

BALL STATE OFFICE OF COMMUNITY ENGAGEMENT



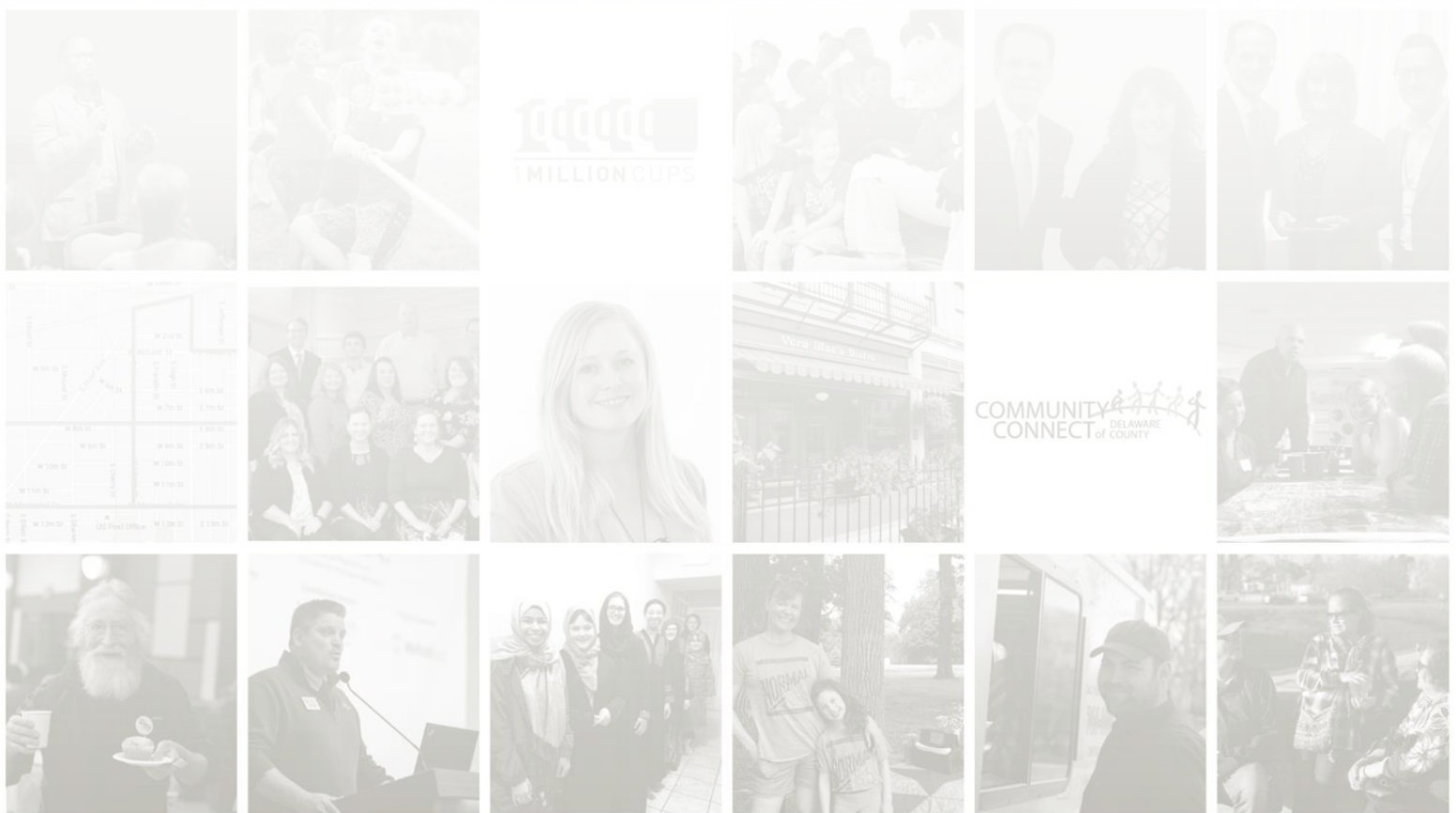
2018-2019 ANNUAL REPORT

Office of Community Engagement 18-19 Annual Report

In support of Ball State University's "Better Together" commitment, the Office of Community Engagement serves as a bridge between the university and Muncie, Delaware County, and East Central Indiana. We connect Ball State resources with community priorities for mutual and reciprocal benefit. The results are more engaged faculty and students, greater prosperity and well-being for residents, businesses, and organizations, and improved quality of life for all.

Our 2018-2019 activities have largely focused in four areas:

- 1 Deepening Ball State's involvement in city, county, and regional initiatives;
- 2 Strengthening the culture of community engagement across the university;
- 3 Connecting to networks of community-engaged institutions across the nation; and
- 4 Celebrating campus and community successes.



1 Deepening Involvement in City, County, and Regional Initiatives

In 2018-19, the Office of Community Engagement made significant contributions to Ball State's strategic community partnerships.

Muncie Community Schools

As part of Ball State's new partnership with Muncie Community Schools, the Office of Community Engagement played a key role in the following areas:

Volunteer Coordination. In partnership with the BSU/MCS Liaison, OCE's Erin Moore and Delaina Boyd helped to develop the initial processes to connect Ball State volunteers with school needs during MCS registration, classroom prep, first day, and first week activities.

Once the GivePulse Volunteer Management System was purchased by MCS, Erin set-up and personalized the system for each school location, developed the first iteration of processes and language for entering MCS volunteer opportunities into the system, and managed development of how-to videos by Ball State's Digital Corps.

2018 Volunteer Activities	Volunteers	Volunteer Hours
Building & Media Center Prep	65	130
Registration	259	518
First Day Meet & Greet	37	811
Bus Transfers	30	45
Kindergarten Help	22	44
Lunchtime Assistance	13	26
Open Houses	22	24.5
Clerical Assistance	13	26
Grand Total	461	1624.5

MCS Community Engagement Council (CEC). Delaina Boyd and Tiffani Arnold-Pine serve on the CEC, representing Ball State University and providing project management and administrative support for events such as the Teacher Appreciation Luncheon (January 2019) and MCS Staff Appreciation Dinner (May 2019).

Additional Projects. OCE has provided administrative support for:

- ▶ Development of the MCS project proposal process with the Academic Innovation Council.
- ▶ Tereza Dean's marketing immersive learning class which developed potential marketing concepts for MCS.
- ▶ Planning for "Dream For Our Schools" forum to gather the community's hopes and dreams for Muncie Community Schools.



In April 2019, Tiffani Arnold-Pine joined OCE as the Community Volunteer Program Manager. Tiffani brings multiple years of experience coordinating thousands of volunteers for the United Way of Allen County. She works closely with MCS personnel to identify volunteer opportunities and mobilize Ball State and other organizations to meet those needs. She also provides administrative support for the MCS Community Engagement Council.

United Way of Delaware and Henry Counties

Day of Action and Annual Campaign. In addition to helping staff Ball State's involvement in the United Way of Delaware County's campaign kick-off, OCE's Krista Flynn coordinated 17 one-hour, half-day, and full-day projects; multiple project leaders; transportation; and volunteer recruitment and management for the United Way Day of Action.

Projects included:

- ▶ **Cardinal Greenway:** Installed Muncie By5's Nature Play signs and cleaned up local trailheads.
- ▶ **Literacy Kit Assembly:** Put together 200 literacy kits – including a free children's book, craft supplies, and other resources – for the United Way to distribute to preschoolers in need.
- ▶ **Anthony Neighborhood Clean-Up:** Cleaned up and beautified the Anthony neighborhood (just north of Ball State's campus) with Muncie Clean and Beautiful and Building Better Neighborhoods.
- ▶ **Snack Attack Assembly:** Created 1800 snack packs for local elementary schools to distribute to food-insecure children; packs included encouragement cards created by third shift service staff.
- ▶ **Window Boards:** Painted plywood with Greater Muncie Habitat for Humanity to look like windows, doors, and flower boxes to hang on abandoned houses in Muncie.
- ▶ **Little Free Libraries:** Created 12 new Little Free Libraries, collected books, and created inspirational bookmarks to support the Muncie By5 network of more than 30 Little Free Libraries across Delaware County.
- ▶ **Additional Projects:** Participated in projects with community volunteers at Bridges Community Services, Big Brothers Big Sisters, Little Red Door Cancer Agency, United Day Care Center, and Second Harvest.

**The most in
Ball State's history!**

608

Faculty, staff, and student
volunteers

1,013

Volunteer hours served

Delaina served on the annual campaign steering committee with additional support provided by Lisa Garner.



Academy for Community Leadership

OCE's Suzie Jones coordinates the Muncie/Delaware County Academy for Community Leadership program, in partnership with the Muncie/Delaware County Chamber of Commerce. This unique ten-week program gives civic-minded community members a chance to learn about Muncie's history, current strengths, and future aspirations from 42 community leaders and experts. Each session is hosted at a different Muncie/Delaware County location to provide greater exposure to our community's many assets.

Suzie oversees assignments and scheduling for each expert panel and serves as a point person at each meeting. The program enrolled 30 participants in fall 2018.

Muncie Action Plan

Neighborhood Development. OCE's Heather Williams sits on the Muncie Action Plan Board of Directors and chairs the plan's Fostering Collaboration Taskforce. In 2018-2019, Heather continued work through Ball State's Building Better Neighborhoods Initiative to increase the capacity of neighborhood leaders and associations in Muncie/Delaware County.

- ▶ **IDEA Neighborhood Conference:** OCE planned the fourth annual conference with Muncie Action Plan and Shafer Leadership Academy, which was attended by 110 community leaders, including all seven pre-primary mayoral candidates, and offered 14 presentations and discussions in education, neighborhood planning, neighborhood partnerships, and community resources.
- ▶ **Neighborhood Leadership Council and Pool Party:** OCE organized the monthly meetings of neighborhood leadership and the first annual pool party celebration, which attracted 80 participants.
- ▶ **Neighborhood Cleanups:** OCE connected Ball State athletic teams and other volunteers with neighborhood clean-up efforts across the city.
- ▶ **Muncie Neighborhoods Website:** OCE maintained the Muncie Neighborhoods website with current projects, new resources, and special events.
- ▶ **Neighborhood Development Sessions:** OCE managed registration and marketing for ten neighborhood development sessions for Muncie community members. It also supported the *"Candidates of the Future Workshop"* offered in partnership with the Ball State Bowen Center for Public Affairs, Shafer Leadership Academy, and Muncie Action.



Neighborhood Development Sessions 2018-19

"Citizen Access to our City Government"

"Citizen Access to our County Government"

"Citizen Access to our State Government"

"Meet the Delaware County Commissioners"

"Donuts and Deficits"

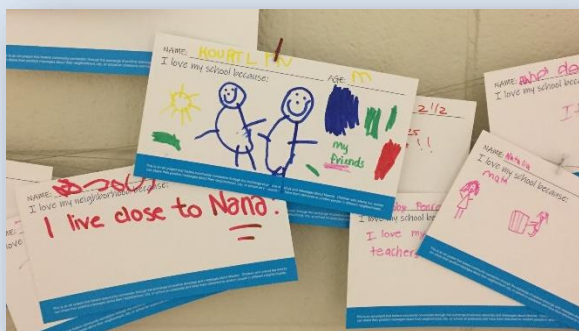
"Crowdfunding Basics for your Neighborhood"

"Dues Collection Strategies"

"Engaging Local Business"

"Finding Your Passion"

"Project Management"



At the 2018 WIPB-TV Be My Neighbor Day at Canan Commons, kids were asked to write or draw why they love Muncie, their neighborhoods, and their schools. The cards were mailed to randomly selected addresses across the city.



A resident clean-up crew assembles in the McKinley Neighborhood, across from Muncie Central.

Muncie Action Plan Pride and Image. The Muncie Action Plan is lead organizer and fiscal agent of Muncie's Bridge Dinner, as part of MAP's Pride and Image Taskforce. OCE's Erin Moore serves as steering committee co-chair with Krista Flynn as a steering committee member. The Fall 2018 Bridge Dinner brought more than 750 together for dinner on the Washington Street Bridge.

Additional organizations represented on the steering committee include Shafer Leadership Academy, Cornerstone Center for the Arts, Muncie Community Schools, Muncie Downtown Development Partnership, Polcz Family Team at Coldwell Banker Lunsford, and the Muncie/Delaware County Economic Development Alliance.



Live Near Your Work Initiative

The community-based Live Near Your Work (LNYW) initiative was a focused effort to recruit new employees of Ball State University, Indiana University Health/Ball Memorial Hospital and other Delaware County employers to live in Muncie. In 2017, new Ball State and IU Health Ball Memorial employees from 2012-16 were surveyed to determine factors that influence where employees choose to live.

Delaina Boyd and Lisa Garner represent OCE on Ball State's LNYW committee, which also includes Human Resources, Inclusive Excellence, Employee Relations and Affirmative Action, Office of the Vice Provost for Academic Affairs, Working Well, Ball State Athletics and Business Affairs. In 2018-19, the committee developed concrete strategies for attracting and retaining Ball State faculty and staff to live in Muncie; these will be advanced in 2019-20.

OCE Membership on Community Boards, Committees, and Planning Groups

1 Million Cups Planning Committee	Downtown Development Partnership Board	Muncie's Bridge Dinner
8Twelve Coalition Steering Committee, Housing Sub-Committee, Fundraising Committee, Data Evaluation Team	Delaware Co Wellness Professionals and Planning Committee	MCS Community Engagement Council
Academy for Community Leadership	ECI Regional Tourism/Lifestyle Marketing Planning First Thursday	Muncie Land Bank
BSU/Ivy Tech Collaboration	Muncie Mystery	Muncie-Delaware Co Economic Development Committee
BY5 Family Navigators	Healthy Community Alliance of East Central Indiana	Neighborhood Leadership Council
Change Tool Action Team	Live Near Your Work Initiative	TED Talks
Community Connect of Delaware Co	Muncie Action Plan (MAP)	Whitely Safety Committee
Community Drug Task Force		YMCA Board

Community Connect of Delaware County



In its second year, Community Connect of Delaware County brought together nearly 40 community agencies to provide immediate, on-site services for more than 250 Delaware County residents who rely on government and community assistance. The event was a collaboration between Vectren Foundation,

City of Muncie, Delaware County Commissioners, Muncie Mission, United Way of Delaware County, Open Door Health Services, Meridian Health Services, Ivy Tech Community College, MITs, and Ball State University.

OCE's Erin Moore and Jes Beals provided planning leadership, logistics support, design services, and website management. In addition, planning for this event sparked new relationships between Ball State and Ivy Tech community-engagement professionals, who now meet regularly to discuss priorities and potential collaboration.

Partner Development

OCE offers sessions twice a year at the Innovation Connector to help local community partners more easily access the university's resources. Participating Ball State offices include OCE, Building Better Neighborhoods, Office of Immersive Learning, Office of Student Life – Student Voluntary Services, Career Center, and Office of Inclusive Excellence.

Engaging Ball State Resources. This session highlighted the roles and services of five Ball State community engagement service providers.

Community Partner Open Office Hours. Representatives from five Ball State departments came together to offer 20-minute consultations to local businesses and non-profit organizations and help them connect with Ball State resources that could address their needs.

The Office of Community Engagement coordinated:

41+

Monetary and in-kind sponsorships of local organizations and events

13

Guest lists for tables in support of local organizations and causes

2 Strengthening the university culture of community engagement

Strategic Planning

The Office of Community Engagement was extensively involved in the University's strategic planning process. Between July 2018 and June 2019, OCE representatives:

- ▶ Served on the University Strategic Planning Committee.
- ▶ Selected, organized, and led an interdisciplinary team of on- and off-campus members to develop a University Strategic Implementation Plan around community engagement. Wrote and revised plan in consultation with various stakeholders and champions and presented to University leadership.
- ▶ Represented community engagement on the Executive Dashboard Committee to select key indicators to demonstrate progress and success of strategic plan imperatives.
- ▶ Organized a presentation to the Ball State Cabinet on anchor institutions by Jeff Kingsbury, Ball State alumnus and managing principal of Greenstreet Ltd, a real estate development and consulting firm focused on leveraging anchor institutions as catalysts for community redevelopment.

Faculty Development

OCE offered multiple opportunities for faculty to learn about Muncie/Delaware County, connect with community-engaged colleagues, and develop new skills in community-engaged scholarship.

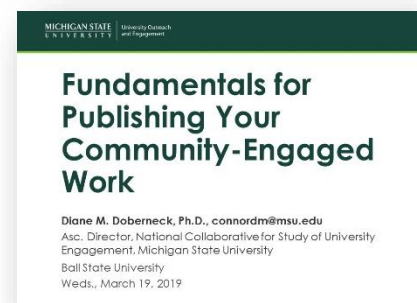
Alpha Day Presentation and New Faculty Muncie Tour. OCE's Heather Williams presented on Muncie's neighborhoods during faculty orientation and co-led a tour of downtown and adjacent neighborhoods with Erin Moore and guest speakers from the Minnetrista, Whitely Community Council, Ross Community Center, Erskine Green Institute, Downtown Development Partnership, and Muncie Civic Theatre.

Engaging Community Series. In the fall, OCE hosted a special presentation by Marilyn Buck, BSU/MCS Liaison, about the various ways that Ball State faculty could participate in the historic partnership between Ball State and Muncie Community Schools.

The spring featured two workshops by visiting presenter **Diane Doberneck, Ph.D.**, Associate Director of the National Collaborative for the Study of University Engagement at Michigan State University and leader in community-engaged scholarship and professional development. Diane presented, "Fundamentals for Publishing Your Community-Engaged Work" and "Finding a Journal for Your Community-Engaged Scholarship." She also met with Ball State deans and led a lunch discussion with Ball State graduate students.

Faculty Open Office Hours. Representatives from OCE, Building Better Neighborhoods, Office of Immersive Learning, Office of Student Life - Student Voluntary Services, and Sponsored Projects Administration came together in Bracken Library to offer 20-minute consultations with Ball State faculty who have community-engaged project ideas.

Faculty Learning Community on Community Engagement. OCE's Heather Williams and Erin Moore collaborated with associate professor Adam Kuban (Journalism) to develop a call, application process, invite list, and structure for a 2019-2020 faculty learning community to recommend institution-wide definitions, standards of practice, measures of quality, and learning outcomes for community engagement.



Outreach and Engagement Data Collection

The Office of Community Engagement works in collaboration with the Office of Immersive Learning and the Office of Institutional Research and Decision Support to produce the *Annual Outreach and Engagement Report*.

In Fiscal Year 2017-2018, the team gathered information on more than 900 activities with community partners, 2/3 of which impacted individuals and organizations in Muncie and Delaware County.

The Outreach and Engagement database now includes information on more than 6,350 activities since FY 2007-08 and is used to connect faculty to colleagues with similar service and community-engaged research interests, track progress toward strategic plan goals, and tell stories which demonstrate our commitment to working alongside our partners to address critical needs.

Project Management

OCE provided project management services to support the community-engaged efforts of other departments across the university. Some of these included:

Charlie's Reading Challenge and Coloring Challenge. OCE's Suzie Jones provided logistical and registration support for Ball State Athletics' reading and coloring programs, which rewards students at elementary schools and preschools, respectively, with free athletics tickets.



Charlie's Reading Challenge

Fall 2018: **4,697** students at **52** schools

Spring 2018: **3,236** students at **65** schools

Charlie's Coloring Challenge

Spring 2019: **541** students at **15** preschools

Community Partners in Fall Fan Jam and Cardinal Village. OCE's Krista Flynn solicited and coordinated arrangements for community organizations to participate in Ball State Athletics' Fall Fan Jam and Cardinal Village at football home games.

2nd Annual Community Arts Expo. OCE helped the Ball State School of Music to recruit community participants and promote the event highlighting campus and community arts organizations.

3rd Annual Muncie/ECI Local Food Summit. OCE's Lisa Garner coordinated the planning committee of representatives from the Muncie Food Hub Partnership and Purdue Extension-Delaware County and provided project management and logistics support for this annual event that connects local food growers, distributors, and civic organizations.

"Re-imagine Memorial & Hoyt" Charette. OCE provided a small grant to support a placemaking charrette by architecture professor Pam Harwood for the 8Twelve Coalition and Open Door Health Services. In addition, Erin Moore assisted with developing the charrette agenda, creating a PowerPoint presentation, serving as a small group facilitator, and writing a report of the results.

Community Campus Experience. The university's second annual Community Campus Experience was held in Muncie's Heekin Park and featured family fun activities and health services. OCE's Krista Flynn coordinated Ball State volunteers for the event and OCE staff participated in planning, promoting, and day-of staffing. An estimated 500-600 Muncie residents participated.

Muncie Mystery at First Thursday. OCE's Erin Moore and Heather Williams partnered with IPR/WIPB, Muncie Civic Theatre, Delaware County Historical Society, and the Muncie Downtown Development Partnership to organize a real-life game of Clue throughout Downtown Muncie. More than 250 people participated during June 2019's First Thursday event in Downtown Muncie.

Prosperity Indiana's Opportunity Zones. OCE's Krista Flynn coordinated space and food for Prosperity Indiana's Opportunity Zones workshop and regional meeting.

3 Connecting to national networks of community-engaged institutions

Ball State has become part of the conversation at regional, state, and national levels about the role of universities in birth-12 education, community economic growth, neighborhood development, population health/wellbeing, and university-community partnerships. OCE was proud to represent the university and East Central Indiana at the following community engagement conferences:

Coalition of Urban and Metropolitan Universities 2019 Annual Conference. The conference challenged more than 400 attendees from the United States, Canada, and South Africa to reflect on the changing role of urban and metropolitan-serving institutions through an equity lens.

National Convening of Engagement and Outreach Administrators. This invitation-only working group meeting brought together chief outreach and engagement administrators and examined several key issues and challenges that undergird advancing universities' engagement agendas.

2018 Indiana Campus Compact Fall Retreat. OCE organized and transported more than 20 Ball State faculty/staff/graduate student attendees to the Indiana Campus Compact Fall Retreat at DePauw University on diversity and inclusion.

2018 ICHE Faculty Leadership Conference – Indianapolis. OCE coordinated transportation for 12 Ball State faculty/staff members. Delaina Boyd presented as part of the panel, "Administrative Perspectives on Advancing Community Engagement."

Engagement Scholarship Consortium Board and 2019 Annual Conference. The ESC is composed of higher education member institutions who work collaboratively to build strong university-community partnerships anchored in the rigor of scholarship and designed to help build community capacity. Delaina Boyd served as the university's representative in the Consortium and a member of the 2019 conference planning committee.

2018 Middle Neighborhoods Summit. This invitation-only working group connected practitioners and researchers dedicated to stabilizing "on the edge" neighborhoods around the country.

2019 Neighborhoods USA Annual Conference. OCE attended with representatives from 8Twelve Coalition and the Whitely Community Council and co-presented on 8Twelve Coalition's Small Sparks program.



Neighborhood USA Awards

OCE's Heather Williams accompanied Jena Ashby of the 8Twelve Coalition and Ken Hudson and Frank Scott of the Whitely Community Council to the Neighborhood USA conference. Both neighborhood associations won national NUSA awards in 2019 and presented at the annual conference.

Small Sparks Program, 8Twelve Coalition:
Best Neighborhood Program Award – 2nd Place

Whitely Community Council:
Best Neighborhood of the Year – 3rd Place
Best Neighborhood Newsletter – 2nd Place

4 Celebrating campus and community successes

The Office of Community Engagement regularly seeks opportunities to highlight “Better Together” partnerships and successes, with a particular emphasis on reaching local residents and leaders.

Engaged Campus of the Year Award

Ball State University was recognized as the Indiana Campus Compact Engaged Campus of the Year in 2019. The award recognizes institutions that:

- ▶ Embed service engagement as a part of campus culture;
- ▶ Connect faculty, staff, and students to the community in meaningful, lasting ways; and
- ▶ Support the work of faculty and staff who help students become well-informed, engaged, and productive members of society.

Past winners include Indiana State University (2016), University of Notre Dame (2017), and IUPUI (2018). OCE wrote and submitted the application on behalf of the university.



The award was presented by ICC Executive Director (and Ball State alum) J.R. Jamison in February 2019.

Ball State Outstanding Community Partner Award

OCE established the Outstanding Community Partner award in 2017 to recognize a Muncie/Delaware County business, organization, or agency that has demonstrated excellence in their contributions as a community partner with Ball State University.

Recipients are nominated by faculty, staff, and students, selected by a review panel that includes OCE, Immersive Learning, Career Center, and Student Voluntary Services, and are presented with a plaque and \$500 by President Means at the Immersive Learning Awards Reception. Suzie Jones manages the application, review, and selection processes.

2019 Outstanding Community Partner: Islamic Center of Muncie



Nominated by religious studies professor Elizabeth Agnew, the Islamic Center of Muncie participated in all aspects of her VBC project, “Muslims in Muncie,” including 18 months of advising and planning. Center members hosted students for meals and visits to the mosque and contributed hours of interviews and discussions about faith, family, war, refugee status, stigma, and discrimination.

The project resulted in a 55-minute documentary with 22 life-narrative interviews representing multiple nationalities, ages, races, ethnicities, and sects. The film was screened at the Midwest meeting of the American Academy of Religion in Spring 2019.

The award was presented to Bibi Bahrami, President of the Islamic Center.

Centennial Roadshow Celebrations

The Office of Community Engagement worked closely with University Marketing and Communications take Ball State's birthday celebration to nine locations across the state.

OCE assumed responsibility for:

- ▶ Finding event opportunities in each location in coordination with local United Way offices and other community partners;
- ▶ Organizing and managing the bulk of Roadshow supplies;
- ▶ Facilitating the assembly of 250 literacy kits at each event to donate to local early childhood education providers; and
- ▶ Traveling to and staffing events along with UMC staff (with the exception of Fort Wayne).



Centennial Roadshow Celebrations

Gas City: United Way of Grant County's Rock the Way concert, 7/24/2018

South Bend: Downtown First Friday event with the United Way of St. Joseph County, 9/7/2018

Valparaiso: United Way of Porter County's Mini-Marathon Fundraiser, 10/21/2018

Kokomo: Downtown First Friday event with the United Way of Howard County, 11/2/2018

Indianapolis: Riley Children's Hospital, 4/30/2019

Evansville: Rotary of Evansville, 5/7/2019

Muncie: Campus Community Experience in Heekin Park, 5/18/2019

Fort Wayne: Tin Caps Baseball Game with United Way of Allen County, 5/21/2019

OCE on Facebook

OCE established a Facebook page in 2016 to connect with the robust network of Muncie residents, businesses, and organizations using the platform as a primary communication tool. Our posts most regularly highlight Ball State partnerships with local organizations and businesses and campus events and resources that are available to the community.

1,173

OCE Facebook followers

36

Event pages hosted by OCE

5,779

Record number of people reached
by one post in Summer 2019

E.B. and Bertha C. Ball Center

Ball State University's E.B. and Bertha C. Ball Center on Minnetrista Boulevard has been a Muncie landmark since it was built in 1907 by Mr. and Mrs. E.B. Ball. In 1975, the Ball Brothers Foundation gave the property to the Ball State University Foundation for use by the university as an outreach and community enrichment facility. The Center's mission is to provide stimulating intellectual opportunities for all persons from the university or East Central Indiana communities.



2,916 participants at **80** events

27 programs held at off-site locations
(e.g., Westminster Village,
John Jay Center for Learning)

3,732 visitors to the Center's
annual holiday open house

Town and Gown Conversations

Each year, the Center hosts special events intended to cultivate rich intellectual and social interactions between academia and the broader community. The events include discussions with distinguished guests on topics including art, business, philosophy, science, journalism, and politics.

Speakers in 2018-2019 included:

- ▶ **Caroline Breashears**, Ph.D., professor of English at St. Lawrence University specializing in eighteenth-century British Literature; Adam Smith Scholar at Liberty Fund, Inc.; author of *Eighteenth-Century Women's Writing and the 'Scandalous Memoir.'*
- ▶ **John Emmerling**, founder of the innovation consulting group Emmerling Communications; author of *It Only Takes One: How to Create the Right Idea—And Then Make it Happen.*
- ▶ **Jonathan Eller**, Ph.D., Chancellor's professor of English at Indiana University – Purdue University Indianapolis and Director, Center for Ray Bradbury Studies.

Rare Book Exhibit

In spring 2019, the center was home to an extraordinary collection of rare books and documents from the Remnant Trust, Inc. The trust shares its collection of more than 1,300 original and first-edition documents with colleges and universities across the nation. Center visitors were able to view, touch, and hold the books and attend programs related to the exhibition's theme, "Men, Monsters, and Martians."

Remnant Trust books on display in Spring 2019 included:



Faust: A Dramatic Poem (1st ed)
Johan W. von Goethe, 1833

Frankenstein (3rd American ed.)
Mary Shelley, 1869

The Theory of Moral Sentiments
(1st ed.)
Adam Smith, 1759

The Book of the Dead:
The Papyrus of Ani
E.A. Wallis Budge, 1913

Vindication of the Rights of Men (1st ed.)
Mary Wollstonecraft, 1790

Odyssey (2nd ed.)
Homer, 1669

Magna cum Murder Crime Writing Festival

The Center's Magna cum Murder Crime Writing Festival celebrated its 24th anniversary in fall 2018 at the historic Columbia Club in Indianapolis. Offered in association with CRIMEFEST, one of Great Britain's most highly respected crime writing conferences, Magna attracted 151 readers and writers from all corners of the world to participate in an exciting weekend of panels, programs, interviews and book signings with their favorite crime writers.

The 2018 guest of honor was Reavis Z. Wortham, best known for his Red River book series, including *The Rock Hole*, which was a finalist in the prestigious Benjamin Franklin Award presented by the Independent Book Publishers Association, and a finalist for the Will Rogers Medallion. In 2018, he published his seventh novel in the Red River series, *Gold Dust*. To date, more than 2,000 newspaper and magazine articles bear his byline.

The international guest of honor, Peter Lovesey, is a British writer of historical and contemporary crime novels and short stories. His best-known series characters are Sergeant Cribb, a Victorian-era police detective based in London, and Peter Diamond, a modern-day police detective in Bath. Lovesey's mysteries and short stories have won him numerous awards worldwide. He won the Crime Writer's Association's Gold Dagger, Silver Dagger three times, and the Cartier Diamond Dagger Award for lifetime achievement in crime writing. In France, he received the Grand Prix de Littérature Policière and the Prix du Roman d'Adventures.

Small Cities Challenges

The E.B. and Bertha C. Ball Center offers two or three colloquia each year to explore the changing norms – societal, cultural, moral, economic, technological, philosophical – that impact the health and vitality of cities, particularly those with less than 80,000 residents. Participants are hand-selected from communities statewide to explore large ideas in small group settings.

In 2018-2019, the Center offered three sessions:

- ▶ “Personal Responsibility and Freedom in George Elliot’s *Silas Marner*”
- ▶ “Ken Minogue's Moral Life and the Life of the Mind”
- ▶ “Expectations, Civility, and Individual Responsibility”

East Central Indiana Small Business Development Center

The East Central Indiana Small Business Development Center (EC-ISBDC) helps regional entrepreneurs start stronger, grow faster, and work smarter. The center offers one-on-one business coaching, training, and strategic planning facilitation across 11 counties: **Blackford, Delaware, Fayette, Grant, Henry, Jay, Madison, Randolph, Rush, Union, and Wayne.**

In 2018-19:

Provided one-on-one
coaching to
329
clients

Helped
29
Businesses to launch

Assisted in obtaining
\$9,019,800
in capital infusion



Campus Connection

EC-ISBDC held open office hours in Ball State's Entrepreneurship Center. They worked with juniors and seniors to answer questions about starting up a business and assist on specific projects.

Our program and students benefit immeasurably from [director] Peggy Cenova and the EC-ISBDC. Peggy has read and critiqued business plans, assisted students in the idea stage, opened her personal and professional networks to drive dozens of our students forward. Her expertise, business acumen, approachable demeanor, and enthusiasm make her a natural fit to work with and mentor our students.

- Krystal Geyer, Assistant Director of the Ball State Entrepreneurship Center

Business Success

Jack Surface spent four decades of his career with Midas and purchased the Muncie Midas Shop in 2012. After six record years, he decided to purchase the Anderson shop and sought EC-ISBDC's Peggy Cenova for help. Together they fine-tuned his business plan to include all of the information that lenders would want to know. After successfully securing the loan, Peggy's guidance smoothed the transition and helped the Anderson Midas to quickly become the third most successful Midas in the region.

Additional Community Involvement

ECI Social Media Group Steering Group Member: A monthly gathering of local business and non-profit professionals to explore, discuss, and promote the use of social media in the workplace.

1 Million Cups Muncie Steering Group Member: Part of the Kauffman Foundation's national network of events that brings people together to explore new ideas – products, social programs, and business start-ups.

Community Business Connections Original Member: a weekly networking group for business professionals.

Fishers Center for Academic and Economic Innovation

With nearly 15,000 alumni living in Fishers and the surrounding area, the Ball State University's Fisher Center for Academic and Economic Innovation (CAEI) serves as a prime location to connect our students, graduates, local entrepreneurs, businesses, and government in mutually-beneficial partnerships for the greater good of Indiana.

Facilitated in 2018-19:

25

Academic courses
for **212** students

49

Professional
development events
for **952** attendees

127

Meetings and events
for **1,147** attendees

Community Engagement Through Academic Degree Programs

Ball State's four-year partnership helped Launch Fishers to earn distinction as a **"Certified Tech Park"** and a **"Rising Tech City"** from TechPoint. Fishers' prominent reputation as a tech hub makes it a valuable home base for the following programs:

- ▶ **Center for Information and Communication Sciences online master's degree** program, now entering its second year.
- ▶ **Emerging Media Design and Development** low-residency master's degree program, now entering its third year.
- ▶ **Sport Administration Program's** Cardinal eSports tournament, involving nearly 200 high school and college students.
- ▶ **Entrepreneurial Management's** 360-degree mentoring relationships with Launch Fishers entrepreneurs



Ball State's **doctoral and specialist degrees in education** are offered in a blended format from Fishers CAEI, providing valuable lifelong learning opportunities to the high number of Teachers College alumni who live and teach in the Hamilton Southeastern School District.

The **graduate certificate in public administration** from Ball State's Department of Political Science is delivered in a blended format from the Fishers Center, preparing current and future city and county administrators in a time of exponential growth in Hamilton County.



Community Engagement Through Professional and Personal Development Programs

In partnership with Ball State's Bowen Center, Fishers CAEI hosts the **Certified Public Manager** two-year program, further developing public employees' leadership skills during a time when state and city officials are more impactful than ever. Participants can earn the "Certified Public Supervisor" designation in year one and "Certified Public Manager" credential in year two. The program is now hosting its seventh cohort.

Additional Development Opportunities at Fishers CAEI

Keynote presentation by author Mo Bunnell, in partnership with the Miller College of Business

"Morality & Markets" three-day conference, in partnership with George Mason University Institute for Humane Studies

Mayor's Institutes, in partnership with Ball State's Indiana Communities Institute and the Alliance of Indiana Municipalities

Vitaculture training four times a year, in partnership with Grapevine Cottage

Emplify staff meetings (mostly Ball State alumni) and Innovation Sprint

Nextech training for K-12 teachers in computer science and cybersecurity, in partnership with TechPoint

Entrepreneurial Book Club with quarterly discussions

