VICE CHANCELLOR'S REPORT
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Vice Chancellor for Academic and Student Affairs
September 13, 2023

TRANSFORM THE STUDENT EXPERIENCE

1. Enrollment Update
   a. Summer 2023 enrollment at our 13 colleges as of August 30, 2023 and compared to a year ago is up 7.030% (1,542) in headcount and up 9.101% (384.68) in FTE.
   b. Fall 2023 enrollment at our 13 colleges as of August 30, 2023 and compared to a year ago is up 11.217% (7,248) in headcount and up 8.634% (1,661.22) in FTE.
   c. Online Enrollment as of August 30, 2023 is as follows:

8/30/2023	Summer 2023	Summer 2022	2023-2022 Difference	Summer 2021	2023-2021 Difference
CCCOnline	11,173	10,846	3.01%	10,386	7.58%
Dawson	48	86	-44.19%	64	-25.00%
Colleges Online	13,192	13,567	-2.76%	12,253	7.66%
All Online	26,872	24,499	9.69%	22,639	18.70%
8/30/2023	Fall 2023	Fall 2022	2023-2022 Difference	Fall 2021	2023-2021 Difference
CCCOnline	16,137	25,639	-37.06%	25,366	-36.38%
Dawson	55	106	-48.11%	181	-69.61%
Colleges Online	22,140	33,440	-33.79%	29,422	-24.75%
All Online	61,175	59,185	3.36%	54,788	11.66%

Colorado Online @ Enrollment			
	Spring 2023	Summer 2023	Fall 2023
Pooled sections	657	1,585	10,208
Home College sections	517	874	12,635
Total	1,174	2,459	22,842

2. CCCOnline / CO Online @
   a. Fall represents the third semester in our phased transition of online courses to the new Colorado Online Consortial Model. Seven courses were offered through Colorado Online in SP23, another 24 in SU23, and 102 more this fall. Fall 2023 offerings included one high enrollment online course in each of 40 prefixes so that we could test the model across multiple disciplines and colleges. The new sectionizer worked well, placing students in sections taught by students' home colleges where possible, while also allowing us to combine enrollments across colleges to run full sections. Working together quickly, Colleges were able to staff enough sections to cover 15% enrollment growth, including increases in concurrent enrollment.

Continuous process improvement will include additional training and support for college and CCCS staff, filling vacant scheduler and online success liaison positions, and verifying that section builds are complete and accurate in Banner. We will simplify information sharing processes using online forms and workflows, strengthen college implementation teams, and improve the effectiveness of internal communication networks.

b. **AT Centralized Ticketing System:** The RFP evaluation team has been chosen to select an AT Centralized Ticketing System. There is representation from the college's IT, eLearning department, CCCS-IT, CCCS Learning Design team and CCCS-AT. The RFP Committee decided to not award the bid and to continue to use the existing Jira system that is used by CCCOnline and several colleges. The implementation of the new AT centralized ticketing system has started. As part of the implementation, the Jira service desk is moving to the Cloud version away from the version host on-premises at the CCCS-IT datacenter. The on-premises version will no longer be supported in February 2024 and would pose a security risk at the point. A license has been purchased for the Jira Service Desk in the Cloud. Authentication and single-sign-on are currently being set up. The next step is migrating the tickets from the current Jira ticketing system to the Cloud.

c. **Systemwide Syllabus Management Tool**: As a part of the transition to the consortia model for Colorado Online, a student survey was distributed early in the spring of 2021 which identified a student desire for consistency in syllabus formatting and presentation. As a result of this identified student need, the Learning Design Subcommittee researched the benefits of implementing a consistent syllabus management tool and submitted a formal recommendation which received approval for the adoption of a consistent syllabus management tool for all courses and all modalities to provide a more consistent user experience for students while also increasing workflow efficiency for instructors/faculty and administrators. 2023 Budget approval is in place for this acquisition. CCCS has gone out for an RFP which has closed, and proposals have been evaluated. The RFP committee made a recommendation and contracting is underway. Implementation is currently earmarked for Fall 2023 with go-live in Spring 2024.

d. **Learning Management System (LMS) Governance Process:** The LMS Change Advisory Board started meeting in March 2023. Several changes to the LMS (D2L) have been reviewed by the LMS CAB:
    i. Approved items that were enabled May 22, 2023
    ii. New Quiz Creation Experience: How instructors create quizzes in D2L is changing. D2L is requiring all customers to enable this change by July 2023.
    iii. Terminology changes: language was updated to clarify student access to courses and to better reflect the use of a specific link in Content.
    iv. New Date Setting Options for Assignments: The Assignments tool date options will show instructors a clearer reflection of how students are able to access assignments. D2L is requiring all customers to enable this feature by July 2023.

v. Install Latin American Spanish as user-selected language option. This will allow any user to set Spanish as their preferred language and have all D2L system components listed in that language. This does not translate any instructor created content.

e. Approved to be enabled in August 2023:
i. Classlist tabs: Tabs will be enabled to show All, Students, and Instructors on each tab so instructors may quickly and easily email only students (and not other roles), and so students can quickly identify course instructors.
ii. New Discussion Experience: The new discussion experience aligns the tool with the redesign of other tools and provides a more streamlined way for instructors to manage and create discussions.

f. The LMS CAB decided against enabling the Class Progress tool for instructors. It allows an academic supervisor to monitor how active the instructor is in their course. Given the potential the tool could be mis-interpreted which would negatively impact the instructor's performance evaluation. Plus, SFAC, SIAC and OFIAC were not in favor of it since they already have other processes for evaluating instructor engagement in D2L. Another decision by the LMS CAB was to not enable the MS Teams/D2L integration. Based on concerns about having to support a third video conference tool in D2L (WebEx and Zoom are already supported) with limited support staffing. The LMS CAB will provide a description of both decisions to the VP Council.

g. The budget was approved for acquiring an accessibility checker tool that integrates with D2L. The accessibility checker tool will scan documents uploaded to D2L, provide a report if documents meet a web accessibility standard and how to remediate them. It will allow the colleges to be more in compliance with accessibility standards set by the CCCS Web Accessibility Procedure SP 3-125g and Colorado House Bill 21-1110. The RFP for picking a vendor will start soon. The kickoff meeting is August 31st, 2023.

h. **Colorado Online @ Transition:** Fall represents the third semester in our phased transition of online courses to the new Colorado Online Consortium Model. Seven courses were offered through Colorado Online in Spring 23, another 24 in Summer 23, and 102 more this fall. Fall 2023 offerings included one high enrollment online course in each of 40 prefixes so that we could test the model across multiple disciplines and colleges. The new sectionizer worked well, placing students in sections taught by students' home colleges where possible, while also allowing us to combine enrollments across colleges to run full sections. Working together quickly, Colleges were able to staff enough sections to cover 15% enrollment growth, including increases in concurrent enrollment. Continuous process improvement will include additional training and support for college and CCCS staff, filling vacant scheduler and online success liaison positions, and verifying that section builds are complete and accurate in Banner. We will simplify information sharing processes using online forms and workflows, strengthen college implementation teams, and improve the effectiveness of internal communication networks.

i. **Colorado Online@ Course Materials:** The Colorado Online @ course resources and learning design teams received 288 recommendations for course materials for Colorado Online @ pooled sections for Fall 23 and Spring 24 courses from faculty. Courses for which no materials were nominated will use the materials that go with the CCCOnline section as the required materials because they already have complete shells in D2L that are accessible and can serve as support resources for faculty and instructors. For courses not offered through CCCOnline, we are actively reaching out to colleges to identify materials and resources. Disciplines do not need to select required materials for courses that have already been through the Learning Design Academy. Summer 24 recommendations will start being collected September 1, 2023, with a March 31, 2024, deadline.

j. We have reached out to Learning Designers at home colleges that have courses that will transition in Summer and Fall 2023, to work with the central Learning Design team in reviewing course shells. As we move forward, we will be working closely with Learning Designers from all colleges in creating a Learning Design Community resource. We are planning on pushing out more collective training, workshops, and opportunities to provide focused professional development for faculty and instructors.

3. Student Affairs
   a. AVC Dr. Ross provided the opening keynote and spent time providing advising to the incoming Freshman at NJC
   b. Communicated instruction on implementing HB23-1007, Concerning Crisis Services Information on Student Identification Cards. Working on updating SP 4-60 on new requirement as well as new language related to fully on-lien students.
   c. Implemented SB23-096, In-State Tuition Classification Institution of Higher Education so that Peace Corps volunteers can receive resident tuition.
   d. Implemented HB23-1261, No Requirement for Selective Service Higher Education, and removed question from application and all holds, while adding link to SS Registration on the Banner Registration tab.
   e. New supportive Academic Standing process under SP 9-80b officially went into place, and is being used with students for their Summer 2023 grades.
   f. *Financial Aid*
      i. CCCS Financial Aid staff attended the NASFAA 2023 National conference June 29-July 2. The conference provided extensive information on the FAFSA Simplification Act changes for implementation in 2024-2025. This significant overhaul will bring changes to the FAFSA form, needs analysis, and many policies and procedures. Due to the changes, the 2024-2025 FAFSA will not be available as of the traditional October 1 date. The anticipated launch date of the 2024-25 FAFSA will be in December 2023. Key changes include:
      ii. The Estimated Family Contribution (EFC) has been replaced by the Student Aid Index (SAI). The SAI is a different methodology to determine aid eligibility.
      iii. The FAFSA Simplification Act expands the Federal Pell Grant to more students and will link eligibility to family size and the federal poverty level.

TRANSFORM OUR OWN WORKFORCE EXPERIENCE

1. Equity & Inclusion
   a. E & I retreat planned for September 19th, a professional development plan for the year will be introduced.
   b. Dr. Moore & Ross helped equity annual report coaching meetings for colleges needing support.
   c. Worked with HR to provide speakers and potential Professional development experiences that could be used for the system office or system wide.
2. Student Affairs
   a. Launched self-paced course for CRM Recruit that target beginning users. The course is available to all current users and all new users will be automatically enrolled.
   b. Held an in-person event for Navigate Application Administrators so that each college could develop a plan to implement at least one strategic goal, and at least one communication plan, with a focus on enrollment and retention.

CREATE EDUCATION WITHOUT BARRIERS THROUGH TRANSFORMATIONAL PARTNERSHIPS

1. CCCOnline / CO Online @
   a. A Learning Design Community of Practice (LDCP) was established and held its first meetings in August 2023. The LDCP was recommended by the Colorado Online Learning Design Subcommittee and approved by the Steering Committee. Leadership is provided by tri-chairs representing CCCS and two different colleges. The community of practice is comprised of members from all 13 colleges to leverage combined skills and strengths to improve online learning experiences and professional development opportunities across all campuses.
2. Student Affairs
   a. Began hiring process for the two Reisher Bridge Scholarship Navigators as part of the 5-year $5 million grant from the Denver Foundation.
   b. Colorado State Approving Agency for Veterans Education and Training
   c. Cooperative Agreement between CCCS and the Department of Veterans Affairs (VA) for Fiscal Year 2024

REDEFINE OUR VALUE PROPOSITION THROUGH ACCESSIBILITY, AFFORDABILITY, QUALITY, ACCOUNTABILITY, RESOURCE DEVELOPMENT, AND OPERATIONAL EXCELLENCE

1. CCCOnline / CO Online @
   a. The Learning Resources Coordinator is working with the professional development team to design professional development sessions about creating, remixing, and publishing OER resources. There will also be specific training for designing materials in Pressbooks with interactive H5P content.
   b. The Learning Design team is partnering with other LDs across the state to continue to improve and build on the professional development D2L course for pooled sections in an asynchronous format.
   c. **CCCS Library Implementation:** The online CCCS Library central collection has gone live, with all library collections switching to the new central collection and single sign on for the Summer 2023 semester. Services were rolled out throughout the Summer:

> > > i. Library Chat (local) began June 1, with 24/7 global co-op coverage available to all CCCS students starting in July. Librarians at CCCS libraries will begin contributing 10 hours/week to the global co-op in September.
> > > ii. Book a Librarian (1x1 librarian help) was implemented throughout summer semester at college libraries (depending on need and available staffing).
> > d. The system-wide collection development committee will begin the process of reviewing and evaluating the new collection, and considering potential changes or additions, during the Fall semester.

2. Student Affairs
   a. The Student Affairs team has been working with our Leepfrog vendor to redesign the CourseLeaf course workflow and course information editing process. The course data is now live in our system and we are currently testing and validating course information for accuracy, timing, and responsiveness. The Student Affairs team is also working in conjunction with the System IT Team to upload our data for our programs, certificates, and degrees for our CourseLeaf Programs module which will mirror our course information program.
   b. Student Affairs has worked in conjunction with our HR Professional Development & Training Professional, Jen Parker, and Frank Vazquez, the Director of Academic Technology, to develop and present a series of professional development trainings on Project Management fundamentals that was offered to system employees to increase operational effectiveness and develop employee strengths in Project Management.
   c. In addition, the Student Affairs team has worked with Jen Parker, Patrick Warwick-Diaz from Legal Affairs and the SOCIE Committee (System Office Council on Inclusive Excellence) to develop and present a series of Equity and Inclusion professional development trainings centered around the concept of 'Belonging' for System Office employees which will wrap up in person in September.
   d. Student Affairs is working to develop a rubric to track and assess project rankings and status, as well as a tool to define and clarify responsibilities, processes, tasks, and assignments.
   e. Financial Aid
      i. CCCS Financial Aid staff has been assisting Otero College with financial aid processes and student emails while they are looking to replace the vacant positions of the Director of Financial Aid and Assistant Director of Financial Aid. Rhonda Martinez will be attending in person at Otero the first week of Fall classes to assist with student walk-ins.