



PRESIDENT'S REPORT

August 17, 2017

GATEWAY AS A LEADER

Marketing has been working hard to support the excitement around the potential increase in training needs of SE Wisconsin. A web page has been established to share information about advanced manufacturing, advertisements have been placed for information sessions being hosted at IMET, and a digital billboard has been leased for several months to share training information. Media relations activity connecting Dr. Albrecht with members of the SE Wisconsin media has been strong.

ACADEMIC AND CAMPUS AFFAIRS

Allied Health/Veterinary Sciences

Allied Health faculty will join Nursing faculty during Professional Development week in August to participate in a *Critical Thinking* workshop presented by a team from UW-Stevens Point. They are also working collaboratively with their colleagues to celebrate *Healthcare Simulation Week* September 11-15 by showcasing our technology and facilities to the greater community.

Dean Mike O'Donnell met with his counterpart from Lakeshore Technical College over the summer to discuss sharing their Ophthalmic Medical Assistant program. This will leverage equipment purchased under the federal HPOP grant that is already in place on the Racine campus.

Dean Mike O'Donnell and Dental Assistant program chair Heidi Gottfried, CDA, met with officials from Milwaukee Area Technical College to discuss an arrangement whereby graduates of Gateway's Dental Assistant program could take additional coursework at Gateway to articulate in MATC's high-demand Dental Hygiene program. The arrangement would designate a set number of seats for Gateway Dental Assistant graduates for each program start in Milwaukee.

Business and Information Technology

Distance Teaching and Learning Conference was attended by various BIT faculty and other departments. The conference allowed the faculty to network with other faculty members from educational institutions such as Ohio State, Northwestern, and Penn State. They were also able to take advantage of the workshops, seminars, discussion panels, and lectures which offered certification/certificates for Distance Educators. As an example, this year we had the pleasure of hearing from *Occulus Rift's* Educational Development team (Ms. Cindy Ball) in a virtual setting and heard a lecture from a USC professor on its impact upon education and practical applications for education. A more robust description of some of the conference high points (and a complete listing of all of the offerings) can be seen here: <https://dtlconference.wisc.edu/>

General Studies

Jessica Gleason (communications) is being published in the upcoming issue of SubtleTea magazine.

Several general studies instructors will be leading workshops for the Gateway Promise Summer Bridge Program.

Manufacturing and Engineering Technology

Nuts, Bolts, and Thing-A-Ma-Jig manufacturing camp for 12-16 year olds was a huge success and ran July 24-30 from 8:00 a.m. to 3:00 p.m. The success of this camp was made possible by a grant from the FMA's NBT, Jennifer Charpentier and the Gateway Foundation, as well as many faculty, staff, and welding program students who pitched in to help these future little "worker bees". The Foundation provided three \$500 tuition vouchers to the top three achievers in the camp. The camp was such a success plans are under way to run it again next summer. This year, Rich Buhnerkemper did the CNC machine shop portion, John Zehren did the design/ fab-lab portion, and Aaron Schrieber, Kyle Worzala, and Mark Uttech handled the welding portion of the camp. On July 18, Aaron Schauer, our new Urban Forestry instructor, presented on small tree pruning at the Pringle Nature Center (Bristol Woods County Park) to involve the Gateway Arboriculture/Urban Forestry Program into the community and provide awareness of the program.

Below is a photo of our chip truck that was donated by Wachtel Tree Science, sand blasted and painted by Ziebell's Truck painting in Germantown, repaired by Pat Stevens class at the Horizon center and through the Diesel program (including parts purchase and transmission re-manning by Lyon's truck parts using grant funds), and labelled by Graphics, Inc. per a design creating by the marketing program. It looks fantastic and will be a great marketing tool for the program.



Elkhorn Campus

Elkhorn welcomed Gateway Promise participants to the campus on August 2. Activities they enjoyed included a scavenger hunt and Taste of Student Life expo. Elkhorn also hosted a highly successful open house event on August 3.

Remodeling of the campus café space to accommodate the exciting new Culinary program is on schedule for the 2017FA semester start.

The manufacturing wing classroom refresh project in the South Building is on schedule for completion prior to the start of the 2017FA semester.

Dean Mike O'Donnell represented Gateway at the Laps for Literacy event on August 5th in Kenosha to benefit the Literacy Council. Mike also met with the Elkhorn USG leadership to plan out the upcoming year of student events. Representing Gateway at the August 1 kick-off to the Walworth County Fair season, Mike participated in the *Banner Brigade* and was among the first to hang a promotional banner along the main gate fence line giving Gateway visibility to thousands of fair attendees.

Kenosha/Racine Campuses

Using one of the strategies from the SEM initiative, our (You)niquely Gateway Open House events that were held August 1-3 at Kenosha, Racine and Elkhorn campuses targeted marketing to 10-11 programs that have the capacity to add students and have a job market for graduates. These selected programs at each location provided 20-30 minute informational sessions throughout the evening. Student Services staff were on hand to facilitate applications, paying for college workshops, and registration.

COMMUNITY AND GOVERNMENT RELATIONS

A number of facility projects are being finished with furniture and graphic installation gearing up for the start of the upcoming semester.

Legislative

It has been a very busy time in the state capital working with the legislators to understand and support the future needs of the college.

Sustainability

We've been busy with summer campus with the Boys + Girls Club of Kenosha in conjunction with Snap-On. We have hosted four camps: Trees, Bees and the Environment; Biology Superheros + Superhero Biology; Solar Power; and Exploring Engineering.

The Center for Sustainable Living received a \$1,000 grant from Rotary West to support programming around trees, and the environment.

Marketing and Communications

Marketing enjoyed creating the new look for the Open House concept the committee developed. Greg Lebrick took the uniquely Gateway plan and created (YOU)niquely Gateway to personalize the event for potential students

Open House promotion in both traditional and social media outlets, as well as direct mail, is transitioning to the semester push/register now theme.

Foundation

As of August 1, 2017, the Foundation has raised \$21,061. The generous gifts were from individuals (including Gateway faculty and staff as well as alumni), corporations, service clubs, and foundations. Donors have contributed to areas such as the mission of the Foundation, student scholarships, the endowment, the Gateway Promise Endowed Fund, student emergency funds, and Boot Camps.

The Gateway Promise Endowment Campaign has reached \$2,037,576.

The Foundation will hosted its annual summer party on Tuesday, August 15, 2017, at the SC Johnson iMET Center. More than 100 guests attended and experienced the Fab Lab, advanced manufacturing, engineering, and more.

Retiring Foundation Board members Lawrence Nelson (Kenosha) and Kristine Phillips (Walworth) attended their last quarterly board meeting in June. We are grateful for their service.

ENROLLMENT

To date, current year enrollments are -3.4% compared to the same time last year. Fall enrollment has seen gains over the past several weeks and is currently down -4.4% when taking into account the payment arrangement changes. Fall outreach and enrollment events continue.

FINANCE AND ADMINISTRATION

Business Office Update

The Facilities and Security functions under the leadership of newly appointed Associate Vice President, Tom Cousino, has been transferred from HR to the Business Office. The synergy between the functions is much closer.

Tax Incremental Districts Update

Bill Whyte has attended five Tax Incremental District (TID) meetings throughout the three counties. Larry Paruszkiewicz covered seven others during the last six weeks.

Facility Plan

Gateway Technical College's Strategic Three-Year Facility Planning Guide for Fiscal Years 2017-18, 2018-19 and 2019-20 was completed and approved by our Board and sent to the state office.

July 1, 2017 Insurance Renewal

With Gateway Technical College's July 1st insurance renewal, we are celebrating Districts Mutual Insurance (DMI) & Risk Management Service's 14th year of operation. DMI offers collaboration in risk management for all 16 Wisconsin Technical Colleges. Since inception, DMI has saved the colleges an estimated \$15,000,000 in premiums when compared to the greater commercial insurance marketplace.

Insurance coverage highlights of the July 1, 2017 renewal include the following:

- Stand-alone terrorism coverage for property damage which replaces the Federal TRIA excess property coverage with a small deductible and coverage to \$100,000,000 per occurrence. This stand-alone policy does not require event "certified" by three Federal government agencies to qualify for terrorism recovery.
- Casualty policy will be endorsed (at no additional cost) to provide coverage for the exposure associated with available therapy offered through the college's counseling center. Gateway previously held a stand-alone policy for the therapy exposure.
- Property coverage will include an enhanced Property in the Course of Construction sublimit -- moving from \$25,000,000 to \$35,000,000.
- The Work Study Endorsement has been added to Gateway Technical College's Workers Compensation policy. Gateway Technical College has adopted the Wisconsin Work Study Coverage Endorsement thereby extending the college's worker compensation coverage to student injuries while engaged in a curriculum required practicum experience. This coverage is predicated upon the student not receiving any remuneration from the host site or the college. The host site and the college hereby agree to incorporate the terms and conditions of the Work Study Coverage Endorsement in the current affiliation agreement.
- Gateway Technical College has increased its Cyber Liability coverage limits from \$1,000,000 to \$3,000,000.

Budget on Campus

Budget on campus meetings were held during the month of July at Kenosha, Racine and Elkhorn Campuses as well as at the Burlington and at iMET Centers. Topics covered included reviewing budget managers for FY 2017-18 budgets, training new budget managers on the various tools to manage their budget, answering general budget questions, and even discussing planning for the upcoming year. All meeting locations had tremendous participation and were well attended.

Connection with Local Law Enforcement Agencies

Tom Cousino is working with all local law enforcement agencies within the Gateway Technical College District to develop a Memorandum of Agreement (MOA) outlining emergency support, crime reporting, investigation assistance, and sexual misconduct/title IX investigation support. Tom is currently meeting with Police Chiefs and Administrators to build support to further increase our cooperation efforts.

OSHA Compliance Efforts

Tom Cousino has met with Brady Corporation to develop a plan to increase the college's OSHA compliance with respect to Lock-Out/Tag-Out procedures for all facilities equipment. This plan includes identifying all pieces of equipment that would require procedure development.

RAVE Emergency Notification System Update

The new RAVE emergency notification system is almost complete with set-up/development. This system will replace our current emergency notification system (e2campus) and provide increased features to better notify students, faculty and staff of an emergency. New features include voice calling and the ability of users to select their preferred language that they would like all communications to be sent in.

HUMAN RESOURCES & FACILITIES

An initial negotiation session was held with the GESP in June and a second session was held August 1. Once this contract is completed we will move forward with implementing the merit salary increases for all non-union employees.

Tom Cousino has been promoted to the position of Associate Vice President, Facilities and Security reporting to Bill Whyte. Larry Paruszkiewicz and John Thielen will report to Tom. Tom has done an outstanding job leading our security and safety functions for the past 2 years. This position and functions will be transferred to the Business Office.

Bill Whyte and the HR directors recently attended the summer WTCS meeting held at Western Technical College in LaCrosse. Debbie Miller is now president of the HR Group and as expected did an outstanding job at her first meeting. John Frost is in his second year as the HR group's secretary.

Debbie Miller, Anne Whynott, and Sharon Johnson, members of the working HLC committee, have been meeting with various college leaders to identify evidence supporting operational systems and processes designed to reflect that our institution works systematically to improve performance.

Magan Lawrence has been working with the SEM group on their efforts related to communications.

Josh Vollendorf, Compliance Manager, has been designing Title IX training for the various audiences which should be completed for delivery this Fall.

There has been increased discrimination complaint activity resulting in increased investigatory and response hours as well as utilization of legal resources. None of the complaints have resulted in findings against the college

INSTITUTIONAL EFFECTIVENESS

John Thibodeau, Anne Whynott, and Stacy Riley attended the Network for Change and Continuous Innovation (NCCI) conference in Minneapolis at the end of July. Gateway

will be joining this organization of practitioners in the area of quality and organizational excellence. We look forward to sharing their resources and programming with the college to advance our quality efforts.

Please welcome Denise Schneider to her new role as Employee Learning Manager for Gateway. Denise replaces Josh Vollendorf, who has moved to our HR team. Replacing Denise as John's administrative assistant is Stephanie Slater. Stephanie has been with Gateway for 15 years and most recently supported Terry Simmons and the team in Burlington.

Career Pathways

The development of faculty-derived prior learning assessments for technical coursework was one of our major target goals for The Right Signals grant project. Prior to our involvement in the project, only 39 percent of our PLA-eligible programs had at least one faculty-derived assessment for students to take advantage of (this number does not take into account AP/CLEP exams, JST transcripts, etc.). We set an aggressive goal of reaching 75 percent by the end of the project, and as of July, we are currently at 67 percent. There are five program areas with assessments under review by our Assistant Registrar, and once approved we will meet our goal of 75 percent prior to the completion of the project on 9/30.17.

Based on the strong progress we've made in this area, the Career Pathways Manager was asked to design a webinar documenting our best practices related to this work for the Department of Education. The webinar is currently being reviewed by the Office of Career and Technical Education, and once approved, will be housed on the Perkins Collaborative Resource Network.

Employee Learning

Employee Learning rolled out the college's updated Customer Commitment training in June which uses videos featuring Gateway staff providing excellent customer service! In addition, Title IX training was developed in conjunction with the Human Resources Compliance Manager.

LEARNING INNOVATION

Distance Learning

We are continuing to evaluate the Cisco Spark Board product, which will enable remote teams to work collaboratively in a virtual white board environment, coupled with advanced video conferencing tools.

We are also moving forward on our next generation infrastructure for videoconferencing applications at the college. This infrastructure will provide connectivity to our VANguard partners as well as enable the growing numbers of video conferencing courses within the Gateway district. Exciting features of these new technologies include face tracking possibilities and a more streamlined, "invisible" experience for instructors and students.

Information Systems

The IS team is implementing a two way integration with Follett to send authorization data and receive associated purchase information. This eliminates the need for Follett to double enter information into both their system and ours. Once complete we will receive the information Follett enters in their system.

The team is also implementing a more streamlined student advisor assignment process for faculty advising.

Facilitated the handling of the state mandated fee increase.

Created a data extract for the Voluntary Framework for Accountability.

Upgraded the Colleague UI from 5.1 to 5.3.

The DAAB (District Activity Advisory Board) online request and approval process is in progress. The initial request screen is being improved and student agreement form will also be online.

Creation of a Web Advisor screen to facilitate ABE / ELL test recording is in progress.

Work continues on the Promise Student tracking system as requirements continue to evolve.

User Experience

Implementation has begun on LANDesk. This is a 3 week project with LANDesk's training and consulting team to ensure that our implementation of this platform is successful. We will be using LANDesk to deploy Windows 10 to our users and our lab computers. It will also make the patching and updating of these computers a much easier task.

Deployment of desktops on our Nimbus and Cirrus VDI environments continued. 70 VDI desktops have been moved from Viewstaff to Nimbus and Cirrus in the past month. More progress will be made in the next month since end of year processes will be concluded in the business office.

Innovation Grant work for the Collaborative Learning classrooms has been completed. We still need to train our instructors, but they are excited to use the technology in their classrooms.

We supported the NC3 events at the iMET and Horizon Centers and Kenosha Campus. We also had 2 technicians take part in the certification classes at the iMET center.

Eric Doherty, Dan Madsen, and Jeff Robshaw attended the Campus Technologies conference in July. There were some great sessions on the future of IT, including how IT organizations are changing to support cloud and SAAS applications. The meetings with vendors were also helpful in identifying some technologies that we may want to look at for Gateway.

STUDENT SUCCESS

Student Finance Specialist

The Student Finance Specialist will begin making outreach calls to Veteran students not currently registered for Fall 2017 in an effort to make a connection and help them complete request to use benefits and the FAFSA. A group of SFS attended WACRAO, an annual training workshop for Veteran School Certifying officials.

Student Accounts

The Student Accounts team is reaching out to students with payment plan balances for Summer 2017 to connect with students and encourage them to make payment. The goal is to reduce student debts owed to Gateway and encourage them to register for Fall 17 and select payment arrangements if they have not already done so. In addition, they are working to update the Fall tuition rates outlined by WTCS and enhance the Payment Plan statement for students to improve communication to students.

Express Services

Students now have a new way to connect with our Contact Center experts using LiveChat, an interactive chat feature when they visit our website. Chatting allows students to connect with the Contact Center and get quick questions answered or assistance in connecting with the right resource or expert. This new chat feature began in May 22 and since that date, over 1670 chats have occurred with a 90% satisfaction rate!

LEARNING SUCCESS

Student Support Services



Seventeen students in the Multicultural Program, along with Multicultural Staff attended two conferences: the National Conference on Race & Ethnicity (NCORE) in Fort Worth, Texas, and National Student Leadership & Diversity Conference (NSLDC) in Atlanta, Georgia. Students were able to learn about critical topics of diversity, equity, student leadership and social justice. Through these meaningful experiences, students were able to network and explore important issues challenging our campuses

today. The meaningful connections between peer-to-peer and staff-to-students interactions, enriched the learning experiences.

BUSINESS & WORKFORCE SOLUTIONS

The week of July 24th Gateway hosted over 140 instructors from 28 states for the 24th installment of NC3's Train-the-Trainer series. This was spread out over three campuses (Horizon, iMET, and the Main Campus Energy Labs). While the long standing partners such as Snap-on, Trane, and Starrett had a great showing the newer NC3 members including Dremel and Greenlee also had strong showings with great growth expectations in the future.

On Thursday July 27, 2017 at the NC3 Leadership Dinner several Gateway instructors were honored as NC3 Master Instructors including B&WS instructors Matt Janisin and Randy Reusser. Randy was recognized for his work on the Greenlee VDV certification and we expect a long term, mutually beneficial relationship between NC3, Gateway and Greenlee. Matt was recognized for his long time leadership role in NC3.



Thalia Mendez, Business Resource Specialist signed 17 new membership agreements in June and July, surpassing the previous record of most signed agreements in one month by 50% (June). This brings the to-date total of new members for 2017 to 30!

In addition Thalia met one-on-one with 23 individuals to discuss their small business opportunities. This included working with two individuals who submitted their business plans for the US Small Business Administration (SBA) InnovateHER Challenge. Gateway was selected as a local host in Southeastern WI. Nine business plans were received for a product or service that has a positive impact on women and families and has potential for commercialization and fits a need in the marketplace. The highest scored (by a panel of four judges) business plan was submitted to the National semi-final round, ten finalists from across the Country will be chosen from this group to do a live pitch in September.

Abby Walker, Founder & CEO, Vivian Lou was the inspirational speaker for the networking event, Strong Women Strong Coffee, hosted by Gateway with partner the WI Women's Business Initiative Corporation (WWBIC) at the SC Johnson iMET Center, which several Launch Box members attended, nearly 20 women were at the event.

July's Lunch & Learn presenter was Gateway's own Sue LaCanne who shared with 15 members information about the Biz Squad Fall semester class. Nearly 20 members came out for the 1st Annual Launch Box BBQ/Pot-Luck on July 26th.



Approval was received for the WEDC Growth Accelerator grant submitted in April. The application is online and Thalia has started outreach efforts for securing several strong candidates as well as mentors for Cohort III starting in mid-September. A fourth cohort will launch in March of next year. This \$80,000 grant will provide \$50,000 in seed grants to ten companies in fiscal 2017. Thalia shared the announcement at the June 15th meeting of Gateway's Board of Directors. Articles appeared in the Racine Journal Times, Kenosha News and Small Biz Times.

Thalia represented Gateway (one of 24 universities and colleges participating) at the annual Leader's Summit for the Greater Milwaukee Committee initiative, The Commons. She also attended two of the three Resilient Communities briefings at Wingspread Conference Center and the open house at Ward 4 coworking in Milwaukee. In addition she made a presentation to the Racine/Kenosha Inventors & Entrepreneurs Club at the Horizon Center and met with Earl Humphrey, Walworth County SCORE mentor at the Elkhorn campus.

The Apprenticeship Department held its Completion Ceremony on June 16 and completed 58 apprentices. We also had 15 Cosmetology Manager/Instructor completers that were honored at the event. A memorable time was had by all and we would like to thank everyone for their help and support in making it a success!

We had several Brunk Industries Employees that were unable to make the ceremony due to their work schedule, so the Apprenticeship Department went to them! We brought a cake and the Apprentice's Completion Certificates and celebrated their wonderful accomplishment!

The Apprenticeship Department hit the road on Friday, July 21 for our Employer Outreach Day! We teamed up in groups of two including Kate Walker, Katie Dembowski, Dominic Robinson, Daniel Neuman, Jennifer Pagan, and Stacey Erickson and visited our local Manufacturing businesses to inform them of the many opportunities Apprenticeship has to offer. We dropped off folders full of information to each employer we visited and were able to sit down and talk with some. Our Apprenticeship team looks forward to doing more of this kind of outreach in the future!

We are hosted our first Apprenticeship Orientation event on Monday, August 7 from 8:00A - 10:00A on the Kenosha Campus and from 5:00P - 7:00P at the iMET Center. At the event students were welcomed to the Gateway family and took a tour of the campus. Instructors and staff were available on each campus to present a brief overview of the programs we offer. Students learned about student services availability, Gateway Foundation assistance, how to use WebAdvisor and Blackboard, how to access student emails, and assist with registration.



As part of NC3, the Fab Lab hosted a record number of attendees for DREMEL 3D Printer Certifications. 14 DREMEL Train the Trainer Certificates were earned. Also, Greg Herker delivered two presentations about Fab Labs and the US Fab Lab Network during the Leadership meetings on Thursday, July 27th.

The Fab Lab welcomed Dr. Hilde van Gijssel from Valley City State University in Valley City, ND. She is a Professor of Science and had met Fab Lab Manager, Greg Herker at ATEA when it was held in Milwaukee. She wants to incorporate Fab Lab into her program giving it a BioMedical approach and visited to learn more about Gateway's Fab Lab.

Preparations are again under way for the Pleasant Prairie Mini-Maker Faire, Nov 25th has been set as the date and the Fab Lab will again be leading a Gateway contingent, we will be announcing a call for makers next month.

Middle school kids have been a common sight at the iMET Center all Summer, through June/July we have hosted (2) week long camps and 6 half day sessions on 3D printing & design. We have several students signing up multiple times as they are having a great time and loving Gateway! The best part is we are also giving the parents personal tours of the iMET center and introducing our programs to them.



On June 29 the first Customer Service Specialized Training Completion Ceremony was held. 9 students completed the training. The students attended class 2 nights a week

for 10 weeks, earned 5 Gateway credits, IC3 certification and Certified Service Specialist Certification.



BWS is currently recruiting for its upcoming Hospitality Essentials Specialized training. This training will be held at the Burlington Center beginning in October and run for 15 weeks. Successful completers will earn the Gateway Hospitality Essentials internal certificate.



On July 15 12 students completed the IC3 Computer Literacy Course at the Mount Pleasant Lakeside COP House.