



## **PRESIDENT'S REPORT**

September 21, 2017

### **GATEWAY AS A LEADER**

#### **Career Pathways**

The Career Pathways Manager has been asked to serve as Gateway's representative on the RUSD Academies of Racine Steering Committee. The committee held a summer retreat on 8/7/17 where educational, business, and civic leaders from the area discussed how to build upon the Academies framework already in place and to further engage the community. In addition to serving as a guide to connecting the Academies to Gateway's career pathways, the Career Pathways Manager also worked with the Governance subcommittee at the retreat and helped determine the structure of the employer advisory committees for each academy.

### **ACADEMIC AND CAMPUS AFFAIRS**

#### **Allied Health/Veterinary Sciences**

Dean Mike O'Donnell met with leaders from Aurora Health Care and United Hospital Systems to discuss the current shortage of Medical Assistants and how Gateway might be able to bring the Medical Assistant program to the Kenosha campus. Both health systems pledged support for equipment, supplies and additional clinical site seats. The program is working with the MAERB accrediting agency to expand Medical Assistant to this new site.

Mike is meeting with a team from Lakeshore Technical College on September 26 to discuss sharing their Ophthalmic Medical Assistant program. Later that same day he will attend the kick-off reception and dinner for the United Way of Walworth County to be held at the Grand Geneva resort.

Mike represented Gateway at the Aurora Health Care Community Steering **Council** at its September 14 meeting in Burlington. Mike also attended the Legislative Update sponsored by the Burlington Chamber of Commerce on September 18.

#### **Business/IT**

On August 7th, 2017, members from the Gateway DECA Chapter were able to get a behind the scenes pre-game tour and operational overview with the General Business Manager of the Kenosha Kingfish semi-pro baseball team. Students were engaged in an active discussion on sports marketing, corporate sponsorship, general attendance marketing and local promotion. They also learned of the availability of Internships with the club that runs year round. Immediately following the tour, the students were able to attend a Kingfish Game and experienced firsthand the multi-faceted, family-oriented activities that went on throughout the game.



### **Developmental Education**

Beth Lewis, State GED and HSED Administrator, will be visiting Gateway on September 22 to see our GED/HSED Programming and discuss ways we can utilize our GED/HSED data.

Cyndeane Jennings participated in a meeting with Lt. Governor, Rebecca Kleefisch, to highlight the partnership Developmental Education has with the Business Workforce Division at the Mt. Pleasant COP House. Twelve students completed a Basic Computer course at the COP house during the summer. Future planning includes additional computer courses, Safe Serve courses, and GED Boot Camps.

The new 5.09 Program (a GED competency based program) which was announced in a press conference at the Workforce Development Center in August currently has 18 students enrolled. The anticipated graduation date for the first 8 students will be December 2017. The additional 10 students' anticipated graduation date will be January 2018.

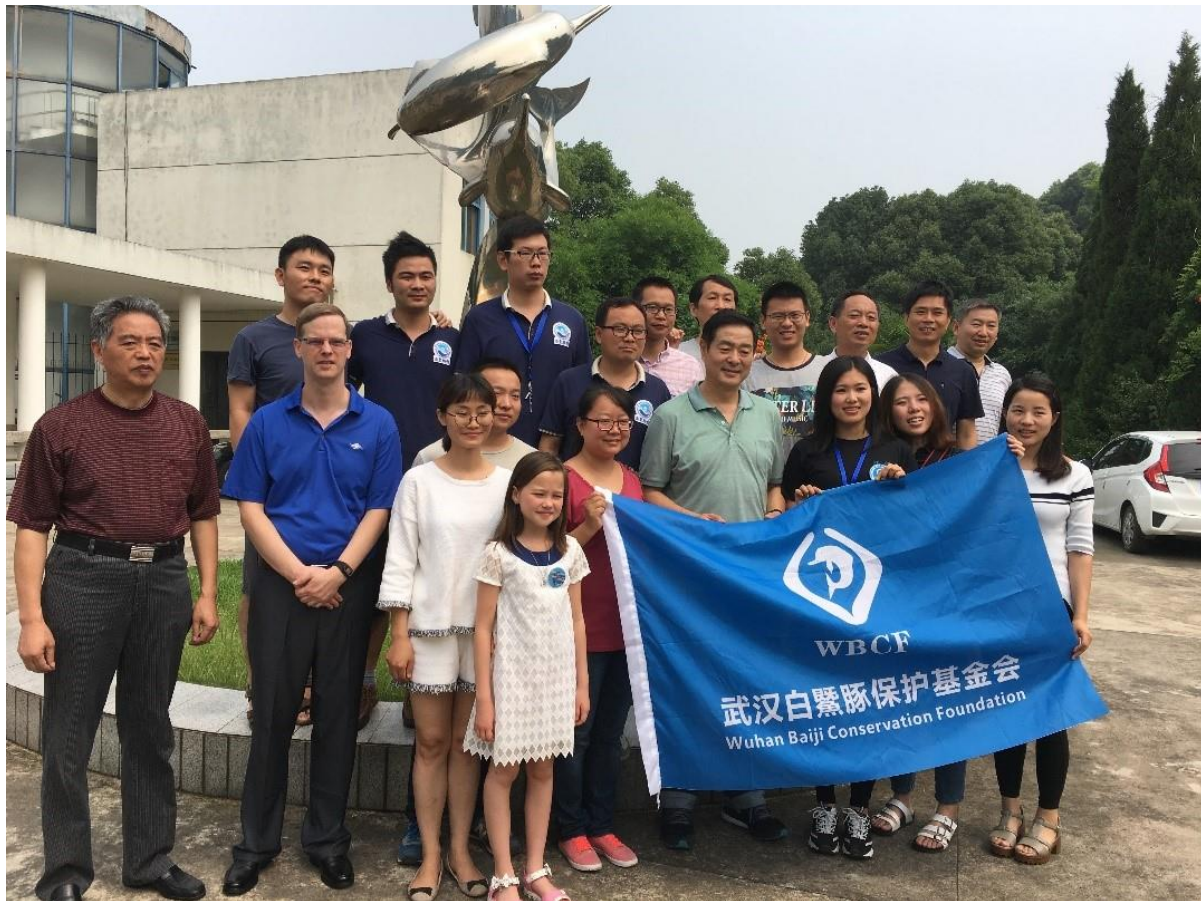
### **General Studies**

Alexander Merk, the new German Exchange student with the International Program at Gateway through the CBYX (Congress-Bundestag Youth Exchange for Young Professionals), is starting his semester at Gateway this fall. He will be studying Information Technology followed by a spring internship. He will be hosted by Robin Rupp, a faculty member in traffic safety.

Many General Studies faculty participated in Promise activities such as writing camps, college readiness sessions, and math remediation.

Jennifer Cumpston, Dean of General Studies, was accepted to Harvard's Women in Education Leadership program held March 3-6 in Boston, MA.

Richard McLaughlin spent seven weeks in China in an ongoing research collaboration with the Institute of Hydrobiology, Chinese Academy of Sciences located in Wuhan China. Richard studied the East Asian Finless Porpoise, which is considered a vulnerable species. The microbial communities in different parts of the gastrointestinal tract of the porpoises were examined and a manuscript has been submitted to a peer-reviewed journal. Below is a photo of Richard and some of the scientists and graduate students he worked with.



### **Elkhorn Campus**

The newly refreshed MET classrooms in the South Building are open and ready for fall classes. The new look of that entire wing is a transformation the entire campus can be proud of. Also, the finishing touches are being made to the remodeled café and Culinary students are busy setting up the kitchen for their lab classes.

Dean Mike O'Donnell welcomed new students at campus orientation August 23. Mike has been working with the United Way campaign staff at all three county United Way agencies this summer to kick off the Gateway employee drive which will begin in October.

## **COMMUNITY AND GOVERNMENT RELATIONS**

### **Legislative**

The college continues to work very closely with state legislators, the state system office and the boards association on upcoming training opportunities and potential funding streams. We hosted the Joint Finance Committee public hearing on Foxconn in which community members, business partners, non-profits and educational institutions spoke on its potential impact on Southeastern Wisconsin.

Lt. Governor Kleefisch and other guests from Milwaukee visited the Mount Pleasant COP house to learn how the partnership with SC Johnson, the Mount Pleasant Police Department, Gateway and RUSD has impacted the community around it.

### **Sustainability**

Visitors continue to come to the Center for Sustainable Living. We have hosted many girl scout groups this summer and are now moving into working with the school districts. In August, we hosted a kids activity day which had kids doing many environmental projects and exploring the CSL grounds. We had a very successful community house for the bee barn in which we had over 50 community members make bee baths, solitary bee houses and take home bee-friendly flower seeds.

The college continues to make progress in decreasing our greenhouse gases and we are in the process of completing our most recent Greenhouse Gas Inventory. Recycling will be taking a front seat this semester and it began with new trash and recycling containers on all of our campuses. This will lead into videos and information on how to recycle and what to recycle.

### **Marketing and Communications**

The marketing department is excited to be working with SEMWorks' Jim Black as we advance our promotional campaign efforts to match the recommendations in the report. We hope to roll out the theme for first year of a three-year campaign in time for Spring Semester push.

The fall semester push campaign--newspaper, billboard, extensive digital, radio and cable TV is coming to a successful close. We are pleased to have contributed to a brighter enrollment picture.

Website and billboard promotion is touting Gateway's expertise in providing a trained workforce in Industry 4.0. We expect to be ratcheting that up in the coming months

### **Foundation**

As of September 7, 2017, the Foundation has raised \$148,723. 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 the Boot Camps.

The Gateway Promise Endowment Campaign has reached \$2,035,887 in gifts and pledges.

The Foundation is looking forward to hosting several events in celebration of its 40th Anniversary. Our Honorary Cabinet for the events include: John Andreoli, Jim Angelici, Jody Hart, Tom Mahoney, Alice Morava, Dan Petersen, David Richmond, and Chuck Wood. October 31, will be a breakfast at the Inspire Center on the Kenosha Campus and a lunch at the Breakwater Dining Room on the Racine Campus. November 1, will be a lunch at the South Building of the Elkhorn Campus.

The Continuing Student Scholarship application opened on August 28, 2017. Students who have completed at least 3 credits at the college and have a GPA of 2.0 or greater have until October 8 to complete their online application. Scholarships range from \$250 to \$1,000. The Scholarship Awards Ceremony celebrating this most recent group of recipients will be held on Saturday, February 3, 2018.

## **ENROLLMENT**

Fall enrollment efforts have proven successful. Fall enrollment is positive +1.9% as we begin the semester. To date, current year enrollments are up +2.0% compared to the same time last year.

## **FINANCE, ADMINISTRATION & FACILITIES**

### **WTCS Business Officers Meeting**

Bill Whyte and Sharon Johnson attended the WTCS quarterly Business Office meeting at Waukesha County Technical College. It was a valuable session with updates from the state office as well as information sharing from the other technical colleges in the system.

### **Joint Review Boards**

Bill attended three Joint Review Board meetings in Mt. Pleasant (1) and Kenosha (2).

### **Purchasing Manager Position**

Due to an unexpected vacancy in the Purchasing Manager position we are currently reevaluating our strategy in filling the position. We are looking at a Purchasing Agent professional position as an alternative.

### **Fiscal Year 2016-2017 Year-End Close Update**

We closed FY17 with an unaudited excess of revenue over expense of approximately \$3.5 million dollars.

### **Grants Update**

The FY17-18 Special Revenue Fund new grant cycle has started with new general ledger number creation for the new grants, budget preparation and entering into Colleague for Program Managers to commence grant activities and expenditures for the

new fiscal year. Ongoing projects will continue to be monitored to complete project activities and expenditures. Meetings have been held with Project Managers in regard to their grants relating to orientation of project management and yearly timeline. Financial reports are being completed for year-end and preparations for the annual audit commencing the middle of September. Debbie Lewis will attend a WTCS Grant Guidelines Summit on September 20 in Kimberly, WI regarding funding and proposal opportunities to apply for by January, 2018.

### **Concur**

The Business Office is in the early stages of implementing a new travel and expense reimbursement software, Concur. On August 30th and 31st, Gateway hosted a two day kickoff with Concur to review system requirements, expectations, and timelines. This new system will streamline the reimbursement process for both the requestor as well as for those processing these requests. The next on-site visit is tentatively scheduled for early October.

### **2016-17 Fiscal Year-End Update**

The FY 2016-17 year-end is progressing well. The college's external auditors will be onsite the week of September 11th to complete the final fieldwork phase of the audit.

### **Certificate of Achievement for Excellence in Financial Reporting**

As we begin preparation of the 2017 CAFR, we were recently notified that Gateway has received the Certificate of Achievement for Excellence in Financial Reporting for the 2016 CAFR that is issued by the Government Finance Officers Association (GFOA). Gateway has received this award from the GFOA for the past 4 years!

### **Security Update**

We rolled out a new emergency notification software system at the beginning of September. The college has partnered with RAVE Mobile Safety and now offer additional resources to help get messages out quicker and more efficiently to those affected by an emergency. Some of these new features include voice calling and the ability for students to select a primary language to receive their alerts in. This will assist those students that are in an ESL program and whose primary language may not be English.

### **Facilities Update**

Inspire Center in Kenosha, Academic Building Classrooms in Kenosha, Engineering Classrooms and the Lake Building 2nd Floor remodel are in the final stages of completion. Furniture and equipment was delivered the last week of August and classes were able to begin in the new spaces at the start of the semester.

The Facilities team members are currently working on construction plan for the EVOC track in an effort to get FAA approval. Since the construction will take place outside of the airfield operations path, our requirements are drastically reduced and the airfield manager does not foresee any issues/impact. The approval of the plan is good for 18 months, which will allow for construction of the EVOC track once approved.

Facility planning for the iMET FOXCONN addition is in the planning stages. We are currently developing multiple strategies for both -- if the state funds \$5 million for the building or if they do not -- and how we can best meet the needs of our future students/business partner.

## **HUMAN RESOURCES**

Bill Whyte, John Frost, and Jacqueline Morris completed negotiations with the GESP Bargaining Unit (Technical & Custodial/Maintenance union) and an increase of 1.26% was agreed upon by both parties. This was the maximum CPI for July 1, 2017 as allowed by Act 10. The contract was ratified by the voting, dues paying members of the unit and the increase was implemented for the bargaining unit retroactive to July 1, 2017.

Updated Title IX brochures as well as posters have been designed and distributed across the District along with the development of Title IX training which was delivered to various college audiences.

## **INSTITUTIONAL EFFECTIVENESS**

John was pleased to welcome the faculty back to campus on Zina's behalf at in-services on August 26 and 28 and share the new Board-approved vision and mission statements.

We are excited to have two pilot programs launching this fall in Institutional Effectiveness. We will have seven faculty members participating in Strengths in the Classroom. Students in their classes will take the Clifton Strengthsfinder in class, and the faculty will incorporate strengths into several in-class activities. We will also pilot our co-curricular learning assessment process with our disability support services, tutoring services, and library teams. Our goal is to measure students' learning outside the classroom in co-curricular activities.

### **Employee Learning**

Employee Learning organized several guest speakers for the fall faculty professional development week. Dr. Bethanie Tucker presented Understanding and Engaging Under-resourced Students and a group of instructors from UW – Stevens Point presented Teaching Critical Thinking. In addition workshops presented by Gateway staff included Teaching with Strengths...Every Day, Faculty Advising, Closed Captioning, and Title IX.

## **LEARNING INNOVATION**

Our teams are heavily involved in making the start of the semester successful for staff and students. The volume of project and remodeling work has been large, but the team has stepped up and, through long hours and dedication, helped make the start of the year very successful.

## **Distance Learning**

We are working with Student Services staff to streamline the registration process for our high school partners in the VANguard initiative. We hope to leverage the success of our transcribed credit efforts to improve the efficiency of the registration process for VANguard classes. Videoconferencing technology and infrastructure at the college continue to become more and more empowering as we research and deploy additional features that support teaching and learning. We are developing mobile camera options and live interactive enrichment experiences that can be leveraged by high school partners as well as constantly enhancing our infrastructure for video storage, session scheduling, and the video equipment itself. Our goal is to deploy supportive technologies that make Gateway more accessible to our students.

## **Information Systems**

The Concur Travel and Expense implementation has begun. I.S. will be providing processes to import and export the necessary data to and from Colleague.

The Client portion of State Reporting is complete.

The two way integration with Follett to send authorization data and receive associated purchase information has been implemented. This eliminates the need for Follett to double enter information into both their system and ours.

Colleague Self Service has been upgraded from 2.14 to 2.16.

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.

## **Technology Operations**

With a flurry of activity up until the very start of the Fall term, we had a mostly smooth start on the network and server side of the operations. A couple of Google G Suite service interruptions have caused disruption for some users. And, an overnight network outage resulted in a long day (and night) for some Tech Ops and IS staff.

Dan Madsen will be meeting with Teresa LaMacchia regarding automated student contacts. The current system is up for renewal and we are interested in learning what the requirements will be for the future.

The Infrastructure team has finished up the FY17 multimedia upgrades and installs. And, now....on to the FY18 upgrades and installs! This team works tirelessly (in almost a Sisyphean manner) to perform multimedia upgrades and installs on 40+ classrooms and meeting spaces a year.

WiFi coverage is a requirement in the digital lives of our students and staff. Our WiFi coverage at Gateway facilities continues to grow to meet that expectation--even in parking lots and gathering places outside. If you are aware of any WiFi "deadspots" at



your location, please report them to *TECH CENTRAL* and we will assess the possibility of adding or relocating WiFi access points for improved coverage.

### **User Experience**

Our user experience team has been very busy over the past month ensuring our classrooms were ready for the Fall semester. This included moving entire floors of classrooms around in Racine and working with new technology and furniture vendors at Inspire and Elkhorn. Overall, our start to the semester was successful with relatively few issues.

We have seen a dramatic uptick in the number of help desk calls that are going to PDS, especially with our integration project with ILP. To help address this, we are hiring on 4 work study students to answer phones, create tickets, and assist with simple support issues.

## **STUDENT SUCCESS**

### **College Access**

The College Access team is ready to get into high schools. We have added Katie Graf as our new Assistant Director of College Access, and Samantha Duczak as our Dual Credit Coordinator. They are working with high schools on developing new Transcribed Courses, and enrolling students into current TC courses. We held a successful Quick Start Event, which saw 97 students come to Kenosha to fill out an application, test, meet with a Student Finance Specialist, and register for classes after meeting with an advisor. Planning for Fall 2018 has started, and we're getting ready to recruit the next Promise class.

### **Student Finance Specialist**

The SFS are working tirelessly to meet the needs of our students through holding workshops throughout the center with increased attendance! The summer of 2017 to date, we have seen 631 students at 66 events across 3 campuses!

### **Financial Aid**

The Financial Aid office is getting ready to add Promise awards to students' accounts. We have been working diligently with Promise Coordinator Ken Riley to complete Promise student files as soon as possible. We anticipate that the Promise award will be added to student files and viewable on Self Service by 8/25.

### **Student Accounts**

Student Accounts worked diligently during this past month to update the WTCS state mandated fees for the fall 2017 term after being notified in June of the changes. The student accounts team ensured student were aware of the changes via email and mailed out over 4500 statements to notify students of fee changes.

The team continues to focus on personal connections to students through organized outreach calls with the support of Federal Work Study students and Student Express Associates. During the 2017 summer term, we have made 1300 calls and 300 installments payments have been made in response to these calls!

### **Academic Advising**

The Academic Advising team was very busy this month working with as many students as possible. Advisors hosted New Student Registration Days - 1 on each campus designed specifically for new students to come in and meet with an advisor to plan classes for Fall. These events were in partnerships with our New Student Specialists, Student Finance Specialists and Career and Employment services. The goal was to be able to help any new student on these days and have all services available to connect them to for assistance. The advising team also hosted three New Student Orientations this month designed for new accepted students already registered in their fall classes. The goal of these events is to enlighten and prepare these students with the most critical information they should know going into the Fall semester starting two weeks later.

### **Career & Employment Services**

The Career and Employment Services team tried something new this August. The department was provided a list to conduct their own outreach to our current population of people that applied to Gateway as an undecided major. This outreach was conducted by all members of our 4 person department resulting in outreach to about 194 prospective students. This helped some students get directed to resources to help them register for fall courses, apply to a program and/or set up appointments with students for career counseling.

### **Express Services**

Express Services is fully immersed in meeting the needs of the pre-semester student rush. The influx of calls and chats to the Contact Center reflect the high demand for Express Services. In the first four weeks of August, the Contact Center received 6554 calls and 811 chats with a 93% satisfaction rate!

## **LEARNING SUCCESS**

### **Student Support Counseling**

The SSC team has spent a large amount of time planning for the Gateway Promise Summer Bridge Program. The SSC team is facilitating 18 hours of their class, Personal/Professional Success into workshops for the 2nd and 3rd week of the Promise Summer Bridge on the 3 main campuses. In preparation for the Summer Bridge, the team has been collaborating and partnering with many different folks in different departments across the college to provide a well-rounded experience for our Bridge participants.

### **TAG**

In May we took students on transfer tours of George Williams College and UW-Parkside. The students had the opportunity to meet with admissions reps and other staff to gather information regarding the resources and tools needed to assist them with the transfer process. A group of TAG students also participated in cultural enrichment experiences involving tours of the Milwaukee Public Museum and the Milwaukee Art Museum. TAG has also been working hard in supporting our new Promise students, and ensuring a smooth transition from high school to college.

## **Tutoring Services**

Tutoring Services created and filmed "Success Tips" videos for students through the Innovation Grant. These videos will be used by students for general academic skill improvement as well as address specific course content that many students struggle with in an effort to build student confidence and understanding and boost retention. Members of Tutoring Services faculty attended the CRLA conference in July and brought back a training model that will be implemented for tutors on Employee Learning Day. Impact includes increasing student knowledge and awareness of building relationships with students through tutoring and setting personal boundaries.

## **Learning Success Coaches**

The Learning Success Coaches have launched their newly branded marketing materials and web-site, themed 'Your Road to Success'. Watch for the eye-catching posters around campus! Added this year to the LS Coach Grant activities: inclusion of students in the Accounting program and a focus on the 'LPN to ADN Bridge' student population.

## **BUSINESS & WORKFORCE SOLUTIONS**

The Apprenticeship team in collaboration with the Gateway Foundation, Learning Success, and Student Services hosted two orientations on August 7th to assist Apprentices with getting more familiar with Gateway resources as they start their Apprenticeship. Feedback was positive and we plan on making this an ongoing initiative for both Fall and Spring Semesters.

Randy Reusser volunteered at the Gateway Foundation Party held at the SC Johnson iMET Center on August 15, 2017. He conducted an RJ-45 Connector hands-on activity and a fiber Optic Fusion splicing demonstration.

We just completed our fourteenth "Basic Assembly Training (BAT)" class at Kenall Manufacturing in Kenosha. This class was developed to meet the needs of the customer and has been highly successful. Waylon Gross, Workforce Development and Training Program Manager at Kenall said that the training "improved productivity of assembly employees and retention".

North Iowa Area Community College (NIACC) is a new NC3 Certification Center college and are partnering with 19 of their local high schools to deliver NC3 certifications. NIACC's role will be to deliver the certifications either on site at their campus and to go out to the local high schools and deliver the certifications within the high school classrooms. Since this model is very similar to what Gateway currently does with its local high school's Matt Janisin was invited to present on August 24th and 25th to NIACC's faculty and area principals and superintendents to help facilitate the start of this new partnership between the secondary and post-secondary schools.

Ivy Tech Kokomo, one of the 45 public Community College campuses throughout Indiana, has been a long time NC3 member and support. They have an opportunity to update some of their facilities and wanted to leverage the NC3 partnership to gather some information and ideas on some best practices. To this end, both the iMET and

Horizon Centers hosted a group of five from Ivy Tech on Saturday the 26th. The group included faculty, administration, and facilities folks.

In a similar way, Washburn Tech located in Topeka Kansas (another long time NC3 Member college) has toured multiple Gateway facilities a number of times, but they are also in the process of looking at the possibility of a new facility and again came tour the iMET and Horizon Centers on August 29th. Each time a new group of people will come on the tour to learn more about Gateway, its industry partnerships, and how we have leveraged that to create great learning environments for our students, but also how to keep these spaces open enough for the public to see and become engaged with the great things we do.

Metro Technology Centers is a school located in Oklahoma City and is another longtime NC3 Certification Center that participated in this past July's NC3 Leadership Conference. They were very intrigued by what they saw at Gateway in July and wanted to come again for a separate tour to learn more in depth about the various aspects of Gateway. From August 29th through the 31st they toured a variety of campuses, programs, and talked to a wide range of Gateway folks. Day one included seeing the Center for Sustainable Living, the Pike Creek Horticulture Center, the Kenall Protective Services Center and the Trane Energy Labs. The second day included visiting the iMET Center, learning more about our Student Services and Institutional Effectiveness programs, and finally seeing the HERO Center in Burlington. On the third day they toured the Horizon Center and also got to see and learn more about our close high school partnership with Lakeview Technology Academy.

Thalia Mendez, Business Resource Specialist finalized the application process for Cohort III Growth Accelerator and notified five business start-ups that they were accepted. Participants include a Gateway Graduate working on an electric car, and a neuroscience student from Carthage. In addition, there is a mother/son team (he is 11 years old) they are in the fashion industry. Two additional teams are in the healthcare/wellness industry.



## Cohort Mixer

Participants will start the accelerator on September 14th and complete November 21st for the two hour finale from 9:00-11:00am in the iMET auditorium.

Business & Workforce Solutions, along with the MET Division hosted two Industry 4.0 sessions in August and two in September. These sessions highlighted the new level of automation and integration that is the hallmark of Industry 4.0. Attendees learned about the technologies and the Gateway programs that help prepare individuals for jobs in this field.