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Cape Fear Community College 2001-2005 College Goals and 2004-2005 Planning Priorities Annual Progress Report

Goal 1 - Deliver quality programs and effective instruction that result in students achieving identified learning outcomes.

1a. One hundred percent of the 2005 Paralegal program graduates will be prepared to sit for the Certified Legal Assistant's Examination and will be placed in jobs.

A Certified Legal Assistants review course was implemented to prepare Paralegal graduates to sit for the Certified Legal Assistant's national exam which is optional. The first CFCC student took this exam fall semester 2004.

1b. A one hundred percent student pass rate will be achieved in the licensure examinations for Cosmetology, Esthetics and Manicuring programs within three months of program completion.

The North Carolina State Board Licensure Examination student pass rate for Cosmetology was 89%, Cosmetology Apprentice pass rate was 100%, Manicurist pass rate was 95% and Esthetics was 94%.

1c. Maintain high student pass rates on licensure examinations in all allied health programs.

All Allied Health programs scored above the national average on licensure/certification examinations.

- Dental Hygiene National Boards – 100% student pass rate on first attempt
- Dental Hygiene State Boards – 100% student pass rate
- Dental Assisting National Boards – 100% student pass rate; CFCC dental assisting graduates scored significantly higher than state and national school averages
- Licensed Practical Nursing – 100% student pass rate
- Associate Degree Nursing – 89% student pass rate
- Radiography – 100% student pass rate
- Phlebotomy - 100% student pass rate

1d. Maintain a one hundred percent student pass rate on the Real Estate Licensing Examination.

For 2004, Cape Fear Community College students achieved a 100% pass rate on the North Carolina Real Estate License Examination.

1e. Complete the self-study requirements for the Phlebotomy program to receive accreditation with the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS).

The self-study requirements for Phlebotomy to receive accreditation with the National Accrediting for Clinical Laboratory Sciences (NAACLS)

were completed and sent to NAACLS.

If. The Radiography program will complete recommendations from the Joint Review Committee on Education in Radiologic Technology (JRCERT) and receive accreditation status.

The Radiography program is scheduled for an on-site visit by the Joint Review Committee on Education in Radiology Technology (JRCERT) and will be notified of accreditation status with JRCERT following the visit.

Ig. Recommendations from the Accreditation Council for Occupational Therapy Education (ACOTE) will be fulfilled by the Occupational Therapy Assistant program for accreditation with ACOTE.

The Occupational Therapy Assistant (OTA) program participated in the re-accreditation process with the Accreditation Council for Occupational Therapy Education (ACOTE) during 2004-2005. A completed self-study document was submitted to ACOTE on April 11, 2005 and an on-site visit is scheduled for June 2005. The OTA program was initially accredited in 1999 and graduated the first OTA class in 2000. The program has accepted full classes of 24 students for the past three years.

Ih. Enroll the first class of students in the Medical Sonography program fall semester 2004.

Eight students entered the Sonography program fall semester 2004 and ten new first year students are expected to enroll for fall semester 2005. Fall semester 2005, Sonography's first class will begin their second year and a new instructor will be in place by August 2005 for the second year students. A Medical Director for Sonography was also hired this year.

Ii. Explore offering a Business Administration Banking and Finance certificate program.

Cape Fear Community College received approval from the State Board of Community Colleges to offer a Banking and Finance Certificate program to begin fall semester 2005.

Ij. Obtain approval from the North Carolina State Board of Community Colleges to offer an International Business Associate Degree program with a concentration in Electronic Commerce.

Cape Fear Community College received approval from the State Board of Community Colleges to offer an Electronic Commerce Certificate program.

Ik. Expand Film and Video Production to a two-year Associate Degree program.

Budget restrictions prevented the expansion of Film and Video Production to a two-year Associate Degree program this year.

Il. Hire a full-time instructor and begin offering a Community Spanish Interpreter Beginner Certificate program and an Advanced Certificate program fall 2004.

Budget restrictions prevented hiring a full-time instructor to start Community Spanish Interpreter Beginner and Advanced Certificate programs fall 2004.

Im. The Engineering Department will evaluate and implement certification testing in the engineering programs during 2004-2005.

Funding received through the CFCC Mini-Grant Program provided vouchers to qualified Computer Engineering Technology (CET) students

giving them the opportunity to take a variety of Industrial Certification exams offered through the CFCC Prometric Testing Center located at the North Campus.

Four Electronics Engineering students passed the Associate Certified Electronics Technician exam. This level of certification is for students at the end of the second year in the Electronics Engineering program and covers in depth knowledge of general electronics.

Three engineering students passed the Certified Customer Services Associate exam that measures skills in customer relations vital to those in today's job market who deal with technology and the public. Two engineering students also passed the Certified Telecommunications Technician exam. This exam certifies that a student has specific skills in telephony, cable systems, fiber optics, cell telephone systems, computer networks and data circuits.

In. Cosmetology students will enter two state competitions to compete for awards that recognize and showcase their skills and knowledge.

Ten Cosmetology students attended the 2004 International Competition in New York City and competed with students from all over the world. The CFCC students took 1st, 2nd, 3rd and 5th places in the Bridal competition. All head pieces for the competition were made by the students. Two CFCC cosmetology students were offered employment by salons that were observing the competition.

CFCC cosmetology students participated in the North Carolina State Competition with over seventy-five competitors from across the state. CFCC students took 2nd place in Formal Hair Styling, 5th place in Formal Hair Styling, and 5th place in men's hair cutting.

Io. Pending funding of new library positions for 2004-2005, the Learning Resource Center will present a proposal to the college's curriculum committee requesting the addition of a one credit-hour library instruction course in the college transfer curriculum.

No new library positions were funded in 2004-2005. The number of Bibliographic Instruction classes continued to increase during 2004-2005 making it difficult to expand program offerings without additional personnel.

Ip. Arts and Sciences will recommend to the Academic Affairs and Student Development Division of NCCCS college transfer course prerequisite changes in the Common Course Library and in selected program standards.

One transfer course prerequisite change was approved by the North Carolina Community College Academic Affairs and Student Development Division. The prerequisite for Biology 175 (General Microbiology) was changed to BIO 110, 111, 163, 165 or 168.

Iq. Revise the Associate of Science program to better prepare students for transfer to senior institutions.

The Associate in Science General Studies Degree program has been changed to require fewer hours in the Humanities/Fine Arts and the Social Sciences and more general education core hours in mathematics and science. The intent of this change is to better prepare students entering engineering programs.

Ir. Assess the transfer students' perceptions of 'excellent teaching' for inclusion in future arts and sciences in-service and professional development activities.

To help determine what students perceive as 'excellent teaching', the Social and Behavioral Sciences Department designed a Student/Teacher Evaluation Subjective Form. This form contained six questions with each question designed to encourage a written response. Using the form, information was collected in classes taught by both part-time and full-time faculty, the results were shared with the faculty, and a data file containing this information was developed that can be referenced when discussing attributes of teaching excellence.

Is. Broaden the college transfer curriculum with the addition of new courses such as Social Dance, Inline Skating, Backpacking and Wilderness Pursuits.

New courses in Backpacking, Spanish Culture and Civilization and Hispanic Literature were added to the college transfer curriculum during 2004-05.

It. Develop steps to address an increase in the number of math units required for high school graduates to enter four-year institutions beginning in 2006 and the impact this change will have on community college transfer students who will lack the required high school math units for admission to four-year institutions.

This planning priority has not been addressed.

Iu. Identify and install network and/or Internet software for use in math classes.

Two competitive software packages were reviewed for use in math classes and a limited number of Maple licenses will be purchased for use over the network beginning fall semester 2005.

Iv. Assess the oral communications competencies of college transfer students.

An assessment of the oral communications competencies of college transfer students will be completed by May 2005. Students are being randomly selected from the COM 110 (Introduction to Communication), COM 231 (Public Speaking) and COM 120 (Interpersonal Communication) courses. Students are asked basic questions about their experiences in college and their future plans. Their answers are videotaped and shown to a group of randomly selected staff and faculty who mark a rubric sheet indicating the effectiveness of the student's oral communication skills in terms of articulation, voice quality, and other aspects of the students' responses.

Iw. Assess and improve college transfer students' proficiency levels in reading, composition, and grammar by implementing common final examinations in all developmental English and college level English courses.

For assessment purposes, success criteria of 80% or better of the English 095 students will receive a grade of "C" or higher on the common final exam has been established for proficiency. A common final exam is being administered in all English 095 classes every fall and spring semesters. The common exam measures both reading and writing competencies. Instructors are blind grading the exam papers and the data collected is being analyzed.

The success criteria for English 111 students is 80% or better of those students will receive a grade of "C" or higher on the common final exam. Students will demonstrate proficiency in writing by (a) practicing "the elements of expository writing, including developing a sense of unity, cohesion, and completion", (b) defining and analyzing "audience and purpose and meeting the needs of a specified rhetorical situation" and, (c) composing "effectively according to various time constraints."

Ix. Develop and organize an 'Exam Study Hall' for college transfer students to study in groups for exams, to access study guides, to develop test-taking skills and to receive tutoring as needed.

The Exam Study Hall was implemented in 2004-2005, however, very few students took advantage of this opportunity. As a result, the Study Hall concept is being further developed in an effort to attract more students and to include CFCC student athletes.

Iy. Increase the cultural experiences for faculty, staff, students and the community through exhibitions, performances and forums sponsored

by the Humanities and Fine Arts Department.

Forums on “Beauty,” and “Science vs. Religion” sponsored by the Social and Behavioral Science Department were offered to students, faculty and staff during the 2004-05 academic year.

The CFCC Humanities and Fine Arts Department sponsored the following performances during 2004-2005:

- Approximately 40 students, faculty and community members attended an "Open Rehearsal" program held on October 20 with Cape Fear Chamber Players who are one of the most well-known professional groups of musicians in this area.
- A CFCC Chorus Performance was held on Sunday, December 5, 2004 at Grace United Methodist Church in Wilmington and attended by approximately 50 people. .
- On December 7, 2004, the CFCC Chorus, Jazz Bands, and Ensembles performed in concert in the Wilmington Campus Auditorium to an audience of approximately 120 people from the college and the community.
- Concert pianist Barbara Gallagher gave a performance in October 2004 to an audience of about 60 people from the college and the community. The performance included many of her solo piano works.
- A CFCC Music Division Recital was held April 15, 2005 in the McKeithan Center Auditorium at the North Campus. The CFCC Chorus, under the direction of Jerry Cribbs and accompanied by Peggy Lupton, and the voice students of adjunct instructor, Sara Westermarck, were featured at the recital. Approximately 50 people attended.
- The CFCC Theatre Society produced "Pieces" in the Studio Theatre of Thalian Hall. This was a cutting from several major theatrical works done by students in Drama 170 (Play Production). The performance was held the last weekend in November, 2004 and directed by Kindra Steenerson, adjunct theatre instructor. Attendance was over 160 for three evenings.
- "An Evening of Italian Music" concert performed by Soloist Sara Westermarck and accompanied by chamber players from UNC-Wilmington, the community and the college was held February 12, 2005. Music by Italian composers was played along with compositions by CFCC Instructor, Ernesto Ferreri. Over 200 people attended.
- A "Percussion Recital" by Dr. Daniel Rice of the CFCC Faculty and Dr. Pete Zambito of Concordia College of West Virginia was held March 14, 2005 at the McKeithan Center Auditorium.

Other Accomplishments for Goal #1:

The Cape Fear Community College Architectural Technology students competed in the North Carolina Sustainable Design Contest and for the second year in a row won first place defeating North Carolina State University School of Design who placed second. A sustainable design is one that is designed and built in an ecological and resource-efficient manner thus reducing the overall impact on the environment.

The Auto Body Repair program was accepted into the Training Alliance with I-CAR (Inter-industry Conference on Auto Body Repair). This gives CFCC students the opportunity to receive I-CAR certification points for selected CFCC classes and become more employable.

The College received approval from the State Board of Community Colleges to offer an Associate in Fine Arts Pre-Major Degree in Drama.

CFCC began preliminary planning with General Electric for the creation of two Nuclear Technician curriculum programs.

Hotel Restaurant Management and Culinary program improved the quality of the Cooperative Work Experience by adding prerequisite World of Work and co-requisite seminars.

The Interior Design faculty completed steps to improve the Interior Design program as follows:

- Completed plans to move Interior Design to the Applied Technologies Building at the North Campus which included space planning, selection of furnishings and the development of a lighting lab. The acquisition of new space permits development of the hands-on areas of instruction vital to this program

- Added new computers to drafting tables to make the design labs more efficient and timesaving
- Added new software to the curriculum to better prepare students for the job market of the future: *Chief Architect* offers an alternative to AutoCAD for quick floor plan drawings and rendering possibilities; *Dream Draper* offers a window treatment design using a client's window from digital imaging, different window treatments and fabric selections to design custom window treatments *Adobe CSI Suite* allows the development of student portfolios to a greater visual accuracy as well as brochure development and merchandising

Eight Accounting students became eligible for the Certified Bookkeeper's Exam.

The Film and Video Production program provides students with practical experiences and students begin with hands-on use of cameras during the first semester, creating movies which are being shown at the local annual Cucalorus Film Festival.

With growth of digital animation in movies, the Film and Video program has added new classes dealing with the use of computers in film production.

The Criminal Justice program was re-accredited by the North Carolina Commission on Training Standards for the next ten years. This accreditation is available to both two-year and four-year institutions. Cape Fear Community College is one of only ten schools in North Carolina with this certification and the only school in southeastern North Carolina.

The Basic Law Enforcement Training program student pass rate on the state BLET exam is above 85% of those sitting for the exam. The recent requirement that students must score a 39 or higher on the ASSET exam has improved the reading level of the students and their test scores.

General Educational Development (GED) testing was increased in the local prisons allowing more opportunities for inmates to take the GED examination to earn the equivalent of a high school diploma.

Fall semester 2004, the Paralegal program began offering a certificate program in Real Estate and Civil Litigation online.

The Cape Fear Community College Child Development Center earned accreditation from the National Association for the Education of Young Children (NAEYC), the nation's leading organization of early childhood professionals. CFCC is one of three centers in Wilmington to achieve this high recognition. NAEYC Accreditation means that children in the CFCC program receive the best care and early learning experiences. By earning accreditation, the CFCC Child Development Center has become a leader in a national effort to raise the quality of early childhood education and to give all children a better start.

Four hundred and seventy-seven (477) students attended classes offered through the Small Business Center. This enrollment represents an 84% increase over 2003-2004 (259 students) and a 150% increase over 2002-2003 (191 students). As a result of this enrollment growth, Occupational Extension FTE doubled for 2004-2005 from the previous year.

The CFCC Defensive Driving classes, sponsored in cooperation with the Health and Safety Council and the New Hanover Judicial Court System, enrolled 4,704 students. This represents 19% of all students enrolled statewide.

The CFCC Motorcycle Safety Program, sponsored by the Health and Safety Council, enrolled 551 citizens.

The Human Resources Development (HRD) program provided computer and job seeking skills to 1,691 unemployed and financially disadvantaged students which represents a 55% increase from the previous year.

The Basic Skills Department opened six additional class sites during 2004 including a class at the New Hanover County Detention Center. The Basic Skills Program also awarded diplomas to 456 GED and Adult High School graduates.

Basic Skills served 12.86% of its eligible population to be served exceeding the statewide average of 11.20%. For exceeding the statewide average for the second consecutive year, Basic Skills received a bonus from the State in the amount of \$16,600 to address literacy in New Hanover and Pender Counties.

For the fourth year in a row, the Basic Skills Department met all seven of its performance measures while also increasing its retention rate from 75.95% in 2002-2003 to 77.84% for 2003-2004.

Students in the EMT-Paramedic program achieved a 100% licensure pass rate for the Paramedic course ending in 2004.

Goal 2 - Provide adequate facilities to support the rapid growth of the college and improve the maintenance, safety, and security of all campuses.

2a. The Engineering Department will continue preparations to move programs to the Engineering Building under construction at the North Campus by fall semester 2005.

The Engineering Department completed arrangements for moving the engineering programs to the new Applied Technologies Building at the North Campus by fall semester 2005.

2b. Continue preparations for moving the Interior Design, Welding and Electrical/Electronics and Industrial Systems programs to the North Campus by fall semester 2005.

Preparations for moving the Interior Design, Welding, Electrical/Electronics and Industrial Systems programs to the new Applied Technologies Building at the North Campus by fall semester 2005 were completed.

2c. Acquire additional classroom and clinical space for the Cosmetology program.

Seek funds for maintenance dredging of the Cape Fear Community College basin and for replacement of the College's boat ramp to provide on-campus launch instruction in the Marine Technology curriculum.

Seeking funds for maintenance dredging of the Cape Fear Community College basin and for replacement of the College's boat ramp to provide on-campus launch instruction in the Marine Technology curriculum are on-going. The US Corps of Engineers and CFCC are in discussion about CFCC's maintenance dredging with the Corps' Cape Fear River maintenance dredging activities.

2d. Renovate the Welding shop located on Water Street.

The Welding program will be relocated to the Applied Technologies Building at the North Campus by fall semester 2005 and the 'W' Building will undergo renovation following the move.

2e. Maintenance staff will work with the CFCC Safety Committee to monitor all facilities to ensure a safe and secure environment for students, faculty, staff, and visitors to the campuses.

The CFCC Safety Committee and the maintenance staff are continually revising and updating facilities to assure a safe and secure work

environment.

2f. Pending budget funds, increase the number of housekeeping staff during all shifts to improve and maintain the cleanliness of existing and new facilities.

Four additional housekeeping staff were employed during 2004-2005 resulting in improved cleanliness of facilities.

2g. Implement a series of facilities and maintenance improvement projects including (a) replace five air handlers and condensing units in Building A (Galehouse) (b) replace four gas pack units in Building T (Business Industry and Government Center) (c) install a variable air volume distribution system in building S (6th floor McLeod) (d) hire floor contractor to maintain floors in all buildings (e) install security cameras in the Health Sciences Building (f) replace carpet in designated classrooms and offices (S200, C, D, E, J, K, A314, A316, and Child Development) (g) paint exterior of Buildings E and K and (h) purchase a fifteen passenger van to transport students.

The Maintenance Department implemented the following facilities and maintenance improvement projects during 2004-2005:

- (a) Installed five new air handlers and condensing units in the Galehouse Building
- (b) Installed four new gas package units and enlarged and renovated the faculty and staff break room in the Business, Industry and Government Center (T Building)
- (c) Installed new HVAC computerized control systems in the McLeod and Galehouse buildings and replaced storefront entrance doors on ground and second floors of the Galehouse Building
- (d) Improved security system by installing additional cameras in the Health Sciences Building
- (e) Contracted with private vendor to strip and wax all vinyl floors in college facilities and emphasized maintaining upkeep of floors in the Child Development Center and Cosmetology
- (f) Replaced and installed new carpet in offices and classrooms where needed including the Child Development Center
- (g) The interior and exterior of Building K was painted; the exterior of Building E was not painted because it is part of a property exchange with the City of Wilmington
- (h) A new fifteen passenger van was purchased

In addition, contracts were awarded to vendors for completing the following projects:

- A. Upgrade cabinets and workstation in the Marine Technology Laboratory (S209)
- B. Replace 388 existing blue panels on rear and sides of Galehouse and McLeod buildings
- C. Install 27 additional light fixtures in the Learning Resources Center

2h. Plan for construction of a Safety Training Center at the North Campus and involve area agency partners in the process.

Cape Fear Community College, the City of Wilmington, and New Hanover County have agreed to jointly fund and construct a Safety Center at the North Campus. A designer, Stewart-Cooper-Newell from Gastonia, was selected and has presented several proposals for the facility to all parties involved. After the design phase is completed, the bid process will begin for construction of the facility. Cape Fear will work with the architect and manage the construction phase.

Several meetings were held through March 2005 with city and county leaders to discuss partnership possibilities for the Safety Center. Input was received from community partners.

2i. Plan and execute the move of the Hampstead Center staff and programs to a new location by April 2005.

The Hampstead Center staff will be relocated to temporary office space in the new Applied Technologies Building at the North Campus until the

Safety Training Center is constructed. Agreements have been reached to temporarily store fire-training equipment at local fire departments by the end of 2005.

2j. Develop a Workforce Literacy Development Center with lab facilities to provide specialized, entry-level job training to the disadvantaged population.

Space was not available to develop the center so this planning priority will be addressed later.

Other Accomplishments for Goal #2:

Parking designations and assignments have been made for the new parking lot at the North Campus to accommodate the move of programs and employees from the Wilmington Campus to the Applied Technologies Building by fall semester 2005.

Additional parking attendants will be assigned to the North Campus July 2005.

Improved signage and parking lots were upgraded at the Wilmington Campus.

The Applied Technologies Building is scheduled to be completed and turned over to the college June 16, 2005.

Cape Fear Paving was awarded a contract in March 2005 to begin work on the North Campus Loop Access Road and Truck Driver Training Facility. This project is scheduled for completion in 180 calendar days. Weather permitting, the parking lot that will be used for Truck Driver Training is scheduled for completion prior to June 30, 2005.

Once the relocation of programs to the North Campus is completed, classrooms in the Emmart and Burnett Buildings and other Wilmington Campus facilities will be renovated as the budget allows. All vacated space will be painted, floors will be cleaned, and white boards will be installed. Other updates will occur where feasible.

The Wilmington Police Department Building was acquired in a land exchange with the City of Wilmington. An Environmental Phase 1 study was completed on the police department building prior to the exchange. Boney Architecture was contracted to complete a property master plan that will make the most efficient use of the property.

Six downtown properties were appraised by an MAI (Member of Appraisal Institute) appraiser to establish their values to be used by the college in negotiating with the owners for purchase of the properties. Environmental Phase I studies were conducted on all six of the properties with one of the properties requiring a Phase II study. Property owners were informed of the college's interest in purchasing their properties for the appraised values and other reasonable prudent costs associated with the property or business.

Students in the Architectural Technology program developed a proposed plan for a renewable energy lab that would allow all vocational and technical programs access to an on- going, living lab for exploring alternative residential energy solutions.

New soccer fields at the North Campus are scheduled for completion by the end of 2005 and will be used by the CFCC soccer teams.

Goal 3 - Incorporate the appropriate use of technology for students, faculty and staff and provide training in accessing and applying the technology.

3a. Software used in the business program curricula will be updated to Office 2003 in classrooms at the North Campus and the Wilmington Campus.

Computer Services installed Office 2003 in all business education labs at the North Campus and the Wilmington Campus prior to fall semester 2004.

3b. Students and faculty will be provided the means to monitor fuel cells, photovoltaic panels and wind generator technology in a new sustainable energy test lab located in the Electronics Building at the Wilmington Campus.

Students in Mechanical Engineering, Chemical Technology, Electronics Engineering Technology and Machining Technology have begun construction on the first fuel cell built entirely at Cape Fear Community College.

3c. Complete training of the Media Center staff on the Video-On-Demand system at the North Campus.

The Learning Resource Center staff from both the Wilmington Campus and the North Campus completed training on the Video-On-Demand System housed at the North Campus.

Media Center staff completed training on the Smart Technology Interactive Symposium ID250.

3d. Technology Training Center (TTC) staff will coordinate in-service technical training offered in the TTC with the other faculty/staff professional development activities identified by computer services, distance learning, personnel, learning lab, continuing education and the professional development committee.

Training sessions for faculty and staff were scheduled throughout 2004-2005 in the Technology Training Center on Microsoft Office Suite, Groupwise Email, Blackboard, Campus Cruiser, Web Design, Contribute, One Web Publishing, and numerous sessions in the use of Colleague in Finance, Financial Aid, Continuing Education, and Curriculum.

3e. The CIS project manager will coordinate training and information distribution with faculty and staff, hold weekly meetings to evaluate, plan and coordinate the necessary steps for successful implementation and participate in weekly project manager and conversion conference calls.

The CIS Project Manager (Colleague) coordinated training, meetings, and information distribution in preparation for the implementation of the Student Application. The project is being phased in beginning March 2005 and will continue for several months.

The CIS Student Application Workgroup has met weekly for about two years to discuss issues, challenges, and workflows. These meetings will help the college avoid pitfalls and provide for a smoother implementation. These discussion meetings will continue for several more months.

3f. Develop a schedule and train financial aid staff to be proficient in the use of the new Datatel system.

A DATATEL Training Manual was developed for the Financial Aid Staff and training sessions were held with the staff.

3g. Develop and implement a schedule and user materials for training faculty and staff on the use of the student section of Datatel in preparation for full implementation of the new system fall 2005.

Classes continue to be offered to train faculty and staff on the use of the Student Application section of Datatel to prepare for full implementation of the new system in fall semester 2005.

Progress was made on the Student Application section of Datatel:

- Developed a training manual with an overview of the Datatel system emphasizing its features and benefit
- Developed a timeline for transitioning to Datatel and training faculty and staff
- All Student Development Staff received basic Datatel training
- Admissions staff were trained and are using the Datatel system in LIVE
- Counselors were specifically trained on evaluation of transfer credit and change of major
- Student Development staff and the Advising Center staff were trained on registration using Datatel
- Faculty are scheduled for registration training in Datatel August 15-17, 2005

3h. Develop a flow chart and instruction manual for use by counselors for entering college transfer credit information in Datatel.

A flow chart and instruction manual were developed for counselors entering college transfer credit information into Datatel.

A "How to..." workflow and procedures for college transcript evaluation utilizing the Datatel software package was developed by the counseling staff. All counselors have been trained in using this procedure and also for evaluating CLEP and AP test scores.

3i. Increase use of Blackboard and other available technology among the Humanities and Fine Arts faculty.

Distance Learning courses increased from 49 different courses in fall semester 2004 to 62 different courses for fall semester 2005. The Humanities and Fine Arts Department added four more courses for a total of 11 new DL courses to start fall semester 2005.

3j. Train continuing education staff in the use of Datatel.

Developed and implemented LEIS training on Datatel for Basic Skills staff.

The Continuing Education Record Audit Office implemented a series of hands-on training sessions. Beginning December 2004, Continuing Education personnel attended Datatel Training to prepare for the transition to the Colleague Accounting System.

Other Accomplishments for Goal #3:

Student Development implemented the new Matrix document imaging software successfully.

Computer Services staff accomplished the following during 2004-2005:

- Transitioned all CFCC Web authors (except faculty personal pages) to MacroMedia Contribute software to provide greater ease of use, central administration of various Web authors and utilization of templates for design uniformity. As a result, more instructors are now Web-authors and all sites share a more uniform appearance with the college website
- Continued with an audit of the college website to meet compliance with ADA Compliance Section 508 accessibility guidelines. Meeting accessibility guidelines ensures that disabled users have access to the College's web pages
- Installed a software system to monitor the health of various network servers.
- Updated desktop operating systems through attrition and all new equipment is being ordered with Windows XP
- Moved to "pure IP" network environment, eliminating an older network protocol IPX resulting in a less complex and faster network

- Completed more than 50% of the separations within the College's network (with VLANs) to allow faster speeds to network resources and to prevent heavy network traffic in one area from affecting other areas
- Added functionality to Colleague with integrating third-party products such as document imaging, scheduling, E-procurement, and Web Advisor and which are all in various stages of implementation
- Computer Services personnel provided over 200 hours of Datatel training for various departments within the College

The Bookstore began developing an on-line catalog which will display giftware, clothing, and other CFCC spirit products. These items may be purchased by email and shipped to the customer.

With the purchase of MacroMedia Contribute software, the Bookstore is able to maintain its website.

The Public Information Office worked with Computer Services to design a new web page format for the entire Cape Fear Community College website.

The Pharmacy Technology program implemented the QS/1 Data Systems Institutional Pharmacy Practice software. The new system will enhance student knowledge of pharmacy practice and provide hands-on training in a variety of institutional settings including hospitals and long-term care facilities. This software coordinates with existing Community Pharmacy Practice software to allow for a balanced learning experience for students.

Computer Engineering Technology students and staff are testing new technology in Voice Activated Computer Control peripherals and Biometric Devices for implementation in the proposed energy lab.

Goal 4 - Enhance the teaching and learning process through the provision of adequate, up-to-date equipment and learning resources that are accessible to users and in formats consistent with prevailing technologies suitable to the college's needs and goals.

4a. Within limits of the College's budget, keep all engineering programs current with rapidly changing technology.

Budget support for the alternate engineering components of the Mechanical Engineering program became available and equipment was purchased during 2004-2005.

4b. Through implementation of a Prometric Testing Center opened at the North Campus by the Engineering Department, CFCC students as well as local industry personnel will be provided the opportunity to acquire certification in many areas of computer and industrial certification.

The Engineering Department opened a Prometric Testing Center at the North Campus to provide students and local industry personnel the opportunity to obtain a variety of computer and industrial certifications.

4c. Acquire a mobile generator and transport vehicle for the Film and Video Production program for use by students during shootings.

Budget restrictions did not permit the purchase of a mobile generator.

4d. Enhance the Learning Resource Center web page to include a new up-to-date look, to ensure compliance with the American with Disabilities Act (ADA) and, to provide curriculum specific subject guides and portals for distance learning students, traditional students, faculty and staff.

A new Learning Resource Center web page was completed in April, 2005 and is compliant with the Americans with Disabilities Act (ADA) and

subject guide and portals for all library users. Informational links were provided for distance learning students on the new LRC webpage.

4e. Complete the reclassification of the Dewey collection at the Wilmington Campus library.

The Dewey book collection reclassification into the Library of Congress collection was completed during 2004-2005.

4f. Complete the final phase of the satellite downlink system for the Wilmington Campus Learning Resource Center.

Planning is ongoing to complete the satellite downlink system for the Wilmington Campus Learning Resource Center during 2005-2006.

4 g. Complete the installation of SMART technology in all classrooms at the Wilmington Campus.

SMART technology equipment was added to seventeen classrooms at the Wilmington Campus and this installation completed all requests for SMART technology in the classrooms.

Seven additional math and science classrooms will be equipped with computers and projectors by fall semester 2005.

4h. Begin online check-in of serials for the North Campus library.

The online check-in of serials for the North Campus in the Horizon library system was implemented January, 2005.

4i. Secure funding for “Virtual Stage” computer software for the CFCC Television Studio.

The Virtual Reality software package, “Virtual Stage”, was purchased and installed in the CFCC Television Studio.

4j. Increase the library print collection at the North Campus by 10% to better reflect the curriculum programs and the general education courses supporting these curriculums.

Due to a state budget reduction in book funding for 2004-2005, the print collection at the North Campus was increased this year by only 7%.

4k. Begin an analysis of the Learning Resource Center Technical Services Department workflow to improve efficiency.

Due to other projects that had priority this year, the Learning Resource Center Technical Services Department was unable to do an analysis of their workflow.

4l. Maintain the College’s network to provide sufficient speed and capacity.

The college’s network bandwidth to the Internet was increased from 4.5 MB to 13 MB to provide sufficient speed and capacity.

4m. Upgrade the Novell network operating system.

The college’s Novell network operating system was upgraded so that all Novell servers are now at version 6 or better and thirteen of the fifteen Novell servers are at the latest version, 6.5.

4n. Provide a campus Web-portal.

Campus Cruiser, a student portal, was completely operational fall semester 2004 and provides student E-mail and additional functionality enabling student and faculty interaction.

4o. Computer Services will continue to support and implement features of the Datatel CIS project.

Computer Services personnel provided over 200 hours of Datatel training to various departments within the College.

Integrated, third party products such as document imaging, scheduling, E-procurement, and Web advising were added to the Datatel system to provide additional functionality and are in various stages of implementation.

4p. Implement an E-Procurement system through the Purchasing and Receiving Department.

The Purchasing and Receiving Department staff attended E-procurement training, tested numerous scenarios, and implemented an E-Procurement system at Cape Fear Community College April 2005.

4q. Convert the existing equipment inventory to the Datatel system.

The college's existing equipment inventory was converted from the IIPS system to the Datatel system during April and May, 2005.

4r. Computerize the Central Stores supply inventory.

Plans are underway to implement an inventory system for Central Stores through Datatel.

4s. Expand Bookstore services over the Internet with provision of an on-line catalog and a web-link to textbook information for distance learning classes.

The College Bookstore created a new web page to provide students general information, refund policies, and other bookstore policies. The web page was designed to assist distance learning students with purchase of textbooks and includes a link to an online database where textbooks can be viewed. Students may purchase books by email and have books shipped to their address for a minimum charge.

4t. In a continuing effort to address Cape Fear's need for a new research vessel for the Marine Technology program, develop specifications for the replacement of the R/V Dan Moore and prepare a presentation to be made before the 2005 General Assembly in response to the 'High Cost Programs Study' and special legislation.

In a continuing effort to address Cape Fear Community College's need for a new research vessel for the Marine Technology program, specifications for the replacement of the current research vessel *Dan Moore* are in development. Presentations have been made to members of the 2005 General Assembly in response to the 'High Cost Programs Study' and to the special legislative budget cuts the Marine Technology program has experienced. Information on the replacement of the *Dan Moore* has been provided to the local legislative delegation. Senator Boseman submitted a bill to the General Assembly that will provide funds to CFCC for the design and construction of a new research vessel but is currently pending legislative action.

Other Accomplishments for Goal #4:

Computer Services installed 264 new computers during summer 2004 to support the College's effort in training Verizon call center employees.

Cape Fear Community College placed its first 'time capsule' in the new Applied Technologies Building at the North Campus. This time capsule is registered with the International Time Capsule Society and is scheduled to be opened in 2104.

The Sonography program purchased state of the art Med-Sim instructional equipment to facilitate student learning

The Radiography program lab was equipped with a new Del x-ray machine for student use.

Machining Technology faculty have been trained and are engaged in advanced Computerized Numerical Control (CNC) training that will be taught to machining students in response to local industrial demands.

The Learning Resource Center implemented the PC Reservation and Print Management System that enables the LRC to obtain accurate computer usage statistics, to reduce printing costs for students and to limit access to computer workstations to valid library patrons only.

Goal 5 - Provide increased access to educational opportunities through distance learning.

5a. Increase the number of distance learning web courses offered by the Business Education Department so students may complete requirements for various business associate degree programs.

The Business Education Department added one new distance learning business course fall semester 2004 for a total of 21 different distance learning courses offered in various business education programs.

5b. Increase the number of Criminal Justice Technology Internet classes.

The Criminal Justice Technology program added two new distance learning courses during 2004-2005. It is the intent of the Criminal Justice (CJ) program to offer the college transfer Criminal Justice courses online as more faculty are hired.

5c. Continue developing an online Associate of Arts Degree to be offered in 2006.

A letter of intent was sent by the college president to the Southern Association of Colleges and Schools (SACS), Commission on Colleges (COC) notifying SACS of the college's intent to offer an online Associate of Arts (AA) Degree beginning fall semester 2006. The college's intent to offer an AA degree online is considered substantive change and will require preparing and submitting a Substantive Change Prospectus to SACS.

The English Department developed and offered three new online courses: English 125 (Creative Writing), English 232 (American Literature II) and a hybrid course, English 095 (Reading and Composition Strategies).

Math 140 (Survey of Mathematics) was offered for the first time online fall semester 2004.

5d. Implement a new version of Blackboard for distance learning faculty.

A new server with an upgraded version of Blackboard (6.0) was installed in August 2004 to support distance learning courses. All existing courses on the old Blackboard server were migrated successfully to the new server prior to the start-up of fall semester 2004.

5e. To support more distance learning opportunities for students, develop and provide training for faculty on Blackboard, Campus Cruiser and hybrid course development.

Blackboard and Campus Cruiser classes were offered to faculty and staff in the Technology Training Center and taught by distance learning and computer services personnel.

Fall semester 2004, CFCC offered 49 different distance learning courses with 70 sections. By fall semester 2005, this number will increase to 62 different distance learning courses with 97 sections.

Blackboard training in the use of the upgraded BB 6.0 software was offered to all distance learning faculty during summer and fall semesters 2004. An online training course, Blackboard 101, was created. All distance learning faculty and the department chairs, deans and the assistant vice president for instruction have taken this course and all new distance learning faculty are required to complete the course to teach online.

Currently, hybrid course development training is handled on an individual basis. Hybrid course development training workshops will be offered during summer 2005.

5f. The CFCC Distance Learning (DL) Working Group will evaluate compliance with the Southern Association of Colleges and Schools, Commission on Colleges requirements for distance learning programs for the college's upcoming re-accreditation review process, develop necessary DL policies and procedures, and determine hybrid and online courses to be developed.

The Distance Learning Working Group continues to use the "Best Practices" document adopted by the Southern Association of Colleges and Schools (SACS), Commission on Colleges (COC), to review and compare Cape Fear's practices regarding its distance learning programs and policies with the COC's requirements for accreditation and what they endorse as best practices.

A 'Distance Learning Course Development' policy is being developed with input from faculty and the distance learning working group.

Other Accomplishments for Goal #5:

A procedure has been implemented that allows distance learning students to be administered the placement test from any worldwide location that has access to the Internet.

Proctor testing for other colleges and universities has been expanded on both the Wilmington Campus and the North Campus to promote reciprocity for the testing needs of CFCC students who are distance learners.

Goal 6 - Strengthen partnerships with business and industry, public schools, universities and others that are mutually beneficial and that maximize resources in meeting the educational needs of the service area.

6a. Establish a formal transfer agreement with the University of North Carolina at Wilmington for Cape Fear Community College paralegal graduates.

A formal transfer agreement with UNCW for CFCC Paralegal program graduates is still pending.

6b. At the Burgaw Center, establish Criminal Justice training programs leading to an associate degree for Pender County and the North Carolina Department of Corrections.

There was not enough student interest to justify establishing a Criminal Justice associate degree program at the Burgaw Center.

6c. Partner with local business and industry to establish internships for all Criminal Justice students.

Cape Fear Community College, in partnership with local business and industry, has received approval to begin offering internships for credit to Criminal Justice students beginning fall semester 2006. This was made possible through cooperative efforts with the North Carolina Department of Juvenile Justice and Delinquency Prevention, the New Hanover County Sheriff's Department, and the Pender County Department of Corrections.

6d. Establish a Vocational/Technical 'signature' Huskins course for the local high schools.

The Huskins Coordinator and the Director of Allied Health visited New Hanover High School to share information about a proposed Huskins "Allied Health Academy" for high school students.

The Huskins Program provided vocational and technical opportunities for Pender County high school students by offering Carpentry III, Blueprint Reading for Machining, and Computer Aided Manufacturing classes at Topsail High School.

Nail manicuring was offered at the Burgaw Center spring semester 2005 for Pender County students. High school students also took a variety of auto body courses offered at the Auto Body Center in Burgaw.

New Hanover County high school students enrolled in Huskins vocational and technical course offerings in pharmacy technology, auto body, welding, machining, cosmetology and introduction to computers.

6e. Increase the Huskins enrollment through recruiting and offering additional courses in the local high schools.

The Counseling staff in conjunction with the Huskins Coordinator increased the Huskins enrollment through recruiting and offering of additional courses in the local high schools.

Huskins classes at Topsail High School were filled to capacity and have been rescheduled for fall semester 2005 due to their success.

Fall semester 2004, 381 students enrolled in Cape Fear Community College Huskins classes. This enrollment represents a 22% increase from fall semester 2003. Spring semester 2005, 335 students registered for Huskins classes representing a 7% increase from spring semester 2004.

Fall semester 2004, CFCC offered 41 Huskins classes and by spring semester 2005, the number of Huskins classes offered to high school students increased to 51.

Student Development staff held the first Huskins registration at a local high school fall 2004 in conjunction with the Huskins Coordinator. CFCC conducted a registration on-site at Hoggard High School December 2004 for the spring 2005 Huskins classes.

The CFCC Huskins Coordinator met with and provided information to groups in the community regarding enrollment opportunities for high school students through the college's Huskins and Concurrent Enrollment Programs. The groups addressed were:

- Area counselors attending the Career and Development Coordinator Leadership Council Meeting October 2004
- Laney High School Academic Boosters including high school parents, students, teachers and other administration
- Trask High School students
- Allied Health students at New Hanover High School
- New Hanover County Principals and Career Development Counselors
- Pender County Principals and Counselors

- Chamber of Commerce Educational Committee

Preliminary planning has begun between Pender County Schools and Cape Fear Community College to open a Middle College at the CFCC Burgaw Center fall semester 2006. The Middle College will provide college credit opportunities for high school juniors and seniors in Pender County.

A Huskins Program brochure was created and distributed to area high schools. Information included procedures for registration and opportunities for college credits for high school students.

The CFCC Huskins website was updated to include a current class schedule, an application that can be downloaded and other useful information.

6f. Revise Cape Fear Community College's Co-operative Education procedures to correspond with the new state procedures manual.

CFCC revised procedures for documenting cooperative education work experiences and changed registration procedures for spring semester 2005 to comply with the *Curriculum Procedures Reference Manual for Cooperative Education*. Updated forms for student Cooperative Education Workbooks reflect these changes and have been distributed to faculty and chairs involved with co-operative education. The new workbooks will be used to document student achievement in COE work experience courses.

During 2004-2005, approximately 125 CFCC students completed work experience through Cooperative Education. Students worked with employers to integrate classroom learning with supervised experience.

6g. In partnership with the Wilmington Housing Finance Department, the CFCC Carpentry and Electrical/Electronics Technology programs will construct and wire two houses to provide affordable housing in the community.

The Cape Fear Community College Carpentry and Electrical/Electronics Technology programs, in partnership with Wilmington Housing Finance Department (WHFD), constructed two houses to provide affordable housing in the community. The Heating and Air Conditioning program also worked with the WHFD to install heating and air systems in the houses this year and in future houses.

6h. The Landscape Gardening program will continue to partner with local agencies and participate in community service projects throughout the year.

The Landscape Gardening Program partnered with community agencies and participated in many community service projects during 2004-2005:

- Designed and installed plantings for 4 Courtyard planters at McKeithan Center
- Designed and installed entry landscape for Louise Wells Cameron Art Museum
- Assisted Wrightsville Beach with Live Oak Restoration Project
- Held Open House as a part of New Hanover Greenhouse Tour
- Developed and manned an informational booth at New Hanover Landscape Pro-Days
- Designed and installed landscapes for six Habitat for Humanity Homes
- Designed and installed entry planting for New Hanover Human Relations Office
- Assisted New Hanover Arboretum with annual plant sale and spring Water Garden renovation
- Secured permanent student co-operative education opportunities at Eagle Point Golf Club, New Hanover Arboretum, Country Club of Landfall
- Designed and constructed new walk through Arbor and Entryway fence to classroom
- Designed and constructed a new Perennial garden bed at North Campus
- Designed and constructed new raised bed Vegetable gardens at North Campus with totally automated irrigation system

- Produced approximately \$1200 worth of greenhouse plants to supplement the program's supply budget
- Designed and installed a new irrigation system for campus display and the new garden and turf plot
- Totally automated greenhouse watering and fertilization system and increased production by 30%

6i. Work with UNC-W and county libraries to explore the possibility of jointly funding the "One Book One Community" program this year due to the loss of LSTA grant funds to continue supporting this project.

The Cape Fear Community College library partnered with the UNC-W library and county libraries to jointly fund the "One Book One Community" project which sponsored programs at all three library system locations. Programs were also presented at WHQR radio and area bookstores during the entire month of February 2005. The three library agencies also co-sponsored the annual Cape Fear Crime Festival literary conference November of 2004. A poster session at the North Carolina Library Association conference in fall of 2005 will highlight this successful partnership.

6j. The Social and Behavioral Sciences faculty will meet with UNC-W department chairs to identify student organizations common to CFCC and UNC-W and engage these organizations in joint projects to introduce CFCC college transfer students to the university and its students to help prepare them for successful transfer.

The Social and Behavioral Sciences Department continues to build bridges with various UNC-W departments. Meetings are ongoing with chairs of the UNC-W Sociology and Psychology departments and the Watson School of Education. Work continues toward attaining this planning priority.

6k. Explore the feasibility of implementing a CFCC Student Honors program through affiliation with the National Honor's Program and conference attendance.

The possibility of developing and implementing a CFCC Student Honors program was researched. Desirability, value, and practicality were assessed and information specific to the development of such a program was shared with an ad-hoc committee of faculty from the Social Behavioral Sciences Department. This committee continues to work on building the foundation for a CFCC Student Honors Program and one that is specifically designed to promote student opportunity and collaboration between UNCW and CFCC.

6l. The Public Health and Safety Division and the Business, Industry and Government (BIG) Center will take steps to gather more input from the health occupations and business community by restructuring the Nurse Aide Advisory Committee and activating a Community Advisory Board for the BIG Center to address local market trends and employer needs.

The BIG Center took steps to improve training and services for Allied Health professionals:

- Restructured the membership of the Nursing Assistant Advisory Committee and added members
- Reviewed Nurse Assistant guidelines
- Implemented a Nurse Assistant final examination developed and approved at the State level
- Secured New Hanover Regional Medical Center as a clinical site for Nurse Assistant II
- Increased Nurse Assistant II courses from one per semester to two

6m. To meet the training needs of Pender County EMS and Rescue, develop a second Rescue Technician Academy at the Hampstead Center for firefighters and rescue personnel.

To meet the training needs of the Pender County EMS and Rescue, an additional Rescue Technician Academy was developed and offered at the Myrtle Grove Volunteer Fire Department for the first time fall semester 2004. This training site was equipped with twelve computers.

6n. Partner with the Department of Corrections to provide affordable training to meet their certification requirements.

Efforts to partner with the North Carolina Department of Corrections to provide affordable training for local correctional personnel did not result in training classes during 2003-2004 however, discussions are continuing.

6o. Through the Business, Industry and Government (BIG) Center, expand the Summer Teacher's Institute for private, public, and home-school teachers, teachers' aides and other education employees to meet an increase in requests for training.

Through the efforts of the CFCC Business, Industry and Government Center, the 2005 Summer Teacher's Institute has been increased from seven to eleven courses which will be offered in both New Hanover and Pender counties. Nine courses will be offered in an accelerated format to allow teachers to earn up to 3 Continuing Education Units in less than two weeks. Two courses will be offered in the evening to accommodate lateral entry candidates who are currently employed during the day and one new course will provide professional training for employees in the public schools. A 15-hour Introduction to Home Schooling class is also on the summer schedule.

The Business, Industry and Government (BIG) Center partnered with the North Carolinians for School at Home (NCSH) to develop a program for Home School Families. A program kick-off meeting was co-hosted by NCSH and the BIG Center and Representative Danny McComas attended to show his support for this partnership designed to provide home school parents access to quality training opportunities.

6p. To meet local demands for a trained workforce, the Business, Industry and Government (BIG) Center will train and provide a pool of qualified job applicants for employment in local call centers by Spring 2005.

The CFCC BIG Center continues to work with the Verizon Wireless Human Resources Department to determine the skill sets required of an effective call center employee.

Other area call centers are being asked to identify the job skills that will be included in a training program developed by the CFCC BIG Center specifically designed to produce a pool of qualified job applicants for call center employment.

6q. To meet local job market demands, the BIG Center will offer a Microsoft Certification Preparation Class and an online certificate program for entry-level jobs in the growing medical sector.

Plans are underway for the Business, Industry and Government (BIG) Center to offer a Microsoft Certification Preparation Course and an online certificate program beginning fall semester 2005 contingent upon the hiring of an experienced computer instructor certified to teach by having passed the Microsoft certification examinations.

6r. Successfully reestablish the Job Link Resource Center to strengthen partnerships with community agencies and market the college's continuing education services to the community.

The Continuing Education Human Resources Development (HRD) program maintains a Job Link Resource Center at the CFCC Burgaw Center. HRD represents the college at the Region D Council on Governments monthly meetings and has established partnerships with community agencies such as the Pender Employment Security Commission Office, Pender County Department of Social Services, Catholic Social Ministries, the Department of Agriculture and the Pender Correctional Center to help market HRD services to the community.

6s. The Small Business Center (SBC) will work to increase partnerships with businesses located in Pender County and network with business groups to increase SBC visibility throughout the service area.

The Small Business Center took steps to increase partnerships with Pender County businesses and to network with business groups to help

increase visibility of the SBC in the service area:

- SBC Director became a member of the Board of Directors of the Cape Fear Regional Community Development Corporation, a local non-profit agency that provides business counseling, debt counseling, a business incubator, and an affordable housing program for the community
- The SBC Director served as co-leader of the Partners for Economic Inclusion (PEI) Education Team and a member of the PEI Leadership Team. PEI is an organization dedicated to bridging the gap between black and white businesses
- The SBC is a member of the Wilmington Small Business Coalition which, along with PEI, provides opportunities to leverage and coordinate educational resources in the community including the UNCW SBCDTC, SCORE, the SENC Black Chamber of Commerce, the Northside Resource Center and the Wilmington Housing Authority.
- The BIG Center Director actively participated as a board member of the Pender Economic Development Alliance and was elected vice-chair for 2005-2006
- SBC worked with the Pender Economic Development Alliance to deliver counseling sessions and furthering marketing efforts for classes in Pender County
- A marketing seminar partnership with the Hampstead Chamber of Commerce attracted twelve participants and a 24-hour *NCREAL How to Start a Business* course is scheduled in Burgaw in April
- Upon closing of Holt Hosiery in Penderlea, an information session about Cape Fear Community College's educational resources was held at the plant for sixty displaced employees. In addition, the 'Basics of How to Start a Business' seminar was delivered by the SBC Director that attracted twelve area residents and customized counseling sessions were provided to nine Holt Hosiery employees funded by *NOW (New Opportunity for Workers grant)* funds

6t. Through CFCC Community Service/Self Supporting classes, sponsor a parent-child reading program for the Wilmington Housing Authority residents and other target groups.

The Cape Fear Community College Community Services /Self-Supporting Department sponsored a parent-child reading program for the local community. Other similar programs designed for parents and teachers are being planned.

6u. Pursue increased funding for the college through the CFCC Foundation in coordination with foundation resources available through the New Hanover County Library.

This goal was established under the previous director and will be considered in future planning.

6v. Identify employers of CFCC graduates and businesses providing co-op experiences for CFCC students and engage them in financial support through scholarships and other donations.

The Foundation continues to seek relationships with businesses that employ CFCC graduates. These relationships help the business owners become more familiar with the college campus and will help the Foundation move toward a solicitation of the employer.

Other Accomplishments for Goal #6:

The Dental Hygiene and Dental Assisting students provided the following community services during 2004-2005:

- Devoted 472 hours of instruction in dental health to the public schools in New Hanover, Brunswick and Pender Counties
- CFCC dental assisting and dental hygiene students conducted a dental sealant promotion clinic as a part of the "Give Kids A Smile" program in partnership with the Tri- County Dental Society and New Hanover Public Dental Health. Forty local school children received free preventive services worth \$8,700.00. In addition to the sealants, the children received radiographs, dental screenings, and referrals for restorative treatment needs, cleanings, fluoride treatment, and oral hygiene instructions. All materials were donated by Sullivan-Schein,

Proctor and Gamble, Ivoclar, and Dentsply-Caulk

- Dental hygiene and dental assisting students participated in the Centro Latino fall and spring festivals
- Held the second Annual Dental Health Fair in April 2005 for the preschool children of New Hanover County
- November 9, 2004, dental hygiene students presented table clinics to dental professionals in the community for the second consecutive year. Table clinics are informal, table top presentations of useful and timely information such as a technique, theory, trend or an expanded opportunity in the practice of dental hygiene or dentistry that is presented in an original, interesting format using oral communication and visual media. Topics presented by CFCC students included Oral Health and Pregnancy, Oncology and Oral Health, Sedation in Dentistry, and The Importance of Mouth Guards. The clinics were held at the McKeithan Center and provided a wonderful opportunity for the dental community to show support for the CFCC Dental Hygiene program as well as earn continuing education credit. Ten dental industry vendors attended the Dental Hygiene Table Clinics and presented information on advances in technology, dental equipment, supplies, instruments, and material to those attending
 - The CFCC dental clinic for the general public generated fees for dental services in the amount of \$13,838.87. These service fees are the equivalent of \$138,000 in preventive dental care if performed in a local dental office
 - Dental Department faculty participated in the American Dental Education Association's revision of the dental hygiene curriculum guidelines. These guidelines are used by all accredited dental hygiene programs to assure that course content meets accreditation guidelines

The Film and Video program has been actively involved in the community during 2004-2005 by working with local organizations to produce informational films and the City of Wilmington to develop driving safety Public Service Announcements.

Updated orientation were provided fall and spring semesters for new students entering the CFCC Huskins and Concurrent Enrollment programs. These sessions were designed to provide information that would help to ensure successful college experiences for high school students.

A new application was created for Huskins and Concurrent Enrollment students that includes CFCC policies and procedures to help improve communication to high school students regarding their responsibilities as college students.

A current mailing list of Cooperative Education employers was created so notes of appreciation and requests for suggestions for improving CFCC Co-op opportunities can be sent to these employers during spring 2005. The mail list is being shared with the CFCC Foundation for possible fundraising opportunities.

The College began preliminary planning with Pender County school officials regarding the creation of an early and middle college program for Pender students.

The BIG Center partnered with PPD to develop a course and materials for a 30-hour Clinical Research Overview class. The first class was held in fall 2004 with 22 health-care professionals attending. The second class is scheduled for spring semester, 2005.

The Business, Industry and Government Center offered its first Summer Teachers Institute in 2004 which was a selection of 7 approved courses for Pender or New Hanover County teachers to earn up to 5 CEUs in 5 weeks. Forty-five area teachers participated in the Institute. An expanded 2005 Summer Teacher's Institute will be offered and includes 11 courses for private, public, and home-school teachers, teachers' aides and other education employees to meet the increase in requests for training.

The BIG Center sponsored a nationally known children's author Pansie Hart Flood, a Wilmington native, to provide a free reading strategies workshop on March 19, 2005 to area teachers, teacher assistants, and parents.

Through joint efforts of the CFCC Continuing Education Department and the Carolina Institute for Community Policing (CICP), two 16- hour

courses on Police Leadership were planned and provided to local law enforcement personnel. This training is one of the most requested by area and state police executives.

As a result of direct requests from area law enforcement, three Hostage Negotiation Courses of study were developed and offered to local law enforcement personnel for the purpose of planning and responding in the event of a terrorist attack. In addition, an eight-hour Biological Terrorism Response class was developed as a practical exercise situation and was offered to area law enforcement for the purpose of planning and responding with other EMS and Medical Providers in the event of a Biological disaster or terrorist attack.

The Automotive Technology program students helped Volunteers of America by diagnosing air conditioning related problems and engine noises at no cost.

Students in the Marine and Diesel Mechanics program refurbished a diesel engine for the USS North Carolina.

Goal 7 - Provide a comprehensive program of student development services that assist students in achieving their goals including appropriate placement in courses and curricula, financial assistance, counseling and advisement, career guidance, and student activities and athletics.

7a. Restructure the new student orientation program to help transition students into college and improve retention.

The New Student Orientation program was restructured to include campus tours, individual orientation/counseling sessions, and more information in the orientation presentations including city ordinances affecting students and the CFCC 'No Smoking' policy.

7b. Implement online testing for the Psychological Services Bureau (PSB) examination required for entry in allied health programs as a cost savings measure and to provide students with immediate test results.

The Psychological Services Bureau (PSB) examination required for entrance in allied health programs was offered for the first time online. Students taking the exam online receive their test results on the day of testing resulting in a more efficient process. Online testing is also a cost saver because tests no longer have to be mailed out for scoring.

7c. Research types and designs of effective career and testing offices at other colleges and select a model for restructuring the CFCC Career and Testing Office.

All community colleges were surveyed to collect information about the design and management of their career and testing offices. The survey data was evaluated and one community college was selected as a model and was visited. A university was also identified as having a model career and testing services office. As the Student Development Division acquires more space, the information from this study will be used to design an improved CFCC Career and Testing Services area.

7d. To ensure improved accountability and disbursement of work-study funds, develop a procedure that will require supervisors to report work-study hours in a more efficient manner.

To improve accountability and disbursement of work-study funds, steps were taken to improve communications through email with the supervisors currently reporting work-study hours.

7e. Implement steps to ensure that all full-time and part-time faculty understand attendance and final grade reporting procedures to improve accuracy and timeliness of reporting.

Steps were taken this year to ensure full-time and part-time faculty understand attendance and final grade reporting procedures:

- All memos accompanying the first day rosters after drop/add and the official attendance rosters are reviewed and updated. These memos are now color coded by semester.
- Contact names and phone numbers are also included in memos accompanying the first day rosters and official attendance rosters.
- A list of problems encountered at the end of the semester is maintained in Student Development and forwarded to the appropriate dean. This list is then forwarded to department heads for counseling with faculty.

7f. Develop methods to regularly educate faculty and staff on the legal requirements and restrictions mandated by the Federal Educational Right to Privacy Act (FERPA) to ensure full compliance.

Student Development developed methods to regularly educate faculty and staff on the requirements and restrictions mandated by FERPA to ensure the college's full compliance:

- Conducted a workshop during the fall semester 2004 in-service session and emailed a copy of the power point presentation used for this session to all staff and faculty
- FERPA statements were added to all roster handouts and advising transcripts
- Provided FERPA training during the new faculty orientation each semester hosted by the academic deans

7g. Provide quality online counseling services to distance learning students and establish and maintain a 'Distance Learner Counseling' website.

The counseling staff took the following steps this year to provide quality online counseling services to Distance Learning (DL) students:

- Added a direct link for 'Counseling Services' to the Distance Learning (DL) web site
- The Counseling web page was improved and made more user friendly by providing students the ability to send a direct email to any counselor and by including photos of the counseling staff
- Created a counseling services "feedback" form on the web to collect student comments, questions and suggestions
- Three CFCC counselors attended "ReadyMinds", a Distance Credential Counselor Training Workshop, and have received distinction as 'Distance Credentialed Counselors'

7h. To ensure quality student development services, review the structure of student activities, develop a policies and procedures manual for the student activities department, and develop an operating manual for the Student Government Association (SGA).

To ensure quality student development services, a *Department of Athletics Policy and Procedure Handbook* was developed and will be implemented during the upcoming fiscal year, an SGA operating manual was written and is pending final approval, and a *Student Activities Policy and Procedures Handbook* is being developed and targeted for completion by next year.

7i. Evaluate the academic support program for athletes including a review of methods used to identify athletes experiencing academic difficulty and a review of progress report and study hall requirements and implementing changes to the academic support program where needed.

The academic support program for athletes was evaluated and several initiatives were implemented:

- Athletic teams now hold weekly study halls for student-athletes to receive help with their studies
- Periodic grade checks are used to ensure that student athletes are maintaining the minimum GPA of 2.0 which qualifies them to compete and stay on track to graduate
- Volunteers who have knowledge of academic, transfer and eligibility guidelines have been designated as student athlete advisors and

provide one-on-one academic assistance to athletes.

7j. Develop a fund raising program through the CFCC Foundation to provide additional athletic scholarships to CFCC students.

The CFCC Foundation and Athletic Department have worked together to increase donations to support the athletic program through business sponsors and individual gifts. The Athletic Department completed its first year of the Sea Devil Club and through individual contributions and corporate sponsors raised over \$30,000 towards athletic scholarships and increased awareness of the college's athletic program.

7k. Evaluate student interest and the demand for offering an additional sport for women during 2004-2005 to balance gender equity in the CFCC athletic program and to meet Title IX requirements.

The CFCC women's soccer team is currently competing at the club level and will continue to increase its roster and talent to help elevate to the NJCAA Division I competition level in 2006.

7l. Increase donations to support CFCC Foundation student scholarships by providing a wider base of criteria for scholarship awards.

The Foundation developed a standard set of criteria for all scholarships to guide the donors in the administration of scholarships.

Other Accomplishments for Goal #7:

For the first time in the college's history, two graduation ceremonies were held May 2005 to accommodate the increasing number of graduates.

Redesigned the Student Development portion of the CFCC website to separate Admissions information from Registration and Records information to better assist students in each area.

Student Development designed and implemented student data advising sheets to assist advisors during TRAC registration and regular registration.

The CFCC Financial Aid Office worked with the UNCW Financial Aid Office and other area colleges and counselors to conduct a 'Free Application for Federal Student Aid (FAFSA) Workshop Day' at UNCW. This event was advertised in the local high schools and newspapers and a total of ninety-six (96) families were given financial aid information and received assistance in completing financial aid forms.

Career and Testing Services administered over 6,000 tests during 2004-2005.

The Accuplacer test was used most often by Career and Testing Services for student placement because it provided accurate, immediate results with less time required for staff preparation of testing materials.

Career and Testing Services increased the frequency of placement testing in all local high schools to at least twice a semester to support the enrollment growth in Huskins and Concurrent Enrollment classes.

Workshops were provided by Career and Testing Services on résumé writing and interviewing to help students gain employment and to prepare them for CFCC's 2005 Job Fair.

A workshop at Pender High School was provided by Career and Testing Services to improve students' test taking skills and assist them in meeting the prerequisites for class registration.

Career and Testing Services assisted in the development of a video for the public access channel to provide graduates with information and skills to be successful during job interviews.

The Student Development Division:

- Produced an online residency application and a residency information brochure for the CFCC web site
- Developed a “Here’s to Your Success” Information Brochure to be distributed to all prospective students requesting additional information about the College
- Developed a “What’s Next?” New Student Information Brochure to prepare new students for registration

CFCC Counseling Staff:

- Served as advisors to 410 students classified as Special Credit and/or life long- learners and 376 concurrent enrollment and Huskins students
- Counseling staff assisted 365 “probationary” status students in developing their individual “Plan for Success”
- Counseling staff in Disability Support Services provided resources and support services for 256 students during the 2004-2005 academic year
- Coordinated and facilitated the summer Advising Center and assisted 4,239 students and registered 3,016 students for summer and/or fall semester classes

Admissions staff processed nearly 7,000 new student applications in 2004 which is a 52% increase from 1999.

The Admissions Application was redesigned for greater efficiency and better use of the Datatel software.

The 2004-2005 CFCC Basketball team:

- Boasted a 22-9 record which is the first time in college’s history to have over 20 wins
- Held third place in the season conference – regular season (11-5)
- Competed in Region X tournament with the highest finish in team’s history
- Received votes to be ranked in the NJCAA Top 20 for first time in school history
- Defeated Walter’s State Community College who was ranked 11th in the NJCAA National Poll at the time
- Hosted an eight-team tournament November 25-27, 2004 and defeated Clinton Junior College and Aiken Technical College for the first time in CFCC history

Developed an archive for the Athletic Department that includes team results, roster and statistical information.

The Athletic Department hosted the College’s first Athletic Banquet in April 2004.

With the support of the English faculty, Cape Fear Community College’s Literary and Arts magazine, *Portals*, was published and consists of writings and artwork by students and faculty.

The Writer’s Club, an official school club sanctioned by the SGA, was sponsored and advised by English faculty. Club members attended a writers’ conference at UNCW, hosted novelist Neil Connelly, who gave a public reading and met with CFCC students, and also sponsored a craft seminar. The Writer’s Club maintains an exhibit outside the S301 suite and it participates in publishing *Portals*.

Goal 8 - Cultivate an excellent, highly qualified faculty and staff through recruitment, retention, recognition and professional development.

8a. The Technology Training Center staff will expand in-service training programs to include a wider variety of personal and professional development classes based on recommendations from faculty and staff.

In response to requests from faculty and staff for additional technical training, advanced classes and practice labs were offered in the MS Office Suite modules and web design classes. However, classes in Photoshop, which was also requested, could not be offered due to budget constraints. The LRC did not have sufficient resources to purchase the licenses for the 16 workstations in the TTC or pay an instructor. In response to requests for personal and professional development classes, the LRC co-sponsored a seminar on Grant Writing with the Small Business Center and the CFCC Foundation. The LRC assisted with the promotion of several other Small Business Center seminars of interest to CFCC staff which were 'Effective Recruitment and Retention Strategies', 'Managing Multiple Priorities and Projects' and 'How to Lead, Develop and Coach Your Employees'.

8b. The Business Office will conduct budget and account code workshops for faculty and staff during 2004-2005.

This priority was delayed to 2005-06 due to time constraints.

8c. The collection and receipt of official transcripts and verification of all credentials on file for full-time employees will be completed by the Personnel Office to ensure the College's compliance with the Southern Association of Colleges and Schools, Commission on Colleges credential requirements for accreditation.

Official transcripts that have been received by the Personnel Office for all regular full-time and regular part-time employees increased from 30% to 90.99% during 2004-2005. All employees whose official transcripts are pending receipt have been personally notified.

8d. A review of the benefits program provided to Cape Fear Community College employees will be conducted by the Personnel Office.

A review of the benefits program provided to CFCC employees was completed by the Personnel Office. New, major improvements were adopted in the CFCC's Section 125 benefit plan beginning with calendar year 2005 and include the following:

- Added the convenience of a Visa debit card for medical spending accounts eliminating the need to pay first and send receipts for repayment for most medical, pharmacy, vision, and dental out-of-pocket expenses. As a result of this convenience, the enrollment in medical spending accounts more than doubled from 2004 to 2005 resulting in thousands of dollars of tax savings for both employees and the College
- Eliminated liabilities for losses from the College and received a slight decrease in monthly cost to CFCC employees under the CFCC Cafeteria Plan under Section 125 coordinated by First Financial Group
- Offered a guaranteed issue term life policy for up to \$100,000 for \$18 a month for any active CFCC full-time employee regardless of age or health
- Added more options for disability, cancer, heart, and group whole life insurance without adversely affecting any existing insurance policies currently in effect with AFLAC or Colonial insurance companies
- Created a new Cape Fear Community College Flexible Benefit Plan Handbook that explains all available flexible benefits available to CFCC employees
- Increased the maximum amount of the employee pre-tax individual medical spending accounts from \$2,400 per year to \$3,600 per year with no liability for losses to the College

8e. Personnel files will be standardized for improved accuracy and ease in locating and retrieving information from employee files.

All personnel files were standardized as of May 2005 for improved ease in locating and retrieving information resulting in better customer

service to managerial staff and employees.

8f. *The Humanities and Fine Arts Department faculty will increase their level of interaction with other community college and university faculty by joining and participating in organizations dedicated to professional development in their respective fields.*

In an effort to increase the level of interaction with other community college and university faculty, sixty-six percent of the Humanities and Fine Arts Department faculty have joined at least one professional organization in their respective fields.

8g. *The Math and Science Department will investigate having a CFCC faculty member serve on the National Science Foundation grant review committee.*

This priority was not achieved this year.

Other Accomplishments For Goal #8:

A Teacher Summer Workshop entitled “*Down and Dirty Marine Biology*” was offered for Marine Technology faculty who earned continuing education re-certification in Marine Biology.

Both faculty of the Occupational Therapy Assistant program are listed in the 2004 Who’s Who Amongst America’s Teachers.

The Occupational Therapy Assistant Program Director has had two articles appear in *Occupational Therapy Practice*, a national magazine published by the American Occupational Therapy Association. In addition, the program director was elected Chairperson of the Physical Disabilities Special Interest Section of the American Occupational Therapy Association and presented on the topic of Hand Therapy at two national conferences during 2004; the American Occupational Therapy Association National Conference and the American Society of Hand Therapists Annual Conference.

The Associate Degree Nursing program initiated a faculty workshop led by the nursing textbook author on improving methods to teach critical thinking and test construction. CFCC hosted the program and extended statewide invitations to other community college faculty and UNCW.

The Personnel Office coordinated the hiring process with department heads, search committees, and the President to fill forty-seven full-time faculty and staff positions and handled and responded to over eight hundred applicants. Twenty-two full-time employees leaving the College and five retirees were also processed.

The Personnel Office reviewed, researched, and wrote proposed revisions to the Faculty and Staff Handbook to ensure college compliance with changes in the North Carolina Administrative Code. The revisions are pending review and approval by college employees before submission to the Board of Trustees May 2005.

Personnel developed an automated tracking system for receipt of official transcripts, revised leave database and programmed to links to auto-populate the monthly Payroll Leave Report to reduce errors and improve accuracy of leave accounting. In addition, secured access to newly established on-line Retirement Records database for improved retirement service, updated and improved the on-line job application process on the college website and assumed responsibility for updating job advertisements on the college website to ensure more timely and accurate job recruitment information.

The Basic Skills Department improved new faculty orientation by formalizing training that includes classroom observation and updating the *Basic Skills Instructor Handbook*.

The Huskins and Cooperative Education Coordinator provided in-service workshops for faculty and department chairs involved with Cooperative Education to review required co-op documentation and develop procedures compatible with the *Cooperative Education Curriculum Procedures Reference Manual* approved August 2004.

Goal 9 - Promote diversity at all levels of the college and maintain a diverse faculty, staff and student body that reflect the college service area.

9a. Establish an additional English as a Second Language (ESL) class in Pender County to serve the growing ESL population in that area.

An English as a Second Language (ESL) class was established at Howe Pre-K and at Friends, Inc. in Pender County and plans are still on-going to establish another ESL class in Pender County.

9b. The Elementary Education, Middle Grades Education and Special Education college transfer pre-majors are under revision at the state level for the purpose of including diversity and global issues in these curriculums.

Effective fall of 2005, there will be an Elementary Education, Middle Grades Education and Special Education pre-majors in the college transfer curriculum. The new Elementary Education pre-major will address diversity and global issues by including the following elective course categories: Global Issues; Math/Science/Technology, the Arts; and Diversity Studies.

9c. Establish a Global Education Committee with representation from across the college and local business and industry for the purpose of increasing awareness of global issues among faculty, staff, students and residents of New Hanover and Pender counties. This will be achieved through faculty, staff and student travel abroad, exchanges and through developing and offering both curricular and extra-curricular learning opportunities.

A Cape Fear Community College Global Education Committee was created to increase awareness among faculty, staff and students and bring attention to global issues in the classroom. The college partnered with World View, a UNC-Chapel Hill organization, which offers a number of global education opportunities. Members of the Global Education Committee attended several World View symposia.

9d. The Global Education Committee will sponsor a workshop for CFCC faculty and staff to present the World View program and promote global education.

The CFCC Global Education Committee sponsored Mr. Robert Phay, Executive Director of World View, who made a presentation about World View to faculty and staff during in-service training August 2004.

9e. The CFCC Diversity Committee and the Global Education Committee will partner to sponsor a performance or related program with an international theme each semester.

The Diversity Committee has not yet met with the Global Education Committee to coordinate a performance or related program with an international theme.

The Global Education Committee was working with Amigos Internacional to bring a Latin American food festival, Sabor Latino, to the Schwartz Center. Unfortunately their funding fell through and the event had to be cancelled. No other events are scheduled at this time.

9f. The Learning Lab staff will develop a proposal and application for a federal TRIO Grant to fund services targeted for special needs students such as those with low-income, disabilities or first generation students.

The TRIO Grant proposal was submitted to the United States Department of Education however, the grant was not funded due to insufficient college space and a lack of data on student retention.

9g. If funded, the college's new and approved Spanish Interpreter program will address the need to provide skilled translators to facilitate communication with the local Spanish speaking population.

Current budget shortages have not allowed the college to hire an instructor for the new Spanish Interpreter program. CFCC is offering limited courses in the program of study using existing resources however, until an instructor is hired the full program will not be offered.

Other Accomplishments for Goal # 9:

The college hired two new minority faculty, one new minority Continuing Education registrar and two new minority technicians. Seventeen percent (17%) of the new faculty and staff hires for 2004 - 2005 were minority employees.

The CFCC Diversity Committee sponsored a lecture on ethnic diversity for students and employees hosted by radio talk show host Harvard Jennings. The two-hour program was held on campus and attended by approximately 100 people.

Goal 10 - Effectively manage the college's fiscal resources and seek external funding through grants and donations to support the mission of the college.

10a. Manage the College's financial resources effectively and receive clean financial audits.

The college's annual financial audit for 2003-04 had no findings or concerns.

10b. Maintain the College's financial integrity and strengthen internal financial controls.

To maintain the college's financial integrity and strengthen internal controls, tasks within the financial area were reassigned and access was restricted to certain mnemonics in Datatel to safeguard data and accountability.

10c. Financial operations staff will participate in training, set-up, and testing in preparation for implementation July 1, 2005 of the accounts receivable and cash receipts segments of the CIS project.

The college is scheduled to go live with the Accounts Receivable/Cash Receipts application in Colleague during June 2005. The college's accounting staff have attended numerous training sessions and are testing all processes thoroughly before implementation. The accounting staff also attended training and are evaluating the implementation of E-Commerce in Colleague.

10d. Implement the budget management system in the CIS project.

The budget management system in Colleague is currently being tested prior to implementation.

10e. Continue generating possible alternative funding sources to offset recurring cuts in Marine Technology research vessel operations budget.

Formula funds are providing financial support to the Marine Technology program to offset recurring cuts in the Marine Technology research

vessel operations budget. Generating possible alternative funding sources is on-going.

10f. Establish a stewardship plan for CFCC Foundation donors to increase their giving levels.

Donors are integrated into the life of the college through events and a better understanding of college's mission.

10g. During 2004-2005, increase the number of new CFCC Foundation donors over last year.

The Foundation has increased the number of new donors through individual contacts and strives to bring previous donors back into a regular cycle of giving.

Other Accomplishments for Goal #10:

The college received grants worth \$27,707 from the Golden Leaf Foundation for biotechnology. Funds will be used to introduce gel electrophoresis in the Chemical Technology program and for a Marine Technology instructor to create the first on-line Marine Biology course.

A Golden Leaf Foundation grant was awarded to the Marine Technology Department Chair to develop an on-line marine biology course to be added to the State Virtual Classroom curriculum.

Purchasing staff in the Business Services Division attended training, tested numerous scenarios, and will go live with E-Procurement in mid-April 2005.

The CFCC Payroll Accountant is coordinating the testing and implementation of generating instructional and non-instructional contracts through Colleague to ensure contracts are generated correctly and that they affect the payroll system properly.

Even with the tight equipment budget, the Film and Video Production program was able to secure current equipment for student use and practice and worked with a local vendor to use a remote unit to record CFCC sporting events.

The Criminal Justice Technology program has continued to work with the Pender Prison Unit, the Pender County Sheriff and the Burgaw Police in developing programs for law enforcement officers to earn an AAS degree in Criminal Justice at the Burgaw Center location.

The Basic Law Enforcement Training program will begin a training session in June, 2005 for the City of Wilmington Police Department.

Cosmetology students and staff have provided volunteer services to local organizations such as the Americana Association of Women in Community Colleges (AAWCC) and the Mrs. North Carolina competition.

Cape Fear Community College received a commendation from North Carolina Community College System President, Martin Lancaster, for achieving a clean FTE audit for 2004.

The Business Industry Government Center played an active role in securing a New and Expanding Industry Training grant to support Verizon Wireless in its start-up recruitment, testing, and training and continues to coordinate classes as a part of this grant. To date, 1,424 students have enrolled in 40 classes for a total of 4,719 hours of training.

The Small Business Center successfully applied for and received a \$6,250 New Opportunities for Workers (NOW) grant which pays for training and services for laid-off workers attempting to start a business. A portion of the grant money was used to pay the tuition for qualified NOW candidates attending Small Business Boot Camp and two Occupational Extension NC REAL "How to Start a Business" courses offered in both

Pender and New Hanover Counties.

In September 2004, the HRD program was awarded a \$44,500 Career Start grant to provide intensive employability skills and basic computer training to clients referred by Department of Social Services and the Employment Security Commission. Between October 2004 and February 2005, 380 clients completed the Career Start orientation class. Funding will continue for 2005-2006.

Goal 11 - Strengthen and refine the college's continuous improvement process to ensure institutional effectiveness and public accountability.

11a. Complete the implementation of both the budget planning module and the assessment planning module of the college's third generation of the Strategic Planning Online (SPOL) system used to document planning and budgeting.

An Assessment Planning Module and an updated main page layout, an Annual Planning Calendar, Help, FAQs, User Manual, Training, About Planning, and Quick Search features were completed and added to a third generation version of the college's Strategic Planning Online (SPOL) system. Testing is still in progress for the addition of a Budget Planning Module.

11b. Implement the College's Accreditation Review Project for re-affirmation of accreditation status with the Southern Association of Colleges and Schools (SACS), Commission on Colleges (COC).

During 2004-2005, the Planning and Research Office accomplished the following steps in an effort to implement the college's reaffirmation of accreditation process with the Southern Association of Colleges and Schools, Commission on Colleges:

- Developed an organizational structure for the colleges' reaffirmation process, including descriptions of the leaders, teams and their responsibilities, that was approved by College Council May 2004.
- *The Principles of Accreditation* and other SACS materials were ordered and distributed to all college departments.
- A CFCC "Working Timeline for the SACS Reaffirmation Process" spanning the period from October 2004 through June 2007 was developed and distributed campus wide.
- Presentations were made to faculty, staff and the Board of Trustees to introduce and explain the college's reaffirmation of accreditation process and the timeline.
- Created a SACS Compliance Document template, posted the template on a shared drive, established writing assignments and gave staff access to the file for developing the compliance document.
- Developed a format and schedule for reporting faculty credentials by semester that follows the requirements outlined by the Commission on Colleges.
- Held seventeen focus group sessions with faculty and staff to gather input for planning and for the selection of a Quality Enhancement Plan (QEP) topic. Compiled the results both by group and by major topics and distributed campus wide for discussion.
- The CFCC President, Vice President for Institutional Development and SACS Liaison, Vice President of Business Services, Vice President of Student Development and the North Campus Provost attended a SACS Orientation Session in Atlanta, Georgia January 31, 2005 for the purpose of meeting with the Commission on Colleges staff and the COC Associate Executive Director assigned to Cape Fear and to receive information regarding the reaffirmation of accreditation process.
- Developed a meeting calendar for the SACS Compliance Audit Team establishing regularly scheduled semi-monthly meetings for the purpose of reviewing responses to the COC core requirements and comprehensive standards and for keeping the compliance document development on track.
- Received College Council approval in April 2005 for the Quality Enhancement Plan (QEP) topic and the Quality Enhancement Team membership.

11c. Participate in the development of a North Carolina Community College System Data Warehouse Report Library to provide a more timely

and accurate reporting tool.

The North Carolina Community College System's plans to develop a Data Warehouse Report Library were not implemented, therefore, CFCC planning and research staff were not given the opportunity to be involved in this project as was expected.

11d. Schedule an external peer review of Cape Fear Community College's planning and research functions in preparation for the SACS re-accreditation review process.

The North Carolina Community College Planning and Research Organization (CCPRO) sponsors a peer review process for its member institutions. Due to the recent adoption of *The Principles of Accreditation* by the Southern Association of Colleges and Schools, Commission on Colleges, CCPRO elected to revise its peer review process during 2004-2005 to coincide with the new accreditation process therefore, CFCC postponed its peer review until this project was completed.

11e. Conduct fifteen (15) curriculum program reviews during 2004-2005.

The following fifteen (15) vocational and technical programs, working with the Dean of Vocational and Technical Education, department chairs, and the Planning and Research Office, participated in a curriculum program review process during 2004-2005:

- Dental Hygiene
- Dental Assisting
- Automotive Systems Technology
- Industrial Systems Technology
- Welding Technology
- Heavy Equipment and Transport Technology
- Computer Information Systems Technology
- Medical Transcription
- Cosmetology
- Manicuring
- Esthetics Technology
- Computer Engineering Technology
- Mechanical Engineering Technology
- Mechanical Engineering Technology, Drafting and Design Concentration
- Instrumentation Technology

11f. Continuing Education Department will take steps to reduce paperwork and record keeping errors to meet state audit requirements and receive no audit concerns.

The Continuing Education Record Audit Office was re-structured and the paperwork flow in continuing education was improved to ensure a smooth transition to Colleague.

11g. For increased efficiency and accountability, the Small Business Center will create internal software systems to enable staff to track contracts, instructors, students and mailing lists.

The Small Business Center (SBC) Director successfully created and continuously maintains and upgrades the SBC database for efficiency and to reduce paperwork errors. One thousand (1,000) people are entered in the database which contains targeted mailing lists of existing or prospective business owners who have taken a class or expressed interest in receiving SBC marketing literature.

Other Accomplishments for Goal #11:

Utilizing the new Colleague system, the Business Office successfully processed year-end with no problems, and the W-2 and 1099 processing ran with no problems.

The Bookstore expanded its book buy-back period from three to four days at the end of each semester giving more flexibility to students in selling their books back to the College.

Mail Stop Codes were assigned to each in-house mail stop. This information will be distributed college-wide and will be incorporated into mailing addresses effective July 1, 2005 to provide more efficient college mail services.

A variety of bulk mail processing software was tested to select a product that will help reduce bulk mail costs. The most promising product was Mailers + 4 and further research on this product is in progress with implementation in May 2005.

The Emergency Medical Technician (EMT) program received a favorable audit by the North Carolina Office of Emergency Medical Services (NCOEMS). The program was also granted a new contract with the NCOEMS after submitting a new application to incorporate recent major changes in state law.

Goal 12 - Foster and maintain a positive public image of the college and effectively promote college services and programs to the community.

12a. The Printing Services Department will offer an increased level of graphic design support for college publications.

Printing Services hired a new graphic designer to provide an increased level of graphic design support for all in-house college publications.

12b. A new CFCC produced bi-monthly television show, "CFCC!" will begin airing on The Learning Network to promote the college and focusing on CFCC people, programs and events.

Using the CFCC television studio and video capabilities, the College produced two episodes of the news magazine show "CFCC!" along with several other college-related TV programs that air on The Learning Network of the Cape Fear.

12c. A new recruitment video and a multi-media CD-ROM will be produced to market the college to potential students and the community.

A new recruitment video remains in the pre-production phase. Production on the project will begin after a script has been completed.

12d. Strengthen recruiting efforts by broadening the recruiting target area, and developing a prospective student database and a centralized housing and commuter resource information center.

To strengthen recruiting efforts, the college:

- Expanded its recruiting target area to include Onslow, Sampson, and Wake Counties and participated in college fairs and career

expos at high schools in those counties

- Received approval from Service Members Opportunity College, Coast Guard and Concurrent Admissions, Army to offer CFCC programs to service members
- Developed and utilized worksheets to track prospective student interest in future program offerings
- Created a new display of housing information near the Admissions Office that includes available rentals, roommate requests, and other resources for non-local students
- Counseling staff made quarterly visits to New Hanover and Pender County high schools promoting the College's academic programs and services. Staff also participated in outreach programs such as Health Fairs, College Days and Business Expos with area businesses and churches

12e. Develop and implement a College Transfer Program website.

An ad hoc Arts and Sciences committee was formed to develop and implement a College Transfer program website. To date, the website includes a transfer program overview page, a list of "10 things faculty wished students knew before students enrolled in classes", a list of faculty accomplishments and a list of learning opportunities outside the classroom.

12f. Due to the increasing interest in the health sciences programs, implement steps to improve communications between health sciences faculty, staff and potential students regarding specific program admissions requirements, advising and other information unique to health sciences.

The CFCC Counseling staff evaluated and processed 1,065 potential applicants for eleven medical programs from September 2003 through May 2004. From September 2004 through February 2005, the counseling staff evaluated and processed 538 potential applicants for five medical programs.

12g. Market the Small Business Center with the creation of a more useful and informative SBC website containing resources, links, best practices and an Online Business Exchange.

The Small Business Center website developed a more useful and informative website by including extensive links to statistical information, 'How to Start a Business' documents, business planning, other small business resources, class information, and online registration.

12h. Develop a better mail marketing system for the Small Business Center and maintain an up-to-date mail list from the SUN system for all SBC seminars.

Online registration has permitted the Small Business Center (SBC) to keep track of seminar registrants and include them in the SBC marketing database. With the SBC staff having access to the SUN queries, the staff has been able to retrieve useful data from this system.

12i. Develop a 'state-of-the-art' Small Business Center (SBC) Resource Library to expand services offered by the SBC.

The Small Business Center Resource Library was equipped with Business Planning/Market Planning Software, MS Office Professional (Excel, Word, PowerPoint, Access), QuickBooks 2004, MS Money Small Business, and Adobe Acrobat Professional to expand its services. Clients have used these resources to create postcards, PowerPoint presentations, convert documents into PDF files, and write business plans.

12j. Through efforts of the CFCC Foundation, promote success stories of student scholarship recipients to the community through the local news media.

In an effort to promote stories of student scholarship recipients, the CFCC Foundation has written press releases about all endowed scholarships, researched different news outlets not previously used by the college and made contact and extended personal invitations to various writers and editors.

12k. The CFCC Foundation will extend invitations to community residents to visit the college campuses and attend CFCC sponsored events to better inform them of CFCC programs and the benefits of College to its service area.

In an effort to better inform the community of CFCC programs and the benefits of the college to the service area, the CFCC Foundation (a) hosted guests for weekly dinners and lunches prepared by the CFCC Culinary students (b) invited numerous civic groups to hold meetings on campus to showcase programs (c) sponsored a joint workshop with PPD and the New Hanover Regional Medical Center to increase awareness of the Cape Fear nursing program and (d) hosted the Landfall Art Show which was a fundraising event that brought together the community and the College through the arts.

12l. Further educate the CFCC Foundation Board of Directors and community volunteers about the mission of Cape Fear Community College and its programs and services to enable them to more effectively promote the college to potential donors.

The quarterly Foundation Board meetings were held in different campus locations to showcase various college departments to the Foundation. Foundation staff are providing CFCC talking points to the Foundation Board members so they are more knowledgeable and better prepared to promote the college in the community.

Other Accomplishments for Goal #12:

Cape Fear Community College students, faculty and staff promoted the college during 2004-2005 by conducting tours for the public at the Fort Fisher Aquarium and hosting several engineering groups for meetings at the Wilmington Campus.

The College earned two local ADDY awards each for two television registration commercials produced during the 2004-2005. The ADDY Awards are nationally sponsored by the American Advertising Federation (AAF).

The Public Information Office helped develop a new marketing campaign, "CFCC Works!" to educate the public about the positive affect the college has in the local community.

Cape Fear Community College's Student America Society of Interior Designers organization performed projects for the community by decorating Christmas trees for both Atlantic Appliance and Kirk Software entries in the 'Festival of Trees' which is an annual fundraiser for Cape Fear Hospice.

The 'Pineapple Guild' which is a student club of the Hotel and Restaurant Management and Culinary programs, performed the following community services:

- Served at the City Club dinner to benefit Cystic Fibrosis
- Served at the Wrightsville Beach Yacht Club fishing tournament reception to benefit Cystic Fibrosis
- Raised over \$150.00 for hurricane victims
- Coordinated drive to secure a laptop computer for a National Guard club member
- Raised funds for flowers and replacement knife kit when a culinary student's two year old was killed in a car accident
- Volunteered as Santa's Helpers for the Lower Cape Fear Hospice
- Sponsored a canned food drive for Mother Hubbard's Cupboard with over 5,000 cans donated
- Provided dinner for CFCC Foundation donors, fifty members of the American Legion Post
- Assisted with the New Hanover Regional Medical Center Foundation fundraiser for a new pediatric wing for the hospital
- Catered Wilmington Housing Authority's Scholarship Reception at the North Campus

The CFCC student chapter of Phi Theta Kappa International Honor Society sponsored a 'Project Graduation' event to help the local community outreach agencies and literacy organizations combat continual shortages. Phi Theta Kappa collected 616 books and non-perishable food items that were donated on behalf of CFCC to the Boys Brigade Club, Domestic Violence Shelter and Services, Good Shepherd Ministries, Mother Hubbard's Cupboard, Mariner Nursing Home of New Hanover County, Huntington Healthcare and Retirement Center, Day Springs of Pender County, and Human Service Professionals Improving Services to Latinos (HOLA).

Dental Assisting students presented baked goods to approximately forty dental practices in March 2005 during Dental Assistants Recognition Week to thank supervising staff in those offices serving as adjunct faculty in the education of CFCC dental assisting students.

As part of their fieldwork experience, the Occupational Therapy Assistant students participated in *Camp Special Time* that is a Marine Corps respite camp for disabled children held four times per year. The camp provides a fun weekend for physically and cognitively challenged children of servicemen and women.

The Student Occupational Therapy Association Club raised over \$500.00 that was donated as clothing and gifts to local needy children in December 2004.

For the fifth consecutive year, the Student Occupational Therapy Association Club raised over \$500.00 for the March of Dimes and participated in Walk America.

The Admissions Office added an online campus tour request on the CFCC website, conducted more than 125 individual campus tours for prospective students and conducted more than two dozen group tours for elementary and high school students to promote the College's programs and educational opportunities.

The Athletic Department promoted the college and athletics through various initiatives:

- Established the Sea Devil Club with over forty members and raised nearly \$50,000 in cash and in-kind gifts
- Increased media coverage of the Sea Devil athletics through television, radio, and newspaper
- Increased Student Activities and Athletics website viewers from 2,000 page views in November 2003 to 22,000 in February 2005
- Increased attendance rates at basketball games
- Created the College's first sports publication featuring CFCC athletes, coaches and staff, sports and athlete statistics, game schedules, Sea Devil Club and other sports information.
- Volleyball was the first team in CFCC history to win the Carolinas Junior College Conference (CJCC) and CJCC Tournament as well as representing Cape Fear at the nationals
- Men's golf is set to compete in its first year at the National Junior Collegiate Athletic Association, CJCC level
- The Public Information Office negotiated a trade agreement with the *Star-News* newspaper that states that for every dollar CFCC spends on advertising with the *Star-News*, they will match the same amount in free advertising

The Small Business Center increased awareness of the college and the SBC with free press releases that included three half-page write-ups in the *Wilmington Business Journal*, one half-page article with picture in Careers section and monthly seminar mentions in the Money section of the *Sunday Star-News*.

The Boat Building program students and faculty promoted the College and their program in a variety of ways:

- Exhibited at the North Carolina Maritime Museum May 1, 2004
- Exhibited at the Charlestown, South Carolina Boat Show June 19, 2004
- Exhibited at the Mid-West Tool Collector's Association in Raleigh, North Carolina on July 24, 2004

- Sponsored the Cape Fear Community College Boat Show July 31, 2004
 - Competed in the Georgetown Wooden Boat Show Boat Building Challenge October 16, 2004
 - Supervised the building of a Chesapeake Light Kayak to be raffled off at the Salt Marsh Maritime Day with proceeds used to start a scholarship for the Boat Building Program
- The Boat Building program was featured in articles published in the October issue of “Our State” and in the Wrightsville Beach Magazine

Goal 13 - Enhance internal communication among faculty, staff and students.

13a. Automate class and room scheduling and posting of college events with implementation of Datatel.

Cape Fear Community College is ready to implement Resource 25, room scheduling software, and is waiting for the latest software version.

13b. Publish an in-house Learning Resource Center newsletter each semester.

A Learning Resources Center newsletter will be published in April, 2005 and will highlight the semester and give a preview of summer and fall, 2005.

13c. Establish an active librarian/faculty liaison program to communicate information regarding library resources and services and to facilitate a more effective response to the research and reading needs of faculty and staff.

Librarians have engaged in more active communication with faculty on a one-on-one basis, particularly in the English, Early Childhood Education, Humanities, Allied Health and the technical and vocational programs. Librarians have also worked individually with Allied Health programs needing documentation for accreditation.

13d. Collect, organize, catalog and display Cape Fear Community College archival documents and scrapbooks tracing the history of the college from July 1, 1963 to present.

The Learning Resource Center staff has continuously collected and organized archival documents for future display in the LRC Conference and Archives Room. These documents which span from 1963 to the present, have been donated by the faculty, staff and friends of the college and include CFCC yearbooks, catalogs, photos, Board of Trustees and College Council Minutes, accreditation self-studies, enrollment reports, and Cape Fear Community College and North Carolina Community College System Fact Books. Cape Fear Community College Scrapbooks from 1960 to present have become a part of the archive collections. The scrapbooks were compiled by LRC staff from articles about CFCC faculty, staff, students and events published in newspapers, magazines, newsletters, brochures, programs and other sources.

13e. Develop internal guidelines for implementing services provided by the CFCC Television Studio.

Guidelines have been developed for implementing services provided by the CFCC Television Studio to more equitably serve all communities of interest when producing video programs for the College. These guidelines are published on the LRC website in Media Center – Television Studio section.

13f. Develop a payroll web site on the Cape Fear Community College Intranet.

A college payroll website is being developed.

13g. Establish a Computer Services web page.

A Computer Services web page is under construction and is scheduled to be operational in Summer 2005.

13h. Initiate monthly meetings between parking attendants and the roving campus guard to help improve internal communication and services.

Monthly meetings between the college parking attendants and the roving campus guard were initiated in 2004-2005 and have greatly improved internal communication and customer service.

13i. Develop methods to improve communication to students receiving financial aid regarding their responsibilities for following the Academic Progression Standards.

To help improve communications with students receiving financial aid, the Financial Aid Office rewrote the materials given to students receiving aid to better inform them of their responsibilities for following the academic progression standards and the circumstances that trigger a loss of financial aid.

13j. The Personnel Office will publish a Worker's Compensation Handbook for CFCC employees

The Personnel Office is currently completing a revised draft of a Workers' Compensation Handbook and completion is expected by the end of the 2004-2005 fiscal year.

13k. The English Department will develop a monthly newsletter for campus distribution to help improve communication and inform faculty, staff and students.

The English Department developed and published a monthly departmental newsletter, *Catalyst*, for distribution to faculty, staff and students.

13l. Orientation workshops for part-time faculty will be developed by the Social and Behavioral Sciences Department and English Department.

During August 2004 in-service training, the Social and Behavioral Science Department faculty presented a workshop titled 'Tricks of the Trade Part II' patterned after a previous and successful 'Tricks of the Trade' workshop. The workshop was open to all faculty, full and adjunct, and was designed to enhance the relationship between the instructor and the work environment. Emphasis was placed on pedagogical tips and strategies for cultivating optimism both in and out of the classroom.

13m. The Small Business Center will work more closely with the curriculum business classes to provide a more seamless approach to client services.

The Small Business Center has actively worked with the curriculum business faculty seeking student referrals. This coordination effort was successful, student referrals were made and the SBC provided CFCC business students customized client services.

Other Accomplishments for Goal #13:

The Personnel Office held an Annual Benefits Fair, two open enrollment periods and coordinated individual meetings with over four hundred full-time CFCC employees to provide detailed information on all new benefits and benefit changes.

A *Flexible Benefit Handbook* was published and distributed by the Personnel Office to provide current, up-to-date information to all employees on the flexible voluntary benefits offered at Cape Fear Community College.

Distance Learning web pages were redesigned with links to Login instructions; Admissions; Distance Learning courses; Learning Lab; Bookstore; and other key resources for Distance Learning students.

Developed standardized log-in procedures for all courses using the Blackboard course management system, consistent Preview sites for all existing Distance Learning courses and a Course Request Form to help standardize the procedure for faculty requesting new courses. Once the Course Request Form is received, a new course site is created; new instructors are enrolled in Blackboard101 and a Preview site is created for all new courses.

Posted Distance Learning procedures on the CFCC Intranet that includes Distance Learning course entry, attendance, withdrawal; Course Longevity Policy; attendance reporting procedures; and Online Course Contingency Plan.

During fall semester 2004, a Helpdesk was established for Campus Cruiser and Blackboard so students could make a request by email or telephone.

2001-2005 College Goals Approved by the CFCC Board of Trustees March 28, 2001.



[Catalog](#) | [Schedule of Classes](#) | [Student Services](#) | [Campus Directory](#) | [CampusCruiser](#) | [Blackboard](#) | [About CFCC](#) | [CFCC Home](#)

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[Contact](#) someone at CFCC with questions or comments.