



**VICE CHANCELLOR'S REPORT**

Landon K. Pirius, Ph.D.

Vice Chancellor for Academic and Student Affairs

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**TRANSFORM THE STUDENT EXPERIENCE**

1. Enrollment Update

- a. Fall 2023 enrollment at our 13 colleges as of October 25, 2023 and compared to a year ago is up 7.192% (5,703) in headcount and up 6.203% (1,278.12) in FTE.
- b. Online Enrollment as of October 18, 2023 is as follows:

<b>10/18/2023</b>	<b>Fall 2023</b>	<b>Fall 2022</b>	<b>2023-2022 Difference</b>	<b>Fall 2021</b>	<b>2023-2021 Difference</b>
CCCOOnline	14,274	22,839	-37.50%	22,441	-36.39%
Dawson	62	117	-47.01%	165	-62.42%
Colleges Online	19,857	29,749	-33.25%	26,580	-25.29%
All Online	54,596	52,705	3.59%	49,021	11.37%
<b>10/18/2023</b>	<b>Spring 2023</b>	<b>Spring 2022</b>	<b>2023-2022 Difference</b>	<b>Spring 2021</b>	<b>2023-2021 Difference</b>
CCCOOnline	20,748	20,348	1.97%	20,870	-0.58%
Dawson	128	174	-26.44%	172	-25.58%
Colleges Online	27,601	27,213	1.43%	25,998	6.17%
All Online	49,651	47,735	4.01%	46,868	5.94%
<b>Colorado Online @ Enrollment</b>					
			<b>Spring 2023</b>	<b>Summer 2023</b>	<b>Fall 2023</b>
Pooled sections			657	1,577	9,433
Home College sections			517	874	10,970
Total			1,174	2,451	20,403

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 the contracting is complete. Implementation is currently earmarked and will start November 202 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
    - 1. New Quiz Creation Experience: How instructors create quizzes in D2L is changing. D2L is requiring all customers to enable this change by July 2023.
    - 2. Terminology changes: language was updated to clarify student access to courses and to better reflect the use of a specific link in Content.
    - 3. 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.

4. 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 is underway.
- h. **Colorado Online @ Transition:** 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 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 are receiving recommendations for course materials for Colorado Online @ pooled sections for Spring 24 courses from faculty. Collection for Summer 24 recommendations began September 1, 2023, with a March 31, 2024, deadline.

### **3. Student Affairs**

- a. Working with IT to update application to make process easier for Dreamer, DACA, ASSET, and UnDACAmended students. Overall improvements to application are also being included in this work.
- b. Reconvened system wide group to work on better supporting Dreamer, DACA, ASSET, and UnDACAmended students.
- c. Worked with state to allow vaccination exemptions for students who are in fully remote or off-site programs.

## **TRANSFORM OUR OWN WORKFORCE EXPERIENCE**

### **1. Equity & Inclusion**

- a. Held annual E and I retreat in Colorado Springs and provided professional development to the committee.
- b. Secured training from Dr. Brenda Allen for VP council which will take place on Nov 3<sup>rd</sup>.
- c. Working with colleges to collect annual E and I reports.

## **CREATE EDUCATION WITHOUT BARRIERS THROUGH TRANSFORMATIONAL PARTNERSHIPS**

### **1. Student Affairs**

- a. Awarded 260 Reisher Scholarships and hired two Reisher navigators to manage the new Reisher Bridge program.
- b. Implemented an alternative Reverse Transfer process after a data breach rendered the normal process impossible. 625 students will be evaluated and awarded an associate degree when eligible.

### **2. Financial Aid**

- a. Continue to work with the new financial aid directors to provide one on one training and serving as point of contact for financial aid questions. Recently assisted with the close out of Title IV funds for 2022-2023 and ensuring that the schools were

reconciled.

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

**1. Student Affairs**

- a. Working on updating system policies regarding allowing digital ID's and ID's for students who are fully on-line, as well as some clerical updates regarding GPA rounding and SSN collection.

**2. Financial Aid**

- a. Karla Nash and Carolee Goldsmith are working with all 13 colleges in submitting the SURDS financial aid data to Colorado Department of Higher Education (CDHE) for aid year 2022-2023. The deadline for submission has been extended to November 15th and will need to be reported manually due to a cyber-attack that CDHE experienced this year.

**3. Veteran Affairs**

- a. The following narrative is a snapshot of our performance during Fiscal Year 2024. Our annual self-evaluation was submitted on October 17, 2023, to the Joint Peer Review Group which will meet from November 17-22, 2023, in Washington, DC. This Joint Peer Review Group is comprised of the National Association of State Approving Agencies and VA Central Office, Education Services, leadership where they evaluate each state's performance during the previous fiscal year.
  - i. Outreach Activities: Met with Colorado Correctional Facilities, Police Departments, and Fire Departments throughout FY 2023 to conduct GI Bill® information sessions.
  - ii. Liaison Activities: Met with Ms. Melisa Renfrow and Mr. Leroy Chavez, quarterly this year to review quarterly reports and to discuss VA policies and how they impact veterans, eligible family members and our approved programs across the state. Also participated in the Community College Veterans Functional Working Group – provided briefing on the role of the SAA approval process; as well as upcoming Risk Based Surveys for FY 2024.
  - iii. Technical Assistance: Provided technical assistance on risk-based surveys, approval process for universities, colleges, non-accredited schools, flight schools, On-The-Job Training, and apprenticeship programs. Provided training when requested.
- b. **Cooperative Agreement Targets:**
  - i. The Colorado State Approving Agency for Veterans Education and Training met all 137 agreement line items for Fiscal Year 2023 as outlined in this assessment.

Our office received the highest rating awarded by the Joint Peer Review Group of “satisfactory” in December 2022 for our performance in fiscal year 2022.

c. **Risk Based Surveys:**

- i. Conducted 23 out of 24, risk-based surveys assigned for this year. Our office exceeded all reporting requirements for Fiscal Year 2023. Reviewed 294 student records during FY 2023 at 23 programs/schools. Upon conclusion of Fiscal Year 2023, we had a 16 percent financial error/finding rate across the board. This error rate was a decrease from Fiscal Year 2022. Reviewed \$2,853,986.00 in tuition and fees during these surveys; this was a 62 percent increase in dollar amounts from Fiscal Year 2022. **Our risk-based survey completion rate was 96 percent for this fiscal year.**
- ii. The risk-based survey process was overwhelming with the redundancy in the job aids required when conducting and completing risk-based surveys during Fiscal Year 2023. Moving into Fiscal Year 2024, the risk-based process has been improved with partnership between NASAA and VA Central Office.

d. **Program Approvals:**

- i. Our office met all program approval requirements for Fiscal Year 2023. Completed 147 reapprovals and 110 modified approvals for this year. The Colorado VA ELR returned one approval during the second quarter of Fiscal Year 2023.
- ii. The impact of the coronavirus pandemic has been less on our approved programs during Fiscal Year 2023, but we have continued to have more programs requesting withdrawal than in previous years.
- iii. We continue to have valuable working relationships with all key stakeholders who serve Veterans in the State of Colorado and with the Department of Veterans Affairs. Our partnership and cooperation with these entities will continue to strengthen and the Colorado SAA will be in a stronger position to serve our Veterans, eligible family members and schools in the state of Colorado.