



# PRESIDENT'S *REPORT*

July/August 2023

Dear Harper College Community:

I am thrilled to start a new academic year and welcome everyone back for another fall semester at Harper College! It is truly a special time as colleagues reconnect after summer break and our hallways are filled with the laughter and excitement of new and returning students. We began this year's semester with a special collegewide meeting hosted in the Foglia Foundation Health and Recreation Center (Building M). Faculty and staff enjoyed breakfast and were able to peruse and learn in our marketplace, which featured over 40 tables representing various offices and departments on campus. Through the marketplace, we will better support our students and fellow employees through expanded awareness and knowledge of our services. It was my pleasure to welcome Dr. Arthur Levine, co-author of the timely book *The Great Upheaval: Higher Education's Past, Present and Uncertain Future*, which examines the higher education landscape and the challenges facing us as we navigate transformational change unlike any since the First Industrial Revolution. Dr. Levine was enlightening and inspirational as he engaged faculty and staff with his talk and question and answer session. He also generously spent time with the Executive Cabinet and Faculty Senate Executive Committee leadership teams in a discussion later that afternoon. From these exchanges, we now have a better sense of the challenges and opportunities before us, and we will forge forward together as we strategize and execute for a resilient future.

During my President's Address, we celebrated several successes within our student success and equity agenda. Most notably, our 43.7% graduation rate is the highest in Harper College's history! Additionally, we are exceeding our goals to close equity gaps by 20% on four measures: Developmental Math gap for Black students; Developmental Math gap for Latinx students; Fall-to-Fall Persistence gap for Black students; and Developmental Writing gap for Black students. This is incredible news and a testament to the dedication of our faculty and staff to making sure our students experience our *You Matter, We Care SOAR framework* in every aspect of their Harper journeys. Yet, there is still much work to be done to ensure Harper College is a hub of learning and economic mobility, so our students go on to obtain life-sustaining careers and our communities flourish and thrive. We will remain focused on our goals of increasing credentials by 5%, increasing graduation rate by 10% and reducing equity gaps by 20% (5-10-20) as we work to successfully close out the FY21-24 Strategic Plan.

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As of Monday, August 14, fall 2023 enrollment is showing an increase over last fall with our total FTE (CE and Credit) up 2.4%, tuition-bearing FTE up 1.8%, and headcount up 1.9%. In addition to leveraging the strategies in our new Strategic Enrollment Management plan to meet our enrollment goals, our new provost Dr. Ruth Williams has raised the need for us to focus on strengthening our students' first-year experience. Our research indicates that when students accomplish certain milestones in their first year—meeting with their advisor, creating an academic plan, attending a first-year seminar course, earning enough credits to build completion momentum—they are more likely to succeed, persist and complete. We will also rely on Dr. Tamara Johnson



and Jeff Julian to inform our student success and equity agenda as they participate in the Aspen Institute's 2023 Rising Presidents Fellowship. We look forward to them bringing back new knowledge that will help us refine our practices to advance student success and organizational excellence.

Finally, I want to thank the Barrington Area Chamber of Commerce Women's Business Network for naming me one of their Outstanding Women Leaders in the category of Mentorship and Education. I am honored to be considered among the other recipients. Our 2023-2024 academic year is off to a great start and promises to be another year of learning and professional growth for our students and community to thrive!



## Student Success

### Advising

- Advising Outreach for July through August 1, 2023
  - Advising Services (CNSO/Women's Program and Advising Services/OMD) served students with the following:
    - 1,899 Student appointments conducted
    - 9,514 Received and supported student phone calls
- Collaborative Stop Out Outreach Campaign:
  - With the guidance and leadership of Matt McLaughlin, our One Stop and Advising Services departments completed a collective Stop Out Outreach campaign.
  - This outreach targeted students who were last enrolled fall 2022 or spring 2023 and had not registered for fall 2023 as of July 10, 2023, and was completed from July 10 through July 21.
  - The strategy to the campaign was two-fold:
    - One Stop Outreach Objectives:
      - All students received a text message from One Stop, and One Stop also completed phone calls to students who were last enrolled in fall 2022.
    - Advising Services Outreach Objectives
      - Any student identified as part of the Integrated Postsecondary Education Data System (IPEDS) fall 2021 or fall 2022 cohort received a call from their assigned academic advisor.
      - Advisors also made phone calls to students last enrolled in spring 2023
    - Outcomes and Impact of the Outreach
      - One Stop - Out of 126 students, 31 students were reached (25%) via phone, and over 4,316 texts were successfully sent (98%) with 39 student responses (.90%).
      - Advising - Out of 463 students, 174 students were reached via phone (38%).
      - For all students in the collective campaign (4,390 total students) 441 students (10%) registered for the fall 2023 semester as of July 28, 2023.
- Finalization of the fall 2023 Differentiated Communication Plan for General Advising, Center for New Students and Orientation, Fast-Track, One Million Degrees, Women's Program, and Career and Technical Programs (CTP) Specialized Programs.
  - Our collective advising team will be finalizing the Differentiated Communication Plans in early August for our General Advising, CNSO, Fast-Track, OMD, Women's Program and CTP Specialized Programs to better support student retention, outcome goals with Developmental Education Reform Act (DERA) compliance, and supporting completion and successful outcomes with our IPEDS cohorts. The plan will become more immersive with higher touchpoints with students to build a sense of belonging, and to also have greater collaboration with our stakeholders on campus to build a heightened advising presence and support student retention.
  - This plan will also be shared with our faculty during opening week activities, as our advising team will be hosting a session to support collaboration and sharing knowledge of our processes to support students mid-August.

### Career and Technical Programs (CTP)

- Katelynn Torres, a legal studies student who is currently pursuing an AAS degree in Paralegal Studies, was named as the recipient of the \$1,000 "Pay it Forward Scholarship" sponsored by a local law firm, Vito & Dollenmaier, who partners with the Harper College Legal Studies program to provide internships to Harper students. This was a national scholarship contest with college student applicants from all over the country.



- Carol Carlson-Nofsinger, coordinator of Legal Studies, hosted the 2023 Lambda Epsilon Chi (LEX) Paralegal Honor Society Induction Ceremony in June at Harper College. All applicants for LEX membership must demonstrate “superior academic performance” evidenced by an overall grade point average in all their Harper College courses of at least 3.25, plus a grade point average of at least 3.50 in their paralegal/legal studies courses. Seven students were inducted into LEX at the ceremony.
- Graphic arts faculty and students attended the Edge World Expo in St. Louis, Missouri. This three-day conference highlighted the Dscoop global community and the many innovations of printing and designs. Over 40 businesses and 300+ guests were in attendance. The keynote speaker Earvin "Magic" Johnson delivered the message on teamwork and leadership. There were several member-led panel discussions that focused on education, innovation, automation, operations, and sustainability in the workplace and the community.

### *Enrollment Services*

- This fall, preliminary numbers indicate that 636 students will be attending Harper as Promise Scholars. This group consists of 401 new Promise Scholars along with four scholars entering their second semester, 229 entering their third semester, and two entering their final semester.
- The One Stop processed 8,841 inbound contacts in July. We received 4,909 phone calls, 2,115 emails, 1,311 chats, and 642 in-person visits. The One Stop conducted call campaigns, including a Stop Out and IPEDS follow-up. We made 576 calls and reached 38% of students last month.
- Our Salesforce Chatbot handled 48% (642) of the 1,336 chats received last month, while a live staff member answered 52% (694).

### *Health Careers*

- In June, students in the Massage Therapy Program participated in the Alzheimer’s Association’s national fundraiser, The Longest Day, with a Chair-Massage-Athon. Students provided 10-minute chair massage sessions to clients for a suggested \$10 donation to the Alzheimer’s Association and raised \$525 to support care, support, and research in the fight against this disease. Over 50 chair massage sessions were provided over the two-day service project event. Students described it as a “very valuable experience”.

### *Student Engagement*

- Harper’s Early Alert Team (HEAT) hosted an all-day training session in late July for managers and leaders of offices with high student traffic on “Distinguishing Disruptive and Dangerous Behavior and Deploying De-Escalation Techniques.” It was facilitated by the National Association for Behavioral Intervention and Threat Assessment. Attendees were employees from Access & Disability Services, Harper Police, Harper Wellness, Student Engagement, Academic Advising, Hawks Care Resource Center, and Student Affairs. Participants walked away with skills that can be disseminated back to their colleagues and direct reports on ways to engage students to bring peaceful resolution to conflicts, address concerns before they escalate, and identify processes to resolve matters that can rise to danger.
- Student Engagement hosted their annual summer Family Movie Night in early July featuring Super Mario Bros. Despite facing an unforeseen challenge with a pop-up storm, our team of Harper College employees demonstrated exceptional adaptability and swiftly pivoted the event to the building M field house. The incredible turnout of over 600 students, employees, and community members reinforces the value of collaboration in creating high value, low-cost events to create memorable experiences for all. Student Engagement would like to highlight the invaluable contributions and dedication to excellence from the following that allowed for a last-minute move from the Drs. Kenneth and Catherine Ender Pavilion to Building M: Campus Recreation, Harper Dining, Community Relations, Marketing Services, and the Harper College Police Department!



- Athletics
  - Harper College Baseball Team received 2022-2023 American Baseball Coaches Association (ABCA) Team Academic Excellence Award. The baseball team compiled a 3.147 GPA for the school year. Harper College is one of the 48 community colleges in the nation with a baseball team to receive the award (only five in Illinois). Kudos to Coach Gord, his coaching staff, Steve Hayes (athletics academic advisor), and the student-athletes for the achievement.
- Harper Wellness
  - In July, Harper Wellness and Human Resources were able to launch the At-Risk Mental Health for Faculty and Staff Training. Harper has partnered with Kognito to provide an interactive role-play simulation training that builds awareness, knowledge, and skills about mental health and suicide prevention and prepares users to lead real-life conversations with students that build resilience, strengthen relationships, and connect them with support. Learners interact with Virtual Humans through interactive conversations. The online training is available on the Harper Intranet Portal (HIP), and faculty and staff who complete it before the end of September will receive a mental health-inspired giveaway.
  - Early July, Harper Wellness hosted a Mental Health First Aid Training opportunity for staff as a part of the Mental Health Early Action on Campus Act. Ascension hosted the 6-hour training. Twenty-three staff attended the training. Additional training opportunities will be available in fall 2023.

### *Student Affairs*

- Student Success is proactively monitoring incoming degree-seeking students' compliance with the college's placement policy that requires students placing at the developmental level to immediately enroll in needed college preparatory coursework. As of the end of July, 84% of students needing college preparatory courses are enrolled in those courses this fall, representing an almost five-percentage point increase as compared to this time last year. Higher compliance in students enrolling in needed developmental courses not only supports college policy but also supports the goals of the recent Illinois Developmental Education Reform Act (DERA).

## **Diversity, Equity and Inclusion**

- We are excited to welcome Dr. Markenya Williams as the new co-chair for the Diversity, Equity and Inclusion Shared Governance Committee with Angelina Bonilla continuing a second year as co-chair.
- Monica Shirley and Esmeralda Guerrero Lopez are hosting a training in August for our ten Guiding Learners to Intentionally Develop Efficacy (GLIDE) peer mentors. This mentorship program is focused on supporting the success of our incoming Black and Latinx students and we hope to welcome 40 new mentees this fall.
- The Office of Diversity, Equity and Inclusion is excited to welcome four new Leveraging Equity in Academia through Diversity (LEAD) Faculty Fellows: Isaiah Carrington, Dr. Amaziah Finley, E-B Martinez and Nicole Mancha. This fellowship seeks to provide fellows experience that helps them become competitive candidates for full-time teaching positions. Please join us in welcoming them to Harper!

## **Finance and Administrative Services**

### *Facilities Management*

- The Business and Social Sciences Building's schematic design is underway. It is scheduled for completion in December 2024.



- **Building B Central Steam Boiler Plant Upgrade Project:** The scope of work for this project includes replacement of two high-pressure steam boilers (B-1 and B-2). It also includes upgrades of the controls, sanitary sewer, water services, and other required per the feasibility study. Demolition is underway and construction is scheduled to start in September.
- **Building Z AHU-1 Fan Array Retrofit Project:** The scope of work for this project includes replacement of the supply and return air fan systems in Building Z. Construction has begun and is scheduled to be completed in August 2023.

#### *Information Technology*

- Chief Information Officer Riaz Yusuff presented at the Higher Education CIO Congress in Washington, DC, sharing Harper's newly established IT governance with an audience of 60 fellow CIOs. Numerous universities and colleges expressed keen interest in establishing similar governance structures and valued Harper's insights.

#### *Human Resources*

- Another cycle of annual performance reviews was completed. We continue to look for enhancements to make the process more efficient for users.

#### *Risk Management*

- Environment of Care rounds were completed for Building M. Environment of Care rounds is a multi-disciplinary approach to engage faculty, students, and staff in their workspace, and survey the physical surroundings for safety issues, ensure compliance with Harper policies and procedures, and engage them in emergency preparedness and readiness. A multi-disciplinary team from Risk Management, Environmental Health and Safety, Police, Facilities, and IT met with team members and surveyed the physical space.

## Advancement, Marketing and Communications

#### *Marketing Services*

- Marketing Services developed new wall graphics for WHCM, the Harper College radio station. Graphics were produced and installed by the Publishing Services team.



- Patrick Kelly, web content manager, presented “How to Kill Your PDF and Get Away with It” at the HighEdWeb Accessibility Summit in July.
  - PDFs pose usability challenges for most users but can be a significant barrier for users with disabilities.



- In 2021, the Web Team embarked on a multi-year project to reduce the use of PDFs and resolve accessibility issues with the PDFs we do retain.
- In 2023, the Web Team completed Phase 1 of this project, which involved collecting actionable data on 8,500 PDFs to create a main list and removing PDFs that were no longer in use but remained on the server.
- More than 3,500 PDFs were removed during Phase 1, which totals nearly 1GB in cloud storage.
- At the end of FY2023, the Web Team began Phase 2, which involves converting certain PDF documents to HTML pages.
- To facilitate Phase 2, the Web Team created a new template type called Simple Document, which is a stripped-down version of the page to give pages a more document-like feel.

### *Advancement*

- As of July 31, the Inspire Campaign has raised \$30,953,039.47, exceeding the \$30M goal nearly one year earlier. This includes a new \$1 million pledge from Rita and John Canning that renews their support of the Rita and John Canning Women’s Program. Since the Inspire Campaign’s inception, 54 new scholarships have been created.
- The Foundation has awarded over \$5.8 million in scholarships, grants, and awards to 1,835 students for the 2022-2023 academic year.
- Since July, three new scholarships were established in the Foundation: the Rosen Family Scholarship, the Koswatta MAAS Endowed Scholarship, and the Elaine Kyriacou Dollas Memorial Endowed Scholarship.
- The Foundation received a \$250,000 planned gift intention from a former adjunct faculty member to support a scholarship that will pay for tuition for childcare for Harper students.
- The recipients for the 2023 Distinguished Alumni Awards have been chosen by a group of Harper faculty, staff, and former Distinguished Alumni recipients. This year’s five honorees are:
  - Outstanding Recent Alumni Award Honoree  
Jennifer Mephram, MSN, BS, RN, CHSE  
System Simulation Education Specialist; Advocate Aurora Health
  - Distinguished Alumni Award Honorees  
Veronica Gott  
Director, English Learner Program; Township High School District 214  
  
Doryce McCarthy  
President; OMNI Youth Services  
  
Kari-Ann Ryan  
Director of Marketing and Development; Mid-West Moving and Storage  
  
John Schippman, Jr.  
Vice President of Content; WMAQ, NBC Sports Chicago, and Telemundo
- The Harper College Distinguished Alumni Awards will be held on Thursday, October 19, 2023, at 6 p.m. at Wojcik Conference Center. Event registration and honoree stories will be available in September. Please visit the Distinguished Alumni webpage at [harpercollege.edu/alumni](http://harpercollege.edu/alumni) to learn more.



### *Community Relations*

- This summer, Community Relations partnered with Partners for our Communities, Palatine Park District, Prospect Heights Police Department, and Omni to host three different student groups on campus as part of their summer camp program. More than 120 students ranging in ages from six to sixteen years participated in interactive activities hosted by a variety of programs including the Makerspace, Simulation Hospital, Manufacturing and Metal Fabrication, the Library, Harper Wellness, Biology, and Scholarships. For many of these students, their summer visits were their first experience on a college campus and in college labs and classrooms. By providing positive and engaging experiences, we are breaking down barriers and helping students understand that college is possible.
- Back-to-school season has arrived, and the Community Relations team is busier than ever. Over the past three weeks, we have participated in seven resource fairs hosted by school districts and community partners. The events provide backpacks and school supplies to students while families learn about the resources and services available throughout the community. Events were hosted by CCSD15, Palatine Township, CCSD59, Barrington Giving Day, Partners for our Communities and LINK Together. Families in Rolling Meadows, Palatine, Barrington, Carpentersville, Elk Grove Village, Des Plaines, Prospect Heights, and Wheeling participated in the events. On average, more than 300 families attend each event. Through our partnership with our K-8 school districts and community organizations, more than 2,100 families will have been exposed to Harper before the school year begins.

### *Media Relations*

- *U.S. News & World Report* and *MSN News* published articles explaining certificate programs at community colleges, highlighting Harper's certificate programs, and quoting Dr. Proctor.
- The *Daily Herald*, *Journal & Topics* newspapers and *Patch* ran stories about Harper's Educational Foundation awarding \$50,000 to local nonprofits as part of the Community Innovation Fund Grant Program.
- *Railway Technology*, *My Logistics Magazine*, *Supply & Demand Chain Executive*, and other publications ran articles about Harper's partnership with logistics company DB Schenker on a new dual supply chain apprenticeship program.
- The *Daily Herald* wrote about Harper's Cannabis Science and Therapeutics Program as part of a regional trend of expanding cannabis education.
- *Community College Daily* noted Harper's hiring of Dr. Ruth Williams as provost and Dr. Yolonda Barnes as dean of Business and Social Sciences.
- The *Daily Herald*, *Journal & Topics* newspapers and *Patch* published articles about Harper's leadership and collaboration with local high school districts on the Equity Literacy Project.
- The *Chicago Sun-Times* announced that Maham Khan, assistant professor and journalism instructor, would be part of the newspaper's series of guest columnists.
- The *Daily Herald* and *Patch* ran stories about Harper achieving the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada for the 13<sup>th</sup> consecutive year.
- *Shaw News* and the *Daily Herald* wrote articles about Janice Larson Razaq, adjunct faculty member and director of Keyboard Studies, being named the 2023 Teacher of the Year by the Music Teachers National Association.





- The *Daily Herald* and *Patch* published previews of the first Chautauqua hosted by Harper's Lifelong Learning Institute.
- The *Daily Herald* ran a photo gallery of area bands, OK Cool and Pinksqueeze, performing at the Harper Radio presented installment of Harper's Summer Concert Series.
- *Journal & Topics* newspapers published a story about the ICCTA honoring Harper with the 2023 Equity and Diversity Award.
- The *Daily Herald* and *Patch* ran articles about Harper's partnership with the Schaumburg Boomers for the annual Back to School Night at the ballpark.

## Legislative Affairs

- The college received notification that its two FY24 Congressionally Directed Spending Requests were included as part of the Senate Appropriations Committee's draft FY24 Labor, Health and Human Services, Education, and Related Agencies bill passed out of committee this month. The two projects are technology and equipment for the Emergency Services Training Center (\$1M, Durbin) and a semiconductor and nanotechnology project (\$500K, Duckworth).
- State Representative Mary Beth Canty toured campus in July as part of relationship-building efforts. This was State Rep. Canty's first visit to campus since she was elected representative of the 54<sup>th</sup> district. Tour stops included the veterans center, the simulation hospital, and the advanced manufacturing lab.
- Dr. Proctor and Chief of Staff Jeff Julian met with State Rep. Canty, State Senator Ann Gillespie, State Rep. Nabeela Syed, and State Rep. Mark Walker to learn more about the legislative approach to the Bears stadium project in Arlington Heights. This meeting was part of the college's ongoing efforts to engage with stakeholders of the project.

## Strategic Alliances and Innovation

### Grants Office

- In July, Harper was awarded \$345,647 from the National Science Foundation's Advanced Technological Education (ATE) program. This is a three-year grant for the project entitled, Enhancing Uncrewed Aerial Systems Career Readiness in Biological Monitoring and Resource Management. The Principal Investigator is Mukila Maitha, and the co-Principal Investigator is Crystal Peirce.
- In August, Harper was awarded \$1,666,657 from the Illinois Community College Board for the PATH grant program. This one-year grant will create, support, and expand opportunities for individuals in the nursing pathway and select healthcare pathways to obtain credentials and degrees that allow them to enter and/or advance careers in the healthcare industry. The program aims to meet unmet healthcare community and employment needs by increasing enrollment and retention in nursing and other healthcare pathways, specifically for underrepresented groups of students who might not otherwise be successful or able to enroll in healthcare programs.
- In July, Harper was awarded \$854,726 from the Illinois Community College Board for the Early Childhood Access Consortium for Equity grant program. This program is designed to address the shortage of qualified early childhood educators by encouraging the pursuit of credentials and advancement of already-held



degrees in early childhood education. It is intended to serve incumbent workers and employers and to advance racial equity.

### **Planning, Research and Institutional Effectiveness**

- Student Success and Institutional Research partnered to design and launch a new dashboard for advisors. This new dashboard summarizes critical statistics related to the performance of an advisor's assigned caseload of students and includes status indicators related to managing early alert flags and the status of various outreach campaigns. In addition, charts and graphs are provided to quickly illustrate the demographic composition of each advisor's caseload. The dashboard is a springboard for advisors for how they can best plan their day to support their students.
- The Office of Outcomes Assessment has begun analyzing data from the spring 2023 large-scale critical thinking assessment and follow-up information literacy assessment. There were over 700 artifacts collected for information literacy and over 900 for critical thinking. The results of these assessments will be shared during the fall 2023 semester.
- The FY2023 Accountability Report was completed and posted to the Harper website. The report summarizes the College's progress related to the Presidential Priorities, Institutional Effectiveness Measures, Strategic Plan, and Operational Plan.

### **Workforce Solutions**

- A new partnership was established with Wabtec Corporation in Buffalo Grove. Wabtec is a new employer engaged in Harper's Apprenticeship Program. They are hiring CNC apprentices who will start in the spring 2024 semester.
- For FY23, the Workforce Solutions team (Apprenticeships, Harper Business Solutions, Wojcik Conference Center, and Internships) acquired 41 new contracts with employers that have never worked with Harper College—a 37% increase over the original goal.