



PRESIDENT'S REPORT

October 21, 2014

GATEWAY AS A LEADER

On October 8-10, a team of eight employees attended the kick-off round table for our participation in the Higher Learning Commission's Persistence and Completion Academy. This four-year program will fulfill our quality initiative requirement for reaccreditation in 2019 and help us generate new programs and strategies to retain and graduate more students.

ACADEMIC AND CAMPUS AFFAIRS

Developmental Education

The ELL program reinstated the ELL Civics course for fall 2014 on the Kenosha campus. We hope to offer the course on the Racine Campus for spring 2015. The program has also moved from using individual course offering forms for course scheduling, to using a spreadsheet developed by Jackie Schildhouse for course scheduling. The spreadsheets had been developed for ABE and AHS course scheduling.

Dean Cyndean Jennings attended the Pathways to Employment Conference hosted by the Wisconsin Literacy, Inc. and the UW Milwaukee Center for Urban and Community Development on September 19, 2014.

General Studies

General Studies' staff and faculty continue to get involved in many initiatives at the college. For instance, many General Studies' staff and faculty participated in this year's Employee Learning Day. Social Science Chair Dr. Soheila Brouk, Communications Instructor Heidi Jenkins, and Divisional Associate Reyna Juarez were involved in planning and organizing the event, and instructors Dr. Tom Halloran (Communications), Heidi Jenkins (Communications), Jay Johnson (Communications), Lisa Kusko (Communications) and Joan Paradiso (Social Science) presented. The number of General Studies' staff and faculty planning and presenting continues to rise each year.

Faculty are also involved in mentoring activities. Faculty members Henry Meier (Science) and Karen Solliday (Communications) have volunteered to be mentors in the Heads Up program. In addition, our faculty mentor through involvement in Gateway's study abroad efforts. Heidi Jenkins (Communications) has volunteered to host two exchange students this year, one from Italy and one from Germany. Robin Rupp (Traffic Safety Chair) is again sponsoring a German student through CBYX, which sends 75 German students to the US and 75 US students to Germany. This is a year-long commitment. She is also hosting a German student through Gateway's Hessen exchange for three weeks in October.

General Studies' staff and faculty are also actively involved in activities benefiting the community. Tom Wood (Lab Technician) is helping with the United Way fundraiser by creating and coordinating the scorecards/survey for the staff baby picture guessing contest. Robin Rupp (Traffic Safety) was co-captain of the Kenosha Gateway Relay for Life team in August, which raised \$8,300 for cancer research. And Brenda Graff (Associate, Elkhorn) is a member of the Sunshine Committee, which gathers contributions for Gateway scholarships and participated in the Giving Tree we've established for Twin Oaks, among other internal activities on the Elkhorn campus. Dr. Soheila Brouk (Social Science) is leveraging her professional connections (Gateway, the United Way of Racine County, the National Alliance of Mental Illness (NAMI) of Racine County, and her own company, Infinite Potential Central) to bridge gaps in mental health information and service availability and delivery. All these organizations are coming together to create a sustainable public awareness campaign to reduce, and eventually abolish, the stigma associated with mental illness and to promote mental well-being and recovery.

General Studies is also getting more involved at the state level. Dean Kathy Nordhaus was invited to join the Universal Transfer Credit Agreement Advisory Committee, consisting of representatives from the UW system and WTCS, to discuss how to implement the UTCA (formerly known as "30 Core"). She continues to participate in these activities. She has also volunteered to chair the committee overseeing the review of the state curriculum for the Technical Reporting class, which is a required class in many programs here at Gateway.

Service Occupations

During the fall in-service the Service Occupations division developed a divisional acronym. This acronym represents every program in the division and the services they provide. The acronym is SPRINT:

Serve, Protect, Rescue, Instruct, Nourish and Transform

American Sign Language (ASL)

The VANguard ASL program currently has six ASL-I sections and one ASL-III section. We are providing an opportunity for 95 fantastic high school students in eight different high schools/communities to learn a new language. This year we are making use of a variety of different pieces of technology to ensure the best communication possible.

Barber

Students have started to work on clients in their first lab and progressing quite well. We will be involved in giving free haircuts to Vets for Stand Down in October. I have just connected with HALO in Racine to offer free haircuts to the homeless. They will bus them to Kenosha from Racine once a month. Barber Techs volunteered for Gateway's Amazing Race event and are working with Halo (a safe place for the abused and homeless) to provide free services.

Cosmetology

Cosmetology program continues to volunteer by working with Shepherd's College (college for the intellectually disabled) to provide services on the 1st Wednesday of each month at minimal cost as an educational experience for the students in budgeting and personal hygiene as well as volunteering services at no charge for special occasions such as Graduation photo day. We also provided services for the Kismet Club which is a non-profit mental health recovery service. And will also be working with the Racine Friendship clubhouse another non-profit mental health program in October.

Cosmetology has also participated in the 21st Century Prep school event where 120 students visited our program and we provided hands on projects on mannequins using colored hair sprays for the students. We have also participated in the Wilmot High school career day and will be participating in the Gateway Foundation Lake Party.

Both Barber and Cosmetology programs are participating in Stand Down providing free haircuts for Veterans and will be donating all proceeds for haircuts in October to Breast Cancer Awareness. We are also awaiting the WI State breakdown for the required Cosmetology reduction in hours for licensure which will require the full program to be revamped.

Associate degree students attending Academy

Students graduating from the Criminal Justice Program are still academically well prepared for the Law Enforcement Academy and all associate degree students have successfully completed the program in the last year.

Criminal Justice instructor, Steven Spingola, did some work for a television show on TNT, *Cold Justice*. He has asked them to provide a scholarship to two of our students who would be able to work with the show/crew on an unsolved murder case and TV appearance.

He is working on several new aspects of our Forensic Science program, including examining the Computer Forensic aspect with Madison Area Technical College. They have a certificate in this area.

The Criminal Justice faculty are working on a new certificate for the Security Field to include Financial Crimes as area banks offer employment in that field.

Culinary

The culinary team have been very busy as always. The team provided catering for the Employee Learning Day on September 24; sent eight student to the WTCS Hospitality Event at MATC; and participated in the Party on the Lake dedication of the demonstration kitchen and recognizing our partnership with Butter Buds, Kikkoman and James Angelisi. On October 10th the team will be hosting the first Demonstration Cooking Series, featuring Chef Robert of Butter Buds. Fine Dining Mondays began on September 15th and will continue throughout the semester on Monday evenings in the

Breakwater Fine Dining room. Finally, the team has added a new Culinary Aide, Robyn Eisen. Robyn is a graduate of the program and fits well with the culinary team.

Hotel/Hospitality

The Hotel/Hospitality students have been helping plan and will staff the WTCS Hospitality Event at Milwaukee Area Technical College on September 25th. The Front Office Management students will be job shadowing at a number of the resorts on select dates in the tri-county area during October. In November we will also be visiting The Abbey Resort for a tour of their resort and hear about career opportunities. The Managing Services students will be visiting Sodexo Food Service establishments to learn about the contracted food service business at local colleges and businesses.

Dean Terry Simmons was invited to deliver the graduation address to the graduates of the Warren Young School at the Racine Youthful Correctional Facility. The program recognized ten students receiving custodial maintenance Certificates and four students receiving IT Basic computer Support Technician certificates.

Program Performance Report

The Service Occupation division fared very well in the annual program performance report. Of the Service Occupations division program, six programs (Criminal Justice, Law Enforcement, Human Services, Criminal Justice – Law Enforcement Academy, Paramedic Technician, EMT Paramedic, and Early Childhood Education) scored in the top twelve programs. Cosmetology secured the number 13 spot.

COMMUNITY AND GOVERNMENT RELATIONS

Lee Colony has brokered numerous media stories this month including a two-page spread in the Kenosha News.

The google ad word and remarketing campaign continues. As we work with our vendor to tweak the campaign, conversion numbers are increasing. We will be adding some google display and network/facebook display ads to the mix as we get closer to Spring push.

Several of the high school administrator focus groups have been completed and findings are being compiled. These have been very engaging conversations that will assist us as we move forward with our HS partnerships.

Preparations are stepping up for the fall high school college fairs and we are continuing mailings of Gateway materials to the high schools.

December graduation will be here before we know it so preparation is in full swing. More than 30 Foundation Board members, Scholarship & Disbursement Committee members, Gateway retirees and community members will be reading Continuing

Student Scholarship applications in preparation of awarding Foundation scholarships this year.

AT&T awarded an additional \$10,000 in support of the Pathways to Success program at Gateway. The additional dollars will allow the program to serve five additional students. We received another donation from Snap-on. They have provided \$200,000 for additional STEM initiatives.

On September 25th, the Foundation Lake Party was hosted on the Racine Campus. This was a great opportunity for our donors, scholarship recipients, and college staff to mingle and explore the Racine campus. Welding, Cosmetology, Culinary and other programs hosted tours for our guests to participate in.

As part of this event, a ribbon cutting was also held for the Demonstration Kitchen. During the ribbon cutting we highlighted our partnerships with Butter Buds and Kikkoman along with the donation that was received from Jim Angelici.

We are continuing conversations with UW Parkside on a partnership with a mentoring program for Southeastern Wisconsin. This will assist and expand the Mentor KR program.

The first week in October, we attended the Climate Leadership Summit in Boston, MA. Gateway presented during this conference and was recognized for being a finalist for the Second Nature Climate Leadership award. Conversations have begun to look at recycling at Gateway. We are working with the quality initiative to evaluate what is currently taking place, what needs to be done and how to communicate to staff and students.

Unfortunately, the weather did not cooperate (rain and cold) but we hosted the first Harvest Fest on the Racine campus. This was a great opportunity for the community to come together to learn about sustainability, enjoy some music, play games and decorate pumpkins. The turnout was small but they were very enthusiastic.

ENROLLMENT

Fall semester enrollment continues to trend down, currently -10.0%. Current year enrollment for FY15, beginning with summer are down -8.5%. Enrollment strategies to positively impact spring enrollment are underway.

FINANCE AND ADMINISTRATION

Michele Gianakos, Gary Flynn, and Eric Doherty recently presented to the Office of Quality Systems Advisory Council on the status of the college's GreenPrint initiative since its start up two years ago. They highlighted the successes of GreenPrint, current GreenPrint tasks and projects, raising Gateway Technical College employee awareness

of costs of printing as well as changes in printing behavior to decrease costs and future potential challenges for the GreenPrint program. The GreenPrint team will be communicating this GreenPrint information to the Executive Leadership Council and college. The team continues to work on printing improvements. Additional information about GreenPrint on the Intranet: <https://www.gtc.edu/intranet/intranet/greenprint>.

In support of quality improvement, several Business Office staff are in the early stages of defining the scope for a P-card (purchasing card) process improvement initiative.

Business Office staff are nearing the final phases of preparing schedules and documents in support of the college's comprehensive annual financial report for fiscal year ending June 30, 2014.

In collaboration with WEDD, Business Office staff are creating an alternative online payment solution to assist in the registration for contracted and Fast Forward course offerings.

During the Gateway Technical College Employee Learning Day Service Excellence presentation, Betty Dulak, Finance Grants Associate, was recognized for her Service Excellence by Gateway Technical College Foundation, Inc. Executive Director, Jennifer Charpentier. Jennifer's comments highlighted Betty's great enthusiasm for and ability to serve the financial needs of the Foundation.

Jason Nygard's Budget on Campus initiative was kicked off during the front portion of the month of October. Gateway staff have the opportunity to meet with Jason on set dates to learn about the budget or any related budget processes. All staff are invited to attend the district-wide sessions.

HUMAN RESOURCES & FACILITIES

The employment staff attended the NeoGov annual Users Conference as a team. They received valuable updates and made good contacts with others using the system. We are looking at expanding our use of the system in the future.

Mike Gohlke started on October 6 in the new position of Director Safety and Security. Mike replaces Dennis Sherwood in the security role and adds the safety responsibilities.

The pilot of the new software for paperless timekeeping is working well and will be expanded to a larger population of non-exempt employees. This is one of the efforts from the Titus review of Payroll.

The WTCS office will conduct a Civil Rights Compliance audit on October 30 and 31. They look at employment practices, financial aid for students, disability services, and admission practices. Our last audit was in 2008.

Preparation for Title IX and VAWA compliance is underway which will require policy changes, training, communication, and additional resources. Gateway has a sub-committee working on compliance strategy. Debbie Miller attended a WTCS sponsored workshops, with an additional 2-day workshop scheduled November 4th & 5th, in an effort to understand and meet the additional requirements.

The WTCS health benefits consortium has 5 colleges committed to join with a December 20th deadline for any additional schools. We are having our statistics re-run to determine if it makes any sense for us to join. The first pass did not provide the justification.

October is a busy month with open enrollment and Wellness activities for AFLAC, Flexible Spending, Short Term Disability, flu shots and Wellness, Inc. screenings.

The Board supported our recommendation to build the Public Safety Training Center on the Kenosha campus. This ends a 18 month due diligence effort to assess all alternatives and work will begin in FY16.

INSTITUTIONAL EFFECTIVENESS

Employee Learning

Employee Learning Day 2014 just wrapped up on September 24th and the feedback has been overwhelmingly positive. The keynote speaker, Alexandra Valentin, Corporate Director of Cultural Transformation for Ritz-Carlton, inspired and challenged Gateway staff to deliver Gold Standard customer service. Employees also took advantage of many skill development workshops that were offered throughout the afternoon.

A new supervisor series will begin in November that includes 6 DDI (Development Dimensions International) workshops on essential supervisory skills as well as department orientations.

LEARNING INNOVATION

The LID division supports numerous college initiatives for remodeling, VDI deployment, computer hardware refresh cycles, VANguard, online learning, Colleague enhancements, etc. Our goal is to provide consulting expertise and services as well as implementation resources for college initiatives involving technology.

Members of our college's leadership team met with other local technology leaders recently at Carthage college to discuss the fiber infrastructure in Kenosha county. Gateway's early leadership in this area, along with the County of Kenosha and the Kenosha Unified School District, was recognized. This group is looking for ways to promote the robust infrastructure available in our county and grow our local network capabilities. Attendees included representatives from KABA, WiscNet, fiber deployment vendors, the Village of Pleasant Prairie, the Kenosha County Museum, and the City of Kenosha (among others).

Jeff Robshaw and Eric Doherty attended the WTIS meeting over two days earlier this month to discuss formalizing the CIO group at the state level, cyber security recommendations that arose out of recent assessments conducted statewide, and various technology topics that we can collaborate with our peers in the WTCS.

Distance Learning Department

The Distance Learning department has rolled out the final phase of our mobile app ahead of schedule. The new enhancements include additional apps and functionality. We are continuing to support the use of Respondus Lockdown Monitor for those faculty interested in enhancing security of online remote testing over Blackboard. This team is also involved in the development of new and updated resources for students considering online learning as an option. While we have many of these options and pieces of information already available for students, the current initiative involves aggregating these pieces in one convenient location for students. Jeff Robshaw presented on the VANguard initiative for a Rotary club in Walworth county. The reception was excellent with recognition from their members of the value of video distance learning options.

Information Technology Department

Tech Central and Technology Support Services

Moved one more Computer Support Technician (CST) to the Help Desk (Mike Benicek) in anticipation of taking most all technology support calls directly from faculty, staff and students.

Training Tech Central CSTs on configuring virtual desktops.

Putting together order for replacement laptops for faculty and staff.

Network Operations and Security Team

Dan Scheive is attending Nagios conference for training. Nagios is the system we use to alert techs when the network or critical systems are down or generating errors.

We are narrowing down PCI consultants to assist us with the new PCI requirements.

Configured Time Warner as back-up ISP provider.

Working with Verizon on comparing our current cellular phone service with US Cellular to Verizon service.

Met with Cisco consultants regarding our edge switch replacement plan.

Infrastructure Team

Supporting the remodeling projects in Kenosha and Elkhorn.

Adding/replacing security cameras across all of the facilities.

Reducing our network closet space in half in the Kenosha Science building for the Student Services remodel.

Installing and upgrading multimedia systems at all our locations around the district.

Information Systems Department

Implementation of Infosilem Course Scheduling Software in progress.

Created the Data Summary Book for the HLC project.

Recruiter 3.7 upgrade is being tested by Admissions.

Investigating Third Party Authorizations and Follett integration to allow the Business Office to provide the high schools book purchase information.

The Sponsor Invoices generated from Colleague and re-formatted via Planet Press are now in use but we're still investigating some potential improvements.

In October we will look at using Planet Press for the printing of Purchase Orders and Non Sponsor (JE) Invoices.

In October we will be reviewing the check printing requirements for the Business Office and Payroll to see if Planet Press can take on that task and eliminate the current software.

Investigating options to better integrate Colleague with Active Directory.

Student Self Service currently being tested.

We are working with Ellucian to create some additional CROA / Business Objects reports.

Continuing work on reports to be made available to Deans and Associates via CROA / Business Objects.

Server and Virtualization Technology Department

On-track to build out our infrastructure to provide the capacity to provide a VDI desktop for all full-time staff by the end of December.

Investigating and correcting issues identified with our current software layering system (Unidesk).

Evaluating new software layering deployment system for VDI (CloudVolumes) which was recently acquired by VMware.

Reported on Green Print to the Office of Quality Systems Advisory group. All in all, they are impressed with the progress we've made so far as well as our future plans. KC Jackson will be scheduling our presentation for an ELC meeting in November.

We will be completing the Walworth County Jail testing system installation this week.

We are also looking into recording requirements for our high stakes testing that is performed in the testing centers (additional hardware will need to be purchased).

We will be deploying new storage hardware for employee data in the near future.

STUDENT SUCCESS

Learning Success

The Kenosha Learning Success Center construction is complete and the staff are eagerly serving students. The Learning Success Center centralizing all the tutoring and support services that Gateway students need during their academic journey. Both students and staff have commented that the space is not only visually beautiful but provides a more professional and inspirational environment for learning.

Services within the Learning Success Center include: Adult Basic Education, Disability Support Services, Tutoring Services as well as Testing Services and the Multicultural Resource Center. The Kenosha Learning Success Centers is even more unique because it is accessible to the Library and students have found this to be an extra benefit.

Admissions

Admissions is excited to start the Black Belt Project for Petitioning this month to increase efficiency for students in high demand programs that utilize the petitioning process. In addition, we are working to update the intent (status) of all of our program students (i.e. are they still interested in graduation from x program). We are currently working on the Medical Assistant program.

New Student Specialist

New Student Specialists had two very successful New Student Orientations with over 350 people in attendance! We have been working to merge the College Connection Coaches and New Student Specialists to start the fall semester off strong. Each New Student Specialist has received their new campus and high school assignments and will be busy this month focusing on getting settled in to their new campus locations and working to get the transcribed students registered for classes.

Testing

The Kenosha Testing Department is excited to move into the new Learning Success Center as of Monday, September 15, 2014. We are thrilled to be able to increase our capacity from 14 seats to over 50! We look forward to welcoming both Gateway students as well as our outside testing candidates to our new center.

Financial Aid

Our SAP (Satisfactory Academic Processing) at the end of the semester was completed faster than ever before. In the past SAP processing took two or more weeks to complete, but after the Summer 2014 term, we were able to complete SAP Processing for all students in two days. This increase in efficiency is due to more accurate reports and a dedicated/determined staff that is willing to do whatever it takes to get the job done. This allows for students to ensure they understand their financial aid status going into the fall semester.

Kenosha Student Services Center

The Kenosha Student Services Center has moved across 30th Avenue to 'Gateway East' during the Kenosha campus Student Services Center construction. The New Student Specialists will be located, during construction, in Bioscience.

WORKFORCE AND ECONOMIC DEVELOPMENT DIVISION

The WEDD September e-newsletter can be viewed at: <http://eepurl.com/3qZZP>
On September 4th the U.S. Small Business Administration (SBA) announced that Gateway was one of 50 winners out of 800 applicants for the first Growth Accelerator Fund Competition, with \$50,000 granted to our new Launch Box Accelerator program in Racine.

On October 14th, Greg Herker will be facilitating a panel at the NACCE (National Association for Community Colleges in Entrepreneurship) Conference in Phoenix, AZ on Leveraging Industry Clusters and Fabrication Labs for Entrepreneurship. Kate Walker, Director of Business Development, will be on the panel. Business Resources Client and Gateway Technical College Alumni, Gary Krause, EKG Concepts, will be receiving the Distinguished Alumni in Entrepreneurship Award at the NACCE Conference as well.

WEDD instructor Randy Reusser taught a BICSI ITS IN101 Installer level I telecommunication class for a new national customer. Their employees came from all over the country and were impressed with our facility. Six students passed the written test and earned their BICSI IN101 Installer Level I certification.

WEDD staff have been working to develop a series of Professional Development Workshops (PDW's) for the spring 2015 semester. Workshops will be offered during

days, evenings and Saturdays primarily at the iMET Center with a few offered in Walworth and Elkhorn.

Two Fast Forward grants were submitted by WEDD customers on September 23. Honeywell in Pleasant Prairie submitted a proposal for an intensive facilities maintenance program and Palmer Hamilton located in Elkhorn submitted a proposal for organizational development funding to support small business rapid change and market expansion.

WEDD welcomes Elizabeth Oplata who joined WEDD as a supervision/leadership faculty! Liz brings expertise in organizational development, succession planning and leadership.

Apprenticeship has made it into the local news! Two articles were published in early October, one in the Racine Journal Times and one in the Kenosha News, featuring the triple apprentice enrollment growth in the last year. New apprenticeship programs are being explored with the main focus on the Waste Water Treatment Plant Operator and healthcare programs including Medical Coding.

A meeting entitled “Apprenticeship: Building Your Industrial Workforce” will be held on November 13th at the iMET Center from 1:30pm – 3:30pm. For more information please contact Nicci Pagan at 262-564-2952 or email paganj@gtc.edu.

The Horizon Center hosted technology education teachers from KUSD on September 12th and provided Snap-on/NC3 certification training in the area of multimeter. KUSD has purchased a multimeter certification kit to share among the high schools in the district. Since the KUSD teachers became certified to deliver the curriculum almost 20 LakeView Technology Academy students have passed the exam since the start of the school year. As the certification kit travels to other schools this number will continue to grow.

On Sept 23rd, Eric Buell Racing from East Troy came to Horizon for a torque demo and meeting. Kevin Stenson is the manufacturing engineer and heard about torque training through their Snap-on rep. It was their first trip to Horizon to hear about the Snap-on and NC3 story on how the torque training was created. They are looking at a higher end manufacturing type torque wrench not typically included in our curriculum, but explained that WEDD can provide customized training and curriculum to meet their needs.

The USAID funded Collegiate Entrepreneurship and Collaborative Strategies project which partners with a school in Oujda, Morocco to build entrepreneurial capacity, replicate the Biz Squad, and introduce Rapid Prototyping and Product Development ended on September 30th. The International Biz Squad, which is a direct result of this project will travel to Morocco in the Spring of 2015. A video created by two students (one from gateway and one from Morocco) who participated on the project can be viewed at: <https://www.youtube.com/watch?v=0uPXIT1-3G0&authuser=0>