NC State Continuing Education, through the McKimmon Center for Extension and Continuing Education (MCE&CE) serves the public, the non-traditional student, and the academic community by facilitating access to university knowledge and resources and alternative methods of knowledge transfer, specifically to support non-credit programs for non-degree seeking students. MCE&CE is a $44 million operation supported primarily by revenue-generating programs. In pre-pandemic years, MCE&CE generally has served more than 230,000 participants through more than 2,600 events per year. However, due to the COVID-19 pandemic, our core historical business model of delivering face-to-face educational programs was dramatically impacted, and even with our diligent efforts in converting as many programs as possible to online and hybrid formats, MCE&CE is projecting as of May 28, 2021 that FY21 totals will only result in 36,115 participants and 672 events.

A positive sign for the present and the future includes a relationship the division has built with HackerU, a provider of digital skills bootcamps, to deliver online upskilling and reskilling programs that are projected to provide hundreds of participants with opportunities for new jobs and careers in the coming years. Additionally, the division has become more adept at offering virtual conferences and online programs, which diversifies our portfolio of offerings for the future.

MCE&CE supported the strategic plan of North Carolina State University through the following efforts in fiscal year 2020-2021, described as Overarching Actions.

**Overarching Action: Cultivate Excellence & Continue Investing in Areas of Emphasis**

1) **Enhance Opportunities for Interdisciplinary Education, Research and Scholarship**

   Explore linkages between mechanisms that support centers, institutes, clusters, initiatives, collaboratives, etc. and refine administrative structures and funding models.

The Center for Urban Affairs and Community Services (CUACS) continues to deliver research and technical services to state and local governments to address issues that affect the citizens of North Carolina through collaborative work with other departments and governmental agencies. CUACS’s work with government agencies, campus faculty, and nonprofits help address aspects of society that impact lives—for example, public education, environment, government, and human services. This fiscal year, through seven projects ($8,913,451), CUACS continued to deliver high quality, timely research, and technical assistance services to its clients.

The Upper Coastal Plain Learning Council (UCPLC) continues to strive to increase opportunities for student and adult success through program offerings that meet state and national pre-K-16
standards. New programs will be designed and evaluated based on the prioritized goals of each school or program unit such that there will be an increased number of programs that empower learners to be academically successful. In addition, there will be an increased number of partnerships with community stakeholders so more students and adult learners will have access to much needed resources. UCPLC continues to nurture viable programs that meet the needs of Upper Coastal Plain stakeholders.

The Collaborative (TC) continues to foster a strong partnership with both East Carolina University and NC State University in an effort to bring face-to-face university master and doctorate level degree programs to the educationally underserved population in eastern North Carolina. The Collaborative works with local and regional business leaders, government representatives, and area stakeholders to extend current and future program offerings. Support of students of the Master of Social Work and Master of Public Administration cohorts continued this fiscal year. A Master of School Administration started this year. The Collaborative offers convenient quality exam proctoring services to area distance education students to facilitate degree requirements.

The Office of Professional Development (OPD) added a vital service to its clients this year: virtual conferencing. Rather than cancelling conferences due to the COVID-19 pandemic, OPD purchased software that enabled the conferences to be held online. This effort allowed OPD to keep much of its conference business while its staff learned new skills, and OPD diversified its services. Conferences that moved to a virtual format, rather than cancelling, included the North Carolina Community College System Conference, the State Board of Elections Conference, the State Energy Conference, the State Construction Conference, and the North Carolina Association of Election Directors Conference. After the pandemic, OPD will be able to continue to offer virtual conferencing as a service to its clients.

2) **Enhance commitment to a diverse and inclusive university**

Promote cultural competency through communication and training:

Thirty-six courses, lectures, and study trips gave Osher Lifelong Learning Institute (OLLI) members the opportunity to develop their cultural competency, and included subjects such as local and North Carolina African American history, religion, and gender studies, as well as reflective courses on unconscious bias and race. The courses were developed both by OLLI’s Program Development Committee and an ad hoc committee that meets periodically to identify additional course topics and strategies to advance this work.

The Office of Professional Development (OPD), in partnership with the Department of Civil, Construction, and Environmental Engineering, offered scholarships paid for by the United States Department of Transportation for minorities to attend the Construction Project Management Diploma Program. As part of a partnership with the Department of Entomology and Plant Pathology, several insect rearing courses were held online throughout the year that were attended by participants all over the world. Additionally, the North Carolina Historically Underutilized Business Office conducted a disparity study on the availability and utilization of
minority and women-owned business enterprises, which examined relevant evidence of race or gender-based discrimination in Department of Administration contracting. The results of the study were presented at both State Construction Conferences held this year.

MCE&CE staff completed mandatory Diversity, Equity and Inclusion training this year, and many staff took several other offerings as well to enhance their cultural competency through training.

**Overarching Action: Improve Institutional Effectiveness While Growing & Realigning Resources**

1) **Improve Processes for Providing Support to the Research Enterprise**
   Identify differentiating and strategic research areas that reflect NC State’s competitive expertise and advantages in order to communicate more effectively with external partners.

The McKimmon Center for Extension and Continuing Education’s Center for Urban Affairs and Community Services (CUACS) continues to maintain current partnerships with state and local agencies, enhances working relationships with campus departments and individual faculty members, as well as seeks new partnerships. CUACS works diligently to communicate with prospective new clients and deliver marketing materials as needed, to submit proposals to targeted agencies/units, and if approved, successfully meets all contractual requirements/timelines. CUACS is proud of renewing its existing major partnerships with the North Carolina Department of Public Instruction (NCDPI) and the Department of Health and Human Services (DHHS). The employees of CUACS maintain an updated, informative website for use in providing information on CUACS to potential clients, the university community, and the general public.

The Upper Coastal Plain Learning Council (UCPLC) continues partnerships in its stakeholder areas and beyond with the National Council of Behavioral Health, the Region 7 Oral Health Alliance, Hometown Hires, the Wisdom Tooth Program, Mental Health First Aid, Eastpointe, Trillium, United Way, NC Oral Health Division, NC State College of Engineering/The Engineering Place, and Wilson Community College. In addition, UCPLC collaborates with business and education partners to develop and support sustainable initiatives that maximize outreach opportunities. UCPLC’s outcomes include an increased number of diverse partnerships and expanded multi-faceted, high quality deliverables for all communities in the Upper Coastal Plain sustained by documentation and evaluation of collaborative efforts.

The Collaborative (TC) achieved improved outcomes by increased presence at regional events. Staff attended additional community outreach sessions, seminars, and workshops in an effort to create knowledge of program offerings and positively impact enrollment.

The Office of Professional Development (OPD) has built new partnerships this year, including with the National Organization of Test Research and Training Reactors. OPD also expanded its
services to existing clients including the Department of Public Instruction, the State Board of Elections, and the North Carolina Community College System.

Office of Professional Development Technology Training (OPDTT) created new relationships with many of the organizations through virtual courses and by diversifying its offerings. By offering programs online synchronously, OPDTT is able to offer programming to participants regardless of their location, which enables the unit to serve a wider audience.

2) **Enhance private support to the university**

   Develop and foster a culture of philanthropy campus-wide among students, faculty, and staff

The Osher Lifelong Learning Institute participated in the delayed September 2020 Day of Giving and the March 2021 Day of Giving, and solicited additional gifts throughout the year. OLLI had a strong showing on both Days of Giving, which was significant given the decline in memberships and enrollments that COVID has brought. September results included 160 gifts totaling $11,670, which was a #5 showing on the University Priorities Leaderboard, and earned an additional $1,628 in bonus funds. March results included 294 gifts totaling $13,170, #6 on the Leaderboard, and an additional $3,465 in bonus funds. OLLI is on track to exceed $45,000 in fundraising in this fiscal year.

**Overarching Action: Enhance Student, Faculty and Staff Success**

1) **Promote a culture of entrepreneurship in support of NC State students, faculty, staff and alumni**

   Provide structure and resources that promote campus collaboration and community outreach

The Center for Urban Affairs and Community Services (CUACS) continues to support faculty research as requested and to provide work experience opportunities for NC State students. CUACS offers ongoing work opportunities to students in social science, education, statistics, and/or computer science curricula. Its students gain tangible experience in applied research. Upon the completion of their academic program, students will have gained practical experience in applied research, education, and/or computer science.

The Office of Professional Development (OPD) collaborates with the NC State Extension office, Agricultural & Resource Economics, to deliver training for tax preparers throughout North Carolina. OPD also hosts the North Carolina State University's Teaching English to Speakers of Other Languages (TESOL) certificate program, which is designed for individuals who want to teach English abroad or in their local community.

2) **Create a culture of continuing professional development for staff and faculty**

   Develop ongoing education programs and compliance communications for staff, faculty, and administrators to enable them to do their jobs more effectively.
Although MCE&CE staff were working remotely and had furloughs and budget cuts imposed on them, we did put forth efforts to still offer employees the opportunity to participate in initiatives that promote wellness. Employees were encouraged to participate in virtual continuing education opportunities, including attending the University Professional and Continuing Education (UPCEA) regional conferences, the UPCEA MEMS conference, the UPCEA Annual Conference, and the ProEd Digital Summit, as well as various online presentations, courses, and certificate programs. In addition, employees participated in wellness challenges such as nutrition, hydration and sleep challenges at the university level and the statewide Miles For Wellness Challenge 23, Traversing the Southern Capitals of the Southern United States.

The Upper Coastal Plain Learning Council offered a Mental Health First Aid program, which is an eight-hour workshop that teaches lay people, educators, and others, a five-step process to help a person who is experiencing a mental health issue.

The Office of Professional Development (OPD) offers a variety of professional development opportunities available to staff, faculty, and administrators such as project management, construction management, facilities engineering management, maintenance and reliability management, energy management, and professional coaching. Several conferences offered include professional development/continuing education credits through an accrediting association or body. The “State Energy Conference”, for example, offers credits for engineers through the Institute for Engineers (IEP).

Customized Contractual Education (recently rebranded as Customized Training and Development) is recognized as a resource by public, private, governmental and military organizations to obtain high-quality customized continuing education for their staff. Throughout the year, the unit offers teaching opportunities to all levels of faculty who teach continuing education and professional development to the many organizations we work with in North Carolina. These teaching opportunities provide instructors with “outside” contacts to refine and develop their intellectual capital.

The Office of Professional Development (OPD) is recognized as a resource for professional development and conference management services. OPD continues to work with the North American Association of Summer Sessions (NAASS) to provide conference management and membership management services. Assisting the NAASS organization allows OPD the opportunity to support the goals of NC State University, particularly “enhancing student success and investment in faculty.” NAASS identifies emerging trends, promotes best practices, and facilitates the exchange of information among leaders in higher education in order to continually increase academic quality, student services, and fiscal success of summer and special sessions. NC State is a member of NAASS and offers Summer Session to the NC State students. We are supporting the continued growth of this programming for NC State students and the professional growth of faculty by providing association management services to NAASS.
3) Improve student success through improved admissions, enrollment, and retention

The Collaborative (TC) provides convenient, quality exam proctoring services to area distance education students to facilitate degree requirements. This service is provided at no charge to university students. The proctoring environment is vital to student success. A quiet, private space is ready upon arrival. Documents are downloaded and reviewed prior to student arrival to anticipate and resolve any issues in advance. Test materials, supplies, and technology required are gathered before the student arrives to assure a smooth transition to exam delivery.

The Office of Professional Development (OPD) has a partnership with Princeton Review to offer students Test Prep courses in GMAT, MCAT, ACT, GRE, and LSAT.

4) Enhance institutional pride

Reinforce the University’s “Think and Do” Brand to continue to elevate institutional reputation

Engagement with OLLI gave NC State faculty the opportunity to educate members of the general public about the importance of the University’s mission and research impact. Thirty-two NC State current and emeriti faculty, from 20 different campus units, presented courses/lectures. Part of OLLI’s mission is encouraging members to stay current, and NC State faculty presented their research on subjects such as climate change, politics, AI, astrophysics, quantum mechanics, digital privacy, and the pandemic response.

The Office of Professional Development Technology Training (OPDTT) enhanced the reputation of NC State University by creating and offering quality educational programs in the areas of technology and professional development. On a regular basis, alumni who are at the top of their fields in business and industry relied upon OPDTT for training.

The McKimmon Conference & Training Center (MCTC) continues to live up to its reputation of being the premier conference and training facility in North Carolina by providing excellent resources and support for all clients and staff. This past year, MCTC added three Zoom Webinar licenses in order to increase the streaming options available to our clients. All technical staff have been trained to direct Zoom Webinars, adding to our ability to provide classes, either in a hybrid format, or completely online. Our Mediasite streaming devices were retired May 17 and are being replaced with Pearl Mini recorders. These devices will provide most of the same options as Mediasite at a greatly reduced annual cost. Plans are being made to upgrade MCTC’s largest space, Room 1, to fully digital control and sound systems, replace current 4:3 screens with 16:10 screens, and replace much of the digital processing equipment with newer, more robust components in order to enable full integration of all systems.

The Office of Professional Development (OPD) has enhanced the reputation of NC State by creating and offering quality educational programs and professional development opportunities in a variety of methods such as face-to-face, online, and virtual conferencing. OPD staff strive to offer premier conference management services to NC State faculty and government agencies.
by attending professional development training, studying best practices and new strategies, attaining professional certifications, and developing relationships with professional associations such as the Government Meeting Planner Association, Certified Program Planning, and Certified Meeting Planning. OPD staff also has accredited relationships with professional associations that allow us to offer continuing education credits such as the Project Management Institute, Certified Financial Planning, Human Resources Certificate Institute, and the Land Grant University Tax Education Foundation.

5) **Promote graduate student and postdoctoral success**
Offer co-curricular professional development and skills building to enhance the academic experience of graduate and postdoctoral students.

The Office of Professional Development (OPD) works with the Graduate School to develop the manual for the Graduate Student Research Symposium, held each March. This manual includes poster presentations from more than 200 graduate students from NC State University. Posters are judged by faculty, and students receive recognition for top posters. The goals are to showcase the outstanding quality and diversity of graduate-level research at NC State, in addition to providing students the opportunity to practice and enhance their communication skills with those outside of their discipline. This event was not held in 2021 due to the COVID-19 pandemic but will return next year.