



**Office of the Provost
Report to the Board of Education
February 2020**

Division of Academic Services

1. **Guided Pathways:** The arts and science faculty have been focusing on increasing completion rates by developing clear academic paths for transfer students. During fall 2019, academic paths, or *Flightpaths*, have been created in History, Spanish, and Media Studies by faculty in those disciplines to assist students in taking the appropriate courses for transfer as a major in one of those areas of study. In addition, faculty work is currently underway to complete Physical Sciences, Math, Art, and Theater Arts Flightpaths.
2. **Community Involvement:** The arts and faculty are committed to strengthening community involvement by holding events that incorporate the community. The Department of Performing and Visual Arts holds several events each term that are open to the public. This fall, a total of 1,455 people attended eight music concerts performed by UCC bands and the Umpqua Singers. An average of 40 people attended each night's performance of the War of the World Radio play by theater students, for a total of 120 people over the three nights. The closing reception of the Heather Goodwind Exhibit in the UCC Art Gallery brought in 25 people. Planning for hosting the 2020 High School Math Competition on April 2nd is in full swing. It is expected that more than 150 high school students will compete in this regional competition on the UCC campus.
3. **Presentations:**
 - Janine Roza, (one-year temporary) Geology Faculty, will be presenting a paper at the International Geological Congress in India in April.
 - Susan Rochester, Art Faculty, had a solo exhibit at Hawkeye Community College in Waterloo, Iowa.
4. **Student Update:**
 - Kindra Neely (UCC Class of 2016), went on to study at the prestigious Savannah College of Art and Design. She has completed a graphic novel, *Numb to This*, detailing her experiences in the aftermath of the UCC shooting. Publishing house Little, Brown and Company has picked up her book, which will be published in Fall 2022.
5. **Developmental Education:** We were awarded the Gear Up (Gaining Early Awareness and Readiness for Undergraduate Programs) grant. The grant would support incoming freshman transition activities (e.g., summer bridge program, text messaging), academic support, integration and connections, financial awareness and academic advising. This work aligns with the Guided Pathways initiative of helping students choose and enter a program pathway.
6. **Library:** Open Educational Resources (OER) at UCC is saving our students money. The average cost

of textbooks for an AAOT degree at Umpqua Community College (UCC) dropped \$714.67 from \$2,355.03 to \$1,640.36 from 2015-19. This saved the 173 students who graduated with an AAOT degree in 2016 and 2017 a total of \$123,637.91.

7. **Tutoring Services:** The success center has created Winter term study groups for Computer Science, Chemistry, Math 20-253, Physics, Spanish and Writing. Faculty have been encouraged to hold office hours in the success center.

Division of Enrollment Management

8. Admissions (summer, fall, winter) through January 9:

- 19-20: 3,312
- 18-19: 3,504

9. Enrollment Management Fall and Winter Outreach

- Admissions Office Numbers, **8/27/2019-1/15/2020**

Student Appointments	607
Phone calls made/received	1668
Admission Applications Processed	1184
E-mail outreach	1966

- To help with effectively converting new admits, the Enrollment Advisors and Recruitment Coordinator reach out to prospective students based on who processed their application. They also have follow-up with students by degree to ensure they form personalized relationships and provide consistent information.
- Dustin Cosby is the primary international admissions advisor, and UCC now has 9 international students.

10. Recruitment and Retention Initiatives:

- Conducted a SS/EM staff barrier survey, followed by further brainstorming and analysis. Workgroups are being formed to research issues and determine solutions.
- EM Plan developed covering both recruitment and cross-campus retention efforts.
- Beginning changes to the transfer website that also tie to the guided pathways initiative.
- Guided Pathways Handbook developed to define key words and start streamlining major selection process
- Enrollment Events
 - Two Fall Riverhawk Ready Days (60 registered)
 - Winter Term Orientations (193 Attendees)
 - Partner meetings and workshops:
 - UCC JOBS workshop
 - Education Program Manager and the Tribal Workforce Development/Tribal Youth Council with Cow Creek Band of Umpqua Tribe of Indians
 - Career Fair at Mercy Medical Center
 - Presented at Youth Transition Program County Meeting
 - High School Connections Day 2019
 - Presented to the Great by 8th group at the Boys and Girls club.

- Fall Financial Aid Nights at 9 high schools (estimated 300 attendees)
- Southern Oregon Trade Careers Expo (around 1,800 high school students from seven counties)
- UCC Preview Day, October 17 (25 attendees)
- Hosted Oregon Transfer Days to connect community college students to 4-year institutions
- Participated in PNACAC College Fairs at SOU, UO and Roseburg High School.

Division of Institutional Effectiveness

11. Launched strategic planning and assessment processes at the operational and tactical level across the Institution.
12. Launched accreditation-ready faculty assessment across all academic areas.
13. A detailed report of institutional effective work will be presented in a monthly report to the Board of Education.

Division of Students Services

14. Les Rogers was selected for the Accessibility Services Coordinator, to start on January 2, 2020. As one of his final tasks as the Director of the Transfer Opportunity Program, he wrote the Federal TRIO-SSS Application (in compliance with federal requirements) over the winter break, in preparation for submission, in partnership with Elizabeth Bastian, in early January. We anticipate notification of the grant award in July 2020.
15. National Student Clearinghouse (electronic) transcripts became available to students in early January 2020, due to the hard work and collaboration between Registration & Records staff, Information Technology staff, and NSC.
16. Academic Advisors and the Director of Advising completed over 200 Student Educational Planners and worked with Information Technology Staff on the development of Crystal Reports and updates to Advisor Trac, and they provided additional workshops for faculty advisors during fall term in order to transition approximately 400 students to faculty advisors in Winter term. 200 students were transitioned to faculty advisors in Fall term.
17. The DEI Council and Dean of Student Services submitted a Cultural Competency Report to Dr. Thatcher as part of a year-long effort to ensure compliance with the 2019 and 2020 requirements. Dr. Thatcher reported on UCC's progress to the Board of Education in December 2019.
18. The Records and Registration staff, led by Cathy Chapman, hosted the 2nd annual LaVera Noland Scholarship fundraiser during fall term and raised a total of \$2825.01 for UCC student scholarships.

#####

OFFICE OF BUSINESS SERVICES BOARD REPORT

February 2020

Natalya Brown, Chief Financial Officer

Office of Business Services; Natalya Brown, Chief Financial Officer

Key Priority:

Enhance the College's sustainability by fostering fiscally responsible environment supported by data-driven decision making.

Action 1: Encourage sound business practices by reviewing, revising, establishing business policies/procedures and training end users.

Action 2: Strengthen quality, efficiency and effectiveness of Business Services operations.

Action 3: Collaborate with Divisions to review resources/requirements for optimization; review debt service for expense optimization; secure resources for continued viability of the operations by collaborating with various departments on campus: grants and contracts, foundation; collaborate with Councils to promote long-term planning.

Action 4: Integrate resource allocation with budget development process and establish methods of tracking strategic resource allocations and methods of sharing it with the campus.

- Successfully completed audit within the mandated timeframe to comply with accreditation requirements and reporting mandates.
- Majority of Business Services procedures have gone through the conversion, review and approval process;
- Office provided a series of trainings to budget managers, administrators and staff on purchasing, employee travel, budgeting, car rental processes.
- Discussions on tuition and fees held with the ASUCC, student government.
- In collaboration with the Institutional Effectiveness Council and Senior Leadership Team, the process for budget resource allocation have been developed and put in place. Results will be shared with the campus when the process is complete.
- Debt service have been reviewed. The College repaid FFCO 2014 Series A in December 2019, providing a \$990,000 savings.
- Budget process follows the [established timeline](#) with no expected delays.

Accounting and Finance Services; Ina Jackson, Director of Accounting and Finance

- Website for department has been updated; the team has been formulating how to move forward with creating a travel page, accounts payable page, student accounts page, finance forms, reports and tax documents pages.
- Provided an annual travel procedure training to the college's administrators, and update on the Enterprise Rent-a-car rental procedures involving the use of EHIDirect.com and the new online login.
- DocuWare, electronic document retention system, has been updated; Accounts Payable in collaboration with Information Technology created a new payment workflow process that is currently in the testing phase; roll out is in process with full implementation scheduled by June 30.
- FY19 was closed out successfully on August 31, 2019, followed by the Auditor's two-week onsite visit in September; the auditor's finalized the Comprehensive Annual Financial Report (CAFR) review and presented the successful results to the board in December with high praise for all those involved in the onsite visit and compilation of the report this year.
- The CAFR has been completed and successfully submitted to the Oregon Secretary of State, as well as the GFOA for review and certification.
- Department in collaboration with Community Ed reviewed Elavon Merchant services contract and negotiated reduced merchant fees rates.

Budget; Katie Workman, Budget Manager

- Budget management training held for campus budget managers and employees during in-service.
- Budget preparation forum held on October 14, 2019.
- Worked individually with each of the campus budget managers, including chairs, deans, directors and SLT members on budget development for FY21.
- The first cycle of the strategic resource allocation process is nearly complete.

- PACE risk management meeting attended in November at Linn-Benton Community College. Information shared with SLT.

Campus Store; Micque Shoemaker, Manager

- The Campus Store renovations are complete. The updates to the interior of the store have been well received by students and other customers. Greater number of customers return, and the seating area is being used daily. With the gracious donation from our partners, Rogue Credit Union and UCC Foundation, the front doors to the store were replaced over the Winter Break. Access to the store is now ADA compliant for customers with automatic doors that slide open as they enter or leave the store. The concrete outside of the store was also replaced, eliminating the “lip” that was a trip hazard. New signage inside the store has been installed making it easier for customers to identify the areas inside the store.
- The store has been identified as one of two community colleges in Oregon with on-time course material adoption rates. A webinar is being created by Amy Hofer to share what UCC & Chemeketa campus stores are doing to accomplish this.
- The store’s last three health inspections resulted in perfect scores of 100.
- The majority of feedback received regarding food services has been positive. Feedback is reviewed and steps are taken to address concerns and food variety. Soup/chili is being offered daily as are four varieties of sushi rolls, which have been very popular.

Purchasing Office; Jules DeGiulio, Purchasing Manager

- Community College Rules of Procurement (CCRP) revised and adopted by BOE Resolution #11 in November 2019.
- Approved Food Services Providers List and process was developed and implemented in collaboration with Special Events to replace River Rush Catering service. Program was fully-operational as of October 2019.
- In collaboration with Facilities, UCC hired Project Manager, issued RFP and awarded the Engineering/Architecture work for the Seismic Upgrade of the Whipple Fine and Performing Arts building. Issued CM/GC RFP for Construction Services, received proposals. Evaluation is in progress. Award is expected by 2/7/20. Work is expected to begin in April, May 2020.
- Copier fleet review and 5-Year contract process began. Five (5) interested Suppliers completed on-campus review of existing fleet and accompanying use data. Balance of timeline set with expectation of award in April 2020 and full transition target date of July 1, 2020.

Special Events; Bonnie Ankle, Director of Special Events

- Special Events department welcomed new staff including director, Special Events Scheduler and Special Events Assistant.
- 25Live Pro, scheduling software, has been upgraded and training was provided for 25 Live CollegeNet Administrator side to Special Events, Information Technology, Communications and Marketing, and Academic Scheduling staff. Training provided necessary information to allow the departments enhance the interface between Banner and 25Live through Lynx as well streamline the end-user interface. The department is working on automating pricing estimates by configuring the scheduling software, reviewing and streamlining scheduling processes.
- Review and analysis of facility use by external entities was performed, processes reviewed, discussions held with various departments.
- With a gracious gift from UCC Foundation, department was able to add a high projection screen with appropriate projector to allow for high quality viewing for the audience in the Jacoby Auditorium. Additional upgrades included the sound card (MADI Card) and added router for the sound board, allowing for wireless integration of the sound board and wireless connectivity.

OFFICE OF INFORMATION TECHNOLOGY
QUARTERLY BOARD REPORT
February 2020
Tim Hill, Director of Information Technology

- Major Successes:
 - Self-service transcripts project has been completed and in production.
 - Cost analysis data required by Institutional Research has been delivered and being reviewed by Institutional Research department
 - Upgraded 300+ Microsoft PC's to windows 10
 - Upgraded telephone infrastructure and PC software to Mitel
 - Redesigned and upgraded architecture for all virtual PC's used within labs

- Challenges:
 - After reviewing the projected cost, impact to users, and lack of efficiency gains. We have decided to suspend the role-based user configuration project.

- Tactical Projects update:
 - The expansion of the virtualization architecture for faculty and staff has started early. We are now building and configuring the required servers and ahead of schedule.
 - Self-service transcripts – Completed
 - Cost analysis data required by Institutional Research - Completed

Department of Athletics
Board Report
February 2020
Craig Jackson, Director of Athletics

- Updates:
 - Women's Basketball is 21-0 and the #1 ranked team in the NWAC.
 - Men's basketball is 19-2 and the #3 ranked team in the NWAC.
 - Women's Wrestling is ranked #8 in the country and is the #1 Junior College in the nation
 - Hosted an Open House for the Flegel Center, our new UCC housing facility
 - Hosting the 1st baseball game in 35 years on Feb. 22nd at the newly renovation One Champion Field
 - Overall G.P.A. for the Department of Athletics for Fall Term was a 3.15 with baseball having the highest team G.P.A. of 3.51.
 - 650 hours of community service so far.

- Tactical Projects update:
 - Added a full-time athletic trainer to increase service to our students and decrease liability with the number of new athletes and events.
 - Added a new strategic partner/team dentist to provide emergency services to our athletes.
 - Developed cost analysis and budgets for multiple new offerings to enhance enrollment
 - Have begun working with campus events/facilities to help set up for events
 - Have begun tracking attendance and number of events hosted. Over 3500 people to date at 28 events.

FACILITIES REPORT

Jess Miller, Director of Facilities and Security

February 2020

Seismic Update

- West Coast Construction Solutions will perform Project management consulting services
- ZCS Engineering was selected to perform services related to seismic work on Whipple Fine Arts Building.
- Vitus was selected to perform seismic CMGC services and construction services for project.

Facilities Condition Assessment

- Dude Solutions was selected to perform our conditions survey and assist in setting up Preventative Maintenance program. This will consist of:
 - Scheduled work orders for all PM required equipment
 - Estimated life of all equipment.
 - Reporting capabilities related to systems.
 - Hours of operation and efficiencies.
- Capital forecasting and estimating
 - Prioritizing
 - Reporting
- Benchmarking to like institutions

Memorial

- Victory Builders was selected to perform construction of UCC memorial
 - Construction of project will begin this spring.

Jackson Hall will undergo minor remodel



Likely to include but not limited to:

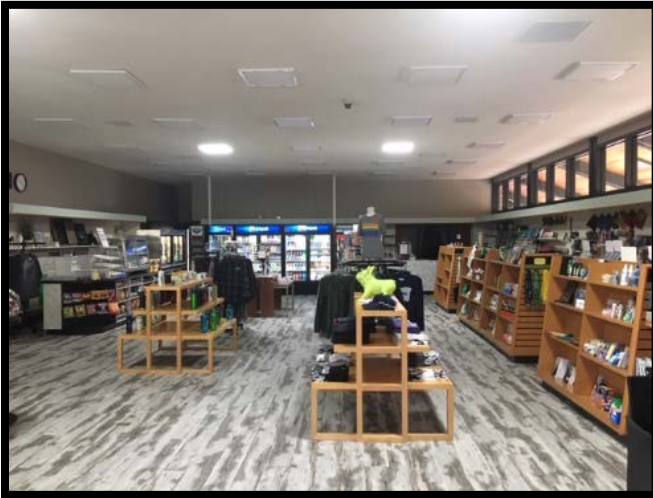
- Lighting upgrades
- Window shades
- Floor covering
- Paint/paneling removal
- Technology upgrades
- BAS control system upgrade



Bookstore Update

The Bookstore project has been completed.

With a concerted effort between Micque and the Bookstore staff, Rosario and Custodial Services, Jim Epley and the Grounds and Maintenance teams, Kathy Thomason and the IT staff, and external contractors we were able to renovate the bookstore expediently with beautiful results.



Upgrades include:

- removal of dated tile ceiling
- upgraded flooring
- new refrigeration systems,
- Upgraded counters and displays
- Fresh paint
- Upgraded office space and breakroom spaces
- Concealment of years of added surface mounted wiring throughout.

New Rogue Credit Union Partners

Facilitation of construction project with Rogue Credit Union has been completed.



Facilities Condition Assessment and Capital Outlay project

Agreement has been made with Dude Solutions to perform our Facilities Conditions Assessment

The purpose of the facility condition assessment is to assess the facilities based on the following scope, provide narratives that summarize assessment observations and comments, and to import the data into the client's DudeSolutions capital forecasting & maintenance solutions.

Deliverables-

All condition assessments will include a bound deliverable containing:

- Narrative report with description of systems and corresponding conditions.
- Digital photos of key components and deficiencies as an Appendix in the narrative.
- 20 year capital Reserve table with systems and component replacement costs and dates.
- Import of systems level detail into client's capital forecasting solution.
- Import major equipment level detail into client's DudeSolutions maintenance solution.

Evaluation-

At the conclusion of the assessment(s), Certified DSI partner will prepare reports as described above that include:

- A general description of the property and improvements and comment generally on observed conditions.
- Comments for components that are exhibiting deferred maintenance issues and provide estimates for "immediate" and "capital repair" costs based on observed conditions, available maintenance history and industry-standard useful life estimates. If applicable, this analysis will include the review of any available documents pertaining to capital improvements completed within the last three years, or currently under contract. Certified DSI partner shall also inquire about available maintenance records and procedures and interview current available on-site maintenance staff.
- A schedule for recommended replacement or repairs (schedule of priorities).
- Address critical repairs separately from repairs anticipated over the term of the analysis.
- A FCI index number for each building.
- A twenty year capital plan with an Executive Summary with graphic presentation of results to provide a quick, "user-friendly" summary of the property's observed condition and estimated costs assigned by category.

C. Cost Estimating–

Each single building report will include an estimated cost for each system or component repair or replacement anticipated during the evaluation term. The capital needs analysis will be presented as an Excel-based cost table that includes a summary of the description of each component, the age and estimated remaining useful life, the anticipated year of repair or replacement, quantity, unit cost and total cost for the repair of each line item. A consolidated Capital Needs Analysis will be presented that includes all anticipated capital needs for all buildings.

In addition to the detailed description of the deficiencies, we will provide cost estimates for the deficiencies noted. The cost estimate for capital deficiencies will be based on the estimate for maintenance and repair. Project management costs, construction fees, and design fees will be derived using actual costs from previous projects, if available.

DSI partners use the Unifomat system and the Whitestone Research model for cost estimating. Dude Solutions also maintains and updates our cost estimating system with information received from the field. Through our construction monitoring work, we have current cost data from hundreds of in-progress construction and rehabilitation projects. This allows us to project costs based on local conditions and to maintain a cost database that in most cases is more current than published models.

Rock Wall Caps

Quotes have been reviewed, awaiting a drawing detail from to approve design. Estimate has come in under budget and we'll begin project in the month of September.

Building Automation System (BAS) Upgrade Continues

The PE Project was completed in June. We continue phasing the BAS project but adding Jacoby Auditorium to be completed in the 19/20 PY.

Emergency Management Drill

Brian Sanders has worked with Douglas County Board of Commissioners and Authorities with Jurisdiction to provide the annual (proposed) scenario training at UCC. (Note: No active shooter scenario training will take place at this event.)

1. UCC will set up our incident command center and with the assistance of Douglas County Sheriff's Department for a real life scenario training.

2. Douglas County Fire District #2 will set up scenario based training with smoke machines to train their staff as well as our Security team for evacuation and containment. The fire department will conduct drills with their fire fighters.
3. Douglas County Maintenance are providing a roadside portable reader board for notification to our students, staff and neighbors.

ADVANCEMENT PRESIDENT'S REPORT
February 2020
Tiffany Coleman, Director

Advancement:

- Strategic Plan Progress
 - Worked across campus to identify institutional funding priorities.
 - This foundational work will help formulate an annual fundraising plan.
- Headline News
 - November's Legacy Ball was a great success. The UCC Foundation's largest annual fundraiser saw its largest guest count (515) and highest amount raised (\$188,575) since its inaugural year in 2016. During this year's special appeal, \$55,750 was raised in support of the campus' 10/1 Memorial. The fundraising goal for this project has been reached.

Communications & Marketing:

- Strategic Plan Progress
 - Continuing work on a major website overhaul.
 - The first part of this project is to focus on the behind-the-scene parts of our website that will help us improve accessibility, search engine optimization, fix broken links and spelling errors, and help create policies to ensure uniformity within the site. The work that has been completed so far is roughly 75% complete.
 - The next part of this project will be to focus on creating webpages that are dedicated to the College's accreditation requirements. With the addition of the Office of Institutional Effectiveness, these webpages do not currently exist.
- Headline News
 - At the end of October 2019, the Communications & Marketing team attended the District 7 National Council for Marketing and Public Relations (NCMPR) Conference held in San Juan Islands, WA. The team was awarded a gold medal for its [UCC Inside-Out Campus Tour 2](#) video. This is the second year in a row the College has received the region's top award in the promotional video category. District 7 is comprised of community colleges in Oregon, Washington, Idaho, Montana, Alaska, and the Canadian provinces of Alberta, British Columbia, Saskatchewan, and Yukon Territory.

The Office of Advancement and the Office of Communications and Marketing are currently working with the Office of Athletics on a large-scale project to promote the College's inaugural baseball season. Many efforts are underway to fill the 3,125-seat stadium at One Champion Field on Saturday, Feb. 22, 2020. More information will be shared as the event draws closer.