



## **PRESIDENT'S REPORT**

*November 17, 2016*

### **GATEWAY AS A LEADER**

#### **Employee Learning**

When a student interacts with a Gateway employee, it is critical that the experience be one that is positive and memorable. As noted by Jerry Gregoire, "the customer experience is the next competitive battleground." One of the goals of this year's Customer Service Week, held from October 3rd-7th, was to increase the awareness of the importance of customer service, and by extension, the customer service experience. Through training sessions, fun learning experiences, and promotions, over 350 employees participated in Customer Service Week. Student surveys show that we are doing well in providing a positive experience for them, but we don't only serve students. Every phone call, every email, and every in-person contact with a colleague or outside stakeholder is a customer service interaction. Each of these experiences should be just as positive and professional as it would be with our students. Gateway does an excellent job in creating a culture that promotes great customer service. We see this daily throughout the college and Customer Service Week served as a reminder and reinforcement for the excellent work we are doing to make Gateway an amazing place to work and learn.

### **ACADEMIC AND CAMPUS AFFAIRS**

#### **ALLIED HEALTH/VETERINARY SCIENCES DIVISION**

The Health Information Technology program has been awarded continuing accreditation by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).

The HIT advisory committee will meet in Racine on November 21.

The ACT-4 healthcare grant will host an audit team on campus November 2-3.

The PLTW Medical Club from KUSD will be touring the health labs in Kenosha on November 15<sup>th</sup>. The tour will be led by Dean Mike O'Donnell.

Clinical partners of our allied health programs have been invited to a culinary demonstration and luncheon on the Racine Campus November 18<sup>th</sup> as an appreciation event for their service to our students.

Dean Mike O'Donnell has been appointed as an At-Large board member of the statewide Area Health Education Center (AHEC) and is currently serving on the search and screen committee for the replacement of retiring director Nancy Sugden. Mike will attend the Healthcare Executives Roundtable sponsored by the Kenosha Public Health

Department on November 30 at the Civil War Museum.

## **GENERAL STUDIES**

General Studies faculty and staff recently participated in RUSD professional development day activities here at Gateway. General Studies was represented on the planning committee and participated in giving tours on both campuses.

Dr. Richard McLaughlin (Science instructor), in a collaborative effort with the Centers for Disease Control (CDC), was notified that a manuscript to which he was a contributing author will be published in Genome Announcements. "Complete Genome Sequences of *Enterococcus rotai*, LMG 26678 T and *Enterococcus silesiacus* LMG 23085 T" by Ana Lauer, Ben Humrighouse, Vladimir Loparey, Patricia Shewmaker, Anne Whitney, John McQuiston, and Richard McLaughlin (genomeA01387-16).

## **COMMUNITY AND GOVERNMENT RELATIONS**

As of November 2, 2016, the Foundation has raised \$157, 277. 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 Gateway Promise endowed fund, student emergency funds, and the Boot Camps.

The Gateway Promise Endowment Campaign has reached \$1,832,239.

The Employee Campaign for FY 2017 was formally launched at Employee Learning Day. To date, 31% of employees are participating in giving to the Foundation. We anticipate that number will grow after the end of the calendar year (with year-end giving) and then at the time of the Golf Scramble.

The Foundation is in the process of renewing annual scholarship gifts and will be reporting to endowed scholarship donors the balance of their fund accounts. Marketing launched the Gateway Promise three-month intensive push. Billboards, video aimed at student audience to be shown at presentations, education fairs; shortened version used in cable TV ads (started Oct. 31st during Monday night football) and in social media ads (launching mid-November). Had a successful Promise push with Stephanie Sklba's presentation and supporting marketing materials for the RUSD HS teacher visit Oct. 25th. That visit has generated requests for a couple thousand print pieces to be distributed. Promise materials and conversations were also part of the Mahone Fund's Power Up event October 29. Extensive advertising, mailings, and digital campaign to follow.

We are developing plans for the Spring Semester push, aimed at student retention and targeting specific prospect audiences.

While developing these two campaigns (which will have an overlap period during the month of December) we are working toward an innovative promotional and informational future. We are researching and meeting with numerous vendors of digital promotion and virtual services to help formulate promotional plans and be prepared for the upcoming budget planning period.

Morna Foy, President, Wisconsin Technical College System visited the college and some of our high school partners to showcase what is being done in the areas of manufacturing and engineering.

The Gateway Promise is getting a lot of attention in the schools as we make presentations and share the information with teachers, counselors, administrators in the districts.

The national Promise NET conference was held in Washington D.C. There were over 200 people in attendance and many best practices were shared.

The Center for Sustainable Living has seen about 200 visitors in the last three weeks. School groups, Girl Scout troops and community organizations have all come to campus to see the center and participate in the programs.

There have been many programs and community events that we have attended or participated in. Kenosha Achievement Center, Mahone Fund, Boys + Girls Club, Racine United Way, KABA and WCEDA to name a few.

## **ENROLLMENT**

Fall enrollment has increased and is down -2.9%. Online course enrollment is showing a nice increase of 3.7% with 120 more students taking advantage of online opportunities this fall compared to last fall. FY17 year-to-date is currently down -3.1%. Spring priority enrollment will begin November 14.

## **FINANCE AND ADMINISTRATION**

### **LID In Service Presentation**

Bill Whyte recently presented a summary of the 2016 financial results and the first quarter of FY17 results to the LID in-service.

### **Academic Support Group Presentation**

Jason Nygard and Dawn Herrmann presented at the Academic Support Group meeting on October 12th. The presentation highlighted information related to how to run financial reports, read these reports, and what to do with them. Jason/Dawn also presented on commonly asked questions related to the accounting structure and budget development process.

### **Tax Incremental Districts Joint Review Boards**

Bill Whyte attended TID District Joint Review Boards for Kenosha and Delevan.

### **Districts Mutual Insurance Update**

The Districts Mutual Insurance (colleges property and liability insurance carrier) Board of Directors has approved the addition of "Risk Management Services" as part of DMI's formal company name or Districts Mutual Insurance and Risk Management

Services. The new name better describes what Districts Mutual Insurance provides -- insurance and risk manager services.

At the October 21, 2017 Risk Managers meeting, Gateway Technical College received over \$25,000 for its 2017 Risk Management Project Award -- Clery Act Compliance Audit & Training. Kudos to Tom Cousino who submitted the application for the award on behalf of Gateway Technical College. DMI awarded a total of approximately \$500,000 to 14 technical colleges for their local risk management initiatives.

### **Comprehensive Annual Financial Report (CAFR) Update**

Due to a delay in getting data needed to complete the CAFR from the Wisconsin Retirement System, the completion of the CAFR has been delayed. We are very hopeful that the information will be available soon, but until it is received, the CAFR is not complete, therefore the audit cannot be completed. Because of this, the presentation of the CAFR to the Gateway Technical College Board of Trustees has also been delayed until December.

### **OMNI Reform Policies Update/Status**

Seven new policies mandated by OMNI grant reform have been approved by the Executive Leadership Council (ELC) and are in the process of being placed in the College's Policy manual. Several additional existing policies have been updated to include language that relates to Grant reform and are in the process of being reviewed for presentation to the ELC for approval and subsequent updating in the Policy manual as well. The team has worked very hard to ensure that the college is in compliance with these reforms and hope to be completed with the initial implementation by the end of the fiscal year.

### **Grants Update**

The First Quarter meeting of the Special Revenue Fund held with Project Managers included review of current project status (performance and financial), distribution of guidelines/information for WTCS grant proposals due in January, 2017 along with project ideas to date and funding allocations. Time & Effort exception report for the quarter was shared with managers as well as a progress review and discussion of a few additional training issues. A recent budget modification was prepared and approved for ACT for Healthcare along with a six-month extension request. The grants team continues to engage in learning opportunities by attending monthly webinars related to Federal grants and gain access to important announcements.

## **HUMAN RESOURCES & FACILITIES**

A Request for Proposal was issued for a lease on an indoor Fire/Medic Training facility for use in the winter months.

Bill Whyte went to the Associated General Contractors Foundation Board meeting in Madison with Peter Smet, Superintendent of Burlington School District and Eric Burling, Principal of the high school to appeal for a grant to assist in the development of an expanded Construction Academy in our 496 Building. We received \$75,000.

Bill attended TID Joint Review Board meetings in Kenosha and Delavan.

He also attended the District Boards Association quarterly meeting. There were good presentations on College funding and on the MATC Promise program.

Gateway received the RAMAC Ascension Hospital System Award for creating an employee friendly health environment.

John Frost conducted six HR on Campus opportunities for staff and reported there was good attendance.

John also worked to develop a new Employee Handbook Orientation / HR Directors' presentation which is required for all new employees as part of their Journey process. He will be facilitating this process and it replaces Bill Whyte's orientations that were done in the past. Debbie Miller and Jacqueline Morris will also be at the orientations. The first session of this new format is scheduled for the Thursday, December 8, and will be repeated every two months on the 2nd Thursday.

Employee issues had center stage in the month of October. Everything including employee separation, FMLA problems, Performance Improvement Plans, and support/training of managers were addressed.

On November 1, the 'Not Anymore' sexual misconduct training was announced to all students encouraging them to participate in the on-line training.

On October 25, with the completion of the clinic, a second clinic open house was held at Elkhorn to showcase the new accommodations and re-engage employees.

Jacqueline Morris, Selina Bohn, and Magan Lawrence participated in Racine Unified's career fair in October. They spoke with the students from the Racine district about Human Resources careers.

Magan Lawrence and Jacqueline attended the NEOGov Annual Conference October 12-14 to learn about the 2017 updates.

Gateway's annual Security Report was completed and CLERY statistics submitted to the U.S. Department of Education on October 1.

Tom Cousino was the Security Liaison between the Boys and Girls Club of Kenosha and the Boy Scouts and U.S. Capitol Police for Speaker Ryan's visit to their event.

Tom also attended the Districts Mutual Insurance Quarterly Safety and Security meeting where the FBI and Department of Homeland Security presented on Intelligence fusion and report suspicious activities.

Gateway Technical College was awarded \$25,650.00 by Districts Mutual Insurance for a Risk Management Project Award. The awarded money will allow us the ability to have

an in-depth Compliance Audit for CLERY Act and Title IX practices. In addition, it provides training for all Campus Security Authorities on their duties and responsibilities.

Tom attended a meeting with Ascension Health (Wheaton Franciscan) on how we can improve our Worker's Compensation Policies/Practices in an effort to prevent common workplace injuries.

## **INSTITUTIONAL EFFECTIVENESS**

### **Career Pathways**

The Career Pathways Manager attended the National Career Pathways Network annual conference in Indianapolis, IN during the first week of October. During the conference, the Career Pathways Manager co-presented on using career pathways to strengthen relationships with our local high school partners along with Jane Finkenbine, Director of College Connection, and Christopher Neff, CTE Director for Racine Unified School District. The presentation received excellent reviews and staff from other high schools and community colleges across the state and nation have been contacting the presenters to request additional information on our best practices. The Career Pathways Manager also co-presented with her counterpart from WCTC on best practices for developing solid articulation agreements and strengthening partnerships with four-year partners, a topic that generated quite a bit of interest from attendees. After participating in NCPN's year-long Leadership Development Academy, the Career Pathways Manager graduated from the program on the final day of the conference and will now be eligible to serve on a variety of the network's national committees.

### **Research, Planning and Development**

The Grants Office is working on two new federal grant applications - one related to increasing diversity in the nursing workforce and the other related to suicide prevention services. Additionally, work is underway on development of thirteen grant applications that will be due to the WTCS in January.

## **LEARNING INNOVATION**

### **Distance Learning**

Mary Blue and Jeff Robshaw are conducting site visits to VANguard partner schools. This effort replaces the periodic program meetings and provides more personalized communication regarding VANguard options. A recent meeting at Union Grove High School was extremely positive, with participants reporting high satisfaction with the VANguard effort. They appreciate the options we provide for their students. High school students continue to be interested in Chinese, Sociology, Introduction to Psychology, as well as Developmental Psychology. There is also continuing interest in Gateway's Programming Classes that we added within the last 2 years. The Milwaukee Public Museum presented a Veteran's Day program which was communicated with our partner schools for their consideration.

## **Information Systems**

The Intelligent Learning Platform (ILP) implementation is in progress. The ILP is primarily an interface between Colleague and Blackboard that also enables other Ellucian products such as Advise, Mobile, and Portal to access and integrate with Blackboard information such as login activity, grades, and assignments. The initial roll out is planned for Summer of 2017.

Updates to Self Service are being staged. A number of patches will need to be applied to accomplish this.

The end of Academic Year State Reporting is in progress. The identification and correction of exceptions is on going.

The setup for the transfer of data to CampusLabs has been completed. CampusLabs is the online delivery platform for the IDEA Survey that our students take.

The Advise implementation which will allow advisors and eventually faculty to better identify and communicate with students whose activity and/or circumstances indicate they may not be academically successful is still in progress.

## **Information Technology - User Experience**

The team is involved in the refresh cycle for equipment and is working closely with staff who are due to receive updated equipment.

Testing has begun on the Barco NRC-200 and NCN-100 devices, which Barco calls the "Collaborative Learning Platform". This system allows up to 4 students to project their computer displays to a single TV display wirelessly, and also allows the instructor to share these displays to all of the displays in a room. We are testing a number of features that system contains, and are excited by the prospect of collaborative learning that it can provide.

Some staff moves have been completed to strengthen efficiencies within the division and to provide focus on customer service across the district.

## **Information Technology - Technology Operations**

Our Infrastructure Team staff are doing their part to upgrade the classroom multimedia and digital signage across our campuses.

The servers and storage which comprise our Ellucian services are being relocated to our SmartRow in the BioScience building. This move will lower our energy usage and enhance our system availability and resilience with the SmartRow infrastructure providing energy savings, dual cooling units, fire-suppression, and UPS power and a natural gas generator used to power the servers and infrastructure in the event of a power failure.

Derrick Domes continues to deliver our Cyber-Security presentation at the request of department heads. Response has been very positive and staff are asking excellent questions demonstrating that they are engaged in the topic.

## **STUDENT SUCCESS**

### **Express Services**

Express Services and the Advising and Career & Employment Services departments have had very positive experiences job shadowing each other to encourage greater understanding and support for our respective roles. Express Services recently had a training day receiving updates from Admissions, Financial Aid, Student Accounts and learning more about the importance of our work as it relates to client reporting.

### **Financial Aid**

The financial aid department had a busy month disbursing financial aid money on to student accounts. In total we disbursed over \$10 million dollars in the month of October. We also met to discuss department goals for the upcoming financial aid year. Two things we are going to focus on are increasing FAFSA file completion and increase financial aid awareness on campus. Be on the lookout for some new Financial Aid initiatives that will be rolled out in the coming months.

### **Registrar's Office**

The Registrar's Office served on the Institutional Effectiveness department's Curriculum Transition Work Group this summer. One goal of the group was to provide to the academic departments information to use when making a decision about discontinuing a class. We worked with Information Services to create reports that identify how many students still need to enroll in a class and who those students are. We hope that this helps us, as a college, help students get the coursework they need to complete their credentials.

### **Student Accounts**

The Student Accounts department is preparing for Spring registration by beginning outreach calls to students with an outstanding payment plan balance. We have 481 students to reach out to before registration begins on November 14!

### **Student Finance Specialists**

The Student Finance Specialists are busy at College Goal this month along with Financial Aid and other volunteers in the College. Each year Gateway hosts College Goal events to encourage students to complete the FAFSA (the free application for Federal Student Aid). This is a statewide event and Gateway serves all of the community not just Gateway students. Anyone can attend to receive FAFSA help. We will have one event at each main campus and are hoping for an increased turnout!

## **BUSINESS & WORKFORCE SOLUTIONS**

The Fab Lab and Mobile Certification Truck were key attractions at Racine's 21st Century Prep Academy STEM learning day. Greg Herker and John Zehren led sessions on advanced mfg, 3D printing, & 3D CAD design for all 5th, 6th, & 7th grade students at the school on Friday, October 21st.





Sunday, October 9th, Fab Lab Manager, Greg Herker, led a session at the NACCE conference in Sacramento, CA on Fab Lab programs at Gateway Technical College.

A group from Cudahy High School including their district Superintendent visited the Fab Lab on Oct., 26th to learn more about our program as they are interested in developing their own Fab Lab. They are interested in promoting our programs and camps to their students as well and even our engineering program as an option for their students.

**Great Lakes International Innovation (GLIn2) Summit**

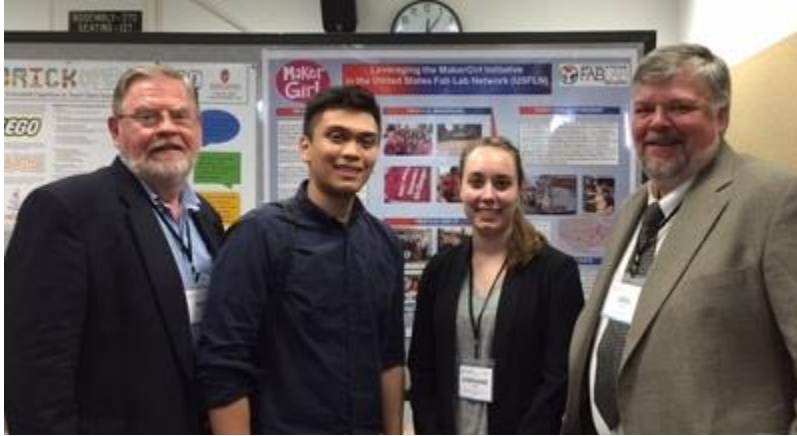
Oct. 20th, Gateway Fab Lab Manager, Greg herker, presented on Fab Labs and Makerspaces at the GLIn2 event in downtown, Milwaukee.

**National Coalition of Advanced Technology Centers (NCATC) Conference**, held at Harper College, IL, on October 12th. Fab Lab staff - Greg Herker & John Zehren led a presentation “Fab Labs as a Tool for Certification”

October 13th - Exchange students from Germany visit the Fab Lab to learn about our technical programs and do some design, they did not want to leave!



Fab Lab Manager Greg Herker was part of a team to present on a research project at the Stanford University School of Education Fab Learn Conference 2016 on October 15th & 16th. Gateway’s Fab Lab is working as Part of the MakerGirl Project to bring STEM learning to young women across the U.S. MakerGirl was developed by engineering students out of the University of Illinois, Gateway is the first school to adopt the program and is working to package it to deliver to Fab Labs across the United States Fab Lab Network. The plan is to document this work and report back again to Stanford in the Fall of 2017.



Gateway's Fab Lab was awarded a grant from the United Way in October of 2016, the grant will fund Gateway's Fab Lab to go onsite at Knapp school in Racine and deliver MakerGirl programs to young women after school. [www.makergirl.us](http://www.makergirl.us)



Gateway Technical College now has a student Fab Lab Club, which will leverage talents of Gateway students in various disciplines and take on various large scale projects as a team. Currently we have 15 students signed up for Fab Lab Club. October 27th the students held a creative pumpkin carving night at the Fab Lab.



Friday, October 28th, the Fab Lab helped show off the iMET center for over 200 RUSD teachers. They got to see our fabulous facility and capabilities along with learning about how these facilities prep students for exciting careers in Advanced Manufacturing.

October 3rd & 4th the Fab Lab hosted over 1500 Middle & HS students as part of Manufacturing day, the Fab Lab did demos on 3D printing and laser engraving and showed how Gateway students from the arts to engineering leverage the Fab Lab. October 25th the Fab Lab hosted Cedar Valley Community College from Dallas, TX. They were here to learn about various NC3 programs.

October 19th, the Fab Lab held an evening information session for UW-Parkside with 20 students from UW-Parkside in attendance to learn how they can leverage the Fab Lab by signing up for a workshop to gain access and leverage as a resource in their own learning.

### **Gateway is Sponsor for Mini-Maker Faire, Nov. 26th**

November 26th at the RecPlex in Pleasant Prairie, WI, over 30 Makers will be featured at this FREE family friendly event. Featured will be Gateway's Fab Lab, Welding, and Robotics programs. <https://makerfairepleasantprairie.com/>

Through October, the Fab Lab has been running open Fab Lab hours for students Monday - Thursdays, currently we are averaging over 20 students a night spending time using the Fab Lab, Thursday nights are typically our busiest with over 30 students per session.

On October 4th the Horizon Center hosted a group from Western Tech which included Brad Kuykendall (CEO), Allan Sharpe (President / Strategic Partnerships), and Rich Morris (Program Director). This was their second visit to Gateway as they look to update their Automotive facility and curriculum using ideas from Gateway and its NC3 partners.

On October 25nd Horizon hosted a group of folks from Cedar Valley College in Texas. It included Audra Barrett (Vice President of Instruction), Pat Davis (Executive Dean), Dr. Ruben Johnson (Dean of Business/ Technology) and Ed Hester (Automotive Program Coordinator). They are moving forward with a number of NC3/Snap-on certifications and Ed was at the last July NC3 TTT. Other members of their administration also wanted to learn more about this partnership, so that was the objective of this visit.

On October 27th, the Gateway Certification Truck went to Union Grove high school and presented to all of the Auto & Small Engine Classes (and even one of the Engineering classes) about Career Pathways through Gateway. Additionally, a Snap-on Torque Certification Demo was presented to the students.

They measured clamping force and saw how lubricants and fastener condition affects the clamping force. They also purposely broke a bolt to "see" (using the Skidmore device) and feel all the phases of tightening a fastener - hopefully they will never feel that again! Finally they honed their skill at using a torque wrench with feedback from the digital torque tester.



On October 28th the Horizon Center hosted 200 Racine Unified Teachers as they learned more about the skills and knowledge that it takes to be a technician in the transportation world. It was great speak with and show off our programs to many academic teachers who know very little about Gateway and what we offer - and the quality of what we offer.

The Apprenticeship Department participated in Manufacturing week at the iMET Center and were able to speak to many students about the wonderful opportunities that Apprenticeship has to offer. Our Cosmetology instructor participated in a workshop at Reuther High School in Kenosha, WI which included an informational PowerPoint on Apprenticeship and some hands-on activities.

The Apprenticeship Department will be hosting an informational meeting on Monday, November 14, 2016 at the iMET Center from 7:30AM - 9:30AM. Gateway has partnered with the State of Wisconsin Department of Workforce Development for over 100 years to deliver apprenticeship training for local employers in trades including: Construction, Industrial, and Service. Our model is the national standard for providing industry with skilled labor. Employers can join us during National Apprenticeship Week to learn more about Apprenticeship and what it can do for companies from others in the industry who have benefitted from this earn and learn model. Employer panelists include: SC Johnson, Premier Products, and E.C. Styberg.

Sixteen employers hosted tables at Gateway's October 3<sup>rd</sup> Manufacturing Expo. Based on their feedback they were pleased with the event. We will begin recruiting employers for next year's event in late summer 2017.

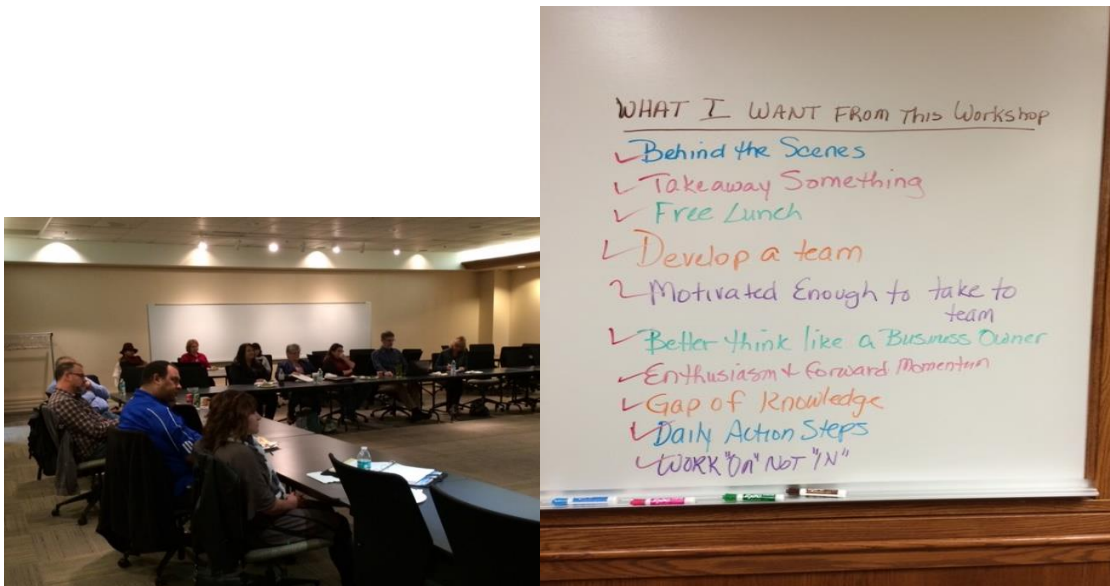
Michelle presented to the Learning Innovation Division on what Business & Workforce Solutions does and key contacts for specific programs and training areas. LID was interested in the linkage between BWS and other areas of Gateway.

The Launch Box Growth Accelerator under the supervision of Thalia Mendez, Business Resource Specialist unfortunately lost one participant due to an illness. However, nine

strong first stage companies continue doing the hard work of customer discovery. They will be developing their final pitches and practicing them at the end of November. At the four-week point it was announced that there will be a 1st place seed grant of \$5000. and 2nd place seed grant of \$3500, awarded to the highest scorers in the pitch competition.

Working with Thalia, a Launch Box member secured her initial KIVA loan of \$5000, which includes a \$2500 match from KIVA. This is the first KIVA loan in the Launch Box membership. This online crowdfunding platform provides interest free loans to entrepreneurs around the world and has a success rate in the high 90s. When Semone has paid back the initial \$5000., she can go back and raise \$10,000. This is a great resource!

The October Lunch & Learn featured fellow member Jackie Zach, who presented, *5 Ways to Grow Your Business*. Fourteen members attended this month's session and "everybody took away something".



Thalia was interviewed for Gateway's Cable Network to talk about all things "Launch Box". She also toured the Milwaukee Makerspace after attending and participating in the Great Lakes International Innovation Summit held in downtown Milwaukee October 19-21st.