

CFCC

2009-2010 Planning Objectives and Accomplishments by College Goals (including Other Accomplishments)

College Goal #1: Deliver quality programs and effective instruction that result in students achieving identified learning outcomes with an emphasis on critical thinking as outlined in CFCC's Quality Enhancement Plan.

Allied Health

Associate Degree Nursing

- 100% NCLEX-RN pass rate.
- Greater than 95% of graduates and employers indicated satisfaction
- Class of 2010 attrition is 3% lower than the class of 2009 at this point.
- ADN curriculum is being revised to a concept based curriculum incorporating multiple learning activities other than lecture.
- 100% of students participated in simulated clinical experiences.
- 100% of students stated the simulated experiences were positive and enhances learning.
- 100% of students indicated satisfaction with simulated experiences.

Practical Nursing

- 100% Pass rate for first time writing of the NCLEX-PN Exam for the class of 2009
- One full-time faculty member remains an NCLEX-PN item writer

Medical Sonography

- 100% pass rate for the registry exams
- The program obtained two obstetrical clinical sites in May 2009 (Glen Meade OB/Gyn and Cape Fear OB/Gyn).
- The site visit for accreditation found the program to be 100% in compliance with all national standards and guidelines. There were no recommendations.

Phlebotomy

- Acquired two new clinical sites.
- 100% pass rate on the national exam.

Dental Assisting

- 92% of the Class of 2009 passed their Dental Assisting National Board on their first attempt.

- 100% of the Class of 2010 passed the Infection Control portion of the Dental Assisting National Board with the highest average in the history of the program. One student scored a perfect 900 which has never been done by a CFCC student.

Dental Hygiene

- Dental Hygiene Class of 2009 had 100% pass rate on both national and regional board examinations.
- Dental hygiene students conducted research on current dental topics of interest and presented their research projects to the Tri-County Dental Society.

Occupational Therapy Assistant

- Program Director will graduate with Ed.D. on May 15
- Program Director nominated for Marilyn Goodman Anderson Award for Excellence in Teaching

Surgical Technology

- Submitted curriculum changes to enhance the curriculum flow of core courses which have recently been approved.

Radiography

- Acquired 3 new clinical sites: Wilmington Health Associates, Delaney Radiology and Carolina Arthritis
- 100% ARRT board exam pass rate for 2009 graduates

Business Technologies

Accounting

Objective: To provide instructors of ACC 120 with guidance as to what should be expected of students in these college-transfer courses.

- *Progress:* ACC 120 instructors have submitted course calendars and assignments to lead instructor for evaluation of commonality. Tests will be evaluated next, followed by a meeting to discuss integration of key course elements and determine standardized course calendar, subject matter, homework assignments and testing essentials. It is anticipated that all instructors will use standardized syllabi starting the 2010-2011 academic year. Testing objectives will be established in the early part of the fall 2010 semester.

Objective: All imminent accounting graduates (those taking Intermediate Accounting 2 - ACC 221) will complete an overall assessment of their accounting knowledge, passing with at least a grade of 70%.

- *Progress:* Intermediate Accounting level practice sets have been requested from major textbook publishers. No publisher has one to

provide. Lead accounting instructor just received the newest edition of the Intermediate Accounting textbook, and is utilizing it as a guide to write a practice set. The initial practice set is being developed for initial implementation during the fall 2010 and full implementation for spring 2011 graduates.

Objective: Enhance critical thinking skills by Cost Accounting students through the use of an integrated case problem.

- *Progress:* Several cost accounting case problems have been requested and received. The lead instructor is evaluating each against the new edition of the cost accounting textbook. The accounting instructors will work with advisory members to establish a real world cost accounting integrated case problem to be administered during the fall 2010 semester.

Business Administration

Objective: To better align the content of BUS 230 online and BUS 230 on-campus so that students receive the same course and have similar outcomes. This objective addresses the differences between the delivery of hands-on experiential materials in the classroom and online.

- *Progress:* In an attempt to evaluate alternative on-line learning management systems, Moodle™ sites for both online and on-campus courses were created with the same assignments, descriptions, and attachments (handouts). Online students turn in assignments by uploading them while on-campus students print and turn in assignments. Online students are invited to attend speaker events in the classroom, but speakers are not recorded for online presentations. Feedback for online students is uploaded or emailed while it is given in written notes and in face-to-face conversations on-campus. Other than these differences the classes are very similar and student performance seems to be similar. This goal is incomplete at this point in that an outside observer with small business knowledge has not been identified to review the assignments given for possible changes that would further align the courses.

Objective: To track performance differences between the hybrid ECO 151 course and other ECO 151 courses.

- *Progress:* During this initial comparison it has been determined that grades and anecdotal evidence show that the hybrid course students are performing at a slightly higher level than other ECO 151 students. This may be because they are obtaining their information from online and in-class sources whereas other students are gathering information from one source – either the classroom or online. Statistical differences between course delivery methods have not been compared as yet. It is essential

that we collect several semesters of data to definitely establish trend data. This objective will be continued to determine the best method of course delivery and adapt the course appropriately.

Objective: To review student marketing projects for reasonableness of target market, cohesive advertising campaign, and professional ad copy.

- *Progress:* Student marketing projects are due at the end of the spring 2010 semester. Upon receipt of the projects, they will be evaluated by a team of business instructors, as well as community personnel to determine success. Results of this objective will be reported in the fall.

Computer Information Technology

Objective: Investigate the possibility of launching CIS 110 Intro to Computers and CIS 111 Basic PC Literacy as hybrid distance learning courses to enhance student success through alternative course offerings.

- *Progress:* One hybrid CIS 110 course was held in the first mini-session for Fall 2009, CIS 110-DYQA. This section met each Wednesday night from 6:00pm until 8:00pm on the Wilmington Campus. Students successfully completed both the online and face-to-face components of the course. This course was held as a hybrid to support the Fast Track degree program the college. Student enrollment and retention was comparably equal to that of both online and face-to-face CIS 110 course sections.

Objective: Create a webpage to link to the CIT webpage on the CFCC site to act as a central clearinghouse for internship and career opportunities for students and recent graduates.

- *Progress:* A blog style site has been created and is continually updated with information for students regarding career and internship opportunities with area businesses in the field of IT. Currently, a companion website is being designed and built to feed from the continually updated blog.
- A survey will be conducted at the end of the spring 2010 semester to gather student feedback as to whether the site is effective or helpful in disseminating relevant career and internship information. Those survey results will be reported in the results for this objective.

Objective: Compile documentation of critical thinking objectives, classroom and course work best practices, and overall assessments as outlined in the college's QEP for five CIT major courses.

- *Progress:* Documentation was compiled for eight CIT program courses. This was a collaborative effort between eight CIT full-time instructors. This documentation includes critical thinking objectives, best practices, and assessments. The eight courses documented are CIS 110, CIS 111,

CIS 115, NET 125, NET 225, NOS 110, NOS 130, and NOS 230. The documentation can be found in SPOC 201 in Blackboard.

Objective: NET 175 Wireless Technology is to be removed from the CIT curriculum, because the material covered in the course is also covered in NET 226 Routing and Switching II, an existing CIT curriculum course. NET 175 is a recommended elective for the CIT AAS degree program, and will be replaced with CSC 153 C# Programming.

- *Progress:* The lead instructor completed and submitted all required paperwork to delete NET 175 and to add CSC 153 to the CIT program curriculum. The changes were presented and approved by the Curriculum Committee and the state. Changes to the 2010-2011 College Catalog will be made regarding this change.

Medical Office Administration

Objective: 1st Year students will remain in program to matriculate into 2nd year

- *Progress:* Student enrollment data reflects the following:
 - Fall 2009: 41
 - Spring 2010: 72
 - Unduplicated count for the year: 87
 - Ongoing counseling and coordination with existing students will be conducted to maintain high levels of enrollment in this program to support community needs.

Objective: Coordinate with the Medical Transcription program lead instructor and students, working with the MOA students to plan and execute a medical community meet-and-greet. This will allow students graduating from Med Trans to establish career opportunities and allow MOA students to establish POCs for Fall 2010 COE requirements.

- *Progress:* The lead instructors and students of the MT and MOA programs will be working together to coordinate a medical community meet-and-greet for late July. This meet-and-greet will bring together area medical office personnel to observe the progress of our MT and MOA students, facilitating possible hiring scenarios, as well as placement of MOA students for cooperative education COE-111 courses. We will also be working with the COE liaison for coordination of COE-111 placement for fall semester 2010 students.

Medical Transcription

Objective: Faculty who teach in the Medical Transcription and MOA programs will meet the demands of the community and college by training in a new coding system.

- *Progress:* This objective is still in progress. The implementation of ICD-10 is October 2013. The Medical Transcription faculty has attended at least two workshops/meetings concerning preparedness for the change to the ICD-10 standard.
- Because faculty maintained membership in the AHIMA, we will see a reduced cost of this training. We are working with the AHIMA to schedule an east coast training session for ICD-10 for next year and are asking for increased funding in registration for this and the MOA instructor to attend the training in the next academic year.

Objective: Students in the Medical Transcription and MOA program will build on the networking system put in place and created by the class of 2005 for networking and marketing.

- *Progress:* It is our plan to conduct the annual meet-and-greet with our MT and MOA students at the end of July. Funding for the event is an issue which we hope to resolve in the coming weeks. Previously, the lead instructor has provided funding, as well as students working with the community to provide food and beverages. To augment this event, we endeavored to create an additional networking event through the NCAHIMA Southeastern Regional meeting. However, this event that had been scheduled for the BB&T auditorium had to be canceled at the last minute.

Objective: Students in the Medical Transcription program will meet the needs of the community by learning new transcription software

- *Progress:* Working towards attainment of this objective, we have scheduled at least one field trip in OST 202-Medical Transcription II for students to see firsthand, how voice recognition works in a medical facility. We hope to purchase a copy of the locally used voice recognition software this summer to begin exposure to our MT and MOA students. As part of our on-going program improvements, we will work to obtain a timeline of voice recognition implementation in at least two of our local medical facilities. We are unaware of any local medical facilities that have made the transition to date.

Real Estate

The objective is for the real estate instructor to strive for "continual improvement" in order that real estate students receive effective instruction.

- *Progress:* It is our assessment that CFCC's pass fail ratio continuing year after year to surpass the Real Estate Commission's standard of 70% is an indication of instructor "continual improvement". The goal to have a

minimum of 90% students respond with “good” or “excellent” in each category of the “instructor evaluation” will be determined when instructor evaluations are distributed later in the semester.

The objective is to have real estate students improve in each section of the report entitled "Performance of Candidates by Examination Section" given to CFCC by the N.C. Real Estate Commission every year

- *Progress:* The NC Real Estate Commission reports the Performance of Candidates by Examination Section showing student performance on the pre-licensing exam. CFCC has not received the Performance of Candidates by Examination Section for the period from 1/1/2009 to 12/31/2009. These will be posted when we receive them.

The objective is to improve the overall pass fail ratio of our students on the N.C. Real Estate Licensing Examination.

- *Progress:* The CFCC pass fail ratio was 83% in 2009. For that same period, the state average passing rate was only 74% for all first-time examination candidates. The pass fail ratios of our local competitors/real estate schools were 58%, 65%, 67%, 67%, and 76%.

The objective is to have the real estate program grow through increased enrollment.

- *Progress:* The lead instructor initially submitted a grant application for \$1,000 to apply to advertisement of the program, but was not selected. Since this was not successful, the lead instructor has worked closely with David Hardin by providing course schedule information to post in all of CFCC's in house publications and schedule of classes booklets about the success of the real estate program. The national economic recession and depressed real estate market continue to keep enrollment at bay. Comparing the Fall of 2009 and the Spring of 2010: RLS 112 N1 went from 3 to 5 students, RLS 112 NN went from 9 to 10 students, RLS 113 stayed the same at 7 students, and 2 of 3 Post Licensing classes have been cancelled in the Spring thus far due to low enrollment.

Engineering Technology

Architectural Technology

***Objective:* Provide more advanced student use of AutoCad REVIT BIM software. REVIT is the industry standard software for BIM.**

- This objective is ongoing and has been met. The BIM software is currently being implemented in ARC 211 and is allowing the students to become proficient in additional pertinent software.

***Objective:* The existing Architectural Technology Club provides extra curricula opportunities and activities for students. The objection is to**

increase student participation to allow more students to experience construction, architecture and building activities with their peers outside of the classroom environment.

- This objective is ongoing and has been met. Approximately 70% of the first semester students joined the AT Club in addition to every second year student being a member. This year the AT trip is to Charleston, SC to view the historic architecture of this city.

Objective: Provide students a better understanding of perspective sketching techniques and theory. Provide students with more opportunities to use and improve their sketching skills.

- This objective has been met by providing numerous posters and visual aids in the classroom clearly illustrating perspective techniques in color and with great graphics. It also includes more sketching in additional classes (ARC 231- Presentations).

Chemical Technology

Objective for GREEN CHEMISTRY--Students will be made aware of green initiatives in the field of chemistry by being exposed on various “green” techniques during the CTC 140, CTC 220, and CTC 230 courses. During these laboratories exercises, all students will be required to recycle common organic solvents instead of disposing them in the environment. The lead instructor will also carefully choose laboratory exercises that minimize the impact on organic molecules in the environment and special attention will be placed on laboratories with alternative synthesis routes or that use other alternative chemicals that are not classified as carcinogens or health hazards.

- **ACCOMPLISHMENTS:** After much research, the lead instructor has chosen a laboratory manual that serves many purposes:
 - Provides professional laboratory write-ups that are written to convey a problem that is typically found in a real-world setting.
 - Every lab included in the laboratory manual has a strong focus on green chemistry, choosing laboratories that are environmental friendly or providing synthesis routes that allow students to reclaim various solvents used in the experimentation.
 - The laboratory manual provides an appendix of operational techniques that students will use throughout the curriculum and will serve as an excellent resource when students are hired with local employers.
 - In the summer CTC 140 course, all students were introduced to solvent reclamation and the impact that organic chemicals can have on the environment. Through this awareness, students appreciated

the techniques of solvent reclamation and the Chemical Technology department experienced tremendous benefits from these techniques as they did not have to order extreme amounts of organic solvents for the experimentations. All solvents were recycled and reused for procedures throughout the CTC 220 and CTC 230 courses. This saved the department money on instructional supplies for the 2009-2010 fiscal year.

Objective: CRITICAL THINKING IN THE LABORATORY--Critical thinking skills of students in the Chemical Technology program will be maximized in the laboratory environment by providing students a list of laboratories that they must complete by the end of the semester. Each student will work independently, choose their own labs, make their own solutions, prepare their own graphs/data spreadsheets, analyze results, and write professional laboratory reports. The lead instructor or laboratory technician will NOT perform any pre-lab work or make solutions for the students. All students must complete a series of 18 experiments without the help of the instructors.

- **ACCOMPLISHMENTS:** Since independence is an attractive trait for most employers, students must be comfortable in the laboratory environment. Using the procedure outlined above, the objective was a wonderful success, pushing students to become more independent and not rely on the help or advice of others in the program. The objective also reviewed and confirmed lecture topics presented in the CTC 111 and CTC 112 courses, pre-cursors to the CTC 140: Unit Processes course. These basic traits in laboratory are a MUST for an attractive graduate of the program.
- Allowing students to gain this ability:
 - Reassures them that they are capable of performing work at a company once employed
 - Allows the lead instructor and laboratory technician to focus on the theory and workings of the experiment versus the typical “walkthrough” and “baby-sitting” given in most chemistry labs
 - Provided students with more time and training on the use of common analytical equipment found in a typical laboratory setting.

Computer Engineering Technology

Objective: Develop pre & post exam for ELN237 based on Industry certifications Students should take an entrance exam to measure skill level and then for the final exam take an the same exam as an exit exam and measure improvements.

- Results will be completed by the end of the semester (post test).

Objective: Develop real world hands on labs for the students in CET130 that challenge their critical thinking skills.

- Results will be based upon a project that will be evaluated and determined by the end of the spring 2010 semester.

Electronics Engineering Technology

Objective: LEDs will be introduced in the DC AC course (ELC 131). The basic understanding of an LED will be introduced in the DC AC electricity course ELC 131 rather than waiting to ELN 131 (Semiconductor Course). Early exposure to the LED in the electricity course will provide the opportunity to cover more electronics in the ELN 131 (Semiconductor Course). This was recommended at the 2009 Advisory Committee meeting.

- This objective has been accomplished and all defined task and assessment measures have been demonstrated in the lab. Students of all sections of ELC 131 DC AC have been able to identify polarity of an LED, size the resistor, wire and test the circuit.

Objective: Expose students in our Microprocessors course to new technology in IC microcontrollers (ELN 232). - Microcontroller systems are constantly evolving. The objective is to improve students understanding of different computer systems that require microcontrollers and expose students to the most recent hardware and software.

- This objective is in progress and will be completed by the end of the 2010SP sections of ELN 232 (Intro to Microprocessors).

Objective: to give students an opportunity to gain hands on experience with the renewable energy lab (PV & Wind), as well as validate energy data with our Weather Station, and install electronic data logging test equipment in the lab to monitor the system.

- While this objective is in progress, there have been many accomplishments, and the objective is yielding positive results for the students. The PV panels (600W Solar Array) has been installed and is charging batteries and feeding energy to the grid. Students have assisted with the install of the FLEXNetDC for monitoring the DC currents of the system. Balance of System components are on order to complete the setup of the data logging system.

Engineering Technology Department

Objective: Weather Station Project - To install a full weather reporting station (Temperature, humidity, UV, rain and wind) to assist with determining which renewable energy equipment to purchase. It will be

accessible through the internet and will serve a learning tool for students and raise community awareness.

- This project is up and running and can be viewed from www.weatherunderground.com 28429 or the CFCC home page. Students have and continue to be involved in this technology.

Objective: Alternative Energy Projects - To install and utilize the wind generator and solar array at the North Campus.

- The solar array, consisting of 600 watts, is now producing “Green Energy” and students are learning all about it. The wind generator is still in progress and has run into some financial challenges but the project continues to move forward.

Objective: To review, purchase and implement current teaching technology for faculty instruction in the classroom to enhance student learning.

- We have successfully purchased and received the Camtasia and soft-chalk to enhance all instructors courses in terms of technology (animation, adding pictures/videos and related files into the lecture). Four ET faculty have been trained and we are still in the process with training additional faculty (summer 2010 is the target).

Interior Design

Objective: Promote critical thinking in the classroom by assigning projects where both biological knowledge and critical thinking can be evaluated. Hands on projects will be devised so that they require students to use the critical thinking skills of: analysis, synthesis and evaluation to successfully complete the assignment. A customized rubric will be used to evaluate students where points will be given for the tasks completed (80%) and for the critical thinking applied (20%). Success to me will be if the students achieve a critical thinking score of 85% or better.

- This is being accomplished by letting the students know that we expect them to not just meet the requirements of an assigned project, but to think beyond what is initially discussed and produce a design solution that goes above and beyond. This seems to challenge and excite the students.
- The projects assigned are complex. Part of the grade given is based on the student illustrating critical thinking throughout the process of evaluation and synthesis of information and the resulting design solution. (this is documented in a grading rubric).
- Students are also required to bring new and/or unusual product or design information to present to the class. This encourages them to always keep an eye out for interesting information, and sharing it with the class helps them understand it better.

Objective: Preparedness & Relevancy--Ensure that our graduates are prepared to enter the workplace performing at today's industry standards with a proficiency level of 90% or better.

- This is being accomplished by the following:
- A different, more relevant textbook was selected the architectural drafting class.
- A panel of professionals from the community was asked to jury a project completed by our seniors, including a verbal presentation. This project provided real-world experience by requiring that they take an actual existing residence in Wilmington and transform it utilizing Environmentally Friendly materials. The project included a site visit where the students "field measured" recorded information about the job site, then drew as-built floor plans of the existing space. The feedback from the panel of 5 was very positive and a tremendous experience for the students. Some of who are now interning for those firms.
- The first year students, as a field trip and assigned project, created space planning suggestions for the residence of a local church. This entailed a site visit, "field measuring" of the existing space, and providing a design solution utilizing donated furnishings from parish members, along with suggestions for a few new items within a very tight budget.
- The Senior Students participated in an extracurricular activity with me where we met with the staff of a local business. We talked to them about their requirements and preferences. We documented the space including "field measurements" and photos. The students then developed design suggestions for their office.
- We have had three professionals from the community as guest speakers: one on Green Products and Design, one on Kitchen and Bath Design, and one on Office Design.
- The students were taken on field trips to in-process job sites, to talk about building construction, to the Green Building Product center in town, and to two different existing residences to be used in assigned projects.
- The seniors participated in the Otto Zenke ASID student design competition. This year's format was based on the [National Council for Interior Design Qualification \(NCIDQ\)](#) exam, which is our industry standards exam. Though the competition has not been judged yet, the students all did an excellent job.

Objective: Retention of students-- Strive to retain 100% of students through program completion.

- This objective is ongoing. This year we have retained 14 of 16 first year students who will be returning for their second year. 100% of our 6 seniors have successfully completed the program.
- This is being accomplished by creating an environment that challenges them and inspires them to excel and engaging them with hands-on projects and real world experiences.

Machining Technology

***Objective:* One of the greatest challenges in the Machining Curriculum is teaching our students proper critical thinking techniques. Additionally, it is probably one of the most important skills a machinist can possess.**

Therefore, it only seemed plausible that critical thinking be a component in our SPOL goals.

- This year, we were able to improve the critical thinking skills of our students in a number of ways. In October, 2009 Jason Chaffin, QEP director for CFCC presented a seminar defining critical thinking to first year machining students. The seminar included a series of techniques designed to improve the critical thinking skills of our students. To further enhance those techniques, first year machining students were presented with a series of mechanical “brain teaser” projects they were assigned to complete on a weekly basis. Each student was required to complete 80% of these projects, scoring a passing grade on each project.
- Critical thinking continued into the lab applications of our second year students, as well. During these applications, our students were challenged to determine a variety of methods to manufacture a given product. Once the proper method was determined, a process sheet must be constructed that outlines the manufacturing method. Each of our students is then required to achieve a 70% passing on each of these procedure sheets.
- By virtue of incorporating these critical thinking techniques into our everyday class work, we have seen a vast improvement in the critical thinking skills of Machining Technology students.

Mechanical Engineering

***Objective:* Second-year MET students were required to design and build a cantilever structure with 92% of students supporting a load that was 175 times (or higher) than the weight of the structure.**

- Results - 42% of those students had structures that held 300 times more weight or higher.

***Objective:* At the completion of DFT 112, 80% of the students will produce a CAD "Detail" drawing package compatible with ANSI/ASME standards**

within a required amount of time and earn an average score of 84% or better.

- Results – will complete at the end of the Spring 2010 semester

Objective: 85% of students will demonstrate their understanding of cost sensitive design by earning an average grade of 84 or better on the cost analysis project in DFT 231.

- Results – will complete at the end of the Spring 2010 semester

Nuclear Maintenance Technology

Objective: Strengthen Granite Co-op Work Experience--A cooperative education work experience workbook customized for Granite students was prepared to assure that auditable documentation of on-the-job learning was collected to verify academic credit.

- The customized workbook was approved by GE-Hitachi and Granite management and a co-op orientation meeting was held with the 32 students scheduled for outage assignments during the Spring 2010 semester. Student input about their on-site work experiences is being collected and input about student work performance from GE site supervisors is due to complete during April. Collection of completed workbooks from students is also due in April as part of the final grade for course COE-111NT-N1S. Updating the customized workbook for the Spring 2011 semester will be based on feedback from students and GE-Hitachi and Granite management.

Objective: Program Name and Curriculum Change--Efforts were initiated to change the name of the program to Nuclear Technology to conform with the Nuclear Uniform Curriculum Program of the Nuclear Energy Institute that applies to similar programs at community colleges nationwide.

- Curriculum changes have also been started that support phasing-out the college's instrumentation courses and introducing replacement courses selected by the program's advisory committee. The college's curriculum committee approved these changes for adoption in the 2010-11 academic year, with approval by the state expected in April. Because of printing deadlines for the 2010-11 catalog, these changes have been postponed to the 2011-12 catalog.

Objective: Develop Alternative Co-op Experience--This objective also supports College Goal 06-Community Partnerships. Progress Energy's Brunswick Nuclear Plant in Southport was identified as a potential alternative co-op work experience for students in the program who are not Granite employees.

- The Spring 2010 semester was selected as a pilot initiative and availability of maintenance internship positions at the plant during that time were defined.

Students having potential to fill the plant positions were communicated to Progress Energy who administered screening tests and on-site interviews. One selected student is participating in a refueling outage and a site visitation is planned during April. Upon completing a review of that student's workbook and based on feedback from Progress Energy, future internship opportunities at the Brunswick Nuclear Plant are planned for either the fall or spring semesters.

Marine Technology

***Objective:* Increase student exposure to hydrographic survey methods and instrumentation.**

- With the purchase of a new 23ft. Maycraft we are able to get a larger amount of students on the water with a single instructor for hydrographic survey. The cabin on this boat allows much of our electronics and computers to be stored and operated out of the weather increasing the time and our flexibility on the water.

Boat Building

***Objective:* Introduce the students to the aspects of yacht design that will impact them in the industry.**

- BTB 114 Yacht Design has been approved by Raleigh and will be taught starting in Fall 2011. Instructor will be developing the course material using PROSURF a computer based yacht design program.

***Objective:* Students will fashion an oar or paddle using hand tools to shape the loom and blade.**

- Eight pairs of oars were fashioned by students and used in the rowing race at the Boat Building Challenge in Beaufort, NC and Georgetown, SC.

***Objective:* Introduce students to real world experience by fashioning a deck beam, aft cabin bulkhead, and doors to be fitted on the College's Hydrographic Survey Vessel.**

- This goal should be accomplished during the 2010 summer semester in course BTB 105 Yacht renovation and repair

Boat Manufacture and Service

***Objective:* Engine Installation System instrumentation.**

- After gaining approval to purchase a modern marine diesel, stringer systems have been installed in the shop to provide a base for installation of various engines. Students have learned terminology, tools, techniques, and safety precautions when working on marine engines.

Public Services

- The **Hotel Restaurant Management** program is undergoing a Curriculum Improvement Project statewide. The HRM Lead Instructor chairs the East Coast Steering Committee. The project is ending its second year and is expected to conclude at the end of 2009-2010. Meetings were held online and throughout the state.
- **Paralegal**-Documentation has been submitted to State Bar Committee on Paralegal Studies for paralegal certification for our certificate programs.
- **Hotel Restaurant Management**--Hospitality Curriculum Improvement Program (HCIP) Two-year research project involving all community colleges with hospitality/culinary/baking & pastry programs, to access and evaluate guidelines/courses/ curriculums for these programs, is nearing completion.
- **Basic Law Enforcement Training**--Two new Law Enforcement Education Assistance Program (L.E.E.A.P.) sites brought up and classes started. First one at Wilmington Police Department, second at New Hanover County Sheriff's Department.
- **Criminal Justice**--Developed and instituted "Two Year Fast Track" cohort for Criminal Justice degree delivery and have set the curriculum for a second "Two Year Fast Track" cohort scheduled to begin in Fall 2010.
- **Cosmetology**--Advanced cosmetology students had an in house competition in salon design. Each student had to complete a business plan, salon layout, budget and present an oral and visual lecture. Presentations were judged on student's understanding of business skills.

Welding

Objective: Upon the completion of this program graduates shall be able to safely set up Gas Tungsten Arc Welding (GTAW), and Gas Metal Arc Welding (GMAW) equipment and pass a practical fillet and groove weld test on Carbon Steel and Stainless Steel using these processes.

- 100% of graduates this year passed the GTAW/GMAW practical test which included proper set up of the machines before testing. Practical exams were given by CWI and the written exams given by another qualified instructor.

Objective: Upon completion of this program graduates shall be able to accurately and cleanly cut a variety of metals using Oxy-Fuel Cutting (OFC), Plasma Arc Cutting (PAC), and Carbon Arc Cutting (CAC). Individual graduates shall be able to set up this equipment safely according to ANSI Z49 Code, and pass a written examination for the operation and theory of these processes per AWS and ANSI codes.

- 100% of graduates passed a written and practical exam per AWS and ANSI Z49 code for the safe set up and operation of an Oxy-Fuel apparatus, Plasma Arc cutter, and the Carbon Arc gouging apparatus. These exams were administered by another instructor in the Department.

Objective: Students that graduate from this program shall be able to pass a welding test on carbon steel pipe in the 5G and 6G positions using both Gas Tungsten Arc Welding (GTAW) and Shielded Metal Arc Welding (SMAW) processes. Graduates shall also be able to safely set the machines up to perform

these test, and pass a written exam for these applications. All exams, practical and written, shall be per AWS D1.1 and ASME Sect IX Welding Codes

- One graduate failed at the pipe test because time ran out. I am going to try to instill stronger work ethic next year and set more goals of productivity each day for class. Also we will start pipe welding sooner next year.

Autobody Repair

Objective--Give Auto Body Repair students practical experience in fiberglass repair.

- No Auto Body students went to the boat shop to do fiberglass repairs because this year we had an abundance of plastic repair projects, including fiberglass repairs in the body shop. Ed Verge did come to the body shop to check the quality of the fiberglass repairs.

Objective--Graduates of the Auto Body Repair diploma program will be able to diagnose and repair a vehicle with structural damage.

- 80% of graduating students repaired a vehicle with structural damage, quality of repairs were checked by the vehicle owner or Kevin McIraith of ABBRA Collision. 20% of graduating students set up a CFCC vehicle, measured it and made at least one pull. Anchoring and measurements were checked by Lee Condasta and/or Kevin McIraith of ABBRA Collision.

Objective--Graduates of the Auto Body Repair Diploma program will be able to repair a vehicle with minor non-structural damage, following the latest industry standards.

- All graduating students repaired a vehicle with collision damage, quality of work was judged by the vehicle owner.

Automotive Technology

Objective: Upon completion, students should be able to read and understand wiring diagrams, diagnose test, and repair basic wiring, battery, starting, charging, and basic electrical concerns.

- 95% of students demonstrated to an advisory member basic electrical theory, wiring diagrams, test equipment, and diagnosis /repair/replacement of batteries, starters, and alternators. Topics include Ohms Law, Circuit construction, wiring diagrams, circuit testing, and basic trouble shooting.

Objective: Upon completion, students should be able to perform basic diagnosis, measurement and repair of automotive engines using appropriate tools, equipment, procedures, and service information.

- 95% of remaining students demonstrated to an instructor or advisory knowledge and hands-on abilities of the operating principles of engines and diagnosis, inspection, adjustment, and repair of automotive engines using appropriate service information.

Objective: Upon completion, students should be able to describe safety and environmental procedures, terms associated with automobiles, identify and use basic tools and shop equipment.

- Remaining students - 95% demonstrated to an instructor or advisory member knowledge of work safety, hazardous materials and environmental regulations and procedures. Proper use of hand tools,

service information resources and basic concepts, systems and terms associated with automotive technology is also demonstrated.

Carpentry—Pender Prison

Objective: Upon completion of CAR111 all students will be able to calculate the length of a rafter and the placement of the birds-mouth for any given roof slope, span and overhang.

- 100% of the students completing the class were able to correctly calculate the length of a rafter and the placement of the birds-mouth for a specific roof slope, span, and overhang.

Objective: Upon completion of CAR111 all students will be able to make a finished rafter using various hand and power tools.

- 100% of students completing the class were able to make a finished rafter using various hand and power tools.

Objective: Upon completion of BPR130, all students will be able to use the architects rule to draw plans.

- 100% of students completing the class were able to use the architects rule to draw various plans.

Heavy Equipment and Transport Technology

Objective: Upon completion of this program the graduate will be able to diagnose, test and repair starting systems. (Associate and Diploma program)

- 95% of the Heatt / Marine Concentration students demonstrated proficiency in this task.
- 85% of the Heatt / Marine Concentration students demonstrated proficiency in this task

Objective: Upon completion of this program the graduate will be able to diagnose, test and calibrate electronically controlled diesel engines (Associate and Diploma program).

- 95% of the Heatt /Marine Concentration students demonstrated proficiency in this task.

Objective: Upon completion of this program the graduate will be able to diagnose, test and load bank an AC marine generator set (Associate and Diploma program).

- 95% of the Heatt / Marine Concentration students demonstrated proficiency in this task
- 95% of the Heatt / Marine Concentration students demonstrated proficiency in this task

Air Conditioning, Heating and Refrigeration

Objective: Develop training so that all students have more confidence in their electrical troubleshooting skills. 80% of all service calls in the HVAC/R are Electrical. This means that students leaving the classroom and entering the field need a great understanding in electrical troubleshooting.

- 95% of students could demonstrate a good understanding of electrical theory and hands on knowledge.

Objective: With the rise in equipment cost, Zoning is becoming more popular in the HVAC industry. Zoning can cut a homeowners cost by using one system

instead of two systems. Zoning can also play a role in heating and cooling bills for some people that may not need to heat and cool some areas of their home all the time.

- 85% of the students are able to explain and wire and troubleshoot Zone boards and zone systems.
Objective: Develop training to give students a better understanding and working knowledge of water source and Geo- thermal systems.
- In partnership with the AHR 130 class taught by Josh Padgett, students did research and presentations on water source systems and other green technologies. 100% of the students achieved this objective.

Industrial Systems Technology

Objective: Upon completion of ISC112, students will be capable of identifying safety hazards in the workplace.

- 100% of all students completing the class received a score exceeding 85%.
- 95% of all students received a score above 85%.

Objective: Students will use knowledge of measuring tools and drawing skills to lay out projects in the metal working class.

- 90% of students successfully accomplished the task of mathematically analyzing the area of sheet metal required for a "Dog Feeder" project. The completed projects were inspected by the Electrical/Electronics curriculum instructor.
- 90% of students completed the sheet metal project which required students to enlarge scaled drawings to full size layouts on sheet metal. Completed projects were inspected by the evening welding instructor.

Objective: At the completion of ELC 111 students will have an understanding of Ohms law of resistance and Joules law of electrical power.

- 100% of ELC111 students accomplished the task of identifying voltage drops using 120volt AC circuits, drop/extension cords, and electrical hand tools. Verification of the tasking was accomplished by the Electrical/Electronics instructor. Tasking was accomplished during the end of the Fall Semester.
- 01/13/2009 2. 100% of ELC111 students accomplished the task of determining wattage requirements using 120volt AC circuits, 1/2 and 1 horsepower electric motors on shop equipment... Verification of the tasking was accomplished by the Electrical/Electronics instructor. Tasking was accomplished during the end of the Fall Semester.

Landscape Gardening:

Objective: To add relevant educational components to the North Campus Landscape Gardening Center to improve the learning resources readily available to students.

- Students completed the design, purchase, and installation of our new retention pond arboretum and carnivorous plant trail. The result of an \$8500 grant, this provided a unique learning experience for all our students. It will be a very valuable teaching tool in our retention pond

management certification program. Students also completed the conversion of our old greenhouse to a new winter vegetable production facility with a completely automated fertilization system. Much assistance and oversight was provided by advisory council member from John Deere Landscapes. A Blueberry planting of new varieties was donated by Lewis farms and installed on campus by our students. Students adopted all major areas of the campus for management and produced approximately 400 poinsettias from cuttings.

- A new 100 ft. walkway was designed and built to connect classroom to new greenhouse.

Objective: Program will focus on the continued development of student interaction with the landscaping industry and indicated by their needs and interests.

- Student led community projects included grant partnerships with Winterpark Elementary (accessible-disability garden)
- Cape fear Garden Club (Retention pond arboretum, Habitat for Humanity landscapes and Wilmington Riverfront Green space landscape) UNCW genetic corn bio-fuel research, Moores Creek National Park revolutionary era landscape @ front entrance. Grants in excess of \$17,000. Greenhouse students produced more than \$4000 worth of plants from seeds and cuttings for sale or promotion. Students participated in 24 field trips to local landscape industry site. Students also designed, purchased and installed new downtown CFCC courtyard landscape and mulched the CFCC child development center to state certified specifications.

Objective: To assist students with the development of a knowledge base that will enhance their potential for success in the Landscape Gardening Industry.

- Students learned basic skills and reason by planning, designing, purchasing and installing the landscapes of six Habitat for Humanity homes. All students passed equipment proficiency exam administered by Advisory committee member. Students demonstrated knowledge of maintenance and operation of fourteen basic pieces of landscape equipment. 100% of all students passed ID exam of 70 of the most common landscape plants and 50 landscape pests including those in a retention pond or water garden...
- Students also learned to make a retention pond inspection based on state guidelines.
- Students also learned the basics of water conservation irrigation systems by re-fitting the new greenhouse for total automation of drip fertilization with an exposed system for constant observation.

Prison—Heavy Equipment and Transport Technology

Objective: Upon completion of this program students will be able to properly deglaze and remove imperfections from the cylinder liner. (Certificate program)

- 95% of the Heatt/Marine Concentration students demonstrated proficiency in the task.
- 95% of the Heatt/Marine Concentration students demonstrated proficiency in the task.

Objective: Upon completion of this program the graduate will be able to properly test and diagnose a faulty diesel engine charging system (Certificate Program).

- 95% of the Heatt/Marine Concentration students demonstrated proficiency in the task.
- 95% of the Heat/Marine Concentration students demonstrated proficiency in the task.

Objective: Upon completion of this program students will be required to demonstrate how to test a cylinder for excessive blow by (Certificate Program).

- 95% of the Heatt/Marine Concentration students showed proficiency in the task.
- 95% of the Heatt/Marine Concentration students showed proficiency in the task.

Arts and Sciences

- Received approval to offer a new program Fall of 2010: the Art pre-major.
- Increased the transfer offerings from 2pm to 6pm, thus helping to alleviate some of the parking woes from the fall semester

English

- Instituted the Paideia Seminar in all sections of English 111 as part of the English 111 Common Final Unit and collected data on student performance. (See SPOL Objective #1741) Final data not yet available.
- Piloted two accelerated sections of English 085 and collected retention data.
- (See SPOL Objective #1740). Final data not yet available.
- Instituted a common final and a survey in ACA 111 and ACA 122 to measure students' level of familiarity with campus policies and procedures and collected data on student performance. (See SPOL Objective # 1743) Final data not yet available.

Humanities and Fine Arts

- 80% of students in COM 231 demonstrated Oral Communication Competency when using a matrix-based analysis of their final public speaking assignment.
- 100% of 35 students surveyed after attending the forum entitled "Does Evolution Explain Human Nature" responded that the forum was beneficial in helping them think critically about the subject matter.

Math and PE

- Developmental math success rate for completers in the fall 2008 semester was 80%. This exceeds the state performance standard of 75%.

- Retention Rate for developmental math dropped from 24% in the fall 2008 to 18% in the fall 2009. This is the percentage of students who fail to complete a class and receive a “W” and are considered non-completers.
- Continue to develop the QEP initiative, Critical Thinking. Department participation in SPOC 201 is 100%, Eighty percent of the Math/PE course outlines have been rewritten to comply with the guidelines established for QEP. Critical Thinking assessments have been created for 75 percent of all required courses.

Science Department

- QEP initiative, critical thinking dialogue and action have continued.
- SPOC 201 will be completed by 100% of Science Full-Time faculty by June 2010.

Social and Behavioral Sciences

- All full-time instructors in the department built integrated critical thinking components into related course syllabus/outlines.
- Students enrolled in selected history, economics, and political science classes have completed at least one global awareness activity designed specifically to emphasize global perspective building.

Learning Lab

Objective: Improve student success in Developmental Math courses-- Partnered with the Math Department and implemented a Portfolio Project program in a MAT 070 class.

- The Learning Lab tutor attended the MAT 070 class on a weekly basis and worked with students after class to improve their study skills. The students were encouraged to maintain a portfolio consisting of three sections: A learning log, success information, and their daily work. 40% of the cohort group participated in the Portfolio project and 82% passed the course.

Learning Resource Center

Objective: Improve Media Services

- The Media Service request form on the CFCC Intranet has been updated
- Media Services developed a log for maintaining requests for services.
- A job description for a PT Media Clerk position at North Campus was drafted and qualified candidates have been recruited.

CONTINUING EDUCATION

- Achieved a perfect audit of continuing education records for the seventh straight year.
- Career Readiness Program started in March 2009. To date the program has enrolled 475 students, awarded 98 Career Readiness Certificates, and is now generating 130 class lab hours per week.

- Successfully completed the re-approval process for the Wilmington and Burgaw Nurse Aide Level II programs and for the Burgaw Nurse Aide Refresher program.
- The JobsNOW Program started in September 2009. To date 92 students have enrolled in 5 different programs: Behavioral Health Technician, Route Sales and Class B CDL, Food Service Worker, Certified Nurse Aide and Plumbing. The Food Service Worker Program has been dropped, but a Weatherization and Facility Maintenance Program will take its place later this spring. The JobsNOW Programs have generated 17,553 hours (25.51 FTE) since September 2009.
- A Continuing Education Instructor successfully completed training through BPI to become a Building Analyst in order to teach the Weatherization classes.
- The Continuing Education Public Health & Safety Division increased the number of Nurse Aide Level I course offerings from five to six in Spring 2010. Organized, set up and recruited for Nurse Aide Level I JobsNOW course thereby increasing the Nurse Aide Spring semester enrollment by 19%.
- The Continuing Education Public Health & Safety Division exceeded the state pass rate averages in the following areas:
 - EMT-Basic 92% State Avg. 81%
 - EMT-Intermediate 100% State Avg. 64%
 - EMT-Paramedic 88% State Avg. 70%
 - This data is based on NCOEMS calendar year report, and includes test completions through 2/15/10.
- The Small Business Center held 60 seminars over the past year, a 20% increase and served over 133 new clients, a 29% increase over the previous year. The SBC newsletter is distributed to over 2700 individuals at no cost to the College.
- The Continuing Education Public Health and Safety Division applied for and received a grant for \$50,000 from the Cape Fear Memorial Foundation to purchase a SimMan3G patient simulator to assist EMT students at a higher level via simulated patient encounters.
- The HRD Program added the Health Sciences Academy to the Career Pathways Academies in Fall 2009 and is now offered every semester.
- HRD added an Office Administration Academy in Burgaw in Spring 2010 and will offer it again each semester.
- A basic computer class was started at Maides Park through HRD.
- Since Fall 2009, HRD has been offering a basic computer class in Spanish at the Burgaw Campus.
- HRD has restarted the employability skills classes at ESC. These classes are offered on a weekly basis.
- HRD hired a 25-hour a week Recruiter/Retention Specialist to assist with the set-up and success of the Career Pathways Academies. This new employee has attended numerous community organization meetings to promote all HRD programs, as well as the CRC and JobsNOW Program.

- A Continuing Education Instructor was sent for training to offer a telecommunication certification program at New Hanover County Department of Corrections. This program consists of three classes – Introduction to Telecommunications, Network Cabling and Audio/Video Systems. The first course began in February 2010 with 10 students.
- Graduated 18 new Paramedics in September 2009. Currently, 15 of these graduates are working either full-time or part-time with EMS agencies in our service area.
- Coordinated efforts with local area law enforcement personnel to develop and implement Law Enforcement Professional Recognition programs in Criminal Investigation and Traffic Enforcement. Goal was achieved in October 2009 with the introduction of a Buried Body Investigation course, in addition to continuance of the Police Law Institute course.
- Provided training for 13 area departments, employing approximately 1045 officers. Mandated In-Service Training is divided into 11 sections/courses that are offered separately. This training results in approximately 300 separate courses and the issuance of more than 9,000 certificates in the last twelve months for officers from eastern North Carolina.
- Offered and completed six (6) Advanced Roadside Impaired Driving Enforcement (ARIDE) and Standardized Field Sobriety Testing (SFST) courses. These courses require highly specialized state and federally certified instructors.
- The Basic Skills Division exceeded state standards or increased the involvement of students for the following areas: We are post-testing more students (a 10% overall increase) due to the use of Informer which gets us closer to meeting our LEIS goals. The implementation of Informer has allowed staff and instructors to stay on top of post-testing students; We exceeded the state requirement (45%) of moving Adult Secondary Low students to the Adult Secondary High - we moved 50%; We exceeded the state required retention rate (75%) with 80%.
- The Basic Skills Division awarded 353 AHS diploma or GED to students this year.
- The Basic Skills Division's New Hanover County Jail GED class had nine Pre-GED testers and two students to complete their GED.

Foundation

Objective: To improve CFCC Ambassador program to include focus on learning outcomes and critical thinking.

- In Spring 2010, the Foundation began working with the College's Quality Enhancement Plan Director and Institutional Researcher to develop a process to assess learning outcomes for CFCC Student Ambassadors. A pre-test will be administered to the incoming 2010-11 ambassador team in May 2010 to establish a baseline of Ambassador self-assessments on several dimensions of student learning. A post-test will be administered in May 2011 to determine personal growth and/or learning achieved during their term as ambassadors.

Objective: To assist in providing resources for enhancing instructional effectiveness.

- Grant funds were received for enhancing instructional effectiveness through technology for Science and Marine Technology faculties.

Other Accomplishments that support College Goal #1:

Instruction

- Worked with System's office to offer three new programs: Sustainability Technologies (AAS, Certificate), AFA-Art, Entrepreneurship (Certificate)

Arts and Sciences

Quality Enhancement Plan

- Measured a 15 % increase in number of sampled ENG 111 student essays scoring at a "Competent" or higher level based on CFCC's critical thinking rubric compared to 2008 results (a 26% improvement from 2006 results)
- Measured a 4% increase in the number of student artifacts from randomly selected General Education core courses scoring at a "Competent" or higher level based on CFCC's critical thinking rubric compared to 2008 results
- More than 120 instructors from the Arts & Sciences and Technical/Vocational divisions participated in self-paced online courses to improve their facilitation of students' critical thinking skills; participating instructors developed and documented critical thinking student learning outcomes for their courses, best practices for encouraging critical thinking, and assessment strategies for evaluating students' critical thinking skills
- Faculty and support staff attended fall 2009 and spring 2010 In-Service day workshops emphasizing critical thinking best practices
- More sections of student success courses emphasizing critical thinking
- Every academic department identified critical thinking learning outcomes at the course level

English

- Administered a common reading and writing assignment to all English 111 students in the last week of each semester, used blind grading techniques and a common rubric, and collected data on student performance. Final data not yet available.
- Administered a common final exam in English 095 in the last week of each semester, used blind grading techniques and a common rubric, and collected data on student performance. Final data not yet available.
- Administered a grammar proficiency exam to all English 095 students in the last week of each semester and collected data on student performance. Final data not yet available.
- Created and published *Bridges and Banks*, a custom textbook for English 095, which integrates instruction in reading, writing, and grammar.
- Increased the ACA offerings by 27.5% (from 33 sections in 2008-2009 to 40 sections in 2009/2010)
- Piloted accelerated versions of English 085, 095, and 111

- **Erica Spivey, English and Communication** student at Cape Fear Community College, recently graduated from the N.C. Community College Student Leadership Institute. Spivey was selected to take part in the program after being nominated by CFCC. 2008-2009

Humanities and Fine Arts

- **Eric Brandon** worked to develop the course, "Introduction to Bioethics" for the NC Community College system. This course has been adopted for publication in the Common Course Library.
- Added HUM 140 (History of Architecture) to the curriculum to facilitate students in Architectural Technology. The class is taught on both the North and Downtown Campuses.

Math and PE

- Faculty are participating in the following programs: EACH ONE TEACH ONE, Web Attendance, Service Learning, QEP, IE, Edited VLC courses, Student Math League, Minority Male Mentoring, and Parents College Night.

Science

- The Science Department hired a temporary Full-Time Secretary and the position was filled by **Shella Williams**, a CFCC alum.
- BIO 130 was added to the Science Dept. curriculum as a course offered at North Campus.
- BIO 143 was added to the Science Dept. curriculum and will be offered as a travel course during summer sequences each year.
 - Barry Markillie received a mini-grant towards attendance of a professional development workshop.
 - Albert 'Brad' Walls received a mini-grant towards a field station visit/field trip for students of the environmental biology course.
- Phil Garwood continues the development/promotion of the ancient Paleo-Indian Artifacts Exhibit.
- The Science News newsletter continued as a recruitment and retention tool for students and as an FYI for the entire CFCC staff. It is distributed on a semester basis.
- Due to restructuring classroom organization and class capacity size based on space availability, the Science Dept. added a surplus of 7+ sections each semester that previously hadn't been offered based on space and time allotment.
- Department meetings throughout the year have been established to improve awareness and communication within the department.
- Faculty has served on a multitude of college committees.

Learning Resource Center

- Librarians taught 209 bibliographic/library instruction classes between 1 March 2009 and 23 March 2010 (SPOL 1577). Programs for which classes were taught include: ABE, ACA, AHS, ART, BIO, CMT, COM, CUL, DEN, EDU, ESL, GED, HET, HIS, HRD, HUM, MSC, OTA, PSY, REL, SOC, and SPA.
- The TV Studio filmed several student events for the specific purpose of improving and/or assessing student learning, including: Acting Class final

projects, Communication class speeches, Nursing final projects, and Interior Design projects.

Vocational Programs

Autobody

- Provided students with a Norton plastics repair class to prepare them for industry standards.

Automotive Technology

- Created a vegetable oil burning diesel engine trainer.
- Began the conversion from a gasoline engine BMW to an electric motor BMW.
- Increased the number of course sections to better serve the community.

Construction Management Technology

- Incorporated OSHA 30 Hour Card into CMT 212 Total Safety Performances. Students who take this course now have the opportunity to obtain their 30 HR Card at no additional cost.
- Revised the curriculum to include courses in Sustainable Building Design, AutoCAD, Inspections and Codes, and added a Co-Op work experience elective.
- Developed/Implemented CMT Spring Guest Lecture Series which consists of vast array of talented and experienced construction professionals who visit our CMT 114 class and lecture on a variety of topics.

Landscape Gardening Technology

- Students completed grant funded projects that included a Carnivorous garden, a Retention pond plant identification trail and Wilmington River walk beautification project.

Welding Technology

- All '09 graduates obtained one or more welding certifications, which led to higher marketability of our graduates.

Basic Law Enforcement Training

- With the competition for a limited number of Law Enforcement job in our area we implemented additional hours of training beyond the state mandates
- With assistance of Patrick Pittman and Mathew Thomas a course was offered in applicant testing, resume construction, and interview skills. Each class in school year 2009/2010 has participated in this training.

Marine Technology

- Coordinated a NC legislature lobbying campaign of graduates, employers and industry to restore funding for the ship operations component of the Marine Technology program
- Boat Manufacture and Service and Boat Building programs will hold a joint seminar in April featuring the latest technology products from Awl-Grip, Interlux, 3M, and SATA. This will be a two day seminar in which students are

encouraged to do hands-on tests of products which each of the listed companies offer.

Business Technologies

- Melissa Watson, lead instructor for CIT, held an in-service workshop for Jason Chaffin and CFCC's QEP. She presented information related to the SPOC 201 documentation of critical thinking skills for students in alignment with CFCC's Quality Enhancement Plan. She trained ten faculty members in both the Business Technologies Department and the Engineering Department. She offered her ongoing services as faculty support to the attendees as they document critical thinking in their courses within the SPOC 201.
- We have coordinated the standardization of the content for BUS 121 Business Math and OST 164 Text Editing courses so that all instructors are teaching and assessing the same material.
- We participated in the Fast Track program with the development of the Business Administration Fast Track degree. This will allow non-traditional students who work in Started the fast track Bus Admin program. (Goals #1 and #5)
- Upon termination of the OST program last academic year, it was determined that the remaining OST courses needed standardization to maintain academic rigor and course outcomes. MT, MOA and Business Administration worked in concert to OST 131 Keyboarding (Webinar), OST 136 Word Processing, and OST 164 Text Editing Applications. This increased emphasis on course content standardization will greatly benefit the students and subsequently the community, upon graduation.
- We have successfully launched the first year of the Medical Office Administration program. This has included new faculty (Ms. Susan Long), a new advisory committee, coordination with the Medical Transcription program, and development of new courses. Enrollment is up considerably and it is anticipated that this will be a large benefit to the medical community in our service area.

Engineering Technology

- **Architectural Technology** - The second year architectural students won the NC Sustainable Building Design Competition for the second year in a row. As a result, they were able to progress to the National Natural Design Talent Competition. Competing against other colleges and young professionals, the AT students placed second in the nation.
- **Interior Design** - We have been able to provide our students with a variety of real-world experiences and hands-on projects that have helped them to think critically about their environments and how they can use design to better their lives and the lives of others through Interior Design. Our demanding requirements have prepared them for current industry standards and today's competitive job environment.
- **Electronics Engineering-**

- In the Fall 12 students tested for the Associate Certified Electronics Technician through the Electronics Technician's Assc and 12 of 12 passed. Passing score is a minimum 75, the scores ranged from 75 to 94.
- 13 students took the Certified Telecommunications Technician exam again through the ETA, 13 of 13 passed. Passing score is a 75, the scores ranged from 80 to 92.

Student Development

Financial Aid

- Participated in visits to ACA classes during the 2009-10 academic year to explain Student Development services and financial aid opportunities.

College Goal #2. Provide facilities that support the growth of the college and that are well maintained, safe and secure for students, faculty, staff and visitors.

Instructional Operations

General

- Completed infrastructure to enable college-wide use of R25, our space-scheduling and calendar software

Marine Technology

Objective: Provide vessel and shipboard equipment support for Marine Technology Curriculum needs

- With an increase in enrolment our special allotment is satisfactory for getting us through the fiscal year in ship operations. All scheduled cruises were completed, in addition to our biannual haul out of the R/V DAN MOORE.

Objective: Upon completion of this program the student shall be able to properly & safely launch and retrieve an outboard powered small craft from a trailer using a Wildlife Access type boat ramp.

- Cost of dredging the basin and building a new ramp has exceeded the county funds that were allotted. Due to contamination of basin sediment with heavy metals and petrochemicals dredging costs are astronomical. It is likely these efforts will be abandoned, and our docking facilities will be moved to the channel side of the river

Boat Manufacture and Service

Objective: Hydrographic Survey Launch.

- Following the decision to return the Hydrographic Survey Launch to the Navy instructional projects on the vessel have been stopped. The HSL has been deemed too problematic to be a viable project for Boat Manufacture and Service students to turn into a safe research boat for the Marine Tech program.

Engineering Technology

Nuclear Maintenance Technology

Objective: Obtain Training Aid from GE--This objective also supports College Goal 06-Community Partnerships and was initially defined as part of an objective for 2008-09.

- A request was made through the program's advisory committee for the college to obtain a model BWR training aid located at GE's training facility in San Jose, California. This aid is no longer being used there and would be extremely helpful at the college during lectures in NUC 110 Nuclear Reactor Systems. The size of the training aid can be accommodated in NB 158. Preliminary agreement was made to perform minor repairs or renovations to the BWR model before shipping to the college. No commitment by GE has yet been made to release the model to the college or to pay for shipping. A formal request to the appropriate management level within GE-Hitachi is planned by the Dean, Vocational/Technical Education, and upon notice of shipment, efforts will be made for its installation on campus.

Public Services

- Culinary program received 25lb. electric sausage stuffer. This equipment allows students to produce sausages four times faster than using a manual machine.
- A new Cosmetology building opened September 2010. The new facility provided more classes to be offered day and night. Updated facility improved safety concerns of current building and provides for a safer location. Cosmetology received an "A" grade given by the NC State Board of Cosmetic Art Examiners.

Business Services

Objective: Participate in the planning and other related accounting functions of the Union Station Project.

- Participated in the planning of the business office areas in the Union Station. Accounting functions that will be moved to the new facility are general accounting, accounts receivables and cash receipting, accounts payable, purchasing, equipment inventory, payroll, budgeting, and financial administration. The business office area will also house a new parking office.
- Participated in the planning for the information technology infrastructure in the new facility.

Objective: Move back to the expanded and renovated space, which will offer a wider variety of merchandise and services to students.

- The Wilmington Campus Bookstore moved back to the expanded and renovated space, and now offers a wider variety of merchandise and services to students. We now carry and display a wider variety of book bags, clothing, electronics, and supplies. Sales of supplies and soft goods have more than doubled, demonstrating that environment and atmosphere do have an impact

on sales. Overall sales are up 27% through February. Sales of CFCC clothing help advertise and promote the College.

Objective: Provide safe and well-maintained parking lots.

- Signs were made for parking lots at north campus and downtown to ensure clarity of directions for all visitors, students and employees. Arrows were painted in the L lot to provide direction for traffic flow in the lot and to avoid accidents.

Institutional Services:

Facilities & Maintenance

Objective: All campus facilities will be maintained, safe and secure for employees, students and visitors.

New Hanover County

1. Relocated the following departments,
 - Moved the Cosmetology Department from Building C (downtown) to the New Cosmetology Building at the North Campus.
 - Moved the Arts Department from Building E (Music and Art Classes) to Building A (Galehouse).
 - Moved the Vocational and Technical Program from Building V (Heating, Ventilation, and Air Conditioning) to Building W (Emmart and Burnett).
2. Renovated Building C into classrooms and offices for future college programs.
3. Floor contractor replaced the existing carpet in the following areas with vinyl ceramic tiles:
 - Building T, classrooms T123, T124, and T127
 - Building S, classrooms A220, E, F, H and A210.
 - Building L (Dental Department), office and lobby.
 - Cafeteria (downtown), dining area and hallway.
 - Student Activity Room – L110-A
4. CFCC gained approximately fourteen (14) acres of wet lands along the loop road at the North Campus.
 - Tree contractor removed trees along the loop road at a limited cost to the college.
 - Heavy equipment was brought in and used to clear the underbrush.
 - Top-soil was moved around to build up the newly gained uplands.
5. Maintained the property donated to CFCC:
 - Judia Blackburn Sanders Nature Preserve – located on River Road
6. Otis Elevator Company is refurbishing the existing elevators in Buildings S (McLeod) and A (Galehouse). In addition to refurbishing the two elevators:
 - Two (2) heating, ventilation and air conditioning split units were installed in the elevator equipment rooms in buildings S (McLeod) and A (Galehouse).
 - Steel, double insulated doors were installed on both elevator equipment rooms.
 - A contractor installed new metal steps and platform outside the elevator equipment room in Building A (Galehouse).

- Contractor to install new wall paneling in both elevators to improve the appearance in elevators.
7. Renovation of the Bookstore was completed in Building L (Health, Science-Resource Learning Center). In addition to the Bookstore renovation project:
 - The existing entrance to Building L (Health Science Resource Learning Center) located on north end was enclosed and relocated.
 - Floor contractor installed vinyl ceramic tile in the new entrance area in the north end stairwell in Building L.
 - Energy efficient lights were installed in the new entrance area in the north end stairwell in Building L.
 8. Demolition of the Atlantic Coast Line Building was completed in preparation for the upcoming Union Station Building. In addition to the demolition project:
 - Vegetation along the block wall behind the ACL Building was removed.
 - Architect and contractors to work closely with CFCC faculty and staff on the preliminary plans and design of the upcoming Union Station Building.
 - Construction to begin September 1, 2010.
 9. Nutt Street Parking Deck will be completed prior to April 15, 2010.
 - Construction of a second parking deck is scheduled to begin June 8th 2010.
 - Architect and contractors to work closely with CFCC faculty and staff on the preliminary plans and design of the 1200 space parking deck.
 10. Purchased and installed soccer dugouts at the North Campus.
 11. Installed energy control monitoring systems to improve energy efficiency in all buildings on campus.
 12. Initiated Allied Health Building water intrusion project.
 - A consultant was hired to perform thermal image testing on the building store-front to determine the locations of leaks and where water is intruding into the building.
 - Consultant completed thermal image testing and the results from the test were reviewed by CFCC Officials. A contract will be awarded to do repairs.
 13. Initiated the installation of grout under existing concrete slab at the west end of CFCC Science Building where chiller is located.
 14. Installed water pressure gauges at critical locations in the North Campus Buildings to detect variances in water pressure.
 15. Installed a vapor fan to reduce fumes in Cosmetology, manicure room on trial bases. If effective, others will be installed at all work stations.
 16. Safety Center Facility was turned over to the college on February 15, 2010.
 17. Contracted with new food service company (Lawler Catering Services) to provide upscale and health related food items for students, faculty and staff at a reasonable cost.
 18. Contracted with new snack vending company, D and L Vending Company.
 19. Renewed vending contract with Coca-Cola Bottling Co. Consolidated.

Institutional Services--Pender County Facilities

20. Up dated the fire alarm panel to meet Pender County fire code.
21. Purchased a Commercial Modular Educational Building.
 - The availability of the modular building for classes will be mid April 2010.

22. Maintained the upkeep of the property donated to CFCC:

- Alston W. Burke – Surf City Campus

Summary

To summarize, the Institutional Services Department took aggressive steps to create an environment conducive for learning on the Pender and New Hanover County campuses.

Student Development

Disability Services

- The evacuation protocol for individuals with disabilities is in the process of being revised to make the procedures safer, effective, and more specific. A meeting is planned to finalize revisions, to assign specific roles, and to determine training needs.

Other Accomplishments to support College Goal #2:

Instructional Operations

- With the initiation of new programs at CFCC, we have successfully found space, moved classrooms, made the necessary changes to both existing campuses to accommodate the new and increasing number of instructors and classes, and students

Engineering Technology

Electronics Engineering Technology

- The EET program developed a Renewable Energy Lab focusing on PV (solar power), and wind power. The system consists of a 600 Watt solar array located on the Applied Technology campus, a Weather Station, and Internet Camera. Plans are in place to add a wind generator as a power source, making the system a hybrid. The lab meets all NEC codes, sends power to the school's utility grid, has battery backup, and is designed specifically for research and education. The lab has proved successful with both student growth and public interest. The EET program has hosted tours, and marketed the technology via media outlets (TV and Newspaper).

Marine Technology

- The MT faculty and student body have successfully installed a weather station and high definition video camera on the CFCC dock. This package is operated and maintained by students and gives the college an internet weather presence (<http://cfcc.edu/martech/>).

Boat Manufacture and Service

- Due to excellent reviews from students, exposure from various boat show participations and advertising through the college, the Boat Manufacture and Service program has doubled its enrollment over the 2008-2009 school year.

Humanities and Fine Arts

- Participated in architectural meetings for designing specialty rooms in the Union Station building.
- Worked with Dr. McKeithan and Boney Architects to design the art gallery within the six-story parking deck to be built behind the Schwartz Center.
- E-building renewed for use in Spring 2009 through 2010.

Institutional Effectiveness

Public Information Office

- Requested and coordinated an on-campus visit from U.S. Senator Kay Hagan to tour the R/V Dan Moore and meet with college officials to request Federal funds for a replacement vessel for the Marine Technology program.

Student Development

Financial Aid

- Participated on the CFCC Tobacco-Free Campus Committee and Implementation Team. Co-chaired the Cessation Assistance Subcommittee.

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

Instructional Operations

- Exclusive use of the Informer program by the deans and department chairs has enabled independence toward access of enrollment and other information vital to operation of respective departments
- Exclusive use of Informer during the registration process provides valuable and reliable information to deans/department chairs to determine status of class enrollment and availability
- Individual folders and reports were created in Informer for the departmental secretaries in order to facilitate better monitoring of their class schedules

Business Technologies

***Objective:* Create a webpage to link to the CIT webpage on the CFCC site to act as a central clearinghouse for internship and career opportunities for students and recent graduates.**

- *Progress:* A blog style site has been created and is continually updated with information for students regarding career and internship opportunities with area businesses in the field of IT. Currently, a companion website is being designed and built to feed from the continually updated blog.

***Objective:* Students in the Medical Transcription program will meet the needs of the community by learning new transcription software**

- *Progress:* Working towards attainment of this objective, we have scheduled at least one field trip in OST 202-Medical Transcription II for students to see firsthand, how voice recognition works in a medical facility. We hope to purchase a copy of the locally used voice recognition software this summer to begin exposure to our MT and MOA students. As part of our on-going program improvements, we will work to obtain a timeline of voice recognition implementation in at least two of our local medical facilities. We are unaware of any local medical facilities that have made the transition to date.
- Engineering Technology

Chemical Technology

Objective: Students will be provided with better training on atomic absorption spectroscopy and cold vapor theory through the use of a new CVAA acquired by the Chemical Technology Program. Students will perform simple laboratory experiments concerning the CVAA and will use the instrument in the annual water study performed by the Chemical Technology department.

- **ACCOMPLISHMENTS:** After the acquisition of the CVAA, the lead instructor and laboratory technician were trained on this computer-platform instrument. This allowed professional development activities for both employees at the college. The new instrumentation not only will improve training for students in the department, but it has also expanded the capabilities of the Chemical Technology laboratory by allowing the department to test for heavy metals and other contaminants such as silver, cadmium, magnesium, aluminum, tin, and mercury that could not be performed in the past. The Chemical Technology department has also invited the Marine Technology department to use this technology to their advantage as well especially concerning mercury studies.
- Students will also use this technology to perform a more “complete” water analysis study for the community and CFCC faculty/staff. Using the new CVAA, all reports will contain an additional 14 contaminants mandated by the EPA.

Marine Technology

Objective: Increase student exposure to remote sensing technology

- Students constructed oceanographic ‘drifters’ that we then deployed during training cruises aboard the R/V DAN MOORE. These drifters were then tracked by students using GPS satellites; one drifter deployed in the Gulf Stream was tracked for over 1,000 miles.

Public Services

- Student Project won the “Cape Fear Literacy Gala” video contest- “the effects of illiteracy on someone you know”.
- The following classes, guest speakers, competitions were offered in Cosmetology 2009/2010:

- REDKEN COLOR EXPERTS came and gave lecture and demos on products and color application to instructors then to students
- ACSP Competition in Myrtle Beach attended by the students and instructors. Prestigious School of the Year Award was received.
- Bronner Brothers International Hair Show in Atlanta Georgia-educational classes attended by Instructors and students
- Great Clips came and gave students classes on hair cutting techniques
- Hair Xperts (Arnie Kasdan)-gave a hands on clipper cut class
- Design Essentials(Walter Houston)-gave a lecture on how to use his line of hair care products
- Bang Hair Salon(Jackie Clark)-gave a lecture and demonstration on new hair cutting styles and techniques
- Young Nails Owner (Cindy Smith)-gave a hands on lecture
- and demonstration on Young Nails product knowledge
- Salon Beyond Basics(Kyndal Fuqua)-gave a lecture on Opening Your Own Business and How To Make It In the Salon
- Wella Corp(Ms. McKoviack)-gave lecture hands on demonstration on Wella Color Line
- Esthetic Students helped Thalian Hall Production by doing hair & makeup
- In house nail competition let students show off their creativity and skills
- NC-Can Competition held in Greensboro students won trophies or metals in all categories entered
- Instructor attended Mosley's High School first Career Day event
- Students did hair & makeup on the models for the WILMA NIGHT'S Fashion show held at The Coastline Convention center

English

- All faculty trained in Blackboard.

Distance Learning

- Distance Learning hired a full-time Instructional Technologist – Ms. Liz Stover who works with faculty on training, best practices, procedures and course quality
- Developed *Best Practices for Online Teaching* course (online)
Utilizes CFCC Course Essentials for online courses
- Distance Learning instituted improved training for new and incumbent Distance Learning faculty
- Distance Learning Course Essentials based on Quality Matters from Maryland Online were developed and posted for faculty to use in course development and quality assessment
- Distance Learning Blog created (training schedule, teaching tips, news, announcements)
- Revised *Blackboard 101* course (online, self-paced)

Learning Resource Center

- LRC – Promote Awareness of Library Resources and Services (SPOL 1811)
- Updated Library's AV collections (SPOL 1522), including ordering, receiving, and processing more than 1000 DVDs. Enhanced student access to DVDs by reprocessing the entire collection and moving it to an open-access, browsable area.
- Audited the Library's audiobook collection. Used the audit results to identify and purchase 200 new audiobooks, as Playaways, for the collection (SPOL 1574).
- Transferred cosmetology materials to North Campus Library (SPOL 1524).
- In an abbreviated period of approximately six weeks, the Library ordered over 5,000 items (books and AV), received and processed nearly 500 shipments for payment, and cataloged and processed 45% to 50% of the items received so they are available for checkout.
- Added 743 ebook records to Horizon, the Library's catalog system, making them more readily available to students, faculty, and staff.
- Maintained and enhanced access to subscription electronic resources by working with CFCC IT Services and external vendors to provide access to newly acquired resources, update links as needed, and resolve access issues.
- The "Research Guides" section of the Library webpage has been reorganized for greater ease of use. 50% of the Research Guides have been updated and converted to PDF to facilitate access by students (SPOL 1572).
- Collaborated with IT Services staff in creating a Library mobile site (<http://cfcc.edu/lrc/m>).

Continuing Education

- Continuing Education increased the amount of courses posted to WebAdvisor to allow online registration and payment. Last year this option was only available to students taking Ed2Go classes. Now students enrolling in almost any Continuing Education course have this option.
- A kiosk was placed at the BIG Center for students' convenience in registering and paying online through WebAdvisor.
- Updated software in Firefighter Computer lab to include the latest NFPA updates incorporated into the NC Firefighter I & II certification program.
- The imaging of Continuing Education documents started live on March 23, 2009. All student transcripts that did not transfer to Datatel from the Sun system have been scanned. Also, all of the Continuing Education 2008 documentation and 75% of the 2007 documentation have been scanned. Once the state audit has been completed this year for the 2009 continuing education documents, they will also be scanned into the system.
- Most of the continuing education courses are now available on Web Advisor. All course sections will continue to be verified by the Continuing Education Registrar for accuracy before they can be put on Web Advisor.

- The Continuing Education Registrar has entered all the directions for CE building locations so that the report to the state auditors will be accurate for their course visitations.

Business Services

Objective: Continued to serve as the Colleague CIS Project Manager and perform coordination as required.

- Coordinated meetings to discuss new initiatives, workflows, and technical issues with the R18 Workgroup.
- Addressed software and other issues with NCCCS in conjunction with CFCC ITS staff to seek resolutions.
- Continued to distribute CIS training information to college employees. This training is offered by NCCCS by face-to-face classes and Elluminate via the Web. The Colleague training classes are for new employees, refresher for existing employees, and to cross-train employees within a division.

Objective: Serve on the NCCCS AR/CR Review Team and on the NCCCS Mega Team.

- Continued to chair the AR/CR Review team and participated in several meetings to review software and technical issues. Participated in research, testing and providing feedback to NCCCS Associate Director of Change Control. Also, participate in called meetings for the Mega Team to determine if a software issue calls for a change in base Colleague or if it can be corrected by other means.

Objective: Implement the identity Theft Prevention Program

- In process of developing training guide for college employees. Goal: 1744. Ensure Business Continuity by maintaining critical Data Center functions through catastrophic events.
- IT Services deployed a VMware server at the North Campus for use as a backup document imaging server providing newer and more robust hardware for this service.

Objective: Maintain the computing/telephony environment in a state of readiness sufficient to support the college's needs and grown.

- IT Services expanded the use of Virtual servers allowing better utilization of hardware resulting in cost savings in additional hardware, cooling and power. Eleven production servers and three developmental servers now run on only 3 servers with capacity to host more.
- A VMWare service implemented called VMotion takes advantage of multiple physical servers hosting virtual servers combining them to achieve load balancing and fault-tolerance. If hardware hosting virtual servers malfunctions, the virtual servers running on that hardware are recreated on the fly on another hardware server without interruption in service.
- Computers are now awakened at night to run anti-virus and Windows software updates. As a result, computers are no longer slowed during the day by anti-virus scans or re-boots due to Microsoft updates.

- “In-house” voice and data wiring of S313 as computer Lab and S400 as an adjunct instructor space saved the college money in services that previously would have been contracted out. A typical small wiring job such as S400 would cost approximately \$1,500 to \$2,000 if an outside vendor was used.

Objective: Enable IT Services to support the mission of the college and to add redundancy in essential services.

- IT Services supported the construction of the Cosmetology/WECHS Building and the Down Town Book Store renovation in the creation of a network infrastructure, and deployment of computers and software.
- Card System for the Nutt Street Parking Deck was implemented using, for the first time, faculty/staff/student ID’s to determine access into a structure.
- IT is currently involved in the planning of Union Station’s Voice and Data Network infrastructure.
- A total of 847 new computers, laptops, printers and scanners were configured and installed... a record number of devices for the college.
- Instead of relying on Temporary employment agencies for peak demand (see 847 devices, above... ;-) IT Services utilized recommendations from the CET department resulting in employment of current and former students. As a result, three individuals gained valuable experience and were given excellent references.

Objective: Become proactive in the use of technology to enhance the capabilities of students, faculty and staff.

- Colleague Workflow was implemented in Admissions to automate the processing of student applications. Workflow creates a single process out of multiple and can chain both internal and external processes together. This automation has the potential of reducing errors and processing time.
- Migration to the Microsoft server platform has begun. This three year program will move the college off of Novell’s e-directory structure and onto Microsoft Active Directory structure in preparation for Colleague’s Active Portal, the Web Advisor replacement and to better support other services more aligned with Microsoft than Novell.
- Donations, transcript request payments, daycare and dental clinic payments can now be made On-Line due to the collaboration of IT, Business Office, and our vendor, Official Payments.
- Document Imaging which converts paper documents into digital files has now been implemented in Business Services’ Accounting and Payroll offices. In addition, Con-Ed also came up on document imaging this year. Floor space, once given over to paper filing cabinets, is now being freed up for other purposes. Personnel on either campus are now able to have equal access to needed files electronically.

Objective: Protect, secure and maintain availability of Information Systems. Ensure the integrity, security, and confidentiality of college information assets.

- Preparations to certify to Payment Card Industry (PCI) standards are underway. Preliminary network vulnerability scanning is scheduled and

Network Access Control devices were installed at the North Campus and Burgaw Center to police networked devices on those networks.

Objective: Train faculty and staff in technologies supported by IT Services.

- Two GroupWise classes with Novell overview taught each semester orient new employees and refresh/expand existing employee's knowledge of our login, printing, network storage and e-mail services. Quarterly IT Tips for Public Service bulletins were published on current Help Desk issues.
- Continue training faculty and staff in preparation, interpretation and use of budget reports, forms and data. Conducted 2 sessions at In-Service again this year and one-on-one training as requested.

Foundation

Objective: To upgrade and enhance technology accessed by faculty, staff, and students.

- A scanner was procured that will allow the Accounting/Database Technician to archive important records according to the retention schedule and allow staff to increase electronic communication and save paper.

Institutional Services

Personnel

- Researched the benefit of implementing an online Open Enrollment system for the State Health Plan, in light of the new Comprehensive Wellness Initiative set forth by the State. Attended training and implementation sessions with eBenefitsNow, the chosen program, and provided information to employees via email and computer lab access during the Open Enrollment session for 2010-2011.

Student Development

Financial Aid

- Automated the process by which potential recipients of the Federal Academic Competitiveness Grants are identified to ensure that all eligible students are awarded. More than 425 students received \$263,000 in ACG funding during the 2009-10 academic year.

Registrar

- Implementation of Colleague Workflow (1518) – Unit has met four times and discussed potential uses of CW. Determined the revision of the withdrawal process will be the best use of this system (Objective 1533).
- Review the Withdrawal Process for Students (1533) – Unit had detailed discussions and gathered information from other colleges. In the process of exploring software options that will facilitate an electronic alternative to paper forms.
- Implement Web Attendance Campus Wide (1519) – Received two software updates since last October that fixed many of the issues found while piloting

web attendance. Training and campus-wide implementation for Summer 2010. Goal is to be completely paperless.

Other Accomplishments to support College Goal #3:

Instructional Operations

- Offered training for department secretaries on Informer program to insure understanding and effective use of Informer to suit their departmental needs

Business Technologies

- Melissa Watson, lead instructor for CIT, conducted an in-service workshop for both full-time and part-time CIS 110, CIS 111, and OST instructors. The workshop covered all aspects of teaching CIS 110 and CIS 111 courses both face-to-face and online, and it covered all aspects of SAM use in CIS and OST courses. There were 21 attendees at this workshop, including faculty and computer facilitators from both campus Learning Labs. (Goal #3)
- Cape Fear Community College in conjunction with North Carolina State University has provided 20 virtual computers that can be accessed online to distance learning students in these two courses. The use of these virtual computers will allow students to work from home when they do otherwise have access at home to the required software packages necessary to complete course work for these two courses. Melissa Watson worked closely with Dom Friant, of CFCC's IT Services Department, Larolyn Zylicz, Distance Learning Department Chair, and Pat Hogan, Business Technologies Department Chair to provide this virtual computer lab (VCL) to all distance learning CIS 110 and CIS 111 students. (Goals #3, #8, #13)

Engineering Technology

Computer Engineering Technology

- Purchased 3 new class rooms of computers to offer the students training on the latest Hardware and operating systems (Windows 7)

Electronics Engineering Technology

- Troubleshooting and proper use of electronic test equipment have been strongly emphasized. For example students use Digital Storage Oscilloscopes to trigger and measure analog and digital waveforms. The students demonstrate further use of the test equipment and troubleshooting, because the waveform is imported from the o-scope into an image for a WORD document and their lab report. Along with test equipment, faculty and students have been exposed to new digital electronics control devices and fiber-optic test and repair equipment (fusion-splicer).

Machining Technology

- This semester faculty of the Machining Technology Curriculum incorporated two types of technology into the classroom to enhance student learning. First we incorporated online virtual machining software technology that is accessible to the student anywhere they might find an internet connection. Immersive software simulates computer controlled machine tool manufacturing so the student has the capability to operate a variety of computer controlled machine tools in a virtual environment. Additionally, we incorporated Mimio projection technology into the classroom this Spring. This gives us enhanced presentation techniques that will promote sound learning in the classroom environment.

Mechanical Engineering Technology

- The MET program student project was to design and build Sterling engines. New this year is each student is designing and building an engine where last year it was done in groups of 3 students. This project was chosen by the curriculum committee to focus on teamwork, designing toleranced drawings and assemblies that have to be very precise to function correctly. Also choice of materials, fasteners, and cost considerations are crucial for a successful project.

Marine Technology

- Applied for and was awarded a Perkins grant for better utilization of the donated Sanders property. Faculty are currently working with the Audubon Society in creating a virtual online trail through the donated property to be used by educators across the country. This product will highlight endemic flora and fauna found on the property.

Arts and Sciences

English

- Updated student and faculty computers in the following classrooms: A411, S502, S503, NA307, and NA312
- Updated presentation systems in the following classrooms: A303, A403, S302, and S315

Humanities and Fine Arts

- Built computer lab for Art, Drama and Music curricula in S-313. This lab will be used for teaching both two and three dimensional design as well as electronic music and music composition courses. The lab will also be equipped with the software for teaching DRA 175, Teleplay Production.

Math and PE

- The following equipment is being used in the instruction of mathematics: Symposium, Digital Presenter – Elmo and Personal Response System (clickers).
- The following software is being used in the instruction of mathematics: MyMathLab, SoftCalc, SMART Notebook, Camtasia/snag-it, Maple, Derive, StatDisk, Excel, StatDisk, Auto Responder, Aleks, and TI ViewSmart.

Distance Learning

- All faculty who teach either Hybrid or Internet courses have been enrolled in the new Blackboard 9 – 101 course (Bb9 - 101) course our online, self-paced, upgraded Introduction to Blackboard 9 the new version that we will upgrade all courses to in May, 2010. Training has been focused on preparing faculty for the upgrade

Learning Resource Center

- Created and promoted use of an Order Card database by librarians (SPOL 1523).
- TV Studio staff oversaw the implementation of a new sound system for the Schwartz Center.
- Collaborated with IT Services on the replacement of 22 student network computers in the North Campus Library.

Business Services

- Overhauled the Telecom Billing System. As a result, the system was able to find many unused or disabled directory numbers ultimately saving the college money.
- The Help Desk implemented a program to rotate IT techs on Helpdesk phone duty. This keeps technicians in touch with end user needs and requests. This rotation also increases communications between helpdesk technical staff and the client.
- Installed and configured JTrac Issue Tracking software for North Campus Coordinator's office. This application was installed at no cost, and has low system requirements so it was able to utilize older hardware. Availability has been great, and the users have been quite pleased with the ease of use in adding new work orders as well as easily finding and editing older ones.
- IT aided/coordinated the installation of Open Table dining reservation system for CFCC's Hotel and Restaurant Management program. This system made it possible to accept online reservations for the public through CFCC's website.
- Upgraded existing kiosks with new software and configured and installed two new kiosks, one each in the GAB and Big Center lobbies making student's access to information easier.
- The CFCC web site has undergone many changes to improve usability, increase information delivery, stay abreast with latest trends, and keep up with the growth in CFCC services. Here are a few examples:
- Cape Fear Bond Website: Working with PIO, this web site was developed and launched. It is devoted to providing information and news about bond related projects.
- Continuing Education Redesign: The Continuing Education web site was redesigned and restructured. The new design focused on providing accessible information about courses available in Continuing Education.
- Campus Views: A rotating series of "views" provide snapshots of the Wilmington campus, MarTech Dock Cam, and North Campus from the Web-Cam mounted high above the Downtown campus on the college web site.

- New CFCC Homepage: To provide more flexibility and accessibility, our homepage cfcc.edu has been re-designed.
- Library in Your Pocket: CFCC's first mobile friendly web site was developed in conjunction with the LRC.
- Align Your Sails: This new site was developed and launched to augment and promote the Student Development Align Your Sails program.
- Marine Technology Website Redesign: When MarTech implemented its dock cam, it became clear that their Web-page was in need of an overhaul. After a month and a half of design and development, the new MarTech web site was launched.

North Campus Coordinator

- The Coordinator's Office in working with IT, has created guest wireless passwords for campus presenters and renters who use the BB&T Auditorium and Doris Eakes Atrium granting them "Wi-Fi" access as part of a rental package.
- Implemented a software/data storage system to maintain Maintenance Requests. The J-Trac system designed by IT allows the office to track a work order using a description of the problem (date submitted or work order number not necessary). A description-search can be conducted and a PDF copy of the work order will be accessed.

College 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.

Allied Health

Practical Nursing

- Integrated the use of simulation mannequins in the laboratory learning environment so students have a more realistic learning environment.

Marine Technology

Boat Manufacture and Service

Objective: Train students with HVLP Spray Equipment to prepare for industry standards.

- Additional funding was obtained for the purchase of state-of-the-art HVLP painting equipment which the students will train with in the summer semester. Students will learn to spray modern marine finishes while demonstrating proper painting techniques and safety procedures.

Public Services

Film & Video—

- Our Department has helped the Science department with some tutorial videos for their new simulation-doll designed for medical training.
- **Film & Video**--Our Advanced class (FVP213) crewed 2 short films in a “professional” environment with local producers and film-makers DV3 Productions.
- **Film & Video**--Advanced students produced and shot a short film about zombies-“Viral”
- This semester we received a new “Digital-Film Camera” called the Red One, this purchase along with a full set of prime lenses has allowed our advanced students to be trained on the very camera that has started to take over the film-making profession.
- Fall of 2009 once again set a watermark for the most students our program has ever had. (We have grown every fall since inception).
- Our program produced all the home game video for CFCC basketball (our 5th year consecutively).
- We produced the video for “The Greater Wilmington Sports Hall of Fame” awards show, this year hosted by Woody Durham-the voice of the Tar-Heels. (This is our 3rd year of doing so).
- “Street Safe” teen-driving program, Students produced two informational videos that can be seen on their website. We have been involved with Sgt David Register of the WPD and Doug Darrell (founder of Street safe) for the past 3 years.
- Student project was accepted into the NC Student Short Showcase in Pitsborough- Chatham Arts.
- Current Soft-Pro program in real property has been acquired enabling students to learn and utilize. Program is used by most real estate attorneys and provides students with practical experience.

Paralegal—

- Susan Clarke has continued development of Internship program -obtaining internships for students, developing contacts with local attorneys and other municipal agencies.
- Standardized syllabus developed for all Criminal Justice Classes. Process allows students to better understand how the “real world” works and what they can expect.

Cosmetology—Expansion of new facility provides up to date equipment and new Cosmetology Library and student computer allows students access to new material and computer based testing for State Boards. Installed class projectors and internet access in each classroom.

Basic Law Enforcement Training: Implemented the critical thinking concept into the Basic Law Enforcement Training curriculum. Scenarios of routine calls, using role players with instructors grading students on knowledge, decision making skill, demeanor communication skills and ability to justify the decisions they made.

Foundation

Objective: To provide up-to-date equipment consistent with prevailing technologies suitable to the college's needs and goals.

- The Foundation received a grant toward the purchase of a state-of-art simulator for EMS classes.
- The Foundation also received a grant for the purchase of Vernier Systems Equipment to improve student engagement in physics courses.

Arts and Sciences

Science

- Phil Bannow received a mini-grant towards DVD and software to enhance inquiry-based lesson plans.
- A M.E.T.I. (Medical Education Technologies, Inc.) simulation doll was purchased within the Science Dept. and is being utilized within Anatomy and Physiology courses. Medical Simulations and DVD's of inquiry-based lesson plans have been created using the METIman doll and are being shared interdepartmentally between the Sciences and Nursing/Allied Health Departments.
- A Landfall grant was received in the Science Department funding Vernier Software in Physics labs, the latest in mobile/field hand-held scientific and data collection devices.
- A Perkins grant was received between the Science and Marine Tech. Departments to create and develop a virtual nature trail of the southwestern wetlands ecology including endemic and intrusive flora and fauna. The Virtual Nature Trail will be placed on NCCCS's shared web access to be showcased throughout the state.
- Revised and Updated the Department Website to include recruitment tools for prospective students and learning and retention tools for current students.

Other Accomplishments to support College Goal #4:

Surgical Technology

- Procured specialty instrumentation and equipment to facilitate enhanced instruction.

Autobody

- Program won a \$5000 Dynamic Mixing System grant from 3M Automotive through I-CAR.
- Program won a \$1000 dual 3M PTS paint gun grant through I-CAR

Electronics Engineering Technology

- The Electronics Engineering Technology program has leading edge test equipment for electricity, electronics, communication, and fiber optics. Emphasis is placed on hands on experience in the lab with real world components and proper use of test equipment. For example EET students install, program, and test a real world telephone systems involving copper and fiber-optics. The telephone lab is

comprehensive in that along with setting up and programming real-world telephone infrastructure, students learn to configure phone extensions and voicemail.

Interior Design

- We continue to add to our Green Design resources and samples. We are now incorporating Green Design and Sustainability early into our curriculum. We discuss it with respect to materials, technology, design methodology, and responsibility. The increased public awareness of Green Design is developing a much greater demand amongst interior design firms. Our focus on Green Design will keep our program competitive and better prepare our students for the workplace.

Marine Technology

- Three MT faculty have successfully completed the US Coast Guard OUPV (Operator of Uninspected Passenger Vessels) course to obtain a Captain License.

Math and PE

- Institutional member of the Student Math League, allowing students to take national tests for scholarship consideration.
The open Math lab in S606 continues to be a success. Students logged 5414 hours during the fall 2009 semester and 4103 hours in the spring 2009 semester.

Science

- An outdoor geology lab/trail was created to supplement field labs for all GEL 120 sections. The lab is located on North Campus grounds.
- An outdoor environmental science lab and research project was created for all BIO 140/140A course sections and BIO 130 sections. The lab and project site are both located on North Campus grounds.

Social and Behavioral Sciences

- All classrooms assigned to the department are equipped with internet/computer connections and all full-time faculty have compatible computers in their office.

Distance Learning

- Distance Learning upgraded computer software for use by DL faculty in the Technical Training Center and on designated computers in the North Campus Learning Lab
- Distance Learning website was revised and updated to include Faculty Resources for Course Development; updated training sites; course template; and a DL Blog with training schedule and Tutorials

Learning Resource Center

- Updated Library's AV collections (SPOL 1522), including ordering, receiving, and processing more than 1000 DVDs. Enhanced student access to DVDs by reprocessing the entire collection and moving it to an open-access, browsable area.
- Audited the Library's audiobook collection. Used the audit results to identify and purchase 200 new audiobooks, as Playaways, for the collection (SPOL 1574).
- Transferred cosmetology materials to the North Campus Library (SPOL 1524)
- In an abbreviated period of approximately six weeks, the Library ordered over 5,000 items (books and AV), received and processed nearly 500 shipments for payment,

and cataloged and processed 45% to 50% of the items received so they are available for checkout.

- Added 743 ebook records to Horizon, the Library's catalog system, making them more readily available to students, faculty, and staff.
- Maintained and enhanced access to subscription electronic resources by working with CFCC IT Services and external vendors to provide access to newly acquired resources, update links as needed, and resolve access issues.
- The "Research Guides" section of the Library webpage has been reorganized for greater ease of use. 50% of the Research Guides have been updated and converted to PDF to facilitate access by students (SPOL 1572).
- Added a color photocopy in the Library in response to student requests.
- Started a fax service at the North Campus Library for students, faculty, and staff in response to requests.
- The Wilmington Campus Library, in response to student requests, improved the study environment by: converting a staff office into a group study room; designating and promoting quiet study areas; and updating equipment in viewing rooms to allow for improved individual study.
- In response to requests from faculty, the Library added two JSTOR journal collections. In addition, one new electronic video collection (American History in Video) has been acquired.
- Media Services provided audio visual support for a number of on-campus events, including: Graduation, the CFCC Foundation's Gift of Education Luncheon, "Harlem Renaissance comes to CFCC" Forum, and the Sea Devil Basketball Celebration.

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

Dental Hygiene

- DEN 125, DEN 220, DEN 224, DEN 232, and DEN 233 were redesigned in hybrid format to allow educational diversity to the dental hygiene students and foster increased critical thinking skills.

Business Technologies

Objective: Create a webpage to link to the CIT webpage on the CFCC site to act as a central clearinghouse for internship and career opportunities for students and recent graduates.

- *Progress:* A blog style site has been created and is continually updated with information for students regarding career and internship opportunities with area businesses in the field of IT. Currently, a companion website is being designed and built to feed from the continually updated blog.

Objective: Students in the Medical Transcription program will meet the needs of the community by learning new transcription software

- *Progress:* Working towards attainment of this objective, we have scheduled at least one field trip in OST 202-Medical Transcription II for students to see firsthand, how voice recognition works in a medical facility. We hope to purchase a copy of the locally used voice recognition software this summer to begin exposure to our MT and MOA students. As part of our on-going

program improvements, we will work to obtain a timeline of voice recognition implementation in at least two of our local medical facilities. We are unaware of any local medical facilities that have made the transition to date.

Public Services

- Long Distance Learning program has been expanded in each semester with the intention that diploma and degree programs can be obtained on-line.
- New courses are being developed (Constitutional Law; Health Law).
- Program census has increased over 80% which I attribute to more course offerings, quality of program and employment opportunities.
- Several Instructors mentored senior projects related to cosmetology.
- Some Instructors were judges for Senior projects.

Arts and Sciences

- Implemented the Fast-Track Associate in Arts program, offering mostly hybrid classes on Mondays and Wednesdays from 6pm to 9pm.

Science

- A Perkins grant was received between the Science and Marine Tech. Departments to create and develop a virtual nature trail of the southwestern wetlands ecology including endemic and intrusive flora and fauna. The Virtual Nature Trail will be placed on NCCCS's shared web access to be showcased throughout the state.
- BIO 110, Principles of Biology has been added as an on-line course.

Social and Behavioral Sciences

- Currently twenty two percent of the total course offerings of the department are via distance learning, this is up from eighteen percent three years prior.

Huskins Cooperative Education

- CFCC became a "Learn and Earn Online" site for North Carolina high school students. Three Learn and Earn Online classes were offered during the spring semester.

Distance Learning

- Course creation processes were automated for Distance Learning course sites and continues to be integrated with our Colleague system for enrolling DL students in hybrid and internet courses
- All students taking hybrid or internet courses are automatically enrolled in the Blackboard Tutorial course which is an introductory course to online learning

Continuing Education

- A new online 24-hour Employability Skills class was developed for JobsNOW students and has been offered each semester since Fall 2009.
- Updated fire/rescue website page to allow all fire, rescue and emergency managements offerings to be posted on website.

Business Services

Objective: Become proactive in the use of technology to enhance the capabilities of faculty and staff.

- CFCC applied for and was accepted as one of the pilot schools for the NCCS/NC State Virtual Computing Lab. Working with NCSU IT and CFCC Business Department faculty there are 12 sections of CIS 110 & 111 whose students have access to this “virtual lab”. In this lab, the resources of a computer with MS Office 2007 may be reached with only a browser if the student does to have this resource at home.
- The latest version of Blackboard, CFCC’s learning environment, was installed on a test server and used for testing and training prior to its launch in May preparing our instructors in the use of this new system. The test server will be kept operational to test new releases and functionalities.

Other Accomplishments to support College Goal # 5:

Business Technologies

- Melissa Watson has created standardized template course for both CIS 110 and CIS 111 courses in Blackboard. This template course is fully functional and can simply be copied by any CIS 110/111 distance learning instructor for use in Blackboard. The creation of this template will further standardize the delivery of these two courses online.

Computer Engineering Technology

- We have doubled the number of online / hybrid courses that are offered thru the CET department extending our online classes to not only the current student body, but those that are enrolled in the Huskins courses in local high schools.

English

- Developed and offered ACA 122 online
- Increased online offerings by 26.8% (from 23 sections in 2008-2009 to 31 sections in 009-2010)
- Increased hybrid offerings by 78.8% (from 5 sections in 2008-2009 to 16 sections in 2009-2010)

Humanities and Fine Arts

- Implemented “Rosetta Stone” software on computers in learning lab to facilitate students’ lab activities in SPA 181 and SPA 182. The software was piloted in January, 2009 for spring semester and was required for Spanish Students as a lab resource in Fall, 2009.
- Our department increased online and hybrid offerings in art, music and drama in Fall, 2009 bringing the total Humanities And Fine Arts sections to a record 287.
- Development and implementation of online SPA 111, 112 and 141 Courses

Math & PE

- Developed new online and hybrid classes: MAT 070, MAT 140, MAT 155, MAT 171, MAT 172, MAT 175, MAT263, and PED 210.
- Increase hybrid offering Fall 2009 by 78%
- Increased Internet offering Fall 2009 by 22%
- Textbooks: With the implementation of eBooks the department has made the purchase of textbooks for developmental and most college transfer classes optional. This has saved the students \$75 to \$150 per class.
- 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.
- 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.
- Cultivate an excellent, highly qualified faculty and staff through recruitment, retention, recognition and professional development.
- *Faculty and staff have attended a multitude of professional development conferences/workshops/Webinars:* NCMATYC, AMATYC, CTPA, MATH/PE Professional Development Series, SPOC 201, Getting started with Bb, Bb 101 online course, CPR training, America Council on Exercise, GroupWise Training, Evaluation Training, MyMathLab, Moodle, ALEKS, Precalculus Symposium, NC3ADL, Technology in the classroom, Introduction to Soft Chalk, Hawks Learning Systems, and Better Teaching Tools for Solving Problems.
- Implemented an in house Professional Development Series for the math department to increase professional developmental opportunities and reduce expenses for travel. Presentation included: MyMath Lab, Google Calendar, Critical Thinking Objectives, SMART Notebook Software, Camtasia/Snagit, Echo 362, Excel in Mathematics, Derive, Web Assign, Maple, Projects and Blogging, Soft Chalk, Clickers, Learning Objectives & the NCLOR, Wiley Plus, and ALEKS vs. Course Compass.
- Faculty has served on a multitude of college committees: Wellness, Distance Education, Transfer Students Success Rate Task Force, QEP, IE, General Education, Professional Development, Instructional Council, Curriculum, various hiring committees, Student Success, Early College Success, Social, Judicial Board, AA Degree Fast Track Ad Hoc, CFCC Tobacco Free Implementation Ad Hoc, Student Employee of the Year, Financial Aids Appeals Sub-Committee, Veteran's Advisory, Global Education, Distance Learning, Student Retention, and Appeals.
- CFCC Math department/Faculty are active members of the following organizations: NCMATYC, AMATYC, VMATYC, NCCCFA, NC3ADL, CFCC Faculty Association, State Employees Association, CTPA, NCADE, NC AAHPERD, and Devil Club.

- *Awards:* Valerie Melvin received the NCMATYC Teaching Excellence award. This award honors mathematics educators who have made outstanding contributions to mathematics or mathematics education at two-year colleges.

Distance Learning

- Distance Learning course offerings have increased an average of approx. average of 40% each semester (Fall 08 to Fall 09; Spring 09 to Spring10).This includes both Hybrid and Internet courses
- Faculty teaching online (either Hybrid or Internet has increased 24% from Fall 09 to Spring 09

Learning Lab

- The Online Tutoring Lab in English, math, and accounting was developed and is now available on the Learning Lab website for student use. The website includes registration forms and appointment forms to keep track of the students who receive online tutoring help. Also, the TutorTrac software that is being used will enable the Learning Lab to keep track of student usage hours.

Quality Enhancement Plan

- Began offering online sections of student success courses

North Campus Coordinator

- The Coordinator's Office in working with UNCP's BIS (Bachelor of Interdisciplinary Studies) program gained NC certification for NA-338 to become a shared Interactive Distance Learning Classroom. This large classroom in the McKeithan Center has a newly installed 51" flat screen monitor and microphones used for broadcasting.

College 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.

Early Childhood Education

- The Early Childhood Education Department is involved in the North Carolina Regional Early Childhood Professional Development Planning Project.

Occupational Therapy Assistant

- SOTA club continues to actively support and raise funds for local and national charities such as Red Cross, American Cancer Society, NAMI
- Service learning through level I fieldwork at Camp Special Time respite camp for Camp Lejune families

Business Technologies

Objective: Students in the Medical Transcription and MOA program will build on the networking system put in place and created by the class of 2005 for networking and marketing.

- *Progress:* It is our plan to conduct the annual meet-and-greet with our MT and MOA students at the end of July. Funding for the event is an issue which we hope to resolve in the coming weeks. Previously, the lead instructor has provided funding, as well as students working with the community to provide food and beverages. To augment this event, we endeavored to create an additional networking event through the NCAHIMA Southeastern Regional meeting. However, this event that had been scheduled for the BB&T auditorium had to be canceled at the last minute.

Objective: Faculty who teach in the Medical Transcription and MOA programs will meet the demands of the community and college by training in a new coding system.

- *Progress:* This objective is still in progress. The implementation of ICD-10 is October 2013. The Medical Transcription faculty has attended at least two workshops/meetings concerning preparedness for the change to the ICD-10 standard.
- Because faculty maintained membership in the AHIMA, we will see a reduced cost of this training. We are working with the AHIMA to schedule an east coast training session for ICD-10 for next year and are asking for increased funding in registration for this and the MOA instructor to attend the training in the next academic year.

Public Services

Film & Video

- A Public Service Announcement for the cause “Abused and Battered Women” was shot, edited and color timed by our students. The headquarters in Los Angeles, CA now has the spot to do with as they feel fit.
- This semester we doubled our number of Co-Op’s where students have been working on “One Tree Hill”.
- We are currently working with a local production company on a documentary to be aired nationally on TBS; the content of the show is about the history of the USS North Carolina.
- Lead Instructor worked to obtain scholarship monies totaling nearly \$9,000.00 from LM from the first week’s operation of the Carolina Ale House. These were awarded to our students Spring 2010 and used to obtain educational supplies.

Cosmetology

- continues to provide quality services to local residents. New pricing, building, equipment and adequate parking has increased business.
- Students from local middle schools came and toured the facility on career day. They asked questions and got to take home a sample hair braid.
- Advanced Students attended the health fair and gave mini manicures to promote the nail program and talked to students interested in Cosmetology.
- Tech Support was a judge for Senior Projects at Ashley High School.

- Local Girl Scout Troop and mentally Challenged group home came and had a day of beauty and received manicures and pedicures.
- Salvation Army patrons came during the year and students prepared their look to reenter the work force.

Basic Law Enforcement Training

- Based on demand for employment in the area we added additional BLET class in October 2009- March 2010.

Arts and Sciences

- Receive monthly minutes of the Teacher Education Committee from East Carolina University, fall and spring.
- UNCW's team—Admissions and Nursing reps—presented at the Fall 2009 Arts and Sciences Division meeting. Collaborating with UNCW's IE Office to receive better data on transfer students.

Social and Behavioral Sciences

- Sponsorship of the HISTORY TEACHING ALLIANCE with a focus on building bridges and educational opportunity/training shared between CFCC, UNCW, New Hanover and Brunswick county schools, and others in the community, as exemplified by New Hanover County Museum and the US NC Battleship.

Huskins Cooperative Education

- Formed over twenty new service learning partnerships with community service agencies; increased agency list from 38 to 60.
- Community service hours performed by service learning students increased 50% over previous year.
- Cooperative education coordinator, film, and drama faculty worked with outside employers to expand internship opportunities for college transfer and film production students enrolled in cooperative education. Students obtained internships with Warner Brothers *One Tree Hill*, a national television series; the Greater Wilmington Chamber of Commerce; The Big Talker, a local talk radio station; Red Barn Studio Theatre, a local play production company; and the CFCC drama department.

Distance Learning

- Distance Learning participated in a pilot study for the NC Community College System office Moodle project
- Distance Learning participated as the Eastern Professional Development center in the 2nd and 3rd year of a Virtual Learning Community (VLC) grant in partnership with Wake Tech Community College
- Distance Learning courses at CFCC were selected to participate in the Virtual Computing Lab (VCL) pilot program partnering with North Carolina Community College System office and NC State University

Continuing Education

- Maintained a position on the National EMS Advisory Committee for Jones and Bartlett Publishing to provide input for EMS textbook development.
- Partnered with Wilmington Fire Department to obtain goal of all department personnel being trained to the EMT level before 06/30/10.
- Partnered with New Hanover County Fire-Rescue to offer the EMT course as part of the new-hire training process for all new personnel.
- The Basic Skills Division's Compensatory Education Development (CED) classes did their part in reaching out to the community by contributing to the Linus Project with hand-made blankets and providing much needed supplies and materials. The Linus Project provides blankets to emergency agencies in New Hanover and nearby counties.
- The Basic Skills Division networked with various community groups and agencies to achieve the following classes and services: Partnered with the Small Business Center in Spring 2009 to offer Creative Marketing seminar; Partnered with UNCW to offer evening ABE/GED and ESL classes on their campus; Held community building events such as "ESL Potluck and Recognition" in spring 2009; The ABE/GED program at the Martin Luther King (MLK) Center is thriving. We have morning and evening classes with a combined approximate enrollment of 30 students; Hosted various speakers including Legal Aid of NC and College Foundation of NC.
- A portion of the funds donated by Winter Park Volunteer Fire Department was used to purchase and install a Cascade System at the Safety Training Center. The System is used to refill firefighters air bottles (SCBAs) at live fire training exercises.

Foundation

Foundation Goal: To strengthen partnerships with business and industry, public schools, and universities.

- The Foundation provided information and worked cooperatively with Pender and New Hanover County public high school counselors to ensure that area high school seniors received application information for merit scholarship opportunities available at CFCC.
- The CFCC Foundation provided ten merit scholarships valued at \$18,000 to area high school seniors for the 2009-2010 academic year.
- The Foundation continued to expand its internship program with the University of North Carolina Wilmington, Department of Communication Studies. Two interns were hosted in the summer of 2009, one in fall 2009 and two in spring 2010. (The fall intern was the first 6-academic hour intern the Foundation has hosted; she worked 40 hours a week). Interns were exposed to a variety of educational opportunities and were asked to plan events; write press releases, newsletter articles and media kits; and partner with staff from other departments at CFCC on various initiatives. Interns were also provided the opportunity to learn more about the four phases of fundraising and to interact with donors, community leaders, CFCC students and ambassadors.

Foundation Goal: To strengthen partnerships with alumni.

- The CFCC Alumni Association's general membership grew to over 700 members, with a goal of reaching 1,000 registered members by June 30, 2010. The Alumni Council successfully held its first election and welcomed two new officers who remained active throughout the academic year. Council members also enjoyed an active partnership with the Foundation Board of Directors. In August 2009, the Council met with the Foundation Board Alumni Committee to jointly strategize and prioritize goals for upcoming academic year.
- Several alumni events were held throughout the year, including a summer kick-off social, a pre-holiday social, an alumni & family night at a men's basketball home game, a breakfast reception for faculty/staff alumni and a weekend reunion of marine technology alumni from 1972-73, which included a reception/dinner at Carolina Beach and lunch downtown. In February 2010 the association's Homecoming tradition continued for the third year with a reception before the last men's basketball home game of season. This year, the association also offered a "Reconnect with Cape Fear" presentation, lunch & tour of campus on the Saturday after the game.

Institutional Effectiveness

Special Projects

- CFCC IE Office coordinated the on-campus fund drive for the United Way and the American Heart Association events. CFCC won an award for the American Heart Association event and Marilyn Lowers in the Culinary program won an individual award from the American Heart Association for recruiting the most team members.
- The VP of IE served on the Chamber of Commerce's Cape Fear Future Board as a CFCC representative.

Public Information Office

- PIO was appointed to serve on the executive committee of Wilmington Downtown, Inc. (WDI) and represented CFCC in matters than pertained to the college. Serving on the board helped to successfully resolve an issue involving a disgruntled business owner and students loitering/smoking in front of her office building. CFCC also hosted a quarterly meeting of WDI's full board in downtown. Having a college rep on the board also helped to reinforce CFCC's positive influence on downtown Wilmington at monthly meetings.

Student Development

Special Projects

- Design, develop and coordinate an annual event, Mardi Gras Expo and Dressing for Success Fashion Show - Nine months of planning and coordination with Career & Testing created a very successful Expo and Fashion show with 22 businesses participating and the WECT-TV6 News Anchor as the fashion commentator.

Other Accomplishments to support College Goal #6:

Instructional Operations

- Dr. Amanda Lee's reappointment to the Downtown Parking Advisory conveys CFCC's positive presence and interest in our local government
- Dr. Lee's participation in the 2009/10 NCCCLP (statewide leadership program) brings a valuable tool and source for CFCC in networking (communication), sharing of ideas (learning), and receiving information (keeping informed) important and helpful to our institution.
- Worked with UNCW to offer CFCC courses (ESL, GED) on their campus

Surgical Technology

- Developed and implemented paid student externships in the last semester for senior students.

Business Technologies

- Melissa Watson met with CIS 110 faculty at Brunswick Community College on Thursday, February 11, 2010. She presented the Brunswick faculty with information and documentation regarding standardization of their CIS 110 courses. She also trained faculty in the use of SAM Training, Assessment and Projects. She continues an ongoing line of communication with the faculty at Brunswick Community College regarding CIS 110 and SAM. Melissa's proactive approach to supporting the computer faculty at Brunswick Community College has further enhanced and strengthened the relationship between our two colleges. (Goal #6)
- Our CIT faculty (Melissa Watson) will again be representing the degree program at the Wilmington IT Exchange and Conference at UNCW in March 2010. The CIT program sets up a table exhibit and discusses and demonstrates areas of curriculum offerings, student learning objectives, industry certifications, and examples of student projects. Participation in this event offers the CIT program at CFCC the opportunity to network with area IT business and UNCW. (Goals #6 and #12)
- David Bland, lead accounting instructor, is a member of the board of directors for the Institute of Management Accountants' Wilmington chapter. He serves as the education liaison for community college accounting students, and regularly takes brings aspiring accounting graduates to local chapter meetings so they can network in the business community with accountants and accounting managers. (Goal #6)
- Larry Outlaw, Director of Education and Licensing at the North Carolina Real Estate Commission, requested that Laurel Pettys, lead instructor for Real Estate, serve on the first ever "Postlicensing Education Advisory Committee". The committee was composed of nine real estate instructors and various Real Estate Commission staff members. The task of the committee was to work towards improving RLS 121, RLS 122, and RLS 123 which comprise post-licensing education in North Carolina.

- Denise Hightower, our Medical Transcription faculty, is a member of and has attended two NCHIMA meetings outside of the local region. Association and participation with this organization has provided a great avenue for professional development and networking while obtaining continuing education credits, directly contributing to the quality of instruction provided in the MT program. (Goals #6 and #8)

Vocational Programs

Autobody

- Program hosted 6 I-CAR classes for technicians in the area, and our students. Aimee and Jeff have been attending I-CAR classes.
- Program held PPG & Diamont low voc water-borne paint clinics for technicians and our students.

Carpentry

- Joint ventures with Habitat For Humanity (help with completion of already constructed homes, construction of new homes, and planning and estimating cost of other construction projects.)
- Working with the W.A.R.M. organization in new build, repair and completion of projects deemed needed for local residents in need.
- Plan, estimate, manufacture, and install carpentry projects for the Wilmington Children's Museum.

Construction Management Technology

- Established Relationship with Habitat for Humanity to Build Homes
- Began working with the W.A.R.M. organization to repair low income homes

Landscape Gardening Technology

- Designed, bought and installed all components for 5 new Habitat for Humanity Homes in Wilmington. CFCC Landscape Gardening students landscaped their 76th Habitat for humanity home this year.
- CFCC landscape students are now serving as volunteers to help plant and maintain the Bellamy Mansion Historical museum in Wilmington.
- Students produced and donated more than \$1500 worth of plant gifts to the Foundation, Trustees, and several CFCC organizations and activities.

Engineering Technology

Chemical Technology

- The lead instructor of the Chemical Technology program successfully updated the curriculum and incorporated cooperative opportunities within the program format. These opportunities will allow students to work for various companies in Wilmington, gain on the job experience, receive academic credit, and will allow various companies in Wilmington to witness the quality of graduates that we produce. This was the first time that the Program of Study was updated since 2003.

- The lead instructor also made a departmental agreement with NC State University. Graduates from our program are now able to transfer to NC State and receive chemistry college credit for the CTC courses completed at Cape Fear Community College (CTC courses at CFCC are non-transferable). This is the first agreement with NC State of its kind within the Chemical Technology department. The director of chemistry undergraduate studies at NC State was very impressed with the quality of education in the Chemical Technology Program, especially concerning instrumentation lectures provided by the lead instructor. Below is a quote from the director of undergraduate studies at NC State concerning our instrumentation courses:
- “We do not have equivalent classes to your spectroscopy (CTC-240) and separations (CTC-250) courses so we could not help on these though I wish I could send my students down to CFCC to take them. I really love these two offerings.” – Phil Brown

Computer Engineering Technology

- The Computer Engineering Department taught 4 sections of the A+ training classes (48hrs) for Verizon (aprox. 80 students). Over 97% of the employees that sat for the A+ certification and reported back, passed the exam.

Electronics Engineering Technology

- The Electronics Engineering Technology program has Co-Op agreements with major business and industry in the area to the benefit of both students in the program and the business involved.
- The Electronics Engineering Technology program continues to offer FCC exams to the community and professional radio license to commercial mariners.

Interior Design

- Many design firms in the community now donate samples for our resource room, and are available to us as professional resources.

Mechanical Engineering Technology

- The Lead Instructor was reconfirmed as a board member of the Cape Fear Chapter of the AUGI Manufacturing User Group. AUGI (Autodesk User Group International) Manufacturing User Groups (AMUG) are local chapters of AUGI with a common mission: to provide support for Autodesk product users in the manufacturing industry.

Marine Technology

- Marine Technology students assisted the NC Coastal Federation with oyster reef rehabilitation in Dick’s Bay, Masonboro Island. Students assisted in research (data collection) and modification of equipment for site monitoring.

- Marine Technology students conducted a hydrographic survey on Sturgeon Creek for the town of Leland, NC. The maps and depths collected will be used by the town in recreational publications.
- The MT department provided the R/V DAN MOORE as a platform for the US Army Corps of Engineers to deploy a buoy off Bald Head Island, NC. This buoy will be used to collect data on longshore currents and nearshore sand transport.
- Marine Technology students participate in the oyster shell recycling program led by NC Division of Marine Fisheries. During oyster season students make weekly collections at Eagle Island Seafood and the New Hanover county landfill. The collected shells are used for oyster reef rehabilitation.

Boat Building

- Exhibited at a career day at Cape Fear Elementary School.
- Joined a panel at a Learn-at-Lunch event at Hoggard High School.
- Mentoring a student at Hoggard who is building a skiff for his Senior Project.

Boat Manufacture and Service

- The Boat Manufacture and Service and Boat Building programs will again hold the annual CFCC Boat Show in July to raise awareness of the programs and the college. The CFCC Boat Show has proven in the past to be an excellent resource to recruit future students, entertain donors, and connect with the community.
- Students of the Boat Manufacture and Service program placed 3rd in the Beaufort Boat Building Challenge at the Beaufort Boat Show in May of 2009. The students were competing against seasoned and professional boat builders from across the east coast.

Arts and Sciences

Science

- Jen Civelli continued “Advances in Science Education”, an affiliation with area high school, community college and university instructors that creates dialogue and discussion related to science education including inquiry-based teaching methods, technologies that enhance student learning and environmental issues. Two seminars were held with a spring seminar including a student component to the audience.
- Jen Civelli received a mini-grant towards the ‘Advances in Science Education’ seminars.
- Phil Garwood received a mini-grant towards his on-going commitment to the Native American Heritage.
- Faculty volunteered to do Senior Project Evaluations for local high schools.
- “Discovering Science” Seminars were created to make students, faculty and the community aware of relevant, current science-related news. The Fall semester seminar brought in an expert on the Swine Flu virus and the Spring semester brought in a shark expert working for the Shark Attack file at the Museum of Natural History at the University of Florida.

North Campus Coordinator

- Provided continued support and remains the venue of choice for GE seminars, Coastal SEAHEC's veteran's education workshops, Cape Fear Association for Education of Young Children's Regional Seminar, NCDOT information sessions on federal funding, new projects, and new standards. Assisting the Employment Security Commission (ESC) in testing and training local workers. Promoting and supporting quarterly blood drives with the local Red Cross. Again hosting the Heidi Trask Middle School Social and the Laney Band Banquet. Offering an unbiased location for Air Quality Hearings and Townhall meetings.

Student Development

Admissions

- Partnered with UNCW to promote and provide educational opportunities to the community with an emphasis on minority mentoring.
- Teamed up with local high schools to promote CFCC programs to their students via bulletin board displays in their buildings.

Disability Services

- The Disability Support Services Coordinator gave a presentation to the New Hanover County School System high school department chairs about the procedure for requesting accommodations/DSS services at CFCC and the differences between high school and college. DSS handouts were provided to the participants.
- The Disability Support Services Coordinator gave a presentation to parents and professionals at the Disability Resource Center in Wilmington about disability services/accommodations provided at CFCC. DSS handouts were provided to the participants.

Registrar

- The Registrar's Unit responded to faculty requests for improvement of the registration process. This was accomplished by facilitating pre-advising rooms for college transfer and health science students and by placing a counselor in each registration location. This benefited the students by allowing for pre-advising for new students and advising for academically troubled students in each registration location.

College 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.

Public Services

- Designed and built a game-show set called "Tuition Mission".
- Students designed the show, categories and rules for the game.
- With the help of the Financial Aid Department we found 9 contestants with a financial need
- We rehearsed the show for several weeks, until our host Bryan Mahoney was available.
- We shot 4 games on one Saturday with a 7 camera shoot, and live audio
- All 4 episodes are currently airing on TLN Ch #5, Time Warner.
- The winner received a scholarship to pay for the spring semester of 2010.
- Cucalorus Film Festival was once again a hit, our 6th year of participating, in part by all of our students working in a behind the scenes capacity.
- In Certificate program in Real Property, Lex 260 (Collection and Bankruptcy) was approved for substitution for LEX 110 (Introduction to Paralegal Studies) - approved by Curriculum Committee.
- In Certificate program in Litigation LEX 214 (Investigation and Trial Preparation) was substituted for LEX 110 (Introduction) - approved by Curriculum Committee.

Arts and Sciences

- Provided group advising sessions (on both campuses) for transfer students who may have been unable to see their advisors during the Advisement Period

Foundation

Objective: Assist students in achieving their goals by providing financial assistance through scholarships and the Holiday Helpers Program.

- The Foundation worked cooperatively with community individuals and businesses to provide holiday help to 98 CFCC students in need during the holidays. The Holiday Helpers Program provided shopping excursions, clothing, toys, gift cards and scholarship funds to student families. Support totaling over \$9,220 was donated to the Foundation for this program.
- The Foundation worked cooperatively with financial aid, department chairs and deans to provide scholarship funds for students.
- Foundation board members serving on the Merit Scholar committee provided mentoring and support for ten Merit Scholars throughout the 2009-10 academic year. Committee members contacted students throughout the academic year to answer questions, provide information about college resources, and provide encouragement in order to promote academic success.

Student Development

Activities/Athletics

- Research, develop and evaluate an academic support program for student-athletes at CFCC. Develop and implement additional steps to the athletic

- academic support program to increase retention, eligibility and graduation rates among student athletes. (SA) - Assessment and measurement of individual, team and overall academic performance were monitored by the use of monthly progress reports, weekly study hall and a yearly departmental GPA calculation report.
- Improve participation in CFCC Student Activities by providing services to students by developing and implementing a plan/program to increase activity/event participation on the Downtown and North Campus (SA) - An Intramural program was implemented Fall of 2009 which was a huge success. High participation rates and an overall positive college experience for the student body, faculty, and staff has been recognized

Admissions

- Implement and utilize the new race/ethnicity codes mandated by the US Department of Education for reporting student enrollment information:
- New race/ethnicity codes were updated and imported via the CFNC website into the Datatel student database.
- Implement Colleague workflow module to process admissions applications: Workflow module has successfully been implemented and utilized for entering applications thereby increasing efficiency and accuracy in entering admission applications.
- Electronically import SAT test scores from the College Board directly into the Colleague student database: Implementation is ongoing

Career & Testing

- To improve the placement of current students and graduates in employment, the Career Services Office needs to increase the number and quality of relationships with area employers. - The Career & Job Placement Specialist has made contact and developed new relationships with the managers of 385 area businesses. Due to these new relationships, 263 new jobs have been posted on our job posting system.
- The College Board has developed a new platform of Accuplacer. Testing services must learn setup, delivery, and reporting capabilities of the new system. - Transition to the new platform of Accuplacer has been completed. Ease of test administration has improved along with the abilities of students to operate the new system. This has resulted in more accurate placement of students in appropriate level courses.

Counseling

- To educate counselors, faculty, and staff in the recognition and sensitivity to Post Traumatic Stress Disorder, relevant to our student population: All members of the Counseling staff attended webinar training to become more familiar with Post Traumatic Stress Disorder (PTSD) and how best to meet the needs of returning veterans who might experience PTSD. .
- Given the complexities of varied requirements for individual Health Science programs, Counselors will train Health Science faculty in the nuances of program evaluation including but not limited to Web Advisor and Datatel: A

Counselor provided training to all new Health Science program instructors by presenting a workshop on how to advise pre-major students.

- To provide a college wide “College Night” for students who are participants in CFCC’s Adult High School and/or GED programs: The goal is still in the early planning stages due to staff changes within the unit.

Disability Services

- A revised, updated Faculty/Staff Handbook was disseminated by email to all CFCC employees during fall semester 2009. Information on the following topics was provided: Disability Services procedures, disability law, reasonable accommodations, teaching suggestions, and strategies for interacting with individuals with disabilities. Feedback gathered from a short questionnaire regarding the handbook was primarily positive.
- A student need survey was distributed by email to 344 students currently registered with the Disability Services office during spring semester 2010. Suggestions for additional services will be evaluated by Disability Services staff members, and planning objectives based on survey results will be established for the 2010-2011 academic year.

Financial Aid

- Implemented the Federal Direct Loan Program to secure a reliable, uninterrupted source of loan funds for CFCC student borrowers. Processed in excess of \$9.6 million in student and parent loans.
- Implemented a process by which students receive notification of the federal requirement to complete an online exit counseling session in graduation-related correspondence and when they process an official withdrawal.

Registrar

- Review the Withdrawal Process for Students (1533) – Unit had detailed discussions and gathered information from other colleges. In the process of exploring software options that will facilitate an electronic alternative to paper forms.

Special Projects

Objective: To develop creative ways to enhance customer service - Emailed a weekly inspirational quote to Student Development Staff.

- Coordinated "Outstanding Customer Service for Community Colleges" and "Managing Multiple Priorities" workshops for staff.

Objective: To enhance organizing and planning throughout Student Development to prevent scheduling conflicts of meetings and events.

- Met with each unit to compile a cohesive Student Development Timeline and currently working with Data Technician to post online.
- Design, develop and coordinate an annual event, Mardi Gras Expo and Dressing for Success Fashion Show - Nine months of planning and coordination with Career & Testing created a very successful Expo and Fashion show with 22 businesses participating and the WECT-TV6 News Anchor as the fashion commentator.

Other Accomplishments to support College Goal #7:

Engineering Technology

Mechanical Engineering Technology

- The lead instructor of the Chemical Technology program has contacted the American Chemical Society (ACS) and has obtained national placement tests concerning the fields of general chemistry and organic chemistry. These placement tests will be given during the spring semester, students answers will be sent to the ACS committee, and scores will be tabulated. ACS will then provide an average score for the class as well as individual scores for each student and provide statistics on how our classes at Cape Fear Community College compare to a nationalized “norm”. This test will be given (for the first time) on April 22, 2010.

Arts and Sciences

English

- Published and distributed *Portals*, CFCC’s literary and arts magazine, and held an awards ceremony for writers and artists.
- Staged *Arts Poetica III*, a public performance of various poems by students and local artists, at the Hannah Block USO Theater on April 13-14.
- Awarded two English 125 students a scholarship to take English 126.
- Awarded one English 085 student a scholarship to take English 095.

Humanities and Fine Arts

- Vevian Sun, MUS 161P student at CFCC, was accepted as a music major at UNCW after a successful audition for the university’s music faculty on March 5, 2010. To aid her in her work here, Vivian was awarded a scholarship to provide music for the CFCC Chorus.
- Started the CFCC Film Club.
- Continuation of the *One Tree Hill* internship program with Robin Hardin.

Math & PE

- The open Math lab in S606 continues to be a success. Students logged 5414 hours during the fall 2009 semester and 4103 hours in the spring 2009 semester.
- Implemented an in house Professional Development Series for the math department to increase professional developmental opportunities and reduce expenses for travel. Presentation included: MyMath Lab, Google Calendar, Critical Thinking Objectives, SMART Notebook Software, Camtasia/Snagit, Echo 362, Excel in Mathematics, Derive, Web Assign, Maple, Projects and Blogging, Soft Chalk, Clickers, Learning Objectives & the NCLOR, Wiley Plus, and ALEKS vs. Course Compass.

Student Development

Activities/Athletics

- Continue to cultivate and organize the new **“Student Sea Devil Club”** - promoting student participation and involvement on campus and in the community by utilizing the CFCC student body.
- Annual Marine Corps Reserve Toys For Tots Drive
- Thirty (30) All-Academic Student-Athletes for Fall 2009 (33%)
- Increased donors and awareness of campus wide American Red Cross Blood Drive.
- Directed the River Fest and Azalea Parking Lot Fundraiser (Leaders of Tomorrow Scholarship).
- Assisted in the Student Development ACA Presentation Special Project by attending and representing Student Activities in all ACA classes.
- Continue to promote Athletics within the community involving special interest groups and media outlets; including basketball ticket giveaways and the organization of pre game clinics and half time events increasing overall attendance substantially.
- NSCAA Junior College Women’s Soccer Divisional Final National Poll #14 Ranking
- National Junior College Athletic Association Men’s Basketball Division I National Final Poll #23 Ranking
- Women’s soccer won the Region 10 Tournament Championship for the fourth consecutive season with an overall 15-5 record. The lady Sea Devils competed at the Mid-Atlantic District tournament and finished Runner-Up to Harford Community College.
- The Sea Devil Club raised over \$48,000 (2009) for student-athlete scholarships.
- The men’s basketball team won the Region 10 Regular Season for the first time in school history. The Sea Devils posted an overall school record of 23-4.
- Men’s Soccer posted an overall record of 13-4-1.
- Volleyball posted a 15-6 overall record winning the Region 10 regular season
- Jeanne Lambert (Women’s Volleyball), Ryan Mantlo (Men’s Basketball), and Chris Libert (Women’s Soccer) were named Region 10 Coach of the Year.

Admissions

- Collaborated with Public Relations Department to design a campus tour of the Downtown Campus using cellular technology whereby prospective students can view various sites on campus via their cell phones.
- Designed a self-guided campus tour for prospective students.
- Collaborated with Public Relations Department and Learning Resource Center to create an online virtual campus tour for prospective students
- Continued to partner with Public Relations Department to create a Fast Facts booklet for prospective students

Career & Testing

- Testing Services has administered over 6,410 placement tests this past year.
- Testing Services has administered over 691 PSB tests this past year.
- GED testing was administered to 447 students this past year.

- Over 1,600 students registered on Career Connection (CFCC electronic job posting system)
- Over 350 employers have posted new jobs on Career Connection
- Over 500 students have used the services provided by Career Services

Counseling

- Continue the ACA Partnership by making presentations to all ACA111/122 classes in order to make students aware of campus resources.
- Make presentations to all the senior English classes at New Hanover High School to make graduating students aware of the educational opportunities that CFCC can provide to them after high school.
- Visit with all high schools in New Hanover and Pender County at least twice a semester to make students aware of the opportunities offered at CFCC.
- Hosted on the campus of CFCC, the first “Apply on the Fly” application/one stop acceptance process with UNCW. Students were able to meet with UNCW representatives to discuss their acceptance status without having to go to UNCW’s campus.
- Continue to host our annual High School Counselor’s day to make sure that all area high schools are aware of the addition of new programs and other changes at CFCC.

Disability Services

- The number of students served by Disability Support Services increased from 304 students in Spring 2009 to 340 students in Spring 2010.
- Individual student accommodated testing provided by Disability Support Services increased from 176 students tested in Fall 2008 to 228 students tested in Fall 2009, an increase of 30%. A test monitoring system was implemented at the downtown campus to ensure the integrity of DSS accommodated testing. Disability Support Services has also begun to expand accommodated testing at the North Campus due to the increased number of students testing there.
- Disability Support Services renewed the Recording for the Blind and Dyslexic books in alternate format contract. DSS provided 23 books in alternate format to students during Fall 2009 and 27 books in alternate format to students during Spring 2010.
- Disability Support Services hired, trained, and supervised five Academic Aides and nine Sign Language Interpreters for students with disabilities.

Financial Aid

- Awarded \$12,280,400 in Federal Pell Grants; \$9,566,900 in federal loans; and \$2,811,700 in state grants to recipients during the 2009-10 academic year.
- Reviewed 8,750 financial aid applications received through December 2009. This number includes only initial applications, not corrected applications. Processed in excess of \$2,800,000 in veterans’ educational benefits for more than 300 recipients during the 2009-10 academic year.
- Awarded in excess of \$305,000 in CFCC scholarships during the 2009-10 academic year.
- Processed more than 300 appeals of satisfactory academic progress status.

- Achieved a federal 2008 draft cohort default rate of 3.3. This represents the percentage of student loan borrowers who entered repayment in 2008 (332) and defaulted in 2008 or 2009 (11).
- Continued compiling data on CFCC loan defaulters. Information collected includes major, number of years in attendance, graduation status, age and gender, and financial information as it relates to aid eligibility.
- Sponsored the fourth annual “Student Employee of the Year” search. Selected three students for recognition. Presented awards at the annual Student Recognition Ceremony. Obtained presidential and mayoral proclamations declaring the week of April 12 as “Student Employee Appreciation Week.” Visited the Mayor’s Office to receive his proclamation.
- Sponsored two events during which FAST Track students received assistance with FAFSA completion.

Special Projects

- Customer Service - coordinated development of web feedback survey to provide students with the opportunity to express their opinions on the Student Development’s customer service and whether their expectations are being met. Designed the cards for students to pick-up with website information and the staff name that assisted them.

Institutional Effectiveness

The VP of IE served as a mentor to a student in the Aligning Your Sails program to encourage the student to persist through her studies at CFCC.

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

Public Services

- Lead Instructor wrote competency exam questions for a nationally recognized certification exam- ServSafe at the request of the National Restaurant Association Educational Foundation. This is a required exam for certification through the American Culinary Federation and for the ManageFirst Competency series.
- New adjuncts (Bryan Wilson-who graduated from program and went on to law school and LeeAnne Quattrucci, local attorney) were employed to teach night and on-line classes as well as Tracy Wilkinson who is also teaching night and online classes.
- Susan Clarke was instrumental in motivating and assisting Lorie Pacheco, a 2009 graduate in the paralegal program apply for and receive national recognition and scholarships.
- Program Instructors taught courses in other disciplines and lectured in other disciplines.
- Instructors provided assistance and support for the community college family.

- Susan Clarke appointed PTK advisor and completed CLE hours as well as Ed Higgins.
- Program Director achieved Certified Protection Professional (CPP) designation from ASIS International. Just over 6,000 professionals worldwide have achieved this designation.
- Cosmetology, Manicuring & Esthetic Instructors attend continue education classes; they stay current by attending hair shows and events and tracking trends. Instructors are encouraged to watch the media and update skills. Our Cosmetology instructors are pursuing higher education by working toward completion of degrees. Each instructor participated in professional development by attending workshops and lectures.
- The Cosmetology/Esthetics instructor trainee program will have the largest class to graduate in May 2010. The instructor trainee program has provided training for new instructor recruits. Day and night participants in trainee classes.

Arts and Sciences

- Scheduled more webinars (online audio seminars) to provide more professional development opportunities

Science

- Mark VanCura has been recognized as a text book author for an Anatomy & Physiology Book entitled, 'Medical Simulation'.
- Eight Science Dept. faculty received a nomination for the Marilyn Goodman Anderson Excellence in Teaching Award.
- Five mini-grants were received by five Science Dept. faculty members.

Learning Resource Center

Cultivate an Excellent LRC Staff through Professional Development (SPOL 1804)

- One librarian attended the NCLA Biennial Conference using mini-grant funds (SPOL 1564).
- One librarians attended the American Library Association Annual Conference.
- The LRC Director arranged a staff development workshop for LRC staff on the topic of MBTI in the workplace or "It Takes All Kinds!"
- LRC staff have collectively participated in more than 150+ hours of professional development in the past year, through more than 50+ different workshops, conferences, seminars, and presentations.
- Four LRC staff are taking graduate courses towards a degree or certificate.
- The Senior Public Services Librarian developed a focused reading/writing program to encourage Library staff members to grow professionally and to share their new insights with fellow staff members without the need for travel (SPOL 1573). Currently, one staff member is pursuing this alternative.

Continuing Education

- One of our CED instructors, Jean Jones, received the Ethel Fortner Award from St Andrews College for his latest book of poetry, Birds of Jakarta.

Business Services

Goal: Set up a forklift training program for appropriate college employees to ensure safe operation of this equipment.

- The Shipping & Receiving Department has implemented a Forklift Safety Training program for appropriate college employees to ensure the safe operation of this equipment. All department employees are now required to view the Forklift Safety CD and complete a written test. The objective is to make all employees aware of the dangers of working around forklifts. This training will be required on a yearly basis and immediately when a new employee is hired. We plan to purchase a Forklift Compliance Kit so that we may certify any employee of CFCC (Maintenance Department, Marine Tech, Vocational/Technical, etc) to operate college forklifts. OSHA mandates that employees be trained on policies, procedures, hazards and vehicles that are specific to our business. CFCC employees should be certified in-house before operating college forklifts and recertified every 3 years.

Foundation

Objective: To recruit and train highly qualified staff.

- A new Administrative Assistant with previous educational fundraising experience was hired and trained to strengthen Foundation staff.

Objective: To recognize outstanding faculty members.

- The Foundation facilitated the selection and award process for the Marilyn Goodman Anderson Award for Excellence in Teaching for CFCC faculty. Steve Beuth was selected as the 2009 recipient.

Objective: To provide professional development opportunities for staff.

- Foundation staff attended the National Institute's "Raising Money in Tough Times" seminar at Brunswick Community College in January 2010.
- A Foundation staff member attended a workshop on federal, state and local funding in March 2010 and participated in grant-related webinars.
- The Director of Grant Development conducted a workshop on mini-grants for CFCC faculty and staff in Fall 2009.
- The Coordinator of Special Events, Donor and Alumni Relations, continued coursework in the UNCW Master of Public Administration (Non-Profit Management concentration) program.
- The Accounting/Database Technician continued course work at UNCW's Cameron School of Business in the Business Administration/Finance concentration.

Institutional Services

Personnel

- Continued to follow state and federal guidelines for the recruitment and hiring of minorities, with the goal of increasing the presence of well-qualified minority employees on our faculty and staff payroll. Eleven (11) % of the 35 new employees hired since July 1, 2009 self-identified as a member of a

minority group, including the positions of English Instructor and Computer Information Technology Instructor.

- Developed and implemented fair and accurate system for exhaustion of Furlough/Flex Leave, as granted by the State. Created and maintained spreadsheet for full-time employees; calculated and informed part-time employees of partial flex leave hours. Held supervisors accountable for ensuring employees exhausted this leave before the deadline of December 31, 2009.

Other Accomplishments to support College Goal #8:

Business Technologies

- Cape Fear Community College in conjunction with North Carolina State University has provided 20 virtual computers that can be accessed online to distance learning students in these two courses. The use of these virtual computers will allow students to work from home when they do otherwise have access at home to the required software packages necessary to complete course work for these two courses. Melissa Watson worked closely with Dom Friant, of CFCC's IT Services Department, Larolyn Zylicz, Distance Learning Department Chair, and Pat Hogan, Business Technologies Department Chair to provide this virtual computer lab (VCL) to all distance learning CIS 110 and CIS 111 students. (Goals #3, #8, #13)
- Denise Hightower, our Medical Transcription faculty, is a member of and has attended two NCHIMA meetings outside of the local region. Association and participation with this organization has provided a great avenue for professional development and networking while obtaining continuing education credits, directly contributing to the quality of instruction provided in the MT program. (Goals #6 and #8)

Engineering Technology

Interior Design

- Worked closely with a part time instructor who was struggling and is now providing excellent, inspired instruction to the students.
- Have begun developing relationships with community professionals who would be interested in teaching and be an asset to our team of instructors.

Machining Technology

- This year, faculty of the Machining Curriculum were able to participate in a variety of professional development opportunities. Two different faculty members were able to attend four different professional development seminars in conjunction with the Machining Technology CIP. Additionally, one member of the Machining Technology faculty is the process of obtaining his

Bachelors of Science degree in Industrial Technology through East Carolina University.

Humanities and Fine Arts

- Karen Brown published Connections, a supplementary textbook for COM 110 and COM 120 featuring group activities for the courses.
- Redesigned Humanities, Philosophy and Religion course brochures for high school and entering college students.
- Ernesto Ferreri completed two compositions. The Website for the latest two as well as his other compositions is:
<http://www.archive.org/search.php?query=creator%3A%22Ernesto%20Ferreri%22>
- Philip Jacobs was granted a one-semester educational leave in order to finish his dissertation for the Ph.D.
- Peggy Lupton was one of two judges for the NC Federation of Music Clubs Festival, Wilmington chapter, on February 27, 2010.
- The Raleigh Piano Teachers selected Peggy Lupton as a judge for their annual Young Artists Auditions held at Meredith College on March 13, 2010.
- Spanish instructor, Brian Jones is a Candidate for the Marilyn Goodman Anderson Excellence in Teaching award.
- Brian Jones Published his second Occupational Spanish textbook - Spanish for Corrections Officers and Public Safety Officials
- Brian Jones has just contracted for third publication - Spanish for Paralegals
- Karen Brown did a seminar for the librarians on Myers Briggs type personality profile
- Jason Earnhardt was nominated for Marilyn Goodman Anderson award.
- Karen Brown was in the "Dress for Success" Fashion Show for Student Development showing student how to dress for job interviews spring semester.

Quality Enhancement Plan

- Provided professional development to more than 120 instructors from the Arts & Sciences and Technical/Vocational divisions through self-paced online courses to improve their facilitation of students' critical thinking skills
- Conducted critical thinking workshops for faculty and support staff at fall 2009 and spring 2010 In-Service days
- Developed a Virtual Teaching and Learning Center for faculty, students, and support staff
- Conducted Paideia Seminar training for English Department faculty

North Campus Coordinator

- North Campus Coordinator will graduate from the North Carolina Community College Leadership Program (NCCCLP) on April 23, 2010.

College 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.

Instruction

Arts and Sciences

- Presented "The Harlem Renaissance Comes to CFCC," a program coordinated by CFCC's Martin Luther King Committee, in celebration of African-American history/politics, art, music, and poetry/plays/novels (1920-1930s) and featuring faculty, staff, and students.

Science

- The Hadley Greyson Scholarship was set up in the Sciences to encourage and aid women and/or minority groups interested in majoring in STEM (Science, Technology, Engineering and Mathematics) or STEM education disciplines.

Public Services

- COS-Our students are very diverse and so are our Instructors

Foundation

- Intentional efforts were made during the 2009-10 Ambassador recruitment period to build a more diverse team. CFCC faculty and staff were asked to nominate students to be more representative of the student body. A partnership was also created with the Pender Early College High School program, with three PECHS students applying for the program, and one student selected to serve on the team. This partnership will be extended in 2010-11 to include Wilmington Early College (WECHS).
- For the second year, Ambassadors participated in formal team-building training, such as the UNCW Ropes Course, which highlighted the need for diverse learning and leadership styles.

Institutional Services

Personnel

- Collected and utilized data concerning new race/ethnicity codes for reporting new and existing hires, as mandated by the US Department of Education. Current employees self-identified through online survey or paper form; new hires will self-identify through updated New Employee Data sheet.

Institutional Effectiveness

Public Information Office

- Reviewed and updated the annual diversity plan with diversity committee
- Secured news coverage about CFCC's "Harlem Renaissance" program in Feb. 2010.

- Secured news coverage about CFCC's Native American Heritage Festival in October 2009

Other Accomplishments to support College Goal #9:

Interior Design

- We have several students who are learning a second career – students of all ages from many different backgrounds.

Humanities and Fine Arts

- Frank Carter, Ben Billingsley, Marc Siegel and Philip Singleton contributed to the design and performance of “The Harlem Renaissance” program presented by the Arts and Sciences Division in February, 2010 in recognition of Black History Month.
- MUS 113 students took a field trip on January 15, 2010 to the ceremony unveiling a marker commemorating the escape of William B. Gould and other slaves in 1862. The students then wrote ballad lyrics about the escape.
- Peggy Lupton was one of two judges for the NC Federation of Music Clubs Festival, Wilmington chapter, on February 27, 2010.
- The Raleigh Piano Teachers selected Peggy Lupton as a judge for their annual Young Artists Auditions held at Meredith College on March 13, 2010.

Math and PE

- CFCC/Community Service Projects: Worked various CFCC sporting events, CFCC Wellness Club, Port City Soccer Club, Communities in Schools, Campus Fund Drive, Relay for Life, YMCA, Child Education Committee, Cape Fear Rugby Club, United Way, Harvest Health, Wellness & Safety Fair, Muscular Dystrophy, American Heart Association, MDA, Fit Tip articles for CFCC News letter, Wilmington Waves Basketball Club, American Liver Foundation, Red Cross Blood Drive, Seahawk Board of Directors, Senior project evaluators for local high school, Topsail High School tennis program, Good Sheppard Ministries, Brigade Boys and Girls Club, local nursing homes, NCAA Women's Golf Championships, 2010 CAA Baseball Tournament, United States Rowing Association, and YMCA.

North Campus Coordinator

- Welcomes events that encourage the education of local youths through “Math Counts” whiz-quiz competition and promotes diversity by teaming with ROCAME (Region O Council for the Advancement of Minorities in Engineering) in hosting an educational Jamboree.

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

Instruction

Arts and Sciences

Science

- A Landfall grant was received in the Science Department funding Vernier Software in Physics labs, the latest in mobile/field hand-held scientific and data collection devices.
- A Perkins grant was received between the Science and Marine Tech. Departments to create and develop a virtual nature trail of the southwestern wetlands ecology including endemic and intrusive flora and fauna. The Virtual Nature Trail will be placed on NCCCS's shared web access to be showcased throughout the state.

Continuing Education

- \$300,000 JobsNOW funding applied for and received.
- \$50,000 Project Skill-UP Grant applied for. Award pending.
- The Fire/Rescue Training Division coordinated efforts with the New Hanover County & Pender County Emergency Management offices to receive additional Homeland Security funds of approximately \$12,000 to assist with Emergency Management certification training and NIMS classes.
- The Basic Skills Division was awarded a \$20,000.00 grant to hire a transition specialist to assist students transitioning to college or employment. We operated 3 developmental classes for curriculum students whose basic skills fall below 9th grade, free of charge. So far, 20 students have re-taken the Accuplacer and passed.
- The Basic Skills Division was awarded a \$20,000 a General Dollar grant to assist in opening and supporting off campus classes.

Business Services

Objective: Effectively manage the College's financial resources to meet financial goals and accountability. 2009-10 will be a challenging year due to the major State budget cuts forecasted.

- Established a 6% minimum State budget reserve at the beginning of the fiscal year. Approved and monitored purchases for essential supplies, materials, and services. Approved only mission-critical travel. Monitored and utilized when necessary non-state financial resources to ensure the College met its educational core mission. Established a submission deadline of mid-November 2009 for equipment purchase requisitions and December 31, 2009 for all other state-funded purchase requisitions for 2009-10.
- Reviewed monthly financial reports for state, county and institutional funds. This includes reviewing budgets, revenues, expenditures, and encumbrances for reasonableness and accuracy.
- Monitored budgets carefully to make sure funds are available throughout the year to meet projected and expected expenditures. Maintain a sufficient budget reserve to meet state budget reversions.

- Provided monthly financial updates to the College President and bimonthly to the CFCC Board of Trustees. Also, provided additional financial updates to the President as needed to keep him fully informed.

Objective: Closely monitor financial transactions through the American Recovery Reinvestment Act (ARRA).

- Ensured the College complied with NCCCS guidelines for expenditures and by submitting required reports monthly and quarterly that reflected data on the use of these funds to them.

Objective: Continue training faculty and staff in preparation, interpretation and use of budget reports, forms and data.

- Conducted 2 sessions at In-Service again this year and one-on-one training as requested.
- Conduct training sessions in preparation of budget revision forms and budget reserve requests as needed.

Objective: Maintain authorized access to Web Advisor “My Budget” using Datatel.

- Add, change or delete “My Budget” access due to staffing changes as needed and/or requested.
- Conduct annual reviews of access to “My Budget” using Colleague GL Security Access
- Maintain Web Advisor departmental budget access to insure appropriate budget managers have up-to-the-minute financial data. This access allows budget managers to more effectively control costs and project future financial commitments.
- Training is on-going. 88 current users have electronically received Web Advisor in-house user’s manual.

Objective: Request and allocate approved state budget funds. Adjust state budget line items to insure funds are available throughout the year to meet projected and expected expenditures.

- Closely monitored the state budget. Requested and allocated approved state budget funds and revisions... Adjusted state budget line items to insure funds were available throughout the year to meet projected expenditures and allocated in the proper category.

Objective: Monitor and strengthen internal controls.

- Segregated duties and where segregation is not entirely possible have a compensating control in place
- Reviewed financial transactions on a regular basis.

Objective: Implement EAGLE Program mandated by OSC.

- Attended the first Webinar presented by the OSC on the subject of internal controls for accounts payable.

Objective: Continue to improve billing and collection of student and third party account balances owed to the College

- Old account balances due were successfully collected.

Objective: Maintain purchasing efficiency while observing state purchasing policies and procedures such as seeking competition and using state contracts.

- Processed 3,638 purchase orders 7-1-09 through 3-18-10 compared to 3,436 purchase orders processed 7-1-08 through 3-18-09, an increase of approximately 5.9% over previous fiscal year.

Objective: Organize a Book Reservation Service for students. Students order books online. Bookstore personnel ring up sales on student credit card and box up the books. Students come on designated dates, show picture ID and pick up books. Saves the student's time from standing in line.

- Implemented a "Book Reservation" service for students, enabling online ordering with pick-up on designated dates. Students who took advantage of this convenience helped shorten the waiting lines during "Book Rush". In addition to the Book Reservation service, we provided parents an alternative way to pay for their students' books and supplies. As an alternative to handling credit cards, checks or cash, we promoted the sale of Bookstore gift cards online.

Foundation

Objective: To increase financial operating and reporting efficiency.

- The Accounting/Database Technician increased financial monitoring by reconciling Foundation records to the college's general ledger on a monthly basis.

Objective: To seek outside funding through gifts and grants.

- The Foundation raised more than \$1 million for scholarships and program enhancements by March 2010.
- The online giving function attached to the Foundation's website went live in September 2009. The project was a collaborative effort among IT, Business Services, and Foundation staff.
- Over 450 guests attended the Foundation's May 2009 Gift of Education luncheon. Approximately \$242,000 was raised for scholarships and program enhancements. Community guests were invited to view program displays, hear scholarship recipient testimonials and learn about the mission of the college.
- The Foundation has awarded approximately 450 scholarships to CFCC students valued at over \$350,000 during the 2009-2010 academic year.
- Grant funds in the amount of \$219,111 have been received through March 2010 for projects in Health Sciences, Arts and Sciences, Technology and Vocational Programs, and Continuing Education.

Objective: To increase the number of endowed scholarships.

- Nine new endowed scholarships were established by the Foundation during 2009-2010.

Objective: To implement a planned giving program.

- The Foundation implemented the initial processes needed for seeking additional planned giving opportunities for CFCC.

- The Mercer Rowe Planned Giving Society was established in July 2009 as a way to recognize individuals who have included CFCC in their estate plans.
- The Foundation purchased marketing materials that will be utilized in a planned giving marketing plan.
- The Foundation's quarterly newsletter featured an article from area estate planning attorney, Eldridge Dodson about ways to make a planned gift in its February 2010 distribution to donors.
- The Foundation promoted involvement in planned giving by corresponding with CFCC donors who have previously established endowments at the college.

Objective: To seek internal donations and award mini-grants for projects to faculty and staff.

- The Foundation organized and implemented the 2009 Campus Fund Drive for CFCC faculty and staff. Approximately 77% of CFCC employees donated over \$77,600 for student scholarships, mini-grants, and program enhancement.
- The Foundation awarded 27 mini-grants totaling \$20,000 as a direct result of the funds raised during the Campus Fund Drive.

Objective: To implement quarterly cultivation functions hosted by Foundation Board members.

- The CFCC Foundation Council established and achieved their goal of hosting at least two cultivation functions per quarter in 2009-10.
- The Foundation Board hosted a riverfront reception, silent auction and dinner at Our Place Restaurant in early October. Over sixty people were hosted as guests of various Foundation Board members and received updates about the College from President McKeithan.
- Later in October, Board Member Betsy Leonard hosted a wine and cheese reception at her home for over fifteen neighbors along Masonboro Sound. Marine Technology Chair Jason Rogers spoke about the ecology and biology of Masonboro and other barrier islands, along with updates on the CFCC marine tech program.
- In January, new board member Jeff Petro hosted a "Get to Know YOUR Community College" cultivation dinner at the City Club at de Rosset. Over fifty guests of the College received updates from Dr. McKeithan and learned more about supporting student scholarships.
- In February CFCC Trustee Alan Cobb and wife Debbie hosted a meet-and-greet with Dr. McKeithan at their home in Landfall. Twenty-four neighbors attended and heard updates about the College and listened to a testimony about the importance of scholarships from student ambassador Sean Sullivan.

Other Accomplishments to support College Goal #10:

Instruction

Arts and Sciences

Science and PE

- Updated/Enhanced MATH/PE website
- Created Math/PE newsletter
- Established monthly Math/PE departments

Boat Building

- Earned \$1500 in proceed from boat show to be deposited in the Robert Philpott Boat Building Scholarship.
- Received approximately \$500.00 in donations from marine businesses.

Boat Manufacture and Service

- The Boat Manufacture and Service program has solicited over \$3,000 in donations of equipment and supplies for the advancement and sustainability of the program.

Carpentry

- Completion of 2 Garden Sheds which were sold and proceeds to Carpentry or other CFCC programs.

Landscape Gardening Technology

- Students help teachers at Winter Park Elementary school to write a grant which lead to CFCC Landscape Gardening designing and installing several learning gardens for the physically challenged. These included a reading garden and a vegetable garden.

Business Services

- The Office of the State Auditor performed the 2008-09 financial audit. The final report has not been issued but the preliminary results are very good.
- Developing a report to capture encumbrance information for Continuing Education instructional contracts within Colleague. Preliminary reports have been completed. Anticipate completion by fiscal year end. This will eliminate duplicate data entry for Continuing Education staff by eliminating the need to enter data into the SUN system.
- Participated in the planning, training, and implementation of the new parking deck software, ScanNet.
- Implemented the electronic signature policy for employees and students.
- Implemented document imaging in accounts payable and payroll.
- Participated in the "Tuition Refund Policy Change in the Business Requirements" group led by the Finance and IT staff at NCCCS. NCCCS is determining the best method and software revision in order for the community

colleges to comply with the change in the refund policy adopted by the NC General Assembly effective fall 2010. NCCCS selected individuals from four community colleges to participate.

- General Ledger, Accounts Receivable and Accounts Payable reports are not printed anymore but saved electronically in a shared drive thus saving money and some trees.
- Scanning of Accounts Payable records has begun which will allow easy access to records and will save on moving and storage expenses.
- Payroll has instituted new cross checks to further ensure that payroll is accurate.
- Accounts Receivable staff worked with NCCCS office and developed a utility that could be used by all community colleges to correct system errors.
- Implemented online payments for Child Development Center and Dental Clinic.
- A kiosk was installed in the Business Office lobby to better serve the needs of the students and employees.
- Front line staff attended a customer service seminar.
- Changes/improvements in the NC E-Procurement system achieved through participation in the NC E-Procurement Users Group by CFCC's Purchasing Department.
- Sales at the North Campus Bookstore are up over 40% through February, reflecting the addition of Cosmetology and the growth of BLET, EMT and Truck Driver Training.
- Shipping and Receiving personnel are now working closely with the Equipment Inventory Technician by assisting in tagging equipment and recording pertinent information which has helped make the equipment inventory process more efficient.
- Worked with NCCCS College User Support Team to more accurately state the useful life of fixed assets.
- Worked with CFCC Colleague System Administrator in creating an "Equipment Disposal Form Print" in order to make the disposal process more efficient.

Student Development

Disability Services

- Disability Support Services staff members attended workshops on the following topics: "Disability Services Workshop: What You Should Know," "Demystifying the ADA, ADAAG, and Other Laws and Regulations: Mid-year Disability Law Update," "Outstanding Customer Service in Community Colleges"
- The Disability Support Services Interpreter Coordinator planned and hosted three workshops for interpreters needing professional development opportunities to maintain their licenses.
- The Disability Support Services Interpreter Coordinator received a Masters of Arts degree in Liberal Studies from UNC-W.

Registrar

- The Registrar's Unit continues to provide training for new employees and for advisors every semester. Training manuals are constantly being updated and are always available for each training session.

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

Institutional Effectiveness

Planning and Research

Objective—Regional Accreditation: Make preparations for SACS-COC Fifth-Year Interim Report including the QEP Five-Year Impact Report that will be due in 2012

Result: Software Compliance Assist has been reviewed and budget request was made for purchase to help organize the report. Also, data has been collected on an on-going basis for the QEP Impact Report.

Objective—Surveys: Surveys are to be reviewed as appropriate for necessary improvements.

Result: The Faculty and Staff Survey was reviewed by the Institutional Effectiveness Committee for needed changes regarding accuracy and relevancy.

Objective—Reporting: The CFCC Data Coordinator (Jan Fazzari) will provide oversight for the College's reports to ensure data integrity and timely reporting.

Result: The Data Coordinator ensured that all parties responsible for the many and various reports were aware of due dates, including any changes in due dates, and provided assistance whenever problems arose with inconsistent data and ensured continuing communication with NCCCS staff until data and reporting disputes were resolved.

Objective—Ensure college-wide planning is done each year

Result—The Annual Planning Retreat was held in June 2009 and the 2010 Annual Planning Retreat is scheduled for June 11th. Also, all unit managers responsible for planning documentation in SPOL were provided with training sessions to review the institutional effectiveness process and provide support for use of SPOL. All unit managers entered their Objectives for the 2009-2010 planning year.

Objective—Provide support to the CFCC faculty/staff with primary responsibility for planning and assessment documentation in Strategic Planning OnLine (SPOL).

Results:

- The SPOL program was upgraded to provide improved features that make use of the SPOL system more user-friendly.
- Training sessions were offered each semester on both campuses and open to any SPOL unit manager wanting to attend
- Many one-on-one training sessions were conducted to resolve individual needs and technical problems.

Public Information Office

Objective: Provide transparency regarding the 2008 bond building projects

Result: A webpage was setup on the College's website to track the progress of the Union Station and other 2008 bond building projects, to provide information to the public regarding the money they voted to designate

Instruction

Arts and Sciences

Science

- CHM 130 was added to the Science Dept. curriculum to foster curriculum needs set by the Dental Hygiene program.
- The science department plays a major role in the success of Allied Health students and the Allied Health programs as most students take Microbiology and the Anatomy and Physiology sequence of courses.
- Biology faculty participated in the Dental Hygiene Board Review for Microbiology and Anatomy & Physiology.
- Biology faculty held review sessions to prepare Allied Health students prepare for State Board Examination.

Public Services

- With the assistance of Dir. Patrick Pittman and Mathew Thomas we implemented additional training hours to the program to assist in employment. Training in test taking, resume' writing, Interview skills and applications.

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

Pharmacy Technology

- Students and faculty in the Pharmacy Technology Program have volunteered 39 hours at the Tileston Outreach Clinic Pharmacy since July of 2009.
- Students and faculty in the Pharmacy Technology Program have volunteered 52 hours at the two Medication Disposal Events sponsored by New Hanover Health Network (Fall 2009/Spring 2010).
- The Pharmacy Technology Program has a 100% pass rate on the Pharmacy Technician Certification Board Examination for those graduates choosing to take this voluntary examination.

Early Childhood Education

- The ECE Department took part in the Harvest Health, Wellness and Safety Fair, conducted tours for interested Early Childhood Education students from both Laney High School and Ashley High School, took part in the Topsail High School Career Fair, presented additional requested information session

at Topsail High School and presented at CFAEYC Conference held at CFCC North Campus.

- As of April, the ECE Program has a website on CFCC site with all ECE program information and a link to our lab school, Child Development Center.

Surgical Technology

- Prepared appropriate accreditation documentation and underwent a very successful accreditation site visit.

Dental Assisting

- 92% of the members of the Dental Assisting Class of 2009 participated in the Mission of Mercy Event held in May of 2009. This event is sponsored by the Wilmington TriCounty Dental Society and served the dental needs of over 600 people over two days. 100% of the Class of 2010 plan to participate in this event April 30 and May 1, 2010.
- Members of the DA Class of 2010 participated in a booth to promote dental health and the CFCC Dental Clinic to the attendees of the Latino Festival at Hugh McRae Park, November 7, 2009.
- The CFCC Dental Assisting Spring Operative Clinic held in 2009 provided \$10,994 worth of restorative dentistry for students of the DA and DH programs and persons from the community who qualified through the DH Clinic. As of March 19, 2010 the CFCC Spring Operative Clinic has provided \$4742 worth of restorative dentistry for those involved.

Dental Hygiene

- Dental hygiene students provided over 600 hours in community service through area elementary schools, work with public health hygienists, and participation in the North Carolina Mission of Mercy and the annual Latino Festival.
- Dental hygiene students provided approximately \$60,000 in dental hygiene services to the community from July 2009 to March 2010.
- Dental hygiene students were awarded 3rd place in a national contest with Sunstar Butler for their oral healthcare video.

Public Services

- HRM students ran four canned food drives for Good Shepherd and an article appeared on the shelter website featuring a photo of our class and the food collected. Other community service performed by the Pineapple Guild included; raising money for Haiti, donating food platters to First in Families, donating labor to the Empty Bowels fundraiser for Hunger, and the Golf Tournament to benefit Good Shepherd.

- Culinary students and faculty participated in over 80 hours of time volunteering in events such as the Full Belly Project, Methodist Home for Children, Habitat for Humanity, Carousel, and Soup for Troops. These events helped to raise more than \$70,000.
- Program Director/Lead Instructor elected as chairperson of ASIS International, Azalea Coast Chapter #200.
- Cosmetology opens its doors to help the Salvation Army and Good Shepherd House patrons afford pampering and preparing them and giving them confidence in themselves through their appearance.

Arts and Sciences

Social and Behavioral Sciences

- Continue to participate in the Veteran History Project, in association with the Library of Congress, with history students interviewing veterans and recording information for eventual submission. Approximately two hundred and fifty interviews have been conducted.
- Political Science faculty participated in providing local election coverage; speaking on TV (WILM) radio (WAAV & WHQR) an in various interviews with Wilmington Star News.
- Faculty participated in numerous forums, open to community, with topics ranging from exploration of human nature, history, racial awareness
- Faculty spoke at various community events, as exemplified by speaking at HIV Training at Coastal Horizons, panel participation at Underage Drinking, A Town Hall Meeting, and Wilmington in Black and White.
- Multi discipline effort within the department organizing, acquiring a national speaker, coordinating participation by at least five local non-profit community service organizations, and presenting the second annual Sex Matters forum. The focus of the forum is addressing the importance of personal responsibility, assessment of risky behavior, and promoting awareness of the same. Over 15 department faculty, full and part-time are working to make this a success.
- Five faculty in the department have aided CFCC students achieve approximately five thousand community service learning hours during 2009-10, this is up from two thousand four hundred hours during 2008-09.

Instruction

- CFCC saw a significant increase (132) in the bookings and activities taking place in the Schwartz Center and other locations on campus from outside organizations/vendors

Continuing Education

- The Basic Skills Division's Compensatory Education Development (CED) program held its first talent show which featured individual art displays, single and group singing, magic tricks, interpretive dance, and a band with drums,

- guitar and keyboard. The event was enjoyed by parents, service agency representatives, teachers, staff, and students who filled the auditorium to capacity.
- Continuing Education programs have been presented at numerous public events and community organizations over the past year, including LINC, Vocational Rehabilitation, ESC Leadership Team, Cape Fear Workforce Development Board, Wilmington Chamber of Commerce, Burgaw Chamber of Commerce, over 50+ businesses, RiverFest, CFCC Mardi Gras Business Expo, Community Job Fair, CFCC Job Fair, Senator Boseman's Employment Workshop, Salvation Army, Wilmington Housing Authority, as well as several appearances on local radio and television networks.
 - A new Continuing Education Advisory Board was formed.

Business Services

Objective: Enable IT Services to support the mission of the college and to add redundancy in essential services.

- Working with Student Services, PIO Office and the Print Shop, a college "Virtual Tour" deliverable via web to computer and mobile devices is under development. This tour will be used in marketing the college and to recruit and orient new students.
- A Web-Cam on top of the L building was installed in conjunction with Maintenance staff. On this high perch, views of the Downtown campus and the construction of Union Station can be seen. Presented on a special Web page, this real-time video can be used for marketing and promoting the college allowing potential students from anywhere on the Web to see our Downtown campus.

Institutional Effectiveness

Public Information Office & Printing Services

- Continued to foster and maintain positive relationships with the news media to promote CFCC programs and services in the local area. According to the Meltwater news monitoring service, CFCC appeared 558 times in local, regional and national news outlets between July 1, 2009 and March 22, 2010.
- Highlights of news coverage from 2009-2010 included:
 - Grand opening of Cosmetology/Wilmington Early College High School building
 - CFCC launches tobacco-free campus
 - CFCC was mentioned in numerous local and national stories about BLET grad Kim Munley, who was credited with helping to stop the Fort Hood shootings.
 - Very positive editorial about "CFCC's essential role" in the Star News
 - Coordinated news media coverage of the Marine technology program funding issue, which included media riding aboard the R/V Dan Moore. The trip resulted in stories in the Star News, WHQR, a 4-part series on WWAY-TV3 and an on-air commentary from WECT's general manager.

- Feature story about CFCC's Marine Technology program appeared in the Wrightsville Beach magazine in Feb. 2010
- News coverage about CFCC's Fast Track program
- CFCC's record spring enrollment
- Positive comments about CFCC's growth in mayor's annual state of the city address
- Media coverage of CFCC's Human Patient Simulator technology
- Front page story on Star News about CFCC's new sustainable technologies program and news stories on WWAY and News 14.
- Began producing promotional videos for each curriculum program with TV studio. Videos are posted on the college web site and CFCC's YouTube page upon completion. Eight videos have been completed as of March 22, 2010. The goal is to have a video for all curriculum programs posted by Dec. 31, 2010.
- Negotiated placement of front cover photo of CFCC's downtown campus on the 2009-2010 Carolina Beach phone book with Bell South. (other)
- Began updating graphic design guidelines for official publications and web sites to improve CFCC's graphical identity (Other)
- Drafted updated graphic design guidelines for official publications and web sites to reinforce CFCC's branding (other)
- Coordinated the design of an updated "Sea Devils" athletic logo and mascot costume with the athletic department. (other)

Foundation

Objective: To effectively communicate a positive public image of the foundation and the college and promote college services and programs to the community.

- The Foundation continued publishing a quarterly newsletter. In January 2009 the Foundation News underwent a complete makeover led by the Foundation Board Public Relations committee. The publication now features a more dynamic and colorful design and the name was changed to Opportunities to better reflect the Foundation's fundraising message. Color copies of this 4-page newsletter are mailed out to donors of over \$250 per year on a quarterly basis and PDF copies are made available on the Foundation website for public viewing.
- In May 2009, the Foundation's website re-design was completed and debuted at the Gift of Education luncheon. The navigation system has changed to a "tab" format and special sections were created to address the Foundation's core target audiences: students, faculty/staff, alumni and the community. A blog feature was added, allowing an easy-to-find "press room" featuring updated press releases and event announcements. The addition of an on-line giving component was added in July, and has aided the solicitation efforts of the Foundation greatly.
- Foundation staff chaired and hosted the Chamber of Commerce's Leadership Wilmington class Education session at the CFCC North Campus during fall

2009. This opportunity also brought approximately 35 representatives from area schools, business and industry on our campus.

- The Foundation hosted the Cape Fear Memorial Foundation for lunch at Our Place in February 2010.
- A member of the Foundation staff provided an overview of educational opportunities at CFCC to the Philanthropic Educational Organization in March 2010.

Objective: To continue our current community outreach through organized and individual event and invite 120 new community members to become involved in the college.

- The Foundation continued hosting its “Brunch with the President” stewardship events in which donors of \$1,000 or more were invited to have breakfast at Our Place and hear a personal update from the President about construction and other various initiatives at CFCC. These events were held in September and November, with a combined attendance of over fifty-five donors.
- Each week throughout the fall and spring semesters, the Foundation hosted up to eight individuals at “Our Place,” the CFCC student dining room for lunch or dinner. These informal cultivation events served as wonderful opportunities to connect with over 150 prospective donors in the community and introduce them to all of the exciting facets of the college.

Student Development Activities/Athletics

Objective: Create professional grade marketing, public relations, and media plan to promote and advertise Sea Devil Activities/Athletics (SA)

- Marketing plan in place to follow; Participation rates will increase due to timely announcements, campus involvement and better relationships with media outlets. Specifically made announcements of college activities and events by email through campus cruiser and GroupWise; contacted media outlets by utilizing promotional tickets for radio and television personnel. Participated in numerous community outreach events, parades and civic organizations in order to serve our community and promote our institution.

Other Accomplishment to support College Goal #11:

Instruction

- Despite a major personnel change early in the academic year, the Instruction Department staff successfully rallied to maintain professionalism and insure the uninterrupted flow of work and services within the department and for the college
- Despite the tremendous growth of student and adjunct-faculty population at CFCC, and despite the static numbers of support staff, students and faculty continue to receive professional, courteous, and helpful college-related service

Business Technologies

- We have increased the number of members on our business administration advisory committee to better reflect the diversity of business in our area. (Goal #12)
- Our CIT faculty (Melissa Watson) will again be representing the degree program at the Wilmington IT Exchange and Conference at UNCW in March 2010. The CIT program sets up a table exhibit and discusses and demonstrates areas of curriculum offerings, student learning objectives, industry certifications, and examples of student projects. Participation in this event offers the CIT program at CFCC the opportunity to network with area IT business and UNCW. (Goals #6 and #12)

Automotive Systems Technology

- Completed numerous repair projects for community members, faculty, and students.

Engineering Technology

Interior Design

- Gave an interview to Wilma Magazine and ended up with a very positive three page spread about our program.
- Met many community members at the Riverfest Booth where I showed student color boards and gave out brochures
- Participated on the 1 Book Community panel to discuss the book Greasy Rider and green design in our profession. Will be part of a panel of professionals at Hoggard High School's fashion and Interior Design event March 19th. Will be participating in the Campus sustainability show on March 20th showcasing some of the green design interiors done by students.

Boat Building

- Organized 10th Annual Boat Show and with assistance from Paul Winchell, Will Boney, David Hardin, Tim Vandenburg, Richard Hitchcox, and Ryan Schmeirer did a Build-A-Boat in a day event at the boat show. Boats were built by amateur teams with students mentoring each team.
- Participated in the boat building challenge at the Beaufort and Georgetown Boat Shows.
- Held a bedding wood demonstration using a steam box at the Charleston SC Boat Show.

Arts and Sciences

Humanities and Fine Arts

- With Ernesto Ferreri and Jennifer Muerhcke, provided music for various functions for the CFCC Foundation. We also provided music for the opening of the Cosmetology building on the North Campus.
- The Greek Tragedy, *Medea*, was produced by the CFCC Drama division in December, 2009.

- Continued to develop the CFCC String Ensemble. This project was overseen by Philip Singleton, music instructor, who grew his core group to 12 string players performing at various functions for the college and outside the college for community groups.
- Two works of art by students were chosen for exhibition at the Department of Community Colleges building on Caswell Street in Raleigh. Each year the DCC requests art from all the community colleges in the state and many receive the honor of being on display in the lobby and hallways on the first floor of that building. Since 2001, the CFCC art discipline has been honored in this way.
- Sherrie Whitehead, photography instructor, announced that two of her students were finalists in the *Photographer's Forum* magazine. This is the first time our students have been honored this highly by that organization. Their work will be published in the upcoming yearly publication honoring student photographers.
- Music students in violin, voice, guitar and piano performed Holiday Concert in December, 2009
- Open rehearsal of the Tallis Chamber Orchestra was held on CFCC's downtown campus on Friday, October 30, at 7:30 PM in S-002. Several students attended and gained much insight into rehearsal practices as well as the pieces performed.
- The semiannual chorus and applied music student concert was held on December 3, 2009. This concert was particularly well attended by music appreciation students and families of the performers. Peggy Lupton performed a duet with her piano student, Vevian Sun, and accompanied a voice student on "Caro Mio Ben".
- Ben Billingsley organized Art Show and Sale for victims of the Haitian Earthquake raising over \$4,000 for donation to Doctors Without Borders.

Quality Enhancement Plan

- Developed a new CFCC Speakers Bureau to promote critical thinking and civic engagement in the college community

Learning Resource Center

- The TV Studio produced several "student story" videos for use by academic departments to highlight and promote their programs. These videos can be viewed on the departmental websites or on the College's YouTube channel: <http://www.youtube.com/user/cfccnc>.
- The TV Studio produced a video for Dental program students entering a national contest to acquire supplies for the program (the students won 3rd place).
- The TV Studio produced a significant amount of video content highlighting College programs and services, including: Bio Diesel, 2nd Career Opportunities, Veterans interviews, Foundation Fundraiser, "Save Marine Tech Funding" commercials and video, and Minority Mentoring.
- The TV Studio filmed video virtual tours for the CFCC Website.

- The TV Studio filmed a number of cultural programs on campus and edited some for broadcast on TLN, including: Humanities Forums, Arts Poetica, Harlem Renaissance, and Native American Heritage Month.

North Campus Coordinator

- The second annual Star News Conscience Fair was held in the BB&T Auditorium/Doris Eakes Atrium bringing hundreds of local community volunteers together.
- WECT & NC Co-op Extension held its third annual Pro-Day lawn and landscaping seminar at the North Campus.
- For the third year, CFCC's BB&T Auditorium will host the New Hanover County "Relay for Life" closing ceremony which honors local survivors and promotes breast cancer awareness.
- Continued support of the Wilmington Chamber of Commerce's Awards Ceremony and breakfast seminars.

Student Development

Registrar

- The Registrar's Unit has received several visitors to our campus to review our processes and have almost weekly consulted with other colleges. Other colleges have inquired about web attendance, imaging, registration, and many other processes. We are considered the cutting edge school of the state!
- The Registrar is serving on the Statewide Common Course Library Revision Committee, a Stakeholder Member on the SO Changes to Tuition Refunds Committee, and continues as Chair of the statewide Student Review Team.

Special Projects

- Switchboard - established monthly meetings with the three operators to assure open communication, develop new procedures and more effective processes at the switchboard station. Developed process whereby the switchboard will be covered by the one full-time and the two half-time operators, so other SD staff will not have to be used to cover the switchboard except on rare occasions.

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

Instructional Operations

- In order to insure accurate rosters, Instructional Operations calculated the contact hours needed for the classes that fall short during the semester and attached necessary paperwork for affected instructors to document and log their makeup hours
- Established a checklist for proofing the schedule more efficiently

- Initiated the use of a Room Request Form/Space Scheduling which is completed online and e-mailed to a small staff involved in scheduling spaces

Arts and Sciences

- Published the Arts and Sciences newsletter to help improve internal communication. Dr. McKeithan wrote a detailed article to enhance our understanding of the state budget.

Science

- CHM 130 was added to the Science Dept. curriculum to foster curriculum needs set by the Dental Hygiene program.

Learning Resource Center

LRC – Promote Awareness of Library Resources and Services (SPOL 1811)

- Implemented a program to orient new student Ambassadors to the Library so that they could offer better information during group tours (SPOL 1576).

Vocational-Technical Programs

Public Services

- HRM students ran four canned food drives for Good Shepherd and an article appeared on the shelter website featuring a photo of our class and the food collected. Other community service performed by the Pineapple Guild included; raising money for Haiti, donating food platters to First in Families, donating labor to the Empty Bowels fundraiser for Hunger, and the Golf Tournament to benefit Good Shepherd.
- Culinary students and faculty participated in over 80 hours of time volunteering in events such as the Full Belly Project, Methodist Home for Children, Habitat for Humanity, Carousel, and Soup for Troops. These events helped to raise more than \$70,000.
- Program Director/Lead Instructor elected as chairperson of ASIS International, Azalea Coast Chapter #200.
- Cosmetology opens its doors to help the Salvation Army and Good Shepherd House patrons afford pampering and preparing them and giving them confidence in themselves through their appearance.

Foundation

Objective: To increase internal communication.

- The Director of Grant Development met with the Dean of Arts and Sciences and the Dean of Technical and Vocational Programs periodically to discuss funding opportunities. Also, funding opportunity announcements were forwarded to various Chairs, Lead Instructors, Deans, and Directors.

Institutional Services

Personnel

- Provided Performance Appraisal Training for Department Chairs and other supervisors in March 2010 in order to obtain more accurate and consistent results from employee evaluations, thus identifying specific areas of improvement for each employee.
- Researched, selected and scheduled for implementation a comprehensive Sexual Harassment training for all employees (full and part-time), with an extra emphasis on those in a supervisory role. This same on-line training is currently used by over 500 colleges and universities across the nation. Funds for this training were not approved after a budget presentation to President and College Council. This goal may be revisited during the 2010-2011 planning year if our budget situation improves.

Institutional Effectiveness

Planning & Research

- For planning and accountability purposes, all survey results, accreditation reports and information, and accountability measure results are posted to the CFCC website on the Institutional Effectiveness webpage to ensure that all CFCC employees and the public have access to this information.
- The Administrative Assistant to the VP of IE prepares and publishes via email a Weekly Bulletin to keep all interested faculty/staff/retirees and Board members informed of various events, activities and other important information.

Public Information Office

- Broadened use of social networking sites to promote CFCC and improve communication – Actively maintained CFCC's Facebook page with news and photos, which had 859 fans as of March 22, 2010. CFCC's Twitter page is updated with news headlines from CFCC's web site, and CFCC's You Tube page is home to content produced with the TV studio and film/video production students.

Student Development

Registrar

- Implement Web Attendance Campus Wide (1519) – Received two software updates since last October that fixed many of the issues found while piloting web attendance. Training and campus-wide implementation for Summer 2010. Goal is to be completely paperless.
- Implementation of Colleague Workflow (1518) – Unit has met four times and discussed potential uses of CW. Determined the revision of the withdrawal process will be the best use of this system (Objective 1533).
- Review the Withdrawal Process for Students (1533) – Unit had detailed discussions and gathered information from other colleges. In the process of exploring software options that will facilitate an electronic alternative to paper forms.

Other Accomplishments to support College Goal #13:

Instructional Operations

- Josalyn Leary (IO – scheduling tech) continues to work on, and is very close to completing, her Master's Degree, which when accomplished, will add another knowledgeable, learned presence within our department
- Success in streamlining a systematic catalog revision process

Surgical Technology

- Established a "Surgical Technology Club" and conducted fundraising activities.

Business Technologies

- Cape Fear Community College in conjunction with North Carolina State University has provided 20 virtual computers that can be accessed online to distance learning students in these two courses. The use of these virtual computers will allow students to work from home when they do otherwise have access at home to the required software packages necessary to complete course work for these two courses. Melissa Watson worked closely with Dom Friant, of CFCC's IT Services Department, Larolyn Zylicz, Distance Learning Department Chair, and Pat Hogan, Business Technologies Department Chair to provide this virtual computer lab (VCL) to all distance learning CIS 110 and CIS 111 students. (Goals #3, #8, #13)

Arts & Sciences

English

- Published and distributed eight issues of *Catalyst*, the English Department's monthly newsletter.
- Updated the English Department website to include all full-time faculty information as well as program information.

Humanities and Fine Arts

- Established Fine Arts Newsletter to accompany CFCC Weekly Bulletin

Quality Enhancement Plan

- Published two QEP newsletters highlighting related accomplishments and best practices
- Conducted two campus discussion forums relating to the ENG 111 common reading unit to promote critical thinking across the curriculum

North Campus Coordinator

- Coordinator's Office maintains ability to send "North Campus All" e-mail regarding emergencies, events, information, and opportunities in which employees should be aware.

Student Development

Disability Services

- The Disability Support Services web site was revised and updated during the 2009-2010 academic year.

Registrar

- Communications Management is our method of communicating with students via email. In the past, we were limited to plain text. We have now converted all of our emails to a HTML format allowing for color headers, fonts, bold, underline, etc. Emails to students look a lot more professional now.
- Our Data Base Technician assisted our Disabilities Unit to develop a survey for students with disabilities. The survey was done using Opinio and allowed for faster and easily compilations.