

OFFICE OF THE PROVOST
Report to the Board of Education
May 2020

ACADEMIC SERVICES

1. Danielle Haskett became Assistant Vice President of Academic Services on January 15.
2. Robin Van Winkle became Dean of Community Education and Partnerships on March 30.
3. Department chairs now report to the Provost.
4. Discussions are underway about possible new or current programs that can be delivered online.
5. 2020 Commencement will most likely be held virtually.
6. All spring classes are either being delivered online or remotely.
7. Summer and fall classes will be delivered remotely. However, if the mandates change allowing for face to face instruction, UCC will reconsider its current plans for Fall term.
8. UCCOnline and support teams did an amazing job supporting the transition of all face to face courses to remotely deliver for Spring term in addition to supporting staff and students' usage of zoom. Zoom data for April 1-23 (meetings = 2658, meeting minutes = 449,306). Drop-in Help via Zoom is available during Spring term to ensure faculty and student have the resources needed (immediate, real-time assistance).
9. Enrollment services and learning support services collaborated on the submission of the First Generation Student Success (FGSS) grant that addresses developmental education with a co-requisite learning model.
10. In March Danielle Haskett attended the *Evaluation of Institutional Effectiveness Workshop* and the *Accreditation Liaison* office workshop as it relates to assessment hosted by the NWCCU.

Program Specific Information

11. Dental Assisting has learned that non-emergent services will begin in local dental offices in early May. This increases student's odds on regaining access to critical clinical sites for practice hours which are vital for graduation.
12. Nursing Assistant 1 currently has access to clinical placements which take place the last four weeks of SP20, and has a plan ready to submit to the OSBN should we lose access to this site/placement.
13. Both 1st and 2nd year RN cohorts have OSBN approved plans to meet necessary clinical hours.
14. RN faculty and staff are working diligently to grow program enrollment from 48 to 64 students starting in FA20.
15. To meet the needs of interested students during this uncertain time, Melinda Benton, our journalism instructor, is working to move her fall journalism courses and UCC's award-winning student newspaper, The Mainstream, to fully online delivery for the 20/21 school year. This will help the paper to lower their budget while continuing to offer students the opportunity to work on a student-run periodical.
16. Melinda Benton is currently working with Jessica Richardson to develop a live Q & A session online for students interested in working on the student newspaper.
17. UCC's new speech communications instructor, Alyssa Harter, has been working since Summer 2019 to update and revamp our online courses in her area.
18. The humanities department has streamlined their Summer 2020 offerings to ensure high enrollments over as few sections as necessary.

Library/Success Center

19. Winter 2020 OER cost savings: OER estimated savings \$63,280. Low cost estimated savings \$28,550.
20. Academic coaching (tutoring) is now online for spring term using Zoom and a Canvas course shell for security.
21. Library has checked out 11 older iPad tablets for spring term for student use.
22. Library has applied for a Michelson 20MM foundation grant for \$25,000 for student laptops.
23. Library has moved all of the information literacy sessions online, all of the Ask-A-Librarian sessions and is now introducing chat through the library web pages.
24. Library has 232,000 ebooks and 103 databases available for students and staff to use 24/7.

COMMUNITY EDUCATION AND PARTNERSHIPS*Apprenticeship*

25. Apprenticeship is moving 80% of classes online for summer term. The remaining applied courses will be delivered in compliance with the social distancing and sanitation protocols. UCC is working with Oregon Labor and Industries Apprenticeship Division to explore options and partnerships to host a Pre-Apprenticeship program at UCC with local school districts.

Care Connections and Education

26. With a grant from the Ford Family Foundation and assistance from UCC, the staff at Care Connections gave out (via curbside pick-up) 75 care package kits, made of disinfection supplies and program materials, to childcare providers serving emergency workers. The local CCRR is also encouraging childcare providers to take advantage of this time when ECE classes are online and accessible to non-traditional students.

Adult Basic Skills

27. Adult Basic Skills faculty completed CANVAS training and 98% of ABS, GED and English Language Acquisition courses (excluding tutoring) are being delivered online Spring term. The ABS department is working with Wolf Creek Job Corp to deliver their Trades classes in UCC's CANVAS platform which will be ready to go May 11. This will generate new FTE and expand services to the Job Corp.

Community & Workforce Training

28. Community & Workforce Training was hit hard by this Covid-19 crisis. The department is working with instructors and partners to reschedule trainings or deliver them remotely. More than 40 courses are planned for summer term, including virtual camp classes for youth. The department is delivering a successful "Managing Remote Employees" series, several exercises classes, Flagger, First Aid/CPR, and Employer Seminar virtually. Truck Driver training is also continuing with social distancing and sanitation protocols in place.

JOBS

29. The JOBS Department served 154 TANF participants in the month of March with 30% of those being enrolled in UCC Adult Basic Skills, College Credit programs, or vocational training.

Small Business Development Center

30. The Small Business Development Center has moved classes to online delivery. The center is serving as an important resource for Cares Act questions regarding funds available to small businesses. SBDC recently held a series of workshops called "Surviving & Thriving Disaster

Workshop” and had 61 attendees participate. This series will be continued bi-weekly to provide new updates surrounding the Covid-19 crisis

STEAM/Career Connected Learning

31. Bright Futures Umpqua is working with local school districts, the Douglas ESD and UCC to make virtual learning modules to create a Career and Education Plan/Profile. The modules will be available on multiple platforms. STEAM thinking “Challenges” are being posted on social media and News Review. The STEAM Extravaganza, typically held at UCC, is going virtual this year led by emerging STEAM school Hucrest Elementary.

ENROLLMENT SERVICES

32. Admissions Applications Comparison:

- 20-21 (summer and fall terms only as of 4/27): 821
- 19-20: 3,941
- 18-19: 4,234

33. Enrollment Management Fall and Winter Outreach

- Simplified and improved the student onboarding process to accommodate the virtual setting.
- Actively reaching out to summer and fall newly admitted students, as well as spring term students who did not enroll
- Planning virtual events for various academic areas, admissions, and other student support areas.
- Conducting senior spring advising virtually.

34. Financial Aid

- FAFSA application numbers are down. Financial Aid office is sending out 800 “Still Interested in College” postcards reminding students to complete the FAFSA and created Zoom appointments to assist students with completing the FAFSA.

35. Testing

- A successful transition to virtual placement testing for students has been made.

36. College Transitions

- Dual credit was able to be offered by working closely with the high schools and offering support. This included Canvas training and working individually with students and instructors to ensure that everyone was registered.

37. Special Projects

- We had a 77% increase in new Soar students this term vs last term and we were able to provide Soar funding for around 64 students this term.

INSTITUTIONAL EFFECTIVENESS

38. A director of institutional effectiveness is needed as soon as possible and by August 2020.
39. Steve Rogers, Institutional Researcher, works diligently to make sure UCC is compliant with all state and federal data reporting.
40. The Strategic Plan Oversight Committee met in March to develop next steps in the strategic planning process.
41. Institutional Effectiveness Committee meets bimonthly to ensure that our IE operations are on track.
42. Institutional Effectiveness Committee meets bimonthly to ensure our accreditation process stays on track and will continue to meet until a director is named.
43. Program Assessment Data Packets will be released on May 5. This is a first and major milestone for UCC in being able to collect, assess and report data pertaining to academic programs.
44. Institutional Effectiveness Handbook will go live for review and feedback during May.
45. Institutional Indicators will go live for review and feedback during May.
46. Institutional Effectiveness Committee will participate in a conference call with our NWCCU representatives to ask pertinent questions and ensure we are progressing as planned.

STUDENT SERVICES

47. Kimberly Meinhardt was hired as the Director of SSS-Transfer Opportunity Program and started her role on April 6, 2020; Inez Orozco was hired as the Student Job Placement (JDL) Specialist in Career Services and started her role on March 23, 2020
48. Hanna Culbertson, Life Coach, led efforts to have Umpqua Community College join the Creating Community Resilience Leadership Team – a community-based collaborative intended to promote training and awareness to the community for how to respond to crisis.
49. All Student Services departments created robust contingency plans for continuing to provide services to students in response to the Governor’s requirements to engage in physical distancing as a protective measure against COVID-19.
50. The UCC Alpha Sigma Phi chapter of Phi Theta Kappa received a 5-star status as a chapter – the first time in over a decade and the highest level of achievement a chapter can earn. The chapter is also a REACH Chapter with a 22.9% acceptance rate (recognized as a REACH chapter when they meet or exceed 15% membership acceptance rate).
51. ASUCC President, Jesika Barnes, Campus Compact C2C AmeriCorps Member, Alexander Fitzhugh, Life Coach Hanna Culbertson, and April Hamlin all presented in individual sessions at the 2020 Student Success & Retention Conference in February.
52. SafeSpace Workshops were facilitated by Destiny Hunt, Ellis Poole, Jantyne Bunce, and Ronda Stearns in February. 21 staff, faculty, students, and community members attended.

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OFFICE OF BUSINESS SERVICES BOARD REPORT

April 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.

Strengthen quality, efficiency and effectiveness of Business Services operations.

- Division was on track and made great progress on strategic/operational goals: budget for FY21 was developed and ready for adoption; resource allocation process is on the final stages of review; majority of business services policies and procedures were on track for review by the Board of Education; efficiencies in various areas developed and users trained. COVID -19 threw a major curve ball to institutional plans. We had to switch and redesign our operations to telecommuting, and/or establishing working shifts to employees. As the College continues to adjust to the extraordinary circumstances of these past weeks, we have been working with our senior leadership team to address many implications of this global pandemic. On March 19th the College implemented steps to manage the potential risks created by the current economic uncertainty in our nation and community: hiring freeze, suspension of spending, travel ban. As more information becomes available, it is becoming clear that the College will need to prepare for the financial impact of state allocation cuts and enrollment declines. In collaboration with senior leaders, we are developing several scenarios for different financial impacts.
- The college is in the process of seeking options to refund Full Faith and Credit Obligations Series 2010. The RFP went out on April 17th, 2020 with the deadline to submit bids by May 7, 2020.

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

- Team concentrated efforts in strengthening efficiency of the department operations: cleaned up all of the UCC employee travel forms on the website; created and provided training to users; updated Business and Travel Expense policy and procedure; rolled out new invoice process campus-wide to eliminate paper process.
- Team assisted student services with reaching out to the returning students transitioning to spring online courses.

Budget; Katie Workman, Budget Manager

- Balanced budget presented to and approved by the External Budget Committee on March 12
- Campus Budget forum held on March 13
- All budgets reviewed comparing actuals to budget; concerns were addressed with budget managers
- Met with team working on program cost analysis to review draft reports and provided feedback to incorporate
- Participated on the Institutional Effectiveness Committee and Strategic Planning Oversight Committee in support of the college seeking reaffirmation
- Strategically reviewed budgets and worked with various budget managers across campus to provide budget and financial analysis with consideration of COVID-19 impact
- Budget website continues to be updated with training and presentation materials

Campus Store; Micque Shoemaker, Manager

- Helped to coordinate and man the drive through pick up service for student online textbook orders and materials supplied by faculty members. Students were contacted and able to drive through over a four-day period. Left over materials were taken back to the store and students were contacted individually to set up a time to pick up the remaining supplies. Materials for 231 students were distributed over the course of ten days.
- Received and processed a total of 540 online orders for Spring term. Last year there were 110 orders so this was a significant increase that we were able to process in real-time.
- Have been working on our online store website to make more items available for customers to purchase online. The number of items for sale online has doubled in the last month and we are continuing to upload photos and descriptions to serve our students.
- A need was identified to continue to serve essential employees working on campus. We worked with Facilities team to put protective measures in place including hand sanitizer at the front door and a plexi-glass shield at the

register. Only three customers are allowed in the store at a time and we are practicing recommended social distancing with tape on the floor. All employees wear masks during the day and sanitize areas after each transaction.

Purchasing Office; Jules DeGiulio, Purchasing Manager

- CM/GC awarded to Vitus Construction Co. for Whipple Fine and Performing Arts building seismic update. Preliminary Phase Contract executed and early work begun. Guaranteed Maximum Price (GMP) and final contract is expected by mid-May. COVID Restrictions requirements are to be included. Actual construction work is to begin mid-June and completed by mid-August.
- Work is in process on Copier fleet contract review and renewal. Working with Network Administration, developed a ZOOM process effective enough to handle five (5) formal Supplier Presentations, all compliant with Oregon governing statutes, for the 5-year Campus Copier Fleet Lease Agreement.
- Five (5) interested suppliers completed presentations to UCC Evaluation Team. Evaluators are in final discussions to choose a supplier. Award announcement are set by 4/15/20. Contract and transition begins 7/1/2020.
- Working with IT Programming, created a direct-to-email pathway for an official Purchase Order. Replaced a process that printed 3 copies and required scanning and sending. The new process eliminated all paper and reduced the number of steps from 10 to 2.
- Participating on IDEAL Committee. Goals and Objectives being drafted to guide Campus Culture toward improving understanding and application of current concepts of Inclusion, Diversity, and Equity.

Special Events; Bonnie Ankle, Director of Special Events

- COVID-19 impacted over 100 events that had to be cancelled or rescheduled
- Team is working on rebuilding and improving 25Live Pro system for scheduling events. The needed work will provide greater efficiency, automation and security while using the system.
- Team added 350 user profiles to help instructors with scheduling of the five conference rooms on campus utilized for virtual learning.
- With the help from UCC Foundation, Jacoby auditorium will receive a much needed fire retardant curtain upgrade.

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

- Major Successes:
 - Completed automation of Docuware use for Accounts Payable within Finance department.
 - Completed implementation of all Lab virtual PC's to build a new image upon demand increasing security and reducing the maintenance.
 - Covid-19: Transition to remote work for campus, including phones, PC's, camera's, headsets, etc.
 - Wait listing for classes has been implemented.

- Challenges:
 - Covid-19 has had an impact on wide area network upgrade implementation.

- Tactical Projects update:
 - Virtualization architecture for faculty and staff has started early. We are now building and configuring the required servers and ahead of schedule.
 - Reduction of manual processes/documentation flow within Finance completed.

Department of Athletics
Board Report
May 2020
Craig Jackson, Director of Information Technology

- Updates:
 - Recruiting is going well, despite the uncertainty of a fall sport start date, with around 65 athletes signed to letters of intent so far.
 - The NWAC has opened up recruiting to all domestic and international students increasing our ability to fill roster spots
 - Around 15 student-athletes, so far, have accepted offers to continue their education at 4-year institutions

FACILITIES REPORT

Jess Miller, Director of Facilities and Security

May, 2020

Campus Paint Project

- As Goal 3 of the Facilities Tactical Plan we are utilizing staff and students to paint the UCC Campus. This project will provide professional development opportunities for students and assist them in learning a trade in a real world environment. Dollars earned by students may assist in continuing their education and their experience will make them more marketable in the workplace.

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.
- Project to begin in the beginning of June expected completion September 1, 2020

Facilities Condition Assessment

- Dude Solutions was selected to perform our conditions survey and assist in setting up Preventative Maintenance program. This now consists 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 will begin through APPA program to measure like institutions to others around the US.

Memorial

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

Jackson Hall will undergo minor remodel (possible postponement due to COVID – 19 and budget adjustments).

Likely to include but not limited to:

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

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.

Building Automation System (BAS) Upgrade Continues

The PE Project was completed in June. We continue phasing the BAS project but adding Whipple Fine Arts to be completed September 2020.

HUMAN RESOURCES PRESIDENT'S REPORT

May 2020

Kelley Plueard, Director of Human Resources

Human Resources; Kelley Plueard, Director of Human Resources

- Planning is underway for recognizing 2019-2020 retirements, Years of Service for full-time and part-time employees, and Outstanding Classified and Faculty awards. Due to COVID-19, recognition will be in a different format than the usual in-person gathering. Sue Cooper, HR Systems & Benefits Coordinator is the lead in HR for this event.
- Coffee Breaks (virtual) with Human Resources, has been launched by Kelley Plueard, Director of Human Resources, as a communication platform to address current employee and HR issues pertinent to the changes in the workplace due to COVID-19.
- Two new SafeColleges trainings have been recommended to college employees: *Coronavirus: Transitioning to a Remote Workforce*, *Coronavirus: CDC Guidelines for Making & Using Cloth Face Coverings*. More trainings through SafeColleges will be recommended to UCC employees soon.

Payroll; Kelley Plueard, Director of Human Resources

- Yvonne Hernandez, Payroll Manager, is successfully processing payroll remotely with infrequent on campus visits.
- The Payroll Department, Yvonne Hernandez and Lisa Cram, HR/ Payroll Assistant, are keeping abreast of COVID-19 updates to ensure correct tracking of COVID-19 payroll expenses for the college.

ADVANCEMENT PRESIDENT'S REPORT

May 2019

Tiffany Coleman, Director

Advancement:

Strategic Plan Progress

A staffing challenge has limited forward progress on Goal 4: Create an alumni relations program. Work in this area is achievable but will need to be redefined and streamlined to match current resources.

Headline News

The UCC Foundation has canceled the 2020 Legacy Ball.

- Although the hope is COVID-19 restrictions will ease significantly by November, it was felt that the pandemic's financial impact on our community will last for some time. The annual ball is the Foundation's largest annual fundraiser. Other fundraising options will need to be identified so we can continue to support UCC's students, who are perhaps experiencing their greatest financial needs.
- The Legacy Ball Committee is currently reaching out to past sponsors; asking them to consider converting their 2020 sponsorships to a direct donation to the area of greatest need. The next Legacy Ball has been rescheduled to take place Friday, Nov. 12, 2021.

Scholarship applications

- 330 scholarship applications were received for consideration during this awarding cycle.
- A record 64 people volunteered to review the applications.
- The awarding process was condensed to three people from the typical 15-20 who usually participate.
- Students should be notified toward the end of May/beginning of June.

Communications & Marketing:

Strategic Plan Progress

Work continues on the UCC website. The team's number one priority lately has been to make COVID-19 information and resources available and continually updated. The website is the College's top marketing and communications tool. As we move forward with a heavier reliance on technology, a major overhaul on the website will better serve our internal and external audiences.

Headline News

Kudos to the team for drastically changing their typical routines and job functions to accommodate the shift to remote teaching and learning. The team crossed multiple boundaries and areas of operation by jumping in to support UCCOnline and by working with faculty to create videos for their courses.

Additionally, the following stories have also been created and shared with the HECC for inclusion in the state's community college awareness efforts:

- [Heroes in the Fight to Help Financial Victims of COVID-19](#)
- [Making the Massive Shift to Online Learning](#)
- [The Job Market has Just Exploded](#)
- [Climbing the Highest Mountain](#)