



## **REPORT TO THE BOARD OF TRUSTEES – November 1, 2022 – Exhibit No. 8**

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Submissions from Enrollment Management and Student Services Division

### **VISION**

*As the premier two-year college in northwest Ohio, Owens Community College will be the first choice for students seeking career credentials and university transfer, and will be recognized as an indispensable partner for businesses, educational institutions and community organizations.*

### **PROGRAMS AND INITIATIVES**

Cathy Ford, Dean, School of Nursing and Health Professions, and Irene Jones, Chair, Nursing, met with the nursing program administrators from Lourdes University, University of Toledo, Bowling Green State University, and the University of Findlay on September 29. The purpose of the meeting was to provide the universities' with an opportunity to offer comments in favor of and opposed to Owens Community College potentially offering an online Bachelors of Science completion program.

Teacher Education and Human Services is currently working on a new field placement agreement with the Zepf Center of Toledo for students in the Social Work Pathway Concentration. The field placement would include a rotation of social work experiences to broaden the student experience in the social work setting. Additionally, Teacher Education and Human Services completed a donation drive for clothing, shoes, and personal hygiene items to benefit the Zepf Center whose mission is to create hope and recovery through integrated care.

Dr. Michelle Arbogast, Chair, Teacher Education and Human Services, presented at Ohio's Early Childhood Higher Education Summit, Columbus, September 30. The focus of the panel presentation was on building pipelines from the Child Development Associate (CDA) certificate into the Early Childhood Education Associate degree program to encourage and advance career development in the Early Childhood Education field. The Early Childhood Education Technology program at Owens has partnered with the YWCA of Northwest Ohio in this initiative known as YOwens? The initiative was the first in Ohio to develop a direct certificate to associate degree partnership that includes a tuition-free college support program for participants through Owens' ASPIRE adult education program.

Department of Teacher Education and Human Services welcomed Anita Coleman, Instructor, for the state-approved American Sign Language (ASL) Interpreter Preparation Program. Ms. Coleman has extensive experience interpreting in various educational, medical, business, and social settings and will develop the curriculum and outreach initiatives for the launch, Fall Semester 2023.

## **STRATEGIC PLAN 2019-2022**

### **GOAL 1: Increase enrollment, completion and student success**

Student Financial Services emailed notices on September 7 and September 15 to students who were on the drop list for non-payment of tuition for Fall Semester. Each communication grew in level of needing attention for students to take appropriate action. A memo was also sent to the department deans, chairs, and secretaries to share with faculty to announce to students the upcoming drop for non-payment date.

Admissions welcomed 86 students from Toledo Technology Academy on Friday, October 14. Students talked with faculty and staff in areas, including advanced manufacturing, welding, dental, transportation, business, and emergency services and support services. Campus tours and lunch for the students were also provided.

Admissions coordinated the annual Open House on Monday, October 17, on both campuses. Students, families and guests had campus tours, attended sessions on selective health admissions and for financial aid, and had the opportunity to begin the admissions process. Importantly, students talked with faculty and staff on program offerings and with Express partners on seamless transfer. Student life, clubs and athletics were also on hand.

Prior to the Open House events, Marketing created and placed commercials, digital and social ads, direct mail postcards were mailed and news media received a release.

Watch the 15-second video commercial here: <https://youtu.be/X2cmYw3o5P0>)

Digital ad example:



Admissions welcomed close to 200 health students from Penta Career Center on October 28. The Penta students talked with current students, faculty and staff from the health programs, hands-on demonstrations, and had lunch on campus. They attended sessions on selective health admissions and had the opportunity to begin the admissions process.

Career and Transfer Services presented Resume Writing Workshops and Student Employment opportunities to students. They conducted six class visits reaching 99 students.

Andy Koenig, Advisor in the School of Business, Hospitality Management, and Public Safety, along with Professor Steve Williams collaborated on the FNH 101 Degree Planning Project. This combined effort led to all 23 students in the course to complete their academic plan of study.

Office of Advising proactively emailed all registered students requesting their plans for enrollment for the upcoming spring semester. The students had several choices to respond to: not planning to register, requesting an appointment with an advisor, requesting course recommendations, or planning to self-register. There was a 17.6 percent response rate within the first two weeks (this is

a 3.6 percent increase compared to last spring). Out of the responses received, 60 percent of the students requested to meet with an advisor or receive course recommendations.

Athletics collaborated with the Library and Tutoring Services for a new approach for student-athletes to fulfill weekly academic study hours. There are 115 student-athletes on the rosters. Hours are now logged at these service areas and reported daily. Coaches are updated every Monday. Currently at an 89 percent success rate of completion after 4 weeks.

Dean Cathy Ford met with representatives at Millstream Career Center to discuss opportunities for program chairs to meet with Millstream students, engage in classroom activities, and increase awareness of the health programs Owens offers.



On October 1, the 2023-2024 Free Application for Federal Student Aid (FAFSA) was made available to students. We are invested in educating students and breaking down barriers for students when completing the FAFSA. The goal is to help students to be financial prepared for when they start their 2023-2024 academic year. Throughout the month of October, Student Financial Services actively promoted FAFSA awareness and the importance of completion of the application through the following actions:

- In-person Owens FAFSA Workshops.
- Communication to all guidance counselors in the legal service district about the FAFSA workshops and the College's ability to offer financial aid presentations.
- Facilitation of Financial Aid Nights at local high schools, which generally include a small presentation followed by a FAFSA Workshop.
- Social media posts each week using short clip videos created by Federal Student Aid.

Owens Assistant Chair and Lab Faculty of the nursing simulation lab hosted Acadia Career Institution (Pemberville) students and faculty utilizing Pediatric Hal, the newest simulator, and Victoria, the obstetric simulator. The Acadia students, instructors and dean, expressed gratitude for the hospitality and experiences that the students received during the four-hour simulation events.

## **GOAL 2: Improve and enhance the student experience**

Student Government, a registered student organization, was re-structured and re-named to Student Ambassadors to better reflect the organization's role in enhancing the student experience, fostering a welcoming culture on-campus, and serving as a liaison between the student body and administrative leadership.

Athletics:

- Volleyball is ranked #5 in the nation in the NJCAA rankings poll
- Setter Emily Fallis reached a milestone for her 1,000<sup>th</sup> career assist
- Baseball, softball and men's basketball student-athletes served as members of the security team for Toledo Rocket home football games
- Women's basketball is ranked #1 in the nation in the pre-season Division III NJCAA rankings.

Royann Johns, Director, Counseling Services, launched a wellness podcast in conjunction with Owens OutComm Student Media Center. The first podcast titled, "Serotonin Seekers," aired on October 13.

Constitution Day was celebrated on September 14 with students and hosted by Student Activities and the Humanities departments. Dr. Steve Culbertson, Professor, Humanities presented, "A More Perfect Union" and an exhibition of Edison phonographs and recordings. TSgt David Morris discussed, "Constitution Day and Military Service."

Indigenous Peoples' Day, October 10 was celebrated with Humanities, Social and Behavioral Sciences, and Student Activities departments, which included a Land Acknowledgement on both campuses; the film *Lake of Betrayal* with a discussion led by Scott Deaner, Chair, Social and Behavioral Sciences; and speaker Dr. Barbara Mann, an Indigenous Person and Professor of Humanities at the University of Toledo.



The goal of the College's BIG Read is to bring awareness of different perspectives through books and accompanying activities on campus and in our surrounding communities.

- Humanities department launched the 2022-23 Big Read: ***What My Bones Know*** by Stephanie Foo with a bookmark sale, September 7-8.
- Andrew Erickson, Professor, Philosophy, and Steve Ross, Professor, Psychology presented "Confronting Biases;" a hybrid event on September 13 for students and staff to bring awareness and look at their internal beliefs, ideas and come face-to-face with intrinsic biases they may hold.
- Owens Community College Radio regularly host Jen Hazel, Professor, English, and Jane Berger, Director, Library Services, "Let's Talk Big with Jane and Jen." about The Big Read.
- The first student book club session held discussion on October 13.

OutCast, OCCR – Owens Community College Radio on-air and podcast studios were officially opened with a ribbon cutting ceremony on October 5.





Music Business Technology and Broadcast Media Technology students interviewed local singer/songwriter, Russ Franzen. It was held in the newly renovated radio station as part of the Accent on the Arts series. The interview ran on OCCR radio station prior to the concert. Music Business Technology students presented the opening of the Accent of the Arts October 6 concert with acoustic storyteller Russ Franzen.

Owens Voices Choir first recital on October 28 was led by Dennis Blubaugh, Adjunct Faculty, Fine and Performing Arts, in a collaboration with the Perrysburg Chorale at the Center for Fine and Performing Arts Theatre. Larry Clapper, Adjunct Faculty, led the Owens Community Band in their first concert, October 2, in the theatre

## Oregon Road Film Series

- ❖ The first film of the 2021-22 Oregon Road Film Series was shown, *A Story Worth Living*, from local actress and award-winning filmmaker, Vanessa Leonard, of Toledo. Ms. Leonard, cast and crew participated in a Q & A led by Jen Hazel, Professor, English.
- ❖ The Fall 2022 48-hour Film Challenge took place, October 14-16 for students to produce a short film with a theme.

### **GOAL 3: Develop workforce and labor market outcomes**

Career & Transfer Services collaborated with the School of STEM and hosted a STEM Job Fair on October 4. About 35 students and several alumni and community members attended as job seekers to meet with ten employers that participated.

### **GOAL 4: Cultivate community image and advancement**

Teacher Education and Human Services sponsored the Early Childhood Forum in partnership with the Lucas County Family Council's Early Childhood Coordinating Committee, October 9, in Veteran's Hall. The summit theme was "Making a Difference with Inclusion 2022!" It drew over 100 early childhood faculty, staff, physicians, administrators, students, and experts in the field from Ohio and Michigan.

School of Business, Hospitality Management and Public Safety (SBHP) launched an initiative with the organizers of a regional DECA event, *Fall Frenzy*, to host the event on the Toledo-area Campus, October 7.



More than 300 DECA students were on campus. Libby King, Chair, Business Technologies, and Teri Pratt, Professor, Office Administration, worked with the organizers to develop professional development sessions for the participants to attend in between their respective DECA presentations. School advisory board members, faculty, Career & Transfer Services volunteered to run the sessions. For example, Marissa Shedron, Admissions Events Coordinator, presented on career exploration and interviewing skills.



### **GOAL 5: Improve college culture and quality of life**

#### **Recognitions of Students, Faculty and Staff**

- **Addison Keiser**, Business Technologies student and his family's business, *Green Edge* (Perrysburg), won the *Small Business Sweepstakes* contest sponsored by United Healthcare and Ohio State University. Thanks to **Adam Martinez**, BUS 102 instructor, , who shared the story (i.e., Addison is in his class).
- **Wenona Pryor-Williams**, Office Manager, Owens Career and College Readiness Center was elected to the Ohio Association for Adult and Continuing Education (OAACE) Regional Board of Directors.
- **Brandon Gaddy**, Director TRIO Programs, was elected treasurer of the Ohio TRIO Chapter Executive Board.
- **Daphne Kinkade**, Processor, Veteran Services, attended a roundtable discussion with Senator Sherrod Brown on September 23, 2022 regarding the PACT Act that impacts veterans and service members who were exposed to toxic substances during service and expanding health benefits through the VA for these service members.
- **Erin Kramer**, Director of Admissions, presented at the National Association of College Admissions Counseling national conference in Houston, Texas, September 21-24. Her presentation was on the College's student support services, and she met with other college admissions professionals from around the world on best practices, challenges, and opportunities.
- **Rene Downour**, Advisor, Career Services, completed the Facilitating Career Development course to prepare for the Certified Career Services Provider exam.
- **Adam Wagner**, Advisor, PLA Specialist, **Yasmine Bachar**, Director of Advising, and **David Shaffer**, Executive Director, Student Services, attended the OACC Student Success Leadership Institute in Columbus, OH.
- Members of **Advising, Career and Transfer, and Prior Learning Assessment (PLA)** attended the University of Toledo Transfer Summit, which included a tour of the Interprofessional Immersion Simulation Center.

- **Kate Davis and Andy Koenig**, Advisors, attended the OACC Holistic Student Supports Institution at Columbus State Community College. The session focused on retention and supporting students in navigating their academic experience.
- **Carrie Beck**, Coordinator, Job Location and Development, and **Rene Downour**, Advisor, Career Services, attended the USA Jobs Train the Trainer webinar on guiding students through the federal employment application process, employee benefits, and the security clearance process. **Carrie Beck** made a student presentation, “Getting Involved Lunch and Learn” to promote student employment and Federal Work-Study
- **Angela McGinnis**, Manager, Career and Transfer Services, served as a panelist on the College’s Leadership Roundtable to share about her leadership experience at Owens.
- Faculty members completed the **Association of College and University Educators (ACUE) Effective Online Teaching Practices**, an intensive course with 25-modules. Based on evidence-based pedagogy, the program was designed to empower faculty to be impactful online instructors to ensure student success. Congratulations to:
  - **Eileen Alexander**, Assistant Professor, Nursing
  - **Kelley Colston**, Adjunct Faculty, Business Technologies
  - **Danielle Dremann**, Adjunct Faculty, Life and Natural Sciences
  - **Michelle Gonzalez**, Adjunct Faculty, Radiography
  - **Tiffany Hastings**, Adjunct Faculty, Business Technologies
  - **Laud Kwaku**, Professor, Math
  - **Brittany Moore**, Adjunct Faculty, Dental Hygiene
  - **Michelle Poole**, Adjunct Faculty, Social and Behavioral Sciences
  - **Farida Sidiq**, Instructor, Biology
  - **Kevin Walker**, Lab Technician, Advanced Computer Aided Machining
- **Cheryl Paeth**, Professor, Occupational Therapy Assistant program, attended the Upledger Institute International training on Somatoemotional Release Full Range of Craniosacral Tools for Supporting Gentle Trauma Resolution in Troy, Michigan.
- **Barbara Seguire**, Chair, Therapeutic Services, attended the Ohio Occupational Therapy Association Annual Conference in Cincinnati. She also attended the American Occupational Therapy Association Academic Leadership Conference for program accreditation and occupational therapy education.
- **Denise Grupp-Verbon**, Internship Manager, School of Liberal Arts, presented on United States Copyright Law at the Owens Center for Teaching and Innovation on October 28.
- **Jeremy Meier**, Chair, Fine and Performing Arts, presented his one-man show as Robert F. Kennedy at the Center for the Arts at Kayenta (Ivins, Utah) on October 7 and 8 in reflection of the 1962 Cuban Missile Crisis.
- **Rick Clever**, Technical Director, designed sound and lighting for a production of *Alabaster* with Actors Collaborative Toledo. The production was selected as a state finalist for the Ohio Community Theatre Association State Festival. He also completed the OSHA 10 training.
- **Rose Wang**, Adjunct Faculty, Fine and Performing Arts, was awarded Best in Show for the Lakeland Art Guild 50<sup>th</sup> Annual Melvin Gallery Art Online Exhibition (Lakeland Art Guild, Florida). Rose’s work was also featured at the 76<sup>th</sup> Ohio Annual Exhibition (Zanesville Museum of Art) and the juried online exhibition via the Art-Fluent Online Gallery.

- **John Toth**, Adjunct Faculty, Fine and Performing Arts, with **Christopher Smith**, Alumnus, held auditions for the fall theatre production of *All in the Timing* on September 12, 13 and 14. The show is now cast and includes six Owens students acting in the production alongside three alumni. Two Owens students will serve as stage managers along with two alumni. *All in the Timing* will be performed in the Center for Fine and Performing Arts Theatre from November 10-13.
- **Jen Hazel**, Professor, English and **Cory Hoover**, Professor, English, presented “Writing Open Educational Resources into our Future at Owens Community College” at the Ohio Association of Two-Year Colleges annual conference, Cuyahoga Community College, October 7.
- **Jodi Gore**, Instructor, Social Work and Human Services, was selected as a member of the Association of Social Work Boards (ASWB), which serves as a task force and subject matter expert to the practice analysis process. The task force will help develop the largest practice analysis survey of social work practitioners ever undertaken and known as the Social Work Census. The census will launch during Social Work Month in March 2023. In addition, the task force will shape the next iteration of the social work licensing examination content to be released in January 2025.
- **Dr. Michelle Arbogast**, Chair, Teacher Education and Human Services, was selected as a Community Leader for the International Society for Technology in Education (ISTE). She will work to develop activities as a content expert for global webinars, articles, and open educational resources in all areas of educational technology in all levels/disciplines of teaching and learning.

#### **GOAL 6: Building financial strength and capacity**

Financial Aid Office, in partnership with EdFinancial, has helped to decrease the College’s cohort default rate for Fiscal Year 2019 to 2.9 percent. The cohort default rates were released October 3. To provide some historical context, here are the College’s past rates:

Table 1 – Owens Cohort Default Rates (Source: Financial Aid Office)

|                 |              |
|-----------------|--------------|
| <b>FY 2011:</b> | <b>32.0%</b> |
| <b>FY 2012:</b> | <b>26.3%</b> |
| <b>FY 2013:</b> | <b>22.5%</b> |
| <b>FY 2014:</b> | <b>24.2%</b> |
| <b>FY 2015:</b> | <b>18.6%</b> |
| <b>FY 2016:</b> | <b>17.8%</b> |
| <b>FY 2017:</b> | <b>15.2%</b> |
| <b>FY 2018:</b> | <b>11.0%</b> |
| <b>FY 2019:</b> | <b>2.09%</b> |

As a financial indicator, the cohort default rate provides a measurement of federal student loan borrowers who default on paying back their student loans. A high cohort default rate may jeopardize the institution’s eligibility to provide federal grants and loans to students, such as the William D. Ford Federal Direct Loan (Direct Loan) and Federal Pell Grant programs.

Financial Aid Office’s processes and actions:

- Communication. A notice is sent to students once a loan is booked, which informs them of their servicer’s name and contact information.



- **Analysis.** Developed a process to review students in the draft and official cohort default rates to identify errors, such as split status, inaccurate last dates of attendance, and others.
- **Monitor.** Review monthly reports provided by EdFinancial to monitor the continued improvement of the delinquency rates.
- **Preventative Actions.** On a monthly basis, the Office of Financial Aid reviews all financial aid applicants for similar addresses on the FAFSA or reported to the college. The college also reviews enrollment information for distance learning students living beyond the college's geographical service area, in order to identify potential concerns. The staff regularly responds to skip-trace requests from servicers.

**Partnership with EdFinancial.** In 2014, the College contracted with EdFinancial for default prevention services for borrowers. Outreach specialists contact delinquent borrowers through live agent campaigns and three-way calling strategies. Counselors evaluate each borrower's circumstance and offer solutions to bring account(s) current. The campaign services include:

- Live agent campaigns
- Email/mail contacts
- Skip tracing with follow-up calls and letters
- Facilitate three-way calls with borrower and servicer with every right-party contact
- Other contact or tracking means deemed necessary by representatives to resolve delinquency
- A toll-free number for Owens borrowers to use

EdFinancial works to ensure the right party is contacted and resolves delinquency. Demographic data is confirmed and updated with each successful contact. Agents focus on establishing a successful borrower payment strategy, including income-based repayment counseling and deferment or forbearance options. Resolutions are tracked and monitored by agents until officially reflected on servicer or NSLDS data.

Table 2 – Ohio Community College FY 19 Default Rates – Sorted  
(Source: U.S. Department of Education)

| <b>Ohio Community Colleges</b> | <b>3-year rate</b> | <b>3-year rate</b> | <b>3-year rate</b> |
|--------------------------------|--------------------|--------------------|--------------------|
|                                | <b>FY2019</b>      | <b>FY2018</b>      | <b>FY2017</b>      |
| <b>Zane State</b>              | 0.5                | 8.6                | 17.8               |
| <b>Sinclair</b>                | 0.9                | 7.6                | 16                 |
| <b>Central Ohio Technical</b>  | 1.5                | 8.1                | 13.3               |
| <b>Northwest State</b>         | 2.3                | 8.2                | 12                 |
| <b>Edison State</b>            | 2.4                | 8.7                | 14.4               |
| <b>Lorain</b>                  | 2.7                | 11.7               | 14.8               |
| <b>Owens</b>                   | 2.9                | 11                 | 15.2               |
| <b>Rhodes State</b>            | 3                  | 9.5                | 10.7               |
| <b>Eastern Gateway</b>         | 3.2                | 8.7                | 20.2               |
| <b>Clark State</b>             | 3.2                | 11.6               | 18.4               |
| <b>Columbus State</b>          | 3.3                | 10.6               | 14.7               |
| <b>Cincinnati State</b>        | 3.3                | 13.5               | 18                 |
| <b>Hocking</b>                 | 3.6                | 16.1               | 21.7               |
| <b>Marion Technical</b>        | 3.8                | 10.5               | 9.4                |

|                            |     |      |      |
|----------------------------|-----|------|------|
| <b>Terra State</b>         | 3.8 | 12.2 | 14.4 |
| <b>Lakeland</b>            | 3.9 | 10.6 | 14.7 |
| <b>Stark State</b>         | 4   | 13   | 15.9 |
| <b>Cuyahoga</b>            | 4.3 | 11.2 | 15.2 |
| <b>North Central State</b> | 4.4 | 9.7  | 16   |
| <b>Southern State</b>      | 4.5 | 14.6 | 18.1 |
| <b>Washington State</b>    | 5.2 | 10.3 | 15.5 |
| <b>Belmont College</b>     | 5.5 | 13.1 | 16.4 |