2009 Chancellor's Briefing

Student Services and Administration

Enrollment Management | Financial Aid | Student Services | Institutional Research, Planning, & Effectiveness | Information Technology | Legislative & Government Affairs | AGSC & STARS | Senior Vice Chancellor for Student Services and Administration |

Enrollment Management

Enrollment Management

SACS Preparation

- Submitted narratives and information pursuant to sections 2.10 and 3.9 of the *Principles of Accreditation*

- Participation on the QEP Implementation Team (Marketing Sub-Committee)

- Provided documentation detailing undergraduate admission requirement increase to Associate Provost

- Creating consistency in message, process, and practice

Enrollment Management
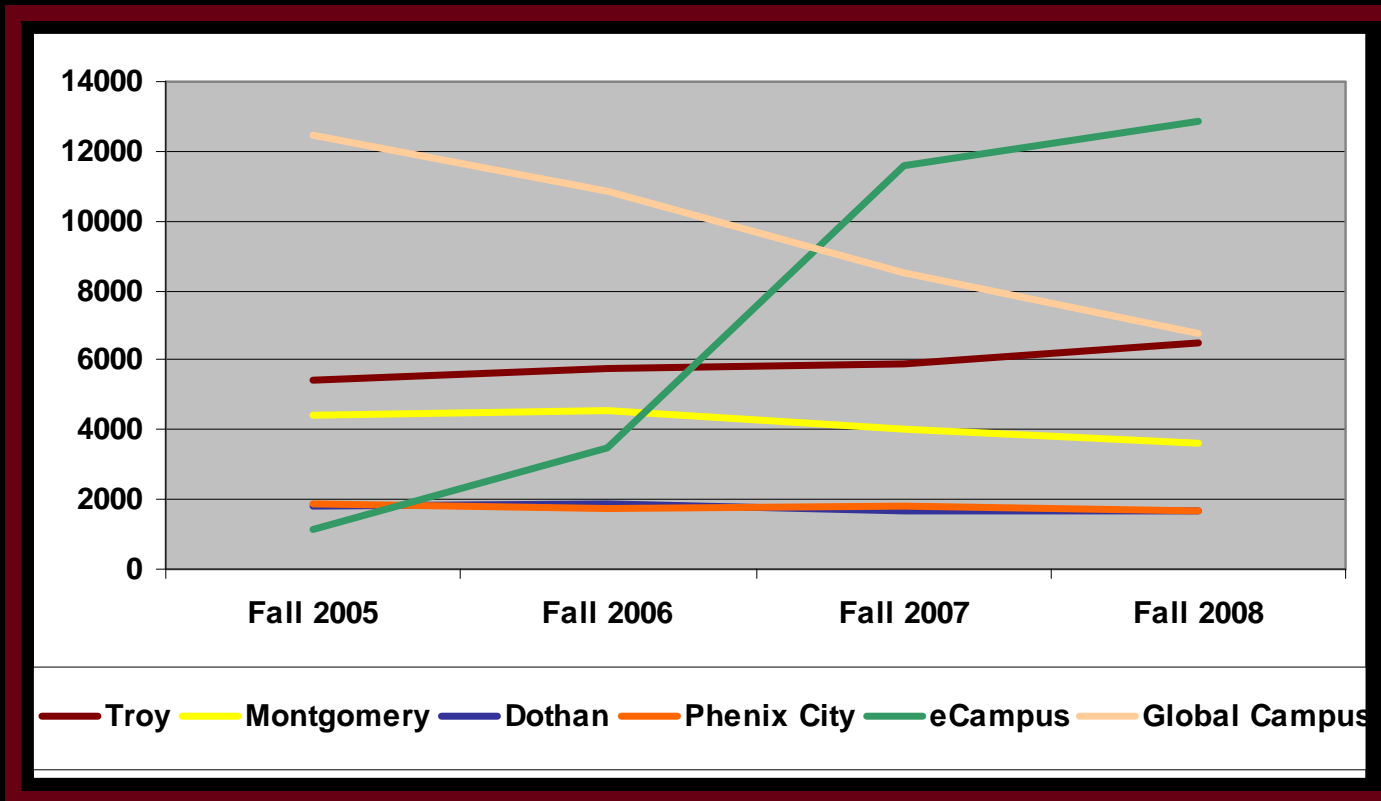
Vision 2010 – Strategic Objective 1.3

Provide a quality, student-centered education to more than 40,000 students worldwide by Fall 2010
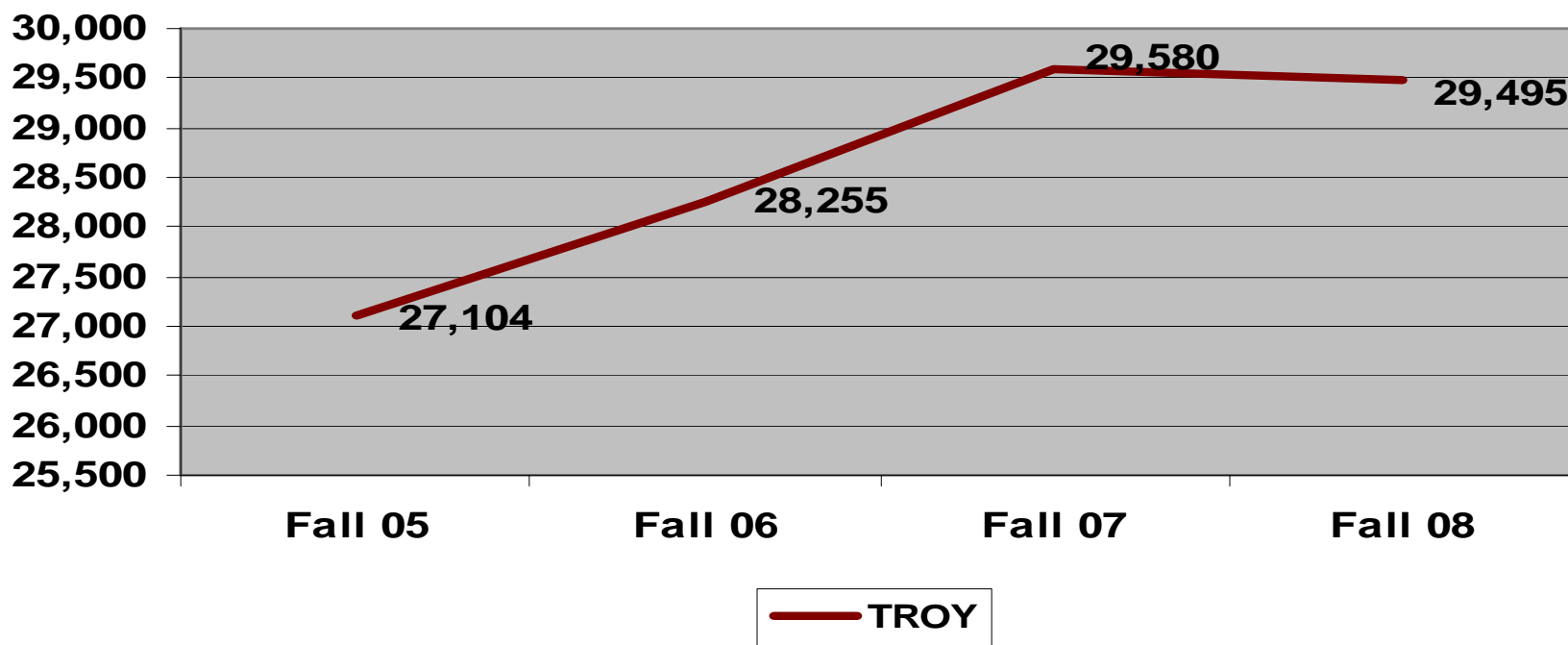
Enrollment Management

Vision 2010 – Strategic Objective 1.3

Provide a quality, student-centered education to more than 40,000 students worldwide by Fall 2010

Line chart titled TROY showing enrollment:
- Fall 05: 27,104
- Fall 06: 28,255
- Fall 07: 29,580
- Fall 08: 29,495

Enrollment Management

2008 Accomplishments

- Total enrollment growth of 9% since Fall 2005
    - 27,104 to 29,495
    - Applications increased 10% (14,480 to 15,719)
- Successfully implemented new undergraduate admission requirement – Fall 2008 (Troy Campus)
    - Growth in new undergraduate enrollments for Fall 08
- Hiring of Admissions Counselor for Montgomery Campus
- Created partnerships with local industry representatives – Dothan Campus
- Jointly published Tasks and Standards Manual with registrars to better train enrollment and records personnel worldwide

Enrollment Management

Major Efforts 2009

- Full implementation of "Active Admissions"
  - August 2009
  - Create greater levels of efficiency and responsiveness
  - Increased enrollment
- eConnections 3-4
  - 11 two-year institutions with signed agreements
  - Incorporating business and industry
  - Benefiting all campuses and sites
- Transforming the "Trojan Nation" into salespeople
  - "High Touch" will pay off in down economy
  - Sell academic programs

Financial Aid

Financial Aid

SACS Preparation

- Financial Aid Programs audited and determined to be in compliance for accountability and integrity with no findings reported for the past five years.

- Financial Aid Programs audited for 07-08 and verbally found to be in compliance with program responsibilities under Title IV.

- Student loan default rate of 5.3% for 2006 places us below Alabama's average of 6.2% and comparable with the national average of 5.2%.

Financial Aid

Vision 2010 - Strategic Objectives

- Hire an additional counselor to facilitate financial aid delivery—complete.
- Implement scanning system within financial aid office—complete.
- Work with appropriate committees to facilitate a smooth transition to an accelerated term-based system--complete.
- Coordinate with appropriate retention representative to identify traits of first-year students who did not return that may relate to financial aid--completed with an ongoing coordination.
- Assist in the implementation timeline of WebAdvisor 3.0 and Datatel release 18.—complete.
- Coordinate faculty and staff training in various areas of database relevant to and necessary for financial aid awarding--complete.
- Coordinate with Dean of Student Services for financial aid space—complete.

Financial Aid

2008 Accomplishments

- Retained more staff than in previous years: 8 positions were vacant--6 hired and trained, 4 retained, 2 vacant but approved to fill, and 2 not filled due to proration.
- Completed the first full year of document imaging: scanned 108,555 documents.
- Increased student applicants, awards and dollars disbursed for 2007-2008 academic year:
    - 5% increase in the number of eligible aid applicants
    - 23% increase in the number of awards
    - 9.2% increase in dollars disbursed-- $211,035,53 as compared to $194,071,673 in 06-07

Financial Aid

Major Efforts for 2009

- Implement a centralized student counseling center ($500 for renovations).
- Increase efficiency with the implementation of an automated system for Alternative loans and FFLP loan application correction process (no additional cost).
- Remain compliant and audit free (no cost).

Student Services

Student Services

SACS Preparation

- Reviewing the SACS compliance document with all Student Services staff to ensure that they are familiar with the document

- Will work with students and student groups to educate them on the Quality Enhancement Plan once it is ready for dissemination

Student Services

Vision 2010 - Strategic Objectives

- **5.7 Construct a new fraternity village on the Troy campus by 2010**
  - Conceptual drawing complete
  - Need to engage architect to complete plans

Student Services

2008 Accomplishments

- The Dean of Students (Dothan Campus) completed the approval process to become a Designated School Official (DSO). This will allow Dothan to admit international students.
- Continue to see increases in:
  - Housing Occupancy (99% occupancy)
  - Participation in campus activities (16% increase)
  - Intramurals (19% increase)
  - Shuttle ridership (74% increase)
- Major decrease in number of reportable crimes on all campuses to OPE (50% reduction)

Student Services

Major Efforts for 2009

- Complete Strategic Initiative 5.7 and construct new fraternity housing ($6,601,000.00)
- Redevelopment of student activities and events to accommodate our diverse student population and to develop weekend activities ($100,000.00)
- Re-examine and update plans for facility renovations to include:
    - Alumni Hall ($8,000,000 to $12,000,000)
    - Lee Natatorium ($2,000,000)
    - Health Center/Police Department ($60,000)
    - Mitchell Hall Auditorium ($2,500,000)
    - Arboretum ($25,000)
    - Safety and security systems on all campuses ($200,000)

Institutional Research, Planning, & Effectiveness
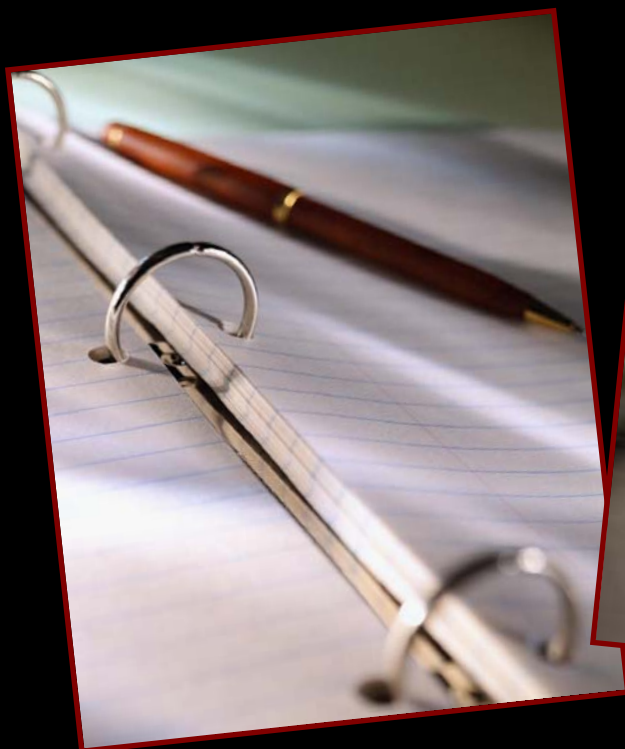
Institutional Research, Planning, & Effectiveness

SACS Preparations

- Coordinating Focus Report to SACS.

- Supporting final submittal of the QEP.

- Coordinating all site visits with SACS.

- Will facilitate any follow-up responses to the SACS team visit.

- Will provide assessment support for the QEP implementation.

Institutional Research, Planning, & Effectiveness

Vision 2010 - Strategic Objectives

- 1.5 – plan to implement additional student satisfaction surveys that compare satisfaction with other institutions.
- 2.2 – Submitted a FIPSE proposal to fund the Quality Enhancement Institute – not funded, but will adjust and reapply in 2009.
- 2.5 – Coordinated a funding proposal to the NRC for new academic programs.
- 2.7 – Extensive support work on the DNP.
- 2.8 – Have a solid start on SLOs for all academic programs and a process to keep improving the SLOs.

Institutional Research, Planning, & Effectiveness

2008 Accomplishments

- SACS Compliance Report submitted on time and support for the DNP and QEP.
- IRPE staff have not missed a beat in surveys, reports, IPEDS, ACHE, while expanding MAPP testing and conducting more surveys and focus groups.
- Alabama Quality Award (AQA) – Bronze Level
- Established a Data Quality Management Team

Institutional Research, Planning, & Effectiveness

Major Efforts in 2009

- SACS Review and Follow-Up
- Support for strategic objectives – reapply for FIPSE grant for Quality Enhancement Institute; support creation of second doctoral program; facilitate design of College of Science and Technology
- Alabama Quality Award (AQA) – apply for Silver level
- Begin preparation for next strategic planning cycle
- Enhance data quality for military students

Information Technology

Information Technology

SACS Preparation

- Created *sacs.troy.edu* website
- Edit; review all electronic data with IRPE
- Submitted narratives and information pursuant to sections 3.9.2 of the *Principles of Accreditation*
- Provide technical support for SACS team

Information Technology

Vision 2010 – Strategic Objectives

- Strategic Objective 5.1 - Prepare and implement a university technology plan
- Strategic Objective 5.19 - Establish an Information Technology Forensics Lab by August 2008
- All 100% Complete

Information Technology

Troy Comprehensive

- Created *sacs.troy.edu* website
- Troy Computer Forensics Lab and Institute
- Consolidated IT contract renewed
- Cellular contract renewed
- AT&T contracts centralized
- Network Authenticated Login
- Datatel Release 18 Upgrade
- Alumni Email system
- New Online Training system for technology

Information Technology

Alabama Campus Specific

- Internet Bandwidth Increase at all locations
- College of Education technology install
- New Athletics online ticket server
- Emergency Call boxes – PC and Troy
- Libraries upgraded to wireless internet
- Library software upgrade
- Digital Measures install – SCOB
- Cyberkids training program – over 7,000 attendees
- Document Imaging enhancements

Information Technology

Global Campus Specific

- Bandwidth increase at Columbus
- Fayetteville Telephone/IVC setup
- Panama City site addition
- SPSS roll-out (with AL campuses)
- VTC classroom upgrade in SER
- Web presence consolidation
- Florida region integration with SER
- CTAM Phase II testing

Information Technology

Major Efforts in 2009

- SACS Support
- New IT facility move
- Additional server consolidation
- Completion of TrojanNet
- New TROY website
- Additional paperless workflow efforts
- Test thin-client desktop technology
- Review of Academic technology Support - Blackboard
- April 2009 – Best IT security Team in nation!

SC MAGAZINE AWARDS 2009 FINALIST Honored in the U.S.

Legislative & Government Affairs

Legislative & Government Affairs

LEGISLATIVE CLIMATE…

Legislative & Government Affairs

YEAR	O & M	$ CHANGE	% CHANGE
'04 Budget 2003	$35,698,593	$303,518	0.86%
'05 Budget 2004	$37,080,895	$1,382,302	3.55%
'06 Budget 2005	$43,459,760	$6,378,865	17.2%
'07 Budget 2006	$52,067,717	$8,607,957	19.81%
'08 Budget 2007	$62,150,763	$10,083,046	19.37%
'09 Budget 2008	$55,095,408	($7,055,355)	(11.35%)
'10 Budget 2009	?	?	?

Legislative & Government Affairs

Better position today than past

- Better grassroots lobbying efforts
- Leadership role in Legislature and CUGAR
- Continue to build TROYPAC
- $8M in bond money for CIBED
- Secured agreement with Alabama Relay Board
- Federal Appropriation Bills

Legislative & Government Affairs

Major Efforts for 2009

- State Appropriations
  - Cuts projected at $800M - $1B
  - Equitable cuts for all segments
  - FY '10 will be challenging year
  - Work with leadership and CUGAR to minimize cuts
  - Continue to remind Legislature of equity
- Federal Appropriations
  - Secure previous earmarks
  - Take advantage of proposed economic stimulus package
- Legislative Team

Legislative & Government Affairs

Government Relations

- Position on House Education Appropriations Committee
  - FTE Equity Funding
  - Additional Funding
- Continue work with Boards & Agencies
  - Choctawhatchee-Pea River Watershed Authority
  - Alabama Development Office
  - ADECA
  - Department of Transportation
  - Homeland Security
  - Local & State Law Enforcement Agencies
  - "No Name" Group
- Continue work with local mayors

AGSC & STARS

AGSC & STARS

SACS Preparation

- Assisted with writing of Section 3.4.4 of SACS Compliance Report – "Acceptance of Academic Credit"

- Currently maintain Troy University's Standing Committees and Councils Website

- Available, if needed, to explain the state transfer/articulation program (AGSC/STARS) to SACS Reaffirmation Team

AGSC & STARS

Vision 2010 - Strategic Objectives

- Assigned Strategic Objective 2.9 (improve relationships and provide educational opportunities to community colleges)
  - Developed and presented the E-Connection 3-4 Model to address Strategic Objective 2.9
  - Continue to help E-Connection 3-4 Coordinators
- The responsibility of implementing, managing, and monitoring this program has shifted and now rests in Enrollment Management.
- Objective 100% complete

AGSC & STARS

AGSC/STARS 2008 Accomplishments

- Over 80,000 transfer guides obtained in 2007-2008 (most ever in one year) – 500,000 over last decade
- Partnering with Troy University's Art & Design Students to create an interactive training CD Rom for use by students, advisors, counselors, administrators, and faculty all over our state (public two-year and four-year intuitions)
- Improved reporting structure to all institutions
- Completed tri-annual review of previously approved courses/templates (system maintenance)

AGSC & STARS

AGSC/STARS Major Efforts in 2009

- Do more with less (state cut budget by 20%)
- Continue to find ways to keep legislative members informed of the importance of this program to our state
- Improve training (complete CD-Rom training initiative)
- Improve communication (continue to strengthen relationships with all public two-year and four-year institutions in our state)
- Continue research to validate importance of this program to overall success of transfer students

Senior Vice Chancellor for Student Services & Administration

Dr. Richard Federinko

Comments or Questions?