

### **GATEWAY AS A LEADER**

The IE team continues to provide its support to the college during our work-at-home time. In particular, Meg Hunter, our instructional technologist, has provided a wealth of resources for faculty who are now teaching remotely. At the beginning of our transition, she provided training days, nights, and weekends to reach all our faculty. She has formed a technology team of faculty and staff to help her field questions and develop guides for faculty. Meg is also holding virtual workshops while providing one-on-one consultation to faculty. It's not an exaggeration to say this move to remote instruction would not have succeeded without Meg's support.

### **ACADEMIC AND CAMPUS AFFAIRS**

#### **Manufacturing, Engineering & Information Technology**

During the Electro-Mechanical Maintenance Programs Advisory meeting (reverse job fair) there were 17 companies interested in hiring our 14 students.



#### **Pre-College Division**

The Promise Kickoff Events are going virtual this year. The incoming Fall 2020 cohort will have the opportunity to participate in the Kickoff event by their school.

Due to COVID -19, the ELL program has renewed the partnership with Burlington

English software. Burlington English has updated their software products to better address the learning styles of ELL students.

We received additional funding from the Department of Education for our AEFLA grant. We will be able to purchase additional software and technology for our students.

### **Kenosha Campus**

Deans are working together with Marketing, LID, Student Services, and Student Success to move open houses that were planned for July 14-16 to an online/virtual format.

Kenosha Academic Building 2nd floor construction is back in action after a pause. As of now, we are still on track for completion before the Fall term.

Library staff have engaged faculty and staff at the college to start several book clubs.

Library is investigating LibAnswers as a solution for more of an online presence, including the ability for students to text a librarian for help.

The Libraries have established protocol for working when we return to campus at some point to encourage staff and students to practice social distancing and safe practices while in our libraries.

### **Racine Campus**

The facilities and security teams have returned to campus.

The building plans for the Lincoln Building move, remodel of Lake Building first floor, Technical Building second floor, and Racine Building first floor have been reviewed and will go out to bid.

## **COMMUNITY AND GOVERNMENT RELATIONS**

We continue to stay active in the community. Virtually participating in board meetings, webinars and information sessions around the counties.

The legislators continue to be informed about all that is taking place at the college so that they understand how we are working with our students, the status of our coursework and the engagement in the community. This has been done through email communication and follow up phone calls as well as responding to their requests and questions.

### **Marketing**

The Marketing department has been working to continue to support the changing communication needs related to Safer at Home. We appreciate the opportunity to connect with our students and build our campus community through efforts like [#RedHawkStrong](#) and [#DifferenceMaker](#) social media pushes.

We are excited to be a part of the planning efforts for the upcoming virtual Commencement Ceremony on May 19 celebrating our associate degree and diploma graduates as well as the virtual recognition ceremony on June 3 for GED, HSED, and Adult High School graduates. Visit [gtc.edu](http://gtc.edu) on May 19 and June 3 to join in congratulating our graduates!

We are currently continuing our Summer Semester push marketing efforts primarily through targeted digital and social media advertising. We're working to reach continuing and new Gateway students as well as graduating seniors and college students home for the summer.

## **Foundation**

Thank you to our 433 donors who choose to support Gateway students and the community through Gateway Foundation.

As of April 30, 2020, the Foundation has raised \$822,864. The generous gifts were from individuals (including Gateway faculty and staff as well as alumni), 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 Short Term Training fund.

Our thanks to the following organizations for their support in April:

- 1335 Foundation \$3,000 for Mission Support
- Anonymous \$4,000 for COVID PPE FabLab Supplies
- Racine Community Foundation \$2,000 for the On My Way Scholarship

Gateway Foundation and the Gateway Alumni Association participated in GivingTuesdayNow on May 5, 2020. Our posts focused on thanking our volunteers and supporting scholarships, student emergency funds and supplies for the FABLab making PPE.

## **WGTD**

WGTD continues to offer comprehensive national, state and local coverage of the pandemic. In these stressful times, however, the flip side of WGTD should not be overlooked: Classical music has some proven therapeutic value. Be it for important news and information, or for classical music, jazz or folk, WGTD is here for the tri-county area, over-the-air or online, 24/7.

## **ENROLLMENT**

Year-to-date enrollment, including summer 2019, fall 2019, and spring 2020 enrollment has held steady and is down -1.2%. Summer 2020 enrollment has made some gains this past week and is down -10.9%. Personal connections with summer enrolled students and potential students continues.

## **FINANCE, ADMINISTRATION and FACILITIES**

**Moody's Rating for 2019-2020 General Obligation Promissory Notes, Series F**

Moody's Investors Service assigned an Aaa rating to Gateway Technical College District's \$1.5 million General Obligation Promissory Notes, Series 2019-2020F.

### **FY 2020-21 Budget Process Update**

The public hearing was held on May 7th and went well. There were no citizen comments or questions. This year's budget process is the most fluid and difficult in any of our experiences because of COVID19 and all of the accompanying uncertainty. The combination of revenue challenges and unexpected expenses will require creative responses and real time adjustments.

### **Grants Update**

The final grant proposal submission to WTCS for Workforce Advancement Training FY20-21 was extended until June 15, 2020 due to COVID-19 -- normally due May 1. Continual updates are received from the WTCS regarding current grants and special considerations for each funding type. The team continues to review all active grants and forecast remaining funds available, communicate with Project Managers, Grants Office team and prepare and submit grant revisions to incorporate spending focus for "technology for students, new instructional platforms and help with retention". The Permanent Employee list for FY20-21 has been updated with current changes for HR to update the Colleague database with personnel changes to apply to the first payroll in July, 2020. We continue to provide financial support to current projects along with budgeting for new grant proposals being submitted this month.

### **Facilities**

The facilities team has returned to normal operations with a main focus on cleaning and sanitizing our main focus areas where students are on-campus and labs are being taught. Classrooms are sanitized before and after each class, with special focus on doors, frequently touched surfaces and restrooms.

The facilities team has been tasked with procuring PPE for the summer semester and has procured extra hand sanitizer, face masks and cleaning solution to ensure we can carry out safe operations for the summer semester.

All projects have resumed with new protocols in place to adhere to all CDC recommendations with respect to PPE, Social Distancing and disinfecting. Despite the temporary halt on projects, the Academic 2nd Floor project remains on-schedule with a tentative completion date of 14 August.

We are awaiting final permit approvals for the EVOC expansion as well as the Kenosha Parking Lot repairs, with a tentative start date of May 18th for both projects.

### **Security**

The Security Team has returned to full staff and is coordinating with all individuals on campus to ensure the new policies the college has implemented with respect to social distancing, PPE and limiting access to students and faculty only is adhered to.

On May 6, 2020, the US Department of Education issued updated Title IX regulations, the first in over 20 years, that will go into effect on August 14, 2020.

These regulations create significant and extensive changes that are intended to increase the due process rights of the parties and require colleges to develop enhanced policies and procedures, including a live hearing requirement for sex discrimination cases. The Office for Equal Opportunity and Civil Rights will work with internal and external partners to create the necessary changes to comply with the new regulations.

## **HUMAN RESOURCES**

### **Open Enrollment**

Magan Perez has started Open Enrollment for the next fiscal year. Eligible participants are able to enroll in Medical, Dental, and Vision. This is the first year that Dental has been an option for participants to add or opt out of.

### **COVID-19**

Magan Perez has been participating in webinars and conference calls related to COVID and government regulation changes.

Magan Perez, John Frost, and Jacqueline Morris have been working to develop FAQs for returning to work after the Stay at Home Order is lifted.

### **WTCS**

The WTCS Recruiters Meeting took place April 8, 2020. Jacqueline facilitated the meeting and recruited a new Chair and Co-Chair.

Lisa Guerrero has accepted the Chair role for the WTCS Recruiters Group. This group meets throughout the year to discuss and share best practices in recruiting. They also form sub-groups to work on hot topic projects throughout the year. Lisa also joined the Interview and Bias Training Group with WTCS State Office to develop statewide training.

### **Virtual Work Changes**

Lisa Guerrero, using a software called Sign Now, has developed electronic replacements of paper interview documents that are used by the interview committees to score and select candidates. She has also used the same software to develop electronic timesheets to be used for collection and communication of payroll hours. John, Alan, and Eddie along with the supervisors have been beta testing the electronic timesheets. So far there have been positive responses from all areas of the College.

John Frost led the first virtual Employee Handbook/HR Introduction meeting for newly hired employees.

Payroll continues to be completed on time virtually. However, there are some tasks that cannot be done online. John Frost has led the payroll team in organizing what these tasks are and returning to campus in an effort to complete such tasks. Jacqueline Morris hosts and facilitates virtual weekly HR meetings. This meeting serves as a check in with her team to review projects and progress, mitigate concerns and answer questions, and connect the HR Team.

## **Recruitment**

In an effort to maintain candidate pools and continue to work on hard to fill positions Lisa Guerrero has reached out to the State to collect email addresses of those with registered Veterinarians license. She has used these emails to send email invitations to apply for our Instructor, Veterinary Technician position.

## **Evaluations**

Selina Bohn released non-faculty evaluations on April 7<sup>th</sup>. She has been conducting several one on one zoom meetings to assist supervisors and employees with the evaluation steps and process.

## **GL Corrections**

Selina Bohn and Jessica Johnson have been working with the Business Office to clean up GL/Salary information for the upcoming fiscal year. As employees moved from position to position or from department to department GL numbers were not updated accordingly. This project will clean up the information and align GL numbers, positions, and departments.

## **Online Training**

Selina Bohn participated in online webinars: Essential Job Functions for Disability Law Compliance (4/7) and Inclusion and Managing and Engaging Remote Workers and Teams (4/9).

John Frost participated in a webinar on the CARES Act (4/23) and virtual HR roundtable meeting (4/22).

## **INSTITUTIONAL EFFECTIVENESS**

### **Employee Learning**

Please congratulate the 2019 graduates of the Gateway to Leadership program John Aschauer, Oliver Debe, Mercedes Duran, Faye Hanson, Keeshia Jones, Bob Kaebisch, AJ Laird, Kim McMahon, Mia Osmundsen, Kaitlyn Pflieger, Sean Riordan, Ali Schultz, Stephanie Slater, Kathy Tenaglia, and Lee Wagner.

The purpose of Gateway to Leadership is to provide an opportunity for employees to recognize the leader within themselves, to develop the skills and attitudes to influence others effectively, and to maximize their strengths for the benefit of the Gateway community. During the nine-month program, participants met monthly and worked on a project. This year provided an additional challenge as participants had to learn recording technology at the last minute so that they could record their presentations! We also held a virtual completion celebration on May 13.

### **Career Pathways**

The Director of Career Pathways and Program Effectiveness finalized the 2020-2021 career pathway maps. A total of 66 maps will be released in early May 2020 and will include 54 academic and 12 apprenticeship maps. Each map highlights the various access opportunities for students in each pathway, including high school dual credit, credit for prior learning, all applicable Gateway credentials, industry

certifications, and articulation and/or continuing education options. Students are provided with career information for each training level including job titles and wages based on Gateway's tri-county labor market projections. The maps will be shared with student services staff as recruitment and advising tools, as well as high school and community partners to help connect their students and clients with all of the pathways Gateway has to offer.

## **LEARNING INNOVATION DIVISION**

LID staff are supporting college technology users remotely. We have cross-trained staff on remote phone support which enables us to provide coverage and consistency when addressing user issues. We have implemented some social events over Zoom for our teams including Game Nights and LID Social Hours. These have been very well-received.

The TechOps Infrastructure team is assessing additional campus parking lots for drive up WiFi to support students. We have already shared the maps of several locations in the campus district where we have intentionally extended WiFi coverage to parking areas.

The User Experience team is hard at work preparing and conducting student technology distribution activities to support students. United Student Government (last month) made a donation to support the purchase of chromebooks and hotspots to be used to lend to students who need equipment to complete summer courses.

### **Technology Operations**

The TechOps LAN and InfoSec teams have made progress on several initiatives already underway prior to the remote work approach. Here are some highlights:

- We are trialing a new virtual desktop solution for use by staff when they are accessing the network remotely. This would potentially replace our current VMware virtual desktop solution with something simpler, easier to maintain, and more cost effective. So far the trial has been a great success.
- With the intent of moving to a technology called "micro-segmentation", the team has been evaluating possible solutions that would work in our environment. The primary purpose of micro-segmentation is to make the network and systems more secure from intrusion or ransomware attacks. We are evaluating solutions at this time.
- We have a new tool for better identification and remediation of security and operational vulnerabilities on our 200+ servers. This tool, named tenable.io, scans our servers for potential known issues and helps identify how to resolve them.
- Next year we will be retiring our current file storage platform for home directories and network shares. This is a significant project which affects nearly every employee at Gateway so considerable attention is being made to make this process simple. We have identified the replacement solution that will work best for us and are in the process of testing.

David Aguirre has successfully installed the FoxConn-donated 5G solution at his home lab. With many of the instructions in Mandarin, the challenge was not only

understanding this complex technology but also understanding the directions. This networking approach will eventually be installed at its real home in iMET where it will be used for demonstration and instructional purposes with the ability to connect robots and other equipment wirelessly on a single platform. Nice job, David!



The Infrastructure team has swapped out several UPS systems (battery backups) which allow our network to operate seamlessly even in the event of a momentary power disruption. These systems are critical to the continuous operation of our classrooms, labs, and operations around the college. The old systems being replaced were no longer functional. The new UPS systems we've installed are engineered by a company in Janesville (<https://www.n1critical.com/>) and use lithium ion batteries which are expected to have a useful life of 10 years.

### **Information Systems**

Numerous meetings and discussions took place to determine how to track and report to WTCS sections and students affected by COVID-19.

Applied a patch for HR to allow additional COVID-19 reporting.

Minor issues related to staff working from home continue to be submitted.

Preparation for applying additional Financial Aid patches is in progress.  
Email creation for Casuals has been automated.

### **User Experience**

UX staff are continuing to provide support to our students and staff remotely. This has worked well for the majority of our clients, but we do have challenges supporting users whose computers are not working for various reasons. In some cases, we have needed to provide loaner equipment so we can work on their issue on the computer. We are also remotely supporting on-site classes to limit the number of UX staff on campus at any given time.

We began lending out laptops, chromebooks, and hotspots to our students who do not have these technologies available to complete their spring semester work. Due to the quick action of our UX staff, we were able to hand out 23 laptops, 14 chromebooks, and 11 hotspots to students. We are preparing distributions for our



Summer students, and our first distribution day will be May 12th.

Since we have some classrooms unused, we are taking this time to complete multimedia upgrades at the iMET center. Once these are complete, we will look at completing multimedia upgrades for the remaining classrooms on our list.

We continue to issue equipment to our faculty to better facilitate their classes in an online environment. This includes providing new laptops to replace failing equipment, headsets to video-conference better, and document cameras to enhance the way faculty are able to teach.

## **STUDENT SERVICES & ENROLLMENT MANAGEMENT**

### **College Access**

The New Student Specialist team has continued to develop ways to stay in touch with our students while off campus. They have hosted, via Zoom, daily Get Ready Application Workshops as well as specialized sessions for specific areas like Business and Nursing. They have also stepped up their social media presence to keep in the eyes and minds of our students while they cannot be with us in person. They have kept in touch with their high school students to assist them in preparing for the Promise program deadline and finishing up their application processes. They also have been busy with the end of the year client reporting to ensure they are capturing the correct numbers for the state. Finally, they have been preparing for the transition for when they can return to campus as well as online versions of events like Quick Starts, Red Hawk Days and Promise Kick Off Nights.

### **Student Accounts**

Student Accounts has extended the spring 2020 payment deadline to September 30th to align with the Department of Education's guidelines on federal student loans. This means that we are allowing students to enroll with debts for the 2020 spring term (typically we restrict registration of debts greater than \$200). We are sending statements with a letter about the extended deadline and encouraging summer & fall enrollment. We are also doing additional emails and text messages reminding the students of their balances throughout the summer term. This will be a one-time restriction just for the 2020 spring balances.

### **Express Services**

Express Services have transitioned to all staff handling incoming phone calls. Last month, 2666 calls and 541 chats were handled. Additionally, Express Services has been learning and utilizing technology to scan electronic documents to student records. We have assisted with massive scanning projects of over 2500 documents including, ACT reports, Start College Now applications, and credit transfer evaluations.

### **High School Partnerships**

The High School Partnership group worked on updating all our infographics for the 20/21 school year. Katie and Sam worked on client reporting. Katie and Sam worked with the high school partners and Gateway leadership to develop a two step process for dual credit response to Covid-19. A virtual high school counselor lunch n learn

was held. Dual Credit Day was held on 4/30. Students needed to upload a picture to social media wearing their dual credit t-shirts and one winner will receive an iPad mini. The team was trained in using Mongoose, which we utilized to complete students' Post Program completion surveys for the Fast Forward Grant. We received a bigger response than we did versus emailing them. Lakeview, East Troy, Union Grove, and Elkhorn registered their trimester 3 courses in April.

## **LEARNING SUCCESS**

### **Student Support Counselors**

Student Support Counselors are pleased to offer virtual and/or phone counseling sessions to any student requesting a confidential counseling session. The majority of the students made this transition to virtual counseling in a timely fashion and are regularly utilizing this service.

The Support Counselors are additionally looking for ways to engage students and support them in their personal and academic journey. Students are also being connected with community services as well as Gateway resources to assist in alleviating barriers and offering unconditional support.

### **Multicultural Program**

The Multicultural Program has transitioned all services into a virtual environment, engaging students in community building and wellness support. Case management has been provided via phone calls, emails, Google Hangouts, Zoom as well as Facebook Messenger. Also, a survey was sent to all Learning Success students to assess their personal and academic needs upon entering the virtual learning space. Over 120 students completed the survey. Each student was provided with a warm-reach out to connect them to community resources, and campus experts.

Additionally, Support Specialists continue to research best practices of supporting program students during this pandemic through webinars and periodicals.

### **Veteran Support**

The transfer to working from home has been one of “adapt and overcome”. The military mentality of “Semper Gumby”, always flexible, has come into practice. Resiliency and patience are definitely skills needed when working from home and trying to stay connected with Gateway veteran students. Veteran students tend to shy away from any kind of technology or online learning so this was a huge barrier for the Veteran Support Specialists. However, since going to a virtual support services format the Veteran Support Services team has made over 150 contacts with veteran students through phone calls, emails or Zoom appointments. In addition, The Veterans Cross-functional Team continues to support the Rockwell Academy of Advanced Manufacturing that is focused on serving Veteran students.

The Veteran Support Specialists rely on each other for daily communication and support through the COVID-19 crisis and how to manage working from home and provide good case management.

## Testing Services

Testing Services is pleased to be able to offer online, live-proctoring for our students! At this time, we are able to offer Accuplacer placement testing, Computer Skills Assessment (for Credit for Prior Learning) and the Spanish Placement test. To date, we have communicated with nearly 150 students who expressed interest in virtual testing and have appointments scheduled (or already completed) for nearly 50 students.

We are additionally researching ways to add additional testing such as TABE for Pre-College and TEAS for petitioning Nursing students.

We are amazed everyday by the resilience and determination of our Gateway community. While each day seems to bring new challenges; it also brings new opportunities for learning and for growth.

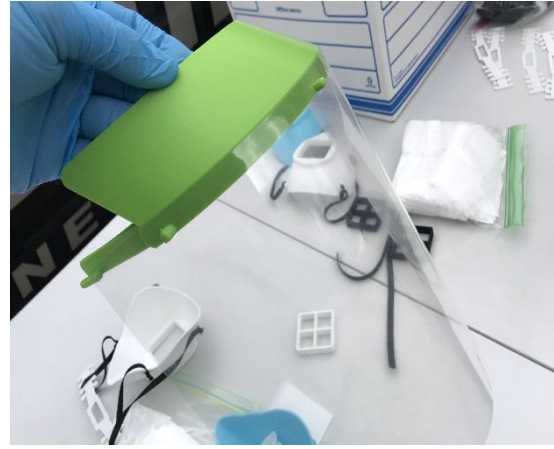
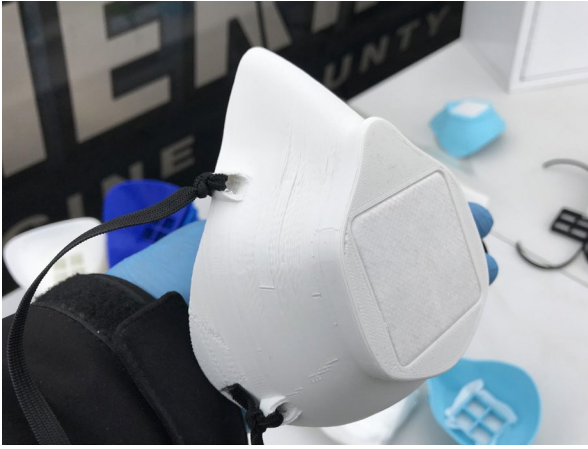
## **BUSINESS & WORKFORCE SOLUTIONS**

During the Summer of 2019 Jamie Rauth and Randy Reusser worked together to write an article for ICT Today, an international technical journal. Much research and several meetings later their article was submitted to ICT's review board. ICT Today magazine is the official trade journal of BICSI. BICSI is the respected resource for standards, training, education, knowledge assessment, and information in the constantly evolving ICT profession. From signal and low voltage power transmission to the IoT connecting people-to-people, people-to-machine, and machine to machine, BICSI is recognized as the "go to" organization for building the ICT ecosystem of the future.

Their article was published on April 1, 2020 in the April/May/June publication. The article is about the ICT talent shortage and features quotes from Matthew Janisin, Phd. Ed, Vice-President of BWS, Liz Oplatka-BWS Instructor, Don Tjader-BWS Student, and customers from CC&N, Pieper Power, and Staff Electric. Here is a link to the magazine [ICT Today April, May, June 2020](#) the article starts on page 59.

The Fab Lab has been working hard to help support emergency service workers with their PPE needs: <https://fox6now.com/2020/04/15/gateway-technical-college-using-3d-printer-to-make-masks-for-first-responders-others/>





With the Lab being currently closed, they are using the time to work on programs, including Kids Lab and Workshops. This month the Lab held its first Digital Arts Workshop on “Zoom” where we discussed different software available for free, and did a drawing exercise in “Vectr”.



**FAB LAB**

Digital Art Workshop

Thursday April 23rd 4:00 to 5:00  
To join contact [zehrenj@gtc.edu](mailto:zehrenj@gtc.edu)

This month Albe Heinen, Barber/Cosmetologist Apprenticeship Instructor, had all cosmetology and barbering students take an online training for safety and sanitation.

All students passed with a certification and blood-borne pathogens as well as diseases and disorders. This was a great value to the industry of barbering and cosmetology since the coronavirus of 2020. Students will return to work with the knowledge needed for safety in the environment and workplace not only of themselves but also their clients.

<https://www.easy-lms.com/barbicide-r-certification-course/course-42346>



Albe Heinen has also completed certifications online to support her teaching in today's pandemic.



Randy Reusser completed development of a new NC3/Greenlee electrical certification "Insulation and Ground Rod Resistance Testing". Randy is a master instructor for NC3 and Greenlee and has worked closely with them for several years. This is the sixth certification he developed for Greenlee/NC3. These tests are vital for life safety in the electrical and telecommunication trades.

Liz Oplatka, Supervision/Leadership Instructor, is helping to meet the needs of local businesses and organizations with informational free webinars on a variety of

leadership topics: How to help your company survive the current climate, How to lead remote teams, How to build trauma and resilience in your team... Liz is the subject matter expert and Jamie Rauth serves as the host. The webinars are weekly on Thursdays at 10:00am and run through May. The webinars have been recorded, if you'd like to view them, contact Jamie Rauth for the links.