Changes and/or Improvements to CFCC Services for 2001-2002
Resulting from the CFCC 2001 Faculty & Staff Survey

1. The Personnel Office developed a college phone list organized by departments.

2. Efforts were increased to inform faculty and staff of grant opportunities. An informational brochure was created for new employees about the CFCC Foundation, Inc. and grants.

3. Developed a comprehensive Institutional Effectiveness (IE) web page to improve awareness and access to information for employees and the public about Institutional Effectiveness at CFCC. The web page has generated very positive comments from users both inside and outside the college (faculty, staff, students and other community college colleagues) who visited the web page this year.

4. Began a monthly ‘Careers Spotlight’ full-page ad in the Star-News to highlight career opportunities and promote CFCC low enrollment programs and graduates.

5. Emergency evacuation procedures were updated and the CFCC Safety Plan was placed on the college intranet.

6. Established a 5-day turn around time for handling maintenance requests.

7. Updated the food services menu to include healthier food choices and more variety.

8. Changed the CFCC Catalog to a user-friendlier format by listing all programs alphabetically and including detailed information of all the options available to students within each program. Names of lead instructors and their e-mail addresses are also listed with each program.

9. New student orientation is now available on line for students unable to attend the orientation program on campus.

10. The registrar’s office doubled the number of staff checking in final grade rosters.

11. The CFCC Ambassadors will begin assisting with the New Student Orientation in July for Vocational/Technical programs and in August for College Transfer. They will provide general assistance as well as direct students on campus.

12. Implementation of the new NCCCS Computer Information System (CIS) in March 2003 will provide pre-requisite checking which is mentioned numerous times in the 2001 Faculty and Staff Survey.

13. Beginning Spring 2002, the Director of Career and Testing is providing test interpretation and orientation for students taking ASSET during registration.
14. The Career and Testing Services “board” for job openings was redesigned during Fall 2001 and now includes a listing of current part-time openings. Full-time opening announcements are available inside the Job Center, A-210.

15. With the development of the SEA DEVIL campus newsletter, announcements of upcoming dates, Student Development concerns, and Student Activity programs have become more available.

16. Cape Fear’s athletic opportunities are being advertised in the SEA DEVIL newsletter, on the college marquee, with sandwich boards and flyers, and on a newly developed website.

17. The construction of the “L” building allows the Student Government Association and clubs to be more visible to the student body. A ‘Student Union’ has formed and will continue to grow.

18. To help ensure that computer services requests are received and handled in a reasonable time, a part-time Help Desk person was hired.

19. A part-time computer technician was hired to help ensure that users needs are met for technical support. Computer services staff now carry radios for quicker response.

20. GroupWise training was incorporated into the Fall 2001 new employee orientation.


22. CFCC assumed the college’s bookstore operations as of December 1, 2002. The goal of the bookstore is to offer lower prices and better services to students.

23. Positioned the Reference Desk at the new entrance to the LRC to provide a second point of service for patrons.

24. Replaced three of the four Circulation Clerks, following two retirements and a resignation, with staff that are reported to be personable, resourceful and efficient. These new staff members have superior “customer service, computer and problem-solving skills”. Faculty, staff, and students find them to be good natured, responsive, and consistently fair in applying LRC policies.

25. Opened a Bibliographic Instructional Classroom with 25 computer workstations for student orientation and library research skills instruction. This has greatly decreased the noise in the public reading areas and allowed the 29 other library computers to be dedicated to general patron use.

26. Opened a Technology Training Center with 16 workstations for in-service workshops for faculty and staff.
27. Installed the Horizon library software system and joined a new library consortium with three other community colleges – Guilford Tech CC, Davidson CC, and Carteret CC. Installed a “user friendly” web-based catalog in the spring of 2002 which has improved the efficiency and reliability of cataloging and circulation procedures.

28. Weeded one-fifth of the LRC collection – Allied Health, the audiovisual collection, reference collection and indexes. Initiated discussions with individual instructors regarding specific collection development issues in the print, serial, and audiovisual collections.

29. Doubled the LRC floor space with the opening of the new wing, Bibliographic Instruction Classroom, Technology Training Center, and the Media Center. The Walnut Street end of the Library may now be reserved exclusively for group study projects. The availability of this section of the library and the BI Classroom eliminated much of the noise factor when classes were scheduled for library tours or research.

30. Added new directional signage and stack labels in the LRC to assist patrons in locating resources and services and in operating equipment.

31. Selected, ordered and cataloged an “Opening Day” Reference Collection for the North Campus LRC and circulating books for the programs moving to the North Campus Fall 2002.