



2019

College within reach.

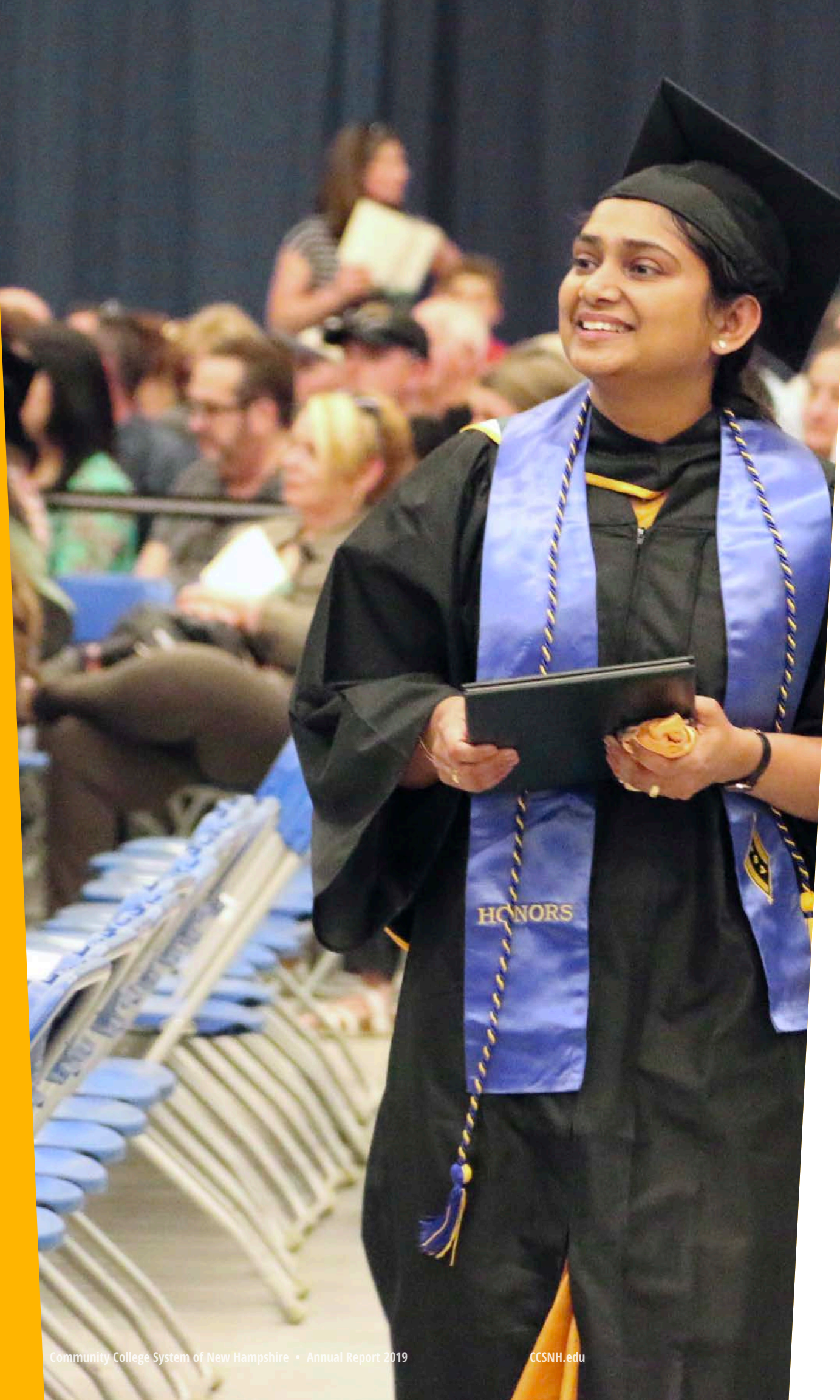
ANNUAL REPORT 2019



COMMUNITY COLLEGE
system of New Hampshire

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Within Reach and In Touch

“College within reach” is our commitment to New Hampshire. The Community College System of New Hampshire (CCSNH) is committed to being within reach and in touch.

Within reach financially. CCSNH offers the lowest college tuition in the state, and millions of dollars in grants and scholarships.

Within reach geographically. There is a community college campus or academic center in every region of the state, including those not served by any other postsecondary institution.

Within reach to students of all ages, backgrounds and aspirations. We offer high-quality programs and services that support the success of our students.

Colleges that put your goals within reach.

In touch with the needs of NH businesses and industry sectors for a 21st century education. New Hampshire’s seven community colleges are committed to providing education and training that advances opportunity, fosters citizenship and contributes to New Hampshire’s economy and quality of life. CCSNH partners with hundreds of NH businesses to ensure students learn the skills needed in today’s competitive environment.

In touch with the needs within our communities, from helping people transition to a stable professional life to opening doors to new careers.

In touch with the future needs of our state. More than 93 percent of CCSNH students are NH residents, and the vast majority of our graduates remain in New Hampshire, becoming the backbone of our communities and our state’s skilled workforce.

We are pleased to share information with you about CCSNH in the following pages. Helping NH residents advance and supporting the growth of NH businesses are key to fostering economic growth and quality of life here in the Granite State, and are at the core of CCSNH’s mission.



Ross Gittell,
Chancellor



Jeremy Hitchcock,
Chairman of the Board of Trustees

Mission

The Community College System of New Hampshire's purpose is to provide residents with affordable, accessible education and training that align with the needs of New Hampshire's businesses and communities, delivered through an innovative, efficient, and collaborative system of colleges. CCSNH is dedicated to the educational, professional, and personal success of its students; a skilled workforce for our state's businesses; and a strong New Hampshire economy.

Vision

65 by 25: To maintain New Hampshire's positive economic indicators, including low unemployment and high per capita income, NH will need 65 percent of the adult population to have some education beyond high school. CCSNH is committed to achieving this vision by 2025.

65 by 25 Goal

CCSNH led the way in developing New Hampshire's 65 by 25 goal, to have 65 percent of New Hampshire working-age adults with some postsecondary credential of economic value by 2025. This goal aligns with national research showing that by 2025, more than 65 percent of jobs in New Hampshire will require some postsecondary education. One of the fastest growing and most successful segments of the labor market is served through a postsecondary certificate or two-year associate degree.

Since its introduction by CCSNH, the 65 by 25 goal has gained broad support by business, education and policymakers. Legislation in support of 65 by 25 was passed by the NH Legislature and signed by the Governor.

Careers Within Reach

CCSNH offers a range of programs grouped into seven “academic focus areas” (AFA). AFAs also align with similar groupings adopted by the K-12 system in New Hampshire, putting college within reach by helping students follow pathways from middle and high school into college programs and on to successful careers.



Health Sciences and Services

Healthcare professionals are in high demand in hospitals, medical offices and a variety of other treatment settings. Health science and service programs offer a wide range of healthcare opportunities from patient care to medical office careers. Our programs prepare students for careers like nursing, healthcare administration, dental hygiene, paramedic emergency medicine, physical therapist assistant and more.



Business

Business programs offer real-world experience and leadership skills to start a successful career in today's professional environment. Our programs prepare students for career opportunities in management, sales, event planning, marketing and much more.



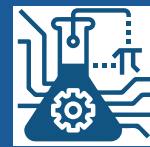
Hospitality and Culinary

New Hampshire's coastlines, lakes and mountains make the state a popular destination spot. Hospitality and culinary programs prepare students for professional attainment within the leisure services profession. Begin a career in hotel and restaurant administration, resort management, culinary arts and more, and be part of what attracts so many residents and tourists alike to our beautiful state.



Arts, Humanities, Communications and Design

The arts and humanities form a foundation for an array of learning pathways and help students develop a broad understanding of their world and the ability to think critically and communicate effectively. Arts-related programs like graphic design and media technology combine creativity and tactical/technical skills to prepare students for a variety of professions in rapidly evolving fields.



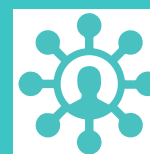
STEM and Advanced Manufacturing

The STEM and advanced manufacturing fields encompass computer science and information technology, engineering technologies, life sciences and more. These programs prepare students for the modern-day high-tech environment, and offer a combination of design, production, technology, mathematics and problem-solving skills.



Industry and Transportation

Skilled trades professions like civil engineering, electrical technology, HVAC and many more are among the most in-demand careers in New Hampshire. Professions like these, as well as automotive, marine and aviation technology, offer hands-on learning and attainment of an increasing array of technical skills that prepare students for rewarding professions.



Social, Educational and Behavioral Sciences

Social, educational and behavioral science fields cover a range of professions designed to help individuals and communities through social work, education, law enforcement and more. These programs serve a growing need for teachers and educational specialists, public safety and social service professionals.

Campuses Within Reach



Reaching High School Students for Dual and Concurrent Credit

CCSNH offers several ways for high school students to earn college credit. These courses save families thousands of dollars on college costs, giving students an accelerated pathway to a college degree and career.

Running Start

Through Running Start, CCSNH’s longest-standing early college program, NH high school students can take community college courses in their high school for dual credit. Each course costs \$150, just a fraction of the cost for courses taken in college. Running Start enrollment has grown nearly every year since CCSNH created it in 1999 with a pilot group of seven high schools and now has 100 high school partners across the state, including public, private and charter schools.

RUNNING START ENROLLMENT STATE-WIDE

ACADEMIC YEAR	PARTICIPATING STUDENTS	STUDENT COURSE REGISTRATIONS	PARTICIPATING HIGH SCHOOLS
2018 – 2019	7,654	10,784	103
2017 – 2018	5,854	8,125	100

eStart

CCSNH partners with the Virtual Learning Academy Charter School (VLACS) to give NH high school students the opportunity to take 100% online college courses for dual credit.

College Affordability: It’s More Than Low Tuition

CCSNH knows that affording college is about more than tuition. In 2019, the community colleges increased their use of open educational resources, which are low or no cost course materials. This effort is projected to save CCSNH students more than \$500,000 this academic year alone.

Early College

Early college brings high school students directly onto a community college campus for courses taken at a discount. It confers many of the same benefits of Running Start and eStart – giving high school students a head start on college coursework, degree attainment and pathways to skilled careers.

Governor’s Dual and Concurrent STEM Scholarship Program

The Governor’s Dual and Concurrent STEM scholarship program pays the tuition costs for eligible high school students in grades 10-12 to take two STEM courses per year for dual credit through CCSNH’s Running Start or Early College programs, placing these students on a pathway to high-demand careers in the Granite State.

Remaining in Touch with Employers to Create a 21st Century Workforce

CCSNH works with hundreds of employers to build a skilled workforce, customizing training and creating programs that align with the professional opportunities and needs in today’s economy.



ApprenticeshipNH

CCSNH is expanding registered apprenticeship programs in healthcare, advanced manufacturing, information technology, construction and hospitality. With an “earn while you learn” model where apprentices receive progressively higher wages for on-the-job training and tuition support for classroom instruction, ApprenticeshipNH has proven to be a valuable way to build a highly skilled NH workforce. The program recently received two additional grants totaling \$1.7m that will enable the program to upskill an additional 400 apprentices by 2022.

WorkReadyNH

Created to meet the needs of NH employers for new hires with a strong foundation of workplace readiness and soft skills, WorkReadyNH has paved the way for thousands of adults returning to the workforce through its skill-building and certification programs.

NH Job Training Grant Program

New Hampshire’s community colleges continue to be the designated preferred training provider for the NH Job Training Grant Program, which provides matching grants to NH employers to upgrade the skills of incumbent employees. CCSNH has worked with dozens of NH employers to strengthen the skill level of their workforce, help employees adapt to changing technology, support advancement, incorporate new skills and processes and more.

ApprenticeshipNH Partnerships



Through the ApprenticeshipNH program, 34 employees from Catholic Medical Center (CMC) see that professional growth is within reach as they work to become licensed nursing assistants (LNA) or certified clinical medical assistants (CCMA). The program includes full-time classroom instruction at Manchester Community College, hands-on lab time and clinical work. CMC covers the tuition and employees receive pay increases as they meet milestones. The program also prepares apprentices to sit for a certification exam as they grow their skill sets and become certified/licensed medical professionals.



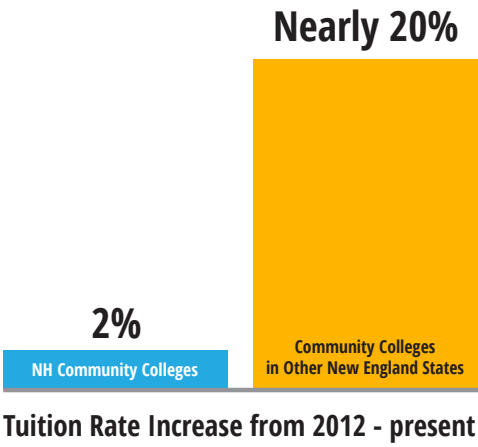
Cobham Aerospace is undertaking growth training for new hires in an electro-mechanical assembler apprenticeship program. The apprenticeship includes paid classroom instruction through Great Bay Community College at the company’s manufacturing plant in Exeter, plus hands-on training at the work site with the support of an experienced mentor. By paying for tuition and guaranteeing full-time employment, Cobham makes career growth within reach for individuals who otherwise may experience barriers to success in long-term employment.



For an initial cohort of 10 new employees at the Omni Mt. Washington Resort, professional and educational growth is within reach thanks to the Resort’s culinary academy apprenticeship. Organized in partnership with White Mountains Community College, apprentices train to join a world-class culinary team through hands-on experience and on/off-site classroom education. Not only do participants have access to a generous benefits package and guaranteed full-time wages paid by the resort, apprentices also graduate from the program with an Associate degree in Culinary Arts.

Tuition

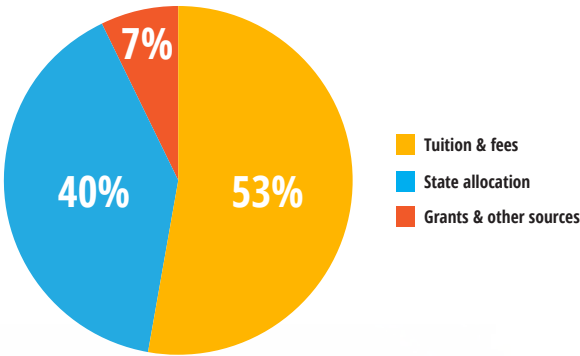
CCSNH has made it a priority to stabilize tuition to help maintain affordability and support the 65 by 25 vision. Since 2012, tuition has only increased 2 percent. This compares to an increase of nearly 20 percent across community colleges in other New England states. In 2019, CCSNH committed to freeze tuition for the next two academic years, continuing its commitment to affordability and access for students across New Hampshire.



Enrollment

CCSNH’s enrollment roughly doubled between 2000 and 2010, as the colleges evolved into comprehensive community colleges with a wide array of programs and services. Community colleges act as a bulwark in times of economic slowdown, as residents facing economic dislocation seize opportunities to retrain, and enrollment spiked during the recession years of 2008-2011. Community college enrollment is counter cyclical to the economy. As the nation and NH have emerged from recession with a very low unemployment rate, enrollment in NH and nationwide has declined from its 2011 peak, but the colleges remain responsive to student aspirations and labor market demand. CCSNH continues to serve historically high numbers of students, even with the recent declines. Counting all types of enrollment (credit, non-credit, dual high school/college enrollment, workforce training), CCSNH serves more than 26,000 students each year. For enrollment by college, please see pages 13 - 26.

Tuition and fees are the colleges’ primary revenue source.



CCSNH serves 26,000+ students per year.

The Community College System of NH is comprised of seven colleges, each accredited through the New England Commission on Higher Education. The Chancellor serves as chief executive of the college system. The Chancellor’s office is designed to ensure that CCSNH meets its statutory obligation to “operate as a well-coordinated system of public community college education” providing system-wide administration and services.

CCSNH is governed by a Board of Trustees who are appointed by the Governor and Executive Council. By state statute, the Trustees are nominated from the areas of business and industry, health services, labor within the mechanical trades, law enforcement, technology, education, community service, high school career and technical directors, students, alumni, CCSNH employees and the general public. Several state officials are ex-officio members (see current list of Trustees on page 29).

Each college is led by a president with the support of a leadership team. Advisory committees comprised of individuals from the community, volunteers who represent employers and community organizations, provide external support locally and advise the presidents. Academic programs are developed at the college level and approved through system leadership and the Board of Trustees. Programs are reviewed for relevance, demand and responsiveness to employment and industry needs. Service learning, clinical experiences, co-ops and internships are often incorporated into the curriculum. Most programs have Program (Industry) Advisory Boards to provide input on curriculum, employment needs and industry trends.

Each college offers co-curricular and extra-curricular programming to enable students to have a well-rounded college experience. Students participate in campus governance through their Student Senate, and numerous clubs and organizations provide opportunities for students to develop skills and experience outside the classroom. CCSNH recognizes the availability of student life activities as an important component of student retention and completion, and of preparing graduates to be contributing members of their communities and state.

Helping New Hampshire’s incumbent workforce become and remain skilled and competitive is an important part of the CCSNH mission. Each college includes a Business Training Center, which offers professional training to the regional workforce. Working closely with area employers, the Business Training Centers offer programs at the college or the workplace and can customize training to meet the particular needs of businesses.





GIVE OPPORTUNITY

Your gift goes further

We believe an investment in New Hampshire community colleges is an investment in our residents, workforce and the future of our state.

The Foundation for New Hampshire Community Colleges is a 501(c)3 entity established in 2000. Its purpose is to provide greater access to educational opportunities through financial assistance for student scholarships, program development and enhancements to facilities across the state's seven community colleges.

At a time when New Hampshire is facing demographic challenges and a shifting economy, the work of our community colleges has never been more important. Supporting The Foundation will allow you to make a direct, positive impact on our students, colleges and communities.

Number of funds

105

Assets under management

\$4.3M

2018 - 2019 academic year

Nearly \$500,000 in scholarships awarded to 625 students

To learn how you or your company can have an impact, please contact:

Tim Allison, Executive Director

The Foundation for New Hampshire Community Colleges

TAllison@CCSNH.edu | Office: 603.230.3520



Dan Pesula

New MCC Scholarship to Honor Brother's Memory

To honor the memory of her brother, Michele Pesula Kuegler established the Dan Pesula Memorial Scholarship Fund. Dan was an alumnus of Manchester Community College. He was a devoted husband, father, son and brother who served on the Hooksett Fire Department for more than 20 years.

Captain Pesula graduated from MCC with an Associate degree in Business. Scholarship candidates must be enrolled as a part-time student in the business management degree program, maintain a 3.0 GPA and demonstrate financial need.

"Dan chose MCC as a practical way to earn his degree – to help him attain professional goals he set for himself. I funded this scholarship as a way to both remember my little brother and to help others achieve their goals," Michele said.

Great Bay Community College

CAMPUS PRESIDENT: DR. CATHRYN ADDY (INTERIM)



Great Bay Community College (GBCC) serves New Hampshire's Seacoast region from a main campus in Portsmouth, on the Pease Tradeport, and a satellite location in Rochester. GBCC offers more than 50 associate degree and certificate programs that serve a wide range of in-demand career paths and prepare students for transfer. GBCC is the largest transfer partner for the University of New Hampshire (UNH), sending several hundred students annually to UNH and other institutions at the baccalaureate level. By launching new partnerships with area companies and high schools, GBCC aims to meet the hiring needs of local businesses and create career pathways for students.

Great Bay Community College has long been a key partner with area hospitals, training students in nursing, surgical technology, medical office administration and other allied health professions. The college's location on the Pease Tradeport enables strong partnerships with neighbors including Lonza Biologics, Amadeus, Sig Sauer and others. Offering a wide array of opportunities to learners of all ages and aspirations, GBCC is proud to serve its region and support a strong NH economy.

FAST FACTS

ENROLLMENT

2,409

AVG AGE

25

HIGHEST-ENROLLED DEGREE PROGRAMS

Liberal Arts
Business Administration
Nursing
Psychology
Criminal Justice

HIGHEST-ENROLLED CERTIFICATE PROGRAMS

Accounting
Welding Technologies
Advanced Composites
Early Childhood Education
Computer Numeric Control

TOP 5 SENDING HIGH SCHOOLS

Dover
Exeter
Spaulding
Portsmouth
Winnacunnet

GENDER

FEMALE	MALE
56%	42%

ETHNICITY

White	77%
Race unknown	13%
Hispanic	3%
Two or more races	4%
Asian	2%
African American	1%

Lakes Region Community College

CAMPUS PRESIDENT: DR. LARISSA R. BAÍA



Located in the rural Lakes Region of New Hampshire, Lakes Region Community College (LRCC) is surrounded by the natural beauty of mountains, lakes and picturesque New England towns. This beautiful area serves as a backdrop for a robust tourism industry, while the college serves an economy experiencing some transition and labor force shortages in key sectors. Working with area employers, LRCC focuses its offerings on meeting the needs of students seeking educational and career advancement and on the needs and opportunities of the regional workforce. With distinctive programs like marine technology, fire science, automotive technology (GM and Toyota) and culinary arts, alongside an array of programs in allied health, business, industrial technologies and other disciplines, LRCC offers programs to a wide variety of traditional-age and adult students.

Recent years have seen important facilities enhancements at the college, including a new automotive technology building, a health and science building, renovations to culinary program facilities and student apartments to accommodate students from outside the commuting area who seek access to LRCC's distinctive programs and wish to take advantage of a collegiate residential experience.

Aligning with the overall CCSNH focus on student success through guided pathways, LRCC has led in implementing strategies to increase student retention and completion, including the implementation of a required College Essentials course and year-long scheduling. Following national best practices, LRCC has achieved important gains in key success metrics.

Lakes Region Community College is pleased to be a vital partner in the educational and economic landscape of the Lakes Region and to play a role in the success of hundreds of students each year.

ENROLLMENT

1,016

AVG AGE

27

HIGHEST-ENROLLED DEGREE PROGRAMS

Liberal Arts
Business Management
Nursing
General Studies
Fire Science

HIGHEST-ENROLLED CERTIFICATE PROGRAMS

Marine Technology
Accounting
Electrical System Installation & Maintenance
Advanced Manufacturing
Business Management

TOP 5 SENDING HIGH SCHOOLS

Laconia
Gilford
Belmont
Plymouth
GED/HiSET

GENDER

FEMALE	MALE
52%	48%

ETHNICITY

White	76%
Race unknown	19%
Two or more races	3%
Hispanic	2%

Manchester Community College

CAMPUS PRESIDENT: DR. SUSAN HUARD



Manchester Community College (MCC) welcomes nearly 4,000 students each year to its campus in the Granite State's largest city. With its mission, "to promote and foster the intellectual, cultural and economic vibrancy of our region," MCC strives to be a college that empowers its students and inspires their success through innovative education.

Founded in 1945 as a school for returning veterans, today MCC offers more than 65 associate degree and certificate programs for transfer and career training in the areas of: arts, humanities and communication; business; education, social and behavioral science; health science and services; industry and transportation; and STEM and advanced manufacturing.

Today's expanded degree and certificate programs support the types of jobs available throughout New Hampshire. For example, working in partnership with Eversource, MCC offers an Electrical Lineworker Certificate to prepare the next generation for careers in the electrical utility industry. MCC offers behavioral health certificates and degrees for those who want to work with individuals battling substance misuse. A cloud services IT degree was added to MCC's already robust cybersecurity investigations and computer science and innovation degrees. The exercise science degree is now the health fitness professional degree and has been reworked to better meet industry needs.

Manchester Community College continues to evolve throughout its almost 75-year history. The Center for Digital Education recently recognized MCC for its advanced use of technology – specifically highlighting virtual reality crime scenes shown with 360-degree cameras in cybersecurity classrooms, as well as simulation labs used in the nursing department (MCC's nursing program is consistently ranked as one of the top programs in all of New Hampshire). The advanced technologies building was also recognized for its embodiment of HVAC and electrical technology curriculum excellence. Local business leaders helped develop the new building and its hands-on training programs.

FAST FACTS

ENROLLMENT

3,680

AVG AGE

26

HIGHEST-ENROLLED DEGREE PROGRAMS

Liberal Arts
Health Sciences
Nursing
Management
Behavioral Science

HIGHEST-ENROLLED CERTIFICATE PROGRAMS

Welding Technology
Phlebotomy
Early Childhood/Lead Teacher
Electrical Lineworker
Electrical Technology

TOP 5 SENDING HIGH SCHOOLS

Pinkerton
Manchester Memorial
GED/HiSET
Manchester Central
Londonderry

GENDER

FEMALE	MALE
56%	44%

ETHNICITY

White	73%
Race unknown	9%
Two or more races	8%
Hispanic	7%
Asian	2%
Other	1%

Nashua Community College

CAMPUS PRESIDENT: LUCILLE JORDAN



The mission of Nashua Community College (NCC) is to provide the higher education programs needed by the community. This drives NCC to grow and change with the times, spurring new programs over the years such as computer engineering technology, data analytics, cybersecurity networking, general studies in health and much more. The college now hosts more than 30 associate degrees, over 20 certificate programs and a selection of career training courses such as the Microsoft Imagine Academy and microelectronics bootcamp.



WARNING !!!

DO NOT OPERATE WITH THIS DOOR OPEN
DO NOT OPERATE WITHOUT PROPER TRAINING
ALWAYS WEAR SAFETY GOGGLES
THIS MACHINE IS AUTOMATICALLY CONTROLLED AND MAY START AT ANY TIME
IMPROPERLY OR INADEQUATELY CLAMPED PARTS WILL BE EJECTED WITH DEADLY FORCE
DO NOT EXCEED PARTS CHUCK RPM
HIGHER RPM REDUCES DRIVEN CLAMPING FORCE
UNSUPPORTED BAR STOCK MUST NOT EXTEND PAST DRIVEN TUBE END
CHUCKS MUST BE GREASED WEEKLY

Advisory boards of local business leaders keep NCC programs in touch with the current needs of employers. Students prepare for their career pathways through internships and fieldwork that have been woven into the curriculum. Human services students work in mental health, drug prevention and as support staff for individuals with disabilities. Psychology students have undertaken internships assisting support groups in prisons, and communications students work at local media outlets.

Programs such as Honda Automotive Technology require internships with local automotive dealers. As a result, students leave with a degree and first-hand experience on their resume.

Nashua Community College is proud of the programs that have been designed for students. The college is just as focused on removing obstacles between students and their goals. That's why NCC continues to streamline scheduling and offer morning, evening, online and weekend courses. Financial aid staff work with each student to tailor the best financial plan, and the academic advising staff – including a veteran's benefit counselor – are available to make sure students get what they need out of NCC.

In addition to offering the academically rigorous programs students need to excel in the workforce, the college is focused on the care and attention of its dedicated staff.

FAST FACTS

ENROLLMENT

2,307

AVG AGE

25

HIGHEST-ENROLLED DEGREE PROGRAMS

Liberal Arts
Business Administration/ Management
Nursing
General Studies Health
Psychology
Criminal Justice

HIGHEST-ENROLLED CERTIFICATE PROGRAMS

Machine Tool Technology
Cybersecurity Networking
Early Childhood Education
Massage Therapy
Computer Networking

TOP 5 SENDING HIGH SCHOOLS

Nashua HS South
Nashua HS North
Alvirne
Merrimack
GED/HISET

GENDER

FEMALE	MALE
53%	47%

ETHNICITY

White	73%
Race unknown	5%
Two or more races	8%
Hispanic	12%
Asian	2%

FAST FACTS

ENROLLMENT
4,553

AVG AGE
26

HIGHEST-ENROLLED DEGREE PROGRAMS

General Studies
Liberal Arts
Business Administration
Criminal Justice
Nursing

HIGHEST-ENROLLED CERTIFICATE PROGRAMS

Information Technology Entry Level
Medical Coding
Teacher Education Conversion
Diagnostic Medical Sonography
Management

TOP 5 SENDING HIGH SCHOOLS

Concord
Pinkerton Academy
Pembroke Academy
Manchester Memorial
Merrimack Valley

GENDER

FEMALE	MALE
58%	42%

ETHNICITY

White	78%
Race unknown	10%
Two or more races	5%
Hispanic	4%
Asian	2%
African American	2%

NHTI

Concord's Community College

CAMPUS PRESIDENT: DR. GRETCHEN MULLIN-SAWICKI



NHTI was opened in 1965 under the name New Hampshire Technical Institute, with three engineering technology programs. Today, NHTI - Concord's Community College, has grown into a comprehensive community college with over 90 academic programs and a full campus life that includes residence halls, student clubs, athletics, cultural events and more.

NHTI is located in south central New Hampshire in the capital city of Concord. The campus is located on 240 acres of fields and woods with frontage on the Merrimack River. NHTI serves nearly 5,000 students annually.

NHTI's motto of *Start Here, Go Anywhere* reflects the range of opportunities enjoyed by students and graduates. Students earn degrees or certificates that prepare them for in-demand, high-skill employment across a broad range of programs, and they can also transfer to continue their education at the baccalaureate level through numerous transfer agreements. Programs unique in the state, such as dental assisting and radiologic technology, meet specific workforce needs while the college also offers degrees in information technology, business, education, social services, STEM fields and more. The college has responded to emerging needs by creating new programs, such as the Veterans Counseling Certificate and the Computed Tomography Certificate.

Although over 90 percent of its students come from New Hampshire, NHTI also serves students from more than 40 countries. Throughout its history, NHTI has evolved to meet the needs of its communities, region and state while remaining true to the core traditions of education, excellence and student support.

FAST FACTS

ENROLLMENT
1,080

AVG AGE
29

**HIGHEST-ENROLLED
DEGREE PROGRAMS**

General Studies
Liberal Arts
Business Management
Early Childhood Education
Nursing

**HIGHEST-ENROLLED
CERTIFICATE PROGRAMS**

Massage Therapy
Medical Assistant
Early Childhood Education
Medical Administrative Assistant
Phlebotomy

**TOP 5 SENDING
HIGH SCHOOLS**

Keene
Stevens
GED/HiSET
Lebanon
Fall Mountain Regional

GENDER

FEMALE	MALE
74%	25%

ETHNICITY

White	82%
Race unknown	10%
Two or more races	4%
Hispanic	2%
African American	1%
Asian	1%

River Valley Community College

CAMPUS PRESIDENT: ALFRED WILLIAMS IV



River Valley Community College (RVCC) serves western New Hampshire, from a main campus in Claremont and academic centers in Keene and Lebanon. In 2019, RVCC moved its Keene academic center to the Cheshire House at Keene State College, enhancing opportunities for students and setting the stage for additional transfer pathways between the institutions.

RVCC offers pathways to in-demand, high-skill careers and a strong foundation for transfer to four-year colleges and universities. Like other NH community colleges, RVCC serves a population diverse in age, background and aspirations who seek affordable opportunities for educational and economic advancement.

The college offers signature programs in the allied health field that align with workforce needs in the region and state. Several of these, like respiratory therapy, medical lab technician, occupational therapy assistant and physical therapist assistant are the only programs of their kind in New Hampshire. One hundred percent of the registered nursing program graduates in the class of 2019 secured employment in the local healthcare workforce. In 2019, the college announced plans to offer an LPN program to meet the needs of area employers.

River Valley Community College has focused its curriculum on the needs of students. By utilizing a hybrid method of teaching that often combines online and in-class, RVCC can more easily meet adult learners' schedules. RVCC's focus on student outcomes led to 100% of the college's nursing graduates passing the NCLEX exam the past two years – well surpassing state and national averages.

Faculty and staff at RVCC take pride in being student-centered, and offering a high-quality education in a supportive environment that enables students to thrive. RVCC is proud to be part of students' educational journeys, helping thousands of area learners realize college and career goals.

White Mountains Community College

CAMPUS PRESIDENT: DR. CHARLES LLOYD



Serving northern NH from a main campus in Berlin and academic centers in Littleton and North Conway, White Mountains Community College (WMCC) is a key educational resource for a vast geographic region of New Hampshire. Established 53 years ago, WMCC's priorities of offering high-quality education and helping students reach their educational and professional goals remain the college's primary focus.



WMCC enjoys partnerships with employers that create pathways for students to high-demand jobs, in fields as diverse as resort and recreation management, nursing and allied health, welding and diesel heavy equipment. WMCC is an important partner in meeting healthcare workforce needs in the region. The college has also expanded its offerings in North Conway and developed programs to meet regional needs, including a Veterinary Assistant Certificate created in partnership with the Conway Area Humane Society. WMCC is renowned for its culinary programs which have enjoyed partnerships with grand hotels and resorts in New Hampshire, and recently launched a culinary apprentice program at the Omni Mt. Washington resort.

WMCC also focuses on providing an affordable, local first two years of a transfer pathway, enabling area students to pursue postsecondary education close to home while exploring options for continuing their education.

Given the rural nature of WMCC's service area, the college has worked hard to expand access to North Country residents through dual enrollment offerings for high school students and online and hybrid course delivery methods that minimize travel required to complete a program.

WMCC is proud of its history of service within its region, helping hundreds of students every year achieve their career and educational goals.

FAST FACTS

ENROLLMENT

897

AVG AGE

28

HIGHEST-ENROLLED DEGREE PROGRAMS

Health Sciences
Liberal Arts
Nursing
Business Administration
Teacher Education

HIGHEST-ENROLLED CERTIFICATE PROGRAMS

Pipe Welding
Advanced Welding
Medical Coding
Medical Assistant
Veterinary Assistant

TOP 5 SENDING HIGH SCHOOLS

Berlin
Kennett
White Mountain Regional
Littleton
GED/HiSET

GENDER

FEMALE	MALE
67%	32%

ETHNICITY

White	89%
Race unknown	8%
Hispanic	3%
Two or more races	1%

CCSNH’s most recent comprehensive audit of its financial statements was conducted by BerryDunn for the fiscal year ended June 30, 2018. Below is a summary of the statements of revenues, expenses and changes in net position.

CCSNH is a labor-intensive organization, with employee compensation and benefits representing about 80 percent of operating expenses. We are also tuition-driven, with net tuition and fees representing 53 percent of operating revenue, and state appropriations representing another 40

percent. Tuition and fees showed a slight decrease in 2018 of \$735,000. Operating revenue on the whole, however, was up, largely attributable to an increase in state operating appropriations of \$2.7 million. Other revenue includes grants, contracts and auxiliary enterprises, and this category remained virtually flat, increasing by \$75,000.

Expenses also remained stable, increasing by about \$216,000. Not depicted, our net cash position exceeded total debt at the end of the year, with a debt coverage ratio of 1:13.

		YEARS ENDED JUNE 30,		
		2018	2017	2016 (Restated)
OPERATING REVENUES	Net tuition and fees	47,195,936	47,931,119	47,074,334
	Other revenue	29,093,622	29,093,622	33,721,163
	Total operating revenue	76,361,943	77,024,741	80,795,497
OPERATING EXPENSES	Employee compensation and benefits	92,108,312	93,526,097	91,802,705
	Other operating expenses	35,016,849	34,501,951	35,486,621
	Total operating expenses	127,125,161	128,028,048	127,289,326
	Operating balance	(50,763,218)	(51,003,307)	(46,493,829)
NON-OPERATING REVENUES (EXPENSES) AND OTHER CHANGES	State appropriations - operating	46,475,000	43,775,000	42,500,000
	State appropriations - capital	5,542,772	5,421,823	7,727,797
	Capital grants and contracts	212,103	661,185	1,506,179
	Write-down of note receivable	-	-	(398,310)
	Investment return used for operations	833,048	616,433	481,301
	Investment return net of amount used for operations	709,761	1,384,227	(848,639)
	Non-expendable contributions	1,537,430	1,385,195	1,425,313
	Interest expense on capital debt	(853,582)	(848,157)	(886,692)
	Gain on forgiveness of debt	2,350,493		
	• Non-operating revenues and other changes, net	56,807,025	52,395,706	51,506,949
	• Increase in net position	6,043,807	1,392,399	5,013,120
NET POSITION, START OF YEAR		65,096,326	63,703,927	58,690,807
CUMULATIVE EFFECT OF CHANGE IN ACCOUNTING PRINCIPLE		(144,602,876)	-	-
NET POSITION, BEGINNING OF YEAR, AS RESTATED		(79,506,550)	63,703,927	58,690,807
NET POSITION, END OF YEAR		(73,462,743)	65,096,326	63,703,927



Technology that underlies student services and instruction, along with other enabling functions, supports the achievement of 65 percent of NH adults earning credentials of economic value by the year 2025.

Overview of major changes this year in CCSNH’s information technology environment:

- In information security, CCSNH implemented new software and procedures to dramatically reduce e-mail phishing incidents. CCSNH is also finalizing data classification and documentation standards through improved data governance, bolstering IT security through better onboarding and offboarding processes in human resources.
- As CCSNH continues towards a consistent approach to IT service and asset management, all seven colleges now share a central help desk for managing software and hardware incidents.
- In the area of data and reporting, CCSNH implemented new tools and reports, protecting data availability, confidentiality and integrity. The initial implementation of data warehousing technology began in 2018, and additional data sources will be included before the close of 2020.
- CCSNH has introduced new enterprise systems into its technology environment. This includes extending EAB Navigate to all seven colleges to allow students to register onto semester-by-semester plans, simplifying cumbersome registration activities and freeing more time for in-depth personal advising. CCSNH is also implementing customer relationship management (CRM) software, targeting go-live in April 2020. Finally, thousands of high school students along with CCSNH students use CCSNH Career Coach for free. An EMSI product, Career Coach enables high school students across the state to find consistent, informative and accessible online information about careers in NH that meet their personal interests and goals. CCSNH looks forward to partnering with the Department of Education to further its reach and use in 2020.

THE COMPLETE AUDIT CAN BE FOUND ONLINE AT
[CCSNH.EDU/ABOUT-CCSNH/FINANCIALS-AND-REPORTS](https://ccsnh.edu/about-ccsnh/financials-and-reports)

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Commissioner, NH Dept of Business and Economic Affairs

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Data Methodology

“Enrollment” for a specific college counts each such student only once at each college. Students taking courses at multiple colleges are counted once at each college.

“Age” is calculated based on the date of birth, as of January 1, 2019.

“Highest-Enrolled Degree Programs” include all Associate degree programs (AA, AS, AAS). Programs with the largest number matriculated students are listed in rank order, with most highly enrolled program listed first. For students enrolled in more than one program (such as double majors), the student is counted in each program.

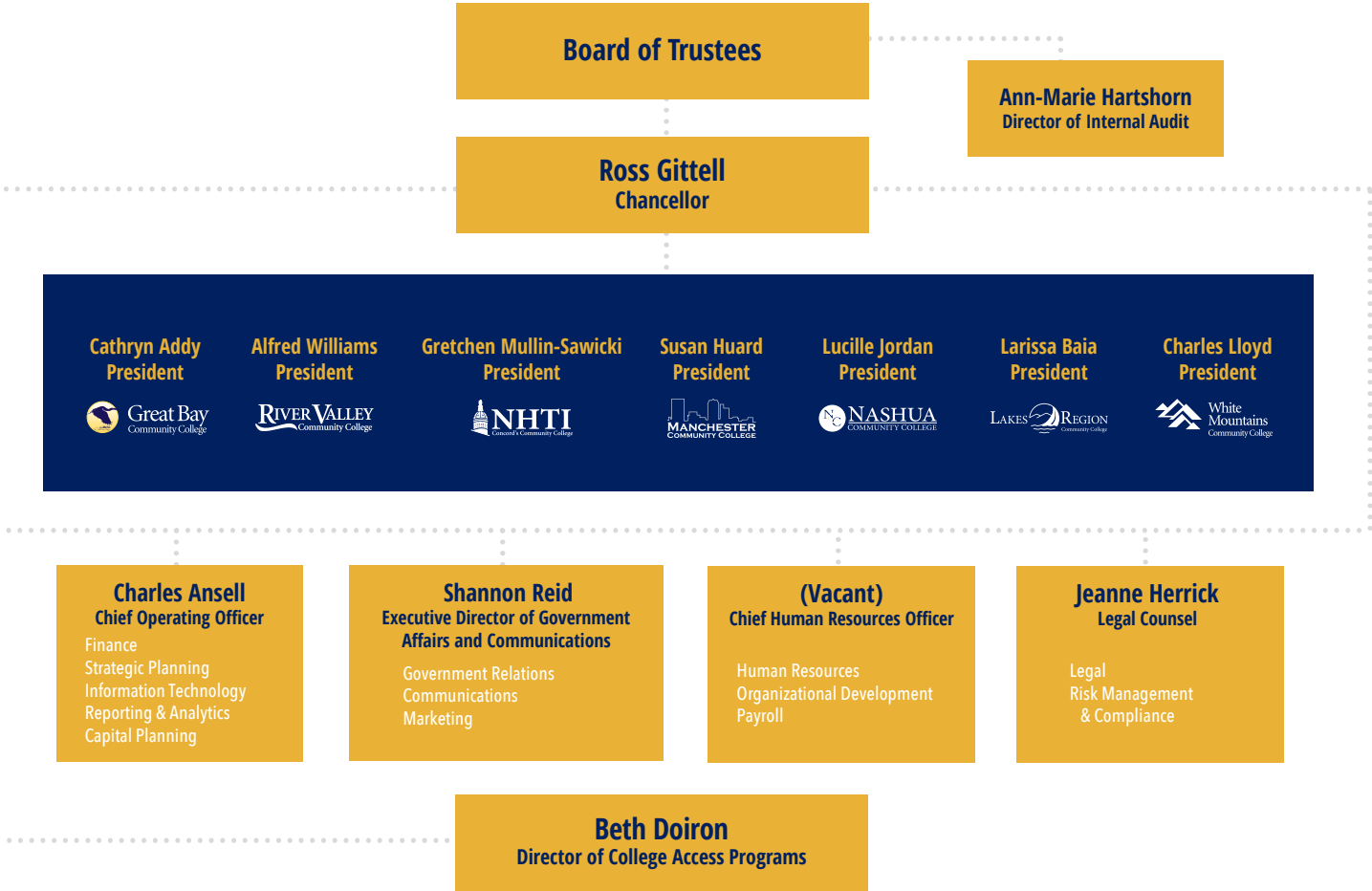
“Highest-Enrolled Certificate Programs” include both the certificate and professional certificate programs. Programs with the largest number of matriculated students are listed in rank order, with the most highly enrolled program listed first. Students enrolled in more than one program are counted in each program.


“Top Five High Schools” are the high schools with the largest number of graduates enrolled at the college, listed here in rank order with the largest first. For purposes of ranking, the GED and HiSET categories are combined, treated here as one “high school.” Both recent high school graduates and adult learners are included in these counts. Information is drawn from documentation that the student submitted upon applying for admission.

“Gender” is self-reported by the student. When “% Female” and “% Male” sum to less than 100%, this is due either to rounding, or to the remaining students declining to report gender or describing themselves as being in another gender category.

“Ethnicity” is self-reported by the student. Only categories containing at least 1% of students at the college are listed. Students declining to report ethnicity are included in “% Unknown,” along with students from whom that information was not collected. When values do not add up to 100%, this is due to rounding.

CURRENT ADMINISTRATION ORGANIZATIONAL CHART





A college system in touch.



COMMUNITY COLLEGE
system of New Hampshire

Community College System of NH
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Please direct questions to:

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This annual report can also be viewed and downloaded at ccsnh.edu/about-ccsnh/financials-and-reports/