

Goal 1 –Enhance the reputation and brand awareness of UPIKE as a leading Appalachian university

The President's Planning Council's Critical Review of 2022 Progress: Based on the progress of the particular strategies to enhance the reputation and brand awareness of UPIKE as a leading Appalachian university, the objectives of this strategic goal are being achieved however, trends suggest performance may fall below current levels. The overall rating decreased from what it was in 2020-2021 to 2.77 / 3.00

Objective 1: Develop the highest quality, most innovative and adept educators by investing in the professional development of our faculty and staff across the university. **The strategies for this objective are being achieved (2.88 / 3.00; decrease from previous year)**

- Athletics: Included a PD line in the operating budget to encourage and support coaches/staff to add training, certificates, strategies that are related to individual, team, and university goals. (Track, Football, Volleyball, and Archery coaches took advantage of PD. Two athletic trainers got certifications.)
- CAS: 2022 PD workshops included: Inclusive Pedagogy (r)-1.4 (g)-6.1 (h)-0.9 (i)-0.9 (j)-3.3 (k)-0.9 (l)-3 (m)

Objective4:

- Student Affairs/ Public Safety: Staff spoke at ACE fall student introduction event. Public Safety was given the opportunity to interact with ACE program students and mentors. Students asked questions about staying safe on the campus and what to do in case of emergency. Promoted continuous open interaction with students and staff of the ACE program. Staff met with DRC staff to better understand how Public Safety can serve our students with disabilities. Regular consultations with DRC to ensure proper student accommodations are implemented.

Objective5: Build or rebuild our academic and-curricular programs with a focus on student success. The strategies for this objective are being achieved; however, trends suggest performance may fall below current level (\$2.81 / 3.00; increase from previous year)

- Humanities: A complete restructure of the Division focused on holistic, cross-disciplinary learning and career outcomes, with new major in Performing Arts and new minor in World Languages and Cultural Studies; first-time hire in art and digital media to grow digital humanities programs in the area of gaming and digital design.
- Mathematics and Natural Sciences: Refreshed leadership in MTH to review pedagogy, align curricula, and improve student outcomes in gateway courses; applied math major being considered with growing career fields in data science and statistics, and to boost enrollments in upper-level math courses by aligning with career outcomes; new major in biomedical science to prepare students for the health professions, a new biomedical science club, and planning for a 3+4 program with KYCO to increase engagement with and pathways to the medical professions; growing undergraduate research programs in biology and chemistry.
- Patton College of Education: In May 2022, education programs earned accreditation from the Council for the Accreditation of Educator Preparation (CAEP) without recommendations for improvement; in September 2022, PCOE awarded the Frank Murray Leadership Award for Continuous Improvement; on Sept. 29, 2020, at the Kentucky Association of Teacher Educators conference at the University of Kentucky, two students Dylan Morris and Kynsley Redman received the prestigious Watts Award
- Social Sciences: New major in health and human performance in response to admissions data that show HHP is a major area of interest for prospective students; important collaboration with Athletics in teaching HHP courses using approaches that include direct, hands-on learning and equipment that is newly purchased for the HHP lab.
- Registrar's Office: Made changes to Program Evaluations to reflect curriculum changes, maintained Colleague Database with changes, made changes to curriculum tracks, updated check sheets and catalog.
- CNHSESON: Some minor changes were made to the curriculum, especially in the final semester. Hours were added to the Professional Transitions course (NUR 246) to give the required 120 hour preceptorship a "home", rather than being spread across two courses that had been for many years. The experimental course, 'Preparing for NCLEX', was permanently added to the curriculum as NUR 241 (1 hr). We added two additional courses to our restricted elective requirement, giving students more choices, and changed our religion requirement from REL 213 or 214 to any REL course that meets the general education requirement for systematic study of the Bible.
- Began conversations with four universities in Japan, renewing articulation agreement with NUS (Nagoya).
- KYCOM Presented and received approval from COCA to begin implementation of base curriculum for didactic education in Fall 2023.
- Business Office & Financial Aid: attended all FYS classes to make sure all students are familiar with Self Service. We had students log in, review their balance and checklist. They had to complete a quiz which forced them to log in while we're there to answer questions.
- By the time these fall 2021 new students were able to participate in early registration for spring term, 73% had balances of \$250 or less compared to 61% the year before; and 96% had completed the verification process compared to 74% the year before.
- Student Success: ACE created the LEADS (Leadership, Engagement, Achievement, Development, Service) Program in 2018 and graduated their first full cohort of the two-year program model in May. They inducted the new class in May and hold monthly LEADS sessions on topics such as leadership skills, job preparation, self-care, mock interviews, etc. Many of the sessions are in collaboration with other areas on campus, alumni, and community leaders.
- Student Affairs/Student Conduct: Alcohol Education and Drug Programming: The Office of Student Conduct partnered with Residence Life paraprofessional staff members (resident assistants) and Department of Public Safety to host alcohol and drug awareness events. The Office of Student Conduct also utilized 3rd Millennium alcohol education software to provide alcohol awareness education to students.

Goal 2 –Develop facilities, programming, and technology that leverage our environment to effectively attract, empower, and retain students

The President's Planning Council's Critical Review of 2022 Progress Based on the progress of the particular strategies to develop facilities, programming, and technology that leverage our environment to effectively attract, empower, and retain students, the objectives for this goal are being achieved; however, trends suggest performance may fall below current levels. The overall rating decreased from what it was in 2020-2021 to 2.57 / 3.00

Objective 1: Prioritize the renovation of new and existing facilities classroom and laboratory facilities, residence halls, student spaces, and maintenance facilities. **The strategies for this objective are being achieved; however, trends suggest performance may fall below current levels**

- Library: Maintained online presences during COVID-19 (phone, text, email, chat, Zoom); created LibGuides for additional information in asynchronous courses
- Operations: Aramark Housekeeping and Food Services supported the campus community by providing deep cleaning, continuous cleaning of high touch areas, and meals for students who were quarantined in campus housing.
- Registrar's Office: There was an increased need to communicate with students via emails and telephone requests versus in person services. These services included drop/add, withdrawal from the university, registration permissions, directed studies, internships, name and address changes. Basically, daily functions were disrupted causing staff to perform additional responsibilities by having to return calls several times and emails several times to finally get in contact with students or faculty members. Withdrawals were more complicated because the Registrar's Office had to walk the form around since the student wasn't on campus, which required staff being gone from the office for an extended period of time because there are six offices that must be signed for.
- CNHS SOSW; Had increased virtual classroom capacity and technological resources to meet the needs of students; The UGSW Program continued to adapt to the evolving COVID-19 pandemic by offering traditional classroom lectures and several fully online classes. To accommodate students and faculty in quarantine due to COVID-19 exposure or infection, it was necessary for traditional face-to-face lecture courses to be flexible. UGSW faculty provided options for students to join classes remotely via Zoom. A great deal of preplanning was involved in practicum placements for the UGSW Program, and sites were selected that could accommodate students and provide quality learning opportunities, with modifications, (o)1.9 (v

- Student Affairs/ Student Conduct: Office of Student Conduct staff facilitated student moves into QT/ISO housing areas and ensured that the appropriate databases for those temporary housing assignments and meal deliveries were updated. Staff also aided in meal deliveries as needed. To accomplish this staff worked closely with Public Safety, Residence Life, and the Testing and Outreach Coordinator for Sports Medicine.
- Student Affairs/ CSE: We followed protocols that were put in place while the campus was under Covid restrictions. We created ways to pivot (b) (5) of our p (b) (5) (c) 2.34910 Td (b) (5) 4e (b) (5) 8.9g<005 Tc.8 (ou)6.2 4ate(h)

Goal 3 –Intentionally create a variety of pathways that empower students to explore career, vocation, and leadership

The President's Planning Council's Strategic Plan 2015-2020

- Admissions: The student ambassador program was an opportunity for current students to develop their leadership skills. During 2021-2022, they provided tours of campus to potential students and families. Their representation of the University showed leadership. We currently have eleven student ambassadors, freshmen through seniors for 2022-2023. KYCOM: KYCOM Admissions has 13 student liaisons, featuring eight first-year students, and five second-year students for 2022-2023.
- Library: Offered two internship opportunities for IT Management program
- CNHS SOSW: Student professional associations were student led, curriculum in both UG and graduate programs required students to participate in service opportunities and often meant taking on leadership roles. SOSW actively sought partnerships with community agencies to create opportunities for students to serve at both levels of education.
- Public Affairs: told stories of successful internships that helped students find their career path and connect with alumni, community members and leaders that inspire future students to challenge themselves through internships. Through the UPIKE magazine alone, more than 35 alumni are highlighted in each issue.
- KYCO: Our Director of Community Outreach coordinated our relief efforts. We provided food, water, and supplies to students, alumni, and other members of the KYCO community as needed. KYCO faculty and students assisted with the clean-up and relaunch of the MCHC Whitesburg Eye Clinic. We provided free eye care and glasses as needed during the first week after the floods. KYCO Student Ambassadors have been given opportunities to participate in OptoCamp, Experience KYCO Day, and campus-interviews. We have seen a dramatic increase in club activities throughout the year including the Private Practice Club, Ocular Disease Club, and ASOS.
- In partnership with the campus Chaplain, First Year Experience, and Athletics and in the spirit of the UPIKE Mission, a total of 24 Service Days were hosted in the weeks leading up to classes. Service opportunities spanned more than 47 locations, with 812 members of the UPIKE family participating (263 from professional schools, 475 undergraduate students, and 74 faculty and staff). Several full athletic teams (not just the first-year students) participated, including Volleyball, Men's and Women's Soccer, and Football, and KYCOM cancelled classes on August 1st to send out 183 people to serve.
- Student Success: ACE's LEADS (Leadership, Engagement, Achievement, Development, Success) graduated their first full cohort of the two-year program model in May and inducted a new class. They held monthly LEADS sessions on topics such as leadership skills, job preparation, career, and mock interviews, etc. Many of the sessions were in collaboration with other areas on campus, alumni, and community leaders. ACE trained and hired seven peer mentors who helped incoming students transition successfully to UPIKE and began during the JUMP START program. Peer mentors continued to assist student throughout the first semester. CAE employed and trained 28 tutors for Fall 2022 who will work with staff, faculty, coaches, and peers to provide leadership, mentoring, and academic support.
- Student Affairs/ResLife: The Summer Crew were empowered to take a leadership role throughout the summer, working with their administration team to help design and execute a series of projects throughout the summer. In addition, these team leaders took a group of 2

- Family Connections kept family members of more than 300 students (13% of students compared to 17% in 2020/2021) informed about campus events, shared announcements, and provided information on how they can best support their students' UPIKE experience. The primary communication method used was The UPIKE Family Experience, a communication portal hosted by CampusESP. Through this portal, families could log on to receive content and announcements, sign up for newsletters, and view campus events. Additional parts of the Family Connections communication plan included UPIKE Family Connections Facebook, family sessions during GROWL, and the Family Connections Resource Guide.
- So far in fall 2022, more than 400 students (17%) are having their family members being contacted by Family Connections.
- Student Affairs/Student Conduct: 3rd Millennium was utilized in the past for alcohol and Title IX education. Communication about these educational programs was sent out as part of a monthly newsletter to students and their family members through the Office of Family Connections. The Office of Student Conduct managed the 3rd Millennium Alcohol Education program in the past.

Objective5: Work with local K

Goal 4 – Strengthen the financial capacity and long -term sustainability of UPIKE

The President's Planning Council's Critical Review of 2022 Progress Based on the

- Facilities: Increased facilities' team pay closer to median and added two new positions to accommodate for newly acquired building.
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- Business Office: The Risk Management group met several times during the year. That group created sub committees to mitigate as many risks as we can. It is constantly monitoring and updating our risk database.
- Facilities: Installed a handrail at the location identified as the highest trip hazard location on campus.
- KYCO: Created the foundation for a Quality Assurance Program for all KYCO Eye Clinics. This was created in the Dept. of Clinical Affairs in conjunction with the Clinic Leadership Committee. Implementation of the process will begin in 2023.
- Human Resources: Fully participated in risk management group at all levels.
- Diversity Office: Created a Bias Incident Report to identify, evaluate, and monitor Incidence of Bias on and off campus.
- Title IX: Provided training to all incoming and transfer students, as well as new faculty and staff. Title IX also sponsored and provided programming in conjunction with student affairs to promote respect and safety.
- Athletics: Created stronger partnerships with insurance, billing, and care of our S/A's. Mental health resources through Thrive Will-Kooth. Health/Medical through ARH and REHAB services. Use of office manager Lindsey Elliott for billing, follow up, and services in the Sports Medicine Department.
- Student Affairs/ ResLife: Residence Life collaborated with Public Safety, Facilities, and Housekeeping to regularly monitor and maintain an open line of communications regarding any identified risks. Residence Life also worked on the advancement of creating programs to enhance and identify potential risks, minimizing those risk factors from coming to fruition. In addition, Residence Life continued to implement its Monthly Health and Safety within the Residence Halls, allowing staff to identify trends and address the matters before any potential health risks arise.
- Student Affairs/ Student Conduct: Office of Student Conduct Staff served on the campus Behavioral Intervention Team (CARE Team), the campus Threat Assessment Team, and the campus Life Safety Committee. The CARE team provided collaborative guidance and assistance to students who were experiencing crisis, displaying unusual behaviors, or were engaging in other behaviors that may be perceived as being harmful to either themselves or to others. The campus Threat Assessment Team took a collaborative approach to assessing incidents that occurred on campus and were identified to have the possibility of affecting the campus community. The campus Life Safety Committee was a collaborative effort to identify issues with the safety infrastructure (cameras, elevator safety equipment, and Alertus mass notification System) and to provide solutions to the issues identified.
- Student Affairs/ Public Safety: Created Life Safety Committee to review all life safety incidents. Created Threat Assessment Team.

Objective 10: Enhance our processes and procedures to create a more seamless approach to registration, financial aid, and student accounts from inquiry to commencement and beyond. **The strategies for this objective are being achieved; however, trends suggest performance below current levels (2.6 / 3.00; similar to previous year)**

- Athletics: Coaches and S/As participated in GROWL and Bear Pause and Retention Task Force.
- Admissions simplified the application form for a more efficient process, with 3,592 applications for the year. Admissions collaborated with various offices to plan and execute our GROWL Orientation, with more than 550 registrations for the year.
- 561 students signed up for GROWL sessions during spring and summer 2022. 61% were low income and 32% were first generation students. 499 of those who signed up (89%) participated in the activities and registered for fall classes. 446 of participants (89%) were still enrolled at UPIKE in fall 2022 after the census date.
- Business Office: We continued to improve the Bear Pause process. Pushing the enrollment deposit helps IT, Financial Aid, Residence Life, and other offices know which students to focus on first. Many processes are now automated, dependent upon something else being done first. The communication to students, faculty, and staff is more frequent and includes all clearance items.
- Registrar's Office: Worked with Admissions, Financial Aid, Business Office and Student Success to make sure students are converted, holds are placed and removed in a timely manner, and ensures student registrations are correct in conjunction with all offices.
- Business Office: Bear Pause Committee included all offices from Admissions to move in. This committee

- Student Success: In collaboration with the GROWL and Bear Pause Committee the CSS continued to provide centralized, professional advising to incoming first year and transfer students, with the exception of students admitted into the Nursing program. The Retention Taskforce met regularly during early registration periods to discuss current registration numbers, holds preventing registration, and initiatives/programming to assist with registration. The Assistant Dean, in collaboration with Bear Pause, frequently communicated with academic deans, athletics, faculty advisors, ACE, Family Connections, the FS Instructor team, etc. regarding students who had not yet registered each semester.
- Student Affairs/ ResLife: Residence Life continued to work with the BearPause committee; through our efforts, we drastically reduced the number of holds within the residence hall by ensuring all outstanding balances and holds were resolved. In addition, the new policy required residential students to have a class schedule and forced the hand of students to have business holds resolved before