2019

COMPREHENSIVE SCAN

YOUR DREAMS OUR PLAN 2018-2025 STRATEGIC PLAN

OZARKS TECHNICAL COMMUNITY COLLEGE

Mission Statement

The college mission is to provide accessible, high quality and affordable learning opportunities that transform lives and strengthen the communities we serve.

Vision Statement

The college vision is to serve our communities by expanding opportunities for personal and professional growth through our commitment to excellence and innovation.

Core Values

Quality

Opportunity

Accessibility

Learning

Diversity

Innovation

Collaboration

Respect

Integrity

Affordability

Personal Growth

Professional Growth

As Ozarks Technical Community College sets out to begin its annual strategic planning process, information on the external environment of the college has been collected in order to assist in planning strategically for the future. This report is a compilation of important issues and trends that impact the institution and the communities it serves.

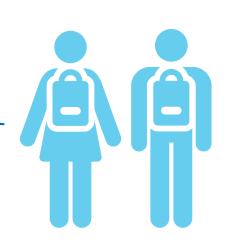
The purpose of this document is to anticipate and plan for the opportunities and challenges that OTC will face in the future. Key findings have been categorized into five areas of change: demographics, higher education, economy and workforce, public policy and politics, and technology. These five trend areas interact to shape the environment in which OTC functions.

The emerging trends identified in this report inform the strategic planning process at OTC and are vital to setting and achieving the goals and initiatives of the college. As planning for the future continues, information about these areas provides a context for decision-making related to how OTC fulfills its mission.



OTC by the numbers

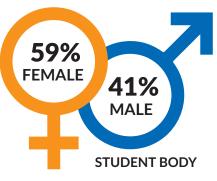
16,751 2018-2019 Unduplicated Enrollment



2,506 OTC students graduated in 2018 – including – 738 A+ students & 143 veterans





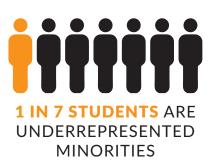


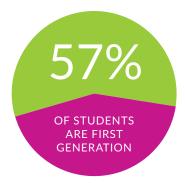


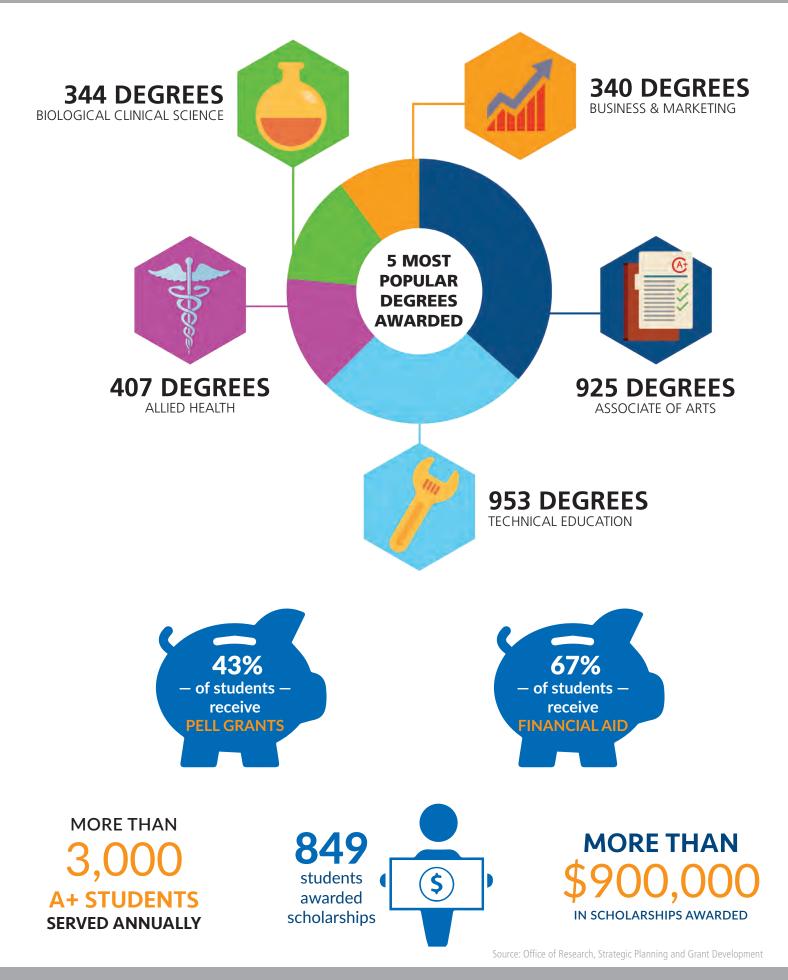
of our graduates find employment or continue their education at a four-year institution



of students work while attending OTC









Among students who receive Pell Grants...



...and who report that they could come up with no money from cash, credit, family or friends if an unexpected need arose in the next month, **222%** report working more than 30 hours/week.

Source: Center for Community College Survey of Student Engagement (CCSSE), "Re-Engaging Data" (October 2017)

POVERTY

Homelessness, food insecurity, and poverty affect college students.



36%

of college students reported not knowing where their next meal was coming from.



of college students come from families at or below the Federal Poverty Guideline. The majority of college students (53%) come from families at or below twice the poverty level.

§ **9%**

of college students reported being homeless within the past year.

Source: Lumina Foundation, "Who is Today's Student?" (2019)

SUCCESS

Economic background dramatically affects success in school and work, especially when race is factored in.



1.6x

Ninth-graders from high-income families are 1.6x more likely than students from low-income families to pursue an education beyond high school.



of young adults from low-income families earn bachelor's degrees by age 24, compared with 58% from highincome families.



Students from low-income households are 5x more likely to move out of poverty if they earn a college degree.

demographics



THINK YOU KNOW THE FACTS? TODAY'S COLLEGE STUDENTS ARE...

BALANCING MULTIPLE RESPONSIBILITIES



THREE-QUARTERS OF COLLEGE STUDENTS COMMUTE TO CLASS WHILE JUGGLING PARENTING, WORKING AND BOTH.



STUDENTS WORK ON AVERAGE

19 HOURS PER WEEK





Source: Lumina Foundation, "Beyond Financial Aid" (2018)

Today's students: older, more diverse, working, raising families, and often struggling. Share the facts. #TodaysStudent

64%

of college students work, and 40% of them work full time.



49%

of college students are financially independent from their parents.



6%

of college students serve or have served in the U.S. armed forces.



24%

of college students have children or other dependents.



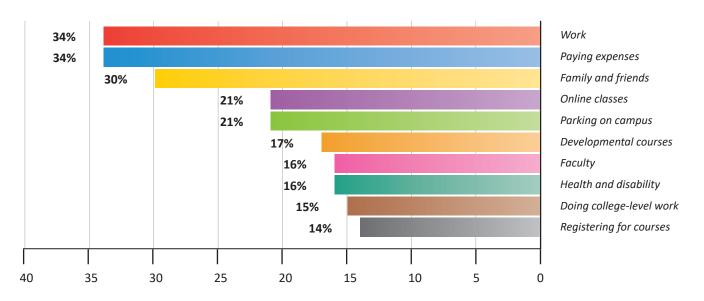
57%

of students live independently – away from their parents or campus housing.



Challenges to success

Work, expenses and family issues are the top three challenges to success cited by community college students.



Top 10 challenges to college success, according to community college students

Editor's note: The figures exceed 100 percent because students could select several categories in the survey.

Source: Percontor, "What Challenges to Success Do Community College Students Face?" January 2019.

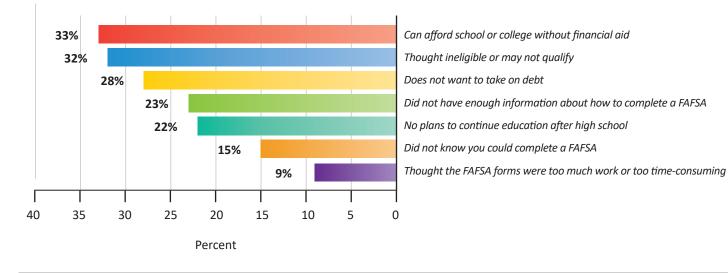


Working, paying expenses, and family and friends are the top challenges facing many community college students, according to a recent survey. A breakdown of those categories shows the specific hurdles. For example, of students indicating work as a challenge, having work hours that do not leave time for study was most often cited (61 percent), followed by not being paid enough to cover expenses while in school (49 percent). A work schedule that hampered students' ability to use campus resources was also a challenge (36 percent), as was work schedules that conflicted with classes (35 percent). Among those who said paying expenses was a barrier, living expenses were most often cited (71 percent), followed by books, software and supplies (58 percent), and tuition and fees (55 percent). In regards to family and friends, difficulty balancing demands of family and friends (72 percent) was most often noted, followed by difficulty dealing with the health of family and friends (35 percent).

Why students don't submit a FAFSA

One-third of students who don't complete the Free Application for Federal Student Aid say they didn't because they can afford college without financial aid, and nearly another one-third didn't because they didn't think they were eligible for it.

Percentage of fall 2009 ninth-graders without a completed Free Application for Federal Student Aid (FAFSA), by reasons for not completing a FAFSA

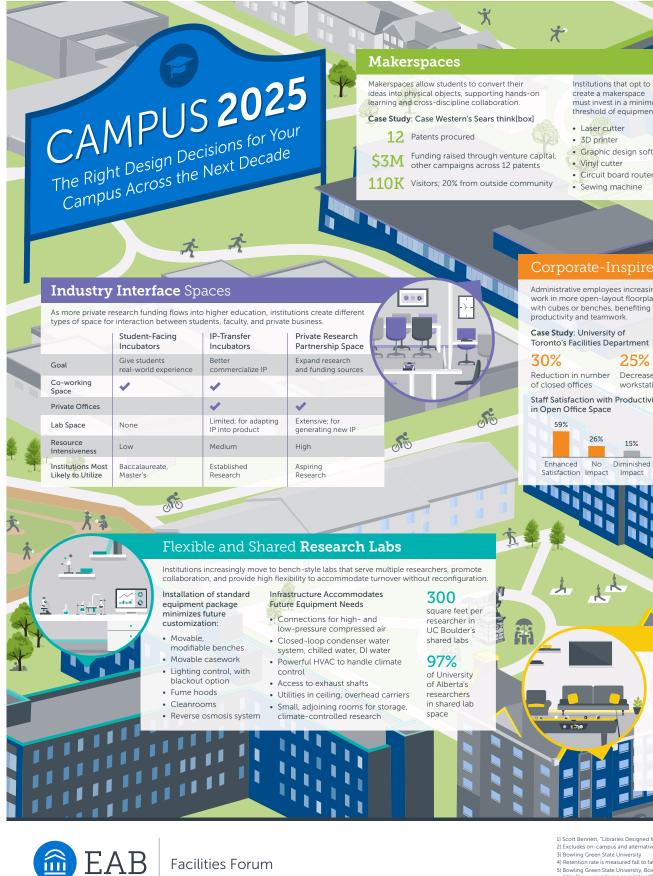


Source: U.S. Education Department, "Stats in Brief: Why Didn't Students Complete a Free Application for Federal Student Aid (FAFSA)? A Detailed Look," December 2018.

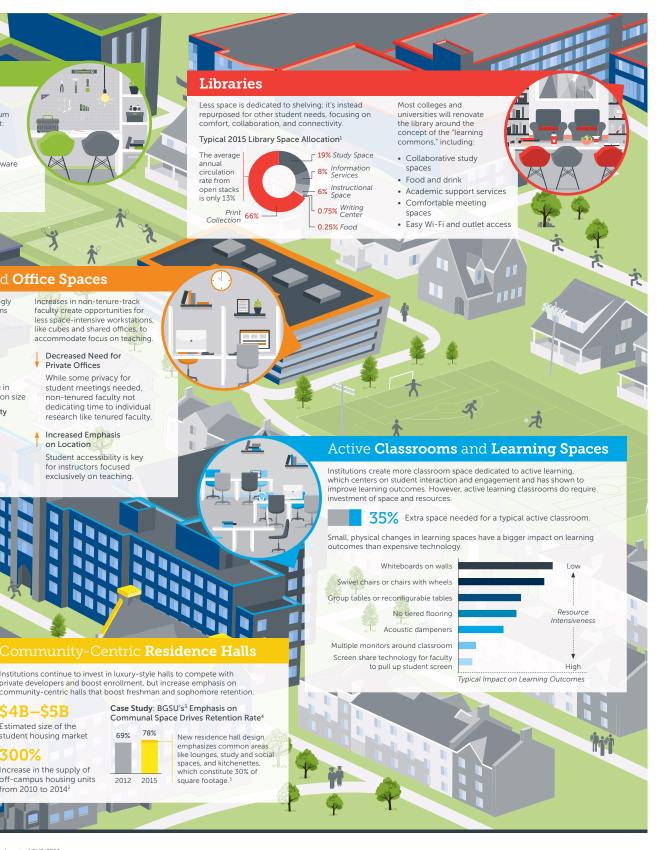


Almost one-third (32 percent) of a cohort of students who didn't complete a Free Application for Federal Student Aid (FAFSA) thought they were ineligible or may not qualify, according to a federal report. Nearly one-quarter (23 percent) didn't have enough information on how to complete the FAFSA, while 15 percent didn't know they could complete one. Nine percent thought the form was too much work or too time-consuming. The report also shows a disparity among race/ ethnicity. About one-third (34 percent) of Hispanic students and 27 percent of black students did not complete a FAFSA because they or their family didn't have enough information on how to complete it, compared to 18 percent of white students and 22 percent of Asian students. Completing a FAFSA is important for college-going students not only because it's an application for federal student aid, such as grants and loans, but also states, institutions and private funders often use the application when they consider awarding their own financial aid.





Bowling Green State University, Bov http://www.gensleron.com/cities/2



or Learning," CLIR, 2003. e, non-purpose-built housing

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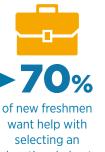
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for full-time students attending college for the first time. rling Green, OH; Gensler, D15/2/11/the-on-campus-experience-and-alumni-giving.html. Learn more about how your campus should respond to each trend. eab.com/ff/campus2025



NATIONAL DATA FOR NEW FRESHMEN INDICATES:

CAREER GUIDANCE



educational plan to get a good job

ACADEMIC SUPPORT



of new freshmen want help with writing skills

of new freshmen want instruction on how to take college exams

SOCIAL ENGAGEMENT



:

of new freshmen want information on clubs and social an experienced organizations at college



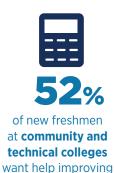
FINANCIAL SUPPORT



of new freshmen want to talk with someone about getting a scholarship

of new freshmen want to talk with someone about getting a part-time job

REQUESTS FROM SPECIFIC STUDENT POPULATIONS:



their math skills

MATH SKILLS

Source: Ruffalo Noel Levitz, "National Freshman Motivation to Complete College" (2018)







Why career pathways?

One strategy for addressing the diverse needs of this student population is the development of career pathways models, which enable low-skilled adults to combine work and education while obtaining in-demand credentials that support career advancement. Career pathways include:

- course sequence pathways
- stackable credentials
- articulated credentials providing multiple entry points into an industry
- wraparound services to support students

Well-designed career pathways programs also include a range of strategies and support services that enable working adults and other students to persist and succeed in post-secondary education and training.



Questions for colleges as they consider advising

Colleges should consider a range of issues as they assess their advising policies and practices. Colleges can use the questions below as a starting point for conversations among advisors, faculty, and the entire college community.

- 1. How does your college determine how many advisors it needs? Are all credential- and transfer-seeking students advised every term? Is not advising them every term acceptable? Do 15-minute sessions once per term provide enough advising? If some students need to be advised more than once per term, does your college have the capacity to manage that need? What would it take to meet with all students for the necessary amount of time prior to each term?
- 2. Have expectations for advisors changed at your college in the past five years? If so, has the college updated the advisors' job description? What training does your college offer advisors so that they are prepared for their current role?
- 3. Do advisors talk with students about their outside commitments? Are advisors making sure students have the information they need to balance work, children, and other commitments with coursework?

[When I started college] I had no, really, footing. I just came in, took some classes and I was working full-time. . . . I never felt like I had direction. I never felt like anyone was there, had my back, or was helping shape me . . . at least giving me constructive feedback on what I needed to be doing to get where I wanted to go.

- STUDENT

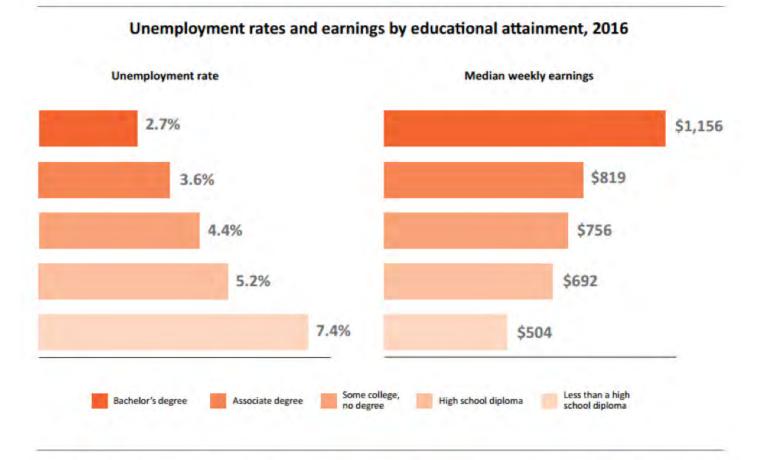
- 4. **Does your college's advising include early career exploration?** If so, is it for all students? If not, when does career exploration happen?
- 5. How are advisors talking to students about transfer? Do your advisors ensure that students' courses will transfer to their institution of choice and into their program of choice at that institution?
- 6. **Is advising consistent at your college?** Are students receiving consistent information from all advisors?
- 7. What is the faculty role in advising at your college? How do faculty members view their role in advising? How do faculty and advisors share information?
- 8. **How are advisors integrated into the classroom?** Are faculty members encouraged to bring advisors into their classrooms?
- 9. How are advisors monitoring student progress? How often do they talk with students about their progress?
- 10. Is your college tracking data on advising and assessing student outcomes based on the data? Is assessing advising services, and revamping them if necessary, part of your college's student success agenda?
- 11. Are some students receiving more comprehensive advising services than others? What might disaggregated advising and engagement data reveal? Are you ensuring that students of color, for example, are being guided to programs of study that have high earning potential? If not, do advisors need training to ensure that they are intentional about avoiding bias? If different types of students are having different advising experiences, how can your college bring successful models to scale?
- 12. What do your students and advisors say about advising? Consider holding focus groups to capture students' and advisors' thoughts. To download focus group guides to use with students or advisors, visit www.cccse.org/nr2018.

Source: Center for Community College Survey of Student Engagement (CCSSE), "Show Me the Way: The Power of Advising in Community Colleges" (2018)

economy & workforce

More education = better jobs

Higher educational attainment leads to increased earnings and lowers the likelihood of unemployment.



Source: Bureau of Labor Statistics, Current Population Survey <u>"Career Outlook: More Education:</u> Lower Unemployment, Higher Earnings," April 2017.

Editor's note: Data are for individuals age 25 and older. Earnings are for full-time wage and salary workers.





OTC ECONOMIC IMPACT & RETURN ON INVESTMENT



TOP INDUSTRIES IMPACTED BY OTC

INDUSTRY	TOTAL INCOME	JOBS
Healthcare & Social Assistance	\$45 M	882
Management of Companies & Enterprises	\$20.1 M	225
Professional & Technical Services	\$16.2 M	418
Accommodation & Food Services	\$15.1 M	413
Manufacturing	\$14.9 M	213
All Other Industries	\$122.7 M	3,428

IMPACTS CREATED BY OTC

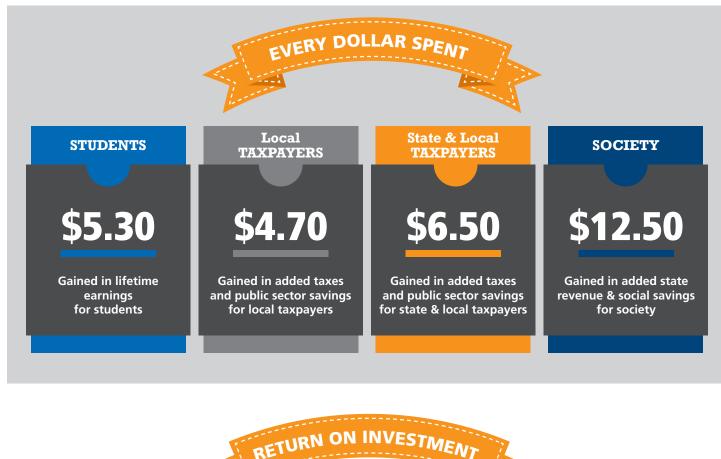
ADDED INCOME	JOBS
\$63 MILLION Operations Spending Impact	2,383
\$1.9 MILLION Construction Spending Impact	46
\$17.1 MILLION Student Spending Impact	367
\$152 MILLION Alumni Spending Impact	2,782
\$234 MILLION Total Impact	5,579 Total Jobs

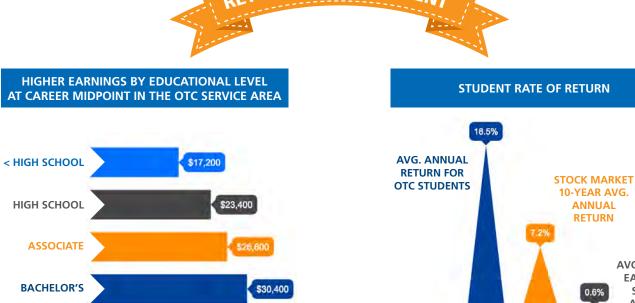


Source: Emsi



FISCAL YEAR (FY) 2015-16





AVG. INTEREST EARNED ON

SAVINGS

ACCOUNT





Impact on national economy

During the analysis year, America's community colleges and their students added **\$809 billion** in income to the U.S. economy, approximately equal to the **5.4%** of the nation's Gross Domestic Product. The economic impact of community colleges break down as follows:

- Over the years, students have studied at America's community colleges and entered or reentered the workforce with newlyacquired skills. Today millions of former students are employed in the U.S. workforce.
- The accumulated contribution of the increased productivity of former students working in the U.S. amounted to \$806.4 billion in added income in 2012.

INCOME CREATED BY AMERICA'S COMMUNITY COLLEGES IN 2012

\$806.4 billion

\$2.6 billion Effect of international student spending

\$809 billion

FOR EVERY \$1 SPENT ...

\$4.80

Gained in lifetime income for STUDENTS

\$25.90

Gained in added income and social savings for SOCIETY

\$6.80

Gained in added taxes and public sector savings for TAXPAYERS

Source: Emsi





Occupational Projections

MERIC produces occupational projections that estimates labor demand over a 10 year period. MERIC categorizes these occupations using its **Now-Next-Later** categorization system to help job seekers understand the training, education and experience requirements for various occupations.

Now jobs generally require short to medium term training (12 months on-the-job or classroom training) and no postsecondary education.

Next jobs generally require 12 months or more of on-the -job training or combined work experience and/or an associates or some postsecondary education.

Later jobs generally require a bachelor's or advanced degree and may also require additional work experience.

For **Now** occupations, front line service positions lead the way in total openings including: *Food Prep & Serving Workers, Retail Salespeople, Cashiers, Waiters/ Waitresses,* and *Customer Service Reps. Home Health Aides* and *Personal Care Aides* are the fastest growing **Now** occupations.

Truck Drivers, Nursing Assistants, and Cooks will have the most openings for the **Next** category of occupations. Respiratory Therapists, Paralegals, Plumbers, Pipefitters & Steamfitters, and HVAC and Refrigeration Mechanics & Installers, are the fastest growing **Next** occupations.

For *Later* occupations, *Registered Nurses*, *General & Operations Managers*, and *K12 Teachers* will have the most openings. *Software Developers* and health care related positions such as *Nurse Practitioner* and *Physical Assistants* are the fastest growing.

Ozark Region Long-Term Occupational Projections							
Occupation	2016 Estimated Employment	2026 Projected Employment		Replacement Openings	Total Openings	Median Wages	
NOW							
Food Prep. & Serving Workers	7,753	9,613	1,860	15,730	17,590	\$18,893	8
Retail Salespersons	9,195	10,215	1,020	13,846	14,866	\$22,200	8
Cashiers	7,206	7,775	569	13,897	14,466	\$19,220	8
Waiters and Waitresses	5,131	5,756	625	10,202	10,827	\$18,529	
Customer Service Representatives	5,380	6,043	663	7,205	7,868	\$29,172	8
NEXT							
Heavy and Tractor-Trailer Truck Drivers	7,473	8,767	1,294	8,544	9,838	\$40,620	8
Nursing Assistants	3,952	4,720	768	4,825	5,593	\$23,266	8
Cooks, Restaurant	3,218	3,761	543	4,836	5,379	\$20,320	8
First-Line Supervisors of Retail Sales Workers	3,141	3,494	353	3,456	3,809	\$38,044	8
Bookkeeping & Accounting Clerks	2,659	2,845	186	3,026	3,212	\$32,272	8
LATER							
Registered Nurses	6,385	8,006	1,621	3,624	5,245	\$54,224	8
General and Operations Managers	3,609	4,168	559	3,125	3,684	\$72,391	8
Secondary School Teachers	2,375	2,736	361	1,736	2,097	\$46,174	
Accountants and Auditors	1,433	1,727	294	1,375	1,669	\$54,024	
Elementary School Teachers	1,738	2,001	263	1,309	1,572	\$54,929	

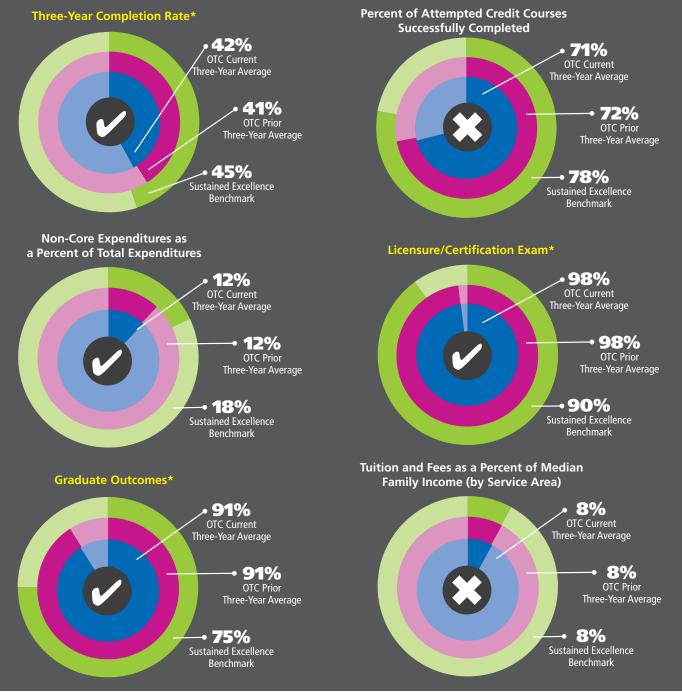
📕 denotes occupations within the top ten for on-line job ads in 2017 in the region within the respective Now-Next-Later classification.

Source: MERIC Occupational Projections, 2016-2026

public policy

State performance funding indicators (2018)

Institutions can meet performance funding indicators (marked with an *) by improving over their prior performance or meeting a national benchmark for sustained excellence.



Source: Office of Research, Strategic Planning and Grant Development

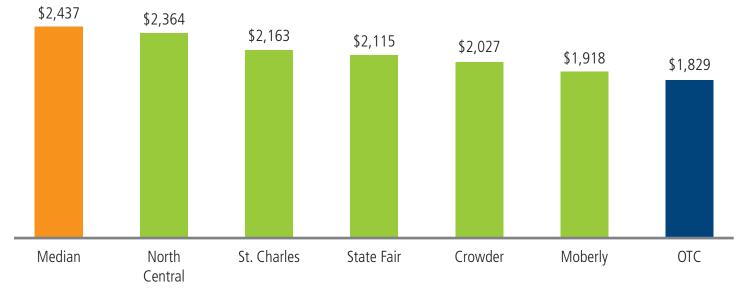
Met

Not Met

public policy

State Legislative Priority: Equity Funding for MCCA Colleges Below the Median

The values on this graph represent State Appropriations per FTE Enrollment.



Source: MDHE Fall 2018 Enrollment, FY 2020 Appropriations

American Association of Community Colleges (AACC) and Association of Community College Trustees (ACCT) Federal Priorities



Extend Pell Grant "Second Chance" program for incarcerated individuals.



Simplify the FAFSA process to support greater community college student participation in federal student aid programs.



Encourage quality innovations in higher education, including in competencybased education, dual enrollment, guided pathways, and other educational advancements.



Increase funding for state grants under the Carl D. Perkins Career and Technical Education Act (CTE).



Establish more accurate measures of community college success.

Source: American Association of Community Colleges (AACC) and Association of Community College Trustees (ACCT) Community College Federal Legislative Priorities for the 116th Congress

technology

94%

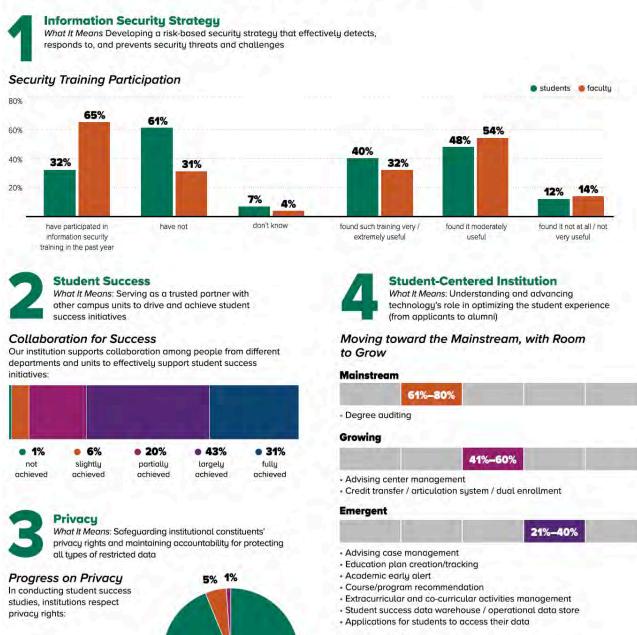
Strongly agree or agree

Strongly disagree or disagree

Are neutral

The Numbers Behind the Issues

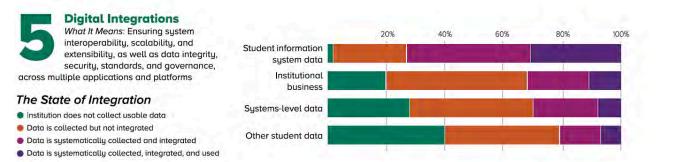
What higher education stakeholders say about the 2019 Top 10 IT Issues



Experimental

- Self-service referral to social/community resources
- Student success analytics dashboards
- Student success analytics system (e.g., predictive modeling)
- Consent platform for opt-in/opt-out

<21%

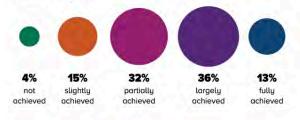


Data-Enabled Institution

What It Means: Taking a service-based approach to data and analytics to reskill, retool, and reshape a culture to be adept at data-enabled decision-making

Data and Decision-Making

Our institution makes sure the use of data to make decisions is accepted throughout:

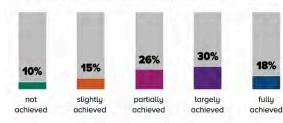


Data Management and Governance

What It Means: Implementing effective institutional datagovernance practices and organizational structures

Transparent Technology and Community Understanding

Our IT governance process makes decisions in a transparent manner that builds community understanding and creates a campus-wide view of technology standards and services:





Higher Education Affordability

What It Means: Aligning IT organizations' priorities and resources with institutional priorities and resources to achieve a sustainable future

Sustainable Funding

What It Means: Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

What IT Spending Does for Institutions





Integrative CIO

What It Means: Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

The Activities of IT Professionals

🔵 Never / rarely 🛛 🧶 Sometimes 🛛 🔮 Often / almost always



On the Way to Alignment

Our IT governance process prioritizes IT Investment in accordance with institutional goals



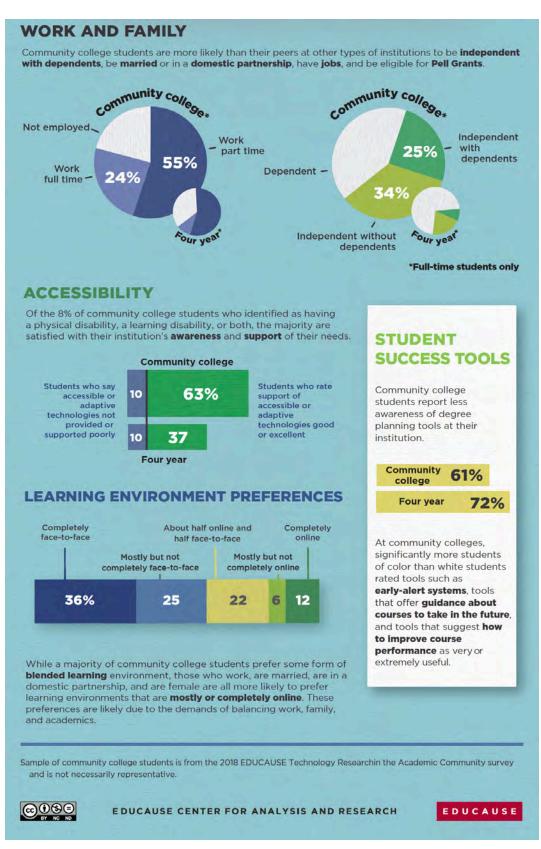
partially achieved largely achieved

fully achieved

To learn more about the Top 10 IT Issues, visit educause.edu/issues. To access the latest publications from the EDUCAUSE Center for Analysis and Research, visit educause.edu/ecar.



Community College Students and Information Technology



technology

Community College Information Technology Priorities



1. Mobility (devices and app support)



2. Website redesign and update



3. Cybersecurity tools and testing



4. Digital content and curriculum



5. Server consolidation and virtualization



6. Network modernization



7. Disaster recovery and business continuity



8. Computer refresh



9. Desktop visualization





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Three Technologies Community Colleges Should Be Watching Closely

Haugabrook advises community college leaders to closely watch the development of these three innovative technologies:



ARTIFICIAL INTELLIGENCE

Al has the potential to significantly improve college operations. It gathers personalized data for chatbots that can give adult learners, online students and others highly tailored responses to questions anytime of the day or night. This has ripple effects on support services. For example, call centers may see a decline in inquiries, which frees staff to devote their expertise to more productive tasks than answering phone queries.



BLOCKCHAIN

These secure, unalterable digital ledgers can create master records of student credentials to authenticate what students have learned throughout their educational careers.



INTERNET OF THINGS

Digital sensors feeding data to analytics systems give colleges insights to improve campus operations, reduce energy costs and identify students who may be at risk of dropping out. For example, devices that capture when students swipe their identity cards at oncampus events and organizations provide valuable information for faculty and advisors.

"There's often a strong correlation between participation in those types of activities and the likelihood of students reaching their academic goals," Haugabrook says. "And seeing students achieve their goals is the ultimate return on investment."



OZARKS TECHNICAL COMMUNITY COLLEGE