



**CHOOSE
COMMUNITY**

CONTENTS

Welcome Letter	2
Mission, Vision, 65 by 25 Goal	3
Current Events and the Community Colleges	4
Academic Focus Areas	5
Locations	6
Dual and Concurrent Programs	7
Workforce Initiatives	8
Events That Build Our Workforce	9
Information Technology Update	10
The Foundation for NH Community Colleges	11
Campus Updates	
GBCC	13
LRCC	15
MCC	17
NCC	19
NHTI	21
RVCC	23
WMCC	25
Tuition and Enrollment	27
Financials and Audit	28
Administration and Governance	29
Data Methodology	30



CHOOSE

COMMUNITY

The power of community has never been more important.

In the best of times, community colleges exist to help students succeed and to build a strong New Hampshire workforce. What we have experienced in 2020 makes it clear that community colleges can also meet these needs in times of significant challenges, disruption and uncertainty.

In early 2020 when the COVID-19 virus began to impact our state, our community colleges adjusted quickly. Even as we were shifting instruction online and transitioning employees to working remotely, we were finding many ways to support, and even strengthen, our communities.

Faculty and advisors stayed connected with students by phone and text. Lab kits were prepared so students could continue the hands-on work many courses require from home. Laptops and hotspots were provided to those who lacked technology. College presidents created weekly video messages and virtual meeting opportunities. Academic schedules were adjusted so lab instruction could be completed beyond the traditional end of the academic year.

On the student services front, we shifted our supports to meet core needs for the many students impacted financially by COVID-19. This included millions of dollars in tuition assistance and emergency grants to help students meet basic household needs. Food kitchens at our campuses began packaging meals for pick up. We also employed tele-health counseling services to support students when on-site services were no longer possible.

Through it all, our colleges continued to excel in their core educational mission. Allied health students completed their programs and joined NH's front-line healthcare workforce. We expanded apprenticeship programs in partnership with NH employers, and students across NH earned degrees and certificates that will position them for success in the years ahead. Our colleges also supported their host communities. We created a 300-bed regional surge site ready to care for COVID-19 patients in the event of hospital overflow. We strengthened safety protocols to make our campuses safer for members of our communities and we worked with community organizations to offer resources and support.

We believe our 2020 Annual Report theme "Choose Community" is very appropriate for this year and are pleased to provide you with this update. With 12 learning centers across New Hampshire's communities, we remain committed to helping residents advance and to supporting the growth of NH businesses while focusing on our public mission of affordability, access and student success, and to the well-being of our state. We are entering what is arguably the largest shift of workforce in recent history, and within that dynamic environment our mission continues to center on achieving NH's 65 by 25 workforce goal and continuing to provide affordable, accessible education and training that aligns with the needs of New Hampshire's businesses and communities.

There has never been a better time to Choose Community.



Dr. Susan Huard, Chancellor (Interim)

A handwritten signature in black ink that reads "Susan D Huard".



Jeremy Hitchcock, Chairman of the Board of Trustees

A handwritten signature in black ink that reads "Jeremy Hitchcock".

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 X 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. Several of the fastest growing and most successful segments of the labor market are served through a postsecondary certificate or two-year associate degree.

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

OUR COMMUNITY AND COVID-19

As COVID-19 affected our lives here in NH and across the globe, CCSNH adjusted quickly to the rapidly changing conditions. The creativity of our faculty and staff, and resilience of our students, shone through during this time.

College is, among other things, a communal and community experience and we worked to preserve that sense of community that is so critical to student success. We built on our considerable expertise in online education to move all instruction to remote formats. Student clubs continued to meet virtually or with social distancing; we maintained our work with community food banks and support organizations; and we regularly checked in with our students. While unable to hold traditional commencement ceremonies in the spring, the colleges crafted meaningful ways to celebrate the completion of our students' academic programs, preserving this important recognition of student accomplishment. Our graduates took their places in critical jobs like healthcare and in businesses across the Granite State.

As we moved into the Fall semester, our planning focused on a mix of in-person and remote learning, alongside safety protocols developed in consultation with public health authorities, focusing on fostering an environment of shared responsibility and institutional attention to the well-being of our communities.

Amidst uncertainties, NH's community colleges continue to provide a strong foundation for student success across the Granite State.



NATIONAL AND COMMUNITY CONVERSATIONS ABOUT RACE



In 2020 our nation and communities engaged in increasingly powerful conversations about race and equity. While we aspire to a just and equitable world and hold freedom and equality as core national values, there is too often a wide gulf between the society we would hope for and the one we have when it comes to the experience of people of color.

As open institutions that are committed to equity, inclusion and the success of all our community members, community colleges are uniquely positioned to help bridge this gulf. New Hampshire's community colleges share in the work of understanding our society's shortcomings and taking steps to overcome them. CCSNH commits to continuing an active and ongoing dialogue on these issues across all of our colleges that sparks further engagement, input and action as we – as a community – come together to create the change needed to ensure all have access to justice, equality and opportunity.



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.

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.



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.



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.

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.

LOCATIONS ACROSS NH



HELPING HIGH SCHOOL STUDENTS EARN COLLEGE CREDIT

CCSNH offers several ways for high school students to earn college credit. Families can save thousands of dollars while students accelerate their pathway to a college degree and career.

Running Start

Launched in 1999 with seven high schools, last year Running Start saw nearly 12,000 course registrations across nearly all of New Hampshire's high schools with more than 8,000 students participating. The popular program allows students to 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.

eStart

Through CCSNH's partnership with the Virtual Learning Academy Charter School (VLACS), 288 NH high school students enrolled in 2019-20 completed 100% online college courses for dual credit.

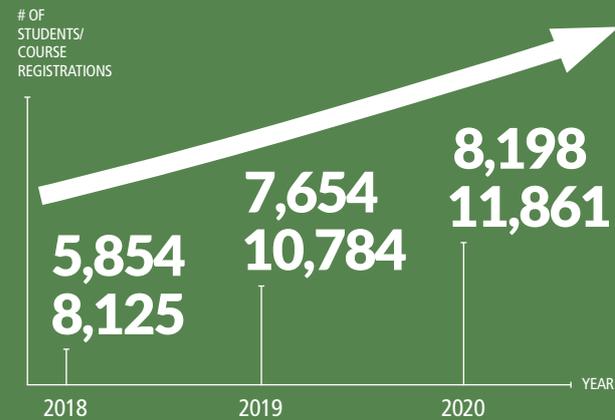
Early College

Early college brings high school students directly onto a community college campus to take courses at a discounted rate, giving them a head start on college coursework and degree attainment.

Governor's Dual and Concurrent STEM Scholarship Program

This program pays the tuition for eligible high school students in grades 10-12 to take two STEM courses per year for dual credit through one of CCSNH's dual and concurrent enrollment programs. This opportunity puts students on a pathway to high-demand careers in the Granite State.

Running Start continues to grow:



288 students enrolled in eStart in 2019-20.

305 high school students enrolled in Early College in 2019-20.



With COVID-19 impacting schools' plans for the year, demand for eStart and Early College courses is increasing.

Governor's Cup Robotics Competition

In partnership with NH FIRST, this annual robotics competition enables high school seniors to earn scholarships. CCSNH is proud to be a supporter of NH FIRST and the key role the program plays in experiential learning. Seniors on the winning alliance are eligible for one semester scholarships at any CCSNH college.



EMPLOYERS IN OUR COMMUNITY

CCSNH works with hundreds of employers across NH to build a skilled workforce through customized training and programs that align with the professional opportunities and needs in today's economy. CCSNH is uniquely able to create programs and curriculum quickly to meet needs as they emerge.

Workforce Development Centers

Workforce Development Centers located at each college are designed to respond quickly to the changing needs of local businesses. The centers develop and offer non-credit courses and training for people who need to sharpen their existing skills, learn new ones or maintain professional licenses or certifications.

ApprenticeshipNH

CCSNH continues to expand upon its successful Registered Apprenticeship program. Launched in 2017, ApprenticeshipNH has grown to serve seven sectors: healthcare, advanced manufacturing, information technology, construction and infrastructure, hospitality, biomedical technology and automotive technology. Its "earn while you learn" model enables apprentices to receive progressively higher wages for on-the-job training and tuition support for classroom instruction.

Based on its successful model, in 2020 CCSNH was awarded an additional \$3.45m in grant funding that will enable the program to expand to the high school level, where hundreds of students will be able to enroll in Registered Apprenticeship programs as they build their careers in the state.

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

NH's community colleges continue to serve as a training provider for the NH Job Training Grant Program, which provides matching grants to employers to upgrade the skills of current employees. Training has included helping employees adapt to changing technologies, supporting career advancement and incorporating new skills and processes.

ApprenticeshipNH Spotlight

Tuckaway Tavern

Through the ApprenticeshipNH program, Tuckaway Tavern in Raymond launched a Registered Apprenticeship program in partnership with Nashua Community College. The program includes full-time classroom instruction as a part of the training that can then be applied toward a certificate or an Associate Degree in Culinary Arts. Tuckaway's goal is to use the apprenticeship program as a way to offer an opportunity to young people and jobseekers who are looking to enhance their culinary skills through experiential learning.



New Hampshire Ball Bearing

In 2019, the manufacturing program department chair at Lakes Region Community College met with local manufacturers to better understand their training needs. Those initial conversations led to the creation of a machining bootcamp that provided hands-on, accelerated training to entry-level machine operator apprentices. From there, they developed a Registered Apprenticeship program at NH Ball Bearing (NHBB) in Laconia with the goal of providing employees with on-the-job training complemented by instruction at the college. Because of its success, NHBB launched a second cohort in October 2020.

Littleton Regional Healthcare

Littleton Regional Healthcare (LRH) was looking to add several medical assistants to its team. After recruiting for over six months, they turned to the ApprenticeshipNH program for help finding additional applicants. The ApprenticeshipNH team tapped partner organizations, scheduled and promoted information sessions and open houses and made sure the positions were listed at job and career fairs. Through these efforts, 36 people applied for the open positions. Five were interviewed and selected to become medical assistant apprentices at LRH. In addition to hiring efforts, ApprenticeshipNH helped develop the standards required for instruction and training with LRH and White Mountains Community College.



GOLDMAN SACHS 10,000 SMALL BUSINESSES

In 2020, 63 New Hampshire entrepreneurs who own businesses ranging from wedding planning, breweries, cyber security and pretzel making graduated from the Goldman Sachs 10,000 Small Businesses program. The intensive 12-week program, run in close partnership with CCSNH, helps entrepreneurs create jobs and economic opportunity by providing access to education, capital and business services.

At the graduation ceremony, Asahi Pompey, president of the Goldman Sachs Foundation, highlighted the importance of supporting small businesses. "Small business is really the engine of economies. Helping the ecosystem across the country, and in particular New Hampshire, is where we are going to be able to help grow jobs, expand the economy and ultimately help make the lives of individuals better," she said. A new cohort is scheduled to start the program in the fall of 2020.

63

NH business owners



PRESIDENTIAL CANDIDATE FORUMS

During NH's first-in-the nation primary season, CCSNH led efforts to run a series of presidential candidate forums on the health and growth of the US economy. Hosted in collaboration with the New Hampshire Union Leader and Goldman Sachs 10,000 Small Businesses, the series focused on providing community college students, local small businesses and New Hampshire residents the opportunity to hear candidates discuss issues of importance to our citizens and communities.

Eight forums were scheduled from November 2019 through January 2020 ahead of the February 11 New Hampshire Primary. They featured candidates from across the country, including several US senators and former and current governors. The forums were held at the colleges and served as a great way for attendees to probe the candidates on business-related topics. The neutral and nonpartisan forums were free and open to the public.

8

forums
Nov '19 - Jan '20



INFORMATION TECHNOLOGY UPDATE

Instruction, student services and administrative functions are dependent upon a strong information technology foundation. In 2020, there was an even greater reliance on technology as public health circumstances resulted in an intensification and broadening of remote and online operations.

- Information technology was integral to remote learning and operations at CCSNH during the COVID-19 pandemic. New technology introduced included software for lecture capture, virtual labs in STEM fields, virtual test proctoring, digital whiteboarding, digital signature and many more tools for collaboration, instruction, and a superior online student experience overall.
- CCSNH moved all seven colleges to a central system for IT service and asset management, providing a clear inventory of all software across our colleges and positioning us to identify additional areas of potential cost savings.
- CCSNH has introduced new enterprise systems into its technology environment. This includes customer relationship management (CRM) software for recruiting and marketing to new students, designed to keep more high school graduates in New Hampshire, and assist with advising and post-completion pathways.
- All CCSNH colleges had previously adopted a single, system-wide student Learning Management System (LMS), and in 2020 CCSNH and the University System of NH worked together to move all institutions to the same platform. This work included the NH Department of Education, paving the way for all of public education in NH to utilize the same platform in support of student learning.



THE FOUNDATION for New Hampshire Community Colleges

GIVE OPPORTUNITY

Building the Fou

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 works collaboratively with the Community College System of New Hampshire to receive, manage, and invest private support to benefit our students. Its purpose is to provide greater access to educational opportunities through financial assistance for student scholarships, program development and enhancements to facilities across the seven community colleges.

Board of Directors

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Alison Stebbins, New Castle

The Chancellor and the seven college presidents are also members of the board.

Read about the success of our alumni at [GiveNHCC.org/Impact](https://www.giveNHCC.org/Impact)



Milestones

\$4.6M

total assets under management

111

funds working in support of the colleges

Foundation

\$523K

awarded in scholarships

500+

students benefitting from direct financial support

\$91K

of COVID-19 emergency aid distributed in partnership with NHCF



This past year we came together and made a difference. YOU chose community and gave our students opportunity.

We are committed to working with the presidents, faculty, staff, and advisory boards in each region of our state to build a culture of philanthropy. Our shared goal is to strengthen relationships and raise resources in support of our mission. With your support we have met the challenge and the many goals established over the last year.

In partnership with the NH Charitable Foundation, we quickly acted this past spring to meet the emergency needs of our students brought on by the pandemic. This is important work we are dedicated to continuing in the undoubtedly challenging year ahead.

On behalf of our Board of Directors, **thank you** to all who have helped make the Foundation an important and strong component of the community colleges across New Hampshire. The lives of our students are transformed through education, and your generous support is critical to their success.

We want to hear from you. If I can be of any assistance, please contact me directly.

Tim Allison
Executive Director
TAllison@CCSNH.edu
603.230.3520



➤ Explore giving at:
GiveNHCC.org

GREAT BAY COMMUNITY COLLEGE

Great Bay Community College (GBCC) serves New Hampshire's Seacoast region from a main campus in Portsmouth that is on the Pease Tradeport and an academic center 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.

GBCC is the largest transfer partner for the University of New Hampshire.

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.



Great Bay
Community College



PRESIDENT:
DR. CATHRYN ADDY (INTERIM)

Enrollment
2,211

Female
59%

Avg Age
25

Male
39%



Highest-enrolled Degree Programs

- Liberal Arts
- Business Administration
- Nursing
- Psychology
- Criminal Justice



Highest-enrolled Certificate Programs

- Accounting
- Welding Technologies
- Massage Therapy
- Early Childhood Education
- Computer Numeric Control



Top 5 Sending High Schools

- Dover
- Exeter
- Spaulding
- Portsmouth
- Winnacunnet



Ethnicity

White	82%
Race unknown	6%
Hispanic	5%
Two or more races	5%
Asian	2%
African American	1%

50+ degree and certificate programs

> GreatBay.edu

LAKES REGION COMMUNITY COLLEGE

Located in the 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 as well as a strong manufacturing sector. Working closely 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 (GM and Toyota), and culinary arts, alongside an array of programs in allied health, business, industrial technologies, liberal arts, and other disciplines, LRCC offers programs to traditional-age and adult students. Transfer agreements with four-year colleges allow students to receive their associate degree at an affordable community college and earn a bachelor's at a four-year institution.

LRCC's Hospitality renovation project will provide students with two laboratory kitchens and a teaching restaurant.

Recent years have seen important facilities enhancements at the college, including a new automotive technology building, a health and science building, and 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. LRCC's Hospitality renovation project is nearly complete, which will provide students with two laboratory kitchens and a teaching restaurant to support the culinary, pastry, and hotel and restaurant operations programs.

LRCC is known for its personalized approach to education. That approach depends upon strong collaborations between local employers and the LRCC community. The result of those collaborations are innovative curricula and partnerships that prepare students to enter the workforce or advance the skills adult learners have to propel their careers.

LRCC 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.



LAKES
REGION
COMMUNITY
COLLEGE



PRESIDENT:
DR. LARISSA R. BAÍA

Enrollment

860

Female

54%

Avg Age

26

Male

46%



Highest-enrolled Degree Programs

- Liberal Arts
- Business Management
- Nursing
- General Studies
- Fire Science



Highest-enrolled Certificate Programs

- Culinary Arts
- Accounting
- Electrical System Installation
- Advanced Manufacturing
- Business Management



Top 5 Sending High Schools

- Laconia
- Gilford
- Belmont
- Plymouth
- Interlakes



Ethnicity

White	84%
Race unknown	9%
Two or more races	3%
Hispanic	2%
Asian	1%

25

degree and certificate programs

> LRCC.edu

MANCHESTER COMMUNITY COLLEGE

Manchester Community College (MCC) welcomes several thousand 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.

The Center for Digital Education recently recognized MCC for its advanced use of technology.

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 a line worker 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 & innovation degrees. The exercise science degree is now the health fitness professional degree and has been reworked to better meet industry needs.

MCC continues to evolve throughout its 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.





**PRESIDENT:
DR. BRIAN BICKNELL**

Enrollment
3,476

Avg Age
26

Female
57%

Male
42%



Highest-enrolled Degree Programs

- Liberal Arts
- Health Sciences
- Nursing
- Management
- Business Studies



Highest-enrolled Certificate Programs

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



Top 5 Sending High Schools

- Pinkerton Academy
- Manchester Memorial
- GED/HiSET
- Manchester Central
- Manchester West



Ethnicity

White	73%
Race unknown	9%
Hispanic	8%
Two or more races	7%
Asian	3%
Other	1%

65+ degree and certificate programs

> MCCNH.edu

NASHUA COMMUNITY COLLEGE

This academic year, Nashua Community College (NCC) celebrates 50 years of serving the Greater Nashua community. NCC is continuing that legacy with new programs that will meet students where they are to help them get ahead.

NCC recently launched the Accelerated Lifelong Learning (ALL) program for adult students who want to balance a full-time class schedule with a full-time job. Students can complete a certificate in 10 months or an associate degree in 20 months. ALL offers data analytics, business concentrations and psychology for its first year, and organizers plan to add more program pathways in the future.

A new Coding Boot Camp is offered with front and back end software development sessions. Established workforce development programs offer self-paced remote education in popular applications like Excel, Word and PowerPoint. The Microelectronics Boot Camp, now in its fourth year, has maintained a 95 percent hiring rate for graduates.

In NCC's Accelerated Lifelong Learning (ALL) program, adult students can complete a certificate in 10 months or an associate degree in 20 months.

NCC's advisory board, composed of local business leaders, guides program development and helps forge internship and career connections for students. Internships are integrated into programs from automotive technology and human services to culinary arts and precision manufacturing.

NCC continues to offer a mix of day, evening and weekend courses to accommodate students' busy schedules.

NCC expanded its donor-based Dress for Success closet with outfits suitable for internship and job interviews. The student food pantry also expanded and moved to a more central location on campus. During the pandemic, distribution was adjusted to meet the needs of a largely off-campus population.

Student clubs and the Student Senate have supported these initiatives with donation drives, and NCC staff, faculty and students have worked hard to foster an environment of support and empowerment to help students succeed.





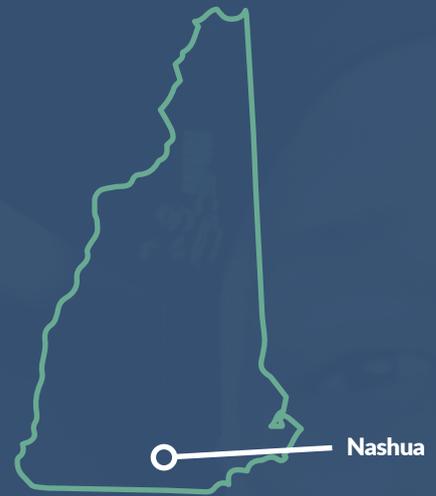
**PRESIDENT:
LUCILLE JORDAN**

**Enrollment
2,041**

**Female
52%**

**Avg Age
25**

**Male
48%**



Highest-enrolled Degree Programs

- Liberal Arts
- Business Admin/Management
- Nursing
- General Studies - Health
- Psychology
- General Studies



Highest-enrolled Certificate Programs

- Machine Tool Technology
- Cybersecurity Networking
- Sign Language
- Paralegal Studies
- Aviation Technology



Top 5 Sending High Schools

- Nashua HS South
- Nashua HS North
- Alvirne
- Merrimack
- Milford



Ethnicity

White	73%
Hispanic	13%
Two or more races	8%
Race unknown	3%
Asian	2%

50+ degree and certificate programs

> NashuaCC.edu

NHTI - CONCORD'S COMMUNITY COLLEGE

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 is the largest college in the Community College System.

NHTI has responded to emerging needs by creating new programs like the veteran's counseling certificate and the computed tomography certificate.

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 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 veteran's 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 community, region and state while remaining true to the core traditions of education excellence and student support.





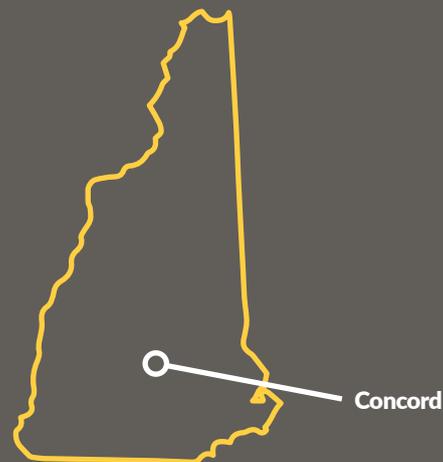
**PRESIDENT:
DR. GRETCHEN MULLIN-SAWICKI**

Enrollment
4,229

Female
60%

Avg Age
25.5

Male
39%



Highest-enrolled Degree Programs

- General Studies
- Liberal Arts
- Business Administration
- Criminal Justice
- Nursing



Highest-enrolled Certificate Programs

- Early Childhood Education
- Medical Coding
- Teacher Education Conversion
- Diagnostic Medical Sonography
- Dental Assisting



Top 5 Sending High Schools

- Concord
- Pinkerton Academy
- Pembroke Academy
- Manchester Memorial
- Merrimack Valley



Ethnicity

White	78%
Race unknown	9%
Two or more races	5%
Hispanic	4%
African American	3%
Asian	2%

90+ degree and certificate programs

> NHTI.edu

RIVER VALLEY COMMUNITY COLLEGE

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 provides 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.

100% of the registered nursing program graduates in the class of 2019 secured employment in the local healthcare workforce.

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.

RVCC 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.





**PRESIDENT:
ALFRED WILLIAMS IV**

**Enrollment
1,042**

**Avg Age
29**

**Female
74%**

**Male
25%**



Highest-enrolled Degree Programs

- General Studies
- Liberal Arts
- Business Management
- Physical Therapist Assistant
- Nursing



Highest-enrolled Certificate Programs

- Massage Therapy
- Medical Assistant
- Healthcare Applications
- Practical Nursing
- Phlebotomy



Top 5 Sending High Schools

- Keene
- Stevens
- GED/HiSET
- Lebanon
- Fall Mountain Regional



Ethnicity

White	80%
Race unknown	9%
Two or more races	5%
Hispanic	3%
African American	1%
Asian	1%

30+ degree and certificate programs

> RiverValley.edu

WHITE MOUNTAINS COMMUNITY COLLEGE

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 has expanded its offerings in North Conway, including a Veterinary Assistant Certificate created in partnership with the Conway Area Humane Society.

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, 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 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.





**PRESIDENT:
DR. CHARLES LLOYD**

Enrollment

854

Avg Age

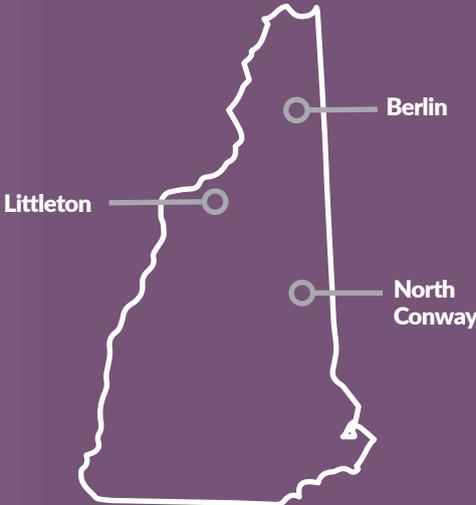
27

Female

59%

Male

40%



Highest-enrolled Degree Programs

- Health Sciences
- Liberal Arts
- Nursing
- Business Administration
- Human Services



Highest-enrolled Certificate Programs

- Commercial Driver Training
- Advanced Welding
- Massage Therapy
- Automotive Technology
- Veterinary Assistant



Top 5 Sending High Schools

- Berlin
- Kennett
- White Mountain Regional
- Littleton
- GED/HiSET



Ethnicity

White	87%
Race unknown	8%
Two or more races	4%
Hispanic	1%

75+ degree and certificate programs

> WMCC.edu

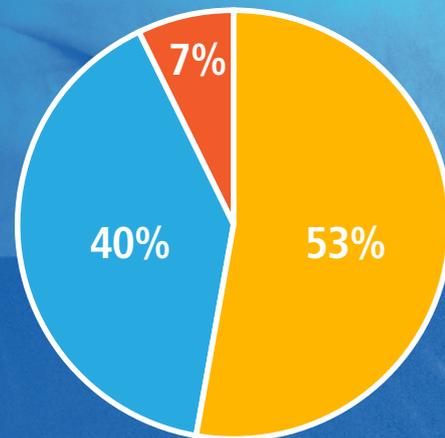
ENROLLMENT

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 serves 26,000 students annually, counting all types of enrollment (credit, non-credit, dual high school/college enrollment, workforce training). For enrollment by college, please see pages 13 - 26.

CCSNH serves 26,000+ students per year.

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 2019-20 and 2020-21 academic years, continuing its commitment to affordability and access for students across New Hampshire.



- Tuition & fees
- State allocation
- Grants & other sources

Since 2012, tuition has only increased by 2%.

STATEMENTS OF REVENUES, EXPENSES AND CHANGES

CCSNH's most recent comprehensive audit of its financial statements was conducted by BerryDunn for the fiscal year ended June 30, 2019. 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.

		COMMUNITY COLLEGE SYSTEM OF NH		THE FOUNDATION	
		2019	2018	2019	2018
OPERATING REVENUES	Tuition and fees	66,762,886	67,582,763	-	-
	Less scholarships	(20,727,002)	(20,386,827)	-	-
	Net tuition and fees	46,035,884	47,195,936	-	-
	Grants and contracts	21,667,550	21,596,642	-	-
	Contributions	-	-	833,198	755,068
	Other auxiliary enterprises	3,708,269	3,915,777	-	-
	Other operating revenue	3,705,064	3,653,588	-	-
	Total operating revenue	75,116,767	76,361,943	833,198	755,068
OPERATING EXPENSES	Employee compensation and benefits	76,277,455	92,108,312	-	-
	Other operating expenses	22,549,198	23,950,884	905,570	918,444
	Utilities	3,187,750	2,865,398	-	-
	Depreciation	7,822,055	8,200,567	-	-
	Total operating expenses	109,836,458	127,125,161	905,570	918,444
	Operating loss	(34,719,691)	(50,763,218)	(72,372)	(163,376)
NON-OPERATING REVENUES (EXPENSES)	State of New Hampshire appropriations	47,075,000	46,475,000	-	-
	Investment return used for operations	1,175,423	833,048	116,692	113,178
	Investment return excluding amount used for operations	253,549	709,761	25,405	254,617
	Interest expense on capital debt	(696,700)	(853,582)	-	-
	Nonoperating revenues, net	47,807,272	47,164,227	142,097	367,795
	Income (loss) before other changes in net position	13,087,581	(3,598,991)	69,725	204,419
OTHER CHANGES IN NET POSITION	State of New Hampshire capital appropriations	5,273,026	5,542,772	-	-
	Capital grants and contracts	194,813	212,103	-	-
	Nonexpendable contributions	1,905,543	1,537,430	10,507	28,802
	Gain on forgiveness of debt	-	2,350,493	-	-
	Total other changes in net position	7,373,382	9,642,798	10,507	28,802
	Increase in net position	20,460,963	6,043,807	80,232	233,221
NET POSITION, BEGINNING OF YEAR, AS PREVIOUSLY STATED		(73,462,743)	65,096,326	4,155,791	3,922,570
CUMULATIVE EFFECT OF CHANGE IN ACCOUNTING PRINCIPLE		-	(144,602,876)	-	-
NET POSITION, BEGINNING OF YEAR, AS RESTATED		(73,462,743)	(79,506,550)	4,155,791	3,922,570
NET POSITION, END OF YEAR		(\$53,001,780)	(\$73,462,743)	\$4,236,023	\$4,155,791

 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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Assets and Resources
 Audit
 Executive
 Finance
 Governance
 Student Success

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 Commissioner, NH Dept of Education
 Commissioner, NH Dept of Business and Economic Affairs

Ann-Marie Hartshorn
 Director, Internal Audit

CHANCELLOR Susan Huard (Interim)

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 Community College
Cathryn Addy

 **LAKES REGION**
 COMMUNITY COLLEGE
Larissa Baia

 **MANCHESTER**
 COMMUNITY COLLEGE
Brian Bicknell

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 COMMUNITY COLLEGE
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Gretchen Mullin-Sawicki

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 Community College
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 **White Mountains**
 Community College
Charles Lloyd

Charles Ansell
 Chief Operating Officer

Shannon Reid
 Executive Director,
 Government Affairs
 and Communications

Monica Bradley
 Chief Human
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Jeanne Herrick
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Tim Allison
 Executive Director,
 The Foundation for
 NH Community Colleges

Meghan Eckner
 Executive Assistant,
 Chancellor & Board
 of Trustees

Beth Doiron
 Director, College Access Programs

NH's seven community colleges are accredited through the NE 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."

CCSNH is governed by a Board of Trustees appointed by the Governor and Council. By statute, Trustees are nominated from the areas of business and industry, health services, labor, 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.

A president leads each college. Academic programs are regularly reviewed for relevance, demand and responsiveness to industry needs. Nearly all programs have industry advisory boards that include regional employers and community organizations to provide input on

curriculum, employment needs, industry trends and create additional community connections. Work-based learning is often incorporated into academic programs.

Helping New Hampshire's incumbent workforce remain skilled and competitive is an important part of CCSNH's mission. Each college has 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 business needs.

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



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.





Please direct questions to:

Shannon Reid, Communications Office | 603.230.3504 | sreid@ccsnh.edu

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

Community College System of New Hampshire
26 College Drive, Concord, NH 03301
CCSNH.edu

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