

**2010-11 Accomplishments  
by  
2006-2010 College Goals**

**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**

Objective: Enhance the retention rate by 3% for the ADN class of 2011 in an effort to provide Registered Nurses to meet the needs of the community.

- Current retention rate for the class of 2011 is 5% higher than that of the class of 2010.

Objective: Prepare ADN students for effective care of patients in the clinical area through the use of simulated clinical experiences.

- 100% of ADN students have participated in simulated clinical experiences.
- 98 % of students met all clinical objectives.
- 100% of ADN students have evaluated the simulation experiences as increasing their level of comfort with hands on patient care.

Objective: Graduate students that are prepared for entry level practice as Registered Nurses.

- 100 % of ADN class of 2010 students passed NCLEX-RN; 98% on the first attempt.
- 100% of responding students and employers indicated program satisfaction.
- 100% of 2010 ADN graduates met clinical objectives.

**Dental Assisting**

Objective: Dental Assisting graduates will be knowledgeable and competent in the key areas in the practice of dental assisting.

- 100% of the 2010 graduating dental assisting students who took the radiology and general chair side portions of the Dental Assisting National Board scored higher than the state average of the Commission on Dental Accreditation accredited programs and significantly higher than CODA accredited program in the nation and all other candidates.
- 100% of the students who will graduate in July of 2011 who took the Infection Control portion of the Dental Assisting National Board scored higher than the state average and of the CODA accredited programs and significantly higher than the national average of CODA accredited programs in the nation and all other candidates.

Objective: Dental Assisting students will be exposed to professional and continuing education opportunities while in the program.

- All dental assisting students will attend the North Carolina Dental Society state meeting in Myrtle Beach and a local continuing education course in Wilmington entitled Oral Literacy in Older Patients in May. Students are also will also complete three online courses for continuing education credit.

### **Dental Hygiene**

Objective: Students will gain more experience in working through patient case studies.

- Second year dental hygiene students chose one clinical patient during the Fall 2010 semester and one clinical patient during the Spring 2011 semester to create clinical case studies. These case studies were developed and set up in the format the students will see case studies on the National Board Dental Hygiene Examination. By creating these case studies, students were able to critically analyze their treatment of the patients and integrate patient information as it relates to comprehensive patient care and encompass the entire dental hygiene curriculum.

Objective: 100% of the 2011 Dental Hygiene graduates will pass the National Board Dental Hygiene Examination on their first attempt.

- The Dental Hygiene Class of 2011 has a 100% pass rate on their National Board Dental Hygiene Exam!! We are so proud of them all.

Objective: 100% of the 2011 Dental Hygiene graduates will pass a state or regional examination on their first attempt.

- The Dental Hygiene Class of 2011 will take the regional examination or licensure on June 10-11, 2011.

Objective: The second year dental hygiene students will gain knowledge of how to work with a dental assistant.

- During the fall 2010 semester, the dental assisting program director sat chair side with each dental hygiene student for a two hour period to instruct the student on how to work with a dental assisting student for the spring 2011 dental hygiene clinics. The intent of this exercise was that both dental assisting students and dental hygiene students would gain experience and knowledge working chair side with each other as more dental offices are employing dental hygiene assistants.

Objective: Dental Hygiene students will have training in utilizing a dental assistant in Spring Semester Clinic.

- In the Fall Semester 2010 a dental assisting instructor sat chair side with each dental hygiene student for a two hour appointment to demonstrate and instruct the dental hygiene student on how to technically work with a dental assisting student for the spring 2011 Hygiene Clinics on Wednesday and Friday mornings. The purpose was so that the dental assisting students would gain maximum experience in working with dental hygienists as more offices employ hygiene assistants.

### **Early Childhood Associate**

Objective: Determine which of our ECE assignments will the 5 key assessments used as evidence of student outcomes required for the NAEYC Early Childhood Associate Degree Accreditation.

- 5 key assessments required for NAEYC Accreditation have been determined.

Objective: Review and adjust current ECE assignments to better reflect NAEYC Standards and Supportive Skills

- ECE assignments have been reviewed and adjustments made, some assignments eliminated, and others developed to reflect NAEYC Standards and Supportive Skills. This is an ongoing process.

Objective: Develop a system for collecting examples of student assessments related to NAEYC Standard and Supportive Skills including rubrics and student outcomes.

- Rubrics have been developed and adjusted for the 5 key assessments. A system is being developed to collect sample assessments for the 5 key assessments. After students have submitted assessments rubrics will be collectively analyzed to determine student outcomes for accreditation. This process will be ongoing.

### **Pharmacy Technology**

Objective: Continue the planning and development of the AAS Degree curriculum to start in the fall of 2011

- The AAS Degree for Pharmacy Technology has been approved to begin in the fall of 2011.
- An additional instructor has been hired and will begin work the end of April.
- The Program Director is currently serving on a workgroup to modify NHRMC's Pharmacy Technician Career Ladder to incorporate our AAS graduates in spring of 2012.

Objective: Students will be encouraged throughout the program to engage in activities that will enhance their level of professionalism and assist them in the transition from student to working professional.

- Program students and faculty volunteered a total of 54 man hours at NHRMC's fall and spring Drug Disposal Event.
- Program students and faculty volunteered a total of 19 man hours at CFCC's Harvest Health and Wellness Fair---educating attendees about the safe disposal of prescription and OTC medications.
- Of the eleven graduates in the class of 2010, 2 are continuing their education and 6 are employed in the area; 8 passed the PTCB Exam either before or within 3 months of graduation while 3 chose not to sit for the exam to date.

### **Practical Nursing**

Objective: To retain and graduate students from the Practical Nursing Program

- Retention rate for the Practical Nursing program fall semester has by 5%.

Objective: Graduate students who are prepared to for entry level practice as an LPN upon graduation

- Employer questionnaires indicate:
  - Students are prepared for entry level practice upon graduation.
  - Are satisfied with the graduates from CFCC PN program.

Objective: 95% of students graduating will pass the NCLEX-PN on the first attempt

- Graduating class of 2012 achieved 100% NCLEX pass rate for first time test takers.

### **Radiography**

Objective: Graduates will demonstrate competence in skills basic to the Radiography Profession.

Outcomes	Benchmark	Current Year
The student will competently perform routine radiographic procedures.	85%	98.6%
The student/graduate will provide proper patient care and management.	90%	100%
The student/graduate will demonstrate proper radiation safety practices to patients, self, and others.	90%	100%

Objective: Graduates will be able to effectively utilize problem solving, critical thinking, and communication skills in the performance of medical imaging procedures.

Outcomes	Benchmark	Current Year
The student/graduate will demonstrate competence in non-routine examinations	95%	100%
The student/ graduate will demonstrate effective communication skills	95%	100%

Objective: Graduates will accept responsibility for continuing the process of professional development and growth.

Outcomes	Benchmark	Current Year
The students will demonstrate professionalism in the clinical area	90%	97.5%
The students will demonstrate knowledge regarding professional development.	85%	100%
The graduate will exhibit interest in professional radiologic technology organizations and professional development.	75%	100%

Objective: Meet the needs of the community by providing qualified radiographers.

Outcomes	Benchmark	Current Year
Students will complete the program within 18 months.	85%	92%
Graduates of the program will indicate satisfaction with	90%	100%

preparation for employment.		
Employers will indicate satisfaction with graduates' quality of work.	90%	100%
Graduates will pass the ARRT exam on the first attempt.	90%	100%
Graduates will gain employment in radiography or enter advanced education programs within 6 months.	75%	73%

### **Surgical Technology**

Objective: Develop and create collaborative teaching with for specific subject matter with experts in Surgical Specialty Modalities, i.e., surgeons, surgical residents, surgical supply/equipment vendors, and specialty team members of the clinical facilities.

- We have implemented collaborative teaching modalities within our lab portions of our Surgical Technology courses. Surgeons, NHRMC specialty staff, surgical residents, and vendors have all participated in our efforts with very successful outcomes.

Objective: Improve the graduation rate to 80% in an effort to meet the accreditation standard and provide trained Surgical Technologists to meet the needs of the community.

- We are reviewing our retention rates and pursuing methods to increase and maintain those rates.

## **ARTS AND SCIENCES**

### **Arts and Sciences Administrative**

Objective: Enhance the performance of transfer students to UNC institutions and private colleges endorsing the Comprehensive Articulation Agreement

- Ann Marie Beall, Associate Director of Admissions at UNCW, continues to re-examine the transcripts of CFCC transfers who are denied entrance into UNCW and advise the transfers of a plan of action.
- The Dean of Arts and Sciences is working with UNCW student Josh Kinchen, a former CFCC graduate and president of the UNCW student organization, Sea Devils to Seahawks (SD2SH). He helped establish this organization to assist CFCC transfers with a smooth transition to UNCW. He has summarized some of the problems our students encounter, and these problems have been shared with the Arts and Sciences full-time faculty.
- The Dean has requested the CFCC IE Office to collaborate with UNCW's IE person for data on CFCC's transfers: the majors of these students, their GPAs upon graduation as compared to the GPAs of the natives, the number of semesters that transfers take to complete their degrees (as compared to those of the natives), and more. Jan Fazzari, CFCC's Institutional Researcher, has reported that UNCW's IE Director has submitted some data, and it will be reviewed within a few weeks. The Director has agreed to present data about CFCC transfers to the Arts and Sciences Division next year; she is also working on her dissertation, which deals with the performance of transfers from community colleges to universities.

- Faculty in Arts and Sciences maintain contact with their counterparts at UNCW and sometimes teach part-time at UNCW and other universities.
- Members of the division have participated in numerous professional development activities on teaching and learning.

### **Learning Lab**

Objective: Develop and implement the structure for tutor training and subsequent in-service workshops that will attain Level 1 Certification for the Tutoring Programs through the College Reading and Learning Association (CRLA). These tutor training sessions will occur throughout the academic year.

- Implemented tutor training
- Provide 10 hours of training on 8 different topics
  - To date provided 7 hours of training on a variety of topics
  - Topics covered:
    - Characteristics of, and strategies for working with students with disabilities
    - Definition of tutoring and tutor responsibilities
    - Tutor training on Tutoring Guidelines: Tutoring responsibilities and tutoring do's and don'ts
    - Techniques for successfully beginning and ending a tutoring session.
    - The 10 step tutoring session
    - Communication skills
    - Characteristics of a good listener.
    - Active or reflective listening and paraphrasing.
    - Study skills and learning styles.
    - Modeling problem solving skills
    - Dealing with plagiarism
    - Building critical thinking skills by using the Socratic Method
    - Dealing with inappropriate behaviors in tutees - presented by Director of Counseling
    - Referral skills
  - Final training session in April covering:
    - Working with students whose first language is not English
    - Role Playing: Working with students that have issues affecting tutoring
  - Completed the Tutoring Handbook: A Guide for Tutors

Objective: Alleviate confusion amongst campus constituencies regarding the Learning Lab's purpose and appropriate use of its services through the development of policies that will be distributed campus-wide.

- Re-evaluated "purpose" of the Learning Lab
  - New Mission Statement developed by Lab Staff
  - Developed definition of tutoring that encompasses what tutors provide to students and what benefits students can expect from tutoring
  - Distributed questionnaire to students using tutoring services during mid-semester of fall and spring semesters asking if the services provided met

their expectation of what they would receive. These responses will be correlated with an end-of-the-year questionnaire asking if they had any confusion over what benefits tutoring would provide to them.

- Developing and establishing new policies regarding appropriate use of computer resources in the Lab. Users include faculty, staff and students

### **Mathematics and Physical Education**

Objective: During the 2009-2010 academic year, 2895 students enrolled in a developmental math class. A total of 599 students failed to complete their class and received either a "W" as a grade. This means that 21% of those originally enrolled failed to complete their class. Of the 79% who completed their class, 80% passed with a grade of "C" or higher. The goal for this year is to lower the dropout rate from 21% to 18%.

- FALL 2010 - 1614 students enrolled in a developmental math class. A total of 319 students failed to complete their class and received either a "W" as a grade. This means that 20% of those originally enrolled failed to complete their class. This represents a decrease of 1% over the previous fall and 6% decrease over the passes 2 falls. Of the 80% who completed their class, 80.4% passed with a grade of "C" or higher.

Objective: As we continue with implementation of the 10-year QEP, our faculty will participate in professional developmental activities, collaborate on rewriting course outlines to include the CT student learning outcomes, create assessments to test students' CT skills, create rubrics for grading assessments and begin implementation of CT assessments in vocational, technical, and college transfer courses.

- One hundred percent (100%) of returning faculty completed the SPOC 201 and the new faculty are scheduled to enroll in the course next fall. Seventy-five Percent (75%) of all math and PE course outlines have been rewritten to meet our QEP guidelines. The other twenty-five percent (25%) will be completed this summer.

### **Quality Enhancement Plan**

Objective: Conduct assessment of students' critical thinking skills in selected general education core courses and use results to improve instruction.

- In June 2010 a group of 16 instructors from a variety of disciplines conducted the annual assessment of students' critical thinking skills by using CFCC's critical thinking rubric to evaluate samples of student work from the ENG 111 common unit and 21 sections of general education core courses. Results: Since 2006, the percentage of ENG 111 essays scoring at a Competent or higher level has increased from 24 % to **51%** (a 113% increase); since 2007 the percentage of general education student artifacts (excluding objective tests) scoring at a Competent or higher level has increased from 36% to **63%** (a 75% increase). The 2010 assessment results were shared with the college's leadership and are being used to identify appropriate professional development activities.

Objective: Develop orientation materials and an online course for new and adjunct faculty emphasizing instructional best practices to improve students' critical thinking skills.

- The new and adjunct instructor orientation course (SPOC 251) is 80% complete and will be ready for roll out by fall 2011.

Objective: Deliver professional development experiences emphasizing critical thinking best practices to faculty and support staff via In-Service activities, self-paced online courses, and the Virtual Teaching & Learning Center.

- Over 80 instructors have participated in critical thinking professional development activities this year; these activities include In-Service workshops, enrollment in SPOC 201, and on campus activities such as instructional webinars.

### **Science Department**

BIO 110 students will enhance their critical thinking skills.

- In progress

BIO 168 students with at least a prerequisite of BIO 110 (or a comparable course) will significantly succeed over BIO 168 students with no previous college biology experience.

- In progress

PHY 110 students will enhance their critical thinking skills.

- In progress

### **Huskins, Early College and Cooperative Education**

Objective: Cooperative Education students will become more aware of the resources for their co-op experiences and thus improve their chances of being successful in their on-the-job training.

- Not yet assessed: The goal will be assessed by a survey administered at the end of the Spring 2011 term.

Objective: Students who participate in service learning projects must find a suitable volunteer position and keep up with all required forms and paperwork. Students will be able to quickly and easily access this information so they can focus on the learning objectives for their projects. Students will be satisfied with the resources provided by the college.

- Not yet assessed: The goal will be assessed by a student survey that will be administered at the end of the Spring 2011 term.

Objective: Early college students enrolled in college-level classes will earn a grade of C or higher.

- Fall 2010: Wilmington Early College students successfully completed 72% of CFCC courses with a C or higher.
- Pender Early College students successfully completed 77% of CFCC courses with a C or higher.
- Spring 2011 results will be reported in May 2011.

### **English Department**

Objective: Retention--Developmental students will be retained at a higher rate in eight-week sessions with five meetings per week than in the sixteen –week sessions with three meetings per week. Assessment Measures: Ninety percent of the students in the 085 pilot will successfully complete the course.

- Actual results: The retention rate for these classes was 77% while the retention rate in the traditional sections was 65.5%. While the retention overall was good, one section was very good (86.6% retention), and the other was very poor (57.1% retention). Also, one section was well populated (15 original enrollees) and one wasn't (7 enrollees).
- Use of Results: The English Department is going to put this project on hold right now because there are so many variables. We plan to restart our retention efforts by collecting baseline retention data on developmental students.

Objective: Critical Thinking--English 111 students will demonstrate competent critical thinking according to the QEP team's critical- thinking rubric. Assessment Measures: Eighty percent of student artifacts will be deemed competent by the QEP Assessment Team.

- Actual Results: All full-time English instructors instituted at least one Paideia Seminar in the Common Writing unit. Overall, 51% of the student essays assessed by the QEP Assessment Team were deemed competent or better.
- Use of Results: The English Department sees this data as a baseline figure—something to improve upon. We will continue with this goal in the 2010-2011 planning period by training all part-time faculty members to use the Paideia Seminar.

Objective: Student Success --Students in ACA 111 and ACA 122 will become familiar with campus policies and resources. Assessment Measures: Eighty percent of students in ACA 111 and ACA 122 will agree on a survey that they have a better understanding of campus policies and resources. In addition, eighty percent of students in ACA 111 and ACA 122 will correctly answer five out of six exam questions dealing with policies and resources.

- Actual Results: Eighty-two percent of students in ACA 111 and ACA 122 correctly answered five out of six exam questions dealing with CFCC policies and resources. The survey administered to the students by Student Development did not gauge their understanding of policies and resources, so the English Department has no real data from that survey.
- Use of Results: The English Department will continue to administer the ACA common exams and include questions about policies and resources.

## **BUSINESS TECHNOLOGIES**

### **Accounting Technology**

Objective: Develop a comprehensive final examination to be taken by all Principles of Financial Accounting (ACC 120) students at the end of the semester.

- Said comprehensive final examination has been developed by the faculty teaching ACC 120. It was first administered at the end of the Fall 2010

semester. The results were tabulated and reviewed, and showed that students completing the course were, on average, mastering 75% or more of the course material. Once the Spring 2011 results are available, a comprehensive analysis of the results from both semesters will be reviewed to derive statistical trends and pertinent observations.

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%.

- Systems Understanding Aid, 7th edition, by Arens and Ward has been acquired to be used with the current ACC 221 course. The project will likely begin April 21, 2011.

Objective: Accounting is changing rapidly with the codification of US Generally Accepted Accounting Principles by the Financial Accounting Standards Boards, and the work towards convergence with International Financial Reporting Standards. Students need to know where to find and how to use common sources for authoritative accounting information.

- Students in ACC 221 were shown how to access and required to create a user account for the FASB Codification of Generally Accepted Accounting Principles. A review has been made of the printed materials available in the CFCC Learning Resources Center. In cooperation with Bill Keach, reference librarian, an introduction to these and the online resources available through NC Live has been presented to upper-level accounting students. Once these students complete their required research project, the effectiveness of the presentation will be reviewed and adjusted.

### **Business Administration**

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

- The data for this goal has been collected over two years and should continue to be collected. At present it is evident that students in hybrid courses benefit from combining face-to-face and online learning techniques in ways that neither 100% online nor 100% face-to-face students benefit. This goal can be considered complete at this time.

### **Computer Information Technology**

Objective: Incorporate the MS Access content from the current textbook into CIS 110. Many state universities are requiring that incoming students who have credit for CIS 110 need to have a proficient level of knowledge in MS Access.

- The MS Office Access 2007 content was successfully integrated into the CIS 110 course content. An initial course schedule was created and made it available for all instructors to use as a template. At the end of the Fall 2010 semester, we gathered pass rates for the Access content from each instructor who taught CIS 110. The average pass rate for the Fall 2010 semester was 81%, well above the projected 75%. Clearly, the methods used by the instructors to deliver the content were successful.

- Based on the average pass rate for all CIS 110 course sections for Fall 2010, we will continue to implement classroom procedures for the delivery of Access 2007. Faculty input is always solicited for ways to improve course content delivery and enhance critical thinking.

Objective: The CIT degree program will create, edit, publish and distribute the Tech Devils newsletter in both the Fall 2010 and Spring 2011 semesters. This newsletter will be a tool for prospective student recruitment, community involvement, and current student critical thinking enrichment.

- Community, faculty/staff, and student surveys showed that overall 80.33% of responders believed that the Tech Devils Newsletter was an effective tool for prospective student recruitment, community involvement, and current student critical thinking enrichment.
- The Lead Instructor for the Computer Information Technology degree program will continue to publish the Tech Devils Newsletter in the coming academic semesters. The benefit of this additional tool is clearly evident by the survey results.

Objective: Deliver both NOS 130: Windows Single User and NOS: Windows Admin 1 as hybrid courses instead of face-to-face courses. This enables students to benefit from additional hands-on lab hours with the instructor, and it allows for students to work independently on the theoretical concepts portion of the course. This will also aid students in planning the academic scheduling of other courses within the degree program's required curriculum.

- Susan Booth wrote and compiled the course content for NOS 130 specifically for hybrid delivery. She scheduled additional face-to-face class time for students who needed additional hands-on lab practice. She had her students take an exit survey related to the change in the course from synchronous face-to-face to the flexible hybrid format.
- Face-to-face lab time increased by 100% for NOS 130.
- Survey results showed that student satisfaction with the course as a hybrid was 87% for NOS 130.
- Enrollment figures showed that the face-to-face NOS 130 course had a retention rate of 100% in the Fall 2009 semester, and the NOS 130 hybrid taught in the Fall 2010 semester had a retention rate of 91.3%. The results show that the retention rate for the hybrid course was clearly comparable to the face-to-face delivery of the course.

Objective: Compile documentation of critical thinking objectives, classroom and course work best practices, and overall assessments as outlined in the college's QEP for two CIT major courses - SEC 110 and CTS 285.

- For CTS 115: Information Systems Business Concepts, Scotty Williams has completed all required documentation related to critical thinking objectives, outcomes, best practices, and assessments. He has placed all of this documentation in the SPOC 201 course in Blackboard to share with others.
- For DBA 110: Database Concepts, Gwen Armstrong has completed all required documentation related to critical thinking objectives, outcomes, best practices,

and assessments. She has placed all of this documentation in the SPOC 201 course in Blackboard to share with others.

- Pat Hogan is currently working to complete the critical thinking documentation for SEC 110: Security Concepts. He will have the documentation completed before the end of the academic year on June 30, 2011.

### **Medical Office Administration**

Objective: Beginning Fall 2010 and to enhance student understanding of and skill development for medical coding, OST 148 Medical Coding, Billing, and Insurance will have the pre-requisite of OST 248 Diagnostic Coding. This pre-requisite will be changed to a local pre-requisite.

- The Curriculum Committee approved the pre-requisite course, OST 148: Medical Coding, Billing, and Insurance, as a pre-requisite to OST 248: Diagnostic Coding. The Student Handbook and Catalog, 2011-2012, will reflect this change. Completed fall 2010.

### **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.

- MT and MOA faculty are registered for the AHIMA ICD-10 Training Academy and are currently working to complete part-one of the training as of March 28, 2011. The deadline for this portion of the training is May 31, 2011. All academy students must complete part-one prior to the face-to-face training scheduled for June 1-3 in Raleigh, North Carolina.
- MT and MOA program instructors by AHIMA membership, have access to current health-related information in the form of e-mails, newsletters, and journals. In lieu of workshops or seminars that include a registration fee, we now receive updates to ICD-10 at no charge to the department.
- The MT instructor is a part of a growing network which includes the medical community and community colleges. By this relationship, the July 2010 MT/MOA Medical Community "Meet and Greet" was sponsored by the community. The Coastal Carolina Health Alliance sponsored this event. The project director of CCHA is a newly appointed Medical Transcription Program Advisory Committee member.

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

- The MT instructor will use her relationship with the community by way of the advisory committee and/or the CCHA to meet this objective. The first meeting for this discussion is scheduled for April 8, 2011.

Objective: Students in the Medical Transcription program will meet the needs of the community by transcribing reports from medical personnel who are non-native English speakers.

- The MT instructor has made contact with two professionals-one from India and the other from Africa. They will dictate reports so that medical transcription

students will have the opportunity to hear and transcribe reports from dictators with accents.

### **Real Estate**

Objective: 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.

- Status up to date: In the last report each of the sections was higher than 80% except "Finance" was at 78.6%.
- Anticipated outcome: Achieve an 80% or higher in each of the five sections as well as the overall score section.
- Expected date of completion: The report will arrive sometime in July or August from the N.C. Real Estate Commission.

Objective: Improve the overall pass fail ratio of our students on the N.C. Real Estate Licensing Examination.

- Status up to date: CFCC pass fail ratio for 1/1/10-12/31/10 is 88%. NC Real Estate Commission minimum standard is 70% and the state average is 73%.
- Anticipated outcome: Anticipated pass fail ratio is 90% for 7/1/10-6/30/11.
- Expected date of completion: Pass fail ratio for 7/1/10-6/30/11 will arrive sometime in July or August from the N.C. Real Estate Commission.

Objective: Have the real estate program grow through increased enrollment.

- Status up to date: Fall 2010 semester had 8 Pre-Licensing students and 8 Post-Licensing students. Spring 2011 semester has 11 Pre-Licensing students and 11 Post-Licensing students.
- Anticipated outcome: There was an increase of 3 students in Pre and Post Licensing classes or a 37% increase.
- Expected date of completion: comparison completed

Objective: The real estate instructor will seek "continual improvement" in order that real estate students receive effective instruction.

- Status up to date: The objective was successfully attained in the most recent student evaluations issued on campus.
- Anticipated outcome: To have a minimum of 90% students respond with "good" or "excellent" in each category of the student evaluation of the instructor.
- Expected date of completion: Student evaluations will be complete before the end of the spring semester. At that time the evaluation of my performance as seen by students will be evaluated.

## **CONTINUING EDUCATION**

### **Continuing Education Administration**

Objective: To develop a series of short courses that will meet training needs for the area business and industry workforce.

- Goal Achieved. Several Self-Supporting initiatives were initiated through the CE Divisions. The BIG Center offered three self-support courses with fees over \$200 per student: Solar Installer, A+ Certification Prep, and ABC Ethics and Responsibilities Training. The Burgaw Center, through the Customized Training Program (CTP), held its first (BIG) Symposium for over 75 business and industry participants. The Public Health and Safety Division offered a six-hour self-supporting course entitled "Firearms Qualification and Training for Retired Law Enforcement Officers Course".

### **Customized Training**

Objective: Enhance and expand the offerings of the BIG Division.

- Goal Achieved: The first Pre-Licensing courses in Property and Casualty and Personal Lines were offered in October 2010. Two sections have completed and a third will be offered in May 2011. The Introduction, Advanced and Certification Prep Medical Coding courses were offered in a seated format beginning in January 2011. Three self-support courses have been offered in Spring 2011 with fees over \$200 per student: Solar Installer, A+ Certification Prep, and ABC Ethics and Responsibilities Training. In Spring 2011 one course in the Substance Abuse Counseling program was offered as a hybrid course. Other hybrids are now being developed.

Objective: Streamline, expand and improve the CRC Program.

- Goal Achieved: The CRC course has been streamlined into one section with several different instructors team teaching to cover different lab hours and helping students online. All students are enrolled in the currently open section. A new section is started every other month. Specific testing dates are set each month for each location – Burgaw and BIG Center. Additional testing is scheduled as needed. All former CRC class packets have been submitted to RAD. The CRC Program was expanded from just offering WorkKeys components to the full Career Ready 101 Program which offers online job acquisition and retention skills, including financial literacy, resume writing, interest inventory, work ethics, etc. Career Ready 101 is now being incorporated into many HRD courses.

Objective: Expand HRD offerings and improve instructor quality and consistency.

- Goal Achieved: The Pharmacy Tech program is offering points in the selective admissions process to students who complete the Health Sciences Academy. The HRD program completed the move to the C Building and began offering courses in that building in Fall 2010. Many HRD instructors now use the Career Ready 101 software in their Employability Skills and Financial Literacy courses. A Custodian/Cleaning Services Academy was offered in Spring 2011, however, only 2 students enrolled. The academy was cancelled and another academy (Sales/Customer Service) is being developed.

Objective: Transitioning JobsNOW Programs into ongoing Continuing Education Programs.

- Goal Achieved: Five JobsNOW programs were carried into the Spring 2011 semester. Plumbing Apprenticeship, Behavioral Health Technician, and Weatherization: Crew Member Training courses were offered as regular OE courses and are currently running. Solar Installer and A+ Certification Prep were offered in Spring 2011 as self-support courses. Only the Solar Installer course had sufficient enrollment to run. BIG Center Secretary, Teresa Criser, took over coordination of all 5 JobsNOW programs. All JobsNOW course packets were submitted to RAD at the end of December 2010. All reporting required by NCCCS has been completed.

Objective: Enhance and expand SBC offerings and community involvement.

- Goal Achieved: 66 Free SBC seminars were offered in 2010-2011, including 20 new seminars not previously offered. Sustainability Officer Training was offered as a self-support course – 3/7/11 – 3/11/11 (\$1500 per student). Another self-support offering will be Export University 101 in May 2011 (\$49 per student). One business related course was offered as an OE course at two different times: MS Office 2007: Applications for Your Small Business – 9/15/10-10/13/10 and again 3/24/11 – 4/21/11 (15 hr course). Offering additional SS and OE courses will be continued into the 2011-2012 goals for SBC. SBC Coordinator, Doug Tarble, completed all third year credentialing requirements. Two “green seminars” were offered in 2010-2011: What it Means to Be Authentically Green – 9/28/10 and Save Energy and Save Money (the Green Way) – 1/25/11. A seminar titled How to Start Your Own Business was offered in Spanish in Summer 2010. There has been insufficient interest in this type of seminar to schedule another event. The SBC will continue to communicate with the Latino community and will offer seminars in Spanish as interest demands. Export University 101, which included a tour of the Port of Wilmington, was offered in Summer 2010 and will be offered again on May 26-27, 2011. Participation in Futurallia and the CAFTA/NAFTA conference for 2011 was canceled due to budget constraints.

### **ABE/GED/AHS (on-campus)**

Objective: Increase the number of GED and AHS students who complete their respective programs.

- Goal Achieved: We increased the number of students who earned AHS diplomas from 142 to 156.

Objective: Align the AHS program with the N.C. state standards by providing instruction based on the NCSCOS, administering EOC exams, and ensuring that students complete the program with the appropriate academic skill level to place in college level courses.

- Goal Achieved: The AHS program is now in full compliance with the NCSCOS. All core teachers are certified in their content area.

### **ABE/CED/GED off-campus**

Objective: Increase the number of students who move from one level to the next and increase the number of GED equivalent diplomas in our off campus classes.

- Goal Achieved: We have increased the number of GED diplomas awarded to our off campus students. We did not increase the number of students who move from level to the next.
- Improve the retention rate of non-correctional facility off site classes  
Goal Achieved: We significantly increased the number of students enrolled in off campus classes. However, the retention rate remains the same.

### **English as A Second Language (ESL)**

Objective: Restructure on-campus classes to run the full semester.

(This goal was discontinued as it was found to not benefit the students or the work-flow.)

Objective: Establish a testing center with managed enrollment for off-campus classes.

- Goal Achieved: Fall 2010—established C building auditorium as a testing center for ESL registrations. Polled students and determined that managed enrollment for off-campus classes is not in their best interest. Decided instead to extend contact hours of current classes as well as add classes in the Burgaw area. Extended hours at South Topsail Elementary, Horizon and Blair. Plan to extend hours at Friends School and MC Williams in the fall of 2011. Currently have 4 evening classes at Burgaw campus and 2 morning classes at Burgaw community centers, whereas a year ago there was just one morning and one evening Burgaw class.

### **Public Health and Safety Division**

Objective: Offer EMS Instructor Methodology and/or the EMS Administration course to serve the training needs of EMS providers on a state-wide basis in order to meet emergency medical needs of the community and state.

- Goal Achieved. EMS Instructor Methodology course was completed in November 2010.
- Six students completed the course, and all are now part-time CFCC instructors.

Objective: Update grading procedures for the EMS Program.

- Goal Achieved. Grading procedures for all initial EMS courses were updated in August 2010.

Objective: Increase the number of 24-hour or greater specialized training courses by offering courses in at least one of the following areas in order to provide a safer community: (a) Investigations; (b) Tactical Responses for combined law enforcement and military agencies; (c) Administrative Investigations for First Line Supervisors; (d) Leadership for Law Enforcement Managers; (e) Data Driven Management for Patrol Functions; (f) Covert Investigations; (g) DEA Surviving Asset Forfeiture; and (h) Search and Seizure for School Resource Officers.

- Goal Achieved. Courses in DEA Surviving Asset Forfeiture, Background Investigation School, and Cycling Patrol Procedures-Advanced were completed in March 2011. Search and Seizure for School Resource Officers will be offered before June 30, 2011.

- DEA Surviving Asset Forfeiture and Background Investigation School met the goal of developing skills for supervisors and managers.

Objective: Add a first-time Friday and Saturday evening Nurse Aide Level I course to be offered 5-10 p.m.

- Goal Achieved. Friday and Saturday evening course was offered beginning January 2011.

Objective: Update grading procedures for the Nurse Aide Program.

- Goal Achieved. Grading procedures for the Nurse Aide Program were updated in November 2010.

Objective: Develop and offer one self-supporting In-Service Law Enforcement course designed to address training that cannot be successfully offered through Occupational Extension.

- Goal Partially Achieved. A six-hour Firearms Qualification and Training for Retired Law Enforcement Officers course has been developed. This course will permit retired officers from any state to carry a concealed weapon anywhere in the US. CFCC is waiting for information from the state of NC and Dept. of Homeland Security on reporting and record-keeping requirements before offering this course.

### **Fire and Rescue Training Division**

Objective: Acquire and install exterior burn props for exterior firefighting on exterior burn pad. Goal is to acquire three props -- gas tank, vehicle and industry training prop.

- Goal Achieved. Gas tank prop donated by Jenkins Gas Company for one prop. Racks, pump, flanges, piping, etc donated by Invista for second prop for industrial fire brigade training. Quotes pending for third prop – vehicle fires. Bids requested for piping & wiring for props. Goal continues for completion to 2011-2012.

Objective: Offer First Responder Academy to include Firefighter I & II, Technical Rescue, Emergency Medical Care or EMT, Emergency Vehicle Driving and NIMS classes.

Accomplishments – First Responder Academy started February 2011 and will graduate June 2011.

- Goal Achieved. First Responder Academy started February 2011 and will graduate June 2011.

Objective: Increase Safety Training Center utilization by minimum of 5% including live burn training and Hazwoper.

- Goal Achieved. Recruited Dupont Fayetteville & Invista fire brigade training; Elementis Chromium recruited for hazardous materials training for their team. Corning & GE Emergency Response Team training continues. All industry customers served to date have scheduled their upcoming annual training with Safety Training Center. Statistical Report Comparison for 2009-2010 to 2010-2011(YTD) indicates greater than 8% increase in fire training FTE.

### **Workforce Development/Customized Training-Pender County**

Objective: Increase the marketing and advertising of workforce development programs to reach all businesses and industries within New Hanover and Pender counties through well-developed professional brochures, posters, and customized training web site.

- Goal Achieved. Marketing efforts included changes to the Customized Training Program (CTP) Website, new brochures and needs assessment surveys were developed and sent out to businesses and industries in New Hanover and Pender Counties. The CTP held its first Business, Industry, and Government Symposium which attracted over 75 local business and industry participants. This Symposium featured presentations by the Statewide Director for the Customized Training Program, Dean-CFCC Technical & Vocational Programs, Department of Commerce, and Wilmington Industrial Development. Other economic development entities were represented at the Symposium which resulted in an increased interest in training and programs offered by the CTP.

Objective: Work to increase the number of funded CTP projects to four for New Hanover and Pender County Business, Industry, and Government entities for the 2010-2011 fiscal year.

- Goal Achieved. The Customized Training Program (CTP) increased their funded projects for 2010-2011 from two projects to four. Unfortunately during the latter part of 2010-2011 one of the newly funded projects had to be closed prematurely due to an increase in business operations but will seek to re-establish the project in the 2011-2012 year. Business & Industry (B & I) Funds are on target to be fully expended. This year saw a marketed increase in the number of local businesses and industries who have benefited from training paid through B & I Funds, which include: AAIPharma, Cardinal MetalWorks, Cincinnati Thermal Spray, Corning, Elementis Chromium, IKS Works, Sturdy Corp, and VisionAir.

### **Community Services Division**

Objective: Identify secure off-campus locations to offer additional recreational and leisure classes.

- Goal Achieved - We have received many requests for Upholstery, Floral Design and Furniture Refinishing classes. To implement said classes we will need to secure an off campus site to house the tools and materials that would be needed for the classes. We identified the Derick Davis Center and Martin Luther King Center to offer recreational and leisure classes. A successful sewing class was started with 12 students enrolled. The site maintains a security system and fire alarm system; this allows staff to leave expensive instructional supplies at the site instead of having to cart them back and forth.

Objective: Increase the awareness of Gullah Geechee culture for Southeastern North Carolina.

- Goal Achieved - A CFCC mini-grant was awarded for \$1,000.00 to offer Gullah Geechee Cultural information to the community. As a result a free Gullah Geechee Culture seminar was held on April 2, 2011. Approximately 150 people were in attendance to hear lectures, speeches, and stories about the Gullah

Geechee Culture. Several displays were made available as well as books that were for sale to promote the Gullah Geechee Culture.

## **ENGINEERING TECHNOLOGY**

### **Engineering Technology Department**

Objective: Provide an office environment conducive to supporting adjunct faculty in the Engineering Technology department. This will allow faculty to prepare lesson plans, meet in private with students, and conduct related duties. Access to a computer, internet, supplies, printing & copying will also be included. In addition, the Department Chair will conduct adjunct training to cover policies and procedures.

- The NB-112 adjunct office has been identified and upgraded with a newer computer and monitor with printing, internet, copying, and all related capabilities to support faculty needs for proper instruction and student interaction. Secondly, the adjunct faculty training and development meeting took place in the beginning of the Spring 2011 semester, in which all of them receive the ET faculty guidebook and training on the policy and procedures. In addition, the department chair conducted a special training session on Web-Advisor and Grading to assist the adjunct faculty with routine and the snow make up day requirements.

### **Architectural Technology**

Objective: Graduates will be knowledgeable about current sustainable and alternate energy technologies.

- Sustainable and alternate energy technologies are taught in all the second year classes. To further enhance the skill set, an additional field trip has been added to the NCSC Solar House in Raleigh, NC. This trip is value added by providing the students with access to the most current technology and trends in alternate energy.

### **Chemical Technology**

Objective: To provide students training on Gas Chromatography Mass Spectrometry Instrumentation (GCMS).

- The CHEM TECH department is now one of the few community colleges in the state to have a state-of-the-art Gas Chromatography Mass Spectrometry (GCMS) instrument. This piece of equipment has significantly improved the training and education within the department and has led to new cooperative education agreements between the program and local employers.
- The acquisition of this instrument now enables us to provide training not only in chemical technology (environmental and pharmaceutical studies) but also forensic type analysis.

Objective: To provide students training on ion chromatography (IC) and software.

- The CHEM TECH department is now one of the best equipped laboratories concerning ion chromatography in the state of North Carolina (this includes 4 year colleges, universities, and other community colleges). CFCC's campus now has three operational IC's, one with an autosampler. These instruments will

allow the department to provide better training on the equipment and allows the department to fully implement organic, food and environmental laboratory procedures.

### **Computer Engineering Technology**

Objective: Replace servers used in classes with Rack mount servers as they go out of warranty. Careful selection and OS visualization will allow us to reduce 16 servers to 8. This will use less electricity and save cost on the servers while still providing quality education.

- We were able to obtain 6 of the 8 servers requested and have replaced 8 servers and our Firewall/Gateway that was failing. We also were able to add 4 Virtual Machines running on 1 of the servers for student use exposing them to virtualization of operating systems and hardware. These servers were installed and put in production Spring of 2011. This meets the goals of saving electricity and student education. (6 running computer instead of 13 and Virtualization as a new technology) Power savings would be approximately 54% ( Normal server has a 500 to 600 watt power supply,  $13 \times 500 = 6,500$  watts, new amount  $6 \times 500 = 3,000$  watts or approximately a 3500 watt savings )

Objective: To help promote industry certification, we would like to showcase our students that get industry certification by putting a display case up in the hall way that has a picture of the student holding the certification(s) that they earned. Hopefully this will encourage others to get certified so they can have their picture in the display case. This will also be a way to highlight our student's success to tour groups when they tour the North Campus

- The display cases were purchased and installed Spring of 2011. We have posted pictures of 5 of our students that achieved an industry certification at the end of last semester and hope to add several more at the end of the Spring 2011 semester. Highlighting the students' success has worked very well, several other students have commented that they wanted to get their certification so they could be put up on the wall, tour groups have stopped and looked at the information and made comments about the work that it took to get these certifications. I think this will instill a sense of pride in both the instructors and the students.

### **Electronics Engineering Technology**

Objective: The goal is to expose students to the electronics involved in wireless communication. The student will study the 802.15 protocol and other 2.4GHz radios like Bluetooth, XBee, and ZigBee devices. The goal is to have students connect microcontrollers to 1mW XBee radios in the lab and demonstrate wireless communication. The student will have to build two breadboards circuits, one with the micro and radio programmed as a transmitter, and the other programmed as a receiver. The goal is to have the receiver respond to data sent from the transmitter. The LED at the receiver will be programmed to Blink when the switch at the transmitter is pushed. When the button at the transmitter is not pushed the LED at the receiver will be off.

- All supplies have arrived for both series 1 (low power 1 mW / 300 meter) and the series 2 (60mW / up to 1 mile) XBee Radios. These XBee modules are 2.4GHz, 802.15 FCC compliant transceivers based on Zigbee protocol. The XBee/Zigbee

modules are used in commercial, industrial, research, and other applications for low power to distance wireless communication. The balance of system items for experimenting with the XBee RF modules in the EET lab (NB 206) have been received, including necessary breakout boards and embedded programmable micro-controllers.

- Students have successfully completed several labs with the Arduino IDE for C language compiling, and programming the Atmel series micro-controller. Students taking ELN 232 - Intro to microprocessors this semester (2011SP) are experimenting with ATmega328 micro-controllers. Students currently taking ELN 232 sections N1 or NE1 are on track to perform the Xbee/ZigBee Wireless Communication Lab this semester and satisfy the defined Objective.

### **Interior Design**

Objective: Prepare our graduates to enter the workplace performing at today's industry standards with a proficiency level of 92% or better using a standardized test accepted in our industry.

- I administered a modified version of the standardized NCIDQ exam which Interior Design professionals are qualified to sit for after six years of combined qualified education and experience to measure their proficiency. The scores ranged from 83 – 97% with an average score of 91.3%.

Objective: Promote critical thinking in the classroom in a way that it can be assessed along with biological knowledge learned. 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 document the critical thinking displayed (20%) in addition to the tasks completed (80%).

- The rubric has been successfully used for major projects to evaluate critical thinking. The students are told up front that their critical thinking skills will be observed through the project and will be added to their final scores.

Objective: Retain 100% of students through program completion.

- Due to illness we lost a couple of students this year. They plan to continue the program next fall.

### **Machining Technology**

Objective: Graduates of the Machining Technology Curriculum will develop skills in the use of high-end, mechanical design software as used in a modern manufacturing environment.

- Partially accomplished-- Students are continually exposed to a variety of educational objectives in advanced levels of mechanical design using MasterCAM X<sup>4</sup> 2D and 3D computer aided design and manufacturing software. Students are designing and manufacturing components that require machining on all six sides of the object. This type of design and manufacturing is among the most difficult concepts required in manufacturing.
- Our original plan was to incorporate Solid Works design software into our MasterCam classes in order to expose our students to varied design methodologies. However, due to computer problems, this component of the

objective has not been accomplished to date. We expect this to be complete by the end of the Fall Semester 2011.

Objective: Increase the exposure of Machining Technology students to non-traditional manufacturing methods.

- This goal is currently in process with varying degrees of success. Since last year, we have incorporated applications of water jet technology into our educational objectives. After purchasing a computer controlled water jet, we have begun training our students in the concepts of programming and operating a CNC water jet to manufacture mechanical components from a variety of materials such as steel, aluminum, glass and granite. This objective has been very successful from the standpoint of exposing our students to manufacturing processes that we were previously unable to provide.
- Additionally, we are attempting to manufacture mechanical components using a manufacturing process called "metal spinning". This process is similar to the process that a potter employs during the process of creating a clay pot. Metal is spun and formed over a shaped mandrel. Although our students are learning much about alternative manufacturing processes, we have not entirely accomplished our goal of manufacturing a component to date. This will be an ongoing project, possibly lasting until Fall of 2011.

Objective: Increase and diversify the skills of Machining Technology students in the area of difficult to machine materials with specific regard to harder alloys.

- This objective is scheduled to be completed this week with the culmination of a seminar on machining high alloy steels with both a lathe and a milling machine. The seminar will be conducted by representatives from Kennametal Carbide Tools, Inc. a world leader in industrial cutting tools. All second year Machining Technology students will be required to attend this seminar and then present a report on this educational experience during their next scheduled class.

### **Mechanical Engineering Technology**

Objective: Graduates of any Mechanical Engineering Technology program (Certificate, Diploma, or AS) will be proficient in 2D CAD software.

- At the completion of DFT 112, 83% of the students produced 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.

### **Nuclear Maintenance Technology**

Objective: Combine the electrical and mechanical options courses into a single unified curriculum with no change to program semester hours for implementation in the 2011-12 catalog year.

- Program curriculum change submitted in September 2010 for College and State approval. College approval is complete. State approval is expected in April 2011 in time to include change in the 2011-12 Catalog. Change includes program name change to "Nuclear Technology".

Objective: Develop standing agreement to use Progress Energy's Brunswick Nuclear Plant in Southport as an alternative co-op work experience site for students in the nuclear program who are not Granite employees.

- Progress Energy has stated that cooperative work or internship programs are no longer available for at least the next few years to students in the nuclear program at the Brunswick Nuclear Plant or other Progress Energy nuclear plants. This is due to the transfer of experienced personnel from Progress Energy fossil plants to their nuclear plants because of upgrades at fossil plants that result in lower staffing levels. Program students who are not Granite employees are now advised to seek cooperative work experiences with contractors who perform outage work at nuclear plants, preferably plants with boiling water reactors.

Objective: Revise content of NUC 130 for roll-out in Summer 2011 semester.

- The NUC 130 curriculum has been strengthened to include labs in dye penetrant inspection and metallic particle inspection and additional labs in ultrasonic and radiographic inspections. The course textbook and testing materials have been upgraded as well. The purchase order for additional lab materials and equipment was approved and the materials and equipment have been delivered. Efforts are ongoing to acquire items to be inspected, to introduce known flaws in them, and to develop new procedures for operating equipment and personal protective equipment.

## **MARINE TECHNOLOGY**

### **Boat Building**

Objective: Create a concentrated Marine Finishes curriculum to better deliver to students the skills needed to work in the painting area of boatbuilding. Curriculum will cover varnishing by brush, painting by brush, and spray painting paints and clear coats.

- The curriculum has been formulated and we are attempting to find a way to fit it into the program

Objective: Students will participate in making a "slick" or large paring chisel from car leaf springs. Students will be involved with annealing the tool steel, shaping it, and tempering the tool steel for the slick. Students will turn a handle for the slick on the lathe.

- The leaf springs have been cut to shape and are ready for annealing prior to drilling holes for handles and fashioning handles.

### **Boat Manufacture and Service**

Objective: Boat repair training will take place on a formerly functional boat which is in disrepair. Students will gain practical knowledge of how major structural and cosmetic repairs are performed to professional marine industry standards. Students will demonstrate proper safety procedures and repair techniques associated with major boat repairs.

- Repair training is underway on a suitably dilapidated boat. Students have, so far, shown exceptional skills in the dismantling and reconstruction of structural

components on the vessel. Repair work on structural and cosmetic areas will continue into the summer semester

Objective: Fully utilize the engine installation system installed in the shop during the last planning year. Acquisition of additional materials and equipment will be needed in order for students to install a fully functional engine system. Students will learn proper safety procedures associated with marine engines and will demonstrate installation and maintenance techniques.

- The engine installation system has been utilized with outstanding results. The students have successfully installed a marine diesel engine and all its components including running gear in the lab.

Objective: Coordinate an effort with the English department to hold a resume writing workshop for students in the Boat Manufacture and Service program. This objective will increase the students' confidence while job searching and increase job placement after graduation.

- Plans to hold a resume writing workshop for the Boat Manufacture and Service students are still underway. The workshop will likely be held during the summer semester before students are expected to graduate.

### **Marine Technology**

Objective: Create a department wide ranking system based on student academic performance to provide an equitable method for the allotment of cruise spots

- A system was created by the Marine Tech chair and faculty, this was approved by student development, and the VP of Instruction. Dr. McKeithan has asked that changes be made before the system is implemented. We are currently working on the changes.

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.

- Due to excessive silting in the CFCC basin, and the toxic nature of the sediment dredging and construction of a new boat ramp is not possible.

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

- All fall and spring training cruises were completed (one currently underway). We anticipate completing our summer training cruises with necessary funding. Due to a dramatic increase in enrollment funds are not required from the President's Emergency reserve. Both the R/V Dan Moore and R/V Martech were hauled-out for their biannual maintenance and all small boats are in good working order.

## **PUBLIC SERVICES**

### **Public Services Department**

Objective: Study and analyze the enrollment of all Community Spanish Interpreter classes in Spring Semester of 2011 to determine if this program should be continued or phased out.

- After a comprehensive overlook at the Community Spanish Interpreter Program, it was decided that we should take a very proactive role in advertizing the existence of the program, especially to the Hispanic neighborhoods. We placed advertisements in the local newspapers, had guests to appear on the local Hispanic radio station, and distributed information at gatherings and group meetings.

Objective: Increase the enrollment of students in the Community Spanish Interpreting Class

- .Enrollment rose as follows:

	AAS	Cert	Diploma
2010 Spring	2	1	8
2010 Fall	8	2	9
2011 Spring	11	1	9

### **Basic Law Enforcement Training**

Objective: Offer BLET students specialized training beyond the 624 hours mandated by the Criminal Justice Standards Commission, including resume' development, job testing skills, and interview skills. Additional specialized training in firearms, defensive tactics, OC spray and short Baton are to be offered. This specialized training will give our graduates the advantage in applying for the limited law enforcement job in our area of the state.

- Accomplishment – Completed 20 additional hours of training beyond the 624 hours that is required for the 2010 – 2011 year. We have had four classes attend and complete this specialized training.

### **Criminal Justice Technology**

Objective: To modify and/or update current curriculum courses to be more effective and appropriate for current and future professional needs enhancing student success.

- In reviewing the course substitution of LEX 141 for LEX 214, it was determined that by adding material to LEX 140 and 214, it was not necessary for the substitution. The original idea was to add 141 and Medical Evidence as the substituted classes. I have found I can implement medical studies and additional document preparation to both present courses and therefore a substitution was not necessary.
- We are continuously reviewing our various programs (Degree; Diploma and Certificate) for the purpose of adding or substituting courses that would enhance opportunities for our graduates. We have received approval from our curriculum committee to add LEX 289 Constitutional law as a substitution for CJC 231. It is tentatively scheduled to be offered during the day and online this fall.
- With reference to eliminating LEX 287 it was decided to put this on hold. North Carolina has by statute provided for Certification of paralegals which requires passage of an examination. Attempts to secure a specimen exam to provide a

review course for LEX 287 were neither productive nor available at the present time. As a result and because many students have expressed a desire to take the national exam which the CLA review course helps prepare students, it was decided to leave this course in place.. I have been working on a draft for LEX 288 (Health and Elder Law) and will be prepared to submit as an elective to the Curriculum Committee by the end of the fall semester.

- We have added Soft-Pro software and it has been used extensively in the two real property courses. This is beneficial to our students as it is the primary real estate program utilized by attorneys in our field of influence. In addition a Case Management program has been ordered and we are awaiting its arrival. This software will be used in Law Office Management and Civil Litigation courses
- Susan Clarke from our department has elevated the PTK honors program receiving many awards and recognition. We have added/offered more courses to our online program and will continue until it is possible to achieve certificate and diploma programs online. In addition we have received approval and substituted courses to our certificate programs to meet NC state bar guidelines for certification. We are continuing to work for their final approval.

### **Culinary Technology**

Objective: Students in the culinary program will be required to participate in a cooperative work experience at a facility that meets program requirements. Students will have gained knowledge and skills from culinary program to successfully meet the co-op host's expectations.

- Results not received yet

Objective: The culinary students will gain the knowledge and skills necessary to become certified in (Advanced Culinary Skills).

- 79% of Advanced Culinary students achieved NRA certification

Objective: Students will be required to take sanitation and safety certification exam. Instructors will use Serve Safe text and laboratory materials. Students will receive instruction through lecture and lab activities, presentations, and comprehensive review to gain knowledge necessary to successfully pass exam.

- Spring 2010 88% of students received Sanitation certifications.
- Fall 2010 100% of students received Sanitation certifications.

### **Film and Video Production**

Objective: All FVP 130 Students are responsible for their own 2 page, 2 character "argument" short film. This involves a FVP 215 assignment.

- All FVP 130 students involved in this goal showed a high level of competency for all aspects of film production. It became apparent that this large of a project would begin to interfere with Lab times and having students complete the other projects on syllabus. In review, this goal would be better suited for a more production oriented class like FVP 250 where the lab times are longer.

Objective: FVP 220 Students will be given a bi-monthly assignment that will have them edit a particular piece of footage (given to them) into a graded project utilizing all the

editing skills and resources we are covering in lecture each week. Each student will be responsible for 32 assignments burned to DVD or CD and turned in to be assessed.

- With a lack of computers available during lab times, several students fell short of the 32 required projects.
- FVP 220 projects were re-assessed mid semester and a more user friendly goal of 16 projects was made known to students.
- All FVP students who completed the course with an "A" level completed all 16 assignments.

Objective: All FVP 215 students will be able to schedule the shooting days for a four page short film.

- This goal was accomplished. All students turned in their 4 day shoot schedule based on their own script breakdown.
- This assignment will be used in FVP 215 from now on.

### **Hotel Restaurant Management**

Objective: HRM students will have adequate lab facilities for the Lab portions of required courses

- This continues to be a challenge. Demand exceeds capacity of the W018 lab facility. Labs which need facilities are; CUL 135A (Uses W018- adequate), HRM 215A (shares with CUL 240 selected on three selected evenings- expanded usage would serve program, HRM 220A Computer lab- adequate, CUL 120A Field Trips- prefer on site facility usage)
- We have been included in the planning of the Union Station Café and Banquet facilities and hope utilize both spaces to expand our on-campus lab capabilities.

Objective: Employers will be satisfied with student preparation for employment

- Co-op Employers express satisfaction with student performance through the cooperative employer visit communications and final evaluation of student forms. Employers, including the convention center, hotels, clubs and restaurants contact instructors in order to obtain program student and graduate employees.

Objective: Students in the HRM program will be satisfied with the quality of instruction, including instructors and courses.

- Results of this goal are documented through the student evaluation forms. In past years, these were done in the Fall semester, so that documentation was available at this time. Currently, the evaluations are being administered in the Spring semester and have not yet been done, so no results can be obtained.
- The graduate exit surveys indicate a high degree of satisfaction with the quality of instruction, instructors and courses. The level of involvement of graduates with our programs including the alumni association is evidence of HRM students continuing commitment to CFCC and the HRM program. HRM graduates also continue to contact the program to hire current students.

Objective: Students in the HRM program will be technically proficient as measured by average scores and passing rates on competency and certification exams provided by the National Restaurant Association and American Hotel and Lodging Association.

- Students continue to achieve and improve on the average scores and pass rates on their certification and competency exams. Courses associated with competency are; ACC 175 Hospitality Accounting, CUL 110- Sanitation, CUL 120/A Purchasing, CUL 125 Hospitality Information Systems, CUL 135/A Dining Room Service, HRM 210 Conventions and Meetings, HRM 215/A Restaurant Management, HRM 220/A Cost Control, HRM 225 Beverage Management, HRM 240 Marketing, HRM 245 Human Resources, and HRM 280 Management Problems

### **Cosmetology**

Objective: Design and implement the 1500 hour Certificate in the Cosmetology Program.

- The 1500 hour Certificate will give the students the opportunity to complete the Cosmetology program without two additional English classes. The implementation of the goal is presently ongoing however the class design is as follows: COS 111/112, COS 113/114, COS 115/116, and COS 117/118. Upon completion the student will then be allowed to sit before the board and become a licensed cosmetologist.

## **VOCATIONAL DEPARTMENT**

### **Air Conditioning, Heating and Refrigeration**

Objective: 90% of students will successfully rewire a condensing unit that has been completely stripped, including controls and taking into account proper wire size.

- 92% of students showed their ability to wire a condensing unit, with only help from the wiring diagram.

Objective: To have students successfully size and install the gas piping and exhaust for the gas furnaces in the ACH/R shop.

- 100% of students were able to pass a written and practical exercise on the sizing of gas pipe and exhaust.
- 100 percent of students passed the J2 and received their gas piping journeyman cards

Objective: To have 100% of the students in the summer 2010 semester be able to do a complete system change out according to the 2009 N.C. Mechanical code.

- All students were able to do an install of HVAC equipment to code, and 100% of students passed and received the J-1 journeyman cards

### **Auto Body Repair**

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 collision damaged vehicle, quality and appearance of work was judged by the vehicle owner.

- All graduating students replaced a door shell, fit and function was checked by Mr. Lee Condasta of Automotive Refinish Products or Mr. Ed Verge.

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

- Only about half of graduating students were able to repair a vehicle with structural damage. Structural measurements were checked by Mr. Lee Condasta of Automotive Refinish Products. Students, who didn't get to repair a vehicle with structural damage, did anchor, measure, and make pulls on a donor vehicle without structural damage.

Objective: Graduates of the Auto Body Repair Diploma program will be able to use and identify proper refinishing equipment, materials, and procedures following the latest industry standards.

- All graduating students prepared a vehicle for refinishing, quality and appearance of work was judged by the vehicle owner, or Mr. Ed Verge
- All graduating students performed a bendable match on a late model vehicle. Color match, texture, and overall appearance were judged by the vehicle owner.

### **Automotive Technology**

Objective: Upon completion of this class students will show knowledge of and hands-on ability to convert a gasoline engine to a fully electric engine.

- 90% of students demonstrated to another instructor or advisory member, knowledge of safety issues, weight and other determining factors, and the required components needed to convert a gasoline vehicle to an electric vehicle. Students participated in hands-on disassembly of a vehicle to convert to electric.
- 90% of students demonstrated to another instructor or advisory member, knowledge of the working components, how they work together to make an electric vehicle and how to install those components on a vehicle.
- 95% of students passed written chapter tests and hands-on activities related to electric car conversion, components and safety to be checked by an instructor or advisory member.

Objective: Upon completion students will be able to use automotive brake tools to remove/reinstall brake components and properly diagnose/repair common problems.

- 90% of students demonstrated to another instructor or advisory member knowledge of safety concerns, proper inspection procedures, knowledge of service manuals and procedures to diagnose/repair common brake issues.
- Students were graded on hands-on activities and written tests to show knowledge and abilities.
- 95% of students demonstrated to an instructor or advisory member proper use of the brake service tool kit that they purchased. Students were given hands-on activities to be tested on knowledge of these tools.

Objective: Upon completion students will be able to use automotive electrical related equipment to diagnose/repair electrical systems.

- 90% of students demonstrated to an instructor or advisory member knowledge and proper use of electrical equipment by testing/repairing common electrical related issues.
- 95% of students demonstrated to an instructor or advisory member knowledge of safety procedures for testing/removing electrical components.
- 90% of students demonstrated proficiency with a test light, crimping/stripping pliers, and DVOM to an instructor or advisory member. Hands-on activity sheets and practical tests will be used to show students abilities. Only 60% purchased equipment.

### **Carpentry**

Objective: Upon completion of this course, students should be able to interpret and read residential blue prints

- 95% of students passed a proficiency test in residential blue print reading.
- 95% of students demonstrated to another instructor suitable drafting and sketching techniques.

Objective: Upon completion of this program students will be able to interpret Local and National Residential Building Codes for residential construction.

- After discussions with the advisory members it was found deemed that a new North Carolina Residential Code Book commentary was available and that this could be purchased to try and increase the pass rate to 100%
- The advisory members recommended that more on-site inspections be made to fully understand and visualize how structures are deemed to be in compliance with the North Carolina Residential code

Objective: Upon completion of this program, students will be able to perform basic floor, wall, roof framing and finish techniques and follow procedures used in residential construction.

- 98% of students demonstrated to an advisory member knowledge and ability to identify hand and power tools, common building materials and basic construction methods.
- 97% of students were able to demonstrate to an advisory member ability and knowledge to safely lay out and perform basic residential framing skills with supervision.
- 98% of students were able to demonstrate to an advisor the ability and knowledge to safely frame and add exterior finishes to a residential building with supervision.

### **Carpentry-Pender Prison**

Objective: Students in the light construction industry need to understand various basic calculations. Learning to calculate board/feet amounts will enable the student to accurately estimate materials.

- More than 90% of the students completing the class were able to correctly calculate the board/feet of a given amount of lumber.

Objective: Students in the light construction industry need to understand various basic calculations. Learning to calculate the cubic yards of concrete required for a job will enable the student to accurately estimate materials.

- More than 90% of the students completing the class were able to correctly calculate the required amount of concrete for pouring a given size slab.

Objective: Students in the light construction industry need to understand various basic calculations. Learning to calculate the moisture content of wood will enable the student to order the proper grade of lumber for the particular job at hand.

- More than 90% of the students completing the class were able to correctly calculate the moisture content of a given piece of wood.

### **Construction Management Technology**

Objective: To increase first year students' knowledge of the basic construction/carpentry skills.

- Successfully implemented CAR 110/111 and Co-op 113 into the required major courses for the CMT curriculum. These changes will be implemented in the 2010-2011 academic year curriculum. Students will begin to enroll in these courses Fall 2010. Instructor still needs to assess the student's knowledge after these courses have been completed.

Objective: Instructor to become an OSHA Authorized Trainer to enhance the quality of the CMT 212 Total Safety Performance Course and allow students the opportunity to obtain their 10 and 30 hours safety cards as a part of the course.

- Instructor obtained OSHA Trainer Authorization and CMT students are now earning their 10 and 30 HR Construction Safety Cards.

Objective: To obtain a lab area that CMT can utilize to implement the following hands on learning labs:

- a) Steel Lab - To teach students skills in basic steel erection techniques
  - b) Electrical Lab - To teach students skills in basic electrical wiring techniques
  - c) Framing Lab-to teach students skills in basic wood and light gauge steel framing techniques
  - d) Roofing Lab-teach students skills in basic roofing techniques
  - e) Safety Lab - Teach students skills in construction safety techniques
- Visited other Community Colleges and Universities with our Dept. Chair. Identified on- and off-campus available lab space. Sent Dept Chair and Dean results of this exploration. Awaiting Presidents approval.

### **Electrical/Electronics Technology**

Objective: The student will be able to apply the principles of Ohm's Law and the associated calculations using a "combination" resistor circuit and verify their calculations using a Digital Volt-Ohm Meter.

- This is a usable and applicable tool to help determine the understanding of the student when working with principles of Ohm's Law and applying those principles.

- The rubric needs a bit of work to help identify how the student's base knowledge affects outcome.

Objective: The student will be given instructions to construct a 3-way circuit common in residential wiring. The student will draw a wiring diagram and construct the circuit according to the 2008 NEC Code.

- All of the students demonstrated understanding of the circuit and applying the diagram to real world conditions, and all passed the written evaluation with minimal errors; combined scores resulted in a 95% class average in the written, but several students showed some confusion in remarking the white conductors, though they knew the Article References that indicated proper marking methods.
- Hands-on code compliance was not as expected with three of the students having specific code violations.

### **Industrial Systems Technology**

Objective: Students will be capable of drawing an electrical ladder diagram of the air conditioning/refrigeration trainer in the classroom. No such diagram exists at this time.

- 100% of the student's successfully completed the identification of the electrical components on the presentation.
- 90% of the students presented an acceptable wiring schematic. The remainder repeated the exercise and attained a satisfactory result.

Objective: Students will be able to identify the three types of 120 volt receptacles required by the NC Building Codes.

- 100% of the students correctly identified the three types of receptacles and their prescribed uses.
- 100% of the students correctly installed the receptacles.

Objective: Due to the severe injuries and non treatable disabilities associated with injection of hydraulic fluid under high pressure, students will be indoctrinated in safe working procedures and testing of hydraulic systems.

- 100% of students presented the report. Content was acceptable. Students were impressed with complexity of hydraulic systems maintenance workers.
- 100% of students physically performed a pressure and leak check on a hydraulic test stand. All performances were verified by another HYD 110 instructor.

### **Heavy Equipment & Transport Technology-Prison**

Objective: Upon completion of this program the students will be required to properly explain the principles of magnetism.

- 92% of the Heatt/Marine Concentration students demonstrated proficiency in this task.

Objective: Upon completion of this program students will be able to properly measure, assemble and adjust valve train components.

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

Objective: Upon completion of this program students will be required to properly diagnose a faulty centrifugal water pump. (Certificate Program)

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

### **Heavy Equipment and Transport Technology**

Objective: Upon completion of this program the student will be able to perform inspection and repair of the cylinder head and valve train (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.

Objective: Upon completion of this program the student will be able to perform inspection and repair of commercial truck driver lines (Associate and Diploma program)

- 91% of the Heatt / Marine Concentration students demonstrated proficiency in this task.

### **Truck Driver Training**

Objective: Percentage of class that passed their qualify ride on their first attempt.

- Assessment to be done at end of April and May

## **FOUNDATION**

### **Student Ambassador Program**

Objective: A multi-year objective--In Spring 2010, the Foundation began working with the College's Quality Enhancement Plan Director and Institutional Researcher developed a process to assess learning outcomes for CFCC Student Ambassadors. A pre-test was 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.

## **INSTRUCTION**

### **Instructional Administration/Operations**

Objective: We will refine and adjust the process and protocol to provide accurate and timely delivery of schedule and catalog information.

- Goal Partially Achieved: The curriculum committee forms were revised in order to streamline and simplify the process of recommending curricular changes.

## OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #1

### INSTRUCTION--ARTS AND SCIENCES

#### English Department

- 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.
- Designed and participated in an academic forum entitled “Is It Hot in Here or Is It Just Me?” to enhance the Common Writing experience for English 111 students.

#### Math and Physical Education

- Math Club – Started Fall 2010
  1. Become member of NU ALPHA THETA mathematics honor society
  2. Student Math League - national math competition
  3. Fund drive for Good Shepherd Ministries,
  4. Sponsored needy family at Christmas
  5. Tutored middle and high school students
  6. Collaborated with media department to produce a tutorial video “Identity Crisis”
  7. Fund drive to support furEver friends animal rescue clinic
  8. Sponsored student to attend NCMATYC conference
- Instruction
  1. Noteworthy items
    - Success/Retention Rates – Fall 2010
      - Enrollment for all math classes was 4741. Of these 65.3% passed their class. 17.2% received a W, WP or WF. 78.9% of those who *completed* their course passed
      - Enrollment for developmental math classes was 1614. Of these 65.1% passed their class. 20.1% received a W. 80.4% of those who *completed* their course passed. The withdrawal rate of 20.1% is a drop of 1% from the fall 2009 semester and 6% from the fall 2008 semester.

- Internet Classes – Internet students had the same success and retention rates as students in traditional and hybrid course. Much of this can be attributed to our use of Pearson’s MyMathLab delivery system and the dedication of the math faculty.
    - 80% of our course offerings are available online.
    - There were 22 sections of math offered in the fall 2010 semester. The success rate of all who enrolled was 65.6%. The withdrawal rate was 16.1% and the success rate of those who completed their course was 78.3%.
  - Math Lab in S-606 continues to be a huge success. All math faculty volunteer 2 hours per week in LRC
- 2. Faculty Recognitions
  - NCMATY’s 2011 nominee for the AMATYC Teaching Excellence Award
  - Four Faculty recommended for the Marilyn Goodman Anderson Teaching Award
- 3. Student Success Workshops
  - Developmental – Study workshops for MAT 060,070 & 080. Two sessions per week for each course
  - Higher Level mathematics – Study sessions/workshops 2 hours per week
  - Statistics – Study sessions/workshops 2 hours per week
- 4. Faculty implemented the following strategies in the classroom
  - Piloting MATH Study Skills text in MAT 060 – DY7
  - KenKen Puzzles in MAT 060 to encourage students to work on arithmetic and logic skills
  - Math Notebook Project in selected MAT 060 – DY12
  - Teamed with Patrick Pittman to provide mini orientations in MAT 060 classes to introduce students to all opportunities and assistance at CFCC
  - Pilot testing in 1 section of MAT 171 using Trigsted online material
- 5. Faculty implemented the use of the following technologies in the classroom
  - Smart Symphodium
  - Digital Presenter (ELMO)
  - TI Smartview Simulator
  - Notebook
  - Derive
  - Maple
  - Camtasia/Snagit
  - Google Documents

- Kan Academy

Institutional Effectiveness/Quality Enhancement Plan

6. SPOC 201 training – 80% of Math/PE faculty have completed course. The other 20% are new faculty scheduled for fall 2011.
7. Course Outlines – 75% of Math/PE course outlines have been rewritten to comply with QEP guidelines. The other 25% will be completed summer 2011.

Professional Development

8. In House

1. Blackboard 9 Training
2. Datatel Training
3. SPOC 201
4. ItunesU for beginners
5. Itunes U Intermediate-Advanced
6. Math Department Professional Development Series

- Jeopardy
- GeoGebra
- Mathematica 7
- CT Problem Solving
- AMATYC Conference
- New Portal Demo
- Creating videos with YouTube
- Social Networking
- STEM Conference review
- Blogging
- Facebook/Twitter
- Power Point

7. Webinars

- Maple TA: MAA Placement test Suite
- Clickable Calculus: Differential Equations, Linear Algebra, and Vector Calculus
- Getting Started with Maple 14 Academic for Evaluators
- SolfChalk
- Teach Students How to Learn: Metacognition is the Key!
- The Connection Between Student Retention and Assessment: Building a Departmental Assessment Model from the Ground up.
- What to Teach When There Isn't Time To Teach Everything
- Teaching Online Vs F2F: 15 Differences That Affect Learning

- Transforming the Publishing Experience Across the Campus with Adobe
  - Critical Thinking: Designing Instructional Strategies to Promote Critical Thinking
  - Developmental Course Strategies: Ensure Success with Universal Design
  - Maplesoft Solutions for Mathematics Education
  - Speaking about Mathematics and Statistics
  - The Evolution and Impact of Digital Skills in Higher Education
  - Academically Adrift: What Colleges Can Do
  - Engaging and Retaining Online Students
  - The Heart of Student Success
  - Way of Teaching, Stephen Brookfield Webinar with Wiley Plus
  - Teaching with Classroom Response Systems
  - Reading with Understanding: Discussing with Confidence
  - The Role of Teacher as Mentor
  - Building a Better Teacher
  - A Tale of Two Redesigns
  - Illuminate *Live* Blackboard Collaborator's Vision and Roadmap
  - Lecture Capture 101: everything you wanted to know about lecture capture but were afraid to ask
  - A Renewable Energy Introduction to 2D Linear Systems
  - Stat Crunch in Statistics courses
  - Social Media for Teachers
  - Increase Retention on the First Day
8. Conferences
- NCMATYC
  - AMATYC – Boston Mass
  - ICTCM – Denver Co
  - STEM – Orlando Fla
  - Developmental Forum with Pearson - Coral Gable FL
  - NCADE – Fayetteville NC
9. Other
- Editor for solution manual for J. Stewart's Multivariable Calculus text – 7<sup>th</sup> edition
  - Authored 3<sup>rd</sup> edition PED 110 manual
  - Co-Authored MATH GOES TO HOLLYWOOD

- NCVLC – Development of MAT 167 – Discrete Mathematics online course
  - NC Developmental Redesign Task Force
  - PED VCL course development
- Professional Affiliations
  1. NCMATYC – North Carolina Mathematical Association of Two Year Colleges
    - Secretary NCMATYC
    - WebMaster
    - Developmental Course Committee
    - Several faculty presented at various sessions
    - Listserv owner
    - Wrote various articles for newsletter
  2. AMATYC – American Mathematical Association of Two Year Colleges
    - Placement and Assessment Committee
    - Math Educator Reviewer
    - 2010 AMATYC Delegate
    - Moderated Statistics Roundtable Discussion
    - Faculty member presented session
  3. NCCCFA – North Carolina Community College Faculty Association
  4. SEANC - NC State Employees Association
  5. CTPA – College Transfer Program Association
  6. CFCCFA – Cape Fear Community College Faculty Association
  7. NC3ADL – North Carolina Community College Association of Distance Learning
  8. NC AAHPERD
  9. NCADE – North Carolina Association of Developmental Education
    - Listserv owner
    - Newsletter Editor
    - Webmaster
- Certifications
  1. Lifestyle Fitness Coaching
  2. CPR/AED
  3. A.C.E. – Personal Trainer
  4. NC Teaching License – Masters level
  5. Titleist Performance Level 2
  6. Peak Performance Golf Teaching
- Internet Classes
  1. Expansion
  2. Success Rates
- Developmental Mathematics

1. Success rates
- CFCC Committee Membership
    1. QEP Assessment Team
    2. QEP
    3. IE
    4. General Education
    5. Curriculum
    6. Student Employee of the Year
    7. AA Degree Fast Track Ad-Hoc
    8. Diversity
    9. Critical Thinking Assessment Team
    10. Tobacco Cessation
    11. Harvest Health Fair
    12. Student Retention Ad-Hoc
    13. Judicial Board – Financial Aid sub committee
    14. Instructional Technology Ad-Hoc
    15. Social
    16. Various search committees
  - Service to College
    1. Basic Skills Workshop for Continuing Education Department
    2. Judge for 2-D art in Portals
    3. Fit Tips for CFCC's weekly bulletin
    4. Web Attendance beta testing
    5. CFCC Walk/Wellness Club
    6. Harvest Health Fair participant
    7. Food for Thought – CFCC in-Service session
    8. Faculty volunteered to work at CFCC basketball games
    9. Support Sea Devil Club
    10. Volunteer tutoring in LRC
    11. YMCA Corporate Cup Challenge
  - Service to Community
    1. Health Fair at Brunswick Forest Fitness and Wellness Center
    2. Holistic Health Fair at Natural Therapies Institute
    3. Communities In Schools
    4. 2<sup>nd</sup> Annual “Joey Jog” charity 5K run/walk for the American Liver Foundation
    5. UNCW Seahawk Club Board of Directors
    6. Volunteer for the 2011 CAA Baseball Tournament hosted by UNCW
    7. Associate pastor at local church
    8. US Rowing Referee
    9. WHQR 91.3 Spring Pledge Drive

10. Youth group worker at local church
11. Cheerleading coach NHHS
12. Relay for Life
13. Volunteer worker for Laney High School Athletics - Statistician
14. Board of Directors for Wilmington Waves Basketball Club, Inc
15. Senior Project Evaluator for Ashley High School
16. Tutor for Myrtle Grove Baptist Church Youth
17. Topsail High School golf team
18. Church Choir
19. Brunswick Little Theater
20. Ballet Opera Alliance

### **Science Department**

- One new face-to-face course, BIO 130 Introductory Zoology and three new hybrid courses, BIO. 110, 168 and 169 were offered this year. The BIO 168 and 169 hybrids utilize METI simulators.
- BIO 143 Field Biology Mini Course is in the process of being developed by Daniel Norris. Students will be spending 10 days in Guam studying plants, animals and their habitats.
- An outdoor geology lab was created at the North Campus by Jim Criswell. This lab setting gives students a basic experience in field geology.
- The BIO 111 and 112 classes continue to work on adding information for the Virtual Nature Trail to Google Earth.
- Six Science Department faculty members received a nomination for the Marilyn Goodman Anderson Excellence in Teaching Award: Jen Civelli, Jim Criswell, Phil Garwood, Kevin Kiser, Daniel Norris and Mark VanCura.
- Mark VanCura flew to Tampa, Fla., to receive the national METI Video Award. The monetary award was given to the CFCC Foundation to be used for a veteran's scholarship.
- Two new custom lab manuals were written by our faculty. Steve Holman, Daniel Norris, and Dr. Holly Walters wrote a manual for B10 110 and Dr. Kevin Kiser wrote a manual for BIO 175.
- David Covington made two videos on the 106 bones of the hands and feet and the 26 vertebrae with the help from the Film and Video Production Technology students.
- Biology faculty held review sessions to prepare Allied Health students for their State Board Examination
- Biology faculty participated in the Dental Hygiene Board Review for Microbiology and Anatomy & Physiology
- A mini-grant was received by Alvin Coleman to take students to the Geological Society of America meeting held in Wilmington, NC. Students had the opportunity to meet professionals in the geology field.
- The Geology Club traveled to Gastonia, NC, to attend the Schiele Museum's Fossil Fair.

- Phil Garwood identified a new rock which has been named, Seavicolite. He also established a scholarship fund for Native American students and continues to identify rocks, minerals and artifacts for the general public. His collection is significantly increasing along the 4<sup>th</sup> floor hallway of the S building.
- Phil Garwood and Mark VanCura gave presentations to organizations and colleges around the country on projects they have been working on.
- QEP initiative, critical thinking dialogue and action have continued.
- Faculty has served on a multitude of college committees
- The Science News newsletter continued as an informational tool for students and as an FYI for the entire CFCC staff. It is distributed on a semester basis.
- The Science Department hired a full-time secretary, Amanda Kolb.

### **Humanities and Fine Arts Department**

- 300 sections taught by a total of 30 full time and 26 adjunct faculty members. We taught classes both downtown and on our North Campus.
- Re-entered the “E” building for most of our drawing and design classes while maintaining our “A” building space for sculpture, ceramics, metals and some drawing. This took a lot of work 1) because during the abandonment of the building, there was normal deterioration of the facility, and 2) determining which courses could go back there was a difficult decision based on the physical needs and equipment needs that had to be met. We got it all done with the addition of some new equipment and some new furniture, but it was not an easy chore.
- We began publishing (as a part of the CFCC Weekly Bulletin) the HFA newsletter. Ben Billingsley has taken on the task of collecting from each of the performing arts faculty, a list of activities ranging from concerts to plays. Also, featured in these newsletters are significant happenings around the campus that involve HFA faculty and students, including the forums which have become standard fare for our college.
- In November four of our speech faculty members attended the National Communication Association meeting in San Francisco. There Karen Brown, Thomas Green, Erica Myers and Melissa Moon attended seminars and presentations by some of the foremost names in the field as well as running into former CFCC speech instructor, Nick Carty who was a presenter at the conference.
- We were awarded the Landfall Grant of almost \$5,000 which will be used for expanding our language lab offerings from Rosetta Stone. Since all foreign languages taught at CFCC require a lab, the material in Rosetta Stone has been invaluable in allowing students practice time in a controlled environment. We hope to add Rosetta Stone to our French and German labs soon.
- We have a constant show of art in the new “Q” building thanks to Brandon Guthrie and his ART 214 (Gallery Assistant) class. Since the use of this building began, the windows on Front Street have been adorned with design work, paintings, photography and sculpture as well as our display cases on campus being filled with metals projects, ceramics and other art.

- Melissa Manley, metals instructor, was recently featured in a national publication featuring her metal work and jewelry. Melissa's classes are overflowing with students who put out quality metals work each semester.
- Media Services has begun to re-equip seven of our classrooms with all new AV systems. We hope to have them up and running for the spring semester. These new systems feature a ceiling-mount projector and computer with screen, controllable from the podium. The sound is stereo with four speakers in each room.
- In December, the drama discipline presented four one-act plays as well as the annual rendition of *A Charlie Brown Christmas*. This year, Jack Landry combined forces with newly hired technical theatre instructor, Jessica Gaffney to produce this well-known musical treat. Four shows were presented to pack houses and the proceeds (canned goods) were donated to the Good Shepherd Ministries of Wilmington.
- Along with the theatre programs, our music discipline presented two nights of concerts. Thursday, December 2 featured a concert by the CFCC Orchestra, the CFCC Chorus, and the CFCC Jazz Band. Over 200 guests came to the free show which was presented as a "recital" of the most rehearsed music of the semester. Additionally, the CFCC Chorus produced yet another concert on Tuesday, December 5.
- Shane Oakley, philosophy instructor, participated in a forum entitled "Global Warming—Is it just me?" in November. His topic was centered on the moral/philosophical questions surrounding acting on the problem of global warming. Shane is scheduled to receive the Ph.D. from the University of Miami this summer. The doctorate is in philosophy with emphasis on causation.
- Three CFCC students are among the community college art departments throughout the state whose work is on display at the Department of Community Colleges building on Jones Street in Raleigh. This yearly program features work by students all over NC and this marks the tenth consecutive year that work from our college has been chosen to hand in this building.
- Most important of all accomplishments is the work of our faculty in aiding in the design of our new Humanities and Fine Arts building to be located at the corner of Third and Hanover Streets. This building features complete working studios for sculpture, metals, ceramics, printmaking, painting and drawing along with music facilities for rehearsal (both instrumental and choral) and a 1502 seat theatre capable of bringing high quality Broadway shows to Wilmington as well as serving our growing drama discipline. The building is scheduled to be completed in August, 2013.

## **SOCIAL AND BEHAVIORAL SCIENCES**

### **Anthropology-** Rachel Satzman (TFT)

- After forming CFCC's Anthropology Club, Ms. Satzman has been busy working on a number of projects. Currently she is directing some of the club's energy toward working on a community project with Bellamy Mansion; "a velvet rope exhibit" showcasing the reconstruction of Ellen Bellamy's room. This is an exciting service project since Anthropology students are working to document and research items used in the display to ensure they are accurate/authentic period representations.
- Also, Ms. Satzman coordinated a workshop where CFCC anthropology students guided other CFCC students, faculty, and administrators as they identified and cataloged Native American Artifacts which had been donated to the school.

### **Economics-**Christian Beer

- Mr. Beer attended UNCW's Economic Outlook Conference, "Economic Vitality of Southeastern NC" on 10/5/2010. The conference focus was on regional and national economic forecasts which included a report on the impact of local military bases on our regional economy. He also participated in the 'Economic Teaching Workshop' held on 10/16/2010, the focus was on teaching pedagogy and assessment of learning processes.

### **History**

Bob Brennan

- Traveled to the 30<sup>th</sup> Annual International Lilly Conference on College Teaching, attending seminars on peer evaluations for instructors, and how to use internet tools –such as social networking sites- to improve student performance/retention.
- Mr. Brennan also developed and moderated CFCC's forum "Religious (IN)Toleration in America", tied in part with the national focus on the threatened burning of a Koran. This forum was attended by members of the community, covered by local news media, and took place on September 22, 2010.
- Annually Mr. Brennan assists students taking living histories from US Veterans, and once these are completed they are subsequently placed into records at the Library of Congress.

Ronnie Kirkland

- Mr. Kirkland attended the annual meeting of the Southern Historical Association held in Charlotte, NC on November 4-7<sup>th</sup>, attending sessions on historical aspects of slave culture and the environmental history of the Old South. This also proved to be an invaluable opportunity to network with professors and graduate students from all over the US, from UCLA to Yale, and to listen about current research projects being undertaken.
- Mr. Kirkland worked closely with CFCC's Gay Pride Student Organization helping to promote sensitivity and respect of alternative lifestyles with regards to sexual orientation. He led a departmental/divisional anti-bullying initiative aimed at helping some at risk students identify faculty they could feel safe to speak with.

Phillip McCaskey

- This instructor continues to revise and teach from two US history texts he authored, each is now on their 5<sup>th</sup> edition. He was a presenter at CFCC's Religious (IN)Tolerance in America forum held on Sept. 22, 2010. He is an active member of the History Alliance and has presented on numerous occasions: "Broaching Controversy in a Politically Collect World", April 2010, and "Sins and Temptations of Teaching Religious History" April 2010.

#### Thomas Massey

- Mr. Massey was recently been invited to join the Board of Directors of the Bellamy Mansion Museum. He has taken CFCC students for custom tours of the Mansion, and assisted Ms. Satzman in building an exciting project for her Anthropology students (see Satzman above).
- He attended the Southern Historical Association's Annual Meeting in Charlotte, focusing on academic research in a variety of historical fields.
- To assist in inter-discipline teaching projects, on Nov. 11 he spoke to CFCCs in Rabbi Apple's religion classes, lecturing on genocide of the Native American population/culture.
- He is currently active with the local community History Teaching Alliance, he is director of the organization and is working on an event to be held at UNCW's Randall Library titled "How Do We Teach Nixon?"
- Finally, he has worked to have CFCC very involved with a community grant program known as *Teaching American History in North Carolina*, which is now in its' second year of providing professional development opportunities for area middle and high school history teachers.

#### Susan Smith

- Ms. Smith also attended the Southern Historical Association Annual Meeting in Charlotte, NC, attending numerous sessions discussing topics she teaches in American History I and in Western Civilization classes. In March of 2011 she will participate in CFCC's Women's History Forum.
- She also is very active in the above referenced History Teaching Alliance (see Massey) and the program of *Teaching American History in North Carolina*.

### **Political Science**

#### Greg Arey

- Mr. Arey is scheduled to attend the North Carolina Political Science Association Conference on February 25, 2011. This will be at the University of Charlotte, NC.
- Recently Mr. Arey was contacted by North Carolina Senator Raymond Burr, and advised that he needed an intern to work in his Wilmington office. A CFCC student was recommended by Mr. Arey, hired, and this student has now been asked to return next semester.
- Mr. Arey, in seeking to involve CFCC students in politics, helped students in political science classes design and conduct a campus straw poll for the 2010 Congressional mid-term elections.
- Currently Mr. Arey is hoping to establish a Model United Nations or Model Arab League organization so students can participate in competitions.

### Autumn McGimsey

- Autumn McGimsey continues to spearhead research Global Education Assessment Rubrics used by other NC schools. She has also worked with Jason Chaffin to investigate possible collaborative efforts which could be used in developing global competencies. On November 9, 2010 she attended The World View Symposium at Chapel Hill NC. This symposium addressed ways that community college educators could help prepare students for the 21<sup>st</sup> century. Sessions focused on using media and entertainment to teach about different cultures, and how to engage students in global issues. Many sessions focused on the value of using cross disciplinary approaches. Ms. McGimsey is leading the charge to build Global Awareness as a primary competency at CFCC.

### Psychology

#### Julie Lee

- Ms. Lee attended the Southeastern Psychological Association (SEPA) annual meeting, a conference where she first presented as a graduate student in 1995; SEPA is approved by the American Psychological Association for continuing education credit, and this year's program focus was on Women's Issues and Minority Issues; both areas being in support of CFCC's commitment to greater global awareness.

#### Jason McCoy

- Mr. McCoy attended the National Institute on the Teaching of Psychology Conference held in St. Petersburg, Florida from January 3-6, 2011. The focus was on innovative teaching techniques and course content updates.
- In the fall of 2010, Mr. McCoy presented at a CFCC forum that focused on the topic of Human Nature. He also assisted building the 3<sup>rd</sup> annual departmentally produced SEX MATTERS III forum (April 2011). Historically this forum reached into our community, and brought in national speakers, while providing local service providers an opportunity to meet with CFCC students and faculty. This year student driven workshops were the focus and district attorney Ben David was a presenter.

#### Myssie Mathis

- She is continuing efforts towards the building of a CFCC Honors program, which is now moving toward implementation. She remains committed to helping provide this opportunity for CFCC students, believing it will be to the benefit of students and faculty. She has worked closely with UNCW and others to ensure it will be a program that will create valuable student linkages to other colleges and universities.
- During the fall of 2010 Ms. Mathis attended a meeting of North Carolina Community College Sociological and Psychological Association Annual Conference, in Durham NC. Topics presented ranged from diversity to teaching tips for the classroom, and of special note was the panel discussion featuring students discussing pedagogy in the classroom- what works and what does not.

#### John Schulte

- Dental Assistant and Dental Hygienist students experienced a two hour workshop, designed by Dr. Schulte, rife with experiential exercises designed to improve communication, encourage leadership, and promote teamwork and cohesiveness.
- In February 2011 Dr. Schulte attended the League for Innovations in Community Colleges Annual Conference in San Diego, California. The focus was on improving teaching and learning and discovering new approaches to enhance the community college experience.
- Dr. Schulte is starting work on building a student lead seminar with a focus on students teaching other students about some of the psychological components that come into play when a person elects to drive and text.

## **Sociology**

### Suzanne Baker

- Ms. Baker assisted CFCC students organize the Cape Fear Student Sociological Society, an active student organization which has already produced and presented a forum on Native American Water Tribes (see Ferguson below). She also worked to help students participate in the SEX MATTERS III seminar.

### Raven Bruno

- Ms. Bruno attended the North Carolina Community College Sociological and Psychological Association Annual Conference on November 3<sup>rd</sup>-5<sup>th</sup>. She attended workshops with topics ranging from student diversity themes, to understanding the great diversity of learning abilities/disabilities affecting students.
- On November 17<sup>th</sup>, she participated in CFCC's forum "Climate Control: Is it Hot or is it Just Me?" She discussed social issues and policy related to climate change, and she emphasized a global approach when she summarized policy responses at the national, state, and community level.
- Ms. Bruno is another advisor of the Cape Fear Student Sociological Society, started in September 2010, and is helping them plan and participate in numerous related campus events.

### Bethaney Ferguson

- During the fall of 2010 Ms. Ferguson attended "Wilmington in Black and White," an eight week course conducted by Dr. Tim Tyson, of Duke University. The focus was on the history of Wilmington's race relations and included strategies on how to reduce racism.
- She facilitated a seminar, lead by students, on "the native American Water Tribes of the Louisiana Gulf Coast and the Impact of the BP Oil Spill." Additionally, she led a student research team, helping them gather material presented at the seminar.
- Currently, Ms. Ferguson and Val Clemmons are in the planning phase of writing a grant designed to increase the campus's ability to support domestic violence victims. She currently has five of her classes involved in service learning, where students complete at least fifteen hours of community service.

- She has also been a major sponsor of CFCC's SEX MATTERS seminars, now into its third year. Of special note, she worked with community service providers to provide on-campus free HIV testing and this year over seventy people were tested during this event.

Natasha Gouge

- On November 9<sup>th</sup>, 2010 Ms. Gouge attended the World View Community College Global Education Symposium held at UNC Chapel Hill. The theme was innovation and technology in a Global Age and she attended sessions that demonstrated how to use online applications to build more interactive online classroom experiences. A major focus was providing best practices in engaging students in global issues.

### **BUSINESS TECHNOLOGIES**

- Worked closely with the NCACPA to provide scholarships for accounting degree students.
- Replaced OST-164 Text Editing with BUS-260 Business Communications to better prepare graduates for placement in community business positions  
Completion of the second year of the Medical Office Administration program with 4 graduates prepared to walk in the May graduation
- Melissa Watson is currently working on a proposal to create a workshop that focuses on building fundamental Windows and file management skills in students who have no prior computer literacy coming into CIS 111. She will share her findings and ultimately the workshop itself with the ACA 111 Coordinator, Meredith Merrill, as well as with the Student Success Committee, the Dean of the Arts and Sciences Division, the Dean of the Technical and Vocational Division, and the Vice President of Instruction.
- Susan Booth, along with other CIT students formed the Computer Technology Club at the college. She is currently serving as faculty advisor for the club which meets weekly at the North Campus.

### **CONTINUING EDUCATION**

#### **Basic Skills Division**

A Basic Skills Plus grant, designed to provide free skill training for Basic Skill Students was approved. A Nurse Aide Class was successfully offered with 12 students enrolled.

#### **Customized Training Division**

- The JobsNOW Program trained 269 students in 5 programs in less than one year – Behavioral Health Technician, Plumbing Apprenticeship, A+ Certification Prep, Solar Installer, and Weatherization Crew Member. This program generated over 27 FTEs.
- The HRD Career Pathways Academies trained over 120 individuals in Skilled Trades, Office Administration or Health Sciences in 2010-2011. Academies are 9 to 12 weeks in length.

- Over 400 students enrolled in courses to obtain a Career Readiness Certificate (CRC). 253 CRCs have been awarded – 40 Bronze, 147 Silver, and 66 Gold.

### **Public Health and Safety Division - EMS Program**

- The EMS Program continues to have extremely high first-time pass rates on NC Office of EMS exams. This includes a 100% pass rate for the Paramedic course, which ended in September 2010.
- Of the 10 students completing the Paramedic course, 9 out of 10 are now employed at least part-time. Full-time Paramedic new-hires include four with NHREMS, one with Pender EMS, two with Oak Island Fire/Rescue, and one with Fairfax (VA) County Fire/Rescue.

### **Public Health and Safety Division - Nurse Aide Program**

Formed partnership with Basic Skills to offer a Basic Skills Plus Nurse Aide Level I course.

Course was successful with 10 students registered. This program will be offered every semester, including summer term.

### **Public Health and Safety Division - In-Service Law Enforcement Program**

The division offered 468 separate In-Service law Enforcement courses, with issuance of 14,000 individual certificates to serve the law enforcement needs of the community.

### **Public Health and Safety Division - Motorcycle Rider Program**

Motorcycle Rider safety courses are successfully held on average three times per month to promote highway safety in the CFCC service area.

## **ENGINEERING TECHNOLOGY**

### **Architectural Technology**

Objective: The second year architectural students placed second in the NC Sustainable Building Design Competition-2010. The national level competition consisted of 11 community and four year colleges challenged to design homes for the New Orleans Katrina victims. The second place team won \$500 for its members to share.

### **Interior Design**

- I have re-worked some of the projects to encourage even more critical and independent thinking on behalf of the students.
- I adopted the Otto Zenke student design competition as a class project this year for my senior students. The format was revised this year and it was especially challenging which prompted more critical and independent thinking/learning on their part. (including HVAC and Architectural requirements beyond what they had learned to date).
- CFCC interior design program won this year's Otto Zenke ASID Student Design Competition. Two and four year schools are allowed to submit four projects per school. It was especially complex and difficult this year. We submitted three projects and won first and third place. The students were awarded \$1,000 for

first place and \$500 for third. CFCC will also receive a check for \$1,000 as the winning school.

A representative from ASID (American Society of Interior Designers) presented the awards in person (though the checks will follow). She wanted to visit the school so that she could see how such good work could come from a small community college. She couldn't say enough about the caliber of work she saw here and what wonderful facilities we have.

### **Mechanical Engineering Technology**

- Second-year MET students were required to design and build a bridge structure with 92% of students supporting a load that was 250 times (or higher) than the weight of the structure. 67% of those students had structures that held 500 times more weight or higher.
- The Mechanical Engineering Technology program student project was to design and build Sterling engines. This project was chosen by the curriculum committee to focus on teamwork (2 person teams), 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. 89% of students finished the drawing packages and completed a physical engine with 22% of the engines working.

### **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
- Increased students exposure to seismic techniques in industry through the acquisition of a sub-bottom profiler, side scan sonar and magnetometer
- Hosted Senator Kay Hagan on the R/V Dan Moore.
- Incorporation of Google Earth and our drifter deployment on the senior training cruises into Marine GIS and Data Processing.
- Hosted three department wide resume workshops for Marine Technology students, tailored specifically to discipline/industry topics.

### **PUBLIC SERVICES**

- The FVP department has moved to a much sought after 2-year AA program.
- This semester we placed first in the "METI" awards. This was a national contest involving institutions who use the medical simulation dolls like the ones our science department use. Our department created a video showing CFCC's "doll" in use in an *armed forces training maneuver*. This placed FVP and Science working together.
- Our Department completed our 7<sup>th</sup> year as "Cucalorus Film Festival" volunteers and staff. This current year Duke Fire was placed on the Board of Directors.

- We have expanded the FVP CO-OP opportunities available starting summer of 2011 to include three more production companies.
- Current FVP students competed in 2010's *Final Cut Film Festival* placing 5 teams in the top 10. With the top 2 places being awarded to former FVP graduates.
- Students in DEA 111 (digital effects and animation) have begun the process of animating graphics for the first time due to our new acquisition of 20 high-end Mac computers.
- 4 students were involved in local director Erica Dunton's film "To Get Her", which won crowd favorite at this year's Sundance Film Festival for low budget feature.
- This marks our 8<sup>th</sup> year working with CFCC Athletics shooting men's basketball with our FVP 250 Class.

### **Hotel/Restaurant Management**

- The HRM program courses utilize critical thinking projects extensively.
- Cooperative work experience is required and students must set measurable learning outcomes with employers. Additionally, in COE 121 Seminar II, students must meet with their employer and be assigned a problem to solve on the job. Students are given steps to complete and report on as well as journal entries related to the process.
- In our Service Learning class; CUL 210 (to have an HRM prefix with our new curriculum); Students must cook wholesome meals for 75-100 persons using donated food. Students must predict quantities, preparation times and methods and create recipes using only the product at hand. This is a challenging task that is never the same two weeks in a row.
- Each week in Our Place dining room, students in the Dining Room Service class are given a variety of guest service roles, including manager and must operate our dining room with paying guests. Guest feedback cards provide documentation of satisfaction as well as the student manager scores of student worker performance.
- The HRM 215/A Restaurant Management class students must design three menus which are then scrutinized by adjunct CUL instructor Chef Pete Baxley. Three class members' menus are selected for execution to paying guests. Menus include recipes, exploded to forecasted count, shopping lists and costing to budget. Selected menus must include staffing by class members who are selected for their roles by student menu authors. In addition, the Student Recognition Award Ceremony is executed by the class and the Blue Water Fun Raising Dinner, held at Blue Water restaurant.
- The HRM 280 Management Problems class utilizes the team approach. Team members study and test together for a common grade. The text is Ethical Cases in Hospitality, where issues in leadership are addressed.

### **Cosmetology**

- April 2010- ASCP Competition, School of the Year and School with the Most Participation

- November 2010-NC-CAN Hair Competition, School with Most Participation and 10 awards in the categories of Fantasy, Haircutting, Braiding, Bridal, and Makeup.
- February 2011- Partnered with WECHS and sponsored the Locks of Love and made approximately 30 or more donations.
- April 2011- ASCP Competition, Numerous awards in Blow Dry Styling, Haircutting, Braiding, Bridal, Fantasy, and Nails, Professional Affiliate of the Year Award.

### **Truck Driver Training**

- Added a new CDL obstacle course to meet the state changes requiring additional test obstacles.

### **Sustainability Technologies**

- Worked with other community colleges to develop an effective curriculum for the sustainability program.
- Attended training to earn Building Performance Institute certification and implement that program into the curriculum

## **INSTRUCTION**

### **Learning Resource Center**

- Expanded Library instruction and interaction with ESL classes – Preparing specialized materials and instructing them in how to log onto computers after getting IDs; developed implemented and modified the instructional technique for orienting ESL-Advanced students.
- Developed and implemented new Library instruction for Nursing to align with their new curriculum.

## **STUDENT DEVELOPMENT**

- Implemented procedures for admission/registration of Fast Track students in AA College Transfer—General Studies, AAS Criminal Justice, and AAS Business Administration for Fall.
- The Registrar’s Office has begun to attend every ACA class to instruct students on how to use WebAdvisor, specifically web registration and program evaluation. This allows the student to use their critical thinking skills to plan their schedule for the next semester.
- Financial Aid participated in visits to ACA classes during the 2010-11 academic year to explain 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.**

## **ENGINEERING TECHNOLOGY**

### **Nuclear Maintenance Technology**

Objective: Relocate the model BWR training aid at GE's training facility in San Jose, CA to the North Campus in NB 158.

- The intended relocation of this training aid has not taken place because of a need by GE to make repairs to it and because this has a low priority among other tasks as the GE facility in San Jose. The program's advisory committee continues to support this relocation and this will be a continuing goal.

### **Basic Law Enforcement Training**

Objective: Implement the new reading requirements for entry into the Basic Law Enforcement Training program as directed by the N.C. Criminal Justice Standards Division. This standard requires a score of 80 on the CPT, 41 on the ASSET, and 81 on the COMPASS.

- Accomplishment – With the assistance of testing services we have completed the implementation of the new reading requirement for entry into the Basic Law Enforcement Training program.

## **INSTITUTIONAL EFFECTIVENESS**

Objective: Provide analysis of facilities needs for Pender County residents for facilities planning purposes.

- Developed a Long Range Plan for CFCC facilities needs in Pender County. The findings were substantial, indicating that 75% of Pender County residents enrolled at CFCC are taking their classes in New Hanover County facilities. Results/needs have been shared with College Council, Board of Trustees, Pender County Commissioners and attendees of the 2011 Burgaw Area Chamber of Commerce Annual Meeting.

## **BUSINESS AND INSTITUTIONAL SERVICES**

### **Facilities & Maintenance**

Objective: Provide oversight of campus expansion.

- VP actively participates in monthly construction meetings for the Union Station Deck and Union Station building. Participants in these meetings from outside of the College include the design team, consultants, general contractor, and OSC. Also attend impromptu meetings with the design team to discuss and resolve critical issues. Updates on issues and challenges are given to the President and his directives and decisions are carried out.
- Meet daily with the Director of Institutional Services for updates on construction progress and resolution of construction issues.

- Participated in the planning of the Humanities and Fine Arts building and in the design proposal review for the Advanced and Emerging Technologies building.
- Worked closely with IT in the resolving some software and timing issues with student IDs and the parking deck software. All issues are being resolved so there should be no glitches when the Union Station Deck opens in fall 2011.

Objective: Begin planning moving financial operations to the Union Station building; renovation planning for the current student development area which will house ITS; moving planning for affected IT staff to the new location; and moving the maintenance department to the new maintenance building.

- Only preliminary discussions have occurred.

Objective: To better serve the College environment by improving the maintenance work order system in order to improve the communication of scheduling and completion of work order submittals.

- Institutional Services investigated many work order systems. While the complete evaluation is incomplete, the maintenance department improved the current work order system by revamping the request form and creating a maintenance calendar that can be accessed by the college community. The maintenance department also assisted in creating a maintenance web page to provide better service to the college. The web page is in its infancy but we hope to add and improve the page in the next year.

Objective: Improve the College environment by implementing and coordinating routine cleaning, landscaping, and maintenance scheduling.

- Institutional Services has requested schedules for cleaning, landscaping, and maintenance prior to performing the task. This information is used to coordinate with the college community to lessen the impact of the services on the educational environment. The scheduling has been difficult at times but we are working to better coordinate with other departments. We recently started a landscaping service contract to maintain the North Campus soccer fields. A service contract was not in place last year at this time.

Objective: Increase parking capacity on campus for CFCC students, faculty, and staff prior to fall semester 2011.

- This goal is ongoing at this time. The Union Station Parking deck is approximately 50% complete and the project is scheduled to be 100% complete just past the start of the fall semester. The project has encountered several unforeseen construction issues and the team has worked through them to limit any construction time delays. Precast concrete construction, a major schedule milestone, is expected to be completed by May 2, 2011. When the parking deck is completed, it will add approximately 1200 parking spaces to CFCC's downtown campus.

Objective: Aid in the education of students by successfully bidding, awarding, and executing the contract for the Union Station building.

- Institutional Services aided in the prequalification of general contractors for the Union Station building. The project was successfully bid significantly under the construction budget enabling CFCC to accept all of the building bid alternates. The contract was awarded and executed in 30 days. The notice to proceed with construction was issued prior to the end of 2010 allowing the contractor to start the initial subcontractor buy-outs and submittal submission very rapidly.

Objective: Limit classroom disruptions due to leaking roofs. Accomplish this by examining the condition of the roofs, making necessary repairs, and/or generating roof replacement schedules.

- Institutional services solicited assistance from a local roof services contractor to perform a general roof inspection of three of CFCC's most troublesome roofs. Several of the most severe issues were quickly addressed by either warranty or repair contracts. We also submitted a capital request to investigate and repair the water intrusion one of our downtown buildings.

Objective: Provide certified forklift training to CFCC employees.

- This goal is currently in the design stage.

## **STUDENT DEVELOPMENT**

### **Disability Support Services**

Objective: To make CFCC evacuation procedures safer and more effective for individuals with disabilities.

- The Disability Support Services (DSS) office has completed a rough draft of revisions to the evacuation protocol for individuals with disabilities based on information gathered at meetings and through research. After final changes are made, the revised evacuation protocol for individuals with disabilities will be distributed to faculty and staff, and training needs will be determined.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #2**

### **English Department**

- Created study areas for students in the lobbies of the 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup> floors of the McLeod building.
- Opened the Creative Writing Studio in S302.

## **CONTINUING EDUCATION**

### **Customized Training Division**

Coordinated the refurbishing of the "C" Building into viable classroom and office space. Beginning Fall 2010, courses are offered in the 2 computer labs and 5 classrooms.

### **Basic Skills Division**

A “transitions component” was designed and developed for Basic Skills students to continuing their studies has resulted in an increase of graduates enrolling in Curriculum and Continuing Ed. classes from 27% to 42%.

## **PUBLIC SERVICES**

### **Hotel/Restaurant Management**

- While the Our Place dining room is small, it is used extensively by the HRM and CUL curriculums and kept in good working order. The HRM program would be enhanced by a more centralized location of classrooms, lab/s and instructor offices.

## **BUSINESS AND INSTITUTIONAL SERVICES**

- Performed an unofficial walk through of several campus buildings with CFCC’s risk management group. This was to both introduce ourselves and present a general overview of the CFCC campus.
- The Parking Coordinator continues to monitor operations at the Nutt Street Parking Deck to ensure proper functionality. Providing Parking Guards to patrol all parking areas of both campuses in order to maintain a safe and secure environment for all.

## **INSTRUCTION**

### **Instructional Administration/Operations**

- Moved forward with additional licenses and further implementation of R25 space scheduling software. Also, assigned a designated person as the project manager.

### **Sustainability Technologies**

- Acquired equipment and lab space to conduct lab activities for the sustainability program.

## **STUDENT DEVELOPMENT**

- Financial Aid participated on the CFCC Tobacco-Free Campus Compliance Action Committee.

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

## **ALLIED HEALTH**

### **Pharmacy Technology**

Objective: Laboratory Exercises using the new Automated Dispensing Cabinet (MedDispense) and the ScriptPro-50 Robotic Dispensing System will be developed and incorporated into the program.

- The ScriptPro® RDS has been purchased. Coordination with CFCC's IT Department will allow installation to occur on April 20<sup>th</sup>. Students will begin training on the robot during the summer semester.

### **Practical Nursing**

Objective: Continue to provide more realistic learning and safe environment for learning by providing simulation mannequins that meet developmental needs of diverse clients

- Acquired through Perkins funds a high fidelity baby simulation mannequin that will be instituted into clinical simulation for PN program summer 2011.

## **CONTINUING EDUCATION**

### **ABE/CED/GED off-campus**

Objective: Increase student enrollment in off campus classes by providing computer technology and implementing an attendance policy.

- Goal Achieved: We increased the number of students attending off campus classes by 300. We have provided technology for off campus sites. The attendance policy of 80% is fully implemented.

## **ENGINEERING TECHNOLOGY**

### **Engineering Technology Department Administration**

Objective: To add to the wind generator an anemometer and data logger device to capture data for calculations, so that students will have the opportunity to learn the technology and receive hands on experience.

- The data logger and anemometer have been installed and are currently working. Students have started using the instrument and will complete their project at the end of the spring 2011 semester. Initial student feedback has been very positive, as they like the hands on experience.

### **Electronics Engineering Technology**

Objective: The objective is to have students in the ELN 232 course transmit data from a microcontroller to a LCD over the microcontroller serial port. The student will use a breadboard and wire to connect an Arduino Atmeg328 Duemilanove microcontroller to a Parallax #27979 4x20 Serial LCD with backlight. The TX (serial transmit) pin of the micro is connected to the RX (serial receive) pin on the display. Software must be developed and compiled on the PC. Student's must program the micro, demonstrating the ability of the LCD to display alpha-numeric characters, display real-time data related

to voltage, as well as position the cursor, clear the display, and turn the LCD backlight on and off.

- All students successfully completed this project by demonstrating control of the LCD (liquid crystal display) in the lab with serial communication (micro with RX & TX pins, 5V regulator for power supply, and LCD). In addition to programming the correct C language syntax, students also demonstrated the ability to draw an electronics schematic, a system block diagram, and prepare a lab report.

## **VOCATIONAL DEPARTMENT**

### **Industrial Systems Technology**

Objective: Students will employ critical thinking skills in selecting the proper thread repair process dependent upon type of metal, thread depth, thread design, and damage.

- Students were successful in repairing stripped threads on the gear reduction drive for the conveyor trainer. They selected the 5 required tread inserts, drilled and tapped the stripped holes, and installed the threaded inserts. This accomplishment allowed the trainer to stay in service and saved the college a repair fee and shipping to a repair facility. Skills learned in the previous MNT 131 Metal Working class were used to determine the type of repair needed, and accomplish the task.

### **Welding Technology**

Objective: Upon completion of this program graduates shall be able to safely set up and operate Shielded Metal Arc Welding (SMAW) equipment and pass a 1" unlimited thickness plate test in all positions according to AWS D1.1 Structural Welding code.

- 100% of graduates passed a written exam pertaining to the set up and safe operation of SMAW equipment. 100% of graduates passed a 1" Unlimited Thickness Plate Test on carbon steel per AWS D1.1 code. Test were administered by another qualified Welding Instructor

Objective: Upon completion of this program graduates shall have passed a 6" schedule 80 Pipe in the 6G position using Gas Tungsten Arc Welding (GTAW) for the root pass and Shielded Metal Arc Welding (SMAW) for the remainder of the test. The test will be given according to ASME Sect IX Welding Code.

- 100% of graduates passed a written examination on pipe fitting and welding procedure set up for a 6G pipe certification. 75% of graduates passed a 6 inch Pipe Test in the 6G position using the SMAW and GTAW processes given by a Certified Welding Inspector.

Objective: Upon completion of this program graduates shall be able to fabricate a Workmanship weldment using a detailed drawing with sized weld symbols and specifications. The project will be using Gas Metal Arc Welding, and Gas Tungsten Arc Welding processes and includes a written exam.

- 100% of graduates passed the AWS Entry Level Workmanship Qualification Test with a grade of 75% or better. All graduates completed a fabricated project to the

satisfaction of the Instructor and another qualified Welding Instructor in the program.

## **BUSINESS AND INSTITUTIONAL SERVICES**

### **Informational Technology Services**

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

- Implemented a new Web Portal to replace CFCC's Campus Cruiser. This project has campus wide impact which necessitated coordinated committee involvement and transition website development to help faculty with the migration from Campus Cruiser to Blackboard. Among the many benefits is a richer web experience for students, faculty and staff who will enjoy a single login to grant access to various disparate systems.
- Coordinated effort with Student Development and Institutional Effectiveness to move the *Intent To Graduate* procedure from paper to completely online.
- Created CFCC's first Windows7 labs in NB 132, 136, and 139
- Parking Deck software system was implemented requiring the interfacing of three different systems. A Colleague feed of information was developed in-house and custom interfaces were written by two separate vendors. Deck can now be used for both college and commercial functions.
- The K-Box "system" was implemented which will provide Help Desk functions and remote distribution of software. Soon faculty/staff will be able to log their own Help Desk ticket and track its progress through IT Services.
- Adopted Microsoft Campus Agreement which now provides a "site-license" for MS Office and critical workstation licenses for the adoption of Active Directory.
- Installed Dell Learning System which includes computer-based training on major software and certifications. Fully implemented and used within IT, we are looking for a champion in Instruction to raise awareness and schedule sessions.
- CFCC applied and was accepted as one of the participating schools for the NCCS/NC State Virtual Computing Lab after helping to beta test the system last year. Working with NCSU IT and CFCC Business Department faculty, there are 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 not have this resource at home.
- Updated Bb server to latest revision to provide a more stable platform for student learning
- Created transition website to aid faculty in migrating from CampusCruiser to Blackboard for their courses

Objective: Ensure Business Continuity by maintaining critical Data Center functions through catastrophic events

- Deployed two additional VMware servers, one at each campus. The new North Campus server along with the new shared storage provides a much more robust and highly-available platform for the North Campus virtual servers which was previously only available downtown.

- A new Backup-to-Disk system was implemented ensuring faithful backup of critical data in far less time than used by conventional tape.

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

- A banner year in the installation of computer equipment, IT Services installed 996 new computers, 350 roll down computers and 52 new printers. Computers in 9 different labs were replaced.
- A total of 1,938 Help Desk work orders were completed.
- IT Services supported the Warwick Building and former Cosmetology renovations in the creation of a network/telephony infrastructure and deployment of computers and software. Installed new phone system in the Warwick building. A total of total of 6 classrooms, 2 labs, and numerous offices were outfitted.
- "In-house" voice and data wiring of the former cosmetology and Warwick buildings saved the college money for services that previously would have been contracted out. Typical contracted wiring pricing would have exceeded \$7,500 for the combined jobs.
- Enhanced voice mail reliability by the installation of a new Call Pilot Server replacing outdated server no longer supported by Nortel.

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 for BB&T accounts are underway. Network vulnerability scanning is scheduled for April. To prepare, a re-architecting of our network was completed. In addition, numerous network security appliances were implemented. Also, security guidelines were developed and enacted. As a result, the whole of our network is more secure and credit card information is safeguarded.
- In order to meet PCI compliance standards, completed the following:
  - Deployment of new Tripwire server
  - Deployment of new proxy server for PCI firewall and networks
  - Deployment of Radius server for switch authentication by Network Administrators requiring unique user logins
  - Integrated Radius implementation with LDAP
- Enhanced and maintained Colleague through the installation of 425 software patches, upgrading WebAdvisor, and acted as a pilot for the System Office for the new web-based user interface UI 4.1.
- Enabled Instructional Operations to export their own Colleague to R25 Data exports bringing the benefits of centralized scheduling closer to realization.
- Deployed new Storage Area Network at the North Campus for additional storage and to add redundancy to the Main Data Center in accordance with the Disaster Recovery Plan

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

- Search committee was assembled, interviewed candidates, and the college's first Assistant Network Administrator was hired in January.

- Instead of relying on temporary employment agencies for peak demand, IT Services again utilized recommendations from the CET department as well as the CIT department resulting in employment of current and former students. As a result, six individuals gained valuable experience and were given excellent references. One of these students from the CIT department expressed interest in working on a full-time basis with CFCC. He interviewed through the CFCC employment process and was hired as a Computer Services Technician.

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

- GroupWise class with Novell overview taught each semester to 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.

Objective: Participate in the construction process of the Union Station Parking Deck

- The Parking Coordinator has been in attendance at monthly State Construction meetings updating progress of construction. The Parking Coordinator has also been in direct contact with the designer and various vendors providing input from the College's perspective as to desired outcomes with regard to functionality of the Union Station Parking Deck.

Objective: Work to develop a Parking Master Plan for the College to ensure parking needs are met for the years to come.

- This is an ongoing project. The Parking Coordinator created a document outlining all areas of parking and traffic control the College would like addressed by an independent consultant specializing in parking and traffic studies. Through the State bid process, the College will be selecting a firm to complete the Parking Master Plan before year end 2011. This plan will provide the College recommendations as to how to better utilize existing parking facilities and aide in short, as well as, long-term parking management.

Objective: Continue to supervise and support the growth of the CFCC Parking Guards

- The Parking Coordinator continues to facilitate monthly Parking Guard meetings to ensure consistency in parking operations. The Parking Guards are presented with opportunities on an ongoing basis to better themselves in their line of work by attending classes, such as First Aid/CPR.

Objective: Continue to serve as the College's Colleague CIS project manager by providing coordination efforts as required and continue to serve on the NCCCS CIS AR/CR Review Team, Financials Review Team, Core Review Team, and Mega Team.

- Coordinated meetings to discuss new initiatives, workflows, and technical issues with the R18 Workgroup. The group resolved/agreed on how to proceed on several issues such as the use of certain mnemonics, U1 4.1 and 4.2 upgrade, QAS problems, tightening security access rights on who can add/delete/modify information in BIO and ADU, awarding financial aid, summer curriculum self-supporting classes, sun system migration, and approving inviting Datatel to explain their professional services called Action Planning.

- Datatel representatives presented information on their strategic planning tool, Action Planning, to College Council and the R18 Workgroup in December 2010. The President approved moving forward with this service. Datatel surveyed the College employees and collected the responses. The consultants were on campus two days in March 2011. They held 17 sessions meeting with faculty, staff, and students. The results were summarized and sent to the College in late March 2011 and are in the process of being evaluated. The results will be shared with College Council and the R18 Workgroup.
- Participated in Review Team meetings concerning AR/CR and financials. Recommendations made by the two teams were accepted by NCCCS to be incorporated to improve a process in financials and corrected a major problem in AR/CR.

### **FOUNDATION**

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

- iWave's Prospect Research Online (Pro) software was purchased for the purpose of prospecting major gifts. All staff members are able to access this system to identify new sources of funding and determine ability to give for donors in the cultivation and stewardship phases.
- Adobe Indesign was purchased for the use of the Coordinator of Special Events, Donor & Alumni Relations and as a learning tool for the UNCW Communications Studies interns. This program has been used to design electronic and publishable marketing materials.

### **INSTITUTIONAL EFFECTIVENESS**

#### **Institutional Effectiveness Administration**

Objective: to identify and procure software system to manage the regional accreditation requirement of producing and submitting the Fifth-Year Interim Report to the College's primary regional accrediting agency, the Southern Association of Colleges and School-Commission on Colleges.

- Several software programs were viewed/tested and Compliance Assist! was procured for CFCC after receiving budgetary approval through the annual budget hearing process. The VP of IE has been trained on using the software and is in the process of developing what will be referred to as the CFCC Accreditation Website and will develop a calendar for the process to include training for users of the site.

Objective: ensure faculty/staff are able to effectively document unit planning, assessment and results to demonstrate continuous college improvements.

- Scheduled upgrades to the Strategic Planning OnLine (SPOL) software system
- Offered a SPOL training session to users during Fall In-Service, and offered multiple sessions on both campuses during Fall and Spring semesters.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #3**

### **ALLIED HEALTH**

#### **Associate Degree Nursing**

- ADN created simulated clinical experiences for all students using high fidelity mannequin technology.

#### **Dental Assisting**

- Dental Assisting and Dental Hygiene received a grant from the Cape Fear Memorial Foundation to acquire computers for each operatory and instructor's areas in the Dental Clinic.

#### **Dental Hygiene**

- Dental Hygiene and Dental Assisting received a grant from the Cape Fear Memorial Foundation to install computers for each operatory and instructor area in the dental clinic. These computers will be used to enhance the students' technology education as more dental offices are going to a paperless office and will allow the students to provide additional education on oral health to their patients.

#### **Practical Nursing**

- Increased the use of high fidelity simulation experiences with the students to prepare them for real life patient care.

### **ARTS AND SCIENCES**

#### **English Department**

- ▶ Updated presentation systems in the following classrooms: A411, S502, S504, S503, L324, NA307, NA311, NA312, and NA314

#### **Learning Lab**

- The Learning Lab assists students with the use of a computer as well as utilizing software packages such as Microsoft Office
- The Learning Lab provides Assistive Technology resources for students with disabilities

### **CONTINUING EDUCATION**

#### **Public Health and Safety Division - EMS Program**

- The EMS Program has further incorporated the SimMan 3G Patient Simulator in to the Advanced Life Support curriculum for students.
- The EMS Program has implemented the Bravo! Audience response system in EMS courses. This allows faculty to design interactive presentations that measure students' knowledge, while embracing the "gaming" aspect of student attention spans.

### **Public Health and Safety Division - Nurse Aide Program**

Audiovisual aids have been upgraded to DVD format with captions for the hearing impaired.

### **Burgaw Center– Workforce Development**

Audiovisual aids (computer with internet (which previously did not exist)) and new DVD's were incorporated into the Nurse Aide programs.

### **English as A Second Language**

- ESL Accomplishment: All student files have been scanned during fall 2010 and spring 2011. This enables us to quickly retrieve student archives while freeing up needed office space.

## **INSTITUTIONAL EFFECTIVENESS**

- Printing Services overhauled the Heidelberg press to improve effectiveness and efficiency. Overhaul/reconditioning resulted in a huge cost savings over replacing the press.
- Printing Services acquired a second computer screen for the CFCC Graphic Artist to improve efficiency and effectiveness when working with large/multiple images during design.
- Public Information Office acquired a new color printer to replace old/obsolete color printer that no longer produced quality images needed.
- Institutional Effectiveness acquired a new color printer to replace old/outdated printer that is no longer reliable.

### **Public Information Office**

Objective: To increase exposure for CFCC using social media websites.

- The Public Information Office began to promote CFCC news, events and announcements through Facebook in April of 2010. Throughout the year, the PIO promoted the use of CFCC's Facebook page on and off campus to increase participation. During the 12-month period between March 31, 2010 and April 1, 2011, CFCC's Facebook page collected 2,262 "likes" from different users, 129,121 post views, and had an average of 1,200 active users per month.
- The Public Information Office in cooperation with the CFCC TV studio produced a series of promotional videos for CFCC academic programs and TV commercials. This content was placed on CFCC's official YouTube page and is also linked to CFCC's main web site. As of April 1, 2011, there were 37 videos on the page which have been viewed 61,542 times from CFCC's YouTube site.

## **MARINE TECHNOLOGY**

- Created a department presence in Facebook and Twitter, in addition to revamping the department website with the incorporation of a funding blog for the special appropriation.
- Assisted Steve Holman in submitting Federal Grant for Project F.i.e.l.d a grant on informal science education.

## **PUBLIC SERVICES**

### **Culinary Technology**

- Spring 2011 Installation of computer technology setup for Culinary dining room

### **Hotel/Restaurant Management**

- HRM 220A and CUL 125 are classes located in computer labs. HRM 215A and CUL 135A uses the Aloha Point of Sale System and the Open Table Reservation System- used in the Hospitality industry.
- Instructor Withrow has all 2010-2011 classes on Campus Cruiser and is communicating grades, files and web sources to students. Withrow is urging other instructors to incorporate this tool into their courses
- HRM120A is being taught online for the first time Spring 2011 semester. It is hoped that a new market might be tapped in current HRM employees who are not able to attend traditional courses. This is our first step.

## **BUSINESS AND INSTITUTIONAL SERVICES**

- New Apple iMac computers were configured and installed on the student network at the North Campus.
- Added an additional storage enclosure to the downtown VMware SAN to facilitate additional storage expansion for virtual servers
- Added additional storage space for the campus document imaging system Matrix.
- Deployed new Informer server to increase reliability and to provide quicker access to information.
- Oversaw the voice and data wiring of the PECHS Modular unit at the Burgaw Center.

## **INSTRUCTION**

### **Distance Learning**

- Distance Learning upgraded Blackboard Learning Management System (LMS) from Bb 7.3 to Bb 9.1.

- Distance Learning revised the Blackboard Tutorial for students to include more interactive activities, Blackboard tutorials and learning resources. All students enrolled in hybrid or internet courses are automatically enrolled.
- The Distance Learning Blackboard 9-101 (Bb9 – 101) course for DL Faculty was revised to reflect the current upgrade to Bb 9.1
- Distance Learning Instructional Technologist fielded over 310 faculty support requests related primarily to the use of Blackboard tools and developed over 30 instructor tutorials to assist in faculty training.

### **Learning Resource Center**

- Created an Instructional Technologist – LRC position to assist faculty in utilizing instructional technologies and related innovations, processes, and services that meet learning needs.
- Acquired and promote use of color copier and scanner in LRC.
- Video record Nursing and Interior Design student final projects (Studio).
- Produce, edit, and/or video record activities for the following classes and clubs: Acting Club, Acting class, Journalism class, Music Department, Anthropology Club, Jazz Band, Allied Health programs, Biology class and Math club (Studio).
- Designed and delivered technology training for faculty on the following topics: iTunes U, Web 2.0 classroom tools, digital storytelling, MyCFCC, Blackboard for Classroom Faculty (Instructional Tech – LRC).
- Designed and created a CFCC Instructional Technology Website for faculty and staff: <http://cfcc.edu/instructionaltechnology> (Instructional Tech – LRC).
- Designed and created a CFCC Instructional Technology Website for faculty and staff: <http://cfcc.edu/instructionaltechnology> (Instructional Tech – LRC).
- Designed and created a CFCC Instructional Technology blog, Devil's Playground, for faculty and staff: <http://cfcc.edu/blogs/devilsplayground/> (Instructional Tech – LRC).
- Planned, designed, and implemented a technology needs assessment survey for faculty; analyzed results; used data to plan faculty training.

### **STUDENT DEVELOPMENT**

- The Registrar's Office has begun to attend every ACA class to instruct students on how to use WebAdvisor, specifically web registration and program evaluation. This allows the student to use their critical thinking skills to plan their schedule for the next semester.
- Developed reporting tools so final grades and web attendance submissions can be tracked without faculty having to physically report to the Registrar's Office.
- Trained new full time faculty on the Datatel web interface as part of their advising duties.
- Conducted two in-service workshops on web attendance.
- Conducted Advanced Advising Training every semester for faculty.

- The Disability Support Services (DSS) office acquired the following Assistive Technology for use with students during the 2010-2011 academic year: Monitoring system for the North Campus Testing room, Non-glare computer screens, additional digital recorders, additional Victor Reader Wave players, and Tripp Trapp chairs (for a student with a physical disability).

**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.**

## ARTS AND SCIENCES

### Learning Lab

Objective: Assess the effectiveness of the current physical layout of the Learning Lab in L-218. Create a learning environment that is inviting and conducive to student needs and learning.

- Evaluating L-218 space to create more of a “learning center” environment
  - Mapped out computer connections to develop a new layout for computers
  - Include more open tables in layout for one-on-one tutoring and individual and group studying

## BUSINESS TECHNOLOGIES

### Business Administration

Objective: To determine whether it is possible to create an online collection point for generic documents used in business courses. If it is possible test the idea using some documents for the BUS 230 and BUS 137 courses.

- After considering the possible content and use of master websites for each course and of a general document repository it seems that the two would require copies of many of the same documents. Updating two separate collections of documents would be time consuming and tedious. Since the master websites would combine documents and provide a starting point for building a website for a course (whether it be hybrid, face-to-face, or online) it seems this option will be better than a document repository. Date of completion: 3/28/11

Objective: Determine whether each BUS, MKT, and ECO course has one or more environmental exercises or activities in use and determine if these can be documented for inclusion in a generic master Blackboard site for each course. Begin to search for and identify environmental activities for inclusion in courses where none exists. Environmental in this case refers to sustainability or earth friendly activities. This goal supports the NCCCS Code Green Super CIP that calls for sustainability to be integrated into all Vocational and Technical curriculums.

- Some of the courses have been surveyed for environmental exercises or activities. There is evidence that some of the textbooks used in business courses have cases, activities, and problems that include examples of sustainable business practices and problems relating to sustainability in business. For example, the current BUS 240, Business Ethics textbook, includes cases about, the HydroQuebec electric power dam dilemma, and delayed maintenance at British Petroleum, and the Exxon Valdez oil spill. This objective will not be completed in the way it was originally stated, but rather will be completed course by course as master websites are created for each course for departmental use. The first of these websites will be substantially completed by the end of the Spring 2011 semester. Completion date: 4/8/11

Objective: Determine which of the BUS, MKT, and ECO courses have a Blackboard site that can be made into a generic master site, without specific dates or pages that can be copied for any part-time or full-time instructor when needed.

- Some of the BUS, MKT, and ECO courses have BlackBoard sites or available information, which can be used to create a generic master website. Websites for OMT 156 **Problem-solving Skills**, and BUS 121 **Business Math**, will be substantially completed by the end of the Spring 2011 semester. Completion date: 4/8/11

## FOUNDATION

### Foundation Administration

Objective: To provide up-to-date equipment and learning resources accessible to users and in formats consistent with prevailing technologies suitable to the college's needs and goals.

- Grant funds were received to purchase and install computers at each unit in the dental clinic which give students chair-side technology and the opportunity to receive hands-on experience with dental office software, making them more marketable for employment.
- Grant funds were received for expanding Rosetta Stone Language software used in the Learning Labs to include the German language and to increase access to the Spanish language.

## INSTITUTIONAL EFFECTIVENESS

### Institutional Effectiveness Administration

Objective: Upgrade equipment in the Institutional Effectiveness division to ensure employees have the tools needed to effectively and efficiently perform their jobs.

- After identifying needs and considering budgetary commitments, the following items were purchased to support planning, institutional research, public information, marketing and publications:
  - Wide angle lens for camera to use in large group environments
  - Printer to produce banners, posters and other large publications

- Additional screen for resident graphic artist to more effectively manage multiple and/or large images during production
- Color printer for public information office to replace obsolete ineffective printer
- Color printer for work room that is networked for group usage and replaces printer in disrepair.
- Procured typewriter FREE from another department that no longer needed one—the typewriter replaced the IE typewriter that was in disrepair.
- Reconditioned the Heidelberg press in printing services that was long overdue. The reconditioning was far less expensive than replacing it and improved the quality and efficiency tremendously

## INSTRUCTION

### Learning Resource Center--Library Public Services

Objective: Increase the number of faculty members and students who are aware of how we can obtain materials for them from other libraries via Interlibrary Loan (ILL).

- The interlibrary loan web request forms are being revised to make the process more user-friendly.
- Patterns of ILL borrowing are being analyzed to determine collection development selections.
- ILL services have been promoted on the Library's blog.
- There was a demonstrated increase in total ILL transactions in calendar year 2010 (1492 transactions) over 2009 (1122 transactions).

Objective: Encourage circulation and promote awareness of Library resources and support campus activities and initiatives through the use of rotating and varied displays.

Acquire new display method to expand interest.

- Researched digital display options and best practices at other libraries.
- Secured Foundation mini-grant to purchase two digital photo frames.
- Purchased digital photo frames, April 2011.

Objective: Develop and display QuickStart cards--one page help guides similar to those provided with some software programs--to assist the novice researcher at the point of contact with selected reference books.

- Analyzed coverage, sources and indexing of the Library's extensive collection of bound literary criticism.
- Relocated selected collections to previously under-utilized shelving in the Library.
- Prepared individual help guides for each series and a colorful chart comparing the various series which are displayed with the volumes.
- Worked with the English Department in preparation of an article for the *Catalyst*—"Make New Friends, but Keep the Old," which explains and promotes the use of the bound Gale series, and bibliographic instruction was conducted for several English sections.

### LRC-Library Technical Services-Downtown

Objective: The Library subscribes to the American History in Video database, which is a collection streaming video clips. Experience has shown that including electronic resources in the Library's online catalog increases their use. The vendor, Alexander Street Press, provides MARC records for inclusion in library catalogs. The Library will add these records to Horizon thereby making them more easily accessible by faculty and students.

- The American History in Video database has been promoted to History faculty and to other departments on campus.
- The addition of records to the Library catalog has been delayed but continues to be a goal.

Objective: Develop and implement a system for collecting statistics about the use of current print issues of periodicals in the Wilmington Campus Library. Currently, counts of items shelved do not give us use statistics at the title level.

- A system was developed and tested in the summer of 2010 and found effective.
- System has been used for recording use of current display issues of periodicals.
- System will be expanded to incorporate the scanning of current issues of non-displayed titles and back issues of periodicals.

Objective: Librarians will update the collection by selecting DVDs to 1) replace VHS format with newer disc format; 2) update content with newer productions; and/or 3) acquire new content to fill gaps in the collection.

- Librarians have selected approximately \$140,000 worth of DVDs to update the VHS collection both in format and content.
- Approximately 2,300 DVDs have been ordered and received.
- New DVDs are currently being cataloged and processed.

Objective: Promote use of the Order Card database by librarians by presenting a workshop for CFCC librarians.

- Recent librarian turnover has prevented this goal from being accomplished.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #4**

### **ALLIED HEALTH**

#### **Dental Assisting**

- Dental Assisting and Dental Hygiene remodeled the central sterilization room in the Dental Clinic with cutting edge equipment and design.
- Dental Assisting received two Velscopes which are adjunct oral cancer screening devices.
- Dental Assisting purchased four Isolites which are illuminating and evacuation devices used to maintain a clear operating field.

### **Dental Hygiene**

- Dental Hygiene and Dental Assisting remodeled the central sterilization area in the Dental Clinic with modern, up-to-date equipment.
- Two Velscopes were purchased which are adjunct oral cancer screening devices. These will be used by both Dental Assisting and Dental Hygiene.
- Four Isolates were purchased which are illuminating and evacuation devices used to maintain a clear operating field. These will be used by both Dental Assisting and Dental Hygiene.

## **ARTS AND SCIENCES**

### **Learning Lab**

- The Learning Lab provides Study Skills workshops to groups by request and provides this assistance to individuals by appointment

### **Quality Enhancement Plan**

- Additional resources for instructors, support staff, and students have been added to CFCC's Virtual Teaching and Learning Center (VTLC).

## **BUSINESS TECHNOLOGIES**

- Upgraded all North Campus Business Technologies labs and classrooms with podiums and new projectors installed in a fashion to enhance instructional abilities, further enhancing the learning environment for students

## **CONTINUING EDUCATION**

### **Burgaw Center– Workforce Development**

New training mannequins and a blood pressure training apparatus were received, along with three new beds to provide for advanced skills training for the Nurse Aide Program.

The Burgaw Center was able to increase its instructional capacity through the addition of a two classroom trailer and associated offices. Additionally, all three computer labs at the Center were upgraded with ceiling mounted projectors and one lab was completely upgraded with new computers.

## **ENGINEERING TECHNOLOGY**

### **Interior Design**

- We are updating our version of AutoCAD and Adobe Photo shop this year to provide students with state of the art technologies.

- We continue to add to our Green Design resources and samples and are now able to provide students with samples they can use on their boards since we are assigning the use of them in projects

## **PUBLIC SERVICES**

### **Hotel/Restaurant Management**

- The W018 dining room/classroom has at long last been equipped with a smart cart and projector. This is much appreciated.
- It is supposed that both full-time instructors are due an update on their desktop computers. Due to budgetary woes, no requests were made to purchase these this fiscal year.
- The request for an upgrade to the existing crumbling bar cabinets and three compartment sink were denied. We anticipate requesting these items again next fiscal year.

## **INSTRUCTION**

### **Distance Learning**

- Distance Learning redesigned their website to better organize materials for both Current and Future Students as well as provide Faculty Resources which includes tutorials on DL procedures, as well as Blackboard Instruction.
- Distance Learning successfully moved from Blackboard (Bb) version 7.3 to Bb version 9.1 during the Summer 2010 and Fall 2010.

### **Learning Resource Center**

- Developed and implemented new or revised teaching materials for the following Library databases: JSTOR, CQRResearcher, COIN Career Library, Learning Express Job & Career Accelerator, and Newspaper Source Plus.
- Expanded the Library's Reserve Collection to include more course textbooks to meet student requests and need.
- Researched, installed and promoted two new anatomy & physiology electronic resources—Anatomy & Physiology CD-ROM program and Anatomy TV : Interactive Functional Anatomy
- Acquired (through a Foundation mini-grant) 2 book e-readers, Nook and Kindle, to demonstrate and promote electronic book formats.
- Initiated and completed a project to relocate and/or weed Reference books to create a leaner, patron-friendly Reference collection. Also replaced all Library Reference collection shelving with shorter-height shelving that meets national height guidelines.
- Ordered more than 4000 books and 2300 DVDs; processed in excess of 300 shipments of resources.
- More than 4000 bibliographic records added to the Library's shared online catalog.

- Made Library Automation System Enhancements (StaffPac) benefiting Library staff.
- Moved to updated platforms for Library resources from ProQuest, Ebscohost, Wilson Science and NC-Live.
- Moved to a new version of Coxnet for Library serials ordering and claiming and upgraded Library's EZ Proxy.
- Added European Views of the Americas as a Library resource
- Served on NC-LITN Consortium New Automation System Planning Committee.
- Acquired print and media resources and created appropriate handouts and guides for new Construction Management program.
- Established classroom technology equipment standards in support of 2010-2011 FY Equipment Hearings (Media).
- Installed updated multimedia equipment (including podiums, projectors, switches, digital presenters, and TVs) in 50+ classrooms and meeting rooms on three campuses (Media).

### **Truck Driver Training**

- Acquired a new tractor and trailer to add to the programs existing equipment inventory.

### **Sustainability Technologies**

- Purchased thermal imaging equipment and blower door test equipment to perform basic weatherization analysis.

## **COLLEGE GOAL #5- Provide increased access to educational opportunities through distance learning.**

### **INSTRUCTION**

#### **Distance Learning**

Objective: offer Distance Learning Basic Training workshops to new & incumbent DL Faculty. At least 25 faculty will complete Blackboard 101 and at least 25 faculty will attend at least one additional DL Workshop.

- Outcome: Over 90 DL Workshops were offered by Distance Learning Instructional Technologist and over 250 faculty attended workshops.

Objective: Offer workshops and training to at least 25 DL Faculty regarding Course Essentials based on Quality Matters™.

- Outcome: Four (4) workshops were offered (2 Departmental workshops and 2 additional workshops) with 27 attendees.

Objective: To include a standardized Enrollment Verification assignment in all DL courses (Hybrid & Internet), which meets Dept. of Education (DoE) requirements for attendance.

- Outcome: All hybrid & internet courses for FA2010 and SP 11 were checked and the Enrollment Verification was in place for students to complete prior to the end of the Census period.

## **Dental Hygiene**

Objective: Students will have an evaluation of satisfactory at the New Hanover Community Health Service dental clinic rotation.

- Second year dental hygiene students completed a clinical enhancement rotation at the New Hanover Community Health Service dental clinic. 100% of the students received an evaluation of Satisfactory. The evaluation was completed by the public health hygienist on staff.

Objective: To determine whether it is possible to create an online collection point for generic documents used in business courses. If it is possible test the idea using some documents for the BUS 230 and BUS 137 courses.

- After considering the possible content and use of master websites for each course and of a general document repository it seems that the two would require copies of many of the same documents. Updating two separate collections of documents would be time consuming and tedious. Since the master websites would combine documents and provide a starting point for building a website for a course (whether it by hybrid, face-to-face, or online) it seems this option will be better than a document repository. Date of completion: 3/28/11

## **Computer Information Technology**

Objective: Deliver both NOS 130: Windows Single User and NOS: Windows Admin 1 as hybrid courses instead of face-to-face courses. This enables students to benefit from additional hands-on lab hours with the instructor, and it allows for students to work independently on the theoretical concepts portion of the course. This will also aid students in planning the academic scheduling of other courses within the degree program's required curriculum.

- Susan Booth wrote and compiled the course content for NOS 130 specifically for hybrid delivery. She scheduled additional face-to-face class time for students who needed additional hands-on lab practice. She had her students take an exit survey related to the change in the course from synchronous face-to-face to the flexible hybrid format.
- Face-to-face lab time increased by 100% for NOS 130.
- Survey results showed that student satisfaction with the course as a hybrid was 87% for NOS 130.
- Enrollment figures showed that the face-to-face NOS 130 course had a retention rate of 100% in the Fall 2009 semester, and the NOS 130 hybrid taught in the Fall 2010 semester had a retention rate of 91.3%. The results show that the retention rate for the hybrid course was clearly comparable to the face-to-face delivery of the course.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #5**

### **INSTRUCTIONAL OPERATIONS**

#### **Distance Learning**

- Distance Learning upgraded Blackboard Learning Management System (LMS) from Bb 7.3 to Bb 9.1.
- Distance Learning revised the Blackboard Tutorial for students to include more interactive activities, Blackboard tutorials and learning resources. All students enrolled in hybrid or internet courses are automatically enrolled.
- The Distance Learning Blackboard 9-101 (Bb9 – 101) course for DL Faculty was revised to reflect the current upgrade to Bb 9.1
- Distance Learning Instructional Technologist fielded over 310 faculty support requests related primarily to the use of Blackboard tools and developed over 30 instructor tutorials to assist in faculty training.

### **BUSINESS TECHNOLOGIES**

- 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 update our college's application proposal for participation in the Virtual Computing Environment (VCE) provided by North Carolina State University. Here at Cape Fear our virtual computer lab (VCL) provides our distance learning CIS 110 and CIS 111 students with free access to a virtual machine that houses the required software they need to complete those courses.
- On February 28, 2011 Melissa Watson attended the required VCE faculty training at North Carolina State University. This training was required in order for our college to continue to enjoy the VCL services that NC State provides to our students. Melissa brought back valuable information that she shared with Dr. Zylicz and Dean Hogan. She also updated her printed resources for student users based on the additional training she received.

### **CONTINUING EDUCATION**

#### **Public Health and Safety Division - EMS Program**

- The EMS Program is now offering EMT Refresher courses each semester via distance learning.
- The EMS Program has incorporated Blackboard in to all initial course offerings to enhance classroom activities.

#### **Continuing Education Registrar**

- All continuing education courses can be available on Web Advisor provided they don't have restrictions. The Continuing Education Registrar currently monitors the accuracy of the course data, puts the courses on Web Advisor, checks for payments and ensuring that each secretary or technician have received a copy of the student's Web Advisor registration and payment.

### **PUBLIC SERVICES**

### **Hotel/Restaurant Management**

- As mentioned above, the HRM program added HRM 120A In1 for the first time this semester. COE course seminars are offered online in the summer session.
- This area provides growth potential for the HRM program.

**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.**

### **ALLIED HEALTH**

#### **Dental Hygiene**

Objective: Students will have an evaluation of satisfactory at the New Hanover Community Health Service dental clinic rotation.

- Second year dental hygiene students completed a clinical enhancement rotation at the New Hanover Community Health Service dental clinic. 100% of the students received an evaluation of Satisfactory. The evaluation was completed by the public health hygienist on staff.

### **CONTINUING EDUCATION**

#### **English as A Second Language (ESL)**

Objective: Increase childcare availability during ESL classes by 25%.

- Accomplishment: Fall 2010—increased childcare availability during ESL classes by providing volunteers at MC Williams, Hoggard, Blair, and Friends School of Wilmington when previously there had only been childcare at the Voces Latinas/Friends Meeting House location; also obtained educational books and toys for childcare through mini-grant funding; Spring 2011—continued increased childcare availability during ESL classes by providing volunteers at MC Williams, Blair, and 2 classes at Friends School of Wilmington.

### **ENGINEERING TECHNOLOGY**

#### **Architectural Technology**

Objective: The Architectural Technology Club will complete a joint venture with another campus club or non-profit group to foster community service.

- The Architectural Technology Club officers met with the Sustainable Club and the Interior Design Club officers to develop plans to provide recycle containers for the North Campus.
- Due to change-over in officers for the clubs, this project is continuing in the planning stages.

## **Chemical Technology**

Objective: To increase the number of departmental agreements between the Chemical Technology Program and other 4-year colleges and universities.

- Goal accomplished: The Chemical Technology Department now has departmental agreements with:

Winston Salem State University's Department of Chemistry  
East Carolina University's Department of Distance Education  
North Carolina A & T University's Department of Chemistry and Chemical Engineering  
North Carolina State University's Department of Chemistry

In August 2010, our first CHEM TECH graduate to take advantage of this opportunity was accepted and enrolled at A&T University, where she is pursuing a BS in Chemical Engineering.

## **PUBLIC SERVICES**

### **Basic Law Enforcement Training**

Objective: Strengthen partnerships with all area Law Enforcement agencies with whom we work to offer the BLET program. We must continue to use their firearm ranges, classrooms, equipment, instructors, driving facilities, physical fitness areas and POPAT.

- Accomplishment – Strengthen partnership with all local agencies within our two counties. Met with agencies' staff to reinforce the relations so we can continue to use their equipment, classrooms, instructors, driving facilities, physical fitness areas and POPAT. We also continued to offer BLET classes at agency facilities when they are needed.

### **Cosmetology**

Objective: Continuing Education classes will be taught on site by CFCC Cosmetology Instructors.

- The Cosmetology Instructors have constructed lesson plans in the areas of Hair Color, Chemical Hair Relaxing, The Art of Artificial Hair, and Permanents. The lesson plans are now being reviewed. After the review, the plans will be submitted to the North Carolina State Board of Cosmetic Art Examiners for approval. If approved by the State Board of Cosmetic Art, then Cape Fear Cosmetology Instructors, in cooperation with Continuing Education, will schedule In-Service classes for Cosmetology Instructors from around the state and offer CEU's.

Objective: To recruit students for enrollment and to ensure the success of the Huskins Manicuring program with New Hanover County.

- As an effort to recruit Manicuring students, we contacted the High Schools in New Hanover County and made arrangements to appear at career day. The Huskins Cosmetology Instructor has been to several High School Career Days thus far. There have been numerous students that have shown an interest in our

Manicuring Program and, depending on the student interest, a Huskins Manicuring class may start in the Fall.

## **FOUNDATION**

### **Foundation Resource Development**

Objective: To engage the community in the work of the college. Introduce new people to the college.

- 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 100 prospective donors in the community and introduce them to all of the exciting facets of the college.
- The Foundation continued hosting its “Brunch with the President” stewardship event 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, with attendance of over 40 donors in March 2011.
- In March 2011, the Foundation began a new partnership with the CFCC Board of Trustees, creating the Board Advisory Council, a stewardship group for former trustees and Foundation Board members. Trustee Chair Dr. Bruce Williams, Foundation Board Chair Bill Anlyan and former Foundation Board member Bob Martenis oversaw the effort and the Coordinator of Special Events, Donor and Alumni Relations provided administrative support. Over twenty individuals were hosted at a kick-off Brunch for the BAC in March 2011, which highlighted the group’s mission and outlined the Council’s intentions to keep members informed and engaged with CFCC throughout the year. Twenty-seven former board members have subscribed to the BAC email update list and the Foundation hopes to keep them actively involved for years to come.

Objective: Hold board retreat. Implement a program of tracking participation on committees and attendance.

- The Board retreat for the Foundation Board of Directors was held in August 2010, and a program of tracking participation on committees and attendance was implemented.

Objective: Provide intern opportunities at CFCC

- The Foundation continued its internship program with the University of North Carolina Wilmington, Department of Communication Studies. Two interns were hosted in the summer of 2010, one in fall 2010 and two in spring 2011. 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. In addition, the Foundation's Coordinator of Special Events, Donor & Alumni

Relations was asked to serve a panelist during the April 2011 Communication Studies Day events at UNCW, answering questions about various COM studies career paths, clarifying expectations about internships, and further deepening the partnership between the CFCC Foundation and UNCW COM Studies.

Objective: Expand scholarship offerings in the community

- The Foundation Associate Director met with public school counselors about the availability of merit and other CFCC scholarships in February 2010. The Foundation provides scholarship applications and information to the high schools each year. Foundation staff participates in high school recognition ceremonies each May.

Objective: Provide an educational opportunity that is valuable for business students at CFCC schools and to encourage matriculation onto the university system.

- The Executive Director is collaborating with the Dean of the Cameron School of Business at UNCW to secure lecturers as part of the BB & T Speakers Series.

Objective: To stimulate growth in the joint CFCC and UNC-W alumni membership.

- The CFCC Alumni Association's general membership grew to over 1,100 members. The Alumni Council successfully held its second election and the officers remained very active throughout the academic year. Council members also enjoyed an active partnership with the Foundation Board of Directors. In August 2010, the Council again 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 wine-tasting event at an alumni-owned business, a recruitment table at a "Downtown Sundown" concert, and a weekend reunion of over 40 marine technology alumni, which included a reception/dinner at Carolina Beach and lunch downtown. In February 2011, the association's annual bus trip to BCC enjoyed great success, and the Homecoming tradition continued for the fourth year with a reception before the last men's basketball home game of season, and a fund-raising raffle for the Alumni Legacy Scholarship which raised over \$800. In addition, a new student organization at UNC Wilmington for CFCC transfers called "Sea Devils 2 Seahawks" was granted full club status, allowing members to enjoy joint membership with the CFCC alumni association and forging a continued partnership with UNCW.

## **INSTITUTIONAL EFFECTIVENESS**

### **Institutional Research**

Objective: To improve communication with UNC-W research department to facilitate partnership on sharing of data for tracking studies of CFCC transfer students to better inform CFCC officials of students' performance upon transfer. It is hoped that CFCC can identify ways to improve the CFCC student experience in instruction and services to better prepare its transfer students for matriculation to upper division institutions.

- CFCC's Institutional Researcher has continued to contact the UNC-W counterpart and has received the tracking data needed to initiate a study of CFCC transfer students' performance. This is a multi-year objective.

### **Institutional Effectiveness-Planning**

Objective: to provide Pender County officials with facilities needs analysis by comparing current CFCC facilities to current CFCC enrollment of Pender County residents.

- CFCC's IE Office produced a Long Range Plan that provided a current data analysis of programs, assignable square feet of facilities, full-time student enrollment (FTE), projected growth estimates, as well as, current and projected cost estimates for facilities needs.
- The LRP findings were shared with the Pender County Commissioners and with attendees of the 2011 Burgaw Area Chamber of Commerce Annual Meeting.

Objective: Support the community and promote goodwill for the College through fundraising for community charities.

- CFCC conducted an on-campus campaign to raise money for the 2010 Juvenile Diabetes Research Foundation campaign.
- Dr. McKeithan served as the Regional Chair of the 2010 JDRF campaign
- CFCC raised a record \$11,000 plus for JDRF
- CFCC conducted an on-campus campaign for the 2010 United Way campaign and helped to sponsor the 1<sup>st</sup> Annual United Way Golf Tournament.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #6**

### **ALLIED HEALTH**

#### **Associate Degree Nursing**

ADN program is partnering with the NC Foundation for Nursing Excellence and the University of NC at Wilmington to offer a new track for nursing students - Regionally Enhancing Baccalaureate Nurses (RIBN).

### **ARTS AND SCIENCES**

#### **Quality Enhancement Plan**

J. Chaffin conducted a critical thinking presentation for New Hanover County's AIG teachers in December, 2010. The AIG Debate Club is now developing a partnership with CFCC's debate instructors and students.

#### **Dean of Arts and Sciences**

- spoke to the seniors at Heidi Trask High on March 8, 2011;
- attended a Fayetteville State University partnership meeting on March 17, 2011;

- interviewed admissions reps at College Day and collected (along with departmental secretaries) brochures for the carousels;
- contacted Ann Marie Beall, UNCW's Associate Director of Admissions, when transfers didn't understand why they were declined admission to UNCW;
- presented at Counselor's Day; and
- participated in a telephone conference call to UNCW's IE Director, requesting data on CFCC transfers who graduated from UNCW. Next year, the UNCW IE Director has agreed to present this data to the Arts and Sciences Division.

### **Huskins and Early College**

- The Huskins/ Cooperative Education Coordinator job description was revised to include a broader range of duties that focus on fostering and maintaining strong educational partnerships with businesses, non-profit and community-based organizations, high schools, and universities. (The new title is Educational Partnerships Coordinator.)
- The Educational Partnerships Coordinator collaborated with lead instructors and high school representatives to add new courses to the Huskins Schedule. New Huskins courses for 2010-11 include Computer Engineering Technology, Construction Management, and Horticulture.
- The Educational Partnerships Coordinator developed the CFCC educational partnerships website, which includes comprehensive information about partnerships that include local businesses (cooperative education); non-profit and community service organizations (service learning); public and private high schools (high school-college dual enrollment); and universities (transfer agreements and dual enrollment opportunities).

### **BUSINESS TECHNOLOGIES**

- Maintain close liaison and provide cooperation with UNCW Cameron School of Business on B2B Scholarship program that provides scholarship opportunities for graduating college-transfer students continuing their education at UNCW
- Membership on the UNCW Information Technology Advisory committee (2 departmental members)
- Membership in the Coastal Carolina Health Alliance in support of our administrative health programs, Medical Transcription and Medical Office Administration

### **CONTINUING EDUCATION**

#### **Public Health and Safety Division - In-Service Law Enforcement**

CFCC has assumed primary instruction, reporting, and management of NC-required Mandated In-Service Law Enforcement Training for 13 area departments, employing approximately 1,045 officers. This training alone results in approximately 300 separate courses, and the issuance of more than 9,000 individual certificates annually. Additionally, CFCC now offers end-of-year courses for state and local officers that need all, or some of the required courses. These courses are attended by officers from locations within, and outside of CFCC's service area.

### **Public Health and Safety Division - Defensive Driving Program**

CFCC hosted the DDC Public Training Seminar for the Safety and Health Council of North Carolina in July 2010. This was a five hour seminar to provide continuing education on course delivery and curriculum.

### **Burgaw Center – Workforce Development**

The Burgaw Center continues to maintain a presence on the NC Partnership for Children Smart Start, Head Start, and Pender Leadership Team Boards (representing CFCC). Activities on these Boards reach all Pender County residents and help promote CFCC efforts in the communities. Additionally, the Center participates in many community events to include the NC Blueberry Festival, Pender County Business Expos, and related Chamber of Commerce events.

## **ENGINEERING TECHNOLOGY**

### **Chemical Technology**

- The Chemical Technology program modified the existing course outline to incorporate cooperative education. In two semesters, 8 students have participated in the internships; two have already accepted full-time positions at the companies two months before graduation.
- Students enrolled in chemistry at local high schools have been invited on campus to perform a “forensic analysis laboratory” using the equipment maintained by the CHEM TECH department. The Chemical Technology Department has sent invites to local high school classes encouraging a “field trip day” to the CHEM TECH program.

### **Interior Design**

- We continue to foster strong relationships with business in the community. I have added two new professionals to my advisory committee (one with sustainability knowledge, and one with commercial design knowledge). We have field trips to businesses and invite professionals to guest speak.
- Our first annual midterm (fall semester of their second year) portfolio review for the senior students was a smashing success! Not only did we have an overwhelming response of participation from designers in the community, but the responses regarding the students and their work was outstanding.

### **Mechanical Engineering Technology**

- The Lead Instructor is now serving on the board of the Cape Fear Inventor Users Group that replaces the now defunct Cape Fear Chapter of the AUGI Manufacturing User Group. The user group provides support for Autodesk product users in the manufacturing industry.

## **MARINE TECHNOLOGY**

- 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.
- Assisted the Riverfest committee by having the MT student body man the Riverfest 8k road race.
- Participated in the New Hanover County and UNCW partnership to discuss possible ramifications of the Deep Water Horizon oil disaster.
- MT students supported the Fisherman's Post fishing schools and Flounder tournament by helping registration, set-up and breakdown of events.
- Hosted the New Hanover High School Oceanography club for a sampling trip aboard the R/V Martech
- Hosted Fugro Geos for an on-campus recruiting trip of December graduates. Three graduates were hired for immediate employment
- The Boat Manufacture and Service and Boat Building programs hosted a two-day seminar focusing on AwlGrip and 3M products specific to the marine industry. Technical representatives from both companies brought sample products for the students to use and become familiar with.
- Students have attended boat and trade shows in order to become more familiar with the industry and to act as ambassadors for the Boat Manufacture and Service program.

## **PUBLIC SERVICES**

### **Culinary Technology**

- UNCW-South Eastern NC Food Systems Program, Farm to Table

### **Hotel/Restaurant Management**

- Partnerships with area high school Hospitality programs continue to grow. The traveling instructor, as well as guidance counselors attended an HRM dinner at Our Place and plans were put forth for further interaction and recruiting
- A number of students took courses in the HRM program that reported being sent here by their UNCW Business and Recreation advisors in order to earn elective credits
- Articulation continues with NCCU, ECU, App. State, as well as HRM graduates continuing their education at FIU, and UNLV.
- The newly opened Wilmington Convention Center is actively recruiting our students and currently employs an HRM student as Sales and Catering Director.
- The Cape Fear Coast Hospitality industry actively recruits our students and employer relationships are maintained through; co-op site visits, our advisory board meeting/s, local industry meetings, and contact over the telephone and via email with employers
- Withrow serves on the Executive Board of the North Carolina Hospitality Education Foundation with NC industry leaders. The owner of LM Restaurants also serves on this board. Through this association, the Blue Water dinner was launched last year, raising funds for CFCC's Pineapple Guild and scholarships

- The Service Learning elective course meets at Good Shepherd Shelter. This relationship has been extremely positive in regards to promoting CFCC as a tool to shelter guests, staff and to foster goodwill in the community- many volunteers are recognized as CFCC Foundation Board members or friends.

### **Cosmetology**

- February 2011- Partnered with WECHS and sponsored the Locks of Love and made approximately 30 or more donations.

### **BUSINESS AND INSTITUTIONAL SERVICES**

- Institutional Services represented the college at the city of Wilmington's Transportation Demand Program meeting. Participants from PPD, UNCW, and the City discussed the priorities and methods to improve the movement of people throughout the City while limiting the number of cars entering the City.

### **INSTRUCTION**

#### **Instructional Administration/Operations**

- Met with the new New Hanover County superintendent of schools, Dr. Markley.
- Met with the Chancellor of Fayetteville State University, Dr. Anderson.
- Met with the Chancellor of UNC-Pembroke, Dr. Carter

#### **Distance Learning**

- Virtual Cloud Environment (VCE) Pilot - Distance Learning along with IT Services and the Business Technologies Dept. continued for a 3<sup>rd</sup> year in a pilot program with the NC Community College System office (NCCCS) and NC State to provide cloud computing through a Virtual Computing Environment (VCE) initiative
- Distance Learning Dept. Chair serves as a member of the NCCCS Commission on Learning Technologies (COLT).
- Distance Learning is partnering with Fayetteville Tech Community College as a Virtual Learning Community (NCCCS) Development Center.

#### **Learning Resource Center**

- Participated in librarian outreach and information sessions at 5 area high schools.
- Hosted Azalea Coast Library Association meeting at CFCC, March 2011.
- Assisted and supervised students at Snipes Elementary School in the preparation of a Cucalorus Kids film (Studio).

#### **Sustainability Technologies**

- Strengthen partnerships with corporations performing weatherization and solar installations. Invited several business leaders to join the sustainability advisory committee.

#### **Truck Driver Training**

- Invited members of the state highway patrol to discuss changes affecting the trucking industry in regard to city regulations for trailer length and emissions control.

## **INSTITUTIONAL EFFECTIVENESS**

### **Public Information Office**

- Worked with Director of Institutional Services to organize the Union Station Groundbreaking ceremony in January. Members of the community were invited and recognized for their support of 2008 bonds.
- Served on Executive Board of Wilmington Downtown, Inc.

### **Institutional Effectiveness Administration**

- At the request of VP of Student Development, worked with the New Hanover County Health Department to offer free STD testing and counseling to CFCC students.

## **STUDENT DEVELOPMENT**

- The Disability Support Services Coordinator was asked to join the Transition Advisory Committee of the New Hanover County School System. The Coordinator has attended a meeting and participated in discussions related to the transition needs of students with disabilities.
- The Disability Support Services Coordinator and Assistant Coordinator met with UNC-W Disability Support Services staff members to discuss services for veterans and best practices in the Disability Services field.
- The Disability Support Services office renewed their NC AHEAD membership that facilitates the sharing and acquisition of information between colleges and universities.

**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.**

## **ARTS AND SCIENCES**

### **Arts and Sciences Administrative**

Objective: To form a school wide Retention Committee and lay the groundwork for developing a Retention Plan

- The Dean of Arts and Sciences has been reviewing retention theories and definitions, attending webinars on retention, and recording retention initiatives around the campus (examples: math workshops for students, increase in ACA or academic success offerings, increase in college transfer offerings, supplemental instruction, emergency loans for students and deferred payment plans for student tuition, the Minority Male Mentoring initiative).

- All unit managers in Arts and Sciences have been asked to establish a retention goal.
- A technology component is being incorporated into the ACA classes for the fall, to help students succeed in the distance learning courses.
- The Retention Committee will be formed and will meet in September 2011.

## **CONTINUING EDUCATION**

### **ABE/GED/AHS on-campus**

Objective: Restructure the orientation process for new students to the AHS/GED programs with effective, quality instruction that is relevant to the students, leading to improved retention and eventual increased program completion.

- Goal Achieved: We restructured the orientation process by implementing goal setting, assessing learning styles, discussing the transition process and providing a tour of the campus and resources. This has resulted in a higher retention rate of students beginning classes.

### **English as A Second Language (ESL)**

Objective: Increase childcare availability during ESL classes by 25%.

- Accomplishment: Fall 2010—increased childcare availability during ESL classes by providing volunteers at MC Williams, Hoggard, Blair, and Friends School of Wilmington when previously there had only been childcare at the Voces Latinas/Friends Meeting House location; also obtained educational books and toys for childcare through mini-grant funding; Spring 2011—continued increased childcare availability during ESL classes by providing volunteers at MC Williams, Blair, and 2 classes at Friends School of Wilmington.

### **Continuing Education Registrar**

Objective: The Registrar will oversee the digitizing of archived permanent Con Ed records over a period of 5 years while simultaneously digitizing current records that are being created. This process will eventually free up space that is currently being used for record storage for other uses, make the retrieval of records easier/quicker thereby improving customer service.

- Goal Achieved. New Record Retention Assistant hired and trained in August 2010. As of today, the records audit department has scanned over three years of Continuing Education documentation while simultaneously scanning the current documentation.

## **FOUNDATION**

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

- The Foundation worked cooperatively with faculty, staff, community individuals and businesses to provide financial assistance to CFCC students and their families during the 2010 holiday season. A total of 107 CFCC students and 252 children received assistance this year and \$14,190 was donated to the program.

This money benefitted students in the form of gift cards, shopping excursions with donors, scholarship funds or emergency assistance. The distribution of these funds is as follows: General Contributions - \$12,715.00; Gift-in-Kind - \$859.80; Scholarship Fund – \$625.00; Emergency Fund - \$625.00.

- The Foundation worked cooperatively with financial aid, department chairs, instructors and deans to identify and award scholarship funds to deserving CFCC students.
- Scholarships valued at approximately \$350,000 were awarded to CFCC students during the 2010-11 academic year. Almost 500 students received a scholarship through the foundation.
- Foundation board Merit Scholar committee provided mentoring for ten Merit Scholars throughout the 2010-11 academic year. Committee members and Foundation staff held a reception in June 2010 to recognize the 2010-11 merit scholars. Parents, students, public school principals and counselors, Foundation staff and CFCC administrators attended the reception. Parents and students were given the opportunity to interact with college officials and ask specific questions pertaining to attending classes at CFCC. The Merit Scholar committee and Foundation staff followed up this initial meeting by maintaining contact with merit scholars throughout the academic year to answer questions, provide information about college resources, and offer encouragement to promote academic success.

## **STUDENT DEVELOPMENT**

### **Career and Testing Services**

Objective: Offer additional job/trade fair in the spring that is specific to programs offered either on the downtown or North campuses.

- On March 30, 2011, a Career Day/Trade Show was provided on the North Campus. This event highlighted vendors from the community that represented the industry side of CFCC Vocational and Technical programs. Students witnessed live demonstrations such as welding, heavy equipment, construction, trucking, and interior design. Current students were able to network with potential employers while being exposed to various sub disciplines of their fields. Potential students were able to see various aspects of programs offered at CFCC.

Objective: Additional data concerning employment of students needs to be collected from employers.

- The data collection process for student employment has been improved by allocating one calendar year of time for data collection prior to submission deadline. The response rate of students has increased by 15%. The data collected provides information regarding employment trends that is used in career counseling, job placement, and career presentations. The data is also used in performance measures and program review.

Objective: The current PSB questions have been offered for over 10 years. A new version needs to be offered since many students have taken the exam multiple times and may have shared test content with other students. In addition, the new test items should be a more accurate reflection of the ability of students.

- The 3rd edition of the PSB has been implemented for all students applying to Health Science programs. This new test contains all new test items and norming of results. Students have indicated that the construction of PSB test questions is improved. In addition, student percentile results have increased.

### **Counseling**

Objective: Counselors will identify and become familiar with 3-4 various community agencies and the services they provide in order to better serve students with personal issues or concerns.

- The Counseling Unit hosted (on our campus) or visited the agency site for three different agencies (Domestic Violence, Southeastern Center (Mental Health) and New Hanover Community Health Center). We will continue to visit with agencies in order to gain knowledge about the services they provide and their referral process. Training thus far has improved the referral process for both students and the Counseling staff.

Objective: To provide a college wide "College Night" for students who are participants in CFCC's Adult High School and/or GED program.

- We are still in the planning stages and consulting with the Transition Specialist (Basic Skills), the Director of Basic Skills and the College Recruiter to finalize the plans for a College Information night to be held in May or June for Adult High School and GED students.

Objective: To establish a Veterans Center to address the specific needs of the ever increasing Veterans student population.

- The Veterans Center officially opened on November 11, 2010 (Veterans Day). After an exhaustive search, the first Veterans Affairs Coordinator was hired and assumed the position on January 3, 2011. The VA Center is up and running and students are taking advantage of the services offered on a daily basis.

### **Director of North Campus Student Development**

Objective: Student service needs and requests will be met in an effective and efficient manner.

- Cross-training within student development departments to better assist students
- Office Renovations- testing center converted to three offices to better assist our students by expanding the SD staff;
- Added Disability Testing Coordinator to NC staff to assist students here with special testing needs; Added Veterans Coordinator to assist NC Vets; Transferred
- Database Technician to NC staff to better assist registrar functions on the NC
- Orientation overhaul to better prepare students to be successful at CFCC
- **Maintenance:** crosswalks were created for safe pedestrian travel between NA and ND buildings and painted arrows were added to entrance to assist traffic flow

and avoid vehicle accidents; permanent signage was installed to mark classroom numbers and locations in the NA and NB buildings; signs for Student Services and Window signs for FA, Registrar, Counseling, Admissions.

- FT counselor to be hired to manage increased student counseling traffic

Objective: Increase student involvement through activities, leadership and athletics.

- Serve as SGA advisor which will in turn work to promote student leadership and activities on the North Campus.

### **Disability Support Services**

Objective: To expand accommodated testing at the North Campus for students with disabilities.

- The Disability Support Services (DSS) office advertised, interviewed, hired, and trained a part-time Testing Coordinator responsible for accommodated testing at both campuses. An accommodated testing procedure was designed for the North Campus, and the testing procedure currently being used at the Downtown Campus was amended. The new DSS testing procedure was communicated to faculty and staff at both campuses and is now being implemented. Currently, the DSS office is testing approximately 100 students with disabilities per month.

### **Enrollment Management**

Objective: Streamline the process of academic forgiveness to improve the efficiency of student requests.

- An online application for Academic Forgiveness has been added to the College website. Applications are received either by hand-delivery or via email. Results are processed within 24 hours, thereby improving the efficiency and turn-around time.

Objective: Strengthen recruiting efforts to increase the matriculation of the College's GED and AHS students into curriculum programs at CFCC.

- Our Student Recruiter is currently working with the Basic Skills department to present admission information and course of student information to the GED and AHS students during their regularly scheduled classes.

Objective: Develop a workflow procedure for posting transcripts.

- Process is still ongoing.

### **Financial Aid and Veterans Affairs**

Objective: Continue automating basic financial aid procedures and increase usage of Colleague functionality.

- Automated the evaluation of a student's satisfactory academic progress status. Automated notification to a student regarding satisfactory academic progress.
- Staff attended 3 days of Datatel financial aid module training in October.

Objective: Implement an exit interview process for student loan borrowers.

- Developed and implemented an exit interview procedure, as required by regulations, for student loan borrowers.

- Postcards providing information about the requirement to complete exit interviews are distributed to students who process a withdrawal form in the financial aid office.
- A reminder of the requirement to complete exit interviews is included in graduation-related correspondence sent to students.
- Information about the exit counseling requirement appears on the financial aid website, along with a link to the appropriate federal site at which the student can complete the session.
- E-mail reminders to complete the exit counseling session are sent to students on the graduation list.
- A packet of information, which meets federal regulations, is sent to withdrawn and graduated students if confirmation of completion of exit counseling is not received within 30 days of separation.

### **Special Projects**

Objective: Continue to investigate annual source funding for the Student Planner.

- A student planner will be funded by the college this year. Investigation into annual source funding will be ongoing. The Athletic Director will participate in seeking funding for the planner next year. The desire is to find a resource that would be ongoing to fund this project each year because it is a valuable tool to aid in the students' academic success and to improve retention.

Objective: Revamp the ACA presentations and materials

- Along with the Director of Career and Testing a total revamp of the power point was completed. A tutorial screen was added to each question screen to provide a more cohesive presentation. A separate presentation was developed for MAT 060 classes.

### **Activities/Athletics**

Objective: 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/transfer rates among student athletes (SA).

- Continued efforts and priority to academics will provide a sound foundation for all SA's that participate in college athletics at CFCC. Assessment and measurement of individual/team and overall academic performance (GPA) has been performed to ensure academic accountability. As of Spring 2011, the CFCC student-athletes have a cumulatively higher GPA than the average curriculum student at CFCC. Hopes are to provide further research which will track graduation/transfer rates including past SA's and future athletes that represent CFCC in the classroom and on the court/field. Team GPA's have been calculated over the past five years and a report will be documented by 2012.

Objective: Improve participation in CFCC Student Activities. Provide services to students by developing and implementing a plan/program to increase activity/event participation on the Downtown and North Campus.

- An intramural program is now established (Yearly Posted Intramural Schedule) with emphasis on participation rates as well as overall interest. Opportunities will increase over the years which will provide more opportunities for all students on the CFCC campus. Efforts will be made to increase opportunities within the Student Activities Unit, which may include an Outdoor Program in the near future.

Objective: Create professional grade marketing, public relations, and media plan to promote and advertise Sea Devil Activities/Athletics. Participation rates and public awareness are ultimately how the Student Activities/Athletics Unit will measure success.

- Over a decade, we have made efforts to communicate and positively promote Sea Devil Athletics and CFCC. Along with media outlets and publications, an informal media/advertising plan has been designed to be consistent and mirror the sports information and advertising goals of the college. Along with the newly developed Sea Devil Athletic primary logo and wordmarks ('10), Sea Devil Bulletin listserv accounts (Email Blast) ('11), newly designed Sea Devil Athletic Website (Summer '11), and Sea Devil Media distribution list, hopes are to be consistent and professional in the area of notification and public relations with our immediate Community.

### **Registrar's Office**

Objective: Design and implement an electronic withdrawal process for students.

- Discussions are ongoing with On-Base regarding the design of a web based withdrawal and approval system. Preliminary cost is in the range of \$45,000 but this may be discounted because of interest from other colleges. A flow chart and sample form has been created for discussion purposes. Because of the size of the project, the earliest implementation date will be pushed back to Fall 2012.

Objective: Eliminate the need for faculty to physically submit attendance and grades to the Registrar's Office.

- Effective Fall 2010, the College is now using web attendance for all curriculum classes. Reports have been developed so faculty no longer have to physically come on campus to submit their final grades and attendance. The Registrar's Office is still printing final attendance rosters with the goal of eliminating this step in the future.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #7**

### **English Department**

- Published and distributed *Portals*, CFCC's literary and arts magazine, and held an awards ceremony for writers and artists.

- Instituted a new *Portals* prize: The Louise McColl Prize for Literary Excellence. This prize comes with a \$350.00 stipend.
- Staged *Arts Poetica IV*, a public performance of various poems by students and local artists, at the City Stage Theater on April 12-13.
- Sponsored a writing contest for creative writing students and awarded 4 students \$350 each
- Sponsored a writing contest for developmental students and awarded the following prizes: \$150 for first place, \$100 for second place, and \$50 for third place.
- Sponsored a writing contest for vocational and technical students and awarded the following prizes: \$150 for first place, \$100 for second place, and \$50 for third place.
- Sponsored four creative writing seminars in the Creative Writing Studio that were free and open to the public.

## **CONTINUING EDUCATION**

### **Customized Training Division**

- Part-time Career Counseling Specialist was hired with JobsNOW funding. In less than 6 months this person was able to help over 30 individuals acquire jobs as Behavioral Health Technicians or Plumbing Apprentices.

## **PUBLIC SERVICES**

### **Hotel/Restaurant Management**

- CFCC faculty maintains a very proactive role in advising our students. CFCC counselor Joy Shortell has a day of speaking to our students in the COE 125 Co-op Seminar II regarding Drugs and Alcohol in the Workforce.
- HRM faculty routinely require or reward students for completion of scholarship applications and encourage and inform students in seeking financial aid
- HRM Faculty sincerely cares about our students and their success. One FT member has a background in counseling and refers students to appropriate resources when needed

## **INSTRUCTION**

### **Distance Learning**

- Distance Learning website links to all student services in order to assist DL students in obtaining those services.

## **STUDENT DEVELOPMENT**

- Improved the accuracy of changing student majors via training sessions for the counseling staff

- Strengthened recruiting efforts resulting in an 8% yearly increase of applicants to curriculum courses.
- The Counseling Unit improved the college transcript evaluation process by hiring a Transcript Evaluation Coordinator. Counselors have evaluated over 5600 transcripts since July 1, 2010. This position has made a tremendous impact on the staff's ability to meet the 24 hour turnaround time for evaluating a transcript and has allowed counselors the opportunity to provide more one on one time with students.
- The Counseling Unit participated in training for Learning Lab tutors. These training sessions informed tutors of the services offered by Counselors. Making tutor's aware of services offered allows them the opportunity to make referrals when they have students that have concerns that interfere with their academic success.
- Designed and implemented the application and selective admissions process for the AA Degree in Pharmacy Technology. This degree will be offered for the first time in fall, 2011.
- We hosted both a spring and fall High School counselors' day this year.
- Counselors participated in several professional development training sessions in order to better serve students (major change refresher, UI colleague, Advising on-line, ACA presentation training and various veterans related webinars to name a few).
- Designed and implemented a new web based graduation application form while ensuring a 100% participation rate on the graduate survey.
- Financial Aid awarded \$16,045,000 in Federal Pell Grants; \$15,803,000 in federal loans; and \$1,458,154 in state grants to recipients during the 2010-11 academic year.
- Financial Aid processed more than \$1,583,000 in veterans' educational benefits for approximately 500 recipients during the 2010-11 academic year.
- Financial Aid awarded approximately \$315,000 in CFC scholarships during the 2010-11 academic year.
- Financial Aid reviewed 10,700 financial aid applications received through December 2010. This number includes only initial applications, not corrected applications.
- Financial Aid processed approximately 600 appeals of satisfactory academic progress status.
- Financial Aid achieved a federal 2009 draft cohort default rate of 5.7. This represents the percentage of student loan borrowers who entered repayment in 2009 (438) and defaulted in 2009 or 2010 (11).
- Financial Aid 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.
- Financial Aid sponsored the fifth annual "Student Employee of the Year" search. Selected outstanding student employees for recognition. Presented awards at the annual Student Recognition Ceremony. Obtained presidential and mayoral proclamations declaring the week of April 11 as "Student Employee Appreciation Week." Visited the Mayor's Office to receive his proclamation.
- Financial Aid opened and staffed the Veterans' Center.

- Financial Aid increased efficiency by implementing the use of a Loan Request Form to take the place of individual face-to-face meetings with students requesting to borrow loans.
- Financial Aid with the assistance of the Payroll Office, increased efficiency by reorganizing the paperwork required of federal work-study student employees.
- Testing Services has administered over 6,800 placement tests this past year.
- Testing Services administered over 1000 PSB tests this past year.
- GED testing was offered 30 times on campus as well as testing at local prisons. Over 350 students have been administered GED tests.
- Over 300 students have scheduled appointments with the offices of Career & Testing services while 1,880 have registered for online job placement services this past year.
- The number of students served by the Disability Support Services office increased from 340 students in Spring 2010 to 408 students in Spring 2011.
- Individual student accommodated testing provided by Disability Support Services increased from 228 students tested in Fall 2009 to 315 students tested in Fall 2010. A new test monitoring system will be implemented at the North Campus similar to the system already in place at the Downtown Campus.
- Disability Support Services (DSS) renewed the Recording for the Blind and Dyslexic books in alternate format contract. DSS provided 27 books in alternate format to students during Fall 2010 and 14 books in alternate format to students during Spring 2011.
- Disability Support Services hired, trained, and supervised four academic aides and four Sign Language Interpreters for students with disabilities. The Disability Support Services Interpreter is now responsible for coordinating interpreter services for Curriculum, GED, and Compensatory Education students.
- Student Activities Unit provided an overall intramural schedule including: NFL Pick 'em Pool, 3v3 Basketball Tournament, Spring Corn Hole/Bean Bag Tournament, NCAA Basketball "March Madness" Bracket Manager, Spring Kick Ball Tournament, Ping Pong Tournament.
- Addition of several new student clubs/organizations (Math Club, SOAR, Pride, 3MI, Geology Club, Anthropology Club, Metals Club, Sociological Society, Engineering Technology and Running/Walking Club).
- Annual Marine Corps Reserve SGA supported Toys For Tots Drive (Over 300 toys collected).
- Increased donors and awareness of campus wide American Red Cross Blood Drive
- Directed the River Fest and Azalea Parking Lot Fundraiser, raising over \$16,000 (Leaders of Tomorrow Scholarship).
- The SGA Executive Officers reenacted the use of Student Senators.
- 3 Region 10 Regular Season Championship (Men's Basketball, Women's Soccer & Women's Volleyball)
- 2 Region 10 Tournament Championships (Men's Basketball & Women's Soccer)
- 2 Region 10 Coaches of the Year (Men's Basketball & Women's Soccer)
- 2 Players of the Year (Men's Basketball & Women's Soccer)
- Raised over \$50,000 through the Sea Devil Club to fund athletic scholarships

- Awarded 29 All-Academic Awards for the 2010 fall academic season
- 19 Student Athletes were named to the 2010-11 All-Region Team
- The Cape Fear Community College Cheerleaders participated in this year's Angel Tree with the Salvation Army, the City of Wilmington's Christmas Parade, served as Volunteers at the Beach to Battleship Iron Man Triathlon and the Juvenile Diabetes Research Walk. Along with community events, CFCC cheerleading hosted a cheerleading clinic. Participants came from numerous elementary schools to participate in this three day clinic.
- CFCC advances to golf nationals--Wilmington, NC - Cape Fear Community College improved its score in each round to win it's sixth Region 10 title in seven seasons in route to finishing fifth in the NJCAA District 4 golf championship that concluded Tuesday near Alexander City, Alabama.

**COLLEGE GOAL #8- Cultivate an excellent, highly qualified faculty and staff through recruitment, retention, recognition and professional development.**

## **ARTS AND SCIENCES**

### **Quality Enhancement Plan**

Objective: Develop orientation materials and an online course for new and adjunct faculty emphasizing instructional best practices to improve students' critical thinking skills.

- The new and adjunct instructor orientation course (SPOC 251) is 80% complete and will be ready for roll out by fall 2011.

Objective: Deliver professional development experiences emphasizing critical thinking best practices to faculty and support staff via In-Service activities, self-paced online courses, and the Virtual Teaching & Learning Center.

- Over 80 instructors have participated in critical thinking professional development activities this year; these activities include In-Service workshops, enrollment in SPOC 201, and on campus activities such as instructional webinars.

## **CONTINUING EDUCATION**

### **Public Health and Safety Division**

Objective: Train new DDC/Motorcycle Rider Technician and Secretary to become proficient in all job responsibilities in order to work with minimum supervision to meet the highway safety needs of the community.

- Goal Achieved. New Technician and Secretary were hired and trained in August 2010.

## **ENGINEERING TECHNOLOGY**

### **Engineering Technology Department**

Objective: Develop and issue a faculty and staff handbook to the Engineering technology Department. This will be a quick reference guide that contains some policy and guidelines for all to use. It can be referred to as a "Quick Reference Guide".

- The Engineering Technology faculty and staff handbook was completed and issued during the spring 2011 department meeting for FT faculty and staff. Many faculty appreciated the information and stated it was easy to find answers and to follow departmental protocols and CFCC requirements.

## **FOUNDATION**

Objective: To recruit and train highly qualified staff.

- A new Administrative Assistant with previous fundraising and government agency 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. Jerry Duncan was selected as the 2010 recipient. Mr. Duncan was recognized at the 2010 in-service event.

Objective: To provide professional development opportunities for staff.

- A Foundation staff member attended a grant management training workshop on federal grants in September 2010 in order to develop a system for managing and monitoring performance that will help principal investigators ensure the success of federal grant projects.
- Two Foundation staff members attended an area Association of Fundraising Professionals workshop entitled "Storytelling for Fundraisers."
- Three Foundation staff members attended the 2010 NC-CORD Conference in Southern Pines, NC.
- Two Foundation staff members attended a UNCW QENO seminar on "Non-Profits and the Economic Crisis."
- A Foundation staff member attended a webinar entitled "14 Basic Principles of Fund Development."
- The Coordinator of Special Events, Donor and Alumni Relations completed all course work and graduated from the UNCW Master of Public Administration (Non-Profit Management concentration) program. She also presented a session at a Board of Trustees retreat for Sandhills Community College titled "How to Establish an Alumni Association from the Ground Up."
- The Accounting/Database Technician completed course work at UNCW's Cameron School of Business and received a B.S. in Business Administration/Finance concentration.

## **INSTITUTIONAL EFFECTIVENESS**

### **Institutional Effectiveness Administration**

Objective: To ensure that IE personnel have the training, knowledge and skills to perform their duties to the best of their ability.

- Public Information Officer attended in-field conference PRIMA in Southern Pines, NC and conducted Internet research for feasibility and implementation of QR codes at CFCC.
- Institutional Researcher enrolled in an EXCEL course (parts 1 & 2), attended the CCPRO conference and participated in Informer training.
- Assistant to the VP of IE enrolled in a CFCC SBC seminar: Men & Women in the Workplace; enrolled in an online Publisher course; and attended the CFCC Payroll workshop regarding paperwork for part-time personnel.
- VP of IE attended the CCPRO conference and the SACS-COC Annual Meeting in Louisville, Kentucky and during spring semester 2011 is serving on an off-site committee for SACS-COC to evaluate peer institutions as part of the reaffirmation of accreditation process. Received training on SPOL upgrades, setup and implementation of Compliance Assist!, and CCSSE administration workshop. Also, the VP of IE attended ethics training as mandated by the State of North Carolina and served as a consultant to Piedmont Community College for their upcoming reaffirmation of accreditation process.

## **PERSONNEL**

Objective: Continue 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.

- Results: Through April 4, 2011 we have hired eight new full-time minority employees. Included in this group were six exempt professional employees: two associate degree nursing faculty, one basic skills instructor, and three mid level administrator positions.

Objective: Research, propose and implement online system for employment applicants including online application, applicant tracking and reporting ability in order to increase user friendly capabilities for our application process as well as the search process.

- Results: "December 9, 2010, Dr. McKeithan approved the purchase of PeopleAdmin. PeopleAdmin is a web based applicant tracking software that automates the entire hiring process. Eliminating paper applications will prove to be more efficient by allowing the hiring process to be more consistent among departments. Not only will applications become paperless, but the approval process for posting a position and recommending applicants will also be automated by establishing a workflow within the College. HR had their first online implementation meeting March 17, 2011 with a kickoff Webinar. The configuration phase is expected to last for most of April, concluding with a testing phase in May. The "Live" site has a tentative launch date in late May."

Objective: Complete updated research and select a comprehensive sexual harassment training program for all employees (full and part time) with an extra emphasis on those in a supervisory role. Submit proposal and attempt to secure funding for this project.

- Results: Our proposal for an on-line comprehensive sexual harassment training program for all employees through New Media Learning was tabled again this year due to budget restrictions. We will re-submit this proposal again next fiscal year. During the past year the Personnel Director has continued to include sexual harassment training as a part of the new employee orientation for all new full-time hires.

Objective: Utilize existing IASU mnemonic in Datatel to track full-time and part-time employee credentials.

- Results: As of October 4, 2010 we are now utilizing the IASU mnemonic in Datatel to track credentials for all full and part-time employees. The file for new hires is audited for official transcripts soon after the first day of employment. If official transcripts are not available a reminder email is sent asking for the transcript. Follow-up is done with each employee that is notified every thirty days until the transcript is received it is entered into Datatel IASU screen as a SAC approved transcript.
- As an ongoing project, HR staff are continuously auditing currently employed individuals and entering their transcripts into the IASU Screen. We have currently completed audits on approximately sixty-five percent of all employees and plan to complete this project before June 30, 2011.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #8**

### **Associate Degree Nursing**

Increased number of Full-time ADN faculty with earned Master's degree to 100%.  
Increased number of certified nurse educators (CNE certification) to 31%.

### **Dental Assisting**

- Lesa McCabe, dental assisting instructor, was selected as a site visitor for the Commission on Dental Accreditation in 2010.
- Lesa McCabe secured a CFCC mini grant to attend the Hinman Dental Meeting in Atlanta in March, 2011. The Hinman Meeting is one of the premier providers of continuing education programs and dental exhibits in the country.
- Nancy Fetter and Lesa McCabe, dental assisting instructors, successfully passed the Dental Assisting National Board to become Certified Preventive Dental Assistants. This is a new certification and they are among the first in the nation to attain this designation.

### **Dental Hygiene**

- Beverly Hardee secured a CFCC mini-grant to attend a conference on Periodontology in Myrtle Beach, SC. This conference is conducted through UNC and is attended by dental professionals across the nation.
- Mary Ellen Naylor and Jessica Kiser will attend the American Dental Hygienists' Association Center for Lifelong Learning in Nashville, TN on June 15-19, 2011.

This meeting provides cutting-edge continuing education courses to learn and apply updated skills, education and techniques.

- Mary Ellen Naylor and Melissa Peterson will observe the regional dental hygiene examination at UNC June 10-11, 2011 to better prepare students for this exam.
- Mary Ellen Naylor was reappointed as a curriculum consultant for the Commission on Dental Accreditation.

### **Occupational Therapy Assistant**

- OTA program director has had a systematic review published in the Journal of Occupational Therapy

## **ARTS AND SCIENCES**

### **English Department**

- Created and presented three in-house workshops on various teaching topics for English faculty.

### **Learning Lab**

- Continually identifying and hiring qualified individuals to staff the Writing, Math, and Science Labs as well as provide one-on-one Peer Tutoring

### **Dean of Arts and Sciences**

- Arts and Sciences scheduled 36 online professional development webinars for faculty and staff. The list of the webinars is housed in the April 2011 edition of The New Frontier (the Arts and Sciences newsletter) and in the office of Robin Metty, Secretary to the Dean of Arts and Sciences. Also, the list of attendees is maintained in this office.

### **Huskins and Early College**

- The Educational Partnerships Coordinator completed Leadership Wilmington (May 2010), a nine month program through the Greater Wilmington Chamber of Commerce. The coordinator now serves as a Chamber Liaison for several new Chamber of Commerce members.

## **BUSINESS TECHNOLOGIES**

- On January 4, 2011, Melissa Watson held an in-service workshop designed to bring all full-time CIT faculty members together to discuss best practices and proven methods for improving instruction, course content and critical thinking in our core CIT courses. Participants were encouraged to report on their specific areas of expertise and how they contribute to the CIT degree program as a whole. The workshop was such a success that Melissa may continue to hold this type of planning workshop for each Spring Semester In-Service day.
- In November 2010, Melissa Watson completed her Certificate in Project Management through the Cameron School of Business at the University of North

Carolina – Wilmington. She teaches CTS 289: System Support Project, which is the capstone course for the CIT degree program. This course incorporates a high level of project management content and the culmination projects the students complete throughout the semester are based upon the project management methodologies outline by the Project Management Institute.

- Susan Booth represented Cape Fear by attending and presenting at the NC3ADL Conference during the Fall 2010 semester. She presented a paper, “Integrity in Distance Learning: who is really doing this work anyway?” to approximately 40 faculty and staff from community colleges across the state. She has subsequently been invited to present her paper at the Virginia Community College Horizons 2011 Annual Conference to be held April 13 – 15 in Roanoke, VA.

## **CONTINUING EDUCATION**

### **Customized Training Division**

- Corporate and Continuing Education Director acquired Certification as a Program Planner through the LERN Institute.
- SBC Coordinator, Doug Tarble, was promoted to Regional SBC Director for the Southeast Region.

## **ENGINEERING TECHNOLOGY**

### **Interior Design**

- ID brought in a new instructor to teach Commercial Design II this year. She is the owner of one of the most respected Commercial Design firms in Wilmington. She brings with her a wealth of information, and is a great asset to our program. ID continues to work with the current faculty, providing constructive criticism and assistance wherever needed.

## **MARINE TECHNOLOGY**

- Paul Winchell has continued his education by enrolling in classes at CFCC.

## **PUBLIC SERVICES**

### **Hotel/Restaurant Management**

- We are proud of our FT and adjunct faculty. Currently, we have no courses that are without competent instruction
- We are struggling to maintain morale in a tough budget year. At least two instructors are known to be actively seeking alternative employment. This may prove to be serious issue as SACS qualified instructors in our field are not routinely available in the geographic area. We are using every means available to praise and otherwise support faculty.

## **INSTRUCTION**

### **Instructional Administration/Operations**

- VP of Instruction served as Co-Director of the North Carolina Community College Leadership Program

### **Distance Learning**

- Distance Learning's Instructional Technologist provided training and workshops to 250 attendees in approximately 90 workshops on at 9 topics including Course Essentials; SoftChalk; Podcasting and basic training workshops for DL faculty.

### **Learning Resource Center**

- Recruited and trained an Instructional Technologist – LRC in Nov. 2010.
- Recruited and trained two AV Technicians – Summer 2010.
- Initiated a Library-wide professional development activity online using: Ethics in the Real World - Library Case Studies. All Library staff engaged in personal study and group discussions (May - September 2010).
- LRC Director completed the 2010-2011 North Carolina Community College Leadership Program.
- 100% of LRC staff engaged in professional development, through conferences, webinars, or other relevant training.
- Video recorded and edited employee orientation video.

### **Sustainability Technologies**

- Attended training to earn Building Performance Institute certification and implement that program into the curriculum.

### **Truck Driver Training**

- Two instructors attended training to discuss changes to the CDL qualification course.

## **STUDENT DEVELOPMENT**

- Financial Aid hired Direct Loan Coordinator to oversee the processing of student loans and default management activities.
- Financial Aid staff members served on executive boards and various committees of the National Association of Student Financial Aid Administrators, the NC Association of Student Financial Aid Administrators, and the NC Association of Coordinators of Veterans Affairs.
- Financial Aid staff members attended conferences of the:
  - NC Association of Student Financial Aid Administrators, April and November
  - NC Association of Coordinators of Veterans Affairs, March

- U.S. Department of Education, Office of Student Financial Aid, November
- National Association of Student Financial Aid Administrators, July
- Financial Aid staff members attended training:
  - New Aid Officer, April
  - Personnel Hiring Procedures, April
  - Regulatory Updates, March
  - Direct Loan Update, February
  - Program Evaluation, January
  - “Tax Detective” Verification, December
  - Customer Service, December
  - Informer, November
  - Updates from the System Office/Financial Aid Subject Matter Experts, November
  - NCASFAA Updates, November
  - Default Prevention and Loan Servicing, October
  - Financial Aid from a Presidential Perspective, October
  - Datatel, October
  - System Office Financial Aid Updates, July
- Disability Support Services staff members attended workshops and conferences on the following topics: Assistive Technology, Strategies for teaching students with learning disabilities in reading, and Strategies for teaching students with learning disabilities in math.
- The Disability Support Services Interpreter Coordinator planned, organized, provided advertising for, and hosted a two-day workshop entitled “Mastering the National Interpreters Certification Exam.” Sixty people attended the workshop.

**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.**

### **FOUNDATION**

Objective: To promote diversity among student ambassadors.

- Once again, intentional efforts were made during the 2010-11 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 - to include both demographic and academic diversity. As a result, the 2010-11 team was more diverse including more male, non-traditional and ethnically diverse students.
- The partnership with the Early College High School programs was expanded to include both PECHS and WECHS. One student from each program served as a

full-fledged ambassador, and due to their excellent work, both Early College students were included in the selection committee for the 2011-12 ambassador team.

- For the third year, Ambassadors participated in formal team-building training, including the UNCW Ropes Course, which highlighted the need for diverse learning and leadership styles.

## **INSTITUTIONAL EFFECTIVENESS**

### **CFCC Diversity Committee**

Objective: provide an atmosphere of cultural diversity, equal opportunities for employment, and access to educational opportunities and ensure the College is in compliance with various state and federal laws, regulations, and executive orders, as well as NCCCS commitments.

- CFCC's Diversity Committee is active and its membership is made up of a cross section of college representatives to support the College's goals of encouraging all of the college community members to respect all people. This is done through the establishment of an official Cultural Diversity Statement, as well as through curricula and co-curricular activities that encourage understanding, respect and appreciation for all people who are members of our community.

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

- The CFCC Diversity Committee met on March 15 and began revising the CFCC Diversity plan. The plan includes a comprehensive report of all programs, events and activities which promote diversity at CFCC. The report also includes a demographic comparison between CFCC's student population and that of New Hanover and Pender counties. The 2010-2011 report will be updated and published by June 30, 2011.

## **INSTRUCTION**

### **Instructional Administration**

Objective: Promote diversity in the instructional area.

- Faculty position vacancies are placed in NC minority-owned newspapers, which include the Greater Diversity News and the Wilmington Journal. Also, other vacancy ads are placed in magazines, the Chronicle of Higher Education, the Affirmative Action Register, the Civil Rights Journal, as well as online at Inside Higher Education and Minority Resources.

Objective: Raise awareness and encourage respect for diversity through education.

- The MLK Committee held the annual program in February, 2011.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #9**

### **Associate Degree Nursing**

- Hired 5 new ADN faculty members resulting in an increase in diversity.

### **Interior Design**

- Currently has a diverse faculty and student body. Diversity is encouraged at all levels.

### **Learning Resource Center**

- Video record and edit diversity programming on campus, including Native American Heritage Month, Black History Month forum, and “What It Means to Be a Woman” forum (Studio).

### **STUDENT DEVELOPMENT**

- Increased diversity in Student Development with the new position of Graduation Specialist.

**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.**

### **BUSINESS AND INSTITUTIONAL SERVICES**

Objective: Effectively manage the College’s financial resources to meet financial goals and accountability. FY 2011-12 will be a challenging year due to the continued economic problems the State of NC is having and the potential budget cuts.

- Under the guidance of the President, the College did not fully commit state funds generated by enrollment growth. Fourteen new positions were established as temporary full-time in the amount of \$1.24 million and \$1.53 million was used to purchase much needed equipment. This leaves \$2.77 million uncommitted. This should help put the College in good financial position as it enters the budget uncertainty of 2011-12 due to the continued economic problems experienced by the State of NC.
- Reverted \$1.93 million state funds to cover the management flexibility reduction and 2% reversion as mandated by NCCCS. After the state budget reduction and reversion and by closely monitoring the budget and expenses throughout the fiscal year, the College is able to meet its financial obligations by meeting payrolls and providing adequate supplies, materials, and equipment to fully support instruction and instructional support.
- Complied with cash management directives from OSBM and NCCCS.
- Closely monitored the lean budgets for New Hanover and Pender counties to make sure funds will last throughout the fiscal year. Budget balances are close

but the College will stay within budget without negatively impacting its operation. In addition, closely monitored and reviewed budgets and transactions in institutional funds. These careful reviews make sure the College stays within budget and financial transactions are recorded accurately.

- 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.
- Participating in weekly and monthly conference calls held by NCCCS concerning the 2010-11 and 2011-12 budget and legislative updates. Have started budget planning for 2011-12.
- College received a clean audit report for 2009-10 on federal funds, Single Audit Act.

Objective: Oversee implementation of the EAGLE project and serve as the College's liaison with the Office of the State Controller.

- Established the Risk Assessment Team which consists of twelve staff members who represent financial, IT, human resources, and student development. The team has participated in training and working sessions. The components of the EAGLE project are in the process of being prepared and the College will meet the completion deadline of June 30, 2011 as prescribed by the OSC.

Objective: Evaluate and strengthen internal controls on an ongoing basis.

- Internal controls were evaluated and improved where necessary.

Objective: Implementation of EAGLE

- Currently making progress during the year to implement the EAGLE program by June 30, 2011 as mandated by OSC.

Objective: Convert all accounts payable and payroll records to electronic format for easy retrieval and save physical filing space.

- Scanning of accounts payable documents has begun which will allow easy access to records and saves on moving and storage expenses.

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

- Trained faculty and staff in budgeting including "My Budget."
- Maintained WebAdvisor departmental access ensuring appropriate budget managers access to up-to-the-minute financial data.

Objective: Maintain authorized access to WebAdvisor "My Budget" using Colleague.

- Developed, assigned, and maintained appropriate Colleague GL security access for all faculty and staff.

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

- Requested and allocated approved state budget funds in a timely and accurate manner.

Objective: Improve equipment inventory process.

- We are working to improve control of the CFCC equipment inventory. We have been successful in reducing the number of equipment items lost or stolen. Our goal is to keep our losses under the NC Community College System average. We expect to continue this improvement as we complete the FY 2010-2011 hands-on equipment audit.

Objective: Improve disposition of surplus equipment.

- We have improved our process of receiving, storing, and disposing surplus College equipment. All Shipping and Receiving Department personnel now understand and follow the same procedures and communicate effectively with the Equipment Inventory Technician.

Objective: Process and issue purchase orders in a timely accurate manner while complying with State purchasing policies and procedures.

- CFCC Purchasing processed 4,054 purchase orders 7-1-10 thru 3-31-11 compared to 3,785 purchase orders processed 7-1-09 thru 3-31-10, an increase of approximately 7% over the previous fiscal year. The volume of incoming requisitions is rising at an accelerating rate each year. Our staff has responded with increased productivity.

## **FOUNDATION**

### **Foundation Resource Development**

Objective: To increase the amount of funding for scholarships and special programs for the college.

- The Foundation raised more than \$1 million for scholarships and program enhancements by April 2011.
- Over 500 guests attended the Foundation's May 2010 Gift of Education luncheon. Approximately \$212,000 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.
- Since April 2010, grants totaling more than two million dollars have been submitted for funding, and through March 2011, \$247,000 has been received.
- Eight new endowed scholarships were established by the Foundation during the fiscal year with a combined value of nearly \$95,000.
- The naming policy was approved by the Board of Trustees, and several Health Sciences classrooms and labs were named after donors.

### **Foundation Community Support and Scholarships**

Objective: The foundation plans and implements a campus fund drive each year in order to provide student scholarships and program enhancement. Planning starts in the

spring and the campaign is held in September of each year. It is the time that the foundation provides giving materials and encourages CFCC employees to make gifts to the foundation for student scholarships and program enhancement.

- The Foundation organized and implemented the 2010 Campus Fund Drive for CFCC faculty and staff. Approximately 75% of CFCC employees donated over \$80,200 for student scholarships, mini-grants, and program enhancement.

### **Grant Development**

Objective: To create a grant management system for Federal grants received by CFCC by June 30, 2011.

- The grant management system is currently being developed and should be in place by June, 30, 2011.

Objective: To attend initial grant management training for federal grants by September 2010 in order to create a system for managing and monitoring performance that will assist PIs in meeting the objectives of the grant.

- The Director of Grant Development attended a three-day federal grant management training workshop in August 2010.

Objective: To increase financial operating and reporting efficiency.

- The Accounting/Database Technician performed research on IRS rules regarding substantiation and disclosure requirements, income from corporate sponsorships and non-cash contribution to ensure appropriate recording and compliance. She also attended a QENO workshop titled, "Financial Accountability – Sustaining the Resources of Your Nonprofit Organization".
- The Accounting/Database Technician joined the Scholarship Committee to assist in the tracking of scholarship awards.

Objective: To seek outside funding through gifts and grants.

- The Foundation raised more than \$1 million for scholarships and program enhancements by April 2011.
- Over 500 guests attended the Foundation's May 2010 Gift of Education luncheon. Approximately \$212,000 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.
- Since April 2010, grants totaling more than two million dollars have been submitted for funding, and through March 2011, \$247,000 has been received.
- The naming policy was approved by the Board of Trustees, and several Health Sciences classrooms and labs were named after donors.

Objective: To increase the number of endowed scholarships.

- Eight new endowed scholarships were established by the Foundation during the fiscal year with a combined value of nearly \$95,000.

*Objective: To implement a planned giving program.*

- The Foundation completed a comprehensive strategic plan for implementing the W. Mercer Rowe Planned Giving Society to recognize individuals who have

included CFCC in their estate plans. The planning documents included detailed descriptions of various planned giving opportunities, a time line for program implementation and marketing. Existing donors who had already made planned gifts were identified and contacted regarding inclusion in the society. A logo for the society was professionally designed and recognition pins for Society members will be procured so that Society members can be inducted at the Donor Appreciation reception in June 2011. Postcard mailings and newsletter articles announcing the Rowe Society will continue to be circulated, and specific attention will be given to promoting the Society at existing Foundation cultivation, solicitation and stewardship events.

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

- The Foundation organized and implemented the 2010 Campus Fund Drive for CFCC faculty and staff. Approximately 75% of CFCC employees donated over \$80,200 for student scholarships, mini-grants, and program enhancement.
- The Foundation awarded 27 mini-grants totaling \$15,000 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 Foundation Board hosted a riverfront reception, silent auction and dinner at Our Place Restaurant in early October 2010. 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 and local physician Dr. Martin Meyerson hosted a wine and cheese reception at his home for friends and colleagues in the medical community. Marine Technology Chair Jason Rogers spoke about the ecology and biology of the Intracoastal Waterway and offered updates on the CFCC marine tech program.
- In February 2011 the Foundation hosted a cultivation luncheon for recent participants in the Holiday Helpers program. Over sixty guests enjoyed lunch prepared by CFCC culinary students at Our Place, and heard the stories of how their Holiday Helper gifts impacted the lives of CFCC students in need.
- Also in February 2011, Foundation Board Member and CFCC Trustee Louise McColl hosted an athletics-themed cultivation reception for several friends and colleagues at the CFCC homecoming basketball game.

## **INSTITUTIONAL EFFECTIVENESS**

### **Printing Services**

Objective: To effectively manage the college's fiscal resources.

- When a position became vacant in printing services, the department was reorganized to absorb the job responsibilities through internal promotion,

redistribution of duties, technology and upgrades of equipment. The reorganization saved CFCC more than \$20,000.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #10**

### **CONTINUING EDUCATION**

#### **Customized Training Division**

- Received \$20,000 grant for Project Skill-Up.
- Effectively managed the JobsNOW Program by offering 5 successful programs that were all sustainable and spent 90% of the money originally allocated.

#### **Burgaw Center– Workforce Development**

- Received funding through the NC Tobacco Trust Fund (Project Skill-UP) to assist displaced tobacco farmers with training for Pender County residents. The \$20,000 received specifically is to:
  - 1) develop and implement outreach and recruitment activities to individuals, communities, and businesses adversely impacted by changes in the tobacco industry;
  - 2) provide skills assessment and/or short-term occupational skills training; and
  - 3) provide financial assistance to students to meet their educational goals.

### **ENGINEERING TECHNOLOGY**

#### **Chemical Technology**

- The lead instructor of the Chemical Technology Program was awarded a \$150,000 grant from the National Science Foundation. This was the first NSF grant awarded to CFCC in over 40 years. The grant allowed major technology/instrumentation improvements within the CHEM TECH program.
- The lead instructor of the Chemical Technology Program submitted an Informal Science Education (ISE) grant to the National Science Foundation in July. The proposal was highly encouraged by the NSF and a full proposal was submitted in December 2010. Decision of the award will be given

### **PUBLIC SERVICES**

#### **Hotel/Restaurant Management**

- The Blue Water dinner is an example of partnering with outside sources resulting in funding for our students. This could not have been possible without the NCHAF board relationship.

### **BUSINESS AND INSTITUTIONAL SERVICES**

- W-2 and 1098T tax forms were made available on WebAdvisor.
- Trained Continuing Education staff in using the new encumbrance report so data entry into SUN system will be eliminated. Have completed the first month of parallel testing successfully. Anticipate migration off of SUN system no later than July 1, 2011. This new procedure will greatly enhance the accuracy of payroll encumbrances.
- Continued participation on NCCCS Assignment Contract Committee.
- Director of Budgeting completed the North Carolina Community College Leadership Program.
- Payroll and Personnel held training sessions for the many departments who are responsible for completing contracts and pay sheets. These sessions were well attended.
- Processed 1,400+ student tuition deferments during fall 2010 semester. Spring semester was in excess of 900.
- Investigated and met with private developers and companies to determine and develop methods to reduce energy consumption of campus buildings. Looking for donation of equipment and trade-offs of federal government tax credits.

### **Purchasing, Equipment Inventory, Shipping & Receiving, & Bookstores**

- We are working to improve control of the CFCC equipment inventory. We have been successful in reducing the number of equipment items lost or stolen. Our goal is to keep our losses under the NC Community College System average. We expect to continue this improvement as we complete the FY 2010-2011 hands-on equipment audit.
- We have improved our process of receiving, storing, and disposing surplus College equipment. All Shipping and Receiving Department personnel now understand and follow the same procedures and communicate effectively with the Equipment Inventory Technician.
- CFCC Purchasing processed 4,054 purchase orders 7-1-10 thru 3-31-11 compared to 3,785 purchase orders processed 7-1-09 thru 3-31-10, an increase of approximately 7% over the previous fiscal year. The volume of incoming requisitions is rising at an accelerating rate each year. Our staff has responded with increased productivity.

### **STUDENT DEVELOPMENT**

- In the sixth semester of coordinating the Toilet Times (TT), a viable tool of communication to the campus. The data retrieval tech instrumental in assisting with the production of the TT will relocate to the North Campus. In addition, a

partnership has been developed with Domino's Pizza to print the TT off sight and deliver back to campus. These two changes will make this process challenging.

**COLLEGE GOAL #11. Strengthen and refine the college's continuous improvement process to ensure institutional effectiveness and public accountability.**

## **ALLIED HEALTH**

### **Surgical Technology**

Objective: Implement the Certification Exam this year as the program outcomes indicator exam for the accreditation standard and comply with the accreditation standard of a 100% participation rate by students on the National Certification Exam.

- The process of getting set up to administer the exam on campus to the students before graduation has been accomplished. The students graduating from the program this May will take the certification exam on May 2, 2011.

## **ARTS AND SCIENCES**

### **Mathematics and Physical Education**

Objective: One of our CFCC general education competencies is to improve students' quantitative skills at the appropriate level depending on their degree. Students will demonstrate a mastery of these skills through common course assessments.

- In Progress. Data will be collected at the end of the year and analyzed.

## **BUSINESS TECHNOLOGIES**

### **Medical Office Administration**

Objective: Following graduation from the MOA program, graduates will be surveyed to determine strengths/weaknesses of the curriculum and the program. Attention will focus upon areas of improvement. Data from FA'09-SP'10 will be collected to reflect graduation rate.

- Susan Long worked with Jan Fazzari in creating an assessment tool to survey MOA graduates. The survey will be distributed to graduates on April 21, 2011, to students who will be graduating spring 2011. Susan Long will collect the survey data and compile it into a spreadsheet by April 28, 2011. Still in progress.

## **CONTINUING EDUCATION**

### **English as A Second Language (ESL)**

Objective: Implement an attendance policy of 80%.

- Accomplishment: Fall Session 2 2010—implemented attendance policy of 80% in all on-campus ESL classes; Spring 2011—implemented attendance policy of 80% in all off-campus ESL classes. Policy has been well-received by instructors and students have been attending more hours.

### **Continuing Education**

Objective- Restructure the orientation process for new students to the AHS/GED programs with effective, quality instruction that is relevant to the students, leading to improved retention and eventual increased program completion.

- Goal Achieved: We restructured the orientation process by implementing goal setting, assessing learning styles, discussing the transition process and providing a tour of the campus and resources. This has resulted in a higher retention rate of students beginning classes.

## **INSTITUTIONAL EFFECTIVENESS**

### **Institutional Effectiveness Administration**

Objective: Provide analysis of CFCC's facilities needs for Pender County residents by collecting and analyzing data to produce a complete and separate CFCC Pender County Long Range Plan.

- Developed a Long Range Plan for CFCC facilities needs in Pender County. The findings were substantial, indicating that 75% of Pender County residents enrolled at CFCC are taking their classes in New Hanover County facilities and that CFCC's Pender County facilities are very inadequate.
- The CFCC Pender County Long Range Plan was presented to the Pender County Commissioners and at the Greater Burgaw Chamber of Commerce Annual Meeting at River Landing in Wallace, North Carolina. The plan was well received.

Objective: To coordinate and administer the CCSSE and CCFSSSE during the 2010-2011 academic year as an assessment measure for the CFCC Quality Enhancement Plan, as well as for student engagement at CFCC.

- The Institutional Researcher has almost finished administering CCSSE survey to approximately 80 classes.
- The CCFSSSE is currently underway
- CCCSE will send the survey results to CFCC in July, 2011.

Objective: Research, identify and procure management system for the CFCC Fifth-Year Interim Report for regional accreditation requirement by SACS-COC, Inc.

- Compliance Assist! was selected as the produce of choice for managing the Fifth-Year Interim and Quality Enhancement Plan Reports. Website is in process of being setup.

Objective: Ensure CFCC's continuing compliance with SACS-COC accreditation requirements by remaining current and overseeing related functions.

- VP of IE participating in SACS-COC off-site peer review of 3 colleges during the reaffirmation of accreditation process.
- IE Office coordinates and supports the Program Review process annually.
- Conduct, coordinate and/or support various institutional surveys and research to support the College's institutional effectiveness process.

## **PRESIDENT'S OFFICE**

### **Personnel**

Objective: Utilize existing IASU mnemonic in Datatel to track full-time and part-time employee credentials.

- **Results:** As of October 4, 2010 we are now utilizing the IASU mnemonic in Datatel to track credentials for all full and part-time employees. The file for new hires is audited for official transcripts soon after the first day of employment. If official transcripts are not available a reminder email is sent asking for the transcript. Follow-up is done with each employee that is notified every thirty days until the transcript is received it is entered into Datatel IASU screen as a SAC approved transcript.
- As an ongoing project, HR staff are continuously auditing currently employed individuals and entering their transcripts into the IASU Screen. We have currently completed audits on approximately sixty-five percent of all employees and plan to complete this project before June 30, 2011.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL # 11**

### **Hotel/Restaurant Management**

- The programs institutional effectiveness goals are set mindfully and taken seriously. We are seeking to continuously improve our program.
- The two year Curriculum Improvement Project has resulted in a new HRM – to be referred to as Hospitality Management Curriculum for Fall 2011. We are very proud of the level of input received from industry and are confident that many improvements have been made. We look forward to implementation and refinement of our curriculum.

**COLLEGE GOAL #12. Foster and maintain a positive public image of the college and effectively promote college services and programs to the community.**

## **BUSINESS TECHNOLOGIES**

### **Medical Office Administration**

Objective: Promotion of MOA program for program awareness.

- On March 28, 2011, Susan Long contacted David Hardin and they will decide which method of advertisement will be used in promoting the program. Still in progress.\

- Susan Long disseminated MOA program brochures to Dean Heath and Emily Pettit. Dean Heath, CFCC Student Recruiter, attended and distributed the brochures to three local high schools. Emily Pettit, Student Development Director, attended one high school and distributed brochures. Susan Long was unable to attend the high school events as they were by invitation only. Completed March 30, 2011.
- On March 29, 2011, Susan Long contacted agency representatives, at both Wilmington and Shallotte offices, to inquiry about the events held by the agency. She will meet with representatives, Ms. Barbara Barlow and Ms. Diane Hewitt, to discuss the promotion of the MOA program. Susan Long will also disseminate MOA brochures at both agencies.
- Still in progress. Plan is to meet with the representatives the week of April 4.

## **CONTINUING EDUCATION**

### **ABE/GED/AHS on-campus**

Objective: Actively seek opportunities to market our GED/AHS programs to the community.

- Goal Achieved: We have included radio and print advertisement this program year.

### **Public Health and Safety Division**

Objective: The Horticulture Program will partner with the Community Gardening Program to enhance public relations with the New Hanover Dept. of Corrections by assisting the Community Gardening Program with meeting community horticulture needs.

- Goal Achieved. The Horticulture Program successfully partnered with the Community Gardening Program and assisted them with the acquisition of new plants.

## **FOUNDATION**

### **Foundation Resource Development**

Objective: Increase public relations and information to the community from and about CFCC.

- The Foundation continued publishing its quarterly newsletter, Opportunities, under the direction of the Board's Public Relations committee. 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.
- Specific effort was made throughout the year to post press releases regarding donor gifts and Foundation news in a timelier manner on the Foundation's website. The addition of an on-line giving component function in July 2010 aided the solicitation efforts of the Foundation greatly.

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 its quarterly newsletter, Opportunities, under the direction of the Board's Public Relations committee. 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.
- Specific effort was made throughout the year to post press releases regarding donor gifts and Foundation news in a timelier manner on the Foundation's website. The addition of an on-line giving component function in July 2010 aided the solicitation efforts of the Foundation greatly.

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 event 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, with attendance of over 40 donors in March 2011.
- In March 2011, the Foundation began a new partnership with the CFCC Board of Trustees, creating the Board Advisory Council, a stewardship group for former trustees and Foundation Board members. Trustee Chair Dr. Bruce Williams, Foundation Board Chair Bill Anlyan and former Foundation Board member Bob Martenis oversaw the effort and the Coordinator of Special Events, Donor and Alumni Relations provided administrative support. Over twenty individuals were hosted at a kick-off Brunch for the BAC in March 2011, which highlighted the group's mission and outlined the Council's intentions to keep members informed and engaged with CFCC throughout the year. Twenty-seven former board members have subscribed to the BAC email update list and the Foundation hopes to keep them actively involved for years to come.
- 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 100 prospective donors in the community and introduce them to all of the exciting facets of the college.

## **INSTITUTIONAL EFFECTIVENESS**

### **Public Information Office**

Objective: To increase exposure for CFCC using social media websites.

- The Public Information Office began to promote CFCC news, events and announcements through Facebook in April of 2010. Throughout the year, the PIO promoted the use of CFCC's Facebook page on and off campus to increase participation. During the 12-month period between March 31, 2010 and April 1,

2011, CFCC's Facebook page collected 2,262 "likes" from different users, 129,121 post views, and had an average of 1,200 active users per month.

- The Public Information Office in cooperation with the CFCC TV studio produced a series of promotional videos for CFCC academic programs and TV commercials. This content was placed on CFCC's official YouTube page and is also linked to CFCC's main web site. As of April 1, 2011, there were 37 videos on the page which have been viewed 61,542 times from CFCC's YouTube site.

Objective: To increase exposure to CFCC's culinary technology program through the news media at no cost to the college.

- The CFCC Public Information Office began coordinating the production of a new TV show called "Cookin' with Cape Fear" with WWAY-TV3, the CFCC TV studio and the CFCC culinary department. The show is a 2-3 minute weekly segment that airs on WWAY-TV3 which features a student host from CFCC's culinary technology program. Each segment is broadcast during the 5:30 p.m. Friday evening newscast and again during "Good Morning Carolina" on Monday mornings. The estimated audience for each segment is 11,000 viewers according to Nielsen ratings. A total 20 segments have been shot as of April 1, 2011.
- The Public Information Office coordinated with the Star News and the culinary department to hold the annual Wilmington's "Top Chef" competition at CFCC's culinary department on May 15, 2011. The event is heavily promoted by the Star News and will mention CFCC prominently.

Objective: Foster and maintain a positive public image of the college and effectively promote college services and programs to the community.

- Increase in total news coverage: CFCC has experienced an 11.48% increase in total news coverage over the past year. The Public Information Office analyzed monthly reports from the Meltwater News Monitoring Service, which tracks the frequency that Cape Fear Community College was mentioned in local, state and national news media outlets during a specified period of time. The results indicated a 195% increase over the past five years.
  - April 1, 2010 – March 31, 2011: 1281 mentions. Average: 106.75/month
  - April 1, 2009 - March 31, 2010: 1149 mentions. Average: 95.75/month
  - April 1, 2008 – March 31, 2009: 924 mentions. Average: 77/month
  - April 1, 2007 – March 31, 2008: 524 mentions. Average: 43.67/month
  - April 1, 2006 – March 31, 2007: 433 mentions. Average: 36 times/month

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #12**

### **Dental Assisting**

- At the end of the Spring Semester of 2010, \$10,427 worth of free dental treatment was provided by the faculty, staff and students of the dental assisting program in the Friday afternoon Operative Clinic. So far this year, \$7300 worth of free dental treatment has been provided.

- All students who graduated in 2010 and faculty from the Dental Assisting program volunteered at the North Carolina Dental Society's Mission of Mercy event held in Wilmington at the end of April, 2010. Almost 700 patients were seen in two days and received free dental care.
- Dental Assisting and Dental Hygiene students participated in the Latino Festival in November 2010 to educate the public on good dental care, promote the services at CFCC Dental Clinic and to create awareness of our programs to prospective dental assisting and dental hygiene students.
- Dental Assisting students volunteered to teach a class of daycare children on good dental health during Dental Health Month in February, 2011.
- Dental Assisting students baked cookies to deliver to area dental offices which serve as rotation sites for CFCC dental assisting students in honor of Dental Assistant Recognition Week in March, 2011. The purpose was to thank the dentists and dental assistants who help to provide educational opportunities for our students in the Spring and Summer Semesters.
- Dental Assisting students planned and implemented a Toothprints ID program for children in CFCC daycare with parental permission on April 4, 2011. Septodont kindly donated the product which is called Toothprints Dental ID. It is a horseshoe shaped hard wax that when placed in hot water becomes pliable. The child then simply bites on the product and it captures an accurate print of the uniqueness of the teeth they presently have as well as DNA.

### **Dental Hygiene**

- From July 1, 2010 to April 1, 2011 dental hygiene students have provided approximately \$169,291 in services to the community.
- Dental Hygiene and Dental Assisting students participated in the Latino Festival in November 2010 to educate the public on good dental care, promote the services offered at CFCC Dental Clinic and to create awareness of our programs to prospective dental hygiene and dental assisting students.
- Dental hygiene students have provided over 600 hours of community service by providing dental health education in elementary schools and other community organizations.

### **Occupational Therapy Assistant**

- OTA program faculty are involved with a group of local OT creating a 'best practice' documentation guide for state OT Practitioners working in the area of pediatrics.
- OTA program to present an "Ethics" workshop for local OT practitioners in May
- OTA program director presenting at National American Occupational Therapy Association (AOTA) Conference and Expo in Philadelphia (April 14-17, 2011).
- OTA program director to assume chair of the AOTA Commission on Practice on July 1, 2011-June 30, 2014.

## **ARTS AND SCIENCES**

### **English Department**

- Held the third *Get Your Poetry On!* Poetry Academy for the middle school students at the Community Boys and Girls Club. (Summer 2010)

### **Learning Lab**

- Signed on with UNC Online Academic Services to provide test proctoring services to students outside CFCC but within the UNC system.

### **Huskins and Early College**

- The Construction Management Lead Instructor, Construction Management students, and the Educational Partnerships Coordinator visited Ashley High School to publicize and promote a new Construction Management Huskins class. High school students were able to participate in some of the supervised interactive demonstrations and ask questions about the program. This Huskins class filled quickly after this event. The Educational Partnerships Coordinator visited several other area high schools to promote Huskins classes and concurrent enrollment opportunities.

## **BUSINESS TECHNOLOGIES**

- Yashu Sanghvi participated in the Math Counts Competition in February 2011. Yashu represented Cape Fear as an evaluator for approximately 130 students during the competition.
- Two departmental members are on the local boards for the State Employees Credit Union
- Melissa Watson represented Cape Fear at the Lunch N' Learn Workshop at Ashley High School in October 2010. She discussed the essentials for preparing for and being successful at college. She also discussed, in detail, the CIT degree program with a group of students who have identified as soon-to-be IT majors.

## **CONTINUING EDUCATION**

### **Burgaw Center– Workforce Development**

The Burgaw Center held a holiday open house for the community to recognize the programs and services it provides for the local communities. Many residents who attended completed course surveys and registered for door prizes. Several door prizes were donations by students from class projects during the year, as well as pictures on display from local artists enrolled in Cape Fear CC classes.

### **Customized Training Division**

Developed Continuing Education Newsletter and mailed it to over 10,000 current and former students in December 2010. This newsletter will be distributed quarterly.

## **ENGINEERING TECHNOLOGY**

### **Chemical Technology**

- The lead instructor of the Chemical Technology Program was awarded a \$150,000 grant from the National Science Foundation. This was the first NSF grant awarded to CFCC in over 40 years. The grant allowed major technology/instrumentation improvements within the CHEM TECH program.
- The lead instructor of the Chemical Technology Program, with the aid of David Hardin, invited members of the community to submit water samples for a “community water study” supported by the NSF grant. Over 180 samples were given for analysis. This project provides students “real-world” training on instrumentation to better prepare them for future job opportunities.

### **Interior Design**

- In addition to being involved with business in the community, I endeavor to enhance the awareness about our program to local high schools. I am currently mentoring a high school senior (aspiring to be an interior designer), and am meeting other high school students when I am with her (we're going to raise money for the Red Cross). I speak with high school councilors, speak about our program and give tours often.
- My ASID student chapter club participated in the “Art of the Table” fund raising event at the Bellamy Mansion and put together a great display for the event.
- I updated the ID website, brochure and photos for our tri-fold display board.

## **PUBLIC SERVICES**

### **Culinary Technology**

Numerous volunteer and community service events: Empty Bowls, Boys & Girls Club, Full Belly Project, Habitat for Humanity, Martin Luther King, and Cookin' with Cape Fear

### **Hotel/Restaurant Management**

Through community service; notably at Good Shepherd Shelter, Our Place Dining Room, CHRIE, CHTEA and NCHEF involvement, Blue Water, and television segment Fall 2010 featuring Lead Instructor, the HRM program fosters positive public relations and recruitment.

## **BUSINESS AND INSTITUTIONAL SERVICES**

- The Parking Coordinator attends monthly Downtown Parking Advisory Committee meetings to foster a better relationship between the City, County and downtown businesses/residents. The Parking Coordinator also frequently reaches out to close proximity businesses such as the Wilmington Convention Center, the Coastline Convention Center, the Wilmington Chamber of Commerce, etc. to coordinate parking and traffic control for special events. The Parking Coordinator utilizes Twitter to get the word out to Employees/Students/General Public regarding traffic flow and parking situations that may impact CFCC Campuses throughout the day.

- Increased visibility of the Institutional Services department. Department initiated reoccurring meetings with the City of Wilmington’s engineering, parking, and long range planning personnel.
- Department also meets regularly with the City of Wilmington’s Police department to address how better to interact and communicate with the police department.
- Department has introduced themselves to the City of Wilmington permit department in order to create a good working relationship with the group.
- Building projects are high profile and the Institutional Services department is working with the CFCC Foundation to promote and aid in naming rights for features in the buildings.
- Department also aided in the preparation for the Union Station ground breaking ceremony.
- Promote college services, program and facilities in meetings with the general public and within the community.
- The CFCC Bookstore created the “Sea Devil Spirit Shop” to support our athletes and promote the College at our home Basketball games.
- The two CFCC Bookstores held events in order to encourage students to shop in the stores which include Bag Sale, Fall Frenzy, Pumpkin Carving Contest, Pet Contest, Christmas Time Stories Around the Tree, Homecoming Week, Cosmetology Hair Style Contest, and various Deals of the Week on the bookstore web page.

### **Purchasing, Equipment Inventory, Shipping & Receiving, & Bookstores**

- The CFCC Bookstore created the “Sea Devil Spirit Shop” to support our athletes, and promote the College at our home Basketball games.
- In accomplishing the goals we set last year – In the past year, some of the events we have held to encourage students to shop in the CFCC Bookstores include: Bag Sale, Fall Frenzy, Pumpkin Carving Contest, Pet Contest, Christmas Time Stories Around the Tree, Homecoming Week, Cosmetology Hair Style Contest, and various Deals of the Week on our Webpage.

## **INSTRUCTION**

### **Instructional Administration/Operations**

- Representation of the College on the Downtown Parking Advisory Committee
- Serving on the Junior Achievement Board of Directors
- Wilmington campus facilities and North campus facilities were used by government agencies and officials, community organizations, the film industry, and for social events throughout the year.

### **Distance Learning**

- Distance Learning presented information and talked with students and parents at CFCC’s College Night
- Distance Learning Dept. Chair presented an overview of Distance Learning to the Foundation Board.

### **Learning Resource Center**

- Planned and created video recorded promotional profiles for the following academic programs: OTA, Construction Management, Architectural Technology, Culinary, Sustainable Technology, Industrial Systems, Chemical Technology, Nuclear Technology, and Machining. (Studio)
- Created video for annual Gift of Education event (Studio).
- Produced cooking segments for WWAY featuring Culinary program students (Studio).
- Produced 3 commercials for the College (Studio).

### **STUDENT DEVELOPMENT**

- The Registrar's Office staff attended 3 meetings of the SE Area Registrars group.
- The Registrar presented at the SEDUG conference and the CACRAO conference.
- Registrar continues to serve on the NCCCS Student Review Team.
- Registrar continues to serve on the NCCCS CCL/POS Project Team
- For the third year was asked by VP to attend the Student Leadership Institute Banquet in her place.

### **COLLEGE GOAL #13 Enhance internal communication among faculty, staff and students.**

### **CONTINUING EDUCATION**

#### **Continuing Education Registrar**

Objective: The Registrar will schedule a training calendar for internal continuing education and basic skills staff each semester. The training process will educate the staff on the workflow which includes section creation, registration of students, grading and reporting.

- Goal Achieved. The continuing education payroll is being implemented in Datatel for the purpose of encumbering data for budget reporting. The Director of Budgeting and the Continuing Education Registrar have trained continuing education and basic skills staff on entering payroll data into sections. Reports are run to compare dual systems. Once the reports match then continuing education will no longer use the Sun system for the purpose of continuing education payroll. The goal is to eliminate the Sun system for our payroll by July 1, 2011.
- Currently the Continuing Education Registrar is working on a training calendar and manual for providing training to internal continuing education and basic skills staff each semester which will include section creation, registration of students, grading and reporting.

### **BUSINESS AND INSTITUTIONAL SERVICES**

Objective: Improve the educational experience by improving Institutional Services' relationships with other College departments.

- Institutional Services has improved its accessibility and cooperation with other college departments. There is more interaction between Institutional Services and Business Services, as well as several Instructional departments, Athletics, and Student Services. The director of Institutional services meets monthly with the VP of Instruction to ensure that information is shared and to explore ideas of how to improve communication between the two departments. Institutional services assisted the construction management program with designing their new carpentry classroom and shop at North Campus. Institutional services also assisted student development with incorporating a ropes course into the carpentry classroom and shop site.

## **FOUNDATION**

### **Grant Development**

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.
- The Foundation staff works effectively with various departments at the college throughout each year to communicate the needs of students and showcase the outstanding programs at the college.

## **INSTITUTIONAL EFFECTIVENESS**

### **Public Information Office**

Objective: To provide greater access to CFCC-related news and information for faculty, staff and students.

- The Public Information Office recommended the purchase of additional on-campus broadcasting technology to increase access to college-related news and information monitors on the downtown Wilmington Campus and at the North Campus. With help from CFCC's media services department, one new information display will be installed in the downtown campus library and four new displays will be located in the NB and NA buildings. The work is expected to be completed by the end of May 2011.

## **INSTRUCTION**

### **Instructional Administration/Operations**

Objective: Refine and adjust the processes and protocols to correct and maintain the continuity and quality of curricular information within the multiple databases thereby ensuring information consistency and accuracy

- Goal Partially Achieved: The local curriculum committee calendar was modified in order to have more time to process changes and ensure accuracy between catalogs.

## **STUDENT DEVELOPMENT**

### **Disability Support Services**

Objective: To enhance internal communication between faculty and Disability Support Services.

- The Disability Support Services (DSS) office contacted all department chairs to schedule informal presentations at departmental meetings, if needed. Presentations were given by the Coordinator and Assistant Coordinator to the Continuing Education Department and to the Faculty Association. The information covered included DSS procedures, documentation requirements, and reasonable accommodations. Feedback from faculty was positive.

Objective: Create professional grade marketing, public relations, and media plan to promote and advertise Sea Devil Activities/Athletics. Participation rates and public awareness are ultimately how the Student Activities/Athletics Unit will measure success.

- Over a decade, we have made efforts to communicate and positively promote Sea Devil Athletics and CFCC. Along with media outlets and publications, an informal media/advertising plan has been designed to be consistent and mirror the sports information and advertising goals of the college. Along with the newly developed Sea Devil Athletic primary logo and wordmarks ('10), Sea Devil Bulletin listserv accounts (Email Blast) ('11), newly designed Sea Devil Athletic Website (Summer '11), and Sea Devil Media distribution list, hopes are to be consistent and professional in the area of notification and public relations with our immediate Community.

## **OTHER ACCOMPLISHMENTS TO SUPPORT COLLEGE GOAL #13**

### **ARTS AND SCIENCES**

#### **Learning Lab**

Continually evaluating Learning Lab advertising to meet needs of target audiences

- Brochures
- Literature
- Advertising on monitors
- Information tables at campus functions such as Fall

#### **Dean of Arts and Sciences**

- Published two advising newsletters for Arts and Sciences faculty, published in print and on the College Transfer website.

- Published an Arts and Sciences newsletter, The New Frontier, which was distributed to the Arts and Sciences faculty and selected faculty/staff in other departments.
- Published the Spring 2011 College Transfer Guide and distributed it to parents/students at the College Information Night on Monday, April 11, 2011.
- Updated all transfer curriculum worksheets and placed them in the departmental carousels for faculty and student use. These are published on the transfer website.
- Shared teaching/learning articles/reports, with Arts and Sciences faculty via email and appropriate staff members: student retention, technology, interview questions at two-year colleges, and barriers to student success, to name a few.
- Appointed Jada Ach, English Instructor, as CFCC's Boren Scholarship Advisor. Worked with Justin Floyd in IT and developed a website for the Boren Awards information: <http://cfcc.edu/borenaward/>. David Hardin, Public Relations Officer, announced the award to students via CampusCruiser.

## **CONTINUING EDUCATION**

### **Customized Training Division**

Diane Badakhsh presented Ed2Go and other professional development training opportunities available through Continuing Education to faculty and staff at the CFCC Fall 2010 In-Service Training.

## **ENGINEERING TECHNOLOGY**

### **Chemical Technology**

- The lead instructor of the Chemical Technology Program was awarded a \$150,000 grant from the National Science Foundation. All equipment purchased with the NSF grant will be used to provide professional development training to instructors in the chemistry and marine biology departments.
- Students enrolled in the chemistry department as well as local high schools will also be able to perform a "forensic analysis laboratory" using the equipment maintained by the CHEM TECH department. The Chemical Technology Department has sent invites to local high school classes encouraging a "field trip day" to the CHEM TECH program.

### **Interior Design**

I advocate direct communication between Instructors and Students. I have walked an older part-time instructor through the learning process of using the campus email and computer grading system – it was a triumph for both of us!

## **PUBLIC SERVICES**

### **Hotel/Restaurant Management**

- The use of Campus Cruiser has resulted in better communication with students. Instructors speak informally regularly regarding curriculum and student issues. Students are encouraged through Open Door policies to speak with instructors; Adjuncts make themselves available to students through donation of unpaid hours in S511 and electronic communication. Nevertheless, communication must always be promoted and can always be improved.

### **BUSINESS AND INSTITUTIONAL SERVICES**

- Institutional services implemented internal senior staff meetings on a weekly basis. Met with department chairs to determine space needs and develop viable plans to address department chairs' issues. Department has been involved with a renewed effort to address the smoking policy on campus. While trying to enforce smoking policy, department personnel have tried to explain why the policy is to be enforced.
- The Parking Coordinator meets weekly with the Downtown Scheduling Coordinator to ensure all events have parking accommodations. The Parking Coordinator also maintains daily contact with all departments throughout the College to ensure Guests have parking accommodations and any special requests are handled in an efficient manner. Cape Fear All and Campus Cruiser emails are sent when necessary to update Employees and Students as to various parking and traffic flow situations.

### **Purchasing, Equipment Inventory, Shipping & Receiving, & Bookstores**

- The CFCC Bookstore has set up a Facebook page.

## **INSTRUCTION**

### **Distance Learning**

- Distance Learning website has been revised and reorganized in order to facilitate use.
- A Distance Learning Blog with RSS feed was also created in order to update new DL information to DL faculty who subscribe.

### **Learning Resource Center**

- Promote LRC resources and services through the LRC website, Blog, Campus Cruiser, Cape Fear All, bulletin boards, and Twitter.
- Establish an LRC-themed bulletin board and specialized information sheets for promotion within GED/ Basic Skills Department.

### **Personnel**

- HR Staff has begun contacting one hundred eleven CFCC employees that we have identified as having missing or incorrect information listed for their beneficiaries under the State Retirement ORBIT System. We will inform employees on how to use the ORBIT system to update their beneficiary

information in their own retirement account and follow-up prior to June 30, 2011 to ensure that this has been accomplished.

### **STUDENT DEVELOPMENT**

- The Disability Support Services (DSS) office Assistant Coordinator revised all documentation forms and the DSS web site to comply with the new ADA amendments.
- Chairing Tobacco Free Campus Compliance Action committee charged with developing a plan to enhance awareness of the tobacco free policy and deter offenders.