## ANNUAL REPORT

OZARKS TECHNICAL COMMUNITY COLLEGE

### RESILIENCE

Resilience. It's a unique toughness that gives us the capacity to overcome difficulties. Whether learned or innate, it's a skill desired by many but held by few.

Last spring, our everyday lives were shattered by the COVID-19 pandemic. Suddenly, the health of the OTC community became a greater concern than learning objectives. But we did more than simply survive the year. Our innovative spirit helped us face the challenges of 2020, keeping the goals and dreams of our students alive.

The mosaic imagery throughout this annual report represents the resilience shown by all within OTC. Together, we picked up the pieces of 2020 to create successful, vibrant outcomes for our college community.

### MESSAGE FROM THE CHANCELLOR

or many colleges and universities, the year 2020 was one of survival – a year fraught with unforeseen challenges as institutions faced the COVID-19 pandemic. If there were ever a time to put long-term goals on the back burner, this year would have been it.

However, thanks to the resilience and determination of the OTC community, we forged ahead. Not only did we overcome the obstacles brought on by the COVID-19 pandemic, but we also stayed true to the college's innovative spirit. The year 2020 wasn't one of survival for OTC – it was a year of growth.

When the college pivoted to an online learning model in March, our faculty and staff made the transition as seamless as possible for students. We continued to offer mostly online courses in the summer of 2020 and saw a double-digit gain in summer enrollment as a result. In the fall, we carefully reopened our campuses and

centers with a sensible reentry plan, which included enhanced cleaning protocols and a continued masking requirement. Most importantly, we implemented a new case management program to help students navigate their new normal.

Throughout this uncertain period, the resilience of our students, faculty and staff took center stage. The college embraced cuttingedge technology, solidified valuable partnerships and implemented new student success initiatives. I encourage you to read more about these efforts throughout the pages of the annual report. I know you will find the work of the OTC community as inspiring as I do.

Major capital projects also came to fruition in 2020. In August, the OTC Republic Center opened its doors for the first time to more than 150 students. Our newest location makes

OTC's educational opportunities even more accessible to those living west of Springfield. I look forward to seeing the center grow and serve more students in the coming years.

In addition to unveiling the OTC Republic Center, we broke ground on the Robert W. Plaster Center for Advanced Manufacturing in Springfield. The first of its kind in the state, the PMC will serve as the region's hub for advanced manufacturing education and related training – a monumental victory for OTC and southwest Missouri.

As we look ahead into 2021, we stand even more resolute in our commitment to bring transformative educational experiences to students. But none of this would be possible without your support. Your gifts of time, money and resources help us bring life-changing educational opportunities to those who need it most. I will always remember 2020 as the year we stepped up for our students, our community and each other. Thank you for joining OTC in this crucial work – I am proud to share this community with you.

Sincerely,

Aal L. Wigdon

Chancellor, Ozarks Technical Community College

#### **MISSION STATEMENT**

The college mission is to provide accessible, high quality, and affordable learning opportunities that transform lives and strengthen the communities we serve.

## BY THE NUMBERS

When the COVID-19 pandemic hit southwest Missouri, OTC was quick to adapt. Here's how the college helped its students survive – and thrive – amid the outbreak.

## 15,403 CALLS

made by OTC employees to students between March and June

# 70%

in online enrollment for summer 2020 compared to 2019



donated to local healthcare agencies 6,471 students taking online classes in the fall

### \$253,176

in Online Class Credits awarded to **548 students** 

4 Ozarks Technical Community College



## OTC embeds advisors to help rural students attend college *February 4, 2020*

OTC and rootEd Alliance began working together to help more rural students pursue and complete postsecondary education. Through the new partnership, four OTC advisors were embedded at high schools in Branson, Forsyth, Hollister and Reeds Spring, providing proactive support for all students as they explore their postsecondary options, access financial aid, and determine the best path for their skills and aspirations after high school.

"We're excited by the early progress of this new embedded advising program," said Chancellor Higdon. "Over time, our partnership with rootEd Alliance and local collaboration has huge potential to benefit rural areas across Southwest Missouri by enabling greater access to postsecondary education for all students."

### OTC hosts inaugural Innovation Celebration

#### February 18, 2020

OTC hosted its inaugural Innovation Celebration to recognize individuals,



departments and programs that made exceptional contributions to the college's strategic plan. At the event, several grant proposals were funded, including a farmto-table initiative and interactive campus mapping software. Multiple college employees also received awards.

To conclude the celebration, Chancellor Higdon congratulated the award winners – and the entire college community – for fostering a spirit of innovation at OTC.

"Your dedication and student-centered focus make us successful in everything we do," he said. "I am proud to be part of this college community. OTC's future is bright thanks to each of you."





Above: Navigator Chelsea Foresee assists a student with the college transfer process. Left: Members of the Branco Carpentry Apprenticeship Program work in OTC's construction lab.

### Branco Enterprises and OTC partner to provide apprenticeships *March 2, 2020*

OTC's Center for Workforce Development and general contractor, Branco Enterprises, Inc., entered into a partnership to provide instruction for Branco's Carpentry Apprenticeship Program based in the Springfield area. The apprenticeship program provides on-the-job experience and classroom instruction to select employees.



Left: The 30,000-squarefoot OTC Republic Center is finished and ready for students. Below (left): James Ackerman steps in as director of the OTC Republic Center. Below: OTC student studies outside at the Table Rock campus.



### OTC unveils new Allied Health Student Success Center March 9, 2020

In an effort to increase retention and graduation rates for its allied health programs, OTC opened the Allied Health Student Success Center. The new facility provides students with advising and academic counseling, along with a study lounge. The center is located in Lincoln Hall on the west side of the OTC Springfield Campus.

The facility was funded by a \$180,000 MoExcels Workforce Initiative grant from the Missouri Department of Higher Education and Workforce Development. The state funding was part of Missouri State's \$3.1 million MoExcels grant for the Ozark Region Nursing Collaboration in fiscal year 2020. The goal of the nursing collaboration is to help more students earn degrees and licensures in high-demand allied health fields, such as nursing, surgical technology and respiratory therapy. Additionally, the advising center will help enhance the transfer pathway from the Associate of Science in Nursing degree at OTC to the Bachelor of Science in Nursing degree at Missouri State.

### OTC moves courses online, cancels events in response to COVID-19 March 13, 2020

In a swift and decisive response to the COVID-19 pandemic, OTC moved its courses online for the spring and summer semesters. College officials made the unprecedented decision in collaboration with local city and health department officials, while keeping the safety of students, faculty and staff top of mind.



In addition to shifting courses online, OTC canceled all events indefinitely, including the college's commencement ceremony in May.

"This is an unprecedented situation, and we'll continue making necessary changes to instructional delivery in an effort to keep you safe," Chancellor Higdon wrote in a statement to students. "We will do everything we can to minimize disruptions to your educational journey, ensuring you can finish the semester and graduate on time."

### OTC donates PPE to local hospitals March 21, 2020

As news outlets around the world reported dire shortages of personal protective equipment, OTC employees collected gloves, gowns, face masks and other medical supplies from its healthcare programs to give to frontline workers at local hospitals.

"We live in an amazing community. When OTC Chancellor Higdon offered equipment, supplies and PPE to deepen our emergency cache, we took it! This act of kindness brought a tear to my eye. Thank you from a grateful healthcare community," said Steve Edwards, CEO of CoxHealth.

Besides the PPE, OTC donated ventilators – key in treating patients most severely affected by COVID-9 – from its Respiratory Therapy and Paramedicine Programs to CoxHealth and Mercy hospitals.

The nursing and medical programs at Richwood Valley, Table Rock and Lebanon also donated their PPE supplies to local healthcare providers.

### OTC welcomes tech, allied health students back to campus to complete labs *May 4, 2020*

With PPE, temperature scans and social distancing measures in place, OTC welcomed its technical and allied health students back to campus so they could safely complete the in-person portion of their labs. Despite the disruptions caused by the COVID-19 pandemic, OTC students were able to finish the semester on schedule.

Above: OTC Technical Education students complete their spring 2020 labs with COVID-19 precautions in place.

### OTC appoints director of Republic center May 11, 2020

James Ackerman was appointed as the director of the new OTC Republic Center. The Aurora native began his career at OTC more than a decade ago, starting out as a financial aid representative before becoming a full-time communications instructor in 2011. In March of 2012, he was named director of the Speech Communication Center. In his newest role as director of the OTC Republic Center, Ackerman will cultivate student resources and foster relationships with other institutions of higher education, local employers and the community.

"I believe the OTC Republic Center will provide real change, with limitless possibilities for Republic and the westward rural communities," Ackerman said. "I am beyond excited to serve and learn more about how I can be of service to the people in the region."

Above: OTC leaders, government officials and higher education partners cut the ribbon on the new Allied Health Student Success Center located in Lincoln Hall at the OTC Springfield Campus.

### OTC hosts drive-through Grad Prep event

May 20, 2020

Despite the cancellation of commencement, students still had the opportunity to pick up their caps and gowns at a drive-through event hosted by the OTC Bookstore. More than 300 graduates attended the event and marked the occasion by taking photos around campus in their regalia.

### OTC Middle College hosts drivethrough graduation ceremony *May 20, 2020*

The OTC Middle College found a creative way to celebrate its 2020 graduates. Faculty, staff and administrators hosted a drive-through ceremony at the Springfield campus. In total, 87 seniors and their families attended the socially-distanced affair, which marked the completion of their high school journey. The OTC Middle College is a choice program for high school students ready to take on collegelevel studies.

### OTC sees double-digit gain in summer enrollment

#### June 1, 2020

Student enrollment in summer classes increased by 15 percent for 2020 compared to 2019 – the equivalent of 477 full-time students. All summer classes, with a few exceptions, were moved online due to the COVID-19 pandemic.

"The college laid the groundwork for remote education years ago when every class at OTC created an online component – even for seated courses," said Chancellor Higdon. "That preparation paid off when we were forced to move all of our classes online."

## OTC offers nearly \$2 million in financial aid incentives for fall 2020

#### June 19, 2020

OTC offered two new financial aid options for students impacted by the COVID-19 pandemic this past fall. The OTC Technology Grant provided a \$500 grant for education-related technology needs, and the OTC Online Class Credit provided three credit hours of tuition and common fees for students who took more than 12 hours of online classes.

"We knew the COVID-19 pandemic had an impact on our students' mental and physical well-being," said Chancellor Higdon. "Many lost jobs or were furloughed along with their parents, but we hope these two financial incentives will encourage our students to continue working toward their educational goals."

### OTC adjusts fall 2020 schedule, masks required July 6, 2020

In an effort to maximize student safety and preserve high-quality learning opportunities, OTC adjusted its fall semester schedule, canceling Fall Break and extending Thanksgiving Break. Administrators also made the decision to require masks in all common areas on campus, including classrooms.

### OTC, SBU agree to paramedic-tonursing bridge program July 20, 2020

Thanks to a new agreement with Southwest Baptist University, OTC paramedic graduates can seamlessly transfer into SBU's Associate of Science in Nursing Program.

"SBU values the service of paramedics in our community and welcomes the opportunity to serve them as they transition to a new pathway in health care," said Dr. Brittney Hendrickson, dean of the College of Health Professions at SBU. "Through our accredited nursing programs, OTC paramedic graduates are able to pursue their education in nursing and have the opportunity to advance seamlessly up to the master's level."







Clockwise: OTC students abide by the college's new masking policy. A Middle College graduate smiles while attending her drive-through graduation ceremony. A paramedic student poses inside one of OTC's ambulance simulators. Bookstore employees, volunteers – and Ozzy the Eagle – pass out caps and gowns at the college's drive-through Grad Prep event.





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Above: Veterans Upward Bound Development Coordinator Meleah Witt meets with a job seeker at OTC's annual job fair.

### OTC appoints new presidents for Richwood Valley, Table Rock campuses

July 1, 2020

Dr. Cliff Davis and Dr. Robert Griffith were appointed as presidents of the college's Richwood Valley and Table Rock campuses, respectively. Griffith replaced Davis as president of the Table Rock campus, while Davis replaced Dr. Jeff Jochems as president of the Richwood Valley campus. Jochems retired from OTC in June after 30 years with the college.

"The OTC community will miss Dr. Jochems' steadfast and loyal leadership, and we wish him well in retirement," said Chancellor Higdon. "Dr. Davis and Dr. Griffith also boast rich tenures at OTC – their efforts have been rooted in community service and student success. I look forward to seeing what they will accomplish in their new roles."

### OTC Career Services hosts outdoor job fair

*August 5, 2020* More than 50 job seekers brought their skills and qualifications to local employers looking to hire at OTC's outdoor job fair. The socially distanced event replaced the college's previously scheduled fair in April, which was canceled due to COVID-19.

"With unemployment rates at an all-time high, job seekers need events like our annual job fair more than ever before," said Lacey Busick, OTC career advisor. "By hosting the event outside with the space to physically distance, we can offer that same help, but in a safe and responsible way."

### OTC Republic Center hosts grand opening event August 10, 2020

Administrators and trustees, local community partners and state legislators celebrated the grand opening of the OTC Republic Center. The new 30,000-squarefoot facility was built on a 7.69-acre property near the west side of the city. The

> Above: Cliff Davis takes on a new role as president of the OTC Richwood Valley Campus. Right: Robert Griffith leads the OTC Table Rock Campus as president.

land was donated in 2015 by the Bussey, Cox and Lipscomb families.

"It was an easy decision for the family to donate land to OTC," said Larry Lipscomb, family representative. "The college is vital to the economic growth of southwest Missouri, and the new Republic center will play a major role in educating the next generation of workers."

In addition to representatives from the Bussey, Cox and Lipscomb families, OTC alumnus and Speaker of the Missouri House Elijah Haahr and state Sen. Lincoln Hough attended the grand opening celebration. Chancellor Higdon thanked the donors and legislators present for their continued support of the college.

"The OTC Republic Center stands as a result of the support we've received from our donors and statewide elected officials," he said. "Now, our life-changing educational programs are even more accessible to our students living to the west of Springfield."

Besides the generous \$1 million land donation from the Bussey, Cox and Lipscomb families, the \$7.3 million OTC Republic Center had many funding sources,





including \$1.25 million from the State of Missouri, \$250,000 from the Sunderland Foundation, and a \$2.3 million interest-free loan from the Rural Economic Development Loan and Grant Program via Webster County Electric.

### OTC confers 2,575 degrees and certificates to graduates August 19, 2020

After one of the most unusual semesters in the college's history, OTC conferred 2,575 degrees and certificates to graduates, which included students who completed, or were pending completion of, their coursework from the summer 2019 semester through the summer 2020 semester.

In lieu of a traditional commencement ceremony, OTC hosted a virtual event on Facebook and YouTube for graduates. Guest speakers included Springfield native and NBA veteran Anthony Tolliver, 2020 Distinguished Alumna Marge Cheeseman and graduate Hunter Clouse. OTC Provost Tracy McGrady, Board of Trustees Chair John Gentry and Chancellor Higdon also spoke at the virtual event.

"The COVID-19 pandemic has forced all of us to adapt, and the skills you have learned this past semester will serve you well going forward," Chancellor Higdon said in the video. "Whether you are preparing to enter the workforce or transferring to earn your bachelor's degree, I congratulate you, and wish you the very best." CARES TECHNOL TENNEL TENNEL

Above: OTC Provost Tracy McGrady addresses graduates in the college's virtual commencement ceremony. Below (from left to right): City of Republic Administrator David Cameron; Mr. Larry Lipscomb, Bussey Cox Lipscomb family representative; Missouri State Senator Lincoln Hough; OTC Board of Trustees Chair John Gentry and OTC Chancellor Hal Higdon cut the ribbon on the OTC Republic Center.

## Bussey - Cox - Lipscomb Hall





Clockwise: Retired OTC Richwood Valley Campus President Jeff Jochems and Vice Chancellor for Student Affairs Joan Barrett model the OTC Foundation's latest sock design. (From left to right) Philip Arnold, Rene Wade, Jonathan Grindstaff, Rita White and J. Michael Ferguson accept their Excellence in Education award plaques. An OTC practicum student reads to children at the Early Childhood Education Center. (\*photo taken in 2016) Dorper sheep arrive to their new home at the OTC Richwood Valley Campus.





### OTC Foundation launches second annual Sock Star campaign September 8, 2020

Exceeding their \$5,000 goal, donors raised \$8,670 for the OTC Foundation's Student Emergency Fund, which supports college students in crisis situations. The donors – called "Sock Stars" – received a custom pair of OTC Eagle socks as a thank you gift.

### OTC expands agriculture program with donated livestock September 10, 2020

When the OTC Agriculture Program moved from the urban Springfield campus to the rural Richwood Valley campus, it took on the look of a comprehensive agriculture program. With the addition of livestock in the fall of 2020, it looks, sounds and even smells like a working farm.

Local farmer and real estate developer Mike Seitz gifted five steers to the program. Bradley Teague, a Springfieldarea farmer and marketing executive, made a donation to purchase 12 Dorper sheep.

"I'd like to thank Mike and Brad for their generous gifts to the college," said Dr. Cliff Davis, president of the OTC Richwood Valley Campus. "A livestock component like this will further enhance our students' experiences in the program, which will help set them up for a lifetime of success in the industry."

### OTC Foundation hosts annual golf tournament

### September 21, 2020

The OTC Foundation hosted its 14th annual golf tournament at Hickory Hills Country Club, where 32 teams, along with event sponsors, raised more than \$30,000 for student scholarships.

### OTC Early Childhood Education Center receives grant to serve infants and toddlers

September 30, 2020

The Lewis Family Early Childhood Education Center will expand to serve infants and toddlers beginning in the fall of 2021. The expansion was made possible by a \$180,494 grant from the Missouri Department of Social Services. The ECEC currently serves children between the ages of 2-5 years old and is available for OTC students, employees and community members.

"This grant is great news for parents and for our college students studying early childhood education," said Jennifer Crouch, ECEC director. "We'll be able to serve children at a younger age, and, since we are a laboratory school, our college students will gain valuable experience working with infants and toddlers."

### OTC honors Excellence in Education award recipients October 15, 2020

OTC announced its 2020 Excellence in Education award recipients for their outstanding contributions to the college: Rene Wade received the Full-Time Faculty Award; Dr. J. Michael Ferguson received the Adjunct Instructor Award; Jonathan Grindstaff received the Full-Time Staff Award; Rita White received the Part-Time Staff Award; and Philip Arnold received the Administration Award. Each winner accepted a plaque and cash award from the Turner Family Foundation.

### OTC employees honored with MCCA awards

#### November 11, 2020

Five OTC employees were honored at the Missouri Community College Associations' annual convention, held virtually in 2020. Longtime Vice Chancellor for Finance Marla Moody received the Administrative Professional Award and the Senior Service Award. The following instructors received the Governor's Award for Excellence in Teaching: Andrew Crocker, Danelle Maxwell, Jennifer Bump and Steve Fischer.

### OTC hosts outdoor Veterans Day ceremony

### November 11, 2020

At the college's annual Veterans Day ceremony, the Sons of the American Revolution presented the colors and OTC Trustee J. Howard Fisk gave Robert Border the 2020 Outstanding Student Veteran Award. In a moving tribute to veterans, the OTC Concert Choir sang, and OTC Instructor Philip Forrester played "Taps."

Right: OTC officials unveil the newest rendering of the Robert W. Plaster Center for Advanced Manufacturing.





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CENTER FOR ADVANCED MANUFACTURING

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Left: Dr. Dolly Plaster Clement speaks on behalf of the Robert W. Plaster Foundation. Above: OTC leaders, government officials, legislators and community partners break ground on the Robert W. Plaster Center for Advanced Manufacturing.

Above: Missouri Gov. Mike Parson addresses the crowd at the groundbreaking ceremony.



The largest capital investment in the history of the college will bear the name of the late businessman and philanthropist Robert W. Plaster. The announcement came at the groundbreaking for the Robert W. Plaster Center for Advanced Manufacturing.

"We are pleased to help with this exciting project, which will give many more students the opportunity to improve their lives through education and free enterprise," said Dr. Dolly Plaster Clement, Robert W. Plaster's daughter and the executive director of the Robert W. Plaster Foundation.

The \$40 million Robert W. Plaster Center for Advanced Manufacturing is the first of its kind in southwest Missouri. The PMC will feature the latest educational advancements and training opportunities in robotics, fabrication, mechatronics, automation, and drafting and design.

The center, now under construction at the corner of National Avenue and Chestnut Expressway in Springfield, will house many of OTC's technical programs, including Industrial Systems Technology, Manufacturing Technology, Precision Machining, Drafting and Design, and Computer Networking.

Besides those degree programs, the PMC will feature classes in automation, fabrication, robotics and additive manufacturing (3D printing).

The PMC will also offer continuing education for individuals and companies through the Center for Workforce Development. The PMC's footprint will include a business incubation center, and a space reserved for local industry to conduct training, research and development.

"We need to make sure the next generation of workers has the opportunity to live the American Dream, and that can happen through institutions like OTC and projects like the Plaster Manufacturing Center," said Missouri Governor Mike Parson at the groundbreaking event.

The PMC was made possible in April of 2018 when voters in the OTC Taxing District passed a five-cent property tax increase, which raised the college's property tax to 20 cents — still the lowest of any community college in the state. Chancellor Higdon promised, if the tax initiative passed, OTC would build a center for advanced manufacturing.

"Promises made are promises kept," he said. "We are grateful to the people of southwest Missouri who voted to make this facility possible. Not only will it help the workers and businesses who currently call the Ozarks home, but we also hope it will attract a new, high-tech industry to the region."

The ability to train the next generation of workers on modern equipment prompted Emerson, a global technology and engineering firm based in St. Louis, to donate half-a-million dollars to the project in the summer of 2020. Emerson's investment will fund the Emerson Innovation Discovery Lab, which will serve as a starting and ending point for facility tours with hands-on activities for students and tour participants.

"A great workforce is the most important asset we have to serve our customers with solutions and components for energy-efficient air-conditioning systems," said Keith Calhoun, director of operations for Emerson's compressor manufacturing locations in Missouri. "We have dozens of OTC graduates at our facilities in Lebanon and Ava. Those employees help us make millions of compressors. That's why this commitment from Emerson to OTC is mutually beneficial."

Besides the donation from Emerson, the State of Missouri awarded OTC a \$4.75 million grant through the MoExcels Workforce Initiative. MoExcels is managed through the Department of Higher Education and Workforce Development and supports local workforce initiatives in the state. That funding paid for much of the equipment and educational apparatus that will be housed in the PMC.

# GLOBAL GOALS

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TC graduate Igho Ekakitie is now one step closer to fulfilling his dream. The aspiring diplomat received a full-tuition scholarship to attend Webster University in St. Louis. He plans to earn a bachelor's degree in international relations with an emphasis in human rights.

"I want to help people," he said. "I want to be a voice fighting for human rights and social justice."

Igho, an international student from Sapele, Nigeria, was one of two students to receive Webster University's competitive Phi Theta Kappa Distinguished Achievement Scholarship. The scholarship covers two full years of tuition at Webster University, amounting to nearly \$60,000. Igho credits his involvement at OTC – and the relationships he formed there – for helping his application stand out from the rest.

"I am proud of the work I accomplished at OTC, and it's due largely in part to the incredible support I received from instructors, mentors and college leadership," he said. "OTC Chancellor Hal Higdon and Phi Theta Kappa President Lynn Tincher Ladner were both kind enough to write letters of recommendation for this scholarship, and I am forever grateful to them and many, many others for their support and encouragement along the way."

Igho began his higher education journey at OTC in 2017. While a student, he worked as an ambassador on campus and joined the college's Phi Theta Kappa chapter, Alpha Psi Tau. Igho founded the college's International Students Association and United Nations Chapter, serving both organizations as president. He also earned a spot as a National Council Member of the United Nations Association from 2020-2022.

### "I am proud of the work I accomplished at OTC, and it's due largely in part to the incredible support I received from instructors, mentors and college leadership."

But his involvement didn't stop there. This past summer, Igho participated as an Envision Advisor for the Global Young Leaders Conference in Washington D.C. and New York City. In this role, he led a group of students from around the world in a model United Nations simulation. While there, he received the Stewards of Children award — the most prestigious honor for an Envision Advisor.

"I'm so grateful for all the opportunities I've had – the travel, the leadership and networking experiences," Igho said. "It's shaped who I am today, and it's helped me set goals for my future."

And his sights are set high. Igho plans to become an ambassador to the United Nations someday. He hopes to represent the interests of his country and other African nations, ensuring peace, security, human rights and social justice for his constituents.

"For too long, many Africans have been neglected by their leaders and the rest of the world, so I want to be that voice, fighting for them – there's no organization that does that better than the United Nations," he explained.

While Igho looks forward to the next steps in his higher education journey, he says it will be difficult to leave OTC behind.

"OTC is my family. I'm grateful to every single person, everyone who has been so kind to me from the very first day I stepped onto campus," he said, his voice breaking with emotion. "I will always remember OTC and the love it has shown me."

## ANSWERING THE CALL

t's no surprise that men dominate the fire service industry. According to the National Fire Protection Association, more than 90 percent of firefighters are male. However, a mother-and-daughter duo from Pleasant Hope, Missouri is working against that trend.

Andrea and Karleigh Lane recently completed their certification at OTC. The pair, who both work for the Ebenezer Fire Protection District in multiple roles, can now add "firefighter" to their list of duties.

Never dreaming she or her daughter would pursue firefighting careers, Andrea accepted a position as the office manager for the district in 2016. And while her desk duties include payroll and human resources, the small, family-oriented environment at the fire station inspired her to do more.

"Being a smaller department, there are often times when we are short-staffed, so I became emergency medical technician (EMT) certified to help take medical calls," Andrea explained. "After that, I thought I would be more helpful if I was fire certified, too."

At the time, Andrea's teenage daughter, Karleigh, was spending a lot of time at the Ebenezer Fire Protection District. Initially, the Pleasant Hope High School student thought some volunteer work with the department would be a good way to spend her summer break. But Karleigh quickly discovered her passion for fire science and decided to pursue a career instead.

"I became emergency medical responder (EMR) certified right away, and, soon after that, I decided I wanted to become fire science certified, too," Karleigh explained. "So my mom and I enrolled in OTC's program together."

OTC offers a 38-credit-hour fundamental firefighting certificate program that trains students to rescue and treat the injured, write reports, conduct drills and maintain fire equipment, among other essential tasks. Andrea and Karleigh completed the program over the course of a year. The two passed their Missouri Firefighter 1 & 2 certification exams in August.

Both Andrea and Karleigh love the fastpaced environment of the firefighting field, often switching between administrative, medical and fire service roles on any given day. And while the work can be physically demanding at times, the two say there are more ways than one to get the job done.

"There are ways to tweak the process the technique — and get the same result," Andrea said.

Karleigh remains unfazed by the malecentric nature of her chosen profession. After all, she's watched women within the Ebenezer Fire Protection District climb the ladder to success. Her mentor, Ashlee Parker, worked her way up from volunteer to assistant chief within the department.

"Chief Parker definitely inspired me to pursue a career in fire service," Karleigh said emphatically. "She's so good at what she does, and working with her has been a great learning experience. There are many within the department who have spent time patiently training me."

Now well-equipped to overcome any obstacles in their path, this mother and daughter team is proud to serve the district wherever they are needed most.

"She's so good at what she does, and working with her has been a great learning experience. There are many within the department who have spent time patiently training me."

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### "We're looking out for our patients — and each other," Jeff said. "And now, our patients need us more than ever before."

urses and physicians figure prominently in coverage of the COVID-19 pandemic. But there's another vital group of health care professionals who don't always get the same recognition: respiratory therapists. OTC graduate Jeff Atkinson is a prime example, having treated hundreds of COVID-19 patients at Cox South Hospital in Springfield.

Jeff is one of more than 100,000 respiratory therapists in the United States fighting this new, highly contagious illness. A 2011 graduate and former adjunct instructor in OTC's Respiratory Therapy Program, Jeff says the coronavirus is unlike any disease he's seen before.

"It's not like we're just treating pneumonia or acute respiratory distress syndrome," he explained. "We're treating a disease that affects the body's ability to oxygenate."

As a member of the Adult Critical Care Team Lead group at CoxHealth, Jeff helps direct other respiratory therapists at work. In an effort to help their patients breathe easier, Jeff and his team help install breathing tubes and carefully manage patients on ventilators, tasks that put them in close proximity to the virus.

"We take very few breaks during our 12-to-14-hour shifts, because putting on the proper personal protective equipment is such an ordeal," Jeff explained. "We wear full-body coveralls, a HALO respirator, head cover, a face shield and head net on top of that – getting dressed takes about a full 10 minutes."

At the onset of the pandemic, Cox South added an open-ward-style hospital wing on the fifth floor of its west tower. Healthcare and city officials hoped it would never be used, but now the 51-bed wing is full with the most critically ill coronavirus patients.

"It's got to be a nightmare for these patients, as they fight this virus without friends or family at their side," Jeff said. "So, in the middle of everything else, we try to boost their morale as much as we can."

As the number of COVID-19 cases continues to rise, Jeff says he and the other respiratory therapists and nurses on staff have become a close-knit team.

"We're looking out for our patients – and each other," Jeff said. "And now, our patients need us more than ever before."

Jeff's impact in the respiratory field extends far beyond his hospital work. For nearly a decade, Jeff also taught as an adjunct instructor in OTC's Respiratory Therapy Program. He says many of his former students now work alongside him in the fight against the COVID-19 pandemic.

"I would take students who, initially, had zero knowledge in respiratory therapy, and – in a year's time – work side by side with them on the most critically ill or injured patients," he said. "It's a rewarding feeling. Our line of work is so important, especially right now."

From the classroom to the medical ward, Jeff is one of many healthcare heroes working tirelessly to serve the community in its time of need.

# A HEALTHCARE HERO

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"This job allows me to be engaged in crisis communication full time. I know my work will help keep people informed and safe during this outbreak and beyond."

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## CRITICAL WORK IN CRITICAL TIMES

TC alumnus Sean Barnhill found his calling in a time of crisis. As the COVID-19 pandemic began its spread across the globe, Sean landed an important position with the Springfield-Greene County Health Department. As the public health information specialist, Sean provides critical information to the community as it relates to COVID-19.

A former KY3 news producer, Sean says his new position is the best of both worlds.

"Crisis communication is what I live for. While a news producer, I loved dispersing critical information to the public, anything that could impact or help people through emergency situations," he explained.

"This job allows me to be engaged in crisis communication full time. I know my work will help keep people informed and safe during this outbreak and beyond."

A Branson High School graduate, Sean attended the OTC Springfield and Richwood Valley campuses on the A+ Scholarship. He later transferred to Drury University, where he earned his bachelor's degree in advertising and public relations. Most recently, Sean completed his master's degree in leadership and management from Western Governors University.

The self-proclaimed "breaking news junkie" got his start in broadcasting at a young age, landing an internship with Branson's Vacation Channel as a high school student. He began working for KY3 shortly after high school graduation and took evening classes at OTC to accommodate his busy schedule.

"My coursework at OTC was challenging, but the class sizes were small, which I really appreciated," Sean recalled. "And that was a big draw for me at OTC, especially for my more challenging coursework in math and science – that one-on-one instruction was so helpful."

While in college, Sean also landed competitive, fast-paced internships with CNBC and the Today Show. His favorite memories from that time include an elevator ride with the famous TV personality Regis Philbin.

"I escorted him in the building and took him on the elevator. It was just the two of us for like 30 seconds," Sean said with a grin. "I also made eye contact with Adam Levine at one point – that was a fun experience, too."

Sean says his new job is fast-paced like his big-city internships, but a lot more is at stake this time. Instead of writing articles and catering to celebrities, he's keeping citizens informed during a global pandemic.

"People have the right to this important information – especially when their family's health and well-being is affected," Sean explained. "And although it's scary with all the unknowns of this virus, I'm excited to be part of the team that's keeping everybody informed and saving lives along the way."

A critical job in critical times, Sean's work will positively impact thousands of lives throughout the region.

## UNEARTHING NEW PURSUITS

R enowned local dentist Dr. Gary Buzbee is swapping his dental drill for gardening gloves. After leading a successful dental practice for 43 years, the Springfield native is starting a new adventure in OTC's Agriculture Program. Gary still works part-time at his established practice, Buzbee Dental, but his passion for horticulture continues to grow.

"It's fun to go to school when you don't have to," the 71-year-old said with a grin. "I will always love dentistry, but I'm pretty fascinated by agriculture."

Gary, a Glendale High School graduate, founded Buzbee Dental in October 1977 after serving two years in the United States Air Force. Captivated by dentistry at an early age, Gary earned his postsecondary degrees from Drury University and the University of Missouri-Kansas City School of Dentistry. In fact, his enthusiasm for the profession was so contagious, his two sons – Todd and Tyler – now work alongside him as dentists at Buzbee Dental.

Despite Gary's newfound status as a college student, his connection to OTC dates much further back. Early on in his career, Gary helped train aspiring dental assistants when the college was known as Graff Area Vocational Technical Center. He still takes OTC interns to this day, and works as an adjunct instructor in the college's dental hygiene program.

"Prior to taking the ag history class, I failed to recognize the breadth and depth of the subject," he said, excitedly. "It certainly opened my eyes to the vast opportunities in the industry, and made me realize that agriculture is so much more than growing some tomato plants."

Gary decided to become a student again upon discovering OTC's VIP program, an initiative that lets individuals ages 60+ take select OTC classes tuition-free. In the fall of 2019, Gary enrolled in his first ag course – the History of Agriculture. Admittedly, he didn't enjoy history classes as a kid. This time, he found himself spellbound by the subject.

"Prior to taking the ag history class, I failed to recognize the breadth and depth of the subject," he said, excitedly. "It certainly opened my eyes to the vast opportunities in the industry, and made me realize that agriculture is so much more than growing some tomato plants."

Another surprising discovery awaited Gary in the program – the friendships he developed with fellow agriculture students.

"The kids are hilarious," he said, recalling his first days in the program. "When I walked into class, they gave me that, 'What in the world are you doing here?' look. I think they were a little bit afraid of me at first, and then we became fast friends. I just love how that happened."

Whether inspecting a smile or sowing seeds, Gary's passion shines through in his work. It's clear he brings the same curiosity and enthusiasm to OTC that made his practice a staple in the community.

GIFT OF INNOVATION

EMERSON

nyone walking into Emerson's compressor manufacturing factory in Lebanon is likely to run into an Ozarks Technical Community College graduate. The facility, which is part of a global technology and engineering company based in St. Louis, employs more than 30 OTC alumni, with more workers currently pursuing degrees from the college.

"Students who pursue an education with OTC show a willingness to want to do more, to want to succeed," said Keith Calhoun, director of operations for Emerson's compressor manufacturing locations in Missouri. "Those students who decide to pursue higher education in technical areas will play a critical role for us in the future."

This long-time relationship with OTC gave Emerson the confidence to become the first major donor for the Robert W. Plaster Center for Advanced Manufacturing. The company donated half-a-million dollars to the project in June.

Emerson's gift is the first of what the OTC Foundation hopes will be many private donations for the approximately \$40 million project at the OTC Springfield Campus. The Plaster Manufacturing Center (PMC) will provide training and education in robotics, mechatronics and automation, along with other modern manufacturing methods.

"I toured the Emerson facility in Lebanon, and it's like a science fiction movie with robots building, welding and relocating material," said Dr. Hal Higdon, OTC chancellor. "Robotics is one of the subjects we'll be teaching in the Above: OTC Chancellor Hal Higdon (left) accepts a check from Emerson's Keith Calhoun (right).

"The Emerson Innovation Discovery Lab inside the PMC will feature lots of cool, innovative, new technology."

100

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PMC, and we can't thank Emerson enough for having faith in us."

Like many manufacturers, Emerson is always preparing for the next generation of workers who will operate and maintain its manufacturing facilities. The company's donation will help grow that employee pipeline from a young age. The PMC will be home to the Emerson Innovation Discovery Lab, which will serve as a starting and ending point for tours, featuring hands-on activities for students and tour participants.

"The Emerson Innovation Discovery Lab inside the PMC will feature lots of cool, innovative, new technology," said Robert Randolph, executive director of the PMC. "We hope this will spark an interest in advanced manufacturing for middle and high school students as they begin to develop career interests."

The college broke ground on the PMC in November. The new facility is expected to open in 2022.

## CONTINUING A BROTHER'S LEGACY

ccording to brothers Jim and Dan Jenkins, the key to running a family business is relying on each other's strengths. Their father, Ed Jenkins, established southwest Missouri's oldest truck dealership in 1956. Today, his sons lead Jenkins Diesel Power, Inc. – a fullservice dealership and repair shop that sells Western Star trucks.

"Everyone always comments on how well we got along, being in business together," said Dan, the youngest of the three brothers. "But, we all had different areas of expertise, and that seemed to benefit the company."

Jim Jenkins, the eldest, is the most mechanically minded of the three, while Dan uses his computer skills to enhance the company's technology. Their late brother, Joe, had a heart for public relations and community service. Now, Jim and Dan are determined to continue his legacy. "It's important to us that Joe is remembered for what he did and the causes he supported," Jim explained.

Joe, who joined his brothers at Jenkins Diesel after a 20-year career in the U.S. Army, supported a host of nonprofit organizations, including the OTC Foundation. He served on the OTC Foundation Board from 2010 until his death in 2017, though his relationship with the college dates much further back. In 1999, Joe and his brothers established the J.E. (Ed) Jenkins Memorial Scholarship in honor of their father. Fittingly, the endowed gift provides scholarships to students in OTC's Diesel Program.

While on the OTC Foundation Board, Joe, along with his wife, Pat, created the Joe and Pat Jenkins Memorial Scholarship Fund. The scholarship supports single mothers and their children in pursuit of a college degree at OTC.

"Joe supported a lot of causes over

the years, but he especially loved helping people who were working toward a better education and a brighter future," Jim said.

In an effort to continue their brother's philanthropic legacy, Jim and Dan recently matched a gift to OTC in partnership with the Community Foundation of the Ozarks. Their contribution, established through an entity called "Joe's Bike Shop," supported the OTC Foundation's Student Emergency Fund.

"A few years back, Joe created this booklet – called 'Joe's Bike Shop' – on how to run a business," Jim said. "We thought it would be fitting to give this gift in his honor."

Jim and Dan's strengths may differ, but their mindset is the same. They know Jenkins Diesel is supported by the community. And following Joe's example, they are proud to give back.



"Joe supported a lot of causes over the years, but he especially loved helping people who were working toward a better education and a brighter future."

Left: Jim Jenkins (left) and Dan Jenkins (right) pose with a portrait of their late brother, Joe Jenkins.

## DONOR HONOR ROLL

We would like to extend a special thanks to those who support students and programs at OTC by contributing to the OTC Foundation. Your generosity helps provide education, job training and lifelong learning to countless students.

Gifts and pledges received between January 1 and December 31, 2020 are included in this report. (\*Deceased)

**\$1,000,000 AND ABOVE** Robert W. Plaster Foundation

**\$500,000 - \$999,999** Emerson Charlie & Mary Beth O'Reilly

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Friends of OTC who remember the OTC Foundation through a bequest or other type of planned gift become members of the Legacy Society.

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## DONOR HONOR ROLL

Above: OTC students laugh and pose with giant letters on the Springfield campus plaza.

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### **EMPLOYEE GIVING**

Marcia Wheeler supports the OTC Foundation because she's seen firsthand how it changes lives. A fifteen-year employee at the college, Marcia makes monthly payroll donations to the foundation and invests in several scholarship endowments. She says her motivation is fueled, in part, by her favorite moment of the year – watching OTC graduates walk at commencement.

"'Pomp and Circumstance' puts a lump in my throat every time," Marcia explained. "Being a part of this milestone for our students is affirming in so many ways."

A community college graduate herself, Marcia works in OTC's Academic Affairs Department as the director of institutional effectiveness. In this role, she facilitates program review and helps keep OTC's programs accredited. But Marcia says her favorite job might be the one that puts her directly in the classroom with students. "Teaching fills my cup," she said. "If it weren't for the students, we wouldn't be here. Being an adjunct instructor helps me keep our mission close to heart."

Marcia's support of the OTC Foundation began not long after she was hired at the college. She signed up for monthly payroll donations as soon as the giving option was made available to her. Since then, her involvement has grown as she now invests in multiple scholarship endowments established by her friends, colleagues and mentors.

"I made the decision to support these scholarship endowments because the individuals who established them have made a big difference in my life – this is one way I can pay that forward," Marcia said.

The longtime OTC employee says giving to the OTC Foundation is easy, and there's no better mission to support.



Marcia Wheeler, director of institutional effectiveness

## DONOR HONOR ROLL



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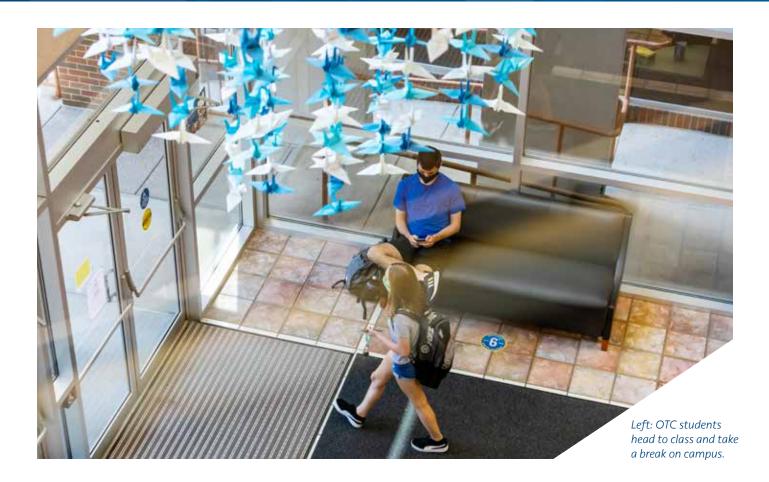
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# SCHOLARSHIPS

Many special scholarships have been established through the OTC Foundation. Some are in memory of individuals; others are funded by generous businesses, organizations and individuals in our communities.

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Gifts to honor or remember outstanding individuals are a special way to pay tribute to a friend or loved one. The following donors made contributions to the OTC Foundation in honor or in memory of someone special. (\*Deceased)

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# FOUNDATION REPORT

The OTC Foundation and our supporters believe every student should have access to higher education and a brighter future. We invest in student success because we know an educated community is a thriving community. With your help, we can continue this essential work. **To learn more about how we can align your passion with OTC's mission, contact the OTC Foundation at 417-447-2651 or foundation@otc.edu.** 

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\$29,987 IN PROCEEDS FROM 2020 GOLF TOURNAMENT

**STUDENTS** Helped through the Student Emergency Fund

258



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"I've never been prouder to be associated with OTC than I am this year. When the pandemic unsettled all of our lives, the college's top priority was to help our students get to the finish line. OTC employees adjusted schedules and teaching methods, and students soldiered on despite the disruption. In 2020, OTC epitomized resilience."

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