CCPRO 2023 Annual Conference Schedule
Data Democratization: Empowering All Community College Employees to Use Data

<u>Monday, October 23</u>

8:00

Newcomer Breakfast – at *88 Oaks Restaurant*, located in the lobby of the conference hotel

10:00

Conference Welcome/Activity

<u>Presenter</u>: CCPRO President, Nicole Fogle

> <u>Audience</u>: for all attendees
> <u>Theme</u>:
> <u>Location</u>: Salon FG

10:30

Research and Performance Management Update

<u>Presenter</u>: Dr. Bill Schneider

<u>Description</u>: The RPM team at the System Office will provide an update on what they have been doing over the past year and what they have planned for the upcoming year.

> <u>Audience</u>: for all attendees
> <u>Theme</u>: General Updates
> <u>Location</u>: Salon FG

--- LUNCH ---

1:30

NCCCS Public-Facing Dashboard Overview

<u>Presenters</u>: Elizabeth Stoddard and Mr. Ryan Letchworth

<u>Description</u>: The Research and Performance Management (RPM) team will provide a broad overview of the NCCCS public-facing dashboards, including a brief history of the RPM dashboard initiative and a survey of the dashboards that are currently available. The team will highlight specific features that can be found across all dashboards, and will walk through how to use the dashboards to explore specific topics, such as tracking student cohorts by term, comparing student demographics within a program to the overall college, and exploring trends in students who attend colleges outside of their service areas.

> <u>Audience</u>: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll for less than 2 years.
> <u>Theme</u>: Analysis and Reporting
> <u>Location</u>: Judicial Room

Dashboard Takeover: Connecting your institution to the data

<u>Presenters</u>: Dr. Katie Bowman

<u>Description</u>:

> <u>Audience</u>: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll for less than 2 years.
> <u>Theme</u>: Faculty and Staff Engagement, Analysis and Reporting
> <u>Location</u>: Sandalwood Room

--- BREAK ---

3:00

Empowering the faculty and staff through Power BI tools

<u>Presenter</u>: David Onder

<u>Description</u>: Have you heard of business intelligence, but are not sure what it is or how to do it? Do you want to empower your faculty and staff with data so they can make better, more informed decisions? Well, let this presentation introduce you to the power of Power BI. Starting with the tools you have (you do have Excel, don't you?), you can begin the journey of empowering those on your campus charged with making decisions. Come and see what you can do with Excel and Power BI service to make a difference in the decision-making process.

> <u>Audience</u>: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll for less than 2 years.
> <u>Theme</u>: Analysis and Reporting
> <u>Location</u>: Judicial Room

NC Student Success Center: Solutions Center(ed)

<u>Presenter</u>: Dr. Andrea Crowley

<u>Description</u>: Learn about our cooperative model designed to test, share, and scale new solutions for improving the student experience across the state. We will review a solving model prototype that places data at the center of our discovery and storytelling.

> <u>Audience</u>: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll for less than 2 years.
> <u>Theme</u>: Assessing Student Learning and Success
> <u>Location</u>: Sandalwood Room

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Tuesday, October 24

-- BREAKFAST --

8:30

NCCCS Access-Controlled Dashboard Overview

Presenters: Elizabeth Stoddard and Mr. Ryan Letchworth

Description: this session will provide an overview of the NCCCS Power BI portal. Attendees will learn how to access and navigate the various reports available in the Power BI portal, including raw data, data quality, and analytical reports.

> Audience: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll for less than 2 years.
> Theme: Analysis and Reporting
> Location: Sandalwood Room

Performance Measures Work Teams – a college wide approach to improve student success

Presenter: Dr. Michael Cobb

Description: The first iteration of the PM Work Team model was in response to a SACSCOC off-site report at a small NC community college. It yielded year over year improved success. The model has been replicated at a much larger institution, which has also begun to see similar successes. Learn of those successes and how you can create similar teams at your college.

> Audience: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll from 2 to 5 years.
> Theme: Strategic/Institutional Planning
> Location: Sandalwood Room

-- BREAK --

10:00

Annual Strategic Plan Progress Survey-Shared Results

Presenters: Dr. Brian Miller and Ms. Jennifer Joyner

Description: this presentation will illustrate how survey research helped identify specific strategic plan objectives that receive attention and the extent to which those objectives have been addressed by college programs and services. Results from two consecutive years of survey data will be shared. Implications of the research can assist personnel who are responsible for developing, managing, and reporting plan outcomes.

> Audience: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll for less than 2 years.
> Theme: Strategic/Institutional Planning
> Location: Judicial Room

The Integration of Equity: Why It Is Important & How to Achieve It

Presenter: Ms. Keisha Jones

Description: Diversity, equity, and inclusion in the workplace have always mattered, but recently, many of us have recognized the opportunity for change now. This change for many of us is no longer an option but has become essential. To understand DEI, one must first understand the meaning and significance of all three variables: diversity, equity, and inclusion. Each component is necessary to drive real change at an individual and organizational level. DEI is for

everyone and must involve employees at every level of an organization, regardless of their differences. The implementation of equity must be intentional and well-designed. Leaders must thoroughly examine policies, procedures, and environments to determine if things are truly equitable. In this session, I will discuss the importance of integrating equity in all the things we do as we do it and not after we do it. Putting equity at the heart of what you are doing could potentially have greater benefits than the thing you are doing.

> Audience: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll for less than 2 years.
> Theme: Equity and DEI Initiatives
> Location: Sandalwood Room

-- LUNCH --

1:30
Dual Enrollment Evaluation Partnerships and Findings
Presenter: Dr. Emily Smail
Description: This session discusses cross-agency partnerships and the novel information on NC dual enrollment programs that stems from this collaboration. Findings reveal that participation in dual enrollment pathways result in better success outcomes (e.g., credentials) within six years of high school graduation.

> Audience: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll for less than 2 years.
> Theme: Assessing Student Learning and Success
> Location: Judicial Room

Organizing the Institution for an Accreditation Self-Study
Presenters: Dr. Christine Robinson and Dr. Myra George
Description: To have an effective communications plan, you must know with whom to communicate, what your message will be, and the best time and way to communicate your message. Presenters will share the tools and materials they used to develop a communication plan to engage campus constituents in preparing for their accreditation on-site visit.

> Audience: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll for less than 2 years.
> Theme: Accreditation
> Location: Sandalwood Room

-- BREAK --

3:00
NC Student Success Center: Data Center(ed): Aligning Institutional Work to Success Outcomes
Presenter: Dr. Andrea Crowley
Description: This session is designed to workshop a solutions model that encourages use of our data (both at state and local level) to clarify opportunities and possibilities. Participants will discuss and evaluate strategies that help engage matrixed teams to connect data inquiry and student-centered design principles to improve processes and student outcomes. This session

is for anyone who is interested in exploring a potential method for navigating complex challenges and maximizing outcomes.

> Audience: This session is geared toward assessment practitioners, faculty, or staff who have been in an IE or IR roll for less than 2 years.
> Theme: Assessing Student Learning and Success
> Location: Judicial Room

CCPRO 2023 Annual Conference Schedule

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<u>Wednesday, October 25</u>

--- BREAKFAST ---

8:30

CCPRO Business meeting
Presenter: CCPRO Officers
Description:

      <u>Audience</u>: for all attendees
      <u>Theme</u>: collegiality
      <u>Location</u>: Salon FG

--- BREAK ---

10:00

CCPRO Panel Discussion
<u>Panelists</u>: Dr. Brian Miller, Vice President of Planning and Research at Pitt Community College; Ms. Kim Sandoval, Institutional Researcher and Project Manager at South Piedmont Community College; and Dr. Michael Cobb, Vice President of Institutional Effectiveness, Planning, and Compliance at Cape Fear Community College.

      <u>Audience</u>: for all attendees
      <u>Theme</u>: collegiality
      <u>Location</u>: Salon FG

--- BREAK ---

11:30

System Office Perspective
Presenter: Dr. Jeff Cox, President of the North Carolina Community College System
      <u>Audience</u>: for all attendees
      <u>Theme</u>: general updates
      <u>Location</u>: Salon FG

12:00

Concluding Remarks
<u>Presenter</u>: CCPRO President, Michael Cobb
      <u>Audience</u>: for all attendees
      <u>Theme</u>: collegiality
      <u>Location</u>: Salon FG

--- CONFERENCE ENDS ---

Presenter/Speaker Biographies

Dr. Katie Bowman has been the Director of IR for a year and a half and also served as mathematics faculty for 7 years. She earned her Bachelors in mathematics and chemistry from Salem College, her Masters in mathematics with a concentration in college teaching from Appalachian State University, and finally her Doctorate in education from North Carolina State University. Her primary responsibilities at SCC include IPEDS reporting, data requests, program and service reviews, and monitoring of the institutional dashboards.

Dr. Michael Cobb is the Vice President of Institutional Effectiveness, Planning, and Compliance at Cape Fear Community College and also serves at the college's SACSCOC Liaison. Prior to working at Cape Fear Community College, he worked as the Director of Planning and Research at Brunswick Community College. He holds M.A. in Pastoral Theology from the Pontificia Università San Tommaso D'Aquino (Rome, Italy), a M.Div. in Fundamental Theology from the Pontificia Università Gregoriana (Rome, Italy), Graduate Certificates in Educational Administration from Cal State Fullerton University and the University of California Riverside, and an Ed.D. in Educational Leadership from the University of North Carolina, Wilmington. He has been a CCPRO member since 2015, and serves as the President-Elect. He has previously served on the Executive Committee as Secretary and the Eastern Region Director. He has served as QEP Co-Director at Brunswick Community College and has served on both off-site and on-site SACSCOC review committees.

Dr. Jeff Cox is the President of the North Carolina Community College System. Prior to his appointment he was a longtime education leader and President of Wilkes Community College since 2014. Dr. Cox formerly led Alleghany County Schools as superintendent from 2005 to 2014. He has three decades of education experience and has served since 2022 as head of the North Carolina Community College Presidents' Association. Dr. Cox is a former finalist for the annual President of the Year award bestowed by the State Board of Community Colleges to the top state college leader who exemplifies outstanding leadership and commitment to the community college mission among the presidents of the 58 institutions of the North Carolina Community College System. Prior to leading Allegany County Schools, Dr. Cox served as assistant superintendent for Lee County Schools and as principal of Benton Heights Year-Round School in Union County. Dr. Cox holds a Doctorate in Educational Leadership from the University of North Carolina at Charlotte. He also is a graduate of Appalachian State University with both a Master of School Administration and a Bachelor of Science in English--Secondary Education.

Dr. Andrea J. Crowley has held diverse roles in higher education, including teaching, program leadership, and workforce pipeline development consulting. Her background also encompasses private sector work in recruitment, leadership development, and organizational design. Dr. Crowley's research and program design experience centers students' 21st-century skill development in continuing education and curricular programs to ensure fit and readiness in a tech-enabled future. Dr. Crowley serves as the Executive Director for the North Carolina Student Success Center, scaling equity-centered practices that promote lifelong learning opportunities and economic mobility for North Carolinians.

Ms. Nicole Fogle is the Institutional Effectiveness Coordinator at Gaston College and serves as CCPRP President. As Institutional Effectiveness Coordinator at Gaston College, she helps to oversee program review, outcome assessment, survey administration and accreditation processes. She researches, collects, interprets and analyzes a variety of data for college planning activities, program review annual reporting requirements, specialized program accreditation, strategic planning and SACSCOC accreditation processing. Before her role at Gaston College, she worked at Wilkes Community College as the Executive Director of Institutional Research, Planning & Effectiveness and the SACSCOC Liaison.

Nicole started her time in IE/IR during the spring of 2004 at Caldwell Community College and Technical Institute where she worked for 15 years in various IE/IR roles. She holds an E.d.S. in Higher Education Leadership from Northcentral University, M.B.A. in Business Administration from Argosy University, and B.S. in Business Administration from Gardner-Webb University. Nicole has been a member of CCPRO since 2007.

Dr. Myra George is the Director of Strategic Planning and Assessment in the Office of Assessment and Accreditation at the University of North Carolina at Charlotte, where she provides leadership for university strategic planning and program reviews. She has a special interest in measurement and assessment related to educational equity and inclusion. Prior to joining UNC Charlotte, Dr. George was a faculty member in the English Department at Milwaukee Area Technical College. She also served as an accreditation peer reviewer, conducting onsite, off site, and virtual reviews. She holds a B.A.S. degree in English and Communications Media (Bennett College), an M.A. degree in English (The Ohio State University), and a doctorate in Community College Leadership from Ferris State University.

Ms. Keisha Jones is a passionate advocate for students and their holistic development, with a strong focus on promoting inclusivity and student success. With over 18 years of experience in higher education, she has made a significant impact at both four-year institutions like NC A&T State University and Georgia State, as well as two-year colleges like GTCC and DDCC. Currently, Keisha holds the position of Associate Vice President of Student Affairs and Chief Diversity Officer. In this capacity, she serves as the Chief Student Services Officer, providing strategic leadership to all departments within the Student Affairs division. Her dedication to social justice and equity is demonstrated through her active involvement at Davidson-Davie Community College, where she co-chairs the Davidson-Davie Equity Steering Committee and the Equity Professional Development Sub-Committee. Her goal is to contribute to Davidson-Davie's aspiration of becoming an equity-minded college. Additionally, Keisha dedicates a significant portion of her time to the NC Community College system. She serves as the Director of Equity for the NC Student Success Center, where she provides invaluable professional development and support to all 58 community colleges in the state, focusing on matters related to Diversity, Equity, Inclusion, and Belonging. Keisha's commitment to student success and community impact extends beyond her role at Davidson-Davie. She is actively engaged in various committees and advisory boards within the NC Community College System and the broader community. Her leadership roles also shine through, notably as the President of the Central NC Chapter of the National Council on Black American Affairs. Hailing from Greensboro, NC, Keisha is a proud graduate of NC A&T State University, holding degrees in Political Science (BA) and Community Agency Counseling (MS). Beyond her impressive career, she takes pride in being the devoted mother of a 22-year-old son.

Ms. Jennifer G. Joyner is the Coordinator of Institutional Survey Research at Pitt Community College (PCC). She has been with PCC since 1994, working in the Planning and Research Department. She is responsible for the college's survey research. She administers a wide range of surveys, including curriculum and continuing education Instructor and Course Evaluations, Board of Trustees Self-Evaluation, Campus Safety surveys, Health Sciences accreditation graduate, employer, program personnel, and student resource surveys, and a variety of orientation surveys. She has served on numerous institutional student success committees, including the Student Success Action Council (SSAC) Recruitment Committee (co-chair of the Adult Learners subcommittee), the Policy Review Committee, and the Employee Appreciation Committee. As a part-time faculty member, she has taught College Success classes.

Mr. Ryan Letchworth is a Business Intelligence Analyst and a member of the RPM Team at the North Carolina Community College System Office.

Dr. Brian Miller serves as Vice President, Planning and Research at Pitt Community College. Dr. Miller has worked as an executive administrator, faculty, and consultant in higher education for over twenty years. He has been involved with a wide array of responsibilities in community college administration. Current work includes institutional strategic planning, service as institutional accreditation liaison, enrollment management, and staff duties for the college's board of trustees. He has led facility master planning projects, formed institutional learning communities, and administered an extensive leadership development program. As the accreditation liaison he has helped Pitt Community College clear, without recommendations, three distinct SACSCOC visits during 2021-2023. He has chaired off and on-site accreditation committees. Dr, Miller's research interests include organizational culture and climate development, community college leadership, and student engagement. He has presented his research at the state, regional, and national levels. He has contributed chapters to leadership textbooks and published research on the innovative leadership development program. He is a part time faculty at East Carolina University, teaching a variety of courses for doctoral students. He is also a former instructor for the Voyageur Outward Bound School in Ely, MN. He is married and has two children.

Mr. David Onder has over 16 years of experience in higher education, spanning two North Carolina institutions. He worked for over 9 years at Western Carolina University, primarily as the Director of Assessment. He has worked for the last seven years at Haywood Community College as the Director of Institutional Excellence, Research, and Grants. He has worked with Power BI in its various forms for the past 10 years and has developed many reports used on a daily basis by campus leadership. David also manages the SACSCOC/assessment processes, strategic planning, surveys, and oversees the grants at HCC.

Ms. Kim Sandoval is the Institutional Researcher/Project Manager at South Piedmont Community College and serves as the Central Region Director of CCPRO. She is highly involved in South Piedmont's 2023 SACSCOC reaffirmation process, contributing to writing and editing for the Compliance Report and coordinating logistics for the site visit. She is also the primary survey administrator and supports implementation of the Strategic Plan. A member of CCPRO since 2019, she still knows what it's like to be new in the IR/IE world. Her previous work has included data-informed advocacy work in non-profits and local government spanning program evaluation, workforce development, grants administration and land-use planning. She holds a Master of Public Administration from the University of South Carolina and a Bachelor of Arts in Sociology from the University of Louisville.

Dr. Emily Smail is the Director of Research and Evaluation for the North Carolina Community College System. In her role, she partners closely with other agencies to research and evaluate community college programs, largely focusing on NC's Career and College Promise, or dual enrollment, program. Within the system, she works with leadership to prioritize and select research and evaluation activities and conducts quantitative and qualitative data collection to assist with internal data requests. Dr. Smail holds a PhD in Public Mental Health from the Johns Hopkins Bloomberg School of Public Health, and a dual BS degree in Genetics and Psychology from Clemson University.

Ms. Elizabeth Stoddard has worked with educational data and analytics since 2010. She has experience with a range of educational providers, including community colleges, 4-year universities, and state systems. During her 4 years on the Research and Performance Management (RPM) team at the NC Community College System Office (NCCCS), she has developed dozens of dashboards using college and system-level data, and was responsible for the rollout of the public-facing and access-controlled NCCCS dashboards to external and internal stakeholders. She currently leads a team of data analysts in furthering the mission of the RPM team of informing sound policy and decision making by collecting, analyzing,

and reporting data for the 58 NC community colleges. Elizabeth holds a Bachelor's degree from James Madison University and a Master's degree from San Francisco State University.

Dr. Christine Robinson is the Assistant Provost for Institutional Effectiveness and Analytics at the University of North Carolina at Charlotte where she leads a team that promotes continuous improvement in student learning, educational practices, and support services. Dr. Robinson organizes and facilitates campus and UNC System level assessment and accreditation efforts. As the University's SACSCOC liaison, she coordinates and compiles University-wide compliance documentation. She co-chairs the Grand Challenges in Assessment Project, a national initiative to create a strategic plan for assessment in higher education. Dr. Robinson received her Ed.D. in Curriculum and Instructional Leadership from Vanderbilt University. She has co-authored multiple articles and three book chapters and given more than 30 conference presentations at 12 national, regional, and local conferences.