accomplished.
  - Completed 264 building safety inspections, generating 353 corrective safety work orders.
  - Completed 10 Capital Improvement projects.
  - Completed 2013 proposed Capital Improvement budget.
  - Completed Risk Management and Worker Comp. insurance inspections.
  - Completed all of the OSHA required Safety trainings with all maintenance/grounds/custodial staff.
  - Completed 6,858 out of a possible 7,139 work orders year to date, having a 96% completion rate, taking an average of 2.7 days to complete a routine work order.

## 3) Custodial/Grounds

- a) In conjunction with a State Forrester, completed a tree audit on NMC's main campus, identified unhealthy/unsafe trees that need to be removed.
- b) Started the implementation of tree removal, to date have cut down 30 dead trees.
- c) Planted 45 trees in various locations on campus.
- d) Coordinated with the Student Government Association further tree plantings, approximately 50 trees planted on the main campus and the UC.
- e) Worked with TBAISD on special training for disabled student training.
- f) Continued support and assistance with the recycling efforts at NMC.

- g) Green program at NMC, currently at about 98% green cleaning products.
  - h) Staff reductions: 1 FTE from grounds and 2 FTE's from custodial. This was accomplished by non-replacement of retirees.
  - i) Staff reductions required a restructure of assignments providing more efficiencies.
- 4) Auxiliary
- a) Implementation of ManageMyID
  - b) Set up second ID station for orientation and administration of the ManageMyID program
  - c) Issued 120 new IDs for faculty and staff at Opening Conference
  - d) Professional Development day for Support Staff/Tech Para had best attendance this year.
  - e) Emergency management manual rewritten and web presence started
  - f) Organization of NMC's participation in the Cherry Festival Parade
  - g) West Hall renovation committee formed for the cosmetic upgrade of West Hall's interior.
- 5) Apartments
- a) 100 % Occupancy during the school year
  - b) All tenant files transferred to digital
  - c) Continued upgrades to the grounds around the apartment buildings.
  - d) Continued cosmetic improvement to the individual apartments
  - e) Completed written procedures for apartment leasing
- 6) Cafeteria/Food Service
- a) Completed 216,304 transactions from Aug 27 – June 7. 9,264 more than previous year.
  - b) Opened Simply to Go kiosk located in Parsons-Stulen Building
  - c) Reduced food purchases YTD vs YOY by over \$40,000.
  - d) Hired new Chef, GLCI graduate, Dustin Ignash
  - e) Served Catering Expo on January 26 to exhibit new catering menu.
  - f) Catered to 21,098 people from Aug 27 – June 7
  - g) Supported Pine Palooza under the big top and provided gifts from our vendors to include clothing, small Monster refrigerator and free brats and veggie burgers.
  - h) October 2011- completed week long Chili cook off in West Hall for all to enjoy through free samplings. Customers voted with comment cards and after the tallies

were added, Chef Dustin was the winner with GM Robert Scott in second by a few points.

- i) Served over 150 people on for our NMC Thanksgiving meal
  - j) Remained accident free for over 40,000 scheduled hours.
  - k) Reduced scheduled labor between semesters by 82 hours.
  - l) Sold over 15 dozen local, freshly made Potter's Bakery Paczki's on Fat Tuesday
  - m) St Patrick's day meal was served using local corned beef, potatoes and cabbage
  - n) Served over 800 guests during Honor's Convocation/Graduation weekend.
  - o) Catered nearly 700 box lunches from May 10 – May 16 and supported Tedex event in the Denno's museum.
  - p) Supported NMC BBQ - Chef Dustin arrived @ 4:30am, to cook beans for homebound meals and served nearly 400 people.
- 7) Bookstore
- a) Renovated back room offices and storage area
  - b) Implemented the lean process for the book ordering process
  - c) Added HP along with Dell as computer choices for students
  - d) Partnered with a local vendor to add a resource for nursing students to use finance aid for their uniforms
  - e) Implemented our first National Student Day with an essay contest and prizes
  - f) Organized a Graduation Fair for the 2012 graduates in April
  - g) Completed written procedures for Bookstore staff
- 8) Hagerty
- a) Yearly client survey results yielded a 99.3% positive rating in food & beverage and service categories with scores of either "Good or Excellent"
  - b) Hagerty Operation showed increase in revenue of 20% over last fiscal year (YTD May 30, 2012).
  - c) Won Michigan Meetings + Events "Best Meeting and Event Venue" Outside of Detroit Metro Area (no hotel) for 2nd year in a row.
  - d) Have added additional LEAN practices in Administrative and Service areas.
  - e) Launched "20% Local" initiative with TC Chamber.
  - f) Will be receiving Michigan Recycling Coalition "Certification" in June of this year. (confirmed on June 18, 2012)

## **2. DENNOS MUSEUM CENTER ACCOMPLISHMENTS – 2011/2012**

### **a. Produced these major exhibitions in the 2011-2012 Season among others:**

- 1) Art and the Animal, April 11 – Sept 11, 2011
- 2) The World of Nature in Miniature: Exquisite Miniatures by Wes and Rachelle Siegrist, Sept 11- Dec 11, 2011
- 3) Dorset Collection of Inuit Print: 2011 Release, Oct. 9 – Nov. 26, 2011
- 4) Inspired by Dr. King, Student Art Project with TCAPS, Jan 12 – April 12, 2012
- 5) Welcome to Idlewild: The Black Eden of Michigan, Jan 12 – April 12, 2012
- 6) Eric Daigh: Happiness is a Target, Dec 12 – April 12, 2012
- 7) Northwest Michigan Regional: A Juried Exhibition of Michigan Fine Art, Jan 12 – April 12, 2012
- 8) We Don't Want Them: Humanities Council Exhibition with the Great Michigan Read, Mar 11-18, 2012
- 9) Harvey Gordon: Paintings, Apr 12- June 12, 2012
- 10) Benjamin Busch: The Art in War, Apr 12 – June 12, 2012
- 11) Community Curators: The Community Selects Works from the Collection for Exhibition, Apr 12 – June 12, 2012

### **b. Produced the following Milliken Auditorium 2011-2012 Concert Season:**

- 1) Oct. 22: Mr. B and Stephanie Trick
- 2) Oct. 29: Cantus
- 3) Nov. 6: AnDa Union
- 4) Nov. 12: Rory Block
- 5) Nov. 18: The Golden Dragon Acrobats
- 6) Jan. 20: Enter the Haggis
- 7) Jan. 28: The Harlem Gospel Choir
- 8) Feb. 3: Billy Branch and the Sons of Blues
- 9) Feb. 18: Stanislav Pronin
- 10) Feb. 25: Marcus Roberts Trio
- 11) Mar. 5: Larry Garner Blues Band
- 12) Mar. 17: Tab Benoit
- 13) Mar. 24: The Honky Tonk Angels
- 14) Apr. 13: Juan Siddi Flamenco Theatre

- 15) Apr. 27: Nagata Shachu
- 16) May 5: Fathers and Daughters: Bob & Hilary James & Chuck & Lizzy Loeb
- 17) June 5 & 7: Judy Collins
- 18) Cantus
- 19) AnDa Union
- 20) The Golden Dragon Acrobats
- 21) Enter the Haggis
- 22) The Harlem Gospel Choir
- 23) Billy Branch and the Sons of Blues
- 24) Stanislav Pronin
- 25) Juan Siddi Flamenco Theatre
- 26) Nagata Shachu

c. **Provided educational concerts for area schools or workshops for NMC students as noted below. In addition the following are some specific selected accomplishments from various areas of the museum.**

- 1) Completed successful grants with the Michigan Humanities Council (\$15,000 – Ben Busch: The Art in War) and Michigan Council for Arts and Cultural Affairs (\$6,000 – general operating) and received a \$30,000 grant from the National Endowment for the Arts to organize a 10 venue tour across Michigan with the Miami based Cuban group, Tiempo Libre, that will include two days of workshops with performers and schools and a public concert at the Dennon.
- 2) Successfully raised \$75,000 to put a new sound system in Milliken Auditorium that will integrate with the digital music program being developed by the NMC Music Department.
- 3) The Museum Store is ending with a good year that had a successful Dorset print sale, Holiday Art Fair (best ever), Small Works art sale and annual Inuit Art buying trip with collectors to Toronto in April. Web sales continue to increase. Overall revenues are expected to be close to last year's record sales.
- 4) The Museum Director made two trips to China building relationships with artists and performers that this year yielded the Lee Nam Lee exhibition and opportunities for two additional exhibitions in the next two years.
  - a) The Museum Director was invited to make two trips to China, by Chinese officials: October, 2011 -Participate in the Guangzhou Performing Arts Fair as an international guest – December 2011 – Invited to Guangzhou to speak to Chinese art collectors planning to start private museums in China.
  - b) During the October trip developed connections with performing arts contacts that will facilitate the opportunity to bring the TAO Dance Company from Beijing in our 2013-2014 concert season. Met with Beijing artist Miao Xiaochun to complete arrangements for an exhibition of his work at the Dennon in the fall of 2012. Also

facilitated meetings with NMC staff in Beijing with connections developed in prior trips to advance broader NMC goals in China.

- c) During the December visit met with the owner and curator of the “53” Contemporary Art Museum in Guangzhou to explore potential future exhibition projects and with the owner of M97 Gallery in Shanghai for a future photography exhibition with the noted Beijing photographer, Wang Ningde.
- 5) Arranged for the Juan Siddi Flamenco Theater to perform for the International Student Dinner in association with their concert appearance here.
- 6) Facilitated the meeting with David Fry, former President of Northwoods University and the NMC Administrations regarding the potential for discussions with Northwood on seamless degree programs with potential future Chinese students.
- 7) Developed connections with the Confucius Institute at the University of Michigan for collaborative programming in Chinese arts and culture with the Denno and NMC and facilitated a meeting with the Institute and NMC Administration and TCAPS administration.
- 8) Arranged to send the Lee Nam Lee digital art exhibition to the Kalamazoo Institute of Arts from April 14 – August 18, 2012. Will travel to the Midland Center for the Arts in 2013.
- 9) Again this year as in 2010 and 2011 the Denno was named Best Cultural Venue Outside of Detroit by Michigan Meetings and Events Magazine.
- 10) The Education Department served:
  - a) Over 6,000 students were served through gallery visits (school tours) and Educational concerts with our concert season performers, including over 1,200 NMC students.
    - Arranged and coordinated two concert workshops with season performers Cantus and the Harlem Gospel Choir that engaged NMC and TCAPS vocal students with Cantus and a workshop/performance for 40 NMC Choir Students with the HGC that was showcased by Arts Midwest in its recent publication.
    - Produced a well-received lecture and educational series with the Benjamin Busch exhibition that attracted nearly 600 NMC and TCAPS students for special classroom programs with Busch and two public lectures.
    - Hosted another successful Community Cinema series with WCMU Television
- 11) Added 304 donated works of art to the collection of which 259 were new gifts of art to the Inuit Collection.

### **3. EDUCATIONAL SERVICES**

#### **a. Aviation**

- 1) We have hired a recruiter as of this past spring and over the past 8 months expanded our outreach. We are looking to be up 50% in applications for Fall 12. We have also brought on Steve Ursell, our international programs coordinator, in a full time capacity and his work is increasing our flight hours by 25%.



- 2) We currently have a group of 7 students from India coming in May to be NMC students for 15 months.
- 3) We had a successful trip to China and we are expecting 16 students to come over and fly with us for 2 weeks this summer.
- 4) Aviation added a full time recruiter a year ago, since then our fall incoming class is expected to be up 80%.
- 5) Our flight hours flown by international students has gone up 75% over last year.
- 6) We have signed 3 MOU's with schools in China, South Africa, and India.
- 7) Currently have 2 joint degrees in the works with Hertfordshire and University of West of England. This degree will require all students in the program to conduct their flying at NMC.
- 8) We have formed a number of relationships with businesses for corporate sponsorship and preferred hiring of our Flight and UAS graduates.
- 9) Our Students competed in the AUVSI Student UAS Competition and finished very respectfully.
- 10) Our maintenance staff was selected by Goodyear to conduct a cold weather test on wear patterns of their products. In return we were supplied complementary tires and tubes.
- 11) We added a multi-engine aircraft capable flight into known-icing conditions. This gives us the ability to advance student education in these conditions. We are the only school in the state that offers this education.
- 12) Our program has been approved to conduct FBI fingerprinting in house to allow for quicker TSA approvals on our students.
- 13) We are in the final phases of our testing center gaining approval to provide FAA written tests at Parsons Stulen. This will improve the testing environment, allow better access for our VA students, and make it more convenient for our test takers.
- 14) We just started an alumni group (in conjunction with the Foundation) to increase our network for program support and student hiring opportunities.
- 15) We continue to work with the FAA and ASTM to establish regulations on UAS training and operator qualifications. This involvement helps move our programming forward at a pace ahead of most other providers.
- 16) Through our work both internally and externally, our program has gained increased recognition and thus more respect by those making their decision to attend flight training. We have averaged 1.2 monthly articles in the media.

**b. Business**

- 1) Keith Kelly and Scott Goethals received the Microsoft Certified Trainer (MCT) credential
- 2) Scott Goethals received the Microsoft Certified Information Technology Professional (MCITP) certification
- 3) Microsoft Office Specialist (MOS) certification for Access 2010 pilot project completed

- 4) Keith Kelly received a continuation grant for the Program of Study – Computer Programming project
- 5) Successfully launched CIT 190, JavaScript Programming
- 6) Successfully launched the new Entrepreneurial course. Of three entrepreneur teams, a total of \$7025 was returned to the Foundation...not a bad ROI for the Innovation Grant of \$5000.
- 7) We held our first Dress for Success event, a service learning project in Professional Communications.
- 8) Kristy McDonald won the Imogene Wise Faculty Excellence Award.
- 9) NMC became a Pearson VUE test center.
- 10) Second year web developer class had 100% job placement before the end of the semester.

**c. Communications**

- 1) Grand Traverse Academy/NMC offered a Spanish course for direct credit/early college during fall 2011 semester.
- 2) An Innovation Grant was awarded to bring Power Path software, a transformative learning system, to NMC.
- 3) NMC hosted the 10th Annual Great Lakes Bioneer Conference.
- 4) Keith Kelly and John Pahl co-authored an article published by NISOD.
- 5) TCAPS/NMC English Alignment partnership offered two workshops at West and Central High Schools.
- 6) The NMC Players presented the play, "12 Angry Jurors" by Reginald Rose.
- 7) The NMC Magazine (specifically its two student editors and its two faculty advisors) were nominated for and received an Environmentalist of the Year Award by the Northern Michigan Environmental Action Council on April 27 for its fall issue of the campus publication, recognizing its theme of sustainability/thrivability.
- 8) White Pine Press staffers earned numerous editorial and design awards at the Michigan Community College Press Association annual conference held April 21 at Central Michigan University. Awards included:
- 9) First Place -- General Excellence (Division II) WPP Staff
- 10) First Place -- Overall Newspaper Design (Division II) WPP Design Staff
- 11) First Place -- Headline Writing WPP Staff
- 12) Second Place -- Feature Story: Jack Hagen
- 13) Second Place Column, Serious -- Emily Magner
- 14) Second Place Inside Page Design -- Anjanette Merriweather
- 15) Third Place Editorial -- WPP Staff
- 16) Third Place Informational Graphic/Illustration -- Cody Aldrich and Sarah Nixon

- 17) Third Place Front Page Design -- WPP Design Staff: Anjanette Merriweather, Cody Aldrich, Sarah Nixon, Alice Iott and Paul Cecilio
- 18) Honorable Mention Original Cartoon, Editorial -- Nick Walsh
- 19) Honorable Mention Informational Graphic/Illustration -- Anjanette Merriweather
- 20) LAND (Liberal Arts Network for Development) president and treasurer Nancy Parshall
- 21) hosted, planned, and supervised the annual LAND Conference at the Park Place Hotel this past February.
- 22) English instructor Teresa Scollon's work of poetry titled To Embroider the Ground with Prayer was published by Wayne State University Press February 2012.
- 23) Spanish and English Instructor Jim Crockett's work of poetry titled Exit Wounds was selected winner of this year's Michigan Writers chapbook contest.
- 24) Live Poets Society, supported in the past year by Communications and Foundation dollars, received an Innovation Grant award of \$4200 this April for its activities in the coming academic year (2012-13).
- 25) Live Poets Society presented its concept and methodology at the February 2012 Land Conference (participants Holly Spaulding, Deb Maison, and John Pahl).
- 26) John Pahl's poem "Sad Station" was published in the Winter issue of Dunes Review. It was launched, with a public reading, in February at Brilliant Books.
- 27) Garyn Roberts chaired the National Popular Culture Book Award Committee for best edited anthology.
- 28) Garyn Roberts presented a paper at the National American Culture/Popular Culture meeting in Boston titled "Formulaic and Formative Years: Henry Kuttner's Early Tales of Terror."
- 29) Stephanie Mills was named keynote speaker at the 13th Annual Northern Michigan Small Farm Conference and Workshop held in January, 2012.
- 30) Two of Holly Spaulding's students won two out of three categories in the 2011 LAND Creative Writing Contest: poetry and essay.
- 31) Charles Rand has been selected to serve at the College Board's 2012 AP Reading event in Louisville, Kentucky, as an AP Reader.
- 32) Mark Howell accompanied students to the BAJA race filling in with Steve Drake for Jim Coughlin.
- 33) The Communications faculty showed up with the largest number of participants for the May Scoring Day to score 371 student artifacts
- 34) Adopted recommended changes to cut-scores for writing and reading placement based on ORPE's COMPASS cut-score study. The study demonstrated that reading skills in particular are a key indicator of students' success in writing courses.
- 35) Redesigned ENG 97 so that ENG 107 is taken concurrently. The new design best supports our least college-ready students.

- 36) Initiated WebCAPE placement testing for students enrolling in Spanish or French courses. Students will no longer self place into these courses.
- 37) Megan Ward and three readers presented at the East Central Writing Center Association Conference at Indiana University-Purdue University Indianapolis this spring. Our presentation was entitled "Reading in the Writing Center," about the WRC's transition to including reading support. It was extremely well-received - seems as though we're on the edge of a movement in writing centers.

**d. Health Occupations**

- 1) Designed and created a new simulation control room with an office and debriefing area.
- 2) EMT worked closely with nursing to expand our simulation abilities. Specifically we have improved monitoring and recording capabilities
- 3) Continued our strong partnership with Munson Medical Centers's Cerner Education (Powerchart) staff to create a domain for electronic charting specifically designed for NMC's nursing students. This is for use in practice and in simulation scenarios. NMC has/will have 12 pretend "patients" in the practice environment. This is huge as it allows the students to practice on the exact system they will be using during their clinical experiences and saves NMC a significant amount of money should NMC have needed to purchase an electronic system ourselves.
- 4) For Health Occupations, we had a very successful Dental Assistant Open House where area dentists, dental assistant faculty, students, hygienists and supply representatives presented at the 14 table clinics; area professionals were able to receive continuing education credit.

**e. Humanities**

- 1) History Department:
  - a) Continued partnership with the History Center of Traverse City, to include: Student Internships and working with TC HST Center on "Legends" Project. We will assist in selection of twelve legends.
  - b) Michael Rutledge selected as speaker for TC area veterans coalition.
- 2) Visual Communications:
  - a) Caroline Schaefer-Hills took 3 Visual Communications students to Stockholm to visit several progressive design colleges in Sweden- Berghs School of Communication and Beckmans College of Design among them. Visual Communications is hoping to foster international exchange with one of these programs. The group also attended and worked for The Economist's Future Cities Conference and held a studio tour with former NMC VCA graduate Andrew Sekora, who now is Art Director for Zound Industries in Stockholm.
  - b) Visual Communications student Anjanette Merriweather designed a lovely NMC snow globe holiday card that was selected by the President's Council to be the 2011 Holiday Card sent out by NMC.

- c) Visual Communications is entering into a third party Job Ready assessment agreement with NOCTI.
  - d) NMC Magazine was awarded a NMEAC (Northern Michigan Environmental Action Council) Environmentalist of the Year Special Award for Student Journalism for the THRIVABILITY issue.
  - e) Visual Communications graduating class of 2012 had a 100% success rating EXCELLENT or GOOD in Visual Language / Composition / Solving Design Problems and Portfolio / Concept Development during their advisory board portfolio reviews.
  - f) The Visual Communications Studio Class worked with 15 different non-profit organizations (including Community Mental Health and Grand Traverse County) this spring, designing solutions that can be seen at this Facebook Gallery on the Art Department Facebook  
Page <http://www.facebook.com/media/set/?set=a.10150773621667272.423533.151866277271&type=3>
- 3) Art Department:
- a) The Art Department held another successful string of shows - the 2011 High School Art Show that was judged by NMC Faculty and students, the 2011 NMC Student Art Show that featured works from all art classes at NMC and included a launch party for the Flourish issue of the NMC Magazine, and the Annual Pottery show and Sale held during the NMC BBQ.
- 4) Music Department:
- a) NMC Choir premiered a new work, “Titanic Requiem,” to a sellout crowd in Milliken Auditorium.
  - b) NMC Choir, in partnership with Milliken Auditorium, hosted two master classes with touring professional choirs – Cantus, and the Harlem Gospel Choir.
  - c) The Music Department saw growth and expansion of its ensembles, including an increase in student enrollment.
  - d) The NMC Jazz Bands hosted a day of master classes and clinics for area musicians with professional jazz musicians Deater O’Neill, Mike Crotty and Nick Manson.
  - e) The NMC Choirs returned to the stage with the TSO, performing Holst’s “The Planets.”
  - f) The NMC Music Department saw two of our graduates accepted into the prestigious Berklee School of Music to continue their music education.
  - g) The NMC Music Department, increasing the focus of building a community within the department, hosted several master classes and round-table discussions for students and faculty.
  - h) The NMC Choirs were invited to kick-off the Bay View summer concert season – performing Orff’s “Carmina Burana” with the Great Lake Chamber Orchestra.

- i) The NMC Children's Choir hosted its first "Kid's Choir Camp." In its inaugural season, the camp hosting almost 80 singers in grades 2-9. Students participated in a choir and also had the opportunity to participate in a Musical Theater Workshop, Folk Dance, Ukulele, Piano, and Drumming.
- j) The NMCCC Concert Choir won highest awards in a choral competition in Chicago. The choir received an invitation to take part in a Festival in NYC at Carnegie Hall.

**f. Science & Math**

- 1) Biology received an Innovation Grant to purchase 9 iPads for student use in the classroom.
- 2) The Math Department held a successful summer workshop to implement and advise the math faculty on the new developmental math requirements for mastery level completion.
- 3) The expansion of the space and utilization of the Math Center has been well received and appreciated.
- 4) Expanded the Math Center hours and instructional support (utilizing a small math fee); and have integrated the coordination of the Math Center with the Tutoring Office.
- 5) Beginning fall semester, the Pre-Algebra and Beginning Algebra courses will move to a new textbook with integrated online homework, videos, and e-textbook. Besides featuring enhanced capabilities, the textbook is also offered at a reduced cost to the student.
- 6) The Math Department continues to offer Training Workshops for faculty to examine areas of testing, technology, and curriculum assessment review.
- 7) Our faculty continues to provide exceptional knowledge and advice. The latest example can be found in the May 2012 Volume 50 Number 5 edition of The Physics Teacher, where Taoufik Nadji, NMC Adjunct Physics Instructor, was featured in an article on the iPad & weightlessness.
- 8) The Biology Department continues to offer the plant sale as public outreach at the NMC BBQ.

**g. Technical Division**

- 1) Automotive Service Technology
  - a) Received a donation of a small electric vehicle, which was used a test platform in the evaluation of offering a full electric vehicle course or certificate. Evaluation of this program is in process and will be complete by year end.
  - b) Established a NMC motor sports club to support student engagement in the automotive degrees
- 2) Advanced Manufacturing. NMC is in the process of exiting the CAD/CAM Advanced Manufacturing AAS degree, Manufacturing Technology AAS degree, CAD Drafter, Mechanical Level II certificate and CAD Trainee, Mechanical Level I certificate based upon continued low student enrollment and the retirement of all program faculty. Course

offerings will continue in support of the Engineering Technology degree and short format training programs.

- 3) Bridge Program. Completed restructuring of the Bridge program staff, after the retirement of Charlene Lutes, David Crawford will be the administrative lead for the program. NMC plans to offer one section of the Bridge program for fall 2012.
- 4) Construction Technology / Renewable Energy
  - a) Carpentry students built the second YMCA Campground cabin in the lab, moved the structure, and installed it at the campground in May.
  - b) Kirby Anderson was a site supervisor for 100 AmeriCorp workers for two days of building projects at the YMCA campground.
  - c) Kirby Anderson was involved with the second NAEP skill standard setting panel for HVAC, and supplied our curriculum materials to a national database
  - d) 4 NMC faculty and staff attended the national Rockwell Automation show, the largest in North America.
- 5) Engineering Technology
  - a) Begun integrating robotics, unmanned ground systems (UGS) and automation technologies into the Engineering Technology program curriculum. Currently planning to develop the courses and purchase equipment in the fall of 2012 and begin offering these classes effective fall 2013. These new offering are part of the re-alignment of the advanced manufacturing programs toward new and emerging technologies.
  - b) Enrolled over twenty students into the new program for fall 2012.
  - c) Completed the development and approval of the new Engineering Technology AAS degree (pending Board approval on December 19, 2011).
- 6) Learning Center. The NMC Testing Center added the Pearson-Vue offering effective April 16 and has administered over 170 tests since the opening date. The CATS testing offering is in process and should be open by fall 2012
- 7) Welding Technology
  - a) Completed construction of the new Welding Qualification facility. Testing in the lab is expected to begin in fall of 2012.
  - b) Begin the approval process for a new Level I Welding Certificate, which will give students the ability to complete the degree and become certified welders in 9 months.
  - c) Completed construction of the new Welding Qualification facility. Testing in the lab is expected to begin in January 2012.
  - d) Begin the approval process for a new Level I Welding Certificate, which will give students the ability to complete the degree and become certified welders in 9 months.

#### 8) General Technical Division

- a) Received funding approval from the US Army Corp of Engineers for the construction of the new harbor at the great Lakes Campus. Total projects costs \$2.5MM.
- b) Began testing in the new Prometrics Test center in the Parsons-Stulen Building.
- c) Supported the roll-out and operations of the new Business Atlas venture, with the TC Chambers, NW Michigan COG and SCORE.
- d) Completed the renovation of the clock tower mechanism. When the NMC Clock tower was relocated the clock mechanism was restored and placed in storage, the unit is now set-up and operational in the APL building.

#### **h. Maritime**

- 1) Graduation: 19 cadets graduated (25 if you count those that completed the program in Jan). Next year's class will be 40+. I can state, without hesitation that every cadet that wishes to work is employed, with an average annually salary >\$65K (e.g. the only cadets not working are those that have elected to "take the summer off").
- 2) MARAD: the US maintains what is known as the Ready Reserve Fleet (RRF) when the vessels in this fleet reach the end of their useful life and are sold for scrap US law dictates that a certain percentage of funds accrued be disbursed to the maritime academies. The law does not stipulate how to split these funds. For the first time MARAD has decided to divide the money evenly with every academy receiving the same amount. This has resulted in the Great Lakes Maritime Academy receiving \$557,142.00. 100% of these funds will be applied to the upgrade of GLMA training equipment. GLMA has also received a \$20K challenge grant from Rotary Charities.
- 3) The T/S State of Michigan completed all required Coast Guard inspections on 14/15 May and then got underway on 16 May. The best news is that no cadets have opted to leave the ship and the program (it is not uncommon for 1-2 cadets to decide against a career in the merchant marine after a week at sea). When the ship was in Cleveland all cadets not on watch attended the Tigers-Indians game courtesy of Grand River Navigation, a local yacht club hosted several cadets when the ship was in Toledo, and when the ship was in Detroit we hosted several local dignitaries including senior officials with the Detroit/Wayne County Port Authority and Sen Coleman Young Jr. The ship completed the cruise and returned to Traverse City on 28 June.

#### **i. Social Sciences**

- 1) Social Sciences conducted the Poverty Simulation effort during the college-wide opening conference.
- 2) Brandon Everest has made a presentation on the structural causes of poverty to the PRI (Poverty Reduction Initiative), which may become a basis for future advocacy efforts of the group.
- 3) Regis McCord established biweekly study support sessions for students (and part for faculty to meet and discuss new ideas) which provided another layer of student support.



- 4) Established the CJ 3+1 program with Ferris.

#### **4. ENROLLMENT MANAGEMENT & STUDENT SERVICES**

##### **a. Admissions**

- 1) Hosted a successful High School Counselor meeting for 24 area attendees highlighting:
  - Engineering Tech program
  - Dual Enrollment
  - Global initiatives
  - Phi Theta Kappa and Honors Program
- 2) Hosted the second “Make it Count” college information night for people with some college/no degree.
- 3) Hosted, in partnership with TBAISD – CTC, the 10th annual GirlTECH Non-traditional Career Day for 10<sup>th</sup> grade girls – largest attendance ever at 225.
- 4) Took 35 junior/senior Commitment Scholarship Program students to Chicago for a three day educational visit.
- 5) Worked in partnership with FA to develop NMC’s first on-line Net-Price Calculator.
- 6) Admissions Specialist and Student Ambassadors provided over 85 campus tours from 9/1 - 12/15.
- 7) Admit to registered rate for all 2011 at 68% - the highest in over four years.
- 8) Another successful sold out (250) International Student Dinner.
- 9) Developed and implemented new Limited Admission policy.

##### **b. Advising Center/Academic Advising**

- 1) Two advisors attended the MCCA Student Success Summit in Lansing.
- 2) Assisted with MI Works Networking Events throughout fall term (monthly meetings).
- 3) Revised career counseling procedure and began work to update all advising websites and links
- 4) Two staff members attended the annual national conference for NACADA (National Academic Advising Association) in Denver.
- 5) Face-to-face appointments: 662 in the Fall, and 1110 in the Spring.
- 6) Express Advising: 230 students served in the Fall, and 417 in the spring.
- 7) Organized and planned two Nursing Information Sessions for pre-ADN students which were then presented by Laura Schmidt, Health Occupations
- 8) 89 Other types of advising (e.g., telephone, email)
- 9) Two Pilot Pre-Nursing Group Advising Sessions were held and 10 people were served.
- 10) Career counseling appointments totaled 73 students.

- 11) Class Presentations: Over 300 students served on various topics from resume writing to registration.
- 12) Networking meetings with various University and department representatives to include: Grand Valley, Michigan State University, UC partners, Nursing and Music departments.
- 13) Events: 15 events that included a career fair, transfer fair, faculty training and nursing information sessions that assisted over 500 (students and general public).

**c. Financial Aid**

- 1) The Financial Aid Office has participated in various events – on, and off, campus:
  - a) Hosted the High School Counselors Financial Aid work shop
  - b) 12 Financial Aid Night presentations (more scheduled in January)
  - c) Participated in Pine Palooza
  - d) Monthly presentation for Michigan Works
  - e) Available at the Nursing Information sessions
  - f) Assisted at the “Make It Count” presentations
  - g) Monthly presence at Parsons Stulen and UC
  - h) 3 staff members attended the Federal Student Aid Conference in Nevada
  - i) Attended the regional financial aid conference in Grand Rapids
- 2) Process improvements including:
  - a) Established a new phone roll system within our department that substantially reduced voice mail messages from over 200 a day to approximately 50 a day
  - b) Increased guidance to students on using Self Service that resulted in a decrease in the number of students waiting in line
  - c) Working with Resource & Development to review all scholarships
  - d) Updated all scholarship information in Banner database for better use in scholarship searches
  - e) Increased proficiency and hired part-time help for scanning and indexing that helped reduce the time of moving the files to “ready for verification” status (scanning and indexing is current for 11/12)
    - Indexed 18,695 documents (not pages) for 2011/2012
    - Scanned and indexed 782 financial aid reports (not pages)
    - Assisted Cashier’s and Bookstore with scanning and indexing 784 TIVA receipts
    - Scanned and indexed donor agreements (approximately 500) for all scholarships
  - f) Reassigned processes
    - Financial Aid applications are brought in daily
    - Document Request letters are mailed daily

- g) Established processes that helped reduce the amount of aid by approximately 60% that needed to be adjusted AFTER disbursed compared to Fall 2010
- 3) Processed 7001 financial aid applications for 2011/2012
- 4) 2799 students selected for verification by the United States Department of Education
  - a) Approximately 1500 additional applications selected for manual review by our department
  - b) 1540 verifications completed and awarded
- 5) Offered 4,338 students \$58,459,245 in financial aid (for entire 11/12 award year)
- 6) Disbursed to 3,088 students \$13,165,655 in financial aid (for fall 2011). \$286,276 were institutional scholarships for fall 2011
- 7) Improved phone handling for Financial Aid and Cashiers resulting in all calls returned by end of next business day (most returned same day) for beginning of spring semester.
- 8) Cross-trained and combined front desks of Financial Aid and Cashier's into Student Financial Services to provide better customer service while also reducing one full time permanent position and one full time year-round supplemental position.
- 9) Initiated full staff group meetings to coordinate student services: Financial Aid, Cashiers, and Records and Registration. Initiated every other week meetings with managers of above departments.
- 10) Finished HS Financial aid nights - 5 in January
- 11) 5 Fabulous FAFSA events in February - one on each campus, two on main
- 12) Continued monthly Aero Park visits
- 13) Started processing aid for the upcoming year (2012/13) 3 months early. We have:
  - a) 4,706 financial aid applications for 12/13
  - b) Offered 1699 (unduplicated) students \$26,168,858 in aid (Federal, State, and Institutional) for 12/13
- 14) Year-to-date for 2011/2012 – we have:
  - a) Processed 7,405 financial aid applications (unduplicated)
  - b) Disbursed to 3,743 students \$26,520,650 in Federal, State, and Institutional aid
- 15) Launched redesigned and updated financial aid web pages, including a more enhanced scholarship search engine.

**d. Health Services**

- 1) Health Services experienced an increase of student traffic by 2.1% for a total of **1935** students assisted during fall FY 12.
- 2) **1126** student appointments with a health care provider which is 4.75 % more than fall FY11. These are appointments in which diagnosis/treatment was given and could be billed to available health insurance (approx value \$84,200).

- 3) Cared for 669 unduplicated students during the fall semester which is 1% more than fall FY11.
- 4) Revenue generated for fall FY12 was \$9,902 which is an increase of 24% when compared to the same period FY11.
- 5) Top 10 diagnosis (Most to least):
  - a) Depression
  - b) Sinus infections
  - c) Hypertension (increased blood pressure)
  - d) Upper respiratory infections (common cold)
  - e) Generalized Anxiety Disorder (chronic usually lifetime illness)
  - f) Allergic Rhinitis (symptomatic allergies)
  - g) Anxiety (acute or short-term duration)
  - h) Pharyngitis (throat infections including strep throat)
  - i) Bronchitis (lung infections)
  - j) Fatigue
- 6) Numbers of specific care given this fall: Maritime physicals-59, Occupational Health physicals-20, Hep B vaccinations-34, Tetanus vaccinations-15, Flu Vaccinations 248, Tuberculosis testing-89, Nebulizer breathing treatments-27, Allergy injections-10, Strep throat cultures-33, urinalysis-29, Pregnancy testing-19, mononucleosis testing-5.
- 7) Provided Resident Assistant RA training in August regarding health services provided.
- 8) Attended Pine Palooza. SHS staff handed out educational brochures, condoms, candy and refrigerator magnets with NMC SHS Logo.
- 9) Attended APRN Advocacy Day at the State Capital Building in Lansing. Met with Senator Howard Walker and Rep. Wayne Schmidt. Earned 4 hours continuing education.
- 10) Provided educational opportunity for Health Occupations instructors and students. Approximately 48 instructors and students attended Video teleconference via REMIK on Nursing Grand Rounds: Assessment of Chronic Wounds. The Director of Health Services and Supplemental Staff member also attended.
- 11) Attended Michigan Department of Community Health Immunization Conference held at Treetop Resort, Gaylord, MI on Oct. 18<sup>th</sup>. Earned 6.5 continuing education credits.
- 12) Provided transportation and nursing care to engineering students attending a recruiting weekend at Michigan Technological University on Oct. 20-23.
- 13) Attended Family Planning Advisory Committee meeting at the Grand Traverse County Health Department on Oct. 26<sup>th</sup> along with other nurse practitioners working in school based health clinics.
- 14) Viewed webinars sponsored by Michigan Center for Rural Health throughout fall semester.

- a) Pain medicine & Controlled substances 9/27
  - b) Patient self-care: Hot topics in the Over the Counter Aisle 11/9
  - c) Assessment of Chronic Wounds 9/22
- 15) Health Services staff administered 223 doses of flu vaccine to students, staff and faculty that were purchased by NMC. Health Services held flu vaccine clinics in the Welcome Center on 9/20, 9/28, 10/3 and provided walk-in vaccinations in the clinic.
- 16) Health Services obtained from the Michigan Department of Community Health an additional 40 doses of flu vaccine to administer to uninsured students, staff and faculty at no cost. Twenty five doses have been given to date.
- 17) Presented “Sexually Transmitted Infections” to Susan Odger’s Human Sexuality class on 11-11.
- 18) Presented “Sexually Transmitted Infections” to Lisa Blackford’s Psychology of Adjustment class 12-13.
- 19) Began Human Papilloma Vaccine (HPV) replacement program at NMC. Female students between the ages of 19-26 can qualify to receive free HPV vaccine, a \$150 value. Health Services purchased a few doses of HPV vaccine and the pharmaceutical company will replace any vaccine given to qualifying women. Three doses of vaccine are required before full immunity is attained.
- 20) Obtained 20 doses of Pneumococcal vaccine, which prevents pneumonia, for free from Grand Traverse County Health Department. The vaccine is targeted for students at risk for example: smokers, asthmatics, diabetes, immune compromised or any student with a chronic health issue that increases their risk for contracting pneumonia.
- 21) Wellness activities:
- a) Red Ribbon Day: Just Say No to Drugs on Oct. 26<sup>th</sup>. Provided educational materials, medical advice, homemade muffins, and coffee and raffled 11 keychain breathalyzers.
  - b) Great American Smoke Out on Nov. 17<sup>th</sup>. Provided educational materials, referrals, nicotine gum & lozenges, medical advice, healthy snacks and an opportunity to see authentic human lungs with cancer and emphysema.
  - c) Student Wellness Committee: This committee was formed in Nov. membership includes myself, resident assistants, members of SGA including the newly elected president, running club president, the president of the Art Club, Christina Collins, who is assisting the committee with design and Marcus Bennett. The goal of this committee is to improve college performance and increase persistence and retention rates by offering a program that will improve overall student health and provide opportunities for student engagement. Multiple speakers, exercise events, motivating prizes and current sporting activities comprise the program which begins with Spring FY12.
- 22) Total students appointments with a NP or Doctor during FY12 **2037** which is a 5% increase or 111 more student appointments then FY11. Total student traffic 3641 in Health Services during FY12 which is a 3% increase over FY11 or 94 students more.

Unduplicated student count is 922 which is 5% less than FY11. I believe that the reduced number of unduplicated students is less due to clinic location and the Counseling Dept. moving to West Hall last year. Total billable visits are 2037 encounters or approximately \$152,775 in potential revenue.

- 23) Registered for and coordinated a free video conference on “Eating Disorders, Identification, Diagnosis and Treatment” from Michigan Center for Rural Health which was attended by Lisa Thomas, Deb Maison, Joe Sanok, Kathy Fischer, Jean Rokos, 27 nursing students and public health nurses from Grand Traverse County Health Dept.
- 24) Provided preceptorship to Michigan State University master’s candidate Katie Strittmatter. She completed 64 clinical hours in Health Services.
- 25) Provided sex education for resident hall students in 2 separate presentations with women and men divided. Attended by approximately 60 men and 40 women. Informal lecture format, educational game playing, and question and answer period.
- 26) Obtained student health insurance quotes from Collegiate Risk Management, Inc. and Consolidated Health Plans for similar coverage which is currently offered by Columbian Life for NMC students.
- 27) Obtained 40 free doses of influenza vaccine from Grand Traverse County Health Dept.
- 28) Attended Grand Rounds free continuing education through Michigan Center for Rural Health on Polypharmacy on March 7th
- 29) Personally lectured on Designer Drugs for the Healthy Bodies/Healthy Minds program on March 7th.
- 30) Attended Grand Rounds free continuing education through MSU College of Human Medicine, MSU College of Nursing, and Michigan Center for Rural Health on Psychosis presented on April 4th 2012.
- 31) Organized and coordinated student wellness program Healthy Bodies/Healthy Minds. Program included community and NMC speakers and exercise activities. Although the program included incentives to attend in the form of gas cards, attendance was low except for events targeted to resident housing students. Topics included sexually transmitted diseases, exercise, healthy diet, sleep problems in college, stress and anxiety, designer drugs, Pilates and Yoga. Volunteer community speakers included: Sara Wetmore, an exercise physiologist from Munson, Cindy Nichols PhD, a psychologist & sleep specialist, Deb Maison, NMC counselor, Carol Bell, dietician & MSU masters candidate, Kylee Bonne, Kinesiologist & certified pilates instructor, Elizabeth Graves, certified yoga instructor and myself. The last two lectures were cancelled due to poor attendance and speaker unavailability.
- 32) Provided OSHA training and TB testing for student health services staff on April 16th.
- 33) Attended Bay Area Nurse Practitioner’s dinner/lecture on Major Depressive Disorder in Adults April 19th.
- 34) Attended Grand Rounds free continuing education through The Geriatric Education Center of Michigan, Michigan Center for Rural Health, MSU College of Human

Medicine and MSU College of Nursing on Depression in Older Adults and Cognitive Behavior Therapy on Wednesday May 2nd.

- 35) Scheduled to attend Grand Rounds free continuing education through MSU college of Nursing, Michigan Department of Community Health's Oral Health Program, Delta Dental of Michigan, Ohio and Indiana, and Michigan Center for Rural Health on Changes in Oral Cancer in America presented on May 18th.
- 36) Scheduled to attend the American College Health Association Annual Conference in Chicago on May 29-June 1st. Will send Travel document electronically
- 37) Ordered/reserved 240 doses of Influenza vaccine for FY12-13.
- 38) Obtained and accepted quote from Columbian Life and Student Assurance Services for student insurance. This new policy meets all requirements of the new HealthCare Reform Act (ACA) set forth by the Obama administration. This includes expanded coverage for up to \$100,000 per year after a \$300 deductible, 80% coverage up to \$2,000, 60% up to \$75,000 and 90% to \$100,000 without the previous limitations. Student Insurance covers for the first time: substance abuse treatment, chemotherapy and radiation treatment, contraception, and preventive care including immunizations not subject to copays or deductibles. The annual cost for students under 27 years old is \$1,052 or \$87.67 per month and students 27 to 65 years old would pay \$1,512 annually or \$115 per month.
- 39) Lectured on Sexually Transmitted Infections for Susan Odger's Human Sexuality class on Friday, April 27th.
- 40) May 10th will attend Grand Traverse Count Health Department's Family Planning Advisory Committee meeting from 11 am-1pm at GTCHD to discuss programs, funding, drug formulary, and to network. I plan to bring along a student/clinic representative.
- 41) Lecture on Sexually Transmitted Infections for Susan Odger's Human Sexuality class on Tuesday, May 14<sup>th</sup>.
- 42) Attended Webinar on Tuesday, May 8<sup>th</sup> on Removing Barriers to APRN practice and Care: The Consumer Perspective speaker Barbara Safriet, JD, LLM, Associate Dean, Yale Law School presented by AARP for the Future of Nursing: Campaign for Action.
- 43) Negotiated and created Medical Director contract which was signed on 5/1/12. The independent contractor agreement extends from 8/10/12 to 5/17/13 and includes maintaining a collaborative relationship and prescriptive authority for the Nurse Practitioner, scheduled patient hours every other week to care for students needing care beyond the scope of practice of the nurse practitioner and to be available by phone for consultation during clinic hours. Total cost of Medical Director services for FY13 is \$7,872 compared to \$11,597 in 2010 with 2 physicians. Also Dr. May has agreed to be available during the day on Fridays instead of Thursday evening for direct patient care.

**e. Learning Services**

- 1) Center for Learning had a 27% increase in exams proctored from the previous fall including a record setting day on Wednesday, December 14 when 345 exams were proctored.

- 2) 719 students registered for the PLATO program during the fall semester; one student logged more than 100 hours to work on math skills.
- 3) Disability Support Services had a 20% increase in students using their services over the previous fall.
- 4) Disability Support Services hosted a successful MI-AHEAD (MI Association Higher Education and Disabilities) Conference at the Hagerty Center in October
- 5) Initiated a peer mentoring program for first year students with disabilities
- 6) Organized an ADHD Support group for students and held the first meeting
- 7) Partnered with Library Staff and implemented adaptive technology check out policy for better tracking of equipment loaned to students
- 8) Organized a Perkins Grant Advisory Board and conducted first meeting
- 9) Tutoring developed an online tutoring resource page in Moodle
- 10) Tutoring continued to see an increase in requests for services (6% increase) over Fall 2010
- 11) Tutoring now provides one on one as well as drop in tutoring
- 12) Students: Ashley Flees and Nargilya Gasanova were selected as NMC's nominees to the All-USA Academic Team
- 13) Phi Theta Kappa had over 600 students sign Commit to Complete Degree certificates on their signing wall during a one week campaign in November
- 14) Phi Theta Kappa hosted the MI Region Leadership Conference at the Leelanau Outdoor Center in September
- 15) Phi Theta Kappa hosted a Volunteer Fair in November with a dozen non-profits represented giving NMC students opportunities to get involved with their organizations
- 16) Provided a PLATO workshop for math faculty in January to increase their awareness and comfort with PLATO as an online learning support for math courses
- 17) Implemented ACT product—ENGAGE for Residence Hall population who received below a 2.0 gpa for fall semester. Students took a survey which was scanned and a report generated with tools they might use to improve student success, persistence and retention. (Status: currently tracking data including spring grades)
- 18) Approved DSST (formerly DANTES) exams for competency in 20 NMC courses
- 19) Aligned Math Center with Tutoring Services to streamline support for all levels of math
- 20) Administered 6,027 exams during spring semester in the Center for Learning
- 21) Pretested 142 students at the TBAISD Career Tech Center with COMPASS and offered PLATO support for skill building for Allied Health, Visual Communications, Nursing, and Culinary with the goal to improve college readiness
- 22) Implemented COMPASS testing at Traverse City West and Central High School to give students an opportunity to test, build skill and retest prior to Orientation



- 23) Disability Support Services presented at the LIFE Conference for the Disability Network and encouraged students to consider NMC in their educational journey
- 24) Disability Support Services is meeting with area schools to discuss the differences between high school and college when it comes to support services
- 25) Phi Theta Kappa received international recognition in April for:
  - a) Distinguished Officer Team award (one of the top thirty teams in the country)
  - b) Honors in Action Project (recognized as one of the top 50 in the world)
  - c) Distinguished Chapter Award (combined score on their honors in action and college projects ranked them in the top 28 chapters in the world)
- 26) The Regional Conference is this coming weekend and more awards are forthcoming!

**f. Nursing Admissions**

- 1) Successfully completed first competitive ADN admission process
- 2) Participated in two nursing information sessions
- 3) Participated in 7 express advising days as well as 5 orientation sessions
- 4) Participated in two nursing information sessions which included recent program selection changes
- 5) Participated in 7 express advising days as well as 5 orientation sessions

**g. Records & Registration**

- 1) Sent out over 6,600 transcripts for 2011
- 2) Evaluated over 1400 in-coming transcripts with an average of over 33 credits each
- 3) Entered over 500 permanent record cards to be able to be read by advisors
- 4) Worked with aviation department to help with the veterans processing
- 5) Sent out 263 letters after spring semester encouraging students to apply to graduate and received 77 requests back asking for the degree.
- 6) Sent out 32 letters after summer semester and received 13 responses back asking for a degree.
- 7) Students now see a copy of their Study Transcript in their Self-Service account. This is a clearer and more complete listing of their grades and test scores than what they saw through the Banner product.
- 8) Identified and mailed 320 students who earned a degree or certificate but had not applied. Granted 69 MACRAO agreement stamps. 63 students received a degree and 7 received a certificate.
- 9) Implemented a process where office managers can email students in a group when a class is cancelled. This allows for customization of the letter to the class as a whole and also allows the office managers to be able to email the group in one email.
- 10) Changed the transcript order information to include credit card payments over the web.

- 11) More processes are now emailed to students for speed in notifying students and savings in postage, savings of 592 mailings for Spring 2012 probation letters.
- 12) In-coming transcript evaluations completed for the 2011-2012 school year since June total 1191 transcripts and 35,164 credits for an average of 29 credits per evaluation.
- 13) 2,264 transcripts printed and mailed out since January 1, 2012, over 110 per week.
- 14) Mailed out 408 degrees and audited at least 780 degree/certificate application.

#### **h. Residence Life**

- 1) East Hall opened successful in August 2011 with 203 students and ended with 194 students in December 2011.
- 2) Resident Assistant Staff created a job manual for future Resident Assistants
- 3) Front Desk staff created a job manual for future Front Desk Workers
- 4) East Hall staff hosted an Open House event on October 28, 2011 where over 60 faculty, staff and prospective students attended the event.
- 5) East Hall Governance Council hosted a Halloween Party in October where over 80 students and guest attended.
- 6) Academic Resource Fair occurred in East Hall in early October where over 50 students attended the event to find out what resources are available at NMC.
- 7) In-Service activity for Residence Life staff occurred in October where staff learned team building, leadership and group survival skills.
- 8) Resident Assistant job description was revised by the Office of Residence Life.
- 9) Attended two webinars in Fall 2011: College Drinking and Using Development Theory in Student Affairs Practice
- 10) Conducted Health and Safety checks and Fire Drills in East Hall throughout the Fall 2011 semester.
- 11) Assisted in adjudicating over 104 Judicial Affairs and Residence Life cases during the Fall 2011 semester.
- 12) Held two social activities in East Hall with Residence Life staff to establish staff camaraderie.
- 13) R L staff and East Hall Governance implemented over 20 plus academic and social programs in East Hall.
- 14) Ongoing collaborations with the Student Life Office.
- 15) Hired 6 Resident Assistants
- 16) Staff implemented over 15 programs which varied in range from Academics to Social
- 17) Students in East Hall attended two conferences in Michigan
- 18) Students who attended the conference won the following awards: Justin Ziegler "Leadership Award" and Zach Whitaker won the "New Family Award"

- 19) GPAs increased over 37% from the Fall semester for all East Hall students
- 20) 57.8% increase in grades for all students who had under a 2.0 GPA in the Fall 2011 semester

**i. Student Life**

- 1) Orientation:
  - a) Five orientations with a total of 550 students attending
  - b) 3 orientations in August: 369 students served
  - c) 2 orientations in November: 181 students served
  - d) Implemented a new clicker system for polling and engaging new NMC students in orientation
  - e) I-Pad giveaway for summer orientation survey winner
  - f) Administered parking passes for new and returning students
- 2) Student Groups: 40 active student groups were supported by coordinating events, advertising, fund raising and web page assistance. Updated all student group webpages on NMC.edu with communications/PR dept. The following are some newer groups.
  - a) NMC book club
  - b) NMC Ski Snowboard club
  - c) NMC Flying Pines
  - d) Plein Air Painters of NWM
  - e) NMC Runners/Health club
  - f) Grand Traverse Freshwater Society
  - g) Radio Theater Group
  - h) NMC Art club
  - i) NMC Soccer club
  - j) Jane Addams Social Worker Advocacy Group (JASWAG)
  - k) Northwestern Michigan Archaeological Society
- 3) Daily monitoring of Facebook page: increased “likes” from 461 to 537
- 4) Personal Counseling:
  - a) 277 personal counseling appointments
  - b) 502 Personal Appointments (Deb, Joe, Lisa)
  - c) 3 MBTI group presentations (100 students)
  - d) 15 Live Poet Society Group meetings (9 students average)
  - e) 6 Bi-polar/Depression support group meetings

- f) 6 Anxiety testing/counseling class room presentations
  - g) 4 PRI mentoring meetings in the community
  - h) 4 Partnership Against Youth Suicide community meetings
  - i) 4 Homeless Youth Initiative community meetings
  - j) Tour of Center One/Munson facilities
  - k) 3 active Wraparound/Support teams
- 5) Presentations:
- a) 15 test anxiety classroom presentations
  - b) 1 social networking/professionalism culinary presentation
  - c) 1 self-esteem classroom presentation
  - d) 1 volunteering/mental health classroom presentation
  - e) 308 students served
  - f) BIRT monthly meetings – 4
  - g) 32 BIRT reports monitored
  - h) 2 departmental BIRT presentations
- 6) MBTI:
- a) 7 MBTI presentations and 144 students served
  - b) Attended 6 Partnership Against Youth Suicide meetings.
- 7) Muster Project:
- a) 8 mentors have been recruited and trained and are matched with NMC Muster Project students.
  - b) 32 students have been paired with a mentor in the Muster Project
  - c) 4 monthly meetings to address supporting and connecting students with the services they need, with an average attendance of 10 students per meetings
  - d) Monitoring 187 contacts between mentors and mentees since September
  - e) 24 additional Muster Project planning, collaboration and ongoing support meetings
  - f) 1 Rotary presentation on Muster Project and SAIL programs
  - g) Provided RA training and on-going consultation and counseling support to residence life staff
  - h) 3 Muster Project group meetings
  - i) 16 new mentors recruited for 2012-2013 academic year
  - j) Monitoring 73 mentor/mentee contacts
  - k) 5 recruiting events across campus

- l) 5 collaboration meetings

**j. Judicial Affairs:**

- 1) Served as mediator/consultant for judicial affairs matters and for students having difficulty in the residence hall
- 2) Served as mediator/consultants for judicial affairs matters for students having difficulty in the residence hall and general campus

**k. Student Life - General:**

- 1) Daily brain teaser contests and student life dollar give-aways: serve an average of 25 students per day
- 2) Free t-shirt giveaways and free button giveaways
- 3) Daily monitoring of Student life Facebook page: increased “likes” from 280 to 461 students
- 4) Pine Palooza – over 600 students in attendance (including donated kick-bike giveaway)
- 5) Halloween pumpkin carving – 20 students served
- 6) Free donuts and cider – 200 students served
- 7) Zombie Walk – 10 students served
- 8) Anatomy of Hate documentary – 80 in attendance
- 9) Wings of Wonder – 65 in attendance

**l. Student Life**

- 1) Events:
  - a) I Have a Dream: MLK - week of 1/16/12. 25+ students filled out thought bubbles and posted them on our walls about things they dream of for themselves and future generations
  - b) Rock Paper Scissors Tournament - 1/31/12. 17 participants competed for eternal glory
  - c) Paula Allen- Against All Odds: Women Around the World Demand Justice - 2/20/12. 150 students/community members were in attendance
  - d) Activist/Photojournalist gave moving first-hand accounts of some of the most dire situations women have survived, and how they have persevered and demanded justice.
  - e) Bullying Forum/Conference/Film - week of 3/12/12. Community collaboration between NMC, Michigan Department of Civil Rights, Third Level Crisis Center, Michigan State Police, Michigan State Troopers Assistance Fund, and TBA ISD:
  - f) Film: Bully – 3/12/12. 150 people attended the film at the State Theatre and we organized student panel to speak after film
  - g) Bullying Forum - 3/15/12. 130 people were in attendance to give testimony and listen to others testimony about bullying.

- h) Bullying Conference - 3/16/12. 350 people attended for speeches, workshops, and breakout sessions on the topic of bullying
  - i) The Great Scavenger Hunt – week of 4/2/12. 20 participants enjoyed this challenge. Individuals and teams scoured campus for familiar landmarks they have often passed by
  - j) Talent Show - 4/11/12. 200 people were in attendance. 12 acts performed songs, dance, comedy, and other feats of extraordinary talent.
  - k) The State Theater: Princess Mononoke - 4/20/12. 211 students and community members attended an environmentally conscious film. The State Theater experienced their highest Friday Night Flick numbers yet because of this successful collaboration
  - l) Event to advertise Dirt Fest. Dirt Fest - 4/21/12. A consistent flow of students and community members attended this event that worked to raise awareness about living a more sustainable lifestyle within our community
  - m) Event inspired community collaboration between NMC, The Redheads Hummus Company, Higher Grounds, Garden Goods, NMC's Art Club, Pangea's Pizza Pub, Bay Area Recycling, The State Theater, T.A.R.T Trails, SCRAP: Recycled Art, Oryana, and Seeds. Around 200 people total attended this all day event. Educational workshops and musical performances highlighted the Earth day theme.
  - n) Spring Student Appreciation Week – 4/23 – 4/27/12. Events were planned to nourish our stressed out students mentally and physically. Free Smoothie Day: over 200 smoothies were given away. Free Pizza Day: 35 pizzas were given away, by the slice, 350 slices. Free Massage Day: 60 students enjoyed free massages.
  - o) The Vagina Monologues - 4/30/12. Collaboration between NMC and Third Level Crisis Center to address community and world-wide issues of violence towards women. 28 students and community members donated their time to act in this performance. 276 people attended this event.
- 2) Other Student Life responsibilities:
- a) Provided RA training and on-going consultation to residence life staff, including facilitating three different staffing meetings to help with A3 and group processes
  - b) 3 monthly BIRT meetings
  - c) Monitored 32 new BIRT reports
- 3) Student Appreciation week in December:
- a) Cookie decorating – 240 students served
  - b) Free massages – 40 students served
  - c) Free hot cocoa and snowflake crafting – 300 students served
  - d) Free pizza – 110 students served
  - e) Assisted advising office in marketing for new student employees. Hired two new student employees

- f) Attended 6 anti-bullying forum and conference planning meetings with MDCR and community partners
- g) Staff attended 5 conferences total

**m. Student Government:**

- 1) Served as advisor to Student Government Association, providing support and consultation
- 2) Attended weekly SGA meetings, and assisted in the recruitment of new SGA members
- 3) Attended ½ day SGA on-campus retreat
- 4) Provided consultation, staff and marketing support for 4 events
- 5) 3 SGA bowling nights – 150 students in attendance
- 6) SGA presentation at Board of Trustees meeting
- 7) Attendance and participation in Health and Wellness Committee

**n. SGA Events:**

- 1) Provided consultation, marketing and attendance at 8 SGA events:
- 2) 4 SGA bowling nights – 180 students in attendance
- 3) 1 student group social – 15 student groups in attendance
- 4) 1 Halloween student group recruitment - trick of treating event – 15 student groups and 200 students in attendance
- 5) 1 Halloween fright night event – 12 students in attendance
- 6) 1 SGA overnight retreat to Camp Hayowentah – 13 in attendance
- 7) Attendance and participation in Health and Wellness Committee

**o. Upward Bound. The Annual Performance Report through the Department of Education report on students from 2001 to present. The stats are based on that time frame.**

- 1) 145 students graduated from the UB program/high school
- 2) As of Fall 2011, 69% of UB graduates earned a degree or are currently attending college.
- 3) 21 UB students graduated from college during the 2010-2011 academic year
- 4) 36 UB graduates attended NMC as full time students during the 2011-2012 academic year.
- 5) 24 9th grade students were admitted to the program
- 6) 67 high school students from Suttons Bay, Traverse City West and Traverse City Central High Schools were served this fall through weekly meetings, academic tutoring, group activities, parent meetings, FAFSA workshops, a Senior recognition banquet and more.

- 7) 100% of all UB seniors are graduating from high school and 100% of our seniors are enrolled (or are registered for orientation) in college for fall 2012. 81% of our seniors will be attending NMC in the fall.
- 8) We have nearly 100% of our eligible students attending our summer program; our summer schedule is complete and we are finalizing some small programming issues. We will conduct our Summer Orientation tonight (Monday, May 14th) and with the help of Housing, will be able to show our new students/families the residence hall rooms.
- 9) Two of our seniors received \$1000 scholarships from Rotary as part of our partnership with Rotary's STRIVE program. They will receive their award and be recognized at the Rotary luncheon on May 22nd. Liz and I will attend in the luncheon in support of the students.
- 10) 100% of our 2011 graduates have reported that they are returning to college in the Fall of 2012.
- 11) We wrapped up our recruiting process and met with over 70 prospective students. This was by far, the largest recruiting class offered to us by local schools. We divided the groups into manageable numbers and it went extremely well!
- 12) Annual Senior Banquet.

## **5. LIFELONG AND PROFESSIONAL LEARNING – 2011 / 2012**

### **a. Extended Education Highlights For Spring 2012**

- 1) Major Highlights
  - a) Spring has been marked by several collaborative achievements in the areas of music, energy education, physical education, and global awareness.
  - b) Several areas of outreach to outlying counties took place—Lifestory class in Benzie County, College for Kids course offerings at Mill Creek (Antrim Country), energy opportunities in Antrim and Leelanau Counties.
- 2) Program Development
  - a) Certified Nurse Assistant Program has completed two full programs (16 students in each class) and a third will begin late September.
  - b) Plans are underway for a fall expansion of on-line offerings through EES. New course options, a hybrid approach, and more visibility are part of the plan.
  - c) Two new programs have launched through Physical Education in collaboration with TCAPS—basketball coaching and officiating. Both programs include classroom training and a mentored coaching experience at the elementary and middle school levels. The officiating course provides test prep for certification.
  - d) Music outreach and expansion has occurred in several ways—
    - The Titanic Requiem – A sold-out spring concert of remembrance with the NMC Chorale and Chamber singers celebrating the 100<sup>th</sup> anniversary of the sinking of the Titanic;



- NMC choirs joined with the Great Lakes Chamber Orchestra and choirs for a
  - June performance of Carl Orff's Carmina Burana in Hall Auditorium at Bay View in Petoskey
  - A Kids Choir Program was added to College for Kids and is off to a great start with 73 kids.
- e) A collaboration with the International Affairs Forum (IAF) and the Dennon Museum Center brought Ambassador Feisal al-Istrabadi to Traverse City for a special focus on Iraq (forum and museum related events). This was part of a Humanities Grant project.
- 3) Michigan Energy Demonstration Center
- a) The Demonstration Center is in the final months of a state grant that supports educational outreach and partnerships. Through seminars, workshops, and tours, there have been over 550 participants to date. We are on track to receive the maximum amount through the grant (reimbursement per student).
- 4) NMC Aviation Area Highlights 2012
- a) Aviation added a full time recruiter a year ago, since then our fall incoming class is expected to be up 80%.
- b) Flight hours flown by international students has gone up 75% over last year.
- c) We have signed 3 MOU's with schools in China, South Africa, and India.
- d) Currently have 2 joint degrees in the works with Hertfordshire and University of West of England. This degree will require all students in the program to conduct their flying at NMC.
- e) We have formed a number of relationships with businesses for Corporate Sponsorship and preferred hiring of our Flight and UAS graduates.
- f) Students competed in the AUVSI Student UAS Competition and finish very respectfully for a first time event.
- g) Maintenance staff was selected by Goodyear to conduct a cold weather test on wear patterns of their products. In return, we were supplied complementary tires and tubes.
- h) Added a Multi-Engine aircraft capable flight into known-icing conditions giving NMC the ability to advance student education in these conditions. We are the only school in the state that offers this education.
- i) Our program has been approved to conduct FBI fingerprinting in house to allow for quicker TSA approvals on our students.
- j) We are in the final phases of our testing center gaining approval to provide FAA written tests at Parsons-Stulen. This will improve the testing environment, allow better access for our VA students, and make it more convenient for our test takers.
- k) We just started an Alumni group (in conjunction with the Foundation) to increase our network for program support and student hiring opportunities.

- l) We continue to work with the FAA and ASTM to establish regulations on UAS training and operator qualifications. This involvement helps move our programming forward at a pace ahead of most other providers.
- m) Through our work both internally and externally, our program has gained increased recognition and thus more respect by those making their decision to attend flight training. We have averaged 1.2 monthly articles in the media.

**b. WSI Highlights 2012**

- 1) Designed and delivered ENV 200 Great Lakes Research Technologies
- 2) Students from 3 universities and colleges (NMC, Ferris St and Miami (FL))
- 3) Direct/hands on training and education on equipment valued over \$750,000 in NMC's Harbor, Grand Traverse Bay and Sabin Dam including Multibeam Sonar, ROV, Laser Scanning System, Total Stations, Side Scan Sonars, Advanced GPS systems
- 4) Provided foundation for partnership with FSU in hydrographic surveying (NMC) and Survey Engineering (FSU)
- 5) Articulation agreement and shared asset opportunities forthcoming with FSU
- 6) Launched partnership with WMU
- 7) Hosted Provost and Vice President for Academic Affairs, Vice Provost, Dean of College of Science and Arts, Academic area chairs and faculty from several WMU departments for advancing development of an integrated NMC - FWS / WMU Bachelors in Sustainability with an emphasis in Freshwater Research delivered through the UC
- 8) Anticipated degree launch Fall 2013 with earlier opportunities potentially Fall/Spring 2012/2013
- 9) Hosted advanced professional training programs in acoustics and marine technology
- 10) Training from Industry experts on some of the latest technology and techniques available in the world
  - a) They consider NMC to be the premier location for this type of training, no one else doing what we are
- 11) Over 80 participants from across the United States, 8 countries and 5 continents
- 12) 6 NMC FWS students were given the training for free
- 13) Based completely at Great Lakes Campus, NMC Harbor and aboard the R/V Northwestern
- 14) Connections with representatives from industry who operate world wide
  - a) Industry reps want our graduates based on the training they are receiving
- 15) Initial discussions on technical delivery of content in Spanish for growing demand in Spanish speaking countries.
- 16) Signed MOU with MATE (Marine Advanced Technology Education) Center for advancement of opportunities for students and partnerships with Industry
- 17) Development of a robust student database model for FWS

- 18) High level tracking of student metrics for success/completion factors
- 19) Research on Benthic Habitat Mapping for National Park Service
- 20) Year 4 of an ongoing partnership between NMC and NPS - Sleeping Bear Dune for research in Lake Michigan
- 21) Student interns engaged in installation, collection, processing and reporting for project.
- 22) Partnership with EARTH University - Student Internship to Costa Rica
- 23) 2nd year of NMC students to Costa Rica
- 24) Signing MOU with EARTH University for exchange of students, staff and faculty to/from NMC/EARTH

**c. Technical Discipline Area Accomplishments**

- 1) Automotive Service Technology
  - a) Received a donation of a small electric vehicle, which was used as a test platform in the evaluation of full electric vehicle course or certificate. Evaluation of this program is in process and will be complete by year end.
  - b) Established a NMC motor sports club to support student engagement in the automotive degrees
- 2) Advanced Manufacturing. NMC is in the process of exiting the CAD/CAM Advanced Manufacturing AAS degree, Manufacturing Technology AAS degree, CAD Drafter, Mechanical Level II certificate and CAD Trainee, Mechanical Level I certificate based upon continued low student enrollment and the retirement of all program faculty. Course offerings will continue in support of the Engineering Technology degree and short format training programs.
- 3) Bridge Program
  - a) Completed restructuring of the Bridge program staff, after the retirement of Charlene Lutes, David Crawford will be the administrative lead for the program. NMC plans to offer one section of the Bridge program for fall 2012.
- 4) Construction Technology / Renewable Energy
  - a) Carpentry students built the second YMCA Campground cabin in the lab, moved the structure, and installed it at the campground in May.
  - b) Kirby Anderson was a site supervisor for 100 AmeriCorp workers for two days of building projects at the YMCA campground.
  - c) Kirby Anderson was involved with the second NAEP skill standard setting panel for HVAC, and supplied our curriculum materials to a national database
  - d) 4 NMC faculty and staff attended the national Rockwell Automation show, the largest in North America.
- 5) Engineering Technology
  - a) Begun integrating robotics, unmanned ground systems (UGS) and automation technologies into the Engineering Technology program curriculum. Currently

planning to develop the courses and purchase equipment in the fall of 2012 and begin offering these classes effective fall 2013. These new offerings are part of the re-alignment of the advanced manufacturing programs toward new and emerging technologies.

- b) Enrolled over twenty students into the new program for fall 2012.
- 6) Learning\_Center. The NMC Testing Center added the Pearson-Vue offering effective April 16 and has administered over 170 tests since the opening date. The CATS testing offering is in process and should be open by fall 2012
- 7) Welding\_Technology
  - a) Completed construction of the new Welding Qualification facility. Testing in the lab is expected to begin in fall of 2012.
  - b) Begin the approval process for a new Level I Welding Certificate, which will give students the ability to complete the degree and become certified welders in 9 months.

**d. NMC Program Advancement Highlights 2012**

- 1) Partnered with ORPE to develop training and support materials for launching the new aligned planning process.
- 2) Facilitated the launch of the Regional Entrepreneurial Collaborative's Northwest Michigan Business Atlas which provides web and face-to-face resources for people hoping to launch or grow their businesses.
- 3) Launched Talent II with a focus on creating a leadership development process for the college. Through a series of focus groups the team has drafted an outline of the leadership competencies (attitudes, behaviors, skills) essential at all levels of the organization. The team is currently identifying useful assessment tools and development resources. We expect to have a framework in place by the end of the summer.
- 4) Launched a Certified Nurse Aide Training program in partnership with the CTC and Grand Traverse Pavilions. The first two classes (January; April) filled and the Information Nights for students interested in the September session are already filling. (see also EES).
- 5) Partnered with PAHCOM (Professional Association of Health Care Office Managers) to help launch a local chapter. PAHCOM's goal is to provide on-going professional development, knowledge-sharing, and certification for area practice managers. We anticipate many collaborative opportunities with allied health and business programming, EES, and University Center partners.
- 6) Partnering with Munson to certify a pool of trainers in Crucial Conversations (certification scheduled for late summer) who will be able to train for both organizations. Handling difficult conversations is a skill both have identified as an opportunity for growth.

**e. UC Area Highlights**

- 1) UC Enrollment Duplicated Headcount increase of 3% from prior academic year.
- 2) UC Enrollment Duplicated Credit hours increase of 5.5% from prior academic year.
- 3) UC partners issued eight new letters of interests for programs. Two programs were approved, as they additional concentrations in programs that already exist. Currently, six are still under review by partners to go forward.
- 4) Offered two-year leases to UC partners with four partners taking the two year lease, July 2012 - June 2014
- 5) CMU Cohort for Doctor in Education (EdD).
- 6) Hosted bi-annual Academic Program Council meeting. Attended by members from all nine UC partner schools.
  - a) Degrees awarded Academic Year 11-12, as reported by our Partners:
  - b) Bachelor's – 267
  - c) Master's – 141

**f. Training Services**

- 1) Manufacturing clients reported \$5.3 million increased sales; \$2.2 million retained sales; \$550,000 savings; \$565,000 investment in plant and equipment due to services offered by NMC Training.
- 2) Inaugural statewide Michigan Lean Conference at Hagerty Conference Center
- 3) Conducted Mike Rother's Toyota Kata training with W3 Group at Hagerty Conference Center
- 4) Launched NMC Learning Conference Pilot Project
- 5) Launched the use of Skype for distance learner coaching
- 6) Certified 11 Lean Manufacturing Champions and 7 Lean Office Champions
  - a) Implemented \$ \$42,489 in New Job Training Act funds
  - b) Successful conversion to Salesforce CRM
  - c) Launched first Salesforce training in conjunction with EES in May 2012
  - d) Landed contracts for the second annual Michigan Lean Conference and the inaugural Proud To Manufacture In Michigan conference at Hagerty Conference Center for FY13
  - e) Developed and piloted the first NMC offering of Kata Implementation
  - f) Moved client invoicing to beginning of contracts for improved cash flow
  - g) Launched current event links on web page

- h) Launched low-cost awareness events and monthly Lean Learning Events as a lead development tool
- i) Began paced, open enrollment, class scheduling to facilitate introductory learning as well as to identify prospects for more in-depth customized training.

**g. Human Resources:**

- 1) Implementation of OpenHire for improved applicant experience
- 2) Revision of the Classification Plan (June 2012)
- 3) Performance Management System Review (June 2012)
- 4) Transitioned all of student employment from Office Managers and Supervisors to HR (recruitment and new hire paperwork)
- 5) Oriented 65 new employees through RedCarpet from February 2012 to Present; 6 Regular employees; 24 Student Employees; 5 Adjunct Faculty; and 30 Supplemental employees.
- 6) BAC reviewed bids from 10 vendors, interviewed 4 vendors, and selected Ballard Benefit Works for 5-year contract, approved in July by Board. Process included a lot of contact with the final candidates to clarify bid details and provide comparisons throughout the bid process.
- 7) Through joint BAC/Wellness meetings over the summer and Ballard consultation,
  - a) Established recommendation for employee premiums to comply with Senate Bill 7 reduction in employer medical contributions
  - b) Facilitated Wellness meetings,
    - i) Revitalized committee,
    - ii) conducted employee survey
    - iii) held following activities to date
      - Purchase of work area treadmill
      - Four Ways to Make Lasting Change in the New Year!!
      - Three Squares Squared Breakfast
      - Three Squares Squared Lunch
      - Tag! You're It! Exercise break launched
      - Launched 2012 NMC Olympics
      - Tips for a Healthy Neck and Back
      - Three Squares Squared Dinner
      - Worked with Business Office and Public Relations & Marketing to comply new reporting requirements from Public Act 62 of 2011
- 8) Revised 10 D-Level policies
- 9) In Collaboration with the Talent Team:
  - a) Implementation of RedCarpet for online orientation
  - b) Active learning model applied to all points of orientation

- c) Implementation of a revised Peer Guide program (beginning 6/2012)
- d) Combined all Employee Guides into one updated version

## **6. LEARNING RESOURCES AND TECHNOLOGIES SUBMITTED ACCOMPLISHMENTS – 2011/2012**

### **a. New Processes**

- 1) Project management. Process in place for users to submit project requests and view current requests. Executive areas are responsible for prioritizing projects.
- 2) New language for Banner 9. ITS staff started preparing for new version of Banner by learning Java. One staff started learning the new Java-based language for Banner 9, Groovy.
- 3) Supported implementation of Open Hire (a replacement for People Admin) and Red Carpet (a new system)
- 4) Year-long registration implementation
- 5) Implemented new process for registration for Portfolio B courses
- 6) Implemented 'all-semester' grade entry, allowing the faculty to enter final grades (and grade changes) all semester and eliminating the need for repeated grade processing.
- 7) Implemented system to verify mailing addresses: Clean address
- 8) Created and modified a process for handling competitive admissions in Nursing
- 9) Develop a technology financial plan that is aligned with the new technology fee
- 10) Developed a master English 111 & 112 course resource area with Melissa Sprinkle and Janet Lively
- 11) New course development:
  - a) PSY250; Regis McCord
  - b) HST111: Andrea Gerring
  - c) CD202: Cheryl Bloomquist (no official review of course)
  - d) PHL201: Corey Sanderson
  - e) Summer: BIO110 online/hybrid: Nick Roster
- 12) Developed a technology financial plan based on service level and aligned with the Technology Fund.

### **b. Service and Process improvements – in efficiency and quality**

- 1) Improved the process for handling the management of the Nursing waitlist
- 2) Automated the Cost to Educate reporting and analysis
- 3) Support for the Pathways to Completion project

- 4) In Financial Aid and Records and Registration, most communication has been moved to email from paper mail (eg, Grade Alerts and Probation Letters)
- 5) Implemented new prereq definitions for Developmental courses.
- 6) Improved Final Grade entry worksheet in Self-Service to address missing Last Attend date and user-friendliness issues.
- 7) Automated part of the Student Academic Progress process in Financial Aid
- 8) Automated the process in Student Financial Services for calculating money awarded to students for the Michigan Tuition Incentive Program.
- 9) Created more processes to run during the night. For example, Pell awards have been automated so that Financial Aid starts each morning with the information they need.
- 10) In telephone operations, integrated data related to phone inventory and 911 location service.
- 11) Selected new telephone system that includes a mechanism for emergency notification to telephones and to IP-based speakers
- 12) Moved more services to Single Signon (using NMC ID) and improved system
- 13) Extensive review of the process for granting security rights to our systems. Improvements underway.
- 14) With Payroll and HR, implemented electronic W-2's, electronic direct deposit notices to replace checks, and online self-entry of direct deposit account numbers.
- 15) Evaluated Hannon Hill content management system for the Intranet and decided to pursue an open-source solution for the Intranet
- 16) All servers that can be virtualized have been.
- 17) Increased the ways in which students can contact the help desk – monitors, chat, twitter
- 18) Expanded video-on-demand library

**c. Training and Support**

- 1) Developed and provided training for Google Roll-out for approximately 246 users.
- 2) Trained more than 100 instructors in Moodle 2.
- 3) Adjuncts in English and Math trained in Moodle.
- 4) Created resources for copyright, conducted session at Professional Development Day
- 5) For Teaching Solutions, 22 instructors completed Track 1, 5 completed Track 2 and 5 completed Track 3.
- 6) Improved access to Banner documentation and information
- 7) Provided Banner training for Support/Technical/Paraprofessional staff
- 8) NMC students and employees had 10,818 requests for help in the past year, and fewer than 2% of those remain unresolved.



**d. Upgrades**

- 1) Banner Document Management System
- 2) Resource 25
- 3) Banner
- 4) Oracle system to a major new release.
- 5) Web server
- 6) Moodle 2
- 7) All network switches
- 8) Network wiring on campus has been upgraded with new entry point at Munson and College Drive
- 9) Raisers' Edge

**7. PUBLIC RELATIONS AND MARKETING**

- a. Earned Medallion Awards from the National Council for Public Relations and Marketing (NCMPR) for promotional campaign for a special event (60th Anniversary) and outdoor advertising (WNMC billboard).
- b. Generated national news coverage on the B-West shipwreck discovery.
- c. Improvements to the Web site include a fully-functional mobile version of the college's Web site and improved social media integration.
- d. The fall issue of NorWester was the first to use variable data to produce custom, personalized cover stories for a defined audience--in this case, WNMC donors.
- e. In the 2011 NMC Community Awareness Survey the radio station most cited as the respondents' primary source for NMC news was WNMC, followed by WTCM-AM and WTCM- FM.
- f. Created a new college department: Public Relations and Marketing, located in the Biederman Building on the main campus.
- g. Transitioned to new department with new executive director and new location
- h. Created two year marketing and communications plan
- i. Conducted media preferences survey of almost 800 students/community members
- j. Created myNMC "portal"
- k. Online versions of Intercom, Student News and President's Update created
- l. Headlines from Intercom and Student News automatically pulled into login page (myNMC)

- m. Fully functioning mobile version of the Web site, which now accounts for more than 10 percent of the hits on our site
- n. Added new dropdown information tab on homepage and myNMC pages. Allows us to feature upcoming events, registration times, shows the weather and can be set to show as “open” to immediately communicate weather emergencies and closings
- o. Redesigned Foundation presence on the site to show their new logo, better organize their information, make access to online donation and registration more streamlined and to better focus their navigation
- p. Complete redesign of the Financial Aid pages, added Financial Aid to top navigation on all pages
- q. Improvements to Maritime pages, including current process of changing their top navigation color to blue to better differentiate the Maritime pages from other pages on the site. This was a request from Maritime because many potential cadets leave the Maritime section and fill out the wrong application, then have to resubmit their Maritime section.
- r. Process of moving all digital photo archives to an online database is underway (photos are still backed up on our G: drive). The online database is searchable and would allow anyone with access to log in and browse and retrieve photos, without having to be on the NMC network
- s. Improvements made to online application process, creation of a permanent APPLY button on the homepage is nearly finished. (Being tested now.)
- t. Norwester Fall and Spring issues printed with cover stories focused to specific audiences using variable data
- u. Fall course schedule was redesigned. Course listings were removed. Easier to follow checklists were included. Focus shifted to communication of deadlines and important dates. Section was added to walk readers step by step through online registration. Publication done in full color, and at a lower cost than before.
- v. Created enhanced online versions of publications (schedule, catalog, Norwester, etc.) with active hyperlinks, pages that graphically turn, and improved searchability.
- w. Completely redesigned college’s billboard campaign, changed to one prominent image per board, made URL much more prominent
- x. Creation of enrollment focused campaigns, including ad campaigns designed for college’s “Make it Count” events, summer registration, fall registration, college night, etc.
- y. Creation of portfolio b focused radio spots for maritime, aviation, culinary and water studies
- z. Merged NMC’s Facebook pages into one, began process of rolling area-specific pages into main Facebook page.

- aa. Negotiating new TV schedules on both broadcast and cable outlets
- bb. Negotiating behaviorally targeted online ads for both in and out of region advertising
- cc. Re-established contacts at 7&4, 9&10 and the Record-Eagle
- dd. Created a more strategic approach to news release dissemination
- ee. Created detailed, coordinated strategy to release concert and event information
- ff. Worked with Student Life on streamlining student event information communication
- gg. Worked with Admissions on International Student video showcasing four students. Extra video and stills were shot to build our library. Video edited down to three (plus) minute feature and will also create four :30 commercials from the footage.
- hh. NMC BBQ
  - 1) Ninety percent of all waste was recycled or composted.
  - 2) Advance ticket sales increased by 400 percent.
  - 3) Home delivered meals grew to 491, the most ever.

## **8. RESEARCH, PLANNING & EFFECTIVENESS – 2011 / 2012**

- a. ORPE incorporated secondary research on asset areas into the NMC Scan as needed
- b. Conducted quarterly NMC Scans to provide information for planning (available on the Intranet)
- c. Community Attitude and Awareness Survey - presented results at BOT in March
- d. Implemented the first year of the Aligned Strategic and Operational Planning process
- e. Directed a successful AQIP Check Visit and Reaffirmation of Accreditation process
- f. Coordinated the assessment to learning outcomes: Quantitative Reasoning and Communications - developed new assessment coordinator position in order to provide more support to faculty in adjusting assignments and assessing student learning
- g. Will exceed Research Services projected revenue for FY12 by 40%
- h. Research Services will have a positive net revenue for FY12

## **9. RESOURCE DEVELOPMENT ACCOMPLISHMENTS**

- a. Launched Global Opportunities Fund at October 1 celebration of Tim Nelson's 10th Anniversary as President. (Approx. \$27,000 raised to date)
- b. Celebrated the 60th Anniversary of the first day of classes, "Founders Day" (collaborative effort with PR) with Biederman Society Members, NMC Retirees, First Class, and other loyal supporters.
- c. Kicked off Annual Campaign with nearly 100 volunteers, raised \$273,000 as of Dec. 23 (\$32,000 from Faculty and Staff with approx. 30% participation)
- d. Working with a multi-department committee (Public Relations & Marketing, Human Resources, Financial Aid, & Resource Development/NMC Foundation) the NMC Giving Tree provided holiday cheer to 49 NMC students/families = 189 individuals...continuing our 60 year legacy of making futures brighter thanks to dedicated faculty & staff. Looking forward to doing it again next year.
- e. Renewed commitments from all Foundation Board members whose terms ended 12/11. This maintains our full 40 member board of high level community volunteers working on behalf of NMC. Welcomed a new executive committee: Chris Branson, Chair / Mark Lundmark, Vice Chair / Randy Kiessel, Treasurer / Jim Beckett, Secretary
- f. Working toward: sustainable funding for foundation operations and NMC general fund; planning for major "comprehensive" campaign to satisfy all or some of the \$225Million in funding needs/opportunities;)
- g. The Annual Campaign exceeded the \$400,000 goal, and has set a new record with \$453,947.07 raised to date.
- h. Welcomed Chris Branson as the new Foundation Board Chair. Mark Lundmark, Vice Chair, Wendy Steele, Secretary. Recognized Jim Beckett & Kathleen Guy as Emeritus members.
- i. Welcomed Michael Linguar as our new Database and Research Specialist, Sarah Hemminger as our new Annual Giving Specialist, and are in the final stages of the search for the Coordinator of Major Gifts position.
- j. Foundation Innovation Grants were awarded: to the Live Poets Society (\$4,150), to enhance the CIT Developer program using robots (\$5,000), and to the aviation department to for unmanned aerial systems (\$4,500).
- k. Committed to funding a greater percentage of Foundation operating costs. The specific percentage and method to achieve this is still in discussion. To start, the Foundation will pay for the Annual Giving position in FY13.
- l. The Foundation's market value as of June 12, 2012 was \$27,320,935. We are up approximately \$700,000 for the year.

- m. Submitted the IRS990 for 2011 as approved by the Foundation Finance & Audit Committee and the Foundation Board.
- n. Hosted the 2012 Scholarship Luncheon with record numbers of scholarship donors and student recipients in attendance.
- o. Recognized Outstanding Alumni for 2012: Kathleen McManus, Timothy Young, and Steven Rawlings. A dinner in their honor will be held in August.
- p. Raised \$1,347,370 as of during Fiscal Year 2012, as of June 21, 2012
  - 1) Unrestricted contributions           \$137,530
  - 2) Temporarily restricted               \$751,317
  - 3) Permanently restricted               \$205,782
  - 4) Special Events                         \$252,740