

**OAKLAND COMMUNITY COLLEGE®**

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**BOARD OF TRUSTEES  
SPECIAL MEETING/RETREAT AGENDA**

**Oakland Community College  
Auburn Hills Campus, Room G-240  
2900 Featherstone Road  
Auburn Hills, MI 48326  
April 22, 2023**

**A Special Meeting of the Board of Trustees of Oakland Community College will be held on Saturday, April 22, 2023, 9:00 a.m., at the Auburn Hills Campus, Room G-240, 2900 Featherstone Road, Auburn Hills, Michigan to hold a retreat to receive presentations on The Landscape of Higher Education 2023, The Past Six Months at OCC, and the Strategic Plan Update.**

**AGENDA**

**1. GENERAL FUNCTIONS**

- 1.1 Call to Order
- 1.2 Attendance
- 1.3 Public Comments

**2. INFORMATION ITEMS**

- 2.1 The Landscape of Higher Education 2023 – Chancellor Peter Provenzano, Jr.
  - Public Safety at Oakland Community College – Chief of Public Safety Paul Matynka and Lieutenant Richard Leonard
  - Cyber Security at Oakland Community College – VC for IT Bob Montgomery
- 2.2 The Past Six Months at OCC
  - DC3C: CRM Advise and Changing Student-Centered Practices – VC for Student Services Dr. Kimberly Hurns
  - The Highland Lakes Closure Taskforce –Bob Montgomery
  - Programmatic Update and Planning - PT Director of College Strategy Kristin Carey-Li
- 2.3 Strategic Plan Update – Kristin Carey-Li
  - Closing the FY 2021 to 2023 Three-Year Plan
  - Launching the FY 2024 to 2026 Three-Year Plan
  - Call to Action! How do we help double graduation and completion by 2027?

**3. BOARD COMMENTS**

**4. ADJOURNMENT**

**Mission:** OCC is committed to empowering our students to succeed and advancing our community.



# Proactive and Reactive Strategies to a Violent Event



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# Personnel



- Armed, State Certified Law Enforcement Agency
- Quick to Respond
- Well Experienced, Highly Skilled
- Responded to Hundreds of Emergencies
- Mutual Aid Agreements

# Public Safety Training



## Oak-Tac

- Most/All Oakland County Police and Fire Departments
- Designed specifically to address a collective active shooter response
- Interchangeable parts
- Equipment share

# Threat Assessment Team



- Most Valuable Pro-active Strategy
- Under the direction of VC Student Services
- Team Includes: Public Safety, Faculty, Counseling, Student Service Deans, Legal
- Recognizing Concerning Behaviors
- Developing Strategies

# Reporting Access



- Community Policing
- My Safety Page
- Behavior Concerns Form

# OCC SAFE APP



The image shows a hand holding a smartphone displaying the OCC Safe app. The app's interface is green and white. At the top, it shows the time "11:08" and the app name "OCC Safe". Below that is a red and white coronavirus icon with the text "Coronavirus Disease (COVID-19)". The main menu includes several options: "Emergency Contacts" (with a warning triangle icon), "Friend Walk" (with a location pin icon), "Report a Tip" (with an eye icon), "Emergency Plans" (with a checkmark icon), "Campus Maps" (with a map icon), "Safety Toolbox" (with a first aid kit icon), and "Support Resources" (with a person icon). At the bottom, there is an "About / Preferences" option.

# OCC Safe APP

**NOW AVAILABLE!**

GET IT ON  Google Play

Download on the  App Store



# OCC Safe App



- Free
- Emergency Contact Information
- Emergency Plans (Active Assailant, Fire, Weather)
- Share Your Location
- I'm OK

# OCC Safe App



- GPS Friend Walk
- Campus Maps (Shelters, Evacuation Points)
- Support Resources (Suicide Prevention, Mental Health, Substance Abuse)

# Community Training



- Violent Event Response
- Threat Assessment
- Stop the Bleed

# Current Projects



- Local Police and Fire Meetings
- Door Locks \$1M AH
- Bullet Resistant Glass AH
- Automatic Locks in Large Classrooms AH
- All New AED's (Automatic Electronic Defibrillators)

# Current Projects



- CCTV College-wide \$1M
- ENS Emergency Notification System
- Electronic Bulletin Boards
- Public Safety Radio System \$55K
- Public Safety Body Cam System \$80K
- Tourniquets

# Questions, Concerns, Thoughts?



AED's

Behavior Concerns Form

Bullet Resistant Glass

CCTV

Community Policing

Door Locks

Electronic Bulletin Boards

ENS Emergency Notification System

My Safety Page

OCC Safe App

Oak Tac

Public Safety Radios

Public Safety Staff

Public Safety Training

Stop the Bleed

Threat Assessment

Tourniquets

Violent Event Response

# Board of Trustees Spring Retreat

April 22, 2023



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# Agenda

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**D3C3: CRM Advise and Changing Student-  
Centered Practices**

***Vice Chancellor for Student Services,***

***Dr. Kimberly Hurns***

# Early Impact of Operational Changes

**Radically change how we serve students to provide an impactful learning experience.**

- Re-organization of Student Service Deans have resulted in increased internal service and improvements
  - Students in crisis/behavior have single point of contact
  - Process changes are implemented faster (robo calls, MI Reconnect Sessions)
- Centralized counseling phone number has balanced appointments across the college and decreased wait time
- Customer service training and role expectations are resulting in increased service
- Front-line staff are empowered to provide feedback and ideas for improvements
  - Improved communication to new students
  - Automate more processes/digital forms & workflow

# Ellucian Experience – New MyOCC

Personalized, dynamic, and visual dashboard

Allows students to directly access their top priorities through a single sign-on

Digital front door for students and employees

Available on any device

The screenshot displays the Ellucian Experience MyOCC dashboard. At the top, there is a navigation bar with the Ellucian logo and user profile information. A notification banner prompts the user to "Complete your registration checklist." Below this, the dashboard is divided into several widgets:

- Classes:** Shows the current semester (Fall 2021) and lists classes like BT 113 Marketing and COMP 121 Computer Science II.
- Degree Progress:** Displays a 32% progress indicator for Bachelor's requirements. A dropdown menu is open, showing options: "My Degree Progress", "Move backward", and "Move forward".
- Gmail:** Shows an email from Brian J. Geraghty with a subject line "Ted, Let's Schedule and Advising Appointment...".
- Order Lunch:** Shows an "Order for Pickup" section with a "SIGN OUT" button and an "Order now" option.

Two widgets are highlighted with black boxes:

- Degree Progress (SDK):** Shows progress for the Doctor of Optometry program. It features two circular progress indicators: "Credits" at 20% and "GPA" at 100%. Below these are summary statistics: Program (D.OPTOM), Catalog Year (2020), and Current GPA (3.61).
- Classes:** Shows the 2021 Spring Session with two classes listed: MED 706 Human Development (Grade A) and MED 707 Human Anatomy/Embryology II (Grade A).

# CRM Advise

- Personalized, proactive support
- Identify student risks
- Integrate academic engagement via D2L

The screenshot displays the ellucian CRM Advise interface for a student named Caleb Byers. The interface includes a navigation bar with 'ellucian', 'Advisors', and 'My Students > Byers, Caleb'. Below the navigation bar, there are utility icons for HELP, SAVE, SAVE & CLOSE, SAVE & NEW, DEGREE WORKS AUDIT, SYNC DATA, DEACTIVATE, CONNECT, and ADD TO ENGAGEMENT LIST. The student's profile is shown with a photo and name 'Byers, Caleb'. A yellow banner indicates a financial hold. The 'Summary' tab is active, showing 'Student Details' and 'Indicators'. The 'Student Details' section includes: Current Academic Standing (Good Standing), Academic Level (Undergraduate), Class Level (Junior), Overall GPA (2.75), Current Success Score (47), Current Success Score Record (Developmental Students --- 11/29/2018), Scoring Plan (Developmental Students), Is Student Athlete (Yes), and First Term Enrolled (Fall 2016). The 'Indicators' section shows: No LMS Activity (1/1/2018) with a toggle switch, STEM Scholarship Eligible (3/9/2018) with a toggle switch, and Is confidential (8/15/2016). The 'Success Score Performance' section features a progress bar showing a score of 47 out of 100, with a 'Medium' risk level. Below the progress bar is a line graph showing success scores over time.

The screenshot shows the 'Create Alerts' interface in the ellucian system. It features a search bar with the text 'Search BUAD 255 0' and a 'Per Page: View All' dropdown. Below the search bar, a table lists students with checkboxes and information icons. Two students, 'Dyer, Nancy' and 'Heaton, Jonathan', are selected. A 'Select Alert Type' dropdown menu is open, showing four options: 'Manual Alert - Academic - Absences Reported (Demo)', 'Manual Alert - Academic - Disability Support Services Referral (Demo)', 'Manual Alert - Academic - Study Skills Referral (Demo)', and 'Manual Alert - Recognition - Applause! (Demo)'. The interface also shows '2 student(s) selected'.

# CRM Advise

- Holistic view of students
- Coordinated student support (across the college)
- Keep students on track
- Just in Time Support

PERSON ▾  
Borzotra, Caleb ≡

POSTS ACTIVITIES NOTES

**Reserved - Borzotra, Caleb**  
Due Date 4/25/2019 3:30 PM  
Modified by Administrator, CLOUD 4/25/2019 1:52 PM

**Financial Hardship Tracker**  
Track the Student and ensure first contact made within 24 hours  
Modified by Administrator, CLOUD 2/14/2019 1:53 PM

**Borzotra, Caleb**  
Reported by Student. Use the standard call script to structure the conversation.  
Modified by Administrator, CLOUD 2/14/2019 1:53 PM

**<Student Life Team>**  
You Qualify For Scholarship

Alerts Eligible Rules

All ▾

- Student Not Registered for Next Term  
11/28/2018 | Owned by: Dawson, Tim | Close | Cancel |
- Absences Reported (Demo)  
7/31/2018 | Owned by: Advising/Counseling Team
- Scholarships, Financial Aid, or Help with Tuition and Books  
7/31/2018 | Owned by: Dawson, Tim | Close | Cancel |
- Students below full time status  
4/12/2018 | Owned by: Advising/Counseling Team

# Meaningful Relationships with Students

- Define a comprehensive counseling model (personal counseling, caseloads)
- Scale proactive counseling and outreach to students
- Shift to personalized and relevant communication to current students

	A	B	C	D	E	F	G
1	Student	Counselor's Name.1	Counselor's Name.2	Counselor's Name.3	Counselor's Name.4	Counselor's Name.5	Counselor's Name.6
2	Student 1	Anthony Thomas	Gail Mays	Janet Montgomery	Jennifer R Plesz	Kelly L Messing-Mirabito	Lindzy Sienkowski
3	Student 2	Beth Garlock	Janet Montgomery	Jocelyn clarke	Julie Baker-McVeigh	Margaret Bryce	Mary Thomas
4	Student 3	Abbott, Ariana	Beth Garlock	Carlos Olivarez	Gail Mays	Julie Baker-McVeigh	Pam Micallef
5	Student 4	Doug Riddering	Gail Mays	Gina Scherer	Jocelyn clarke	Julie Carlson	Lindzy Sienkowski
6	Student 5	Christina Dedvukaj	Leonard Cole	Nahreim Mirza-Atkinson	Patricia Louise Higgins	Penny Mckenzie	Pierre Hall
7	Student 6	Gail Mays	Jennifer R Plesz	Julie Carlson	Kirstine (Kris) Evans	Pam Micallef	Pam R Charleston-Lyons
8	Student 7	Angela Gouda	John Sloan	Kirstine (Kris) Evans	Mary Thomas	Michael Zelinski	Pierre Hall
9	Student 8	Doug Riddering	Gail Mays	Jennifer R Plesz	Kelly L Messing-Mirabito	Michael Zelinski	Pam R Charleston-Lyons
10	Student 9	Jocelyn clarke	Julie Carlson	Mary Thomas	Pat Nowaczyk	Michael Zelinski	Patricia M. Calep-Edwards
11	Student 10	Gail Mays	Julie Baker-McVeigh	Kirstine (Kris) Evans	Pam R Charleston-Lyons	Michael Zelinski	Pam R Charleston-Lyons

Many students are seeing a different counselor every time they have an appointment.

"We delight in the beauty of the butterfly but rarely admit the changes it has gone through to achieve that beauty." – Maya Angelou



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**HL Campus Closure Taskforce**  
**Bob Montgomery, VC of Information  
Technology**





# Taskforce Notes/Topics

- Purpose
- Membership
- Timeline
- Collaborative Decision-Making Model

# Task Force

## Purpose

The Task Force objective is to minimize the disruption by creating and examining plans & options to design the most inclusive, efficient and least disruptive closure process.

# Task Force Roster

Name	Title
Baker-McVeigh, Julie	Counselor
Berne, Jennifer	Provost
Chapman, Jolene	Associate Provost
Dell, David	President, Public Safety union
Emanoil, Valerie	CAS Vice Chair, HL Senate Chair/HL closure subcom chair
Hurns, Kim	VC, Student Services
Jeffries, Eunice	Director of Government & Community Relations
Kavanaugh, Bridget	Director of Communications
Kelly, Bob	ED of Facilities Operations
Kostiuk, Tina	VC Administrative Services
McFadden, Tanya	ED of Health Professions/Dean of Nursing

Name	Title
Meixner, Matt	President, Maintenance workers union
Montgomery, Bob	VC, Information Technologies, TF chair
Nowak, Doree	President, Classified union
Parlow, Jeff	President, Faculty Union
Poplar, Andre	VC, Human Resources
Rae, Beth	Assistant General Counsel
Reynolds, Ken	President, Operating Engineers union
Schmidt, Michael	Manager of EH and Safety / Risk Management
Schnell, Liz	VC, Marketing and Communication
Seewald, James	President, Teamsters union
Stilianos, Krishna	HL Senate vice-chair

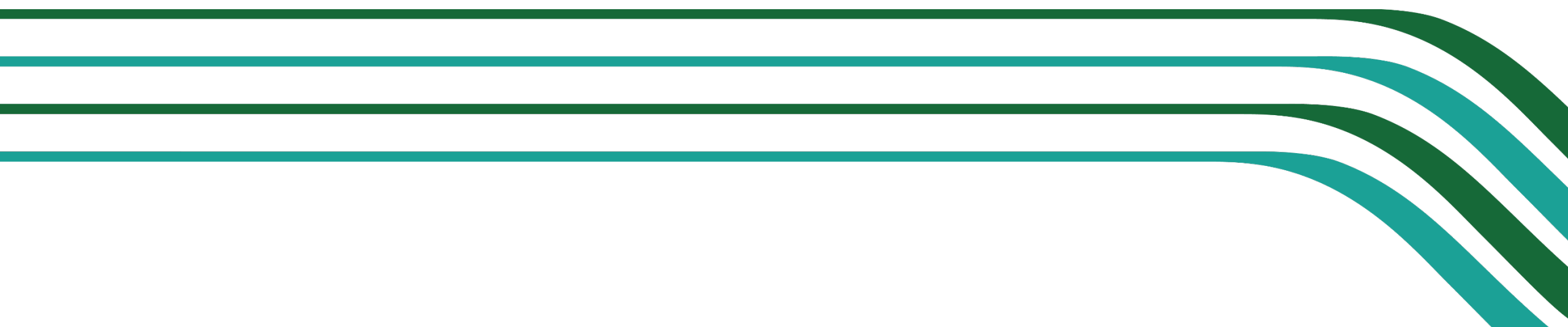




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*Programmatic Update and Planning*

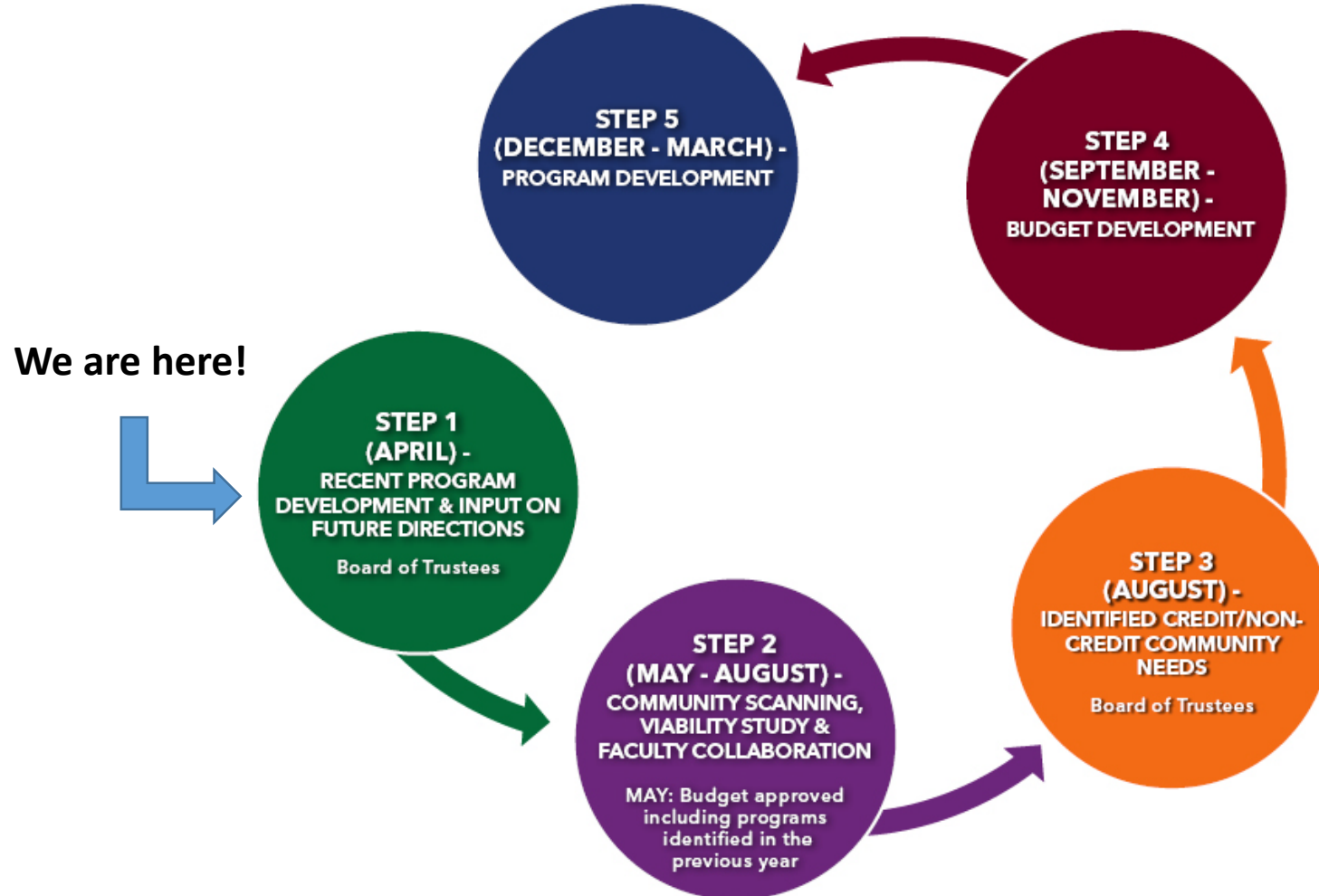


# Oakland 80 by 30: Board of Trustees Community Need Curricular Process



# Community Need & Curriculum

## PHASE 1: COMMUNITY NEED - BOARD OF TRUSTEES PROCESS



# Program Changes

***2023- 2024***

1. Homeland Security certificate of achievement change to **Homeland Security & Emergency Management Associate Degree**
2. **Fire Academy** – COA to full certificate
3. **Heavy Equipment Repair Update**  
– *Running first cohort*  
- *Full HLC approval (site visit Dec. '22)*
4. **Data Science Certificate** (*online*)
5. Mental Health/Social Work:  
**Addiction Studies Certificate of Achievement**





# Program Changes

*2023- 2024*

6. Deactivation of **Medical Assisting Associate Degree**
  - Retaining Certificate (accredited) and all COAs
  
7. Moved out of **reciprocal agreements** with MCC
  - underutilized, not benefitting OCC students or the college
  
8. Revisions to improve **Global Studies Associate Degree** (faculty/admin committee)

# New Courses of Interest

*2023- 2024*

1. Automotive Hybrid & Electric Vehicle
2. CIS courses supporting data science certificate
3. MHS courses supporting addiction studies certificate
4. Mathematics Co-requisite courses
  - MAT 1100E Elementary Algebra
  - MAT 1125E Math Literacy
  - MAT 1150E Intermediate Algebra
  - MAT 1540E College Algebra



# Monitored Programs

- **Supply Chain Management**- *faculty assigned & working on this for 2024-25 catalog*
- **Plumbing/Pipefitting** - *faculty interest, test in non-credit*
- **Electrical /Electrician** – *certificate in development (4 new courses added)*
- **Construction Management** – *adding blueprint reading course*
- **Rough Carpentry** - *remains the same, not in development*
- **Alternative Energy**- *remains the same, not in development*

# Online Program & Process Updates

- OCC will have 17 degrees & certificates fully online!
  - *NEW*: Fall 2022: CRJ- Corrections Associate of Applied Science & CRJ- Law Enforcement Associate of Applied Science
  - *NEW*: Fall 2023: Data Science Certificate
- Distance Learning Committee Established
  - Developed online proposal form & process
  - Developed peer-review quality checklist
  - Working on course definitions
  - Working to improve online proctoring



# **New Program Investigations** *Underway...*

- Community Organizing / Community Leadership
- Health & Wellness Promotion (dietetics, personal training, etc.)
- Medical Laboratory Technology (Technician)
- Elementary Education (transfer program)
- Digital/Professional Writing



# **New Program Investigations** *Underway...*

- Kitchen & Bath Design Certification (under Interior Design)
- Physical Therapy Assistant
- eSports programming
- Sports Management
- Others?

# Programming Health Indicators

- Enrollment
- Completion rate
- Persistence/Retention
- Opportunity Quartiles (*new*)  
(program need scores vs. others)
- Curriculum structure/quality
- Student learning measures
- Other data points (stackable credential, specialized accreditation, etc.)



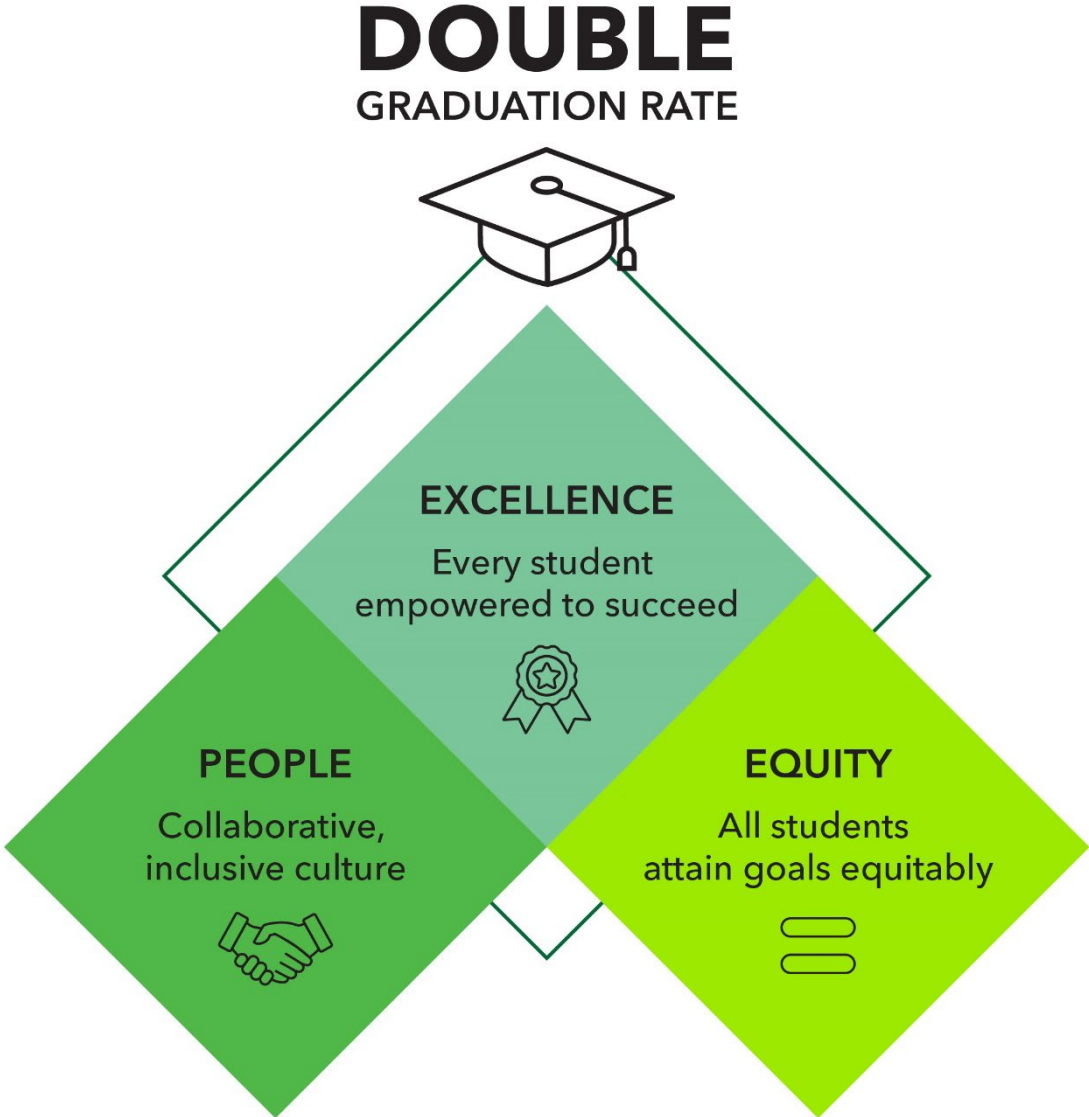
# Thank you!

## Discussion, Reflection, Comment





# STRATEGIC PLAN UPDATE



# The Regulatory Context

DEGREE / CREDENTIAL COMPLETION AS A CORE MISSION & MANDATE



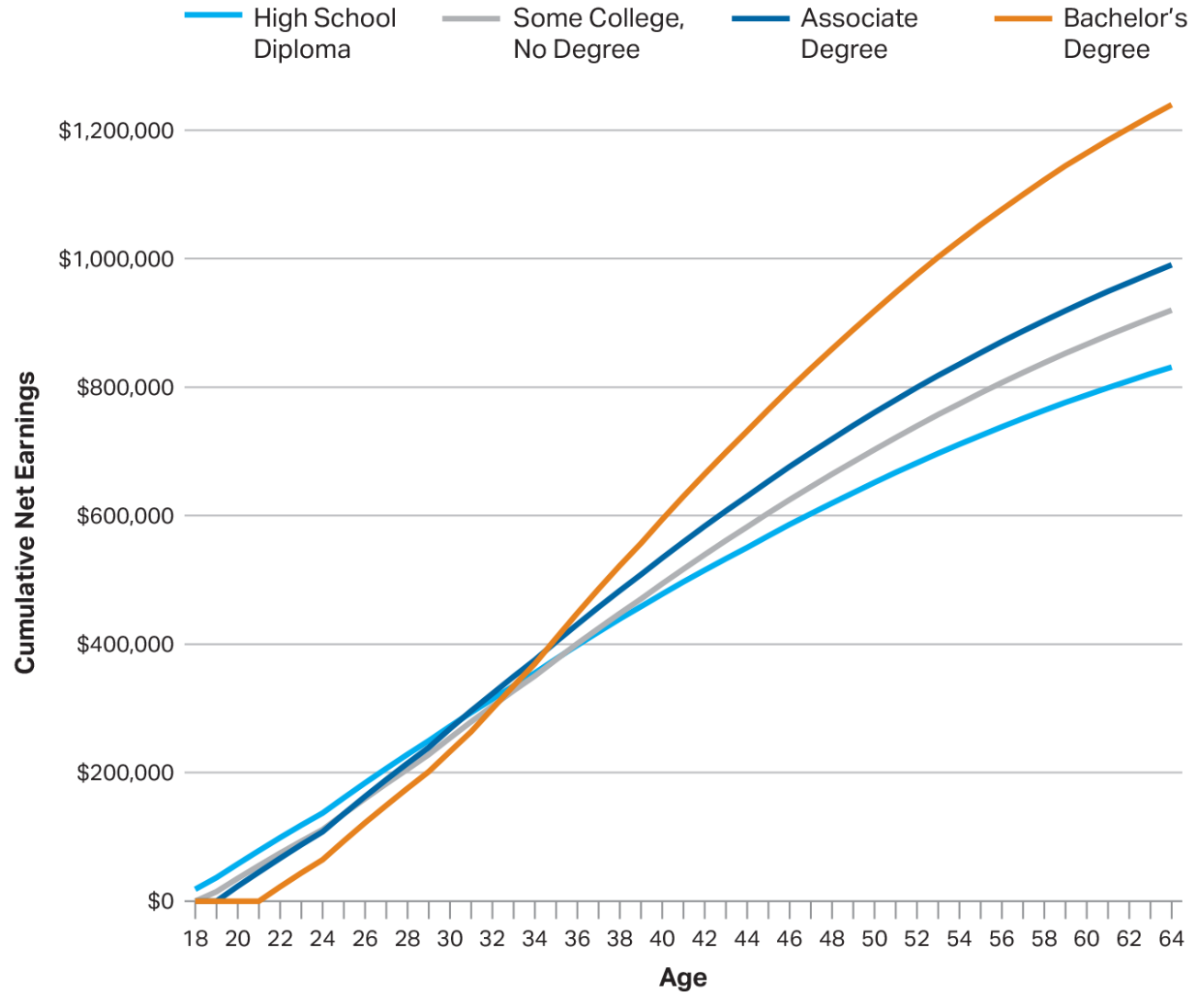
# NATIONAL HIGHER EDUCATION CONTEXT

## EXTENSIVE BENEFITS OF AN EARNED COLLEGE DEGREE/CREDENTIAL

Community colleges play a crucial role as open access institutions for economic mobility and growth. Ensure that the promise of an earned higher education credential is attainable for all.

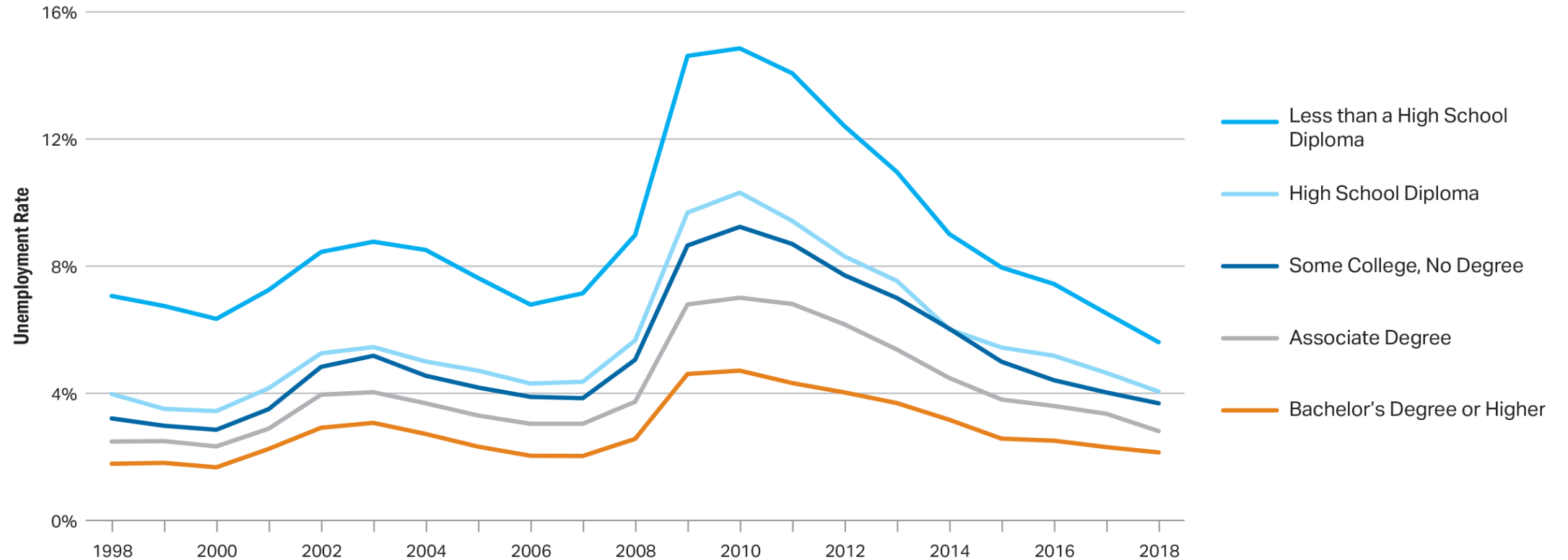
- Increased lifetime earnings, employment stability, health outcomes
- Intergenerational impact of a college degree or credential
- Reduces poverty & improves both early childhood education and college attainment across generations
- Grows prosperity, civic participation, and quality of life across communities, county, region

# Estimated Cumulative Full-Time Earnings (in 2017 Dollars) Net of Forgone Earnings and Payment for Tuition and Fees and Books and Supplies, by Education Level



SOURCE: The College Board, *Education Pays 2019*, Figure 2.2A

# Unemployment Rates of Individuals Age 25 and Older, by Education Level, 1998 to 2018



SOURCE: The College Board, *Education Pays 2019*, Figure 2.12A

# Summer 2023: Student Enrollment Behavior

	Enrollment	Capacity	%Available	MOD as % Total Capacity	%of Total Enrollment by Modality
Total	8,633	23,006	37.5%	N/A	N/A
Online	5,956	11,002	54.1%	47.8%	<b>69.0%</b>
On-Ground	2,433	11,581	21.0%	50.3%	<b>28.2%</b>
Hybrid	234	423	55.3%	1.8%	2.7%

# Summer 2023: Student Enrollment Behavior

(as of 4/20/2023)

## I'm concerned about enrollment. What should I know?

- Total enrollment is **up 6.4%** YoY
- New enrollment is **up 14%** YoY for Summer –3 terms and running
- Guest student enrollment is **up 21%** YoY
- Average Cr, is **up 1.6%** YoY
- There are currently **1000 billable credit hours** on **waitlists**
- While we have roughly the same amount of OL and OG sections, students are **choosing to take online courses at a rate almost 2.5X higher**
- With roughly 2000 students still expected to register- Summer registration
  - **19%** of all online offerings are **full**
  - **28%** of all online offerings have less than **10% capacity**
  - **39%** of all online offerings are expected to have **insufficient capacity** for the registration period (80% fill rate or higher)

# OCC Opportunity- Poised for Growth

- Continue to expand virtual offerings and flexibility in the annual schedule
- Drive the Average Credit Metric to 10 credits/pp or higher
- Capture niche markets- Adults some college, dual and concurrent enrollment, Reconnect, and guest students
- Increase persistence and retention
- Double Graduation

Stabilized Enrollment + Niche Market Conversion + Increase  
Ave. Cr. + Increase Retention =

**Enrollment Growth, Sustainability, and an Increased  
Likelihood of Graduation**

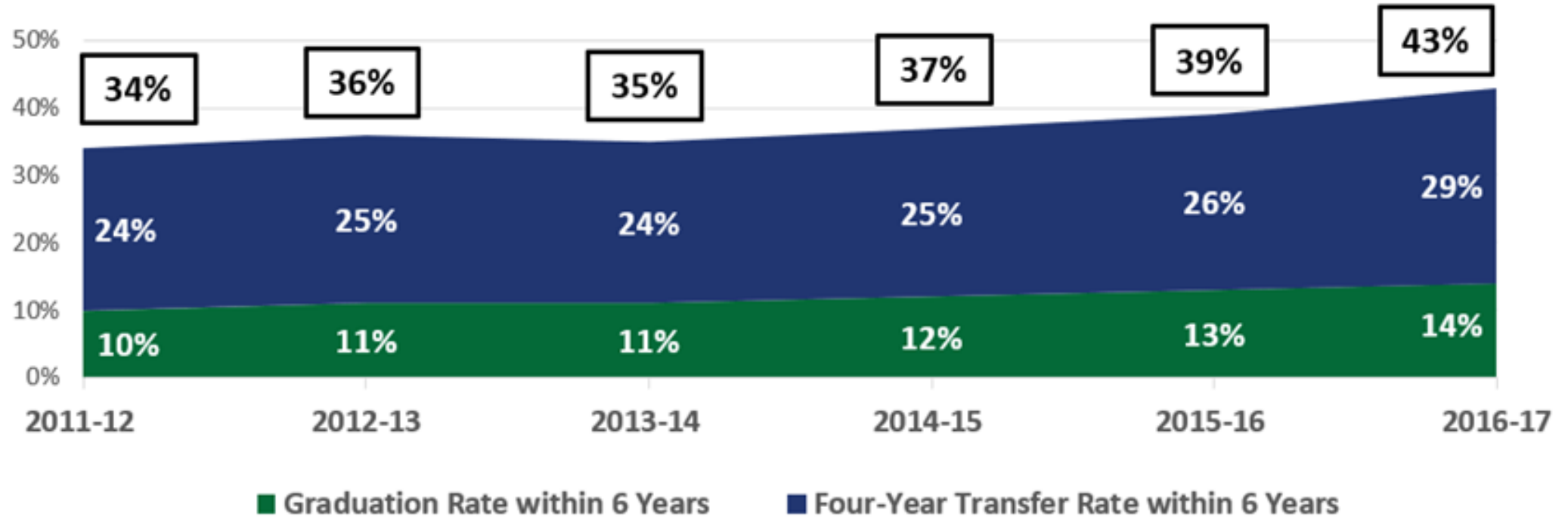


# ENROLLMENT TRENDS

Fall 2022 Student Course Taking Type	# of Students	Total Course Credits	Average Enrolled Credits
On-Ground Only	5,381	41,692	7.7
Online Only	3,972	27,782	7.0
Hybrid Student (Both Online and On-Ground)	4,324	44,998	<b>10.4</b>
OVERALL	13,677	114,472	<b>8.4</b>

# COMPLETION

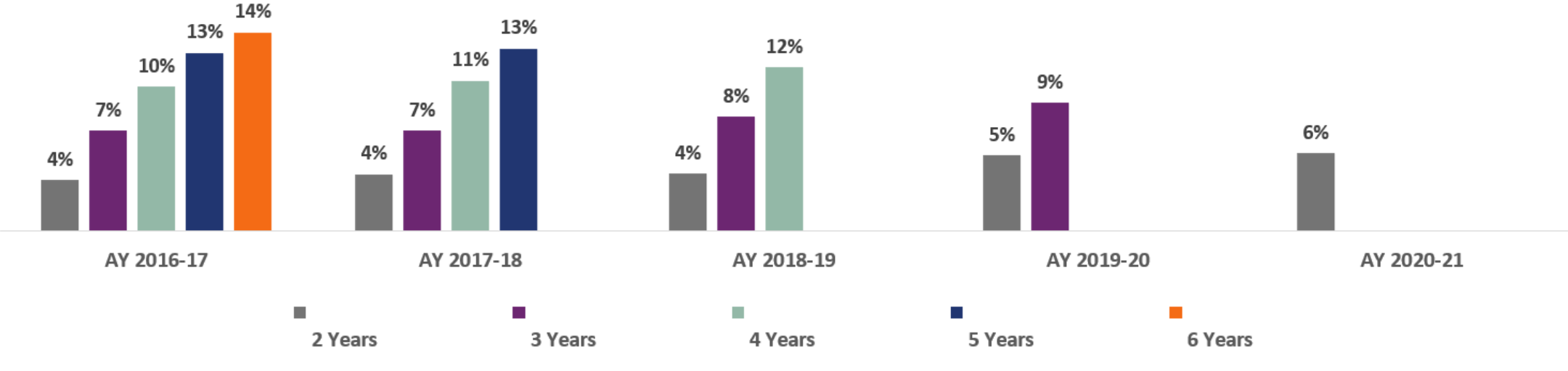
Six-Year Completion Rates for New Entering Students



# COMPLETION

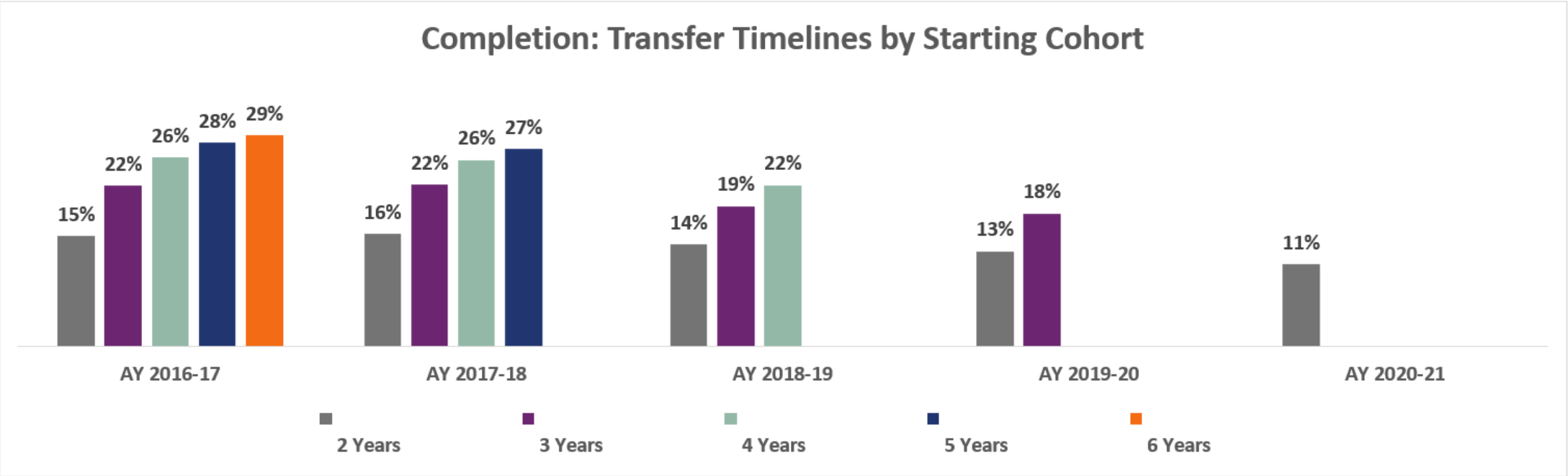
## GRADUATION LEADING INDICATORS

Completion: Graduation Timelines by Starting Cohort



# COMPLETION

## FOUR-YEAR TRANSFER LEADING INDICATORS



# NATIONAL HIGHER EDUCATION CONTEXT

## BENCHMARKING STUDENT COMPLETION

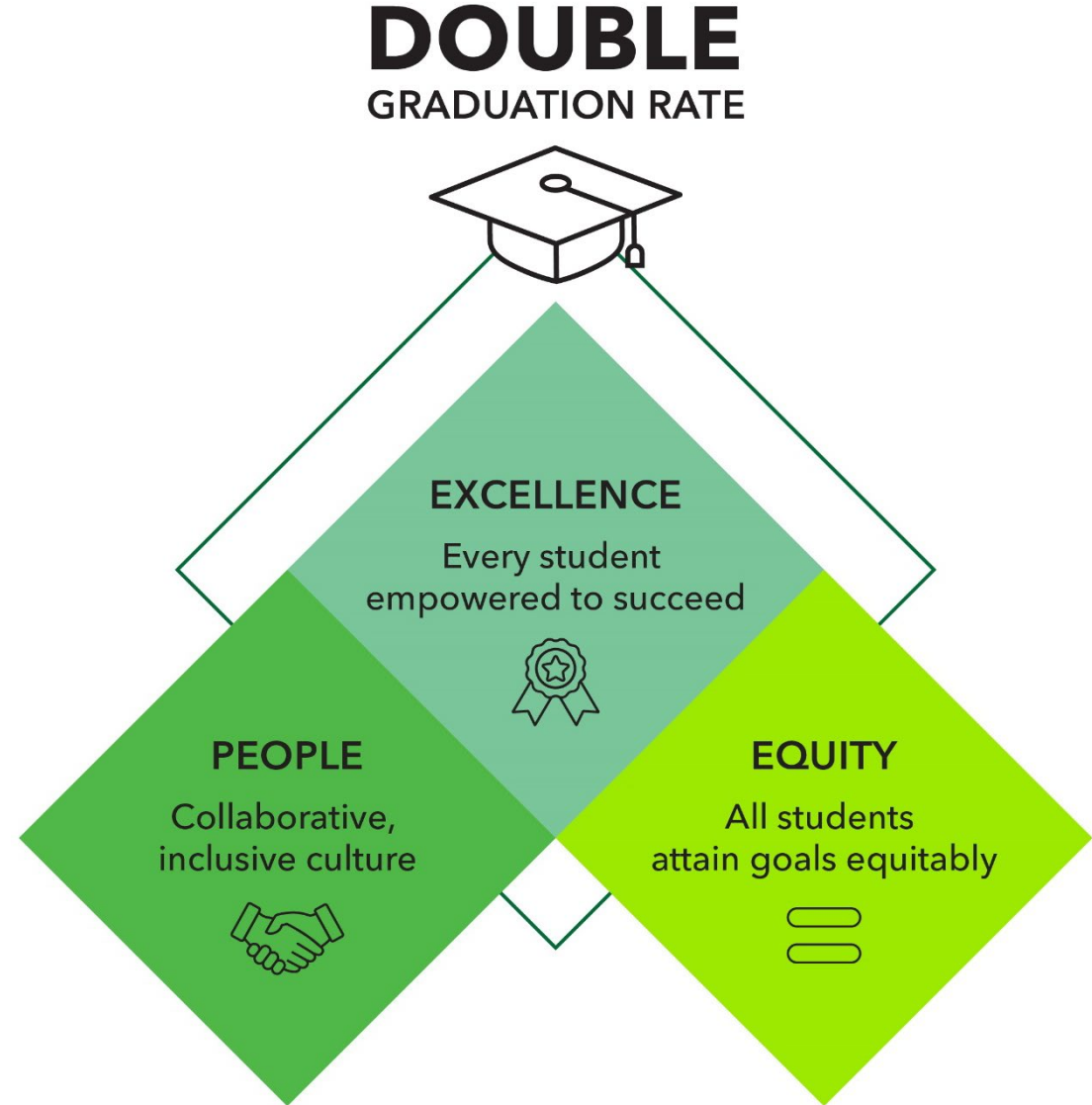


### 2016 Cohort: Six-Year Outcomes

- Nationally, 31% of community college students complete at original institution
- At OCC, 14% credential completion as a general comparison
- Primary strategic goal: double graduation

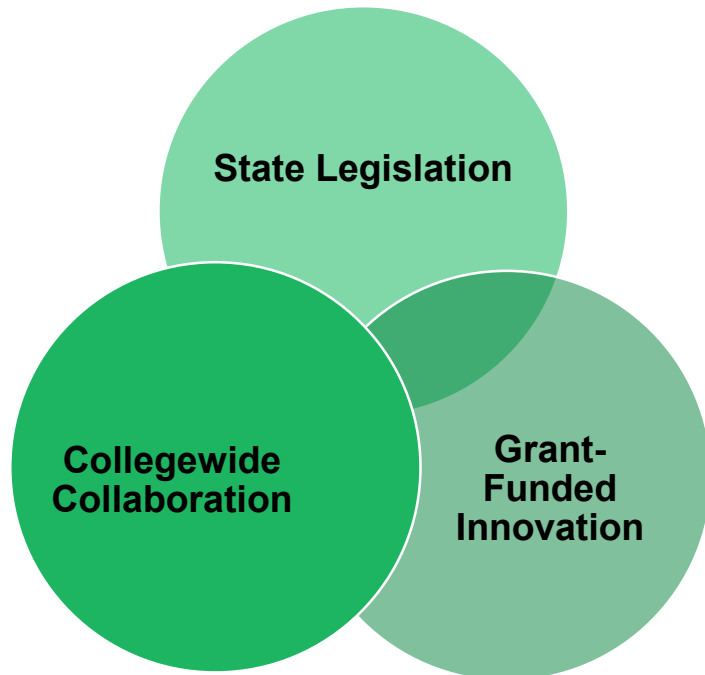
# STRATEGIC FOCUS: DOUBLE GRADUATION

## HOW DO WE GET THERE?



# STRATEGIC FOCUS: DOUBLE GRADUATION

Heading into 2023 and beyond, there are three key drivers shaping college strategy:



## State Legislation Highlights

- 1. Amended Michigan Reconnect Grant Act (2022)**
  - a. Scale corequisite ENG/MAT for Reconnect students by Fall 2023
  - b. Fully integrate collegewide credit for prior learning (CPL), with \$80/credit incentive
  - c. Work to adopt best practices with the new Michigan Center for Adult College Success
  - d. Significantly increase student completion by 2-3% annually to maintain Reconnect eligibility
  - e. Demonstrate increased income of graduates
- 2. Section 227 of Public Act 144** ties credit for prior learning implementation to eligibility for State appropriations funding beginning 2022-23

# ACTIVE STRATEGIC PROJECTS

## EXCELLENCE

Every student  
empowered to succeed



## PEOPLE

Collaborative,  
inclusive culture



## EQUITY

All students  
attain goals equitably



### Collegewide Collaboration:

- Optimized Modalities (Online, Hybrid, Block, Compressed)
- Career Pathways (Credit for Prior Learning)
- Accountability & Benchmarking / Departmental KPIs
- Collaborative Decision-Making Model
- Culture of Civility & Collaboration
- DEIJ Professional Development

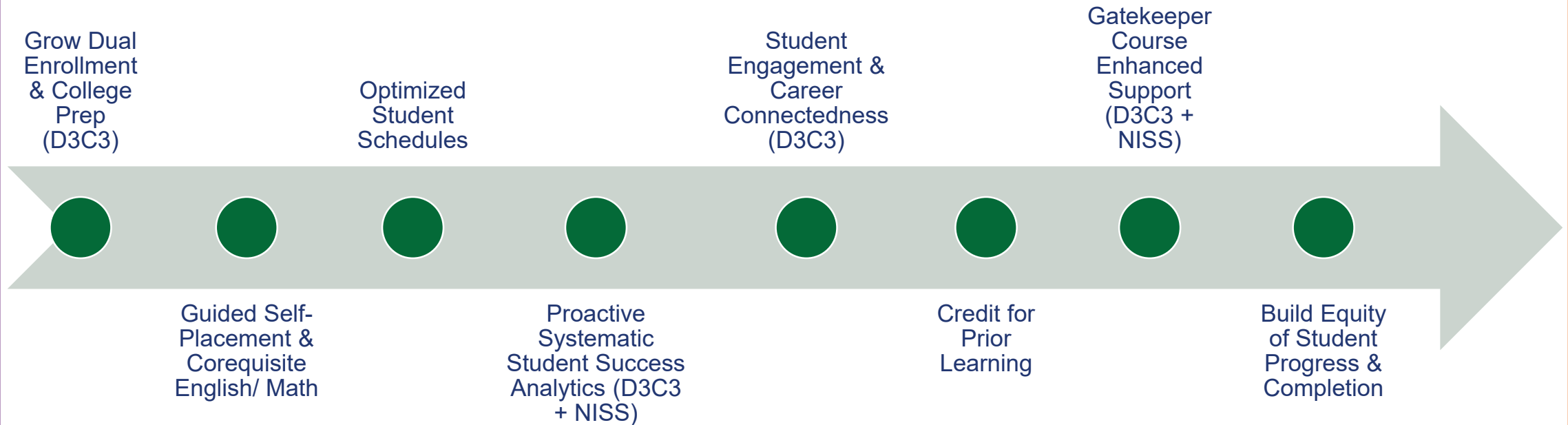
### Grant-Funded Innovation (D3C3):

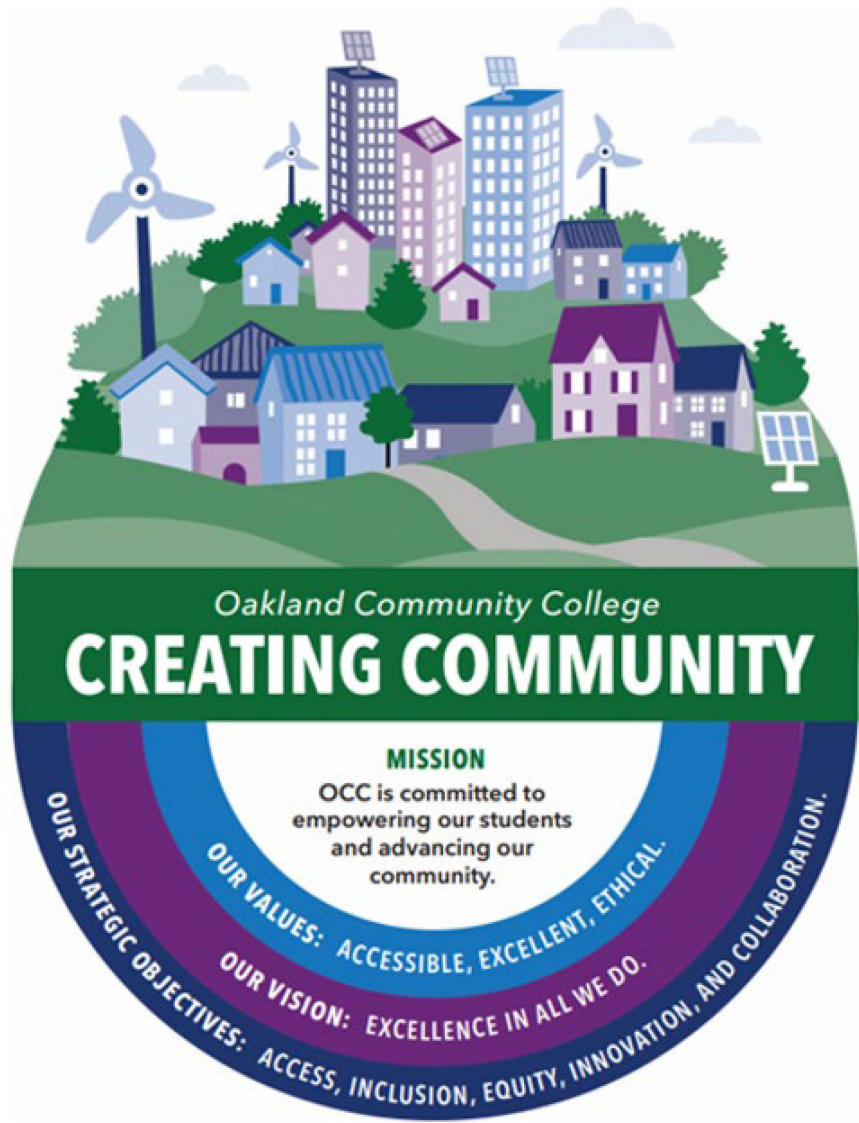
- Proactive, Systematic, Student Success Analytics (CRM Advise)
- Operational Efficiency & Impact through Integrated Technology (D-Mod, E-forms & Workflow)
- Gatekeeper Course Enhanced Instruction
- Oakland Schools Partnerships (Bridges to Success, Bridging the Gap, Increased Dual Enrollment, K-14 System)
- Employer-Based Mobility Pathways and Career Connectedness



# HOW DO WE GET THERE? FY '24-'26

## INNOVATION ACROSS THE STUDENT LIFECYCLE





Oakland Community College

# CREATING COMMUNITY

## MISSION

OCC is committed to empowering our students and advancing our community.

OUR VALUES: ACCESSIBLE, EXCELLENT, ETHICAL.

OUR VISION: EXCELLENCE IN ALL WE DO.

OUR STRATEGIC OBJECTIVES: ACCESS, INCLUSION, EQUITY, INNOVATION, AND COLLABORATION.