Instructions: Please note the format for entering your data as shown below:

Department/Unit:  
2012-2013 Planning Priority/Objective:  
Accomplishment/Improvement:

1. Deliver quality programs through innovative instruction that promotes critical thinking and rigorous learning outcomes students need in order to achieve excellence in their academic and professional careers.

**Department/Unit: QEP**
2012-2013 Planning Priority/Objective: Assessment of CT in General Education Core
Accomplishment/Improvement: Conducted an assessment of students’ critical thinking skills in selected general education core courses and used the results to improve instruction by consulting with the instructors involved and identifying new professional development opportunities.

**Department/Unit: QEP**
2012-2013 Planning Priority/Objective: Develop New General Education Assessment Processes for Oral Communications & Global Awareness
Accomplishment/Improvement: Have developed rubrics for assessing global awareness and oral communications competencies and will begin incorporating these instruments as part of summer assessment activities.

**Department/Unit: 52501-Marine Technology**
2012-2013 Planning Priority/Objective: Moving into our second year of a new registration system for cruising Marine Technology students we will continue to refine our process.
Accomplishment/Improvement: The department successfully completed the spring registration with our new system and is currently gearing up for summer and fall 2013. By all accounts, department advisors and student body, this new system is adequate and fair.

**Department/Unit: 52501-Marine Technology**
2012-2013 Planning Priority/Objective: There has been more discussion in industry concerning the diagnostics and repair of computers in the field or on ships while underway. Currently our graduates have no training in this field. The addition of a computer repair course may be warranted if room can be found in the Marine Technology curriculum.
Accomplishment/Improvement: This item will be addressed with our advisory committee in our May meeting.

**Department/Unit: Vocational/HVAC**
2012-2013 Planning Priority/Objective: 2558- Ductless systems are becoming more and more popular in the United States. They have been very successful in Europe for many years. These systems are some of the most efficient systems in our industry. The ductless system is also the best at total comfort for your home. Students should understand this technology.
Accomplishment/Improvement: Students have been given lecture and hands on experience with ductless systems. We have requested the newest zone ductless system and are awaiting arrival to implement in the lab.

**Department/Unit: Vocational/HVAC**  
2012-2013 Planning Priority/Objective: 2557 - With the change in the HVAC industry, concerning efficiency technology students should be knowledgeable in the high efficient systems.  
Accomplishment/Improvement: Students have been given class time involving differences in the efficiency (SEER) of different systems. The class was also able to work hands-on with two of the highest efficiency systems in our lab.

**Department/Unit: Vocational/Collision Repair**  
2012-2013 Planning Priority/Objective: 2543 - 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.  
Accomplishment/Improvement: All graduating students have repaired a vehicle with non-structural damage. The damaged vehicles belonged to CFCC faculty, staff, and other students. The quality and appearance of the repairs were judges by the vehicle’s owner.

**Department/Unit: Vocational/Collision Repair**  
2012-2013 Planning Priority/Objective: 2541 - Graduates of the Automotive Collision Repair & Refinishing program will be able to use and identify proper plastic repair; materials, equipment and procedures following the latest industry standards.  
Accomplishment/Improvement: All collision repair evening students have completed this goal. Day collision repair students will complete this goal during the summer session. The students have repaired: bumpers, interior trim, and tail light lens. The students used plastic adhesion welds, flexible adhesives, and colored platifix powder to complete the repairs. Evening student’s repairs were judged by the lead instructor.

**Department/Unit: Vocational/Collision Repair**  
2012-2013 Planning Priority/Objective: 2542 - Graduates of the Automotive Collision Repair & Refinishing Diploma program will be able to use and identify proper refinishing; equipment, materials, and procedures following the latest industry standards.  
Accomplishment/Improvement: All collision repair students completed this goal. Each vehicle on which the students did non-structural repairs was also refinished to match the original finish. Students used approved surface preparation materials and procedures. They refinished the areas with Onyx waterborne materials using advanced blending techniques to accomplish the goal. The final product was judged for appearance and quality of repair by the vehicle owners.

**Department/Unit: Vocational/AUT**  
2012-2013 Planning Priority/Objective: 2552 - Upon completion students will be able to use their purchased brake tool set to remove and re-install brake components.  
Accomplishment/Improvement: Student-purchased tool sets have increased productivity, reduced participation wait-times, and when included on field trips to pick-and-pull lots have increased individual participation.

**Department/Unit: Vocational/AUT**  
2012-2013 Planning Priority/Objective: 2550 - Upon completion students should be able to diagnose common problems and noises related to the powertrain system. Students should also be able to perform basic service and repairs to these systems.
Accomplishment/Improvement: Field trips to pick-and-pull lots have increased individual participation, providing more available vehicles for tear-down and component identification. We have identified a need for more room in our current shop for engine tear-down and rebuilding. We hope to expand inside the workforce development building when other programs move to the North Campus.

**Department/Unit: Vocational/AUT**  
2012-2013 Planning Priority/Objective: 2551- Upon completion students should be able to diagnose common problems and noises related to powertrain systems. Students should also be able to perform basic service and repairs to these systems.  
Accomplishment/Improvement: Field trips to pick-and-pull lots have increased individual participation, providing more available vehicles for tear-down and component identification.

**Department/Unit: Vocational/Carpentry**  
2012-2013 Planning Priority/Objective: 2746- Students will learn all facets of Residential Carpentry, including but not limited to. Safety, Hand and Power Tools, Architectural Plans, Concrete, Lumber Types, Framing and Roofing. Students will build a Residential Structure.  
Accomplishment/Improvement: Students are completing the objective and goal by building four Habitat for Humanity houses, which included all facets of construction from start to finish. They are also building the NHC home-build, which has taught students to read blueprints, architectural plans, understanding building codes, principles of concrete foundations, and framing.

**Department/Unit: Vocational/CMT**  
2012-2013 Planning Priority/Objective: 2711- To increase first year students' knowledge and proficiency in reading blueprints.  
Accomplishment/Improvement: Pre-testing was implemented in this course in the fall semester to help identify subject areas that need additional emphasis throughout the semester. This allowed us to identify students that needed additional tutoring outside of regular class hours. We implemented a post-test at the end of the semester to evaluate student understand. All students demonstrated knowledge in blueprint reading.

**Department/Unit: Vocational/CMT**  
2012-2013 Planning Priority/Objective: 2712- Work with administration to identify funds beyond our annual budget of $7500 to obtain the necessary equipment and materials to up fit our new CMT materials and methods laboratory.  
Accomplishment/Improvement: We have obtained basic hand tools, safety equipment, and materials to use in the lab for this year. We are awaiting delivery of materials and methods testing equipment for the lab. Course outlines have been updated to ensure materials are in place for each lab exercise. It is anticipated that the availability of a modern lab will enhance student critical thinking during hands-on exercises.

**Department/Unit: Vocational/CMT**  
2012-2013 Planning Priority/Objective: 2713- Implement an overview exam for selected first and second year CMT courses covering the expected learning outcomes for each course. The "pre-test" will help to gauge students' knowledge, identify areas for improvement and help identify students who will require additional support early in the semester.  
Accomplishment/Improvement: We have implemented pre-testing in several CMT classes. This has allowed the instructor to identify student needs and outline measures of improvement in the courses. Additionally, we are able to identify students who may need remediation throughout the
semester. Those students are offered outside assistance throughout the semester to enhance student success.

**Department/Unit: Vocational/ Electrical/Electronics Tech**
2012-2013 Planning Priority/Objective: 2582 - The students of the ALT 220 class will be able to use any PV Module available to determine, calculate, the irradiance of the sun at a given time using the IV Curve determined by the student for the specific panel.
Accomplishment/Improvement: An exercise from the NABCEP photovoltaic Entry Level Program was used to evaluate student understanding of this concept. 84% of assessed students met the minimum performance goal of 80%. It was determined that, in the future, this exercise should be divided into two sections to adequately train and assess the students.

**Department/Unit: Vocational/ Electrical/Electronics Tech**
2012-2013 Planning Priority/Objective: 2580 - The students will be able to remove and replace a single pole breaker in a typical residential service panel. This task will include correct testing of circuit prior to removing old circuit breaker and installing the new. The student will also be responsible for determining and using the proper Personal Protective Equipment.
Accomplishment/Improvement: Students received classroom instruction and labs in proper installation of circuit breakers in a power panel. After the lab, students were assessed and 90% achieved the requisite score of 80% or higher. This exercise will be incorporated into the curriculum.

**Department/Unit: Vocational/ Electrical/Electronics Tech**
2012-2013 Planning Priority/Objective: 2581 - The student will draw, build and troubleshoot the Basic Start/Stop Motor Control Circuit. This will include the testing, with power off, and while power is applied. The student will also be able to properly identify each component of the circuit and explain its function.
Accomplishment/Improvement: This objective is still in progress and it is anticipated that we will see positive results in our assessment.

**Department/Unit: Vocational/HEATT**
2012-2013 Planning Priority/Objective: 2548- Students will be required to properly diagnose low engine compression.
Accomplishment/Improvement: Following proper instruction and hands-on labs, students were required to individually show the instructor how to use Snap On testing equipment for B- series engines with great success.

**Department/Unit: Vocational/HEATT**
2012-2013 Planning Priority/Objective: 2546- Students will learn the fundamentals of marine based exhaust systems and how they are affected by new EPA standards.
Accomplishment/Improvement: Students were required to research marine-based exhaust systems and turn in a report on the equipment including the EPA standards of today. Through this research project and subsequent discussion with the students, they were able to identify the EPA regulations standards and how they affected the marine industry.

**Department/Unit: Vocational/HEATT**
2012-2013 Planning Priority/Objective: 2549- Students will be required to properly lift an engine assembly as per OEM standards.
Accomplishment/Improvement: After classroom instruction and demonstration in standards of lifting, including safety precautions, all students were required to use the overhead crane to
properly and safely move an engine around the shop. All students demonstrated proper procedures for the sling and hoist of a Diesel Engine per OEM standards and safety guidelines.

**Department/Unit: Vocational/ Industrial Systems Tech**  
2012-2013 Planning Priority/Objective: 2490- Students will accomplish a 3 view drawing of a metal project to be completed in the MNT 131 class.  
Accomplishment/Improvement: This goal has been met and the results were verified by one of the computer integrated machining instructors.

**Department/Unit: Vocational/ Industrial Systems Tech**  
2012-2013 Planning Priority/Objective: 2585- Students will complete the 16 work units in the Crosby Training CD to obtain a certificate of training from The Crosby Group, a manufacturer of rigging and moving equipment.  
Accomplishment/Improvement: This goal has been met and all students received certification of completion by the Crosby Group. This certification has been fully implemented into the MNT-220 Rigging and Moving curriculum. We will be ordering new texts and 10 CDs to enhance teaching and learning for this maintenance module.

**Department/Unit: Vocational/ Industrial Systems Tech**  
2012-2013 Planning Priority/Objective: 2584- Students will dismantle and reassemble a two stage hydraulic pump. Operational testing will be accomplished on a class manufactured trainer.  
Accomplishment/Improvement: This goal has been met with the exception of testing the pumps. These two-stage pumps have been utilized by the IST program for approximately 18 years. They are also used by two other programs. They are in need of replacement in the next equipment budget cycle.

**Department/Unit: Vocational/Plumbing**  
2012-2013 Planning Priority/Objective: 2778- Students will learn ProPress, which is a new process for joining copper (copper joints).  
Accomplishment/Improvement: The program has recently purchased the equipment which will be demonstrated and assessed during the summer semester. It is anticipated that 80% or more students will successfully perform application of this new process.

**Department/Unit: Vocational/ Sustainability Tech**  
2012-2013 Planning Priority/Objective: 2645- ISO 14000 is a family of international standards for Environmental Management that is becoming widely adopted by large organizations and businesses. Students should have a fundamental working knowledge of the standards and the ability to use them to create an environmental management policy.  
Accomplishment/Improvement: This goal has been completed and training on ISO 14000 is now an integral part of the Sustainability Technologies curriculum. A 4-hour ISO 14000 Awareness training module has been developed, consisting of an agenda, 2 power point lectures and scenario exercises that are used to reinforce and apply the standards. The module was given to students in the course SST 110 Introduction to Sustainability in fall 2012. Students completing the module received an Awareness Certificate that can be framed. The ISO 14000 module is now incorporated into the Course Outline and Schedule for SST 110. As such it will be given again at the end of the spring 2013 semester.

**Department/Unit: Vocational/ Sustainability Tech**  
2012-2013 Planning Priority/Objective: 2658- As water availability issues intensify in many parts of the world; the demand for rainwater harvesting is growing. Rainwater harvesting has not been
addressed in any detail within the Sustainability Technologies curriculum. A two class module on rainwater harvesting will be created and inserted into the ENV 110 Environmental Science summer course.

Accomplishment/Improvement: The planning and execution of this goal is ongoing. Two students in the spring 2013 SST 250 Sustainability Capstone Project course have selected water harvesting and green roofs as their Capstone topic. Their projects, to be completed at the end of the spring 2013 semester, will consist of a lecture on each of the topics along with a hands-on lab exercise designed to reinforce the lecture content. These lectures and labs will be incorporated into the Course Outline and Schedule for ENV 110 Environmental Science starting in the summer 2013 semester.

**Department/Unit: Vocational/ Sustainability Tech**
2012-2013 Planning Priority/Objective: 2659- In SST 130 Modeling Renewable Energy, students learn how to use different versions of energy modeling computer software ranging from basic to advanced. One modeling program that has not been successfully implemented is RETScreen, a widely used but also notoriously complex international software program. RETScreen shall be successfully integrated into the syllabus of SST 130.
Accomplishment/Improvement: This goal has not been implemented yet. In April 2013 the planning will begin for the SST 130 Modeling Renewable Energy course to be run in summer 2013. Planning will consist of the Instructor acquiring some additional training on RetScreen and the development of a lecture and lab module on this software. This goal should be complete by the end of the summer 2013 semester.

**Department/Unit: Vocational/TDT**
2012-2013 Planning Priority/Objective: 2536- Automatic transmissions are becoming more popular with trucking companies because of the reduced fuel consumption and the ease of driving.

Accomplishment/Improvement: The lead instructor contacted numerous automatic transmission companies for long haul trucks and added information to their lectures to cover transmission differences. Additionally, we increased the emphasis on the disadvantages if moving from standard to automatic transmissions when moving between companies. We had requested a tractor with an automatic transmission in this year's equipment budget, but funds were not available.

**Department/Unit: Vocational/TDT**
2012-2013 Planning Priority/Objective: 2535- Truck drivers insure the safety of their truck prior to leaving by completing a thorough pre-trip inspection. This inspection is a federal mandate and requires great detail and attention. The results of a poor pre-trip inspection could be disasters to both the driver and the motoring public.
Accomplishment/Improvement: To enhance our students’ abilities on pre-trip inspections, we have intensified the process to include additional areas of inspection. This change in process has resulted in our students achieving higher scores than are necessary in this area of their state licensure.

**Department/Unit: Basic Law Enforcement Training (BLET)**
2012-2013 Planning Priority/Objective: 2614- The State of North Carolina Criminal Justice Standards and Training Commission and the North Carolina Sheriff’s Standards and Training Commission will implement changes in the Basic Law Enforcement Training Program prior to January, 2013. This will also require changes in the equipment used by the Basic Law Enforcement Program. We will inventory, review, and replace any and all equipment that is not in compliance with the State of North Carolina Criminal Justice and Sheriff's Standards and Training Commission.
Goal: This will allow the Basic Law Enforcement Training Program to be up to date and stay in compliance with the State of North Carolina Criminal Justice and the Sheriff’s Standards and Training Commission.

Progress against this goal: All of the State of North Carolina Criminal Justice Standards and Training requirements and the State of North Carolina Sheriffs Standards and Training requirements regarding equipment have been reviewed, analyzed, and compiled. The BLET Program spent all necessary monies to modify, repair, and/or replace all equipment. We have completed our 5-year Recertification Audit successfully and all equipment meets or exceeds that requirements.

**Department/Unit: Basic Law Enforcement Training (BLET)**

**2012-2013 Planning Priority/Objective: 2591**
Devise, develop, implement, and complete a Basic Law Enforcement Training Program class held predominately at night and weekends. This permits prospective students that are currently working, possibly married with children to continue to work during the day and take the classes at night.

Goal: This would allow for students that cannot come to a 19-week day course, possibly because of work and family commitments to attend a night class.

Progress against this goal: The Basic Law Enforcement Training Night Program was instituted on October 22, 2012. This program started with 17 students and to this date, has maintained a total of 14 students. These 14 students are expected to take their state exam on June 7, 2013 and graduate on June 10, 2013.

**Department/Unit: Basic Law Enforcement Training (BLET)**

**2012-2013 Planning Priority/Objective: 2613**
Review, analyze, and implement mandated changes from the North Carolina Criminal Justice Standards and Training Commission and the North Carolina Sheriff’s Standards and Training Commission.

Goal: The intended result is to keep the Basic Law Enforcement Training Program up to date and compliant with all of the rules, regulations, policies and procedures of both the North Carolina Criminal Justice Standards and Training Commission and the North Carolina Sheriff’s Standards and Training Commission.

Progress against this goal: In January and July of each year, the State of North Carolina Criminal Justice Standards and Training Commission and the State of North Carolina Sheriff’s Standards and Training Commission make changes that they deem necessary to the Basic Law Enforcement Training Program. During this time period, the respective commissions make a total of 35 changes to lesson plans, equipment, practical’s, and delivery methods. All staff and instructors have been informed, all equipment and lesson plans changed, and we are in full compliance with both commissions.

**Additional Accomplishments:**
- Completed 5-year recertification audit and in August 2012, we were approved for another 5-year period. Comments from the Auditor and the Director of the Criminal Justice Standards and Training were very positive, stating that we were the most active BLET Program in the State, we are doing more programs with less staff than any other program in the State, and that our 5-year audit is a testimony to the efficiency and professionalism of our college.
- BLET students assisted the Wilmington Police Department search for the body of an elderly female, who had been missing for approximately three months. The body was subsequently discovered by members of the Basic Law Enforcement Training Program.
- The Cape Fear Community College Basic Law Enforcement Training Program was selected by the State of North Carolina Standards and Training Commission as a Regional Testing Facility. We will be hosting all testing regarding Basic Law Enforcement Training, Speed
Measurement Training, and Instructor Training for the Eastern Region of the State of North Carolina.

- At the statewide School Director’s Conference in 2012, Cape Fear Community College’s Basic Law Enforcement Program was recognized for several innovations regarding reporting forms, which were distributed to the other programs as examples.

**Community Spanish Interpreter**

**Department/Unit: Basic Law Enforcement Training (BLET)**

2012-2013 Planning Priority/Objective 2697 - Increase Community Spanish Interpreter Program Enrollment. The program currently has thirteen students enrolled and it is the goal to increase enrollment by 50% in the upcoming year.

Goal: Increase student enrollment by 50%.

Progress against this goal: The current enrollment is 30 students in the program and there is a constant growth so I can anticipate reaching about 35 students enrolled in the program by fall 2013.

**Department/Unit: Basic Law Enforcement Training (BLET)**

2012-2013 Planning Priority/Objective: 2609 - SPA-161 requires students to explore the Hispanic culture through field experience in a host country or area. Many students do not have the financial ability to meet the requirements of this course which is needed to graduate. It is the goal to replace this course with another course that provides an insight into the Hispanic culture through other more financially feasible alternatives.

Goal: Provide more financially viable course for students.

Progress against this goal: SPA-161 has been replaced by SPI-111 Culture and Ethics from the North Carolina Community Spanish Interpreter Standards. This proposal was presented to the CFCC Curriculum Committee and was approved. This change will be implemented in the fall 2013 semester.

**Department/Unit: Basic Law Enforcement Training (BLET)**

2012-2013 Planning Priority/Objective: 2608 - Students in the Community Spanish Interpreter program must have the ability to complete bilingual classes in LEX-110 and MED-121 to meet certificate and AAS requirements for graduation.

Goal: Provide required bilingual courses to Community Spanish Interpreter students to meet graduation requirements.

Progress against this goal: LEX-110 has been offered in the spring 2013 with an instructor that is bilingual and has been able to incorporate extra materials in Spanish in addition to the North Carolina Community Spanish Interpreter Standards.

MED-121 will be offered in the fall 2013 semester and will follow the North Carolina Community Spanish Interpreter Standards with additional material in Spanish that are also being used in other Community Colleges across the state.

**Additional Accomplishments:**

- The annual conference for the Carolina Association of Translators and Interpreters will be held on the North Campus on April 27, 2013.
- In the process of becoming a site for the Certification Commission for Healthcare Interpreters (CCHI) in order to take the oral portion of the National Certification.
- Lead Instructor has been nominated to be part of the exam writers’ team for the National Medical Interpretation Certification by the Certification Commission for Healthcare Interpreters (CCHI).

**Department/Unit: Cosmetology**
2012-2013 Planning Priority/Objective: 2594- Esthetics is in place as a night class. There is an interest to incorporate an Esthetics program during the daytime as well. The night program is a complete success; however, there has been a lot of interest shown to incorporate a day class. This class would include individuals that have an interest in Esthetics but that are suited for day classes only.

Goal: Increase number of Esthetics students due to availability of day course.
Progress against the goal: No progress made towards this goal at this time.

**Department/Unit: Cosmetology**

2012-2013 Planning Priority/Objective: 2595- The Cosmetology program procures and uses a high volume of perishable products that are very expensive. The additional person would assist with inventory management and on the clinic floor during peak client hours. This person would be able to keep accurate counts on inventory that comes in and goes out of the department and help the Lead Instructor with requisitions and getting them properly processed. The additional help would also be available to assist with the students as they need help.

Goal: Improve efficiency and accountability of supplies procured and used by Cosmetology program.
Progress against the goal: Funding request has been made for a part-time position to fill this role in the upcoming fiscal year.

**Department/Unit: Cosmetology**

2012-2013 Planning Priority/Objective: 2593- Move the Manicuring/Nail Certificate Program from Curriculum to Continuing Education. Under curriculum the students are eligible for financial aid therefore making it a hardship to pay for. The Con Ed can offer the same class but at a more affordable rate that students can afford. I think that this transition would ensure the success of the Manicuring program. The Manicuring program that is currently in the Cosmetology program could be used to house the program.

Goal: Increase number of students taking Manicuring course by reducing cost for students.
Progress against the goal: The Manicuring/Nail Certification program has been moved from Curriculum to Continuing Education effective this spring. This was done to reduce the cost for potential students who were not eligible for financial aid.

**Additional Accomplishments:**
The Cosmetology program participated in the Association of Cosmetology Salon Professionals competition held in Myrtle Beach, SC last year. The following awards were won by the school and individuals:

- School of the Year – CFCC Cosmetology Program.
- Team Fantasy Competition – CFCC teams took 1st, 2nd and 3rd place.
- Students won fifteen (15) individual awards.
- CFCC instructors won two second place awards at the annual Professional Haircutting competition held last year.

**Department/Unit: Criminal Justice Technology**

2012-2013 Planning Priority/Objective: 2634- Identify and evaluate professional developmental trainings for full time faculty in areas of loss prevention, evidence collection and preservation, and criminal and security intelligence gathering/sharing.

Goal: Increase the ability of faculty members to teach multi-faceted subject areas.
Progress against this goal: Two of the full time faculty members have attended professional development training seminars that have dealt with evidence collection and preservation through advanced photographic methodology and advanced criminal and security investigative techniques.
These development trainings were obtained at the North Carolina Justice Academy and ASIS International.

**Department/Unit: Criminal Justice Technology**

2012-2013 Planning Priority/Objective: 2632- Local community public safety partners feel there is a need to address the lack of leadership education in the profession. In an effort to provide options in the area of leadership development of public safety personnel a survey of regional and surrounding NC and SC colleges and universities will be undertaken during the next year. The survey will explore offerings in other Criminal Justice Degree programs on/for classes or programs dealing or addressing Criminal Justice or Public Safety Leadership programs/classes. Leadership education will assist our students in their ability to progress through supervisor and management positions throughout their careers.

Goal: Respond to leadership education needs of public safety partners.

Progress against this goal: Local agencies were surveyed and the findings indicate a definite need for Public Safety Leadership training to be developed. A preliminary program/path of study for a certificate program has been developed that can be used and fit the needs for all Public Safety Agencies. This program path of study will include three courses from the specific discipline (CJC or FIP) as well as three additional courses addressing enhancing written communication, business leadership and managements (BUS) as well as leadership development (HUM). This certificate program will be based under the Criminal Justice Technology degree program. Two Law Enforcement Agencies have agreed to participate in such training if approved and implemented. The survey of NC and SC colleges and universities is still in progress.

**Department/Unit: Criminal Justice Technology**

2012-2013 Planning Priority/Objective: 2636- Survey local and regional law enforcement and industrial security agencies to ascertain the need or desire for a specific track of study under Criminal Justice Technology focusing on Professional and Industrial Security. The addition of private security education will provide students with more options and make them attractive candidates for private and public sector employers as they move into the workforce.

Goal: Provide more options in the public safety arena for students to make them more marketable in the workforce.

Progress against this goal: This program has been tabled in order for research to be conducted on the possible development of a Criminal Justice forensic degree track.

Additional Accomplishments:

- Review of current curriculum courses has been done and where courses are found to be outdated or impractical will be suggested for replacement. Once replacement courses are identified, they will be submitted to the Curriculum Committee for approval. New courses, if approved, will be offered starting the following fall semester.
- With the possibility of a State governed crime lab to be established in the New Hanover County area, a need to train workers in forensics may be needed. Research into the practical development of a forensic track under the Criminal Justice Technology Program is being conducted.
- A new Criminal Justice Club has been established by Criminal Justice Technology Degree Program students in conjunction with CJ faculty. This club has gained interest of CJ transfer students as well and is becoming established. Hopefully there will be an increase in participation and membership.
- Incorporation of new members to the Criminal Justice/BLET Advisory Board was made which includes individuals from the Private Security community. By having these private
sector individuals participate in the advisory board, better delivery of services and advisement can be made for program(s) students.

Department/Unit: Culinary Arts
2012-2013 Planning Priority/Objective: 2630- The Culinary program will seek certification through American Culinary Federation guidelines.
Goal: American Culinary Federation certification.
Progress against the goal: The initial application for certification has been filed with the American Culinary Federation. Further efforts need to be completed before a final decision on certification is made.

Department/Unit: Culinary Arts
2012-2013 Planning Priority/Objective: 2629- 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 the Culinary program to successfully meet the co-op host’s expectations.
Goal: Student participation in cooperative work experience.
Progress against the goal: Twelve students are participating in the cooperative work experience program and will be evaluated upon the completion of the spring semester. These students will be added to the fall 2012 cooperative work students to provide a complete analysis of this objective.

Department/Unit: Culinary Arts
2012-2013 Planning Priority/Objective: 2631- Students will receive certification after completion of Culinary Skills II. Students will learn techniques and skills required for certification for this exam after completion of Culinary Skills I and Culinary Skills II.
Goal: Student certification pass rate of over 72%.
Progress against the goal: Students have taken Culinary Skills I during the fall semester and will complete Culinary Skills II during the spring semester. Students will take the examination for certification upon the completion of the spring semester. Last year’s pass rate for the examination was 72% and we hope to surpass that rate this year.
Additional Accomplishments:
• Culinary students participated in the DASH event w/ Jon Ashton which was co-sponsored by CFCC and the Star News.
• The Culinary program prepared the food for numerous CFCC campus events such as the Dr. Spring’s President’s reception, Holiday reception, Retirement receptions, Award receptions and events for the Board of Trustees.
• Hosted over fifty lunch and dinners at Our Place restaurant.

Department/Unit: Film & Video Production Technology
2012-2013 Planning Priority/Objective: 2605- The Film and Video Program are currently experiencing a rate of graduation for Film & Video students that can be improved upon. It is the objective to conduct an assessment of the issues related to the graduation rate during the upcoming two semesters to establish a plan to improve the graduation rate.
Goal: Develop plan to improve graduation rate of Film & Video students.
Progress against this goal: The instructors for FVP have had meetings regarding the improvement of the graduation rate. The first step was implemented in February, where all advanced students were brought to the attention to stop by the student services Kiosk and print their current standing in the program. Each student was asked to come by our FVP offices to go over their standings individually. The second step is the student actually accomplishing the print and meet. So far, over 50% the class has had a one on one meeting. The third step is our advising on how to get them on
track to graduate on time. Of those students we have met with, all have been advised on what they need to do to stay on graduation track for the end of this summer.

**Department/Unit: Film & Video Production Technology**

2012-2013 Planning Priority/Objective: 2590 - An assessment will be conducted on current teaching facilities which were sufficient when program began; however, with the expansion of the program the lack of facilities is adversely affecting the teaching environment.

Goal: The intention is to give the FVP department space to accommodate our current student population as well as have room for growth.

Progress against this goal: A meeting has been held with the Department Chair to develop a “plan of attack” on how to move the program to a bigger facility. Discussions with senior CFCC management have been held to raise the awareness level and solicit input for future action.

**Department/Unit: Film & Video Production Technology**

2012-2013 Planning Priority/Objective: 2596 - Movie Magic is an industry standard budgeting and scheduling software package which students need to be marketable to potential employers. This software is being provided at no cost to CFCC by industry officials. This software will supplement software packages that students are currently trained.

Goal: Provide all students enrolled in FVP238 training on Movie Magic industry standard software.

Progress against this goal: In the fall of 2012 FVP received the software (free) from Movie Magic. IT was contacted and the software placed on the computers in 306 (20 seats) where it was implemented into the teaching strategy for Software Applications FVP 238. Next fall both FVP-238 and FVP-215 will be taking advantage of using said software.

**Additional Accomplishments:**
- Students and instructors participated and assisted with the annual Cucalorus Film Festival.
- Students worked with the Wilmington Police Department to produce three PSA's for their “Lights On” campaign. The PSA’s were played on local government television channel and the City of Wilmington website.
- Film students under the direction of class instructors provided camera coverage of all CFCC home basketball games at the Schwartz Center.

**Department/Unit: Fire Protection Technology**

2012-2013 Planning Priority/Objective: 2633 - Improve student awareness of career preparedness and/or career advancement within the fire service. By demonstrating a solid understanding of career opportunities, employer expectations and the hiring/selection process, students will be better prepared to face the highly competitive selection process within the fire service. This objective will be addressed in FIP-120, Introduction to Fire Protection.

Goal: Increase student awareness of potential employment opportunities.

Progress against the goal: All FIP-120 students have been assigned a project in which they will prepare a paper demonstrating how the course and/or degree program will assist them in obtaining employment in the fire service field, or how the course and/or degree program will assist them with their promotional efforts within the fire service. Many students seeking employment have sought contacts within the fire service for assistance with this project, further broadening their understanding of the requirements and expectations of potential employers.

**Department/Unit: Fire Protection Technology**

2012-2013 Planning Priority/Objective: 2592 - Improve students’ participation in the discussion board so instructor can observe their level of understanding of the topics/concepts that changes every unit. A higher level of engagement by students in the discussion board is expected to result in
improved learning, retention and completion rates based on the body of research regarding the positive results of student engagement.

Goal: Improve student involvement in discussion board conversations.

Progress against the goal: Immediate positive results have been observed. By varying assignments from the standard question and answer format students have had to seek outside sources such as employed personnel, trade publications and scholarly journals. Students have participated above the minimum requirements in most cases with regards to the course discussion boards. A correlation between completion rates and improved level of understanding will be a long term study.

**Department/Unit: Fire Protection Technology**

2012-2013 Planning Priority/Objective: 2635- Instructor will obtain North Carolina Fire Officer II Qualified Instructor (NCFOQI) certification. Through an agreement with the North Carolina Office of the State Fire Marshall and the North Carolina Community College System, students completing the course, FIP-226 Fire Officer I & II will be allowed to take the state certification exam for Fire Officer I & II, only if the instructor has obtained their NCFOQI certification.

Goal: Obtain North Carolina Fire Officer II Qualified Instructor certification.

Progress against the goal: Goal has been met. Instructor is now certified to teach North Carolina Fire Officer I & II. FIP-226, Fire Officer I & II is on the CFCC schedule for spring 2014. This course will only be a certification course if it is taught in the classroom; hybrid and online classes will not meet the state certification requirements.

Additional Accomplishments:

- A need for Public Safety Leadership training has been identified from local agencies. A preliminary program/path of study for a certificate program has been developed that can be used and fit the needs for all Public Safety Agencies. This program path of study will include three courses from the specific discipline (FIP or CJC) as well as three additional courses which address enhancing written communication, business leadership and managements (BUS) as well as leadership development (HUM). Discussions are ongoing with the FIP advisory board as to course content, delivery and departmental merit.
- A new course will be submitted to the NC CCL for approval, CFCC with the approval of the other 19 state FIP programs will submit this application; Firefighter Health and Wellness. Several local agencies in addition to members of the FIP advisory board have expressed a strong desire for this course to be created and implemented in the FIP curriculum.
- Participation in the Fire Protection Technology (FPT) Career and Technical Education (CTE) Grant to evaluate all North Carolina community college FPT programs; to include core courses, certification for credit; not in core courses, consistency statewide, realignment and renaming of courses, program hours not to exceed 64 and the creation of a statewide FPT Association. Proposed program changes will be completed by June 30, 2013.

**Department/Unit: Hospitality Management**

2012-2013 Planning Priority/Objective: 2619- Employers will be satisfied with student's performance in the workplace as evidenced by cooperative education visit feedback, evaluation and Advisory Board meeting. Measurement of employer satisfaction of student performance is one of the required measures in voluntary accreditation of 2-year Hospitality Management programs. We have not sought this due to budget constraints, but do follow guidelines as though we were maintaining compliance with these standards.

Goal: Increase employer satisfaction with student's workplace performance during cooperative work experience.
Progress against this goal: Developing new relationships with Sodexho; a division of Marriott (New Hanover Regional Medical Center), Plantation Village; met with them multiple times to develop a formal, paid co-op position, Whole Foods, and continued to strengthen and maintain strong ties with employers in traditional and emerging hospitality industry employment sectors. Co-op visits and employer contact events are seen as opportunities to advocate for students and CFCC as well as listen to the needs and concerns of employers. Residential retirement communities, gated communities with clubhouses, managed healthcare, catering, healthy oriented full service delicatessen located within an upscale grocery store, etc.

Department/Unit: Hospitality Management
2012-2013 Planning Priority/Objective: 2616- Students will be satisfied with the quality of instruction in the Hospitality Management program provided by full-time and part-time instructors. They will be satisfied with course and facilities.
Goal: Student satisfaction with quality of instruction in the program.
Progress against this goal: HRM-275 is taught in spring, therefore in progress currently. Text in use changed from spring 2012 which was unsatisfactory. Those students assisted in choice of current text which is more accessible and acceptable to students. Ten chapter skills based text will be completed mid-April when class will begin work on critical thinking self-assessment skills booklet recommended as ancillary accompaniment to text. Project was done for second year at Cape Fear Museum. We are also using “Leadership Freak” blog as link on blackboard which students have been encouraged to post on. Each chapter has included a blackboard discussion question for posting for a grade.

Department/Unit: Hospitality Management
2012-2013 Planning Priority/Objective: 2617- Students in the Hospitality Management program will be technically proficient as measured by passing rates and average scores on the competency and certification exams provided by the National Restaurant Association and American Hotel & Lodging Association.
Goal: Students successfully pass certification examination from the NRA and AHLA.
Progress against this goal: First Semester scores/pass rates: ACC-175: 78% average score with 88% passing HRM-124 78% average score with 60% pass rate, HRM-220/A 86% average score with 96% passing and HRM-240 78% average score with a 88% pass rate. Clearly the HRM-220 Cost Control course was the most impressive showing, particularly with two sections with the highest average score and nearly perfect pass rate. All other classes matched the 78% average score with a marked difference in pass rates with HRM-124 Service the poorest. It may be noted that in that class, only five students took the exam with one scoring very poorly and one just missing passing the exam by a point. (This would have brought the pass rate to 80%). Several of the students in that course also had the “old” certification course book but the “new” exam.
Additional Accomplishments:
• CFCC Curriculum Committee approved the re-sequencing of courses to include the addition of summer courses.
• CFCC Alumni, Adam Alfonso, donated a bar for the Hospitality Management program use. The new bar was delivered, installed and put into immediate use in the new Mixology course which was offered during the spring semester.
• Added two new Adjunct Instructors who are both CFCC Alumni. In addition to being alumni they are both local business owners and employers that have further strengthened the ties between the college and hospitality industry.

Department/Unit: Paralegal Technology
2012-2013 Planning Priority/Objective: 2640- Develop online course work for Legal Research I and II to enable student to complete requirements for A.A.S. degree by taking online courses.
Goal: Ability for future students to be able to take all curriculum courses online.
Progress against the goal: Online courses have been expanded to the extent that only two courses in the program have not been offered online.

**Department/Unit: Paralegal Technology**
2012-2013 Planning Priority/Objective: 2641- Review curriculum for the purpose of adding courses relevant to current employment opportunities and remove courses where material can be incorporated in other courses.
Goal: Improve employment opportunities for students by ensuring courses being taught are relevant to current needs of employers.
Progress against the goal: Research has been completed and recommendations for course revisions will be made to the Curriculum Committee in the fall.

**Department/Unit: Paralegal Technology**
2012-2013 Planning Priority/Objective: 2644- Textbooks available for use in paralegal course work are not specific to North Carolina law. In addition they are very costly and not cost effective. Objective is to develop low cost textbooks that specific to North Carolina law and more effective as a teaching and learning tool.
Goal: Provide more NC specific law instruction to assist students as they migrate into the workforce.
Progress against the goal: Supplemental material to augment the textbook with specific North Carolina law has been provided to students by Paralegal instructors.
Additional Accomplishments:
- North Carolina President’s Award of Excellence: Christopher Kennedy
- Dallas Herring Scholarship Nominee: Courtney Hull
- Gov. Robert Scott Leadership Nominee: Christopher Kennedy
- CFCC’s Leadership Scholarship: 2 recipients: Courtney Hull and Christopher Kennedy
- President’s Teaching Excellence Award: Susan E. Clarke
- Recertified with the N. C. Bar for the 2 year degree
- 100% passage rate on the NC paralegal certification exam
- Internships established with the Brunswick County District Attorney's office.
- Partnered with NC State Bar Paralegal Division to present a forum “Lunch and Learn” for all paralegal students.
- Created two new online classes: LEX-289 and LEX-214

**Department/Unit: Business Technologies/Accounting**
2012-2013 Planning Priority/Objective: In the academic years 2000-2001, 2001-2002, and 2002-2003, a survey was taken of accounting students in Intermediate Accounting 2 (ACC 221) to determine their overall satisfaction with the accounting curriculum, including how prepared the student felt for work in accounting. The survey comments provided insight that was used by the then Accounting Lead Instructor and Business Department Chair.
Accomplishment/Improvement: Students in ACC 221 day and evening sections will be surveyed on April 9, 2013 to determine their sentiments on the curriculum course offerings, learned skills, instruction, advising, and degree of difficulty. The results will be shared with all accounting instructors, Business Technologies Chair, and Accounting Advisory Committee for evaluation and recommendations.

**Department/Unit: Business Technologies/Accounting**
2012-2013 Planning Priority/Objective: Provide students desiring to earn a Certificate of Accounting the means to do so through Distance Learning. Accomplishment/Improvement: Beginning Fall 2013 semester an online section of ACC 150 will be available to students. The basic course outline has been established and textbook chosen. As the course software will change to QuickBooks 2013 beginning that semester, only minor issues specific to the software, yet to be delivered, remain.

**Department/Unit: Business Technologies/Accounting**

2012-2013 Planning Priority/Objective: To provide instructors of Managerial Accounting (ACC 121) with guidance as to what is expected of students in this college transfer course through a standardized comprehensive final examination. Accomplishment/Improvement: The comprehensive final examination has been developed by the faculty teaching ACC121. Instructors test students’ knowledge and ability to apply it with a multi-part test. The results indicate that students taking the exam have learned achieved an average (76%) or above level of knowledge in managerial accounting.

**Department/Unit: Business Technologies/Business Administration**

2012-2013 Planning Priority/Objective: Develop sustainability activities or projects for BUS 137, Principles of Management, BUS 260, Business Communications, and re-create exercises for BUS 230, Small Business Management. This goal supports the Code Green Super CIP goal to integrate sustainability into all Vocational and Technical curriculums. Activities or projects include cases, research papers, problems, in-class hands-on exercises, etc. that create awareness of, and introduce management skills for, sustainability in business. Accomplishment/Improvement: Exercises for BUS 137 and BUS 260 are finished and uploaded to the master websites for these courses. The activity for BUS 230 still needs to be re-typed or converted from WordPerfect to Word. Sources for materials for exercises were identified when the goal was written. The sources are previously used exercises that have been well tested in the classroom, but needed to be up-dated and made available in current electronic formats.

**Department/Unit: Business Technologies/Business Administration**

2012-2013 Planning Priority/Objective: Revise and update the master site for ECO 151, Survey of Economics, since a new textbook has been adopted and the previously constructed site is no longer matches the textbook. Accomplishment/Improvement: All newly revised materials have been added to the master site for ECO 151, and the site is now ready for use by new and part-time instructors. The intent is to provide materials for instructors and some assistance in building a Blackboard site for their course.

**Department/Unit: Business Technologies/Computer Information Technology**

2012-2013 Planning Priority/Objective: Develop grading rubrics for course projects in OMT 156 Problem-solving Skills, and BUS 125, personal Finance, that include minimum standards for critical thinking skills, and for oral and written competencies. Accomplishment/Improvement: The OMT 156 grading rubric has been completed and is ready for use by instructors beginning in the fall 2013 semester. The BUS 125 grading rubric is still a work in-progress, but should be completed by the end of the spring 2013 semester.

**Department/Unit: Business Technologies/Computer Information Technology**

2012-2013 Planning Priority/Objective: The objective of this planning module is to ensure that 100% of the students who take CTS 289 Systems Projects have a resume completed before starting this class.
Accomplishment/Improvement: This goal has been met. The Career Services Office provided an in-class workshop in both the fall and spring semesters. The instructor will have Mr. Douglas Tarble from the CFCC Small Business Center come to class and do a follow-up workshop on networking with businesses in the area and the importance of having a good resume.

**Department/Unit: Business Technologies/Computer Information Technology**

2012-2013 Planning Priority/Objective: The objective of this planning module is to improve the overall exam scores for all five module exams by 10%. To accomplish this I plan to use the SAM frequency analysis reports to help improve the creations of SAM exams for student assessments in the CIS 110 Introduction to Computers and CIS 111 Basic PC Literacy.

Accomplishment/Improvement: Data has been collected for the Fall 2012 semester and once added to the Spring data to be collected in May, we will know how best to incorporate process improvements in the delivery of CIS 110 and CIS 111. We have already chosen a new textbook for CIS 111 for use beginning with the summer 2013 semester. We believe the new textbook will increase student success.

**Department/Unit: Business Technologies/Computer Information Technology**

2012-2013 Planning Priority/Objective: The objective of the SAM instructor’s training will be to help ensure that 100% of the instructors who use SAM for CIS 110 Introduction to Computers and CIS 111 Basic PC Literacy are properly trained.

Accomplishment/Improvement: Scotty Williams provided a training session for SAM 2010 in the week prior to the beginning of the fall 2012 semester. He continues to mentor new CIS 110 and CIS 111 instructors in the use of SAM. All current CIS 110 and CIS 111 instructors have been trained in the use of SAM.

**Department/Unit: Business Technologies/Medical Office Administration**

2012-2013 Planning Priority/Objective: Students who have obtained a co-operative work experience will share their experience with other Medical Office Administration program students.

Accomplishment/Improvement: The completion of this goal is set for May 1, 2013. MOA students in the OST 243 Medical Office Simulation class who have worked or are currently working in a medical office by a co-operative experience, will share their experience with fellow classmates who will graduate this year without this work-related experience. Guest speakers (professionals working in the various medical fields as found in the MOA program) will be invited. A CFCC Medical Transcription program graduate from the Class of 2002 has accepted the invitation. She has worked as a home-based medical transcriptionist since the day of her graduation. She will share her experience with the class.

**Department/Unit: Business Technologies/Medical Office Administration**

2012-2013 Planning Priority/Objective: Administer a post-graduate survey reflecting the employment status of students who graduate from the Medical Office Administration Program.

Accomplishment/Improvement: The completion of this goal is set for June 30, 2013. However, 6 of the 13 July 2012 graduates are full-time employees working in the medical field and/or health-related field. One of the six is employed by Cape Fear Community College as instructor in the MOA program.

**Department/Unit: Business Technologies/Medical Transcription**

2012-2013 Planning Priority/Objective: With the close-out of the Medical Transcription diploma program by the end of the summer 2013 semester, there needs to be a review of program evaluations for each current Medical Transcription student to evaluate likelihood of completion by the summer 2013 graduation date.
Accomplishment/Improvement: 100% of Medical Transcription student evaluations were analyzed to determine future OST 201 and 202 scheduling needs. Melissa met with many of the current MT students during the advising period for the upcoming Summer/Fall 2013 semesters. Based on the evaluations and meetings with students, it is apparent that the Business Technologies Department will need to schedule one section of OST 201 in the Fall 2013 semester, and one section of OST 202 in the Spring 2014 and Summer 2014 semesters in order to accommodate completion of current MT majors. Melissa Watson has scheduled the needed OST 201 section for fall 2013 and the needed OST 202 section for spring 2014. She will schedule one final section of OST 202 for summer 2014 once it comes time to create that semester schedule.

Department/Unit: Business Technologies/Medical Transcription
2012-2013 Planning Priority/Objective: Complete all required curriculum forms and documentation to remove Medical Transcription courses from the CFCC catalog, and to remove the diploma program from the college's offerings in total.
Accomplishment/Improvement: The removal of the Medical Transcription Diploma program was agreed upon at the January 17, 2013 Curriculum Committee Meeting. It will be removed from the program offerings beginning in with the 2013-2014 academic year. Remaining students in the program will be "taught-out".

Department/Unit: Business Technologies/Medical Transcription
2012-2013 Planning Priority/Objective: With the close-out and removal of the Medical Transcription diploma program at Cape Fear Community College, we must reach out to the community members of its advisory committee to determine their willingness to continue to advise within the Medical Office Administration or Healthcare Business Informatics degree program advisory committees.
Accomplishment/Improvement: Two of the five Medical Transcription Advisory Committee members are willing to serve on the MOA Advisory Committee and one is willing to serve on the HBI Advisory Committee. This means that 60% of the members will continue to serve and contribute to these programs. We will be updating the documentation regarding the Advisory lists to include these new MOA and HBI Advisory Committee members. These members will be notified of their new respective advisory committee meetings for spring 2013.

Department/Unit: Business Technologies/Real Estate Licensing
2012-2013 Planning Priority/Objective: The objective is to have real estate students improve in each section of the report entitled "Performance of Candidates by Examination Section" given to CFCC by the N.C. Real Estate Commission every year.
Accomplishment/Improvement: In the last report from 3/1/2012 through 2/28/2013, only one CFCC student was tested under the new system utilizing two separate “Sections” of the licensing exam: "National Section": Agency & Contracts 85.7%, Property Ownership 78.6%, Finance 33.3%, Real Property 85.7%, Marketing 75%, Property Management 62.5%, Math 92.3%, and Overall 75%. “State Section”: License Law & Rules 61.9%, Other Laws & Practices 90%, and General Topics 77.8%. When we receive another report in the future from the Commission we will have a basis for comparison.

Department/Unit: Business Technologies/Real Estate Licensing
2012-2013 Planning Priority/Objective: The objective is to improve the overall pass fail ratio of our students on the N.C. Real Estate Licensing Examination.
Accomplishment/Improvement: The Real Estate Commission requires at least 6 or more students to be tested in order to be officially acknowledged. CFCC only had one student tested between 3/1/2012 through 2/28/2013. That student did not pass the state exam. However, the Commission
published the examination performance report for July 1, 2011 through February 17, 2012. Cape Fear Community College had a 100% pass/fail rate during that time period. The overall pass/fail rate for real estate schools across the state was only 75%. CFCC continues to be by far the best real estate school in the tri-county area. The instructor has been recognized by the NC Real Estate Commission for exceeding an 80% pass fail ratio numerous times. There are currently twelve students taking RLS 112 in the spring semester. I am hopeful that several of them will earn the right to sit for the state exam. The following Pass Fail Rates provided by The North Carolina Real Estate Commission:

- 3/1/12 through 2/28/13 - 0% (only 1 student tested)
- 7/1/11 through 2/29/12 - 100% (3 student tested)
- 7/1/10 through 6/30/11 - 100% (4 students tested)
- 7/1/09 through 6/30/10 - 83% (12 students tested)
- 7/1/08 through 6/30/09 - 100% (7 students tested)
- 7/1/07 through 6/30/08 - 90% (10 students tested)

Department/Unit: Business Technologies/Real Estate Licensing
2012-2013 Planning Priority/Objective: The objective is to have the real estate program grow through increased enrollment.
Accomplishment/Improvement: The Fall 2012 semester had 8 Pre-Licensing students but unfortunately none of them earned the right to sit for the state exam. The spring 2013 semester has 12 Pre-Licensing students and I am confident that several of them will earn the right to sit for the state exam. We advertise the Post-licensing class schedule on the Commission’s website in an attempt to increase enrollment in the program. We continue to advertise the real estate program in the newspaper as well as in the CFCC Connection. The accomplishments and pass fail ratio of the program are posted on the CFCC website. All the North Carolina private schools and community colleges are looking forward to increased enrollment as the real estate market begins to rebound nationwide this spring and summer.

Department/Unit: Business Technologies/Real Estate Licensing
2012-2013 Planning Priority/Objective: The objective is for the real estate instructor to strive for "continual improvement" in order that real estate students receive effective instruction.
Accomplishment/Improvement: Object to have a minimum of 90% students respond with “good” or “excellent” in each category of the student evaluation of the instructor was successfully attained in the most recent student evaluations issued on campus.
This is the second year that Lead Instructor, Laurel Pettys, has been nominated for the Marilyn Goodman Anderson award for Excellence in Teaching. Expanded the Real Estate Advisory Board by adding three new members; total of 8 members, 4 of whom are former students and 2 of whom are minorities. The NC Real Estate Commission has edited the “Manual” and expanded the course material for both the Pre and Post courses thus requiring instructors to learn new material and incorporate it into their classes. Lead Instructor has taught 5 different real estate courses and 5 different business administration courses.

Department/Unit: CE/Occupational Extension – 53200
2012-2013 Planning Priority/Objective 2791: To Identify short-term Tier One certification classes that will assist unemployed and underemployed individuals to find gainful employment.
Accomplishment/Improvement: Barbering Certification, Manicuring, and Building Maintenance/Commercial Cleaning were added.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
2012-2013 Planning Priority/Objective 2706: To implement the new NC Nurse Aide Level I Curriculum.
Accomplishment/Improvement: Goal accomplished 12/13/12. First phase of roll-out accomplished. Additional changes will be mandated by the state at a later time.

**Department/Unit:** Continuing Education Administration – 53000

2012-2013 Planning Priority/Objective 2792: To streamline continuing education on-line registration process and simplify registration access for CE students.
Accomplishment/Improvement: Still in progress

**Department/Unit:** CE/Community Service - 53430

2012-2013 Planning Priority/Objective: To use the Heritage Arts Program and Gullah Geechee initiative to stimulate and support area arts and crafts businesses.
Accomplishment/Improvement: Though 14 Heritage Arts course titles were available, nine classes filled at the CFCC Downtown and North Campuses for a total of 1,591 Contact Hours. One Summer Kids’ College Self-Supporting Heritage Arts/Crafts course was scheduled for eight minors/youths. Currently four additional adult titles will begin during late spring and summer 2013; six additional Self-supporting Heritage Arts/Crafts Camps are planned for summer. Annual Gullah-Geechee public programming were available free of charge, and quarterly public meetings to discuss the Dept. of the Interior (National Park Service) Gullah-Geechee Heritage corridor plans and budget are scheduled.

**Department/Unit:** Basic Skills/LEIS - 53313

2012-2013 Planning Priority/Objective: 2684- Improving student's skills so they can get a job or go to college are the program's number one goal. Each student is pre and post tested to determine academic skills and show progress in meeting state and federal goals. We want to meet those state and federal performance measures/goals.
Accomplishment/Improvement: We did meet the performance measure for the State moving students to higher academic levels in all but one of the 12 levels. Also, the number of AHS diplomas increased 19% over the last reporting year and 41% of our graduates enrolled at CFCC in Continuing Education or Curriculum.

**Department/Unit:** Basic Skills/ABE On campus/GED On campus/AHS - 53311

2012-2013 Planning Priority/Objective: 2524- Increase the number of AHS achievements by post-testing English 4 and Geometry completers on the CASAS test.
Accomplishment/Improvement: Did not complete. The State changed the performance measures and this is no longer a priority.

**Department/Unit:** Basic Skills/ABE On campus/GED On campus/AHS - 53311

2012-2013 Planning Priority/Objective: 2528- Increase the number of students who enroll and complete an online course for credit, thereby, increasing the overall AHS retention rate.
Accomplishment/Improvement: We did begin using a new more user-friendly AHS on-line software called APEX. As a result, student retention has improved.

**Department/Unit: Basic Skills/ABE Off-campus/CED/GED Off-campus - 53312**
2012-2013 Planning Priority/Objective: 2677- Student retention rate will increase in 100% of all off campus ABE/GED classes.
Accomplishment/Improvement: Pending, Spring Semester ends in May. In the Fall Semester, student retention improved in 4 of 13 classes. The program coordinator will examine each class attendance to determine a way to improve all class retention.

**Department/Unit: Basic Skills/ ABE Off-campus/CED/GED Off-campus - 53312**
2012-2013 Planning Priority/Objective 2679: Increase knowledge of new teaching methods through professional development.
Accomplishment/Improvement: 62% of the Basic Skills instructors have completed the on-line orientation. Nine of eleven off campus instructors have begun the Adult Education Credential process through NC State and the NCCCS.

**Department/Unit: Basic Skills/ ABE Off-campus/CED/GED Off-campus- 53312**
Accomplishment/Improvement: Pending, Spring Semester ends in May. Enrollment increased in 1 of 13 classes in the fall semester. While enrollment was down in the other classes, the number of contact hours or hours the students spent in class were up. We are also working to increase our program visibility and have created new materials for the public.

**Department/Unit: CE/Customized Training and Workforce Development**
2012-2013 Planning Priority/Objective: 2572- Enhance and expand the offerings of the BIG Division. Objective 2574: Enhance and expand SBC offerings and community involvement. Objective 2575: Enhance and expand the offerings of the HRD and CRC Programs.
Accomplishment/Improvement:
- Identified appropriate site for Barbering program, updated building to meet barbering board criteria and turned one suite into a classroom. Recruited instructors and students, passed school inspection to become approved school, ordered various office and instructional supplies for start-up, worked with instructor to begin program.
- Applied to NCCCS and NCDOC for approval to offer Building Maintenance/Commercial Cleaning at New Hanover Prison. This is a 360-hour program and will be offered as a full-time program at the prison. Received approval and first class began spring 2013.

**Department/Unit: Continuing Education/CE Administration 53000**
2012-2013 Planning Priority/Objective: 2791- Increase the number of certification classes offered in service area.
Accomplishment/Improvement: Offering 2 First Responder Academies per year to include all 'Tier One' firefighter certification classes as well as other certification classes needed for entry level firefighters seeking employment in the field. FTE's in fire/rescue training have increased by 20% from 2011 to 2012 calendar year.

**Department/Unit: Computer Engineering**
2012-2013 Planning Priority/Objective: Increase offerings in CET 111.
Accomplishment/Improvement: We have added extra sections in CET111 in the fall 2012 and spring 2013 sections and had them filled to near capacity. We will offer the same # of sections fall 2013 to see if numbers continue to hold at current levels.

**Department/Unit: Culinary Arts**
2012-2013 Planning Priority/Objective: Students in the Hospitality Management Program will be technically proficient as measured by passing rates and average scores on the competency and certification exams provided by the National Restaurant Association and American Hotel and Lodging Association.
Accomplishment/Improvement: College Goal # 1 Teaching and Learning
Students sitting for the National Restaurant Association Certification exam had an overall 72% pass rate. Twenty five students took the exam, 18 students passed the exam. The pass rate fluctuates, this group scored lower than previous groups; however, we will continue to do our best to improve student pass rates.

**Department/Unit: Boat Building-52503**
2012-2013 Planning Priority/Objective: Petit Paint
Accomplishment/Improvement: Work with Petit Paint Co. technicians to give a seminar for students on the proper use and procedure for applying marine enamel. A seminar was organized with a Petit Paint Company technician. It was attended by both the Boat Building and Boat Manufacturing students. It was very informative.

**Department/Unit: Health Science/Associate Degree Nursing**
2012-2013 Planning Priority/Objective: 2649- Student Retention: Enhance the graduation rate for the ADN Class of 2013 by 3%.
Accomplishment/Improvement: Graduation is May 4, 2013. Results will be concluded at that time. 100% of students were provided with academic success meetings and tutors upon request. Current retention rate for ADN class of 2013 is slightly lower than 2012. This is a trend seen across the state with implementation of the new curriculum.

**Department/Unit: Health Science/Associate Degree Nursing**
2012-2013 Planning Priority/Objective: 2673- Graduate students that are well prepared for entry level practice as Registered Nurses.
Accomplishment/Improvement: These results will not be available until after the graduates have taken the NCLEX-RN exam after graduation and also return of employment surveys.

**Department/Unit: Health Science/ Dental Assisting**
2012-2013 Planning Priority/Objective: 2675- Dental Assisting graduates will be knowledgeable and competent in the key areas in the practice of dental assisting
Accomplishment/Improvement: These results will not be available until after the graduates have taken the National Board Dental Assisting Examination after graduation and also return of employment surveys.
Department/Unit: Health Science / Dental Assisting
2012-2013 Planning Priority/Objective: 2680- Faculty will develop procedure videos for competencies in the program.
Accomplishment/Improvement: Results will be available at the end of the semester.

Department/Unit: Health Science / Dental Assisting
2012-2013 Planning Priority/Objective: 2678- The use of Camtasia will be implemented in the dental assisting program to improve instruction.
Accomplishment/Improvement: Videos have been completed and evaluations will be completed at the end of the semester.

Department/Unit: Health Science / Dental Hygiene
2012-2013 Planning Priority/Objective: 2783- 100% of the 2013 Dental Hygiene graduates will pass the National Board Dental Hygiene Examination on their first attempt.
Accomplishment/Improvement: The students will not take this exam until April 16; I do not expect the results before May 1, 2013.

Department/Unit: Health Science / Dental Hygiene
2012-2013 Planning Priority/Objective: 2781- 100% of the 2013 Dental Hygiene graduates will pass a state or regional examination on their first attempt.
Accomplishment/Improvement: The students will not take this exam until June 7 and 8, 2013, I do not expect the results before July 1, 2013.

Department/Unit: Health Science / Sonography
2012-2013 Planning Priority/Objective: 2689- 80 %of graduates who take the national registry exam will pass
Accomplishment/Improvement: 100% pass rate for 2012 graduates.

Department/Unit: Health Science / Sonography
2012-2013 Planning Priority/Objective: 2691- To provide the students with obstetrical scanning practice in the lab
Accomplishment/Improvement: The clinic has been created and has generated positive feedback and community interest.

Department/Unit: Health Science / Sonography
2012-2013 Planning Priority/Objective: 2670- Utilize a Sonography Skills Awareness course to evaluate scanning skills prior to entering the sonography program.
Accomplishment/Improvement: Initiated the six week continuing education course, “Sonography Skills Awareness” in order to increase retention. Reports state the course is successful in determining the capability of incoming students.

Department/Unit: Health Science / Occupational Therapy Assistant
2012-2013 Planning Priority/Objective: 2768- To deliver effective OTA programming that leads to student success on national board examination, successful acquisition of employment and minimal attrition
Accomplishment/Improvement: 100% of graduates from the class of 2012 passed the National Board for Certification in Occupational Therapy exam at the first attempt. 90% of 2012 graduates (who have responded to surveys) seeking employment as an OTA became employed within the field within 6 months from time of certification. Retention rate remained the same from the previous year as 12%. 2013 results are not available as yet.
Department/Unit: Health Science / Occupational Therapy Assistant
2012-2013 Planning Priority/Objective: 2769- Enhance student learning and understanding of the latest in treatment equipment and methods utilized in various OT settings including clinic/work/home/community. When learners understand the application and use of various pieces of equipment, they are better able to apply that information when treating future clients. This knowledge will create greater potential for the success of the learner and make them more marketable in the workplace.
Accomplishment/Improvement: OTA classes will have new equipment/supplies integrated into instructional units both in theory and practice applications by 7-1-2013

Department/Unit: Health Science / Occupational Therapy Assistant
2012-2013 Planning Priority/Objective: 2770- Continue to develop and nurture all fieldwork sites including emerging practice area and community based sites for both level I and level II experiences.
Accomplishment/Improvement: All established fieldwork sites continue to take CFCC OTA students. Several new sites have been established outside of Wilmington and 3-county area to support students interested in staying closer to home or exploring other areas of the country while completing 8-week rotations. The OTA program has reestablished a clinical site. The Naval Hospital in Jacksonville, NC will again be included in the clinical sites used for OTA students.

Department/Unit: Health Science / Pharmacy Technology
2012-2013 Planning Priority/Objective: 2754- Lab simulation activities for the PHM 111 Pharmacy Practice I, PHM 150 Hospital Pharmacy, and PHM 155 Community Pharmacy will be expanded to include prescription scanning/document management and advanced training on automated dispensing cabinets.
Accomplishment/Improvement: Diploma students & AAS Degree students utilized new technology in the lab – ScriptPro® Robotic Dispensing System, WinPharm® hospital pharmacy software, and Zebra® thermal label printer.

Department/Unit: Health Science / Pharmacy Technology
2012-2013 Planning Priority/Objective: 2755- Review curriculum and make changes to support the new American Society of Health System Pharmacists Accreditation Standard for Pharmacy Technician Training Programs. Review the new blueprint for the revised Pharmacy Technician Certification Board Exam and modify coursework as needed
Accomplishment/Improvement: Multi-media upgrades completed in the L330 teaching lab.

Department/Unit: Health Science / Pharmacy Technology
2012-2013 Planning Priority/Objective: 2753- A separate and distinct professionalism module will be incorporated into PHM 111 Pharmacy Practice I and PHM 165 Pharmacy Professional Practice.
Accomplishment/Improvement: A separate professionalism textbook was chosen for use in the PHM 111 Pharmacy Practice I course. Several professionalism assignments have designed, assigned and completed during the fall semester including a presentation at the end of the semester by each student which will meet the oral and written communications requirement for the diploma programs. Utilizing the new professionalism textbook, students were required to complete a take home assignment entitled “The Practicum Experience” which will help prepare them to enter their clinical rotations during the spring semester. Students will continue the Professionalism Module in the PHM 165 Pharmacy Professional Practice course during the 2013 summer semester.

Department/Unit: Health Science / Phlebotomy
2012-2013 Planning Priority/Objective: 2779- Develop a better rapport with the clinical sites.
Accomplishment/Improvement: Activities now in progress: weekly visits to clinical sites, clinical sites have completed an online evaluation, new form created for clinical sites and students, Phlebotomy appreciation dinner has been scheduled.

**Department/Unit: Health Science / Phlebotomy**
2012-2013 Planning Priority/Objective: 2802- Complete Accreditation Paperwork for NAACLS.
Accomplishment/Improvement: Paperwork has been completed for application to NAACLS for accreditation. Do not expect to hear answer from NAACLS before May 1, 2013.

**Department/Unit: Health Science/Practical Nursing**
2012-2013 Planning Priority/Objective: 2794- 95% of graduates will pass the NCLEX-PN on the first attempt.
Accomplishment/Improvement: These results will not be available until after the graduates have taken the NCLEX-PN exam after graduation.

**Department/Unit: Health Science/Practical Nursing**
2012-2013 Planning Priority/Objective: 2793- At least 70% of students entering the Practical Nursing Program will complete the program in one year.
Accomplishment/Improvement: These results will not be available until after the graduation.

**Department/Unit: Health Science/Radiography**
2012-2013 Planning Priority/Objective: 2718- Graduate students who will be able to effectively utilize problem solving, critical thinking, and communication skills in the performance of medical imaging procedures
Accomplishment/Improvement: These results will not be available until after the graduation and return of employer surveys.

**Department/Unit: Health Science/Radiography**
2012-2013 Planning Priority/Objective: 2719- Meet the needs of the community by providing qualified radiographers
Accomplishment/Improvement: These results will not be available until after the graduation and return of student and employer surveys and results of ARRT exam.

**Department/Unit: Health Science/Radiography**
2012-2013 Planning Priority/Objective: 2720- Graduate students who will accept responsibility for continuing the process of professional development and growth.
Accomplishment/Improvement: These results will not be available until after the graduation and return of student and employer surveys and results of ARRT exam.

**Department/Unit: Health Science/Radiography**
2012-2013 Planning Priority/Objective: 2721- Graduate students who will demonstrate competence in skills basic to the Radiography Profession
Accomplishment/Improvement: These results will not be available until after the graduation and return of student and employer surveys and results of ARRT exam.

**Department/Unit: Health Science/Surgical Technology**
2012-2013 Planning Priority/Objective: 2741- Set up new lab facility in Union Station to provide an enhanced learning environment for the enrolling class of August 2013.
Accomplishment/Improvement: Work is in progress to accomplish this goal.
**Department/Unit: Health Science/Surgical Technology**  
2012-2013 Planning Priority/Objective: 2739- Strategize a method to improve Student Retention Rate  
Accomplishment/Improvement: Work is in progress to accomplish this goal.

**Department/Unit: Health Science/Early Childhood Associate**  
2012-2013 Planning Priority/Objective: 2739- To incorporate a wider variety of agencies and organizations related to Early Childhood Education into the content of ECE classes.  
Accomplishment/Improvement: Work is in progress to accomplish this goal.

**Department/Unit: Health Science/Early Childhood Associate**  
2012-2013 Planning Priority/Objective: 2494- Add another EDU course as a hybrid course  
Accomplishment/Improvement: Complete

**Department/Unit: English**  
2011-2012 Planning Priority/Objective: Students who take ACA 111 and ACA 122 will demonstrate an understanding of basic concepts relating to distance learning.  
Accomplishment/Improvement: This DL unit was created in all ACA courses, but this goal was not completed; in fact, it was changed. The Coordinator for ACA and Developmental English and Reading created and administered a DL survey to ACA students instead of inserting DL questions into the ACA Common Final. Students reported the following: 1. Sixty-eight percent of the students surveyed were comfortable using the Bb Discussion Board.  2. Seventy-two percent of the students surveyed were comfortable submitting an assignment in Bb. 3. Sixty-seven percent of the students surveyed were comfortable taking an online test or survey in Bb.  
The English Department has no plan to use these results because all ACA courses have been converted to hybrids, so the DL component is embedded in the course itself.

**Department/Unit: English**  
2011-2012 Planning Priority/Objective: English 111 students will demonstrate competent critical thinking according to the QEP Assessment Team’s critical thinking rubric.  
Accomplishment/Improvement: Forty-three percent of the student artifacts were deemed competent by the QEP Assessment Team. The English Department will continue to offer English 111 artifacts to the QEP Assessment Team; however, the type of assignment will change and the Paideia Seminar will become optional.

**Department/Unit: English**  
2011-2012 Planning Priority/Objective: Students who enroll in English 095 will be retained in the course until the end of the semester.  
Accomplishment/Improvement: The data collected by the Coordinator for ACA and Developmental English and Reading demonstrates that 81.23% of students who enrolled in English 095 in the academic year 2011-2012 successfully completed the course. The Coordinator for ACA and Developmental English and Reading will continue to collect data on English 095 retention to stay in touch with the percentage of successful completers.

**Department/Unit: College Transfer**  
2011-2012 Planning Priority/Objective: Enhance the advising process so that transfer students may be more informed about program requirements and college resources/services since these students are doing more self-advising.  
Accomplishment/Improvement: The sessions were conducted but surveys were not distributed because after the group advising, students sought individual advising.
The group sessions will discontinue temporarily, and a new strategy will be used to improve the advising process. Meanwhile, the Dean of Arts and Sciences will collaborate with personnel in the college and write an online advising newsletter that addresses advising issues pertinent to all curriculum students. This newsletter will be available online to all curriculum students, faculty, and staff, and a few hard copies will be placed in the registration area for Arts and Sciences advisors. The goal is to improve student success and remind students about important updates.

**Department/Unit: Science**
2012-2013 Planning Priority/Objective: Students will demonstrate proficiency in the scientific method.
Accomplishment/Improvement: 80% of the students will show proficiency in the scientific method before leaving the gateway science courses. Results are on-going. Data is insufficient to report. Goal will continue.

**Department/Unit: Science**
2012-2013 Planning Priority/Objective: Courses will be designed to incorporate more critical thinking opportunities.
Accomplishment/Improvement: 80% of the Chemistry 151 students will demonstrate improvement on their reasoning skills when presented with complex problems or issues.

**Department/Unit: Science**
2012-2013 Planning Priority/Objective: Instructors will work on ways to improve retention in BIO 168.
Accomplishment/Improvement: To show students the areas of weaknesses that they need to work on to be more successful in BIO 168.

**Department/Unit: Boat Services-52505**
2012-2013 Planning Priority/Objective: Train students in the disciplines of boat services, repairs, and restoration by continuing progress on the former Coast Guard Surface Rescue Boat acquired by CFCC.
Accomplishment/Improvement: Progress has been continual thus far on the Surface Rescue Boat. The current repairs and restoration to the aft deck area is projected to be completed in time for the fall 2013 semester.

**Department/Unit: Boat Services-52505**
2012-2013 Planning Priority/Objective: Once acquisition of "Yard Arm" boats stands is completed students will be exposed to the safe and proper handling of boats in a simulated commercial boatyard environment.
Accomplishment/Improvement: “Yard Arm” boat stands were purchased with the 2012 equipment funds and student training and usage has been a success.

**Department/Unit: Boat Services-52505**
2012-2013 Planning Priority/Objective: Create a mock-up stern section of a boat’s hull in which to more effectively demonstrate and practice engine installation. Once complete, this platform may be used for indefinitely for students to train on the principles of many different types of engine installation.
Accomplishment/Improvement: Ground-up creation of a stern section was not necessary due to the donation of a Grady White hull. Converting the stern section of the Grady White to a suitable platform for practice engine installation is nearly complete and should be usable by May 2013.
Department/Unit: Humanities & Fine Arts
2012-2013 Planning Priority/Objective: 2752- Basic Oral Competency
In order to assess the level of student Oral Competency in general education courses, subjects that require such skills will be selected and in return, will produce student artifacts (in the form of recorded speeches, etc.) that will be assessed based on a rubric that outlines specific oral competency expectations.
Accomplishment/Improvement: No Actual Results to Display

Department/Unit: Humanities & Fine Arts
2012-2013 Planning Priority/Objective: 2757- Critical Thinking Assessment
Students attending a forum dealing with civility will show improvement in their ability to think critically concerning this increasing complex issue.
Accomplishment/Improvement: No Actual Results to Display

Department/Unit: Foundation
2012-2013 Planning Priority/Objective: To improve CFCC Ambassador program to include focus on learning outcomes and critical thinking.
Foundation Goal: The Foundation continued to assess learning outcomes for the CFCC Student Ambassadors. Pre- and post-tests were administered to the ambassador teams to determine the personal growth and/or learning achieved during their term as ambassadors. Results showed improvement in areas such as communication skills, professionalism, customer service, leadership, and personal development. The pre- and post-tests will continue to be critical tools in assessing student learning on the ambassador team.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Reformat Online Practice Materials for the Psychological Services Bureau Test
Accomplishment/Improvement: Interactive materials provide an environment for active learning and critical thinking. Actively engaging students in these practice materials provides a stronger foundation upon which learning can occur

Department/Unit: Social Behavioral Sciences
Objective: By increasing the number and type of curriculum related activities available to students, as exampled by the formation of clubs and organizations, students will become involved in discipline related projects. Greater participation in such events may lead to greater student retention since this will increase time of instructor and student contact.
Accomplishment/Improvements: Instructors in social and behavioral sponsored four disciplined related clubs: sociology, psychology, political science, and anthropology. Sociology club and anthropology club each conducted a seminar during the spring of 2012 that promoted student and community involvement.

GOAL 1
Department/Unit: Social and behavioral is committed to continue our emphasis on increasing global awareness. Objective: It is thought that by taking advantage of related professional development opportunities, instructors may gain increased understanding and awareness which, in turn, will be passed on to students.
Accomplishment/Improvement: During the fall of 2011 and the spring of 2012, thirty-two percent of departmental faculty, full time, attended at least one professional development meeting/seminar containing at least one component directly relating to global awareness. This information was shared and disseminated departmentally during spring of 2012.
**Department/Unit: Engineering / Chemical Technology**
Accomplishment/Improvement: In 2012, the Chemical Technology program introduced a new piece of equipment, an automated density meter, to students enrolled in the program. The automated density meter has improved student education by allowing them to be introduced to industry-grade methods, exposing them to more instrumentation in the laboratory environment, and allowing them to statistically compare results from the instrument to the older hand methods that have been performed in the past.

**Department/Unit: Engineering / Chemical Technology**
Accomplishment/Improvement: In 2012, the Chemical Technology program introduced a new piece of equipment, an automated polarimeter, to students enrolled in the program. The automated polarimeter has improved student education by allowing them to be introduced to industry-grade methods, exposing them to more instrumentation in the laboratory environment, and allowing them to statistically compare results from the instrument to the older hand methods that have been performed in the past. The instrument was specifically chosen to match industry and local employers in the New Hanover and surrounding counties.

**Department/Unit: Engineering / Chemical Technology**
Accomplishment/Improvement: In 2013, the Chemical Technology program introduced a new piece of equipment, an automated total organic carbon analyzer (TOC), to students enrolled in the program. The automated TOC has improved student education by allowing them to be introduced to industry-grade methods, exposing them to more instrumentation in the laboratory environment, and allowing them to statistically compare results from the instrument to the older hand methods that have been performed in the past. The instrument was specifically chosen to match industry and local employers in the New Hanover and surrounding counties. The instrument is computer controlled; therefore, the system also provides students with software training, an important trait employers look for when making a decision on incoming candidates.

**Department/Unit: Computer Engineering**
2012-2013 Planning Priority/Objective: Increase offerings in CET 111.
Accomplishment/Improvement: We have added extra sections in CET 111 in the fall 2012 and spring 2013 Sections and had them filled to near capacity. We will offer the same # of sections fall 2013 to see if numbers continue to hold at current levels.

**Department/Unit: Computer-Integrated Machining**
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: The Computer-Integrated Machining Curriculum has restructured the curricula offerings of the program to enhance the learning outcomes of the Computer-Integrated Machining students. There were several steps in this process. First, we modified Jigs and Fixtures I to concentrate more heavily on fixtures and less on jigs. Jigs are not commonplace in most of today’s manufacturing. Then we replaced Jigs and Fixtures II with two other classes. One of those classes is Production Procedures which will prepare students to plan and produce cost effective quality parts. These are characteristics that are very much desired by employers. The second class is Mold Construction I which will introduce students to the basics of mold design, including types, construction and application of molds. Additionally, we have added a Basic CAD
class to our curriculum to give the students a better knowledge of how parts are designed in computer-aided drafting software. This will give students the knowledge to make drawings and changes to current drawings once they are employed.

Department/Unit: Interior Design
2012-2013 Planning Priority/Objective: 2537 - To Increase Students Skills in "Adaptable" Design
Accomplishment/Improvement: Students have shown a greater interest and knowledge level of adaptable design and have demonstrated that they can apply that knowledge to specific project challenges. The average score containing this specific challenge was 96%.

Department/Unit: Interior Design
2012-2013 Planning Priority/Objective: 2538 - To increase the students use of their Critical Thinking skills for Project Presentations
Accomplishment/Improvement: Senior students have reported (when surveyed) an enhanced confidence in presenting a design solution that applying critical thinking skills has given them. Scores on their presentations has risen 12.5% since last year

Department/Unit: Interior Design
2012-2013 Planning Priority/Objective: 2539 - To increase the student’s knowledge level of building construction and systems
Accomplishment/Improvement: Students have shown an improved knowledge level in group discussions and rate their comfort level in building systems as improved. The self-evaluation average was 7.8 out of 10. The students have also demonstrated that they can create practical solutions (considering building systems) to hands-on design projects. The average score for this project was 90%.

Department/Unit: Engineering/Nuclear Technology
2012-2013 Planning Priority/Objective: High/Enhance Student Learning About Nuclear Systems with Tour of Brunswick Nuclear Plant
Accomplishment/Improvement: Contact was made in March 2013 with representative of Duke-Progress Energy to discuss annual field trip to the Brunswick Plant in Southport. Duke-Progress representative agreed to arrange a field trip through plant staff and to advise a schedule.

Department/Unit: Engineering/Nuclear Technology
2012-2013 Planning Priority/Objective: High/Identify Curriculum Options within Nuclear Technology Program
Accomplishment/Improvement: A follow-up meeting with a representative of Duke-Progress Energy confirmed their interest in CFCC for the following concentrations within the Nuclear Technology program: non-licensed operator; mechanical maintenance technician; electrical maintenance technician; and instrumentation & control maintenance technician. Revised curricula at CFCC would be in accordance with the National Academy of Nuclear Training with Duke-Progress providing support documentation. For example, the CFCC program for non-licensed operators would be similar to the program at Gaston College. We are currently awaiting approval from Duke-Progress Energy to begin curriculum development.

Department/Unit: Engineering/Nuclear Technology
Accomplishment/Improvement: Beginning in August 2012, initiated one-hour program orientation meetings each Fall and Spring semester to incoming students to explain importance of the
program’s required cooperative work experience and the need to meet industry standards for fitness for duty. Student’s completing the orientation sign a sheet that acknowledges CFCC is not responsible for their meeting security requirements and that their meeting those requirements is necessary for the AAS degree in Nuclear Technology. After several months of preparation to complete agreements with service providers, all program students, effective March 2013, are required to complete, at their expense, a background check, random drug screen, and psychological test. These measures have become necessary to prevent students from spending up to four semesters in the program before finding out they cannot get access into a nuclear power plant.

**Department/Unit: Engineering/Nuclear Technology**

2012-2013 Planning Priority/Objective: High/Increase Employment Opportunities for Nuclear Technology Graduates

Accomplishment/Improvement: To provide employment opportunities for program students who do not have the Granite Services scholarship, contact was made in September 2012 with a representative of BHI Energy to review nuclear industry needs to meet demand for qualified nuclear workers to replace workers retiring. BHI Energy considers CFCC as especially suited to meeting demand for maintenance technicians and initiated an agreement of support signed by the CFCC President on November 28, 2012 in which BHI can provide assistance in staffing both nuclear and non-nuclear power plants with CFCC graduates from three technical programs and three vocational programs. In addition, BWB, a subsidiary of BHI Energy, provided cooperative work experience opportunities for a few students. In addition, in November 2012, GE-Hitachi agreed to provide cooperative work experience opportunities through either Granite Services or Sonic Services to non-scholarship students beginning with the spring 2013 semester.

**Department/Unit: Engineering/Nuclear Technology**

2012-2013 Planning Priority/Objective: High/Strengthen Lab Exercises in NUC 130 Applied NDE

Accomplishment/Improvement: Procured professionally prepared flawed specimens in January 2013 for use in validating student lab techniques in all four of the NDE methods covered by the course. Use of these specimens will be introduced in the summer 2013 semester.

**Department/Unit: 52464 – Architectural Technology**

2012-2013 Planning Priority/Objective: Students once again participated in a statewide design competition sponsored by the North Carolina Chapter of the U.S. Green Building Council in Raleigh. The judging is scheduled later in this year. Students are designing a new train station in downtown Raleigh that will be a component of the newly planned multi-modal transportation system. This gives the students an opportunity to see the ultimate completion of the project and compare their design efforts to the concurrent design completed by professionals.

**Department/Unit: Mechanical Engineering Technology**

2012-2013 Planning Priority/Objective #2639

Accomplishment/Improvement: For the 2013-2014 academic year, students are designing and fabricating electric bicycles. This serves as a practical design and build project for the MET students. Students are required to formulate teams and develop a design based on cost effectiveness and design efficiency. They must then produce a power point presentation to “sell” the idea to a group of stakeholders. Once the design is approved, students must develop a comprehensive cost analysis. Once the cost analysis is complete, students must participate in the procurement process. Completed projects will be judged and graded based on best use of funds and
most efficient design. Efficiency will be judged based on the maximum distance a rider can complete on a single battery charge.

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

**Department/Unit: Business and Institutional Services Administration**  
2012-2013 Planning Priority/Objective: Procurement of educational and administrative equipment for the Union Station building.  
Accomplishment/Improvement:

- Worked with senior staff and department heads in the compiling of lists of equipment needed for all offices, classrooms, labs, conference rooms, and storage and printing rooms. This includes calculating the costs of all items and determining what the College can and cannot purchase due to budget limitations. As total costs are calculated, worked with senior staff to determine which items can be ordered now or delayed until a future date.
- The complexity of the furniture installation, IT connections, and audio-visual impacts the moving of departments, purchasing equipment, and their installation. This is creating a budget management challenge in determining which funding source purchases which groups of equipment. This is still in-process.
- Still working with senior staff to determine which pieces of existing equipment can be moved to the Union Station building to reduce equipment costs.
- Audio-visual equipment integrator is on site and installation of cabling and equipment is in-process.

**Department/Unit: Business and Institutional Services Administration**  
2012-2013 Planning Priority/Objective: Provide management oversight of campus expansion.  
Accomplishment/Improvement:

- Participated in monthly and other called meetings with design teams, consultants, general contractors, and consultants.
- Participated in bi-weekly executive level meetings on construction progress of the Union Station building and the criticality of meeting the construction completion deadline. It was impressed upon the general contractor that it is a necessity for them to complete the job on time. These discussions included walk-throughs of the building to address construction quality issues and what needs to be done to speed up construction including constructing a high quality facility.
- Participated in planning meetings for the Advanced and Emerging Technologies, Humanities and Fine Arts, and Surf City construction projects.
- Worked with President and CFCC Board of Trustees to award the construction contract for the Humanities and Fine Arts project and approval of additional funds to completely construct a fully-functional facility.
- Participated in the planning and organizing the logistical move of files, equipment, etc. from existing spaces to new spaces in the Union Station building.
- Kept the President apprised on all construction matters.

**Department/Unit: Business and Institutional Services Administration**  
2012-2013 Planning Priority/Objective: Determine priority and funding for major capital repairs within financial limitations.  
Accomplishment/Improvement:

- Provided the Board of Trustees a list of capital improvements needed on all college property.
• Provided a capital improvement list to the Office of the New Hanover County Manager for fiscal years 2013-14 and 2014-15.
• Met with the County Manager and staff to discuss critical needs. The County identified two items totaling $647,000 to possibly fund this fiscal year which is subject to the approval of the County Commissioners.

Department/Unit: Business and Institutional Services Administration
2012-2013 Planning Priority/Objective: Provide vessel and shipboard equipment support for Marine Technology curriculum needs.
Accomplishment/Improvement: For the 2012-2013 year all vessel and shipboard equipment support needs were met. As of this writing, our allotment for 2013-2014 is in jeopardy and will require full legislative support.

Department/Unit: Health Science/Surgical Technology
2012-2013 Planning Priority/Objective: 2741- Set up new lab facility in Union Station to provide an enhanced learning environment for the enrolling class of August 2013.
Accomplishment/Improvement: Work is in progress to accomplish this goal.

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

Department/Unit: Vocational/LSG
2012-2013 Planning Priority/Objective: 2786- Upon completion of landscape laboratories students shall be able to safely operate and maintain a skid steer loader, large tractor, small landscape tractor, walk behind mower, and a zero turn mower.
Accomplishment/Improvement: This objective will be assessed as part of the course final. The practical portion will consist of identifying several parts of the equipment, such as the oil dip-stick, hydraulic fluid levels, brakes, etc. Students will perform a safety check and start the vehicles, drive the vehicles through a training course, and safely secure the vehicles. This goal will be complete by the end of the summer semester.

Department/Unit: Vocational/LSG
2012-2013 Planning Priority/Objective: 2787- Students completing HOR 164, Horticulture Pest Management, will have the knowledge necessary to pass the North Carolina commercial pesticide applicators exam, as administered by the North Carolina Department of Agriculture.
Accomplishment/Improvement: All students in HOR-164 who have taken the NC Pesticide exam have passed. However, only 25% of the student took the test due to the high cost of the exam ($70). We are considering using funds earned in our annual plant sale to help offset the cost of the exams for future students. If a student makes a B or greater in the course, we will supplement their exam fee by paying ½ or $35.

Department/Unit: Vocational/WLD
2012-2013 Planning Priority/Objective: 2610- Upon completion of this program, graduates shall be able to produce quality fillet welds of various sizes in all positions (Horizontal, Vertical, and Overhead). The welds will be on carbon steel plate using the Shielded Metal Arc Welding process.
Accomplishment/Improvement: Using the SMAW process, students have worked on welding fillet welds on carbon steel in all positions using 6010 and 7018 electrodes. Visual tests and destructive break tests have been administered by the Instructors per AWS D1.1. These tests have been
completed and passed to the satisfaction of the Instructors and AWS D1.1 code for potential graduates. The goals of this Objective have been accomplished for potential Graduates.

**Department/Unit: Vocational/WLD**

2012-2013 Planning Priority/Objective: 2611- Upon completion of this program graduates shall be able to make minor repairs on SMAW, GMAW, and GTAW equipment. This will not include electrical servicing or internal repairs of machines.

Accomplishment/Improvement: Students have been taught proper Welding Machine maintenance and repair on SMAW, GMAW, and GTAW machines. Welding Equipment has been taken apart and reassembled by students under guidance of the Instructors. A practical and written test on troubleshooting welding machine problems has been administered. The students have passed these examinations to the satisfaction of the Instructors. The goals of this Objective have been accomplished for potential Graduates.

**Department/Unit: Vocational/WLD**

2012-2013 Planning Priority/Objective: 2612- Upon completion of the program, Graduates shall be able to set up a GTAW process machine and make acceptable welds on Non- Ferrous metals in the 1G and 2G positions Per AWS D1.2, and AWS D1.6 Welding Codes.

Accomplishment/Improvement: Students have begun practice on welding Stainless Steel and Aluminum Tee/Butt Joints using the GTAW process. The welding students have accomplished the goal of proper set up of the GTAW machines, but not for all types of metals. Students will begin working on workmanship fabrication lab projects next semester. These goals for this Objective have been started but not completed by all potential Graduates. The goals should be completed this summer 2013.

Also, four students from the Welding program have been employed by local Companies since January 2013. Two students have turned down jobs to finish the program. One Student has excelled above others and passed 6 Welding Certifications so far.

**Department/Unit: Business and Institutional Services /IT Services**

2012-2013 Planning Priority/Objective: Become Proactive in the use of technology to enhance the capabilities of students, faculty and staff.

Accomplishment/Improvement: Conversion to Active Directory. Novell was replaced with Microsoft as the campus standard for authentication, file and print services. As a result, the college is now on an industry standard system and ready to support the changes already in progress in our ERP. Staff, Faculty, and a number of Student Computers Labs have been converted. The remaining Student Labs will be complete for fall semester 2013. All Faculty and staff computers were upgraded to Windows 7 in conjunction with the conversion to Active Directory. Over 900 computers were converted in the span of 6 months. Windows 7 allows for a more complete integration into Active Directory and supports our newest PC’s. All Faculty and Staff were transitioned from GroupWise to G-Mail. In the span of 2 months, 1,100 mailboxes along with all of the mail, groups, contacts, calendars, and archives were moved from GroupWise to G-Mail. On G-Mail, the college is now prepared for the Portal integration of our ERP and will conserve college resources in licensing and administration. Complete College Web Re-Design. CFCC.edu has undergone a complete re-design utilizing modern web standards including responsive web development techniques. As a result, the Web is built on a robust platform that allows greater flexibility for department and content generators to create, edit and maintain content. The “flexible design” provides for appropriate content presentation according to the device used. As a result, CFCC.edu may be accessed and viewed in the format most appropriate to different mobile devices.

“Going “Green” is a power savings initiative now realized when college PC’s, left on after hours, are now being shut down automatically. Over a typical weekend, over 400 PC’s were discovered to be
left on and unused. If weeknight hours are included, the weekly total could be as high as 98 hrs./week. 98hrs. x .12/kwhr power consumption x $.0843 per kw/hr. = $397/week.... or $20,644 savings annually.

**Department/Unit: Business and Institutional Services /IT Services**

2012-2013 Planning Priority/Objective: Maintain the computing/telephony environment in a state of readiness sufficient to support the college’s needs and growth.

Accomplishment/Improvement: Conversion of Phone System. An obsolete Digital PBX system was replaced with a modern VOIP system. This system allowed the retention of digital handsets and at the same time provides new construction with the latest telephone technology, VOIP. Digital Sets will be transitioned off in phases as budget allows. Replacement of Network Switches - this second year of a three year project is complete and the third year started ahead of schedule. This project replaces obsolete network switches and Core switch hardware. When complete, all PC’s will have a Gigabit connection to the college network. The backbone over which these switches are carried will be 10 GB. This will create a much faster, robust network on which the college can continue to grow.

**Department/Unit: Business and Institutional Services /IT Services**

2012-2013 Planning Priority/Objective: Protect, secure, and maintain availability of Information Systems. Ensure the integrity, security and confidentiality of college information assets.

Accomplishment/Improvement: Payment Card Industry testing. This rigorous network penetration testing by a certifying agency is necessary for the college to retain PCI Certification in order to accept credit cards. This testing assures that the college network and services will keep credit card information private and secure.

**Department/Unit: Business and Institutional Services /IT Services**

2012-2013 Planning Priority/Objective: Train Faculty and Staff in technologies supported by IT Services.

Accomplishment/Improvement: GMail Training. Over 150 faculty and staff have been trained in classes and individually in the use of Gmail in the span of 2 months. While easy to use, there are nuances of our college implementation and new features over what GroupWise provided to explore. Training will continue as long as the need exists.

**Department/Unit: Business Technologies/Computer Information Technology**

2012-2013 Planning Priority/Objective: The objective of this planning module is to improve the overall exam scores for all five module exams by 10%. To accomplish this I plan to use the SAM frequency analysis reports to help improve the creations of SAM exams for student assessments in the CIS 110 Introduction to Computers and CIS 111 Basic PC Literacy.

Accomplishment/Improvement: Results have not been determined.

**Department/Unit: Business Technologies/Computer Information Technology**

2012-2013 Planning Priority/Objective: The objective of the SAM instructor’s training will be to help ensure that 100% of the instructors who use SAM for CIS 110 Introduction to Computers and CIS 111 Basic PC Literacy are properly trained.

Accomplishment/Improvement: Ongoing process.

**Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500**

2012-2013 Planning Priority/Objective 2704: Adopt, implement, and integrate the AAOS Navigate online learning system in to EMS program, beginning with the EMT course.

Accomplishment/Improvement: Goal accomplished and exceeded. AAOS Navigate was incorporated in to all EMS initial courses by 2/4/13, not just the EMT course as initially planned.
Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
Accomplishment/Improvement: Goal accomplished 9/18/12.

Department/Unit: Continuing Education/Continuing Education Registrar- 53600
2012-2013 Planning Priority/Objective: 1962- As of today the Continuing Education Records Audit department has scanned over eight years of Continuing Education and Basic Skills documentation while keeping up with the current documentation.
Accomplishment/Improvement: The goal is to scan all the historical Continuing Education and Basic Skills documentation in the next three years.

Department/Unit: Continuing Education/Continuing Education Registrar -53600
2012-2013 Planning Priority/Objective: 2796 & 2797- The Continuing Education Registrar has implemented the Web-Attendance in Adult High School and GED courses for Basic Skills.
Accomplishment/Improvement: The goal is to implement Web-Attendance for CED and ESL courses in Basic Skills for the 2013 summer semester. Once all of Basic Skills courses have been implemented then the Continuing Education Registrar will implement the Continuing Education courses for the 2013 fall semester.

Department/Unit: Continuing Education/Continuing Education Registrar 53600
2012-2013 Planning Priority/Objective: 2803 & 2804- The Continuing Education Registrar is currently creating training manuals for creating sections, entering payroll data, registration of students, grading of sections and reporting in Datatel Colleague. In addition the Continuing Education Registrar will also be creating a manual for OnBase Document Imaging for retrieving Continuing Education and Basic Skills documents.
Accomplishment/Improvement: The goal is to provide Continuing Education and Basic Skills staff with reference documents for the purpose of eliminating data entry errors in Datatel Colleague. The projected completion date is 2014 spring semester.

Department/Unit: Continuing Education/Continuing Education Registrar 53600
2012-2013 Planning Priority/Objective: 2094 & 2805- Once the Continuing Education Registrar has completed the training manuals, she will schedule a training calendar for internal Continuing Education and Basic Skills staff each semester.
Accomplishment/Improvement: The training process will educate the Continuing Education and Basic Skills staff on the workflow which includes creating sections, entering payroll data, registration of students, grading of sections and reporting in Datatel Colleague and training of Document Imaging for retrieving Continuing Education and Basic Skills documents. The projected start date that is scheduled is 2014 summer semester.

Department/Unit: Institutional Effectiveness 30300 – Research and Planning
2012-2013 Planning Priority/Objective: Update the IE website using WORD PRESS software
Accomplishment/Improvement: The website is outdated and not user friendly. The goal is to keep it updated and track to evaluate if there is an increase in WEB traffic to that page.

Department/Unit: Health Science/Associate Degree Nursing
2012-2013 Planning Priority/Objective: 2672- Student engagement: Enhance student's engagement in classroom activities through the use of alternative teaching strategies and technology.
Accomplishment/Improvement: The ADN program developed simulated clinical experiences for all students using high fidelity mannequin technology. Students report that simulation has prepared them for clinical experience in more depth with knowledge of pathologies on a clinical level. Other assessment measures will be completed when the semester ends.

**Department/Unit: Student Development/Financial Aid**
2012-2013 Planning Priority/Objective: Develop Student Self-Help Skills
Accomplishment/Improvement: Implemented the “Don’t Stand In Line, Go On-Line” project. A hand-out was developed for students and parents attending new student orientation that explains the processes and information available on the CFCC financial aid web site.

**Department/Unit: Student Development/Financial Aid**
Accomplishment/Improvement: Developed “Student” and “Supervisor” tutorials and posted both on the financial aid web site. Tutorials provide basic information on the program, including the terms and conditions of the award, employee expectations, and basic regulations governing the program. Developed an information piece explaining the community service component of the Federal Work-Study program and posted it on the financial aid web site. Developed a timesheet template and posted it on the financial aid web site. Federal Work-Study employees can now electronically maintain hours worked.

**Department/Unit: Student Development/Activities/Athletics**
2012-2013 Planning Priority/Objective: Student Activities Webpage
Accomplishment/Improvement: The Student Life / Activities & Clubs Webpage was redesigned to promote and advertise important related information regarding student life, clubs and organizations, and serve as an information portal for student use. The interactive list of clubs and organizations were offered to provide specific information for each club and allowed for better communication across the College campus. The Student Government Association page was enhanced to include downloadable documents, applications, and previous meeting minutes to increase means of communication and satisfy SACS requirements.

**Department/Unit: Foundation**
2012-2013 Planning Priority/Objective: To upgrade and enhance technology accessed by faculty, staff, and students.
Accomplishment/Improvement: A license for Constant Contact e-marketing software was purchased to better communicate with donors and alumni and to manage the Foundation’s e-newsletter database. Adobe Indesign was purchased for the use of the Coordinator of Special Events and Donor Relations and as a learning tool for the UNCW Communications Studies interns. This program has been used to design electronic and publishable marketing materials. The Foundation subscribed to AmpliFund Full Cycle to be used by the Director of Grant Development for managing and tracking grants from pre-award through post-award. This system is available to primary investigators and project managers for use in managing specific grants. In collaboration with Financial Aid, the Foundation began using Academic Works to coordinate, award, and track scholarships. In March 2013, the Foundation staff attended a group training session to better utilize LinkedIn social media software to connect to alumni, individuals and businesses in the community. In October 2012, group training on Talisma was provided on campus to appropriate Foundation and Athletics staff.

**Engineering/52462 Electronics Engineering Technology:**
2012-2013 Planning Priority/Objective: 2474
Accomplishment-Trained existing student cohort with the use of modern Electronics test instruments.

**Engineering/52462 Electronics Engineering Technology:**
2012-2013 Planning Priority/Objective: 2473
Accomplishment-Prepared senior Electronics students for industry certification as Electronics technicians. The end result was an approximate 95% pass rate.

**Department/Unit: 52464 – Architectural Technology**
2012-2013 Planning Priority/Objective: 2534- Graduates shall be skilled in processes associated with the development of digital format portfolio.
Accomplishment/Improvement: Students in the ARC 235 Portfolio class prepared online portfolios of their work in addition to the usual printed copy. This had been attempted in years past without great success. We discovered simple, effective, and free software for this purpose providing success this year.

**4. Enhance the teaching and learning process through the provision of up-to-date learning resources and equipment suitable to the college’s needs and goals.**

**Department/Unit: Basic Skills/LEIS - 53313**
2012-2013 Planning Priority/Objective: 2715- Instruction in computer skills and basic digital literacy will be crucial for our ABE/GED students to succeed with the new computer-based testing for the GED to be implemented in 2013. Our objective for this year will be to find, evaluate, and pilot the use of an online learning program with our on-campus ABE/GED students.
Accomplishment/Improvement: We did find and purchase the digital literacy software called GED Academy. Instructors are currently being trained in its use.

**Department/Unit: Computer Engineering Technologies**
2012-2013 Planning Priority/Objective: Add elective course to program of a study and teach pilot course in OS virtualization
Accomplishment/Improvement: Course is currently being offered and students are working with virtualization technologies such as KVM, Hyper V, and ESXI server.

**Department/Unit: Health Science / Sonography**
2012-2013 Planning Priority/Objective: 2691- To provide the students with obstetrical scanning practice in the lab
Accomplishment/Improvement: The clinic has been created and has generated positive feedback and community interest.

**Department/Unit: Health Science / Sonography**
2012-2013 Planning Priority/Objective: 2670- Utilize a Sonography Skills Awareness course to evaluate scanning skills prior to entering the sonography program.
Accomplishment/Improvement: Initiated the six week continuing education course, “Sonography Skills Awareness” in order to increase retention. Reports state the course is successful in determining the capability of incoming students.

**Department/Unit: Health Science/Early Childhood Associate**
2012-2013 Planning Priority/Objective: 2739- To incorporate a wider variety of agencies and organizations related to Early Childhood Education into the content of ECE classes.
Accomplishment/Improvement: Work is in progress to accomplish this goal.

**Department/Unit: LRC/Library Public Services**
2012-2013 Planning Priority/Objective: Use Libguides to Develop Finding Aids and Promotion, Teaching & Outreach Tools
Accomplishment/Improvement: Increased the number of student research guides (libguides) from 17 last year to over 160, including skill-related (choosing a database, citing help), department-related (nursing, Spanish, geology), and course-related (tailored to the specific needs of a faculty member). In addition to accessibility via the Library website, guides are now being embedded into Blackboard courses, and are searchable on the open internet via Google and other search engines. Usage numbers system-wide hit an all-time high last month (over 14,000 hits) and continue to grow.

**Department/Unit: LRC/Library Administration**
2012-2013 Planning Priority/Objective: Applied for an LSTA Access & Digitization Grant
Accomplishment/Improvement: The CFCC Libraries, in collaboration with the Davidson County Community College Libraries, applied for a Library Services and Technology Act (LSTA) grant in the amount of $100,000 to be used for a new, shared automation system.

**Department/Unit: LRC/Library Public Services**
2012-2013 Planning Priority/Objective: Reference Book QuickStart Cards

**Department/Unit: LRC/Library Public Services**
2012-2013 Planning Priority/Objective: Create Guide to Assist Faculty with Assessing CFCC Campus Resources and Selected “Best Practices” Teaching Resources
Accomplishment/Improvement: Created and maintained a library guide to faculty resources (originally targeted to adjunct and DL faculty only, it was renamed to indicate its usefulness for all CFCC faculties); selected, purchased, and promoted books for adjunct faculty, DL faculty, and administrators; conducted two in-service sessions for faculty highlighting services and resources of the Library.

**Department/Unit: College Transfer**
2011-2012 Planning Priority/Objective: Increase the awareness of all curriculum students about curriculum news/events and highlight some lifelong skills or course content that may help retain our students and promote wellness and student success.
Accomplishment/Improvement: The production phase of a curriculum newsletter was delayed because the Dean of Arts and Sciences continued to expand it. Since the college has a new president, the president will be asked to submit a welcome by Friday, December 14, 2012; and the newsletter will be submitted online before the Christmas break or in January 2013. The delay in production was also due to the fact that the Dean began the production of two more newsletters. The goal is ongoing, and the newsletter will be distributed by January 10, 2013. A survey will be administered afterwards.

**Department/Unit: Foundation**
2012-2013 Planning Priority/Objective: To provide learning resources that will enhance the teaching and learning process.
Accomplishment/Improvement: Grants funds were received to create an apothecary garden on the Downtown Campus for use by the Pharmacy Technology Program students and to expand an
existing educational garden on the North Campus for use by students enrolled in the Landscape Gardening Program. The apothecary garden project is a collaborative effort between the Pharmacy Technology and the Landscape Gardening programs.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Reformat Online Practice Materials for the Psychological Services Bureau Test
Accomplishment/Improvement: Redesign and update of the Learning Lab website which includes the PSB Practice materials is nearing completion through the use of the WordPress software. All files related to the Psychological Services Bureau (PSB) Test were updated to ensure that students can access this unique resource in preparation for this test that is required for students seeking to enter Health Science fields at Cape Fear Community College. Students will have access to materials for self-study that will enhance their knowledge and skills in important areas tested by the PSB Test.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Review and Acquisition of Textbook in the Tutoring Labs
Accomplishment/Improvement: Acquisition of all currently used textbooks for each of the tutoring labs provides an important teaching and learning resource. Tutors teach students how to effectively use their textbooks for learning. Availability of textbooks is important for tutors to be able to review the subjects they tutor.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Study Skills Video Series
Accomplishment/Improvement: The first four installments of this series are in final editing. Each installment addresses a specific academic skill in a brief, engaging scenario that also promotes Learning Lab services as a place where students can receive more help for success in their courses. The length of the videos makes them suitable for podcasts and iTunes University if desired. CFCC Drama students are featured in each of the videos.

Department/Unit: Computer Engineering Technologies
2012-2013 Planning Priority/Objective: Add elective course to program of a study and teach pilot course in OS virtualization
Accomplishment/Improvement: Course is currently being offered and students are working with virtualization technologies such as KVM, Hyper V, and ESXI server.

Engineering/52462 Electronics Engineering Technology:
2012-2013 Planning Priority/Objective: 2476
Accomplishment-Trained Electronics students with the use Multisim Electronic circuit simulation software.

Department/Unit: 52464 – Architectural Technology
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: This year the first year students participated in the construction of a model of a typical house framing. During the construction of the model the students identified each member and learned the name and purpose of each structural component. While time consuming, the construction of this model made the framing requirements more memorable and meaningful. It also produced an excellent teaching prop for future classes.

5. Provide increased access to educational opportunities through distance learning.
Department/Unit: Vocational/CMT  
2012-2013 Planning Priority/Objective: 2713- implement an overview exam for selected first and second year CMT courses covering the expected learning outcomes for each course. The "pre-test" will help to gauge students’ knowledge, identify areas for improvement and help identify students who will require additional support early in the semester.  
Accomplishment/ Improvement: We have implemented pre-testing in several CMT classes. This has allowed the instructor to identify student needs and outline measures of improvement in the courses. Additionally, we are able to identify students who may need remediation throughout the semester. Those students are offered outside assistance throughout the semester to enhance student success.

Department/Unit: Vocational/ Sustainability Tech  
2012-2013 Planning Priority/Objective: 2658- As water availability issues intensify in many parts of the world; the demand for rainwater harvesting is growing. Rainwater harvesting has not been addressed in any detail within the Sustainability Technologies curriculum. A two class module on rainwater harvesting will be created and inserted into the ENV 110 Environmental Science summer course. 
Accomplishment/ Improvement: The planning and execution of this goal is ongoing. Two students in the spring 2013 SST 250 Sustainability Capstone Project course have selected water harvesting and green roofs as their Capstone topic. Their projects, to be completed at the end of the spring 2013 semester, will consist of a lecture on each of the topics along with a hands-on lab exercise designed to reinforce the lecture content. These lectures and labs will be incorporated into the Course Outline and Schedule for ENV 110 Environmental Science starting in the summer 2013 semester.

Department/Unit: Business Technologies/Accounting  
2012-2013 Planning Priority/Objective: Provide students desiring to earn a Certificate of Accounting the means to do so through Distance Learning.  
Accomplishment/ Improvement: Beginning Fall 2013 semester an online section of ACC 150 will be available to students. The basic course outline has been established and textbook chosen. As the course software will change to QuickBooks 2013 beginning that semester, only minor issues specific to the software, yet to be delivered, remain.

Department/Unit: Fire and Rescue Training - 53201  
2012-2013 Planning Priority/Objective: Market and promote FAST training program  
Accomplishment/ Improvement: FAST program graduated 9 students in September 2012. Two FAST programs are currently being offered – one online only and one hybrid – scheduled to end in April 2013. FAST program scheduled to begin April 22 currently has 15 students registered.

Department/Unit: Computer Engineering Technologies  
2012-2013 Planning Priority/Objective: Increase online learning opportunities for CET students in the following classes: CET130 - Operating System Concepts/CET150 - Computer Forensics I  
Accomplishment/ Improvement: We are now offering 1 additional section each of CET130 & CET150 in the fall semesters as a hybrid course to allow additional flexibility in students schedules.

Department/Unit: Health Science/Early Childhood Associate  
2012-2013 Planning Priority/Objective: 2494- Add another EDU course as a hybrid course  
Accomplishment/ Improvement: Complete
Department/Unit: LRC/Distance Learning
2012-2013 Planning Priority/Objective: Merge Distance Learning Unit into the LRC
Accomplishment/Improvement: The DL Unit, which had previously reported to the VP of Instruction, is now housed within the LRC structure. Staff has been relocated, job descriptions have been updated, a new Coordinator has been hired, etc.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Reformat Online Practice Materials for the Psychological Services Bureau Test
Accomplishment/Improvement: This resource was created in an older format that was not accessible using current software and technology. Reformatting will once again make this available to students through the Internet. Very few (if any) other online resources exist to help students prepare for the PSB test. PSB online practice materials are interactive and actively engage students in the subject matter.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Study Skills Video Series
Accomplishment/Improvement: Video series is in final editing in preparation for posting on the Learning Lab website. Brief videos provide enough content to give students help yet are short enough to be used for podcasts or posting on iTunes University. Availability of the videos through Internet sources gives students the increased opportunities to strengthen their academic skills without the need for a scheduled appointment with a tutor.

Department/Unit: Engineering / Chemical Technology
2012-2013 Planning Priority/Objective: Begin hybrid course format within the Chemical Technology Program
Accomplishment/Improvement: The Chemical Technology Program is currently redeveloping courses within the program to fit a hybrid format. In Summer 2013 and Fall 2013, the CTC 140 and CTC 220 courses will become hybrid, offering online lectures and traditional 'face-to-face' laboratory times (to meet the needs of the strong and rigorous hands-on portion of the courses). The lead instructor is currently recording video lectures, performed with Camtasia, SmoothDraw, and a Bamboo writing tablet so students can 'see' lecture notes being created, example problems worked out, PowerPoint slides being presented, and diagrams being drawn (with a voice over of explanations and discussions that are typically heard in the classroom environment). Future CTC courses will be migrated to the hybrid format.

Department/Unit: Computer Engineering Technologies
2012-2013 Planning Priority/Objective: Increase online learning opportunities for CET students in the following classes:
  • CET130 - Operating System Concepts
  • CET150 - Computer Forensics I
Accomplishment/Improvement: We are now offering 1 additional section each of CET130 & CET150 in the fall semesters as a hybrid course to allow additional flexibility in students schedules.

Department/Unit: 52464 – Architectural Technology
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: This year we began extensive use of Blackboard to provide additional materials and activities to students in both face-to-face and hybrid courses. Materials included trade publications that relate specifically to course objectives, videos, slide presentations,
and faculty produced exercises and activities. This turned out to be a vital additional resource for students.

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.

Department/Unit: Computer-Integrated Machining
2012-2013 Planning Priority/Objective: Accomplishment/Improvement: The Computer-Integrated Machining Curriculum has been working toward this goal over the past few months by discussing apprenticeship options with two local manufacturers. Curriculum faculty, the department chair and the departmental dean have been meeting with a team from General Electric Aerospace over the past several months to try to form an apprenticeship that would allow students to work part time at their manufacturing facility while working on their associates degree in our program. Over the past two months, Curriculum faculty has been discussing another prospective apprenticeship option with Ceramic Dental Brackets (CDB) in Leland. Two of our current students have recently gained employment at CDB and they are planning to pursue an apprenticeship with us.

Department/Unit: Business Technologies/Medical Transcription
2012-2013 Planning Priority/Objective: With the close-out and removal of the Medical Transcription diploma program at Cape Fear Community College, we must reach out the community members of its advisory committee to determine their willingness to continue to advise within the Medical Office Administration or Healthcare Business Informatics degree program advisory committees. Accomplishment/Improvement: Two of the five Medical Transcription Advisory Committee members are willing to serve on the MOA Advisory Committee and one is willing to serve on the HBI Advisory Committee. This means that 60% of the members will continue to serve and contribute to these programs. We will be updating the documentation regarding the Advisory lists to include these new MOA and HBI Advisory Committee members. These members will be notified of their new respective advisory committee meetings for spring 2013.

Department/Unit: Basic Skills/English As A Second Language - 53314
2012-2013 Planning Priority/Objective 2763: Renew collaboration with Cape Fear Literacy Council to better address students’ educational needs. Accomplishment/Improvement: This has been a great success. In collaboration with the CFLC and CFCC ESL, there have been tutor trainings, staff meetings, newsletter collaborations, and site visits.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500

Department/Unit: CE/Workforce Development - 53402
2012-2013 Planning Priority/Objective: 2788 Accomplishment/Improvement: Customized Training Program provided several trainings for Fenner Drives, including ArcFlash, SurfCam, Project Management, Welding, Lathe Milling and OSHA.

Department/Unit: CE/Customized Training – 53401
2012-2013 Planning Priority/Objective: 2572- Enhance and expand the offerings of the BIG Division. Objective 2574- Enhance and expand SBC offerings and community involvement. Objective 2577- Enhance and expand skills training for business and industry employees. Also expand and enhance offerings for professionals who need continuing education units to obtain or maintain their certifications and/or licenses.
Accomplishment/Improvement: Represented CFCC Continuing Education at several events: Wilmington Biz-Tech Expo, Wilma Expo, several job fairs throughout New Hanover County. Increased Professional Development Self-Support Courses offered to local organizations and businesses. Organizations served include Cape Fear Public Utilities, Wilmington Health Associates (550 trainees), ABC Board, City of Wilmington, Meridian Marketing Company, Town of Wrightsville Beach, American Institute of Architects, Coastal Care, Wells Insurance, Homelnsurance.Com. Professional Development Training Offerings brought in over $30,000 in self-support funding. Developed and implemented new Leadership & Supervisory Skills Training Series for business and industry. “Rapid response” presentations were provided to organizations who were laying off employees in our area such as INVISTA and Time Warner Cable.
- 262 new clients for SBC (44% increase from last year)
- SBC helped create 19 new businesses (35% increase from last year)
- 63 SBC seminars held
- SBC monthly newsletter increase circulation to 5300 people each month.
- SBC received a favorable audit from the State Office, with only minor concerns. This was the first audit in 10 years.
- Other Customized Training clients are GE Aviation, GE Nuclear, Cardinal Metal Works, Invista, Sturdy Corporation and MusicMedic.com.

Department/Unit: Culinary Arts
2012-2013 Planning Priority/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.
Accomplishment/Improvement: College Goal #1 Teaching and Learning
Students working at restaurants and other food establishment co-op sites scored 4.45 in “knowledge of work” on co-op evaluations. Students are scored by the co-op site supervisors on a scale of 1-5 with 5 being equivalent to an “A”.

Department/Unit: Boat Building -52503
2012-2013 Planning Priority/Objective: Boat Show
Accomplishment/Improvement: Increase community participation in annual boat show. I’ve met with several local boat dealers and retail stores to talk about the annual boat show and sponsorship opportunities.

Department/Unit: Boat Building-52503
2012-2013 Planning Priority/Objective: Jobs
Accomplishment/Improvement: Meet and work with local boat builders and repair yards to help place students in the workforce after graduation. Visits with several local boat yards and boat shops about our program and graduates.

Department/Unit: Health Science/ Dental Hygiene
2012-2013 Planning Priority/Objective: 2785- Dental hygiene students will complete activities to become competent in effectively communicating with diverse population groups and other health care professionals.
Accomplishment/Improvement: Students are currently focusing on effective communication between dental and other health care professionals while treating a greater diverse patient population. In addition to the on-campus dental clinic, students have also treated patients at NHCHC Dental Clinic, Cape Fear Clinic, and Mission of Mercy.

**Department/Unit: Health Science / Sonography**
2012-2013 Planning Priority/Objective: 2691- To provide the students with obstetrical scanning practice in the lab.
Accomplishment/Improvement: The clinic has been created and has generated positive feedback and community interest.

**Department/Unit: Foundation**
2012-2013 Planning Priority/Objective: To strengthen partnerships with business and industry, public schools, and universities.
Accomplishment/Improvement: The Foundation continued its internship program with the University of North Carolina Wilmington, Department of Communication Studies. Two interns were hosted in spring 2012 and one was hosted in fall 2012. 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 February 2013, the CFCC Alumni Business Network was developed to help promote local businesses owned by CFCC alumni. In March 2013, the alumni council met to discuss restructuring the council to follow an advisory board model, with the purpose of being more inclusive of the business communities in New Hanover and Pender counties.
During the spring of 2013, the Foundation communicated with public school counselors from Pender and New Hanover counties regarding the availability of ten Merit Scholarships for area high school seniors valued at $18,000. The Foundation provides scholarship applications and information to the high schools each year in hopes of identifying deserving students who plan to attend CFCC. Foundation staff and board members participate in high school senior recognition ceremonies each May to recognize Merit Scholarship recipients and to make the community aware of CFCC scholarship opportunities. A strategic plan has been developed and implemented by the Foundation Board of Directors. Board committees were reviewed and updated to reflect the initiatives included in the strategic plan. The goals focus primarily on increasing donations and public awareness by 10%. Plans for building relationships with local business and industry that utilize graduates from CFCC programs are a component of the plan.

**Department: Foundation**
2012-2013 Objective: To strengthen partnerships with alumni.
Accomplishment/Improvement: The CFCC Alumni Council successfully held its fourth election in summer 2012 and the alumni council officers met regularly throughout the academic year. Council members developed strategies to raise funds for the Alumni Legacy Endowed Scholarship, and planned alumni events such as the annual homecoming celebration. General alumni membership increased to 1,400 members and the Alumni Legacy Endowed Scholarship will be fully funded at $10,000 by the end of the 2012-2013 academic year. In February 2013, the CFCC Alumni Business Network was developed to help promote local businesses owned by CFCC alumni. In March 2013, the Alumni Council met to discuss restructuring the Council to follow an advisory board model, with the purpose of being more inclusive of the New Hanover County and Pender County business communities. An endowment campaign is being developed to include naming opportunities for new
buildings. This campaign can provide $200,000 to $400,000 additional funds for scholarships upon completion.

**Department/Unit: Computer-Integrated Machining**

2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: The Computer-Integrated Machining Curriculum has been working toward this goal over the past few months by discussing apprenticeship options with two local manufacturers. Curriculum faculty, the department chair and the departmental dean have been meeting with a team from General Electric Aerospace over the past several months to try to form an apprenticeship that would allow students to work part time at their manufacturing facility while working on their associates degree in our program. Over the past two months, Curriculum faculty has been discussing another prospective apprenticeship option with Ceramic Dental Brackets (CDB) in Leland. Two of our current students have recently gained employment at CDB and they are planning to pursue an apprenticeship with us.

**Department/Unit: Engineering/Nuclear Technology**

2012-2013 Planning Priority/Objective: High/Enhance Student Learning About Nuclear Systems with Tour of Brunswick Nuclear Plant
Accomplishment/Improvement: Contact was made in March 2013 with representative of Duke-Progress Energy to discuss annual field trip to the Brunswick Plant in Southport. Duke-Progress representative agreed to arrange a field trip through plant staff and to advise a schedule.

**Department/Unit: Engineering/Nuclear Technology**

2012-2013 Planning Priority/Objective: High/Identify Curriculum Options within Nuclear Technology Program
Accomplishment/Improvement: A follow-up meeting with a representative of Duke-Progress Energy confirmed their interest in CFCC for the following concentrations within the Nuclear Technology program: non-licensed operator; mechanical maintenance technician; electrical maintenance technician; and instrumentation & control maintenance technician. Revised curricula at CFCC would be in accordance with the National Academy of Nuclear Training with Duke-Progress providing support documentation. For example, the CFCC program for non-licensed operators would be similar to the program at Gaston College. Currently we are awaiting approval from Duke-Progress Energy to begin curriculum development.

**Department/Unit: Engineering/Nuclear Technology**

2012-2013 Planning Priority/Objective: High/Increase Employment Opportunities for Nuclear Technology Graduates
Accomplishment/Improvement: To provide employment opportunities for program students who do not have the Granite Services scholarship, contact was made in September 2012 with a representative of BHI Energy to review nuclear industry needs to meet demand for qualified nuclear workers to replace workers retiring. BHI Energy considers CFCC as especially suited to meeting demand for maintenance technicians and initiated an agreement of support signed by the CFCC President on November 28, 2012 in which BHI can provide assistance in staffing both nuclear and non-nuclear power plants with CFCC graduates from three technical programs and three vocational programs. In addition, BWB, a subsidiary of BHI Energy, provided cooperative work experience opportunities for a few students. In addition, in November 2012, GE-Hitachi agreed to provide cooperative work experience opportunities through either Granite Services or Sonic Services to non-scholarship students beginning with the spring 2013 semester.

**Department/Unit: 52464 – Architectural Technology**
2012-2013 Planning Priority/Objective:
2533- Graduates shall be skilled in the techniques of on-site observation and develop abilities to view and document construction activity.

Accomplishment/Improvement: Students participated in a field trip of the new Union Station classroom building at the downtown campus. Students were accompanied by the architect and the mechanical Contractor. The main focus was to observe the mechanical facilities, and to get a feel for the role of the architect during construction. Students could actually see the final touches being applied to the interior of the building. The architect identified various problems that would need resolution and outlined how that would be accomplished. Both first and second year students participated in this site visit.

Department/Unit: Mechanical Engineering
2012-2013 Planning Priority/Objective: MET faculty members are working to improve the diversity and membership of the MET Advisory Committee. This is being accomplished through community outreach programs. Thus far faculty members have visited Sturdy Corporation and Bradford Pools to solicit participation on the advisory committee. 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.

Department/Unit: Vocational/CMT
2012-2013 Planning Priority/Objective: 2713- implement an overview exam for selected first and second year CMT courses covering the expected learning outcomes for each course. The "pre-test" will help to gauge students' knowledge, identify areas for improvement and help identify students who will require additional support early in the semester.
Accomplishment/Improvement: We have implemented pre-testing in several CMT classes. This has allowed the instructor to identify student needs and outline measures of improvement in the courses. Additionally, we are able to identify students who may need remediation throughout the semester. Those students are offered outside assistance throughout the semester to enhance student success.

Department/Unit: Business Technologies/Medical Transcription
2012-2013 Planning Priority/Objective: With the close-out of the Medical Transcription diploma program by the end of the summer 2013 semester, there needs to be a review of program evaluations for each current Medical Transcription student to evaluate likelihood of completion by the summer 2013 graduation date.
Accomplishment/Improvement: 100% of Medical Transcription student evaluations were analyzed to determine future OST 201 and 202 scheduling needs. Melissa met with many of the current MT students during the advising period for the upcoming Summer/Fall 2013 semesters. Based on the evaluations and meetings with students, it is apparent that the Business Technologies Department will need to schedule one section of OST 201 in the Fall 2013 semester, and one section of OST 202 in the Spring 2014 and Summer 2014 semesters in order to accommodate completion of current MT majors. Melissa Watson has scheduled the needed OST 201 section for fall 2013 and the needed OST 202 section for spring 2014. She will schedule one final section of OST 202 for summer 2014 once it comes time to create that semester schedule.
2012-2013 Planning Priority/Objective: Complete all required curriculum forms and documentation to remove Medical Transcription courses from the CFCC catalog, and to remove the diploma program from the college's offerings in total. Accomplishment/Improvement: The removal of the Medical Transcription Diploma program was agreed upon at the January 17, 2013 Curriculum Committee Meeting. It will be removed from the program offerings beginning in with the 2013-2014 academic year. Remaining students in the program will be “taught-out”.

Department/Unit: Basic Skills/English As A Second Language - 53314
2012-2013 Planning Priority/Objective: 2772- Partner with other areas of the college and community organizations to offer ESL students transferable job skills, computer skills, organizational skills and language skills.
Accomplishment/Improvement: Currently, we are partnering with the UNCW Spanish Dept. to match students with conversation partners (for English and Spanish conversation). We strengthened our relationship with Cape Fear Literacy Council. The Continuing Education class for Vocational ESL did not have enough students enroll and was canceled.

Department/Unit: Health Science/Practical Nursing
2012-2013 Planning Priority/Objective: 2793- At least 70% of students entering the Practical Nursing Program will complete the program in one year
Accomplishment/Improvement: These results will not be available until after the graduation.

Department/Unit: Health Science/Practical Nursing
2012-2013 Planning Priority/Objective: 2795- Retain at least 80% of diverse students within the Practical Nursing program.
Accomplishment/Improvement: These results will not be available until after the graduation.

Department/Unit: Health Science/Surgical Technology
2012-2013 Planning Priority/Objective: 2721- Continue investigating the possibility of implementing the Certification Exam Fee as an attachment to the relevant course in order to alleviate the financial hardship of the fee on the student. One of the accreditation standards for compliance is a 100% participation rate in sitting for the National Certification Exam. The Certification Exam expense can prove to be a financial hardship for the majority of students
Accomplishment/Improvement: Work is in progress to accomplish this goal.

Department/Unit: College Transfer
2011-2012 Planning Priority/Objective: Enhance the advising process so that transfer students may be more informed about program requirements and college resources/services since these students are doing more self-advising.
Accomplishment/Improvement: The sessions were conducted but surveys were not distributed because after the group advising, students sought individual advising. The group sessions will discontinue temporarily, and a new strategy will be used to improve the advising process. Meanwhile, the Dean of Arts and Sciences will collaborate with personnel in the college and write an online advising newsletter that addresses advising issues pertinent to all curriculum students. This newsletter will be available online to all curriculum students, faculty, and staff, and a few hard copies will be placed in the registration area for Arts and Sciences advisors. The goal is to improve student success and remind students about important updates.

Department/Unit: Student Development/Registrar's Office
2012-2013 Planning Priority/Objective: Increase the number of college graduates.
Accomplishment/Improvement: The Registrar’s Unit has developed a series of Informer reports that identify students nearing graduation but haven’t yet applied to graduate. For the spring 2013 semester, 325 emails were sent to students that were completing requirements for a degree, diploma, or certificate and had not applied to graduate. Of the 325 emails, 150 (46.5%) responded by filing an Intent to Graduate. For the fall 2012 semester, 210 emails were sent to students resulting in actual graduation totals increasing by 10% from 425 to 469.

Department/Unit: Student Development/Special Projects
2012-2013 Planning Priority/Objective: Redesign New Student Orientation Program
Accomplishment/Improvement: Completed redesign of New Student Orientation program. The redesign includes a one hour session facilitated by Student Development staff, an advising session to discuss the student program of study and develop a schedule of classes, followed by the student registering for the semester. Parents are invited to attend the one hour facilitated session along with their student and invited to a parent workshop while the student attends the advising and registration portion of the orientation program. An initial part of the redesign was an online reservation process for students to select one of 48 sessions offered on the Downtown or North Campus. 1847 students attended orientation in July prior to the fall 2012 semester. Survey feedback from students and parents has been excellent. In years prior to fall 2012 approximately 500 students attended our one day orientation sessions.

Department/Unit: Student Development/Counseling Unit
2012-2013 Planning Priority/Objective: Using the communications management system, students applying to Health Science programs will be notified regarding their status in the Selective Admissions process by email (web advisor).
Accomplishment/Improvement: Last year we notified the Dental Assistant program using email (web advisor) and our results show that 50% of the students learned of their status by reading the email. This year we will notify two programs (Dental Assisting and Dental Hygiene) using this system. In addition, the Health Science Specialist and the Counseling Secretary are being trained on the use of the Communications Management system so that we can increase the number of Health Science programs that will be notified of their admissions status by email (web advisor) rather than by the postal service.

Department/Unit: Student Development/Career and Testing Services
2012-2013 Planning Priority/Objective: Increase awareness of Career Connection (job posting Service) and job related practices and procedures.
Accomplishment/Improvement: A Twitter account for Career Services has been created. Information about Career Service activities along with advice for CFCC job seekers is posted regularly.

Department/Unit: Student Development/Career and Testing Services
2012-2013 Planning Priority/Objective: The Career & Job Placement Specialist will work with the health science programs, and other CFCC programs related to healthcare, along with local employers to coordinate an event that promotes face-to-face interactions.
Accomplishment/Improvement: During the annual job fair held in April, health service providers were invited to attend the event. The Job Placement Specialist collaborated with the health science directors to identify employers and to increase awareness of the event with health science students.

Department/Unit: Student Development/Activities/Athletics
2012-2013 Planning Priority/Objective: Provide and implement women’s basketball to the CFCC athletics program.
Accomplishment/Improvement: Developed a budget and promoted women’s basketball in order to compete in 2012. Declaration of Intent was submitted and approved by the NJCAA. Hired a part-time head coach which has allowed for a smooth transition and offered the new staff member the ability to recruit for a full year to prepare for the ’12 –’13 season. Over a decade, the CFCC athletics program has offered opportunities for the student body that create and promote school spirit and provide a comprehensive college experience. Additionally, in order to be in compliance with OCR (Office of Civil Rights) / Title IX gender equity, SACS, and the NJCAA / NCAA, CFCC provided an additional sport in 2012 to accommodate and satisfy gender equity in regards to CFCC’s intercollegiate athletics program. To fulfill the mission of the CFCC Athletics unit, hopes are to promote and enhance the emotional well-being and social development of our student-athletes, while providing a highly competitive athletics program coupled with an academic standard second-to-none.

Department/Unit: Student Development/Activities/Athletics
2012-2013 Planning Priority/Objective: Increase participation in Student Activities / SGA/Clubs and Organizations / Intramurals/Events
Accomplishment/Improvement: Average attendance to the SGA General Assembly meetings increased since years prior and reached 40 attendees at one meeting for the first time in several years. A professional leadership workshop was provided to students, staff, faculty and representatives at the North Campus, and was attended by over 30 student participants. An SGA “election campaign recruitment social” was offered to increase awareness and promote overall SGA participation. In addition to the successful clubs and organizations, several new clubs and organizations were approved including Ceramics, Visual arts, Fellowship of Christian Athletes (FCA), French Club, Nuclear Technology, Student Veterans Club, and Phlebotomy. Efforts have been made to accommodate more student clubs and organizations, vendors, and student activities during campus-wide events. In addition to the success of annually held activities, the fall Rock Paper Scissors Tournament more than doubled in the number of participants (12 to 26) from the previous year and is being held each semester, rather than just once. A successful student/faculty/staff tailgating event was added to promote school spirit and involvement during the Homecoming Basketball Weekend. The scheduled American Red Cross Blood Drives met donor goals with the help of CFCC students/faculty/staff.

Department/Unit: Foundation
2012-2013 Planning Priority/Objective: To assist students in achieving their goals by providing financial assistance through scholarships and the Holiday Helpers Program.
Accomplishment/Improvement: The Foundation worked cooperatively with faculty, staff, community individuals and businesses to provide financial assistance to CFCC students and their families during the 2012 holiday season. A total of 143 CFCC students and 311 children received assistance this year. More than $16,475 was donated to the program, which was about a two percent increase from 2011 donations. This money benefitted students in the form of gift cards, shopping excursions with donors, scholarship funds, or emergency assistance. The Foundation worked cooperatively with financial aid, department chairs, instructors and deans to identify and award scholarship funds to deserving CFCC students. As of April 1, 2013, scholarships valued at approximately $335,000 have been awarded to CFCC students during the 2012-2013 academic year. The Foundation established 17 new endowed scholarships from April 2012 until April 1, 2013. The previous year, eight endowments were established. The Merit Scholar Committee identified ten deserving high school seniors from New Hanover and Pender counties as recipients of the 2012-13 Merit Scholarships. Each of the ten students who maintained a 3.0 GPA received a $1,800 scholarship. Committee members and Foundation staff held a reception in August 2012 to recognize the recipients of the 2012-2013 merit scholarships. Foundation board
members and CFCC staff welcomed students and parents to the college. Parents and students were given the opportunity to interact with college personnel and to ask specific questions pertaining to attending classes at CFCC. The Merit Scholar Committee and Foundation staff met each semester with merit scholars as a way to mentor and provide encouragement to these first year students. The sessions provided the opportunity for students to answer questions, provide information about college resources, and offer encouragement in order to promote academic success. The Foundation Board Merit Scholar Committee provided mentoring for ten Merit Scholars throughout the 2012-2013 academic year.

An endowment campaign is being developed to include naming opportunities for new buildings. A naming brochure was created by the Foundation and distributed to potential donors. The Wilma W. Daniels Gallery was officially dedicated in April 2013 in honor of Wilma Daniels.

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

Department/Unit: QEP
2012-2013 Planning Priority/Objective: Revised Self-paced Online Course (SPOC) for Professional Development
Accomplishment/Improvement: Collaborating with the DL Coordinator to develop a SPOC for new and adjunct faculty that includes a module on teaching for critical thinking (in process).

Department/Unit: Business and Institutional Services /IT Services
2012-2013 Planning Priority/Objective: Enable IT Services to support the mission of the college and to add redundancy in essential services.
Accomplishment/Improvement: IT services now have two additional PC Technicians, a Desktop Support Administrator, and an Assistant ERP Administrator. Hiring soon, will be the approved Student HelpDesk Coordinator. These positions will enhance response time, provide a backup for essential services and provide our students with technical support in the use of college computing resources.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
2012-2013 Planning Priority/Objective 2707: Hire a temporary full-time Horticulture instructor for New Hanover Prison to replace the previous full-time instructor. Position will be temporary full-time through 6/30/13, and will request permanent full-time position effective 7/1/13.
Accomplishment/Improvement: Goal accomplished 9/10/12.

Department/Unit: Personnel Office
2012-2013 Planning Priority/Objective: Research, review, and propose online training program for employees on the topic of workplace harassment and other related areas with the goal of increasing awareness in key human resources concerns, including a focus on employees in a supervisory role.
Accomplishment/Improvement: Researched in-house programs used at other community colleges and universities and external vendor programs. Extensively reviewed demo for Workplace Answers program and provided access for College Council to review. Requested funds for program during budget hearing; if approved, will implement for 2013-2014 year.

Department/Unit: Humanities & Fine Arts
2012-2013 Planning Priority/Objective: 2756-Retention
Assessing the reasons affecting retention for ART-111 will continue. Data from last year’s survey will influence a new set of survey questions to further identify the reasons for retention deficits.
Accomplishment/Improvement: No Use of Results to Display

**Department/Unit: Foundation**

2012-2013 Objective: To recruit and train highly qualified staff.

Accomplishment/Improvement: Judy Rinere joined the Foundation team as the Accounting and Database Technician in January 2013. She brings database expertise and banking experience to the Foundation team. Gena Walker joined the Foundation as Special Events and Donor Relations Coordinator. Gena has prior development and event planning experience.

The Foundation added a new position in July 2012, Director of Annual Giving.

**Department/Unit: Foundation**

2012-2013 Objective: To recognize outstanding faculty members.

Accomplishment/Improvement: The Foundation facilitated the selection and award process for the Marilyn Goodman Anderson Award for Excellence in Teaching. This prestigious award recognizes outstanding instructors at CFCC who make a positive impact on students and instill the love of learning. Stacey Tatum was selected as the 2012 recipient. She was recognized at the 2012 in-service event. The Foundation distributed information to CFCC students about the opportunity for nominating CFCC faculty for the Marilyn Goodman Anderson Teaching Award. Approximately 100 students nominated faculty members for the 2012 teaching award.

**Department/Unit: Foundation**

2012-2013 Objective: To provide professional development opportunities for staff.

Accomplishment/Improvement: The Director of Annual giving was invited to serve on the board of directors for Riverfest and was elected as chair of the advisory board for the Racine Drive branch of the State Employees Credit Union. The Executive Director was invited to serve on the Wilmington Business Development Board, and is Vice Chair of the Wilmington Chamber Education Foundation.

**Department/Unit: Computer-Integrated Machining**

2012-2013 Planning Priority/Objective:

Accomplishment/Improvement: The Computer-Integrated Machining Curriculum has worked toward this goal by recruiting qualified faculty and doing professional development activities to enhance the faculty's knowledge in new areas. There have been two new faculty members recruited that are highly qualified and each one brings their own diverse skills to our team. The faculty has attended training for BOY plastic injection mold machines which will be used in an upcoming mold making class in the curriculum and will also be attending PC Demis software training for our coordinate measuring machine (CMM) to be used in another upcoming class. This diverse knowledge and additional professional development makes an excellent, highly qualified Computer-Integrated Machining Curriculum faculty.

**Department/Unit: Mechanical Engineering**

2012-2013 Planning Priority/Objective:

Accomplishment/Improvement: During the 2013-2014 academic year, two new faculty members have been hired in the MET Department, Daniel Hendrickson, the Lead Instructor comes to us with over 20 years' experience as a mechanical engineer/designer. Additionally, Steve Garrett comes to us as a faculty member after teaching technology based courses at the high school level for over 20 years.

**9. Promote diversity at all levels of the college and maintain a diverse faculty, staff and student body that reflect the college service area.**
**Department/Unit: Health Science/Practical Nursing**
2012-2013 Planning Priority/Objective: 2795- Retain at least 80% of diverse students within the Practical Nursing program.
Accomplishment/Improvement: These results will not be available until after the graduation.

**Department/Unit: Personnel Office**
2012-2013 Planning Priority/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.
Accomplishment/Improvement: As of April 2013 seventeen (17%) percent of new full-time hires (13 out of 77) since 4/1/2012 self-identified as a minority, including three instructors, one professional position and three high-level technical positions.

**Department/Unit: Student Development/Disability Support Services**
2012-2013 Planning Priority/Objective: Review the Allied Health technical standards to ensure that the wording in the standards is non-discriminatory.
Accomplishment/Improvement: After researching Allied Health technical standards currently in place at other colleges and universities, the Disability Support Services Assistant Coordinator consulted with the Office of Civil Rights and the NC Community College System office for guidance on non-discriminatory wording. Based on the information provided, Disability Support Services staff members collaborated with Allied Health and Student Development staff members to revise the Allied Health technical standards.

**Department/Unit: Foundation**
2012-2013 Planning/Priority Objective: To promote diversity among student ambassadors.
Accomplishment/Improvement: Once again, intentional efforts were made during the 2012-13 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, 2012-2013 teams were divers as they relate to age, academic program, gender, and ethnicity. For the fifth year, Ambassadors participated in formal team-building training, including the UNCW Ropes Course, which highlighted the need for diverse learning and leadership styles.

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

**Department/Unit: Business and Institutional Services Administration**
2012-2013 Planning Priority/Objective: Effectively manage the College's financial resources to meet financial goals and accountability.
Accomplishment/Improvement: Under the guidance of the President, the College did not fully commit all available state funds as recurring costs for FY 2012-13. This is critical due to decreasing enrollment and the strong possibility of further budget reductions for FY 2013-14. After careful calculation of the budget allocation and recurring budget commitments, the College

- Established 15 regular full-time positions and 5 temporary full-time positions and provide an additional 2% across-the-board salary increase over and beyond the 1.2% allocated by the NC General Assembly.
- Transferred 100% of the equipment allocation to fund two construction projects. $1.5 million was transferred to the Humanities and Fine Arts project and $132,501 was transferred to the Surf City Campus project. In turn, $1,566,669 was transferred from current operating budget to the equipment budget.
Reverted $2.77 million state funds to cover the management flexibility reduction at the beginning of the fiscal year. 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.

Participated in weekly and monthly conference calls held by NCCCS concerning the 2012-13 and 2013-14 budget and legislative updates. Budget planning is underway for the FY 2013-14 state budget.

Closely monitored the 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.

Monthly financial updates were provided to the College President and bimonthly updates to the CFCC Board of Trustees. Additional financial updates to the President were also provided as needed to keep him fully informed of all financial matters.

Carefully negotiated purchase price and reviewed and identified available funding sources which enabled the College to purchase the Research Vessel Cape Hatteras for the Marine Technology program. The future sale proceeds of the Research Vessel Dan Moore will be deposited into state funds to help recover part of the cost.

Negotiated purchase price and identified available funds for the College to proceed with the purchase of the former Drifter’s property which is contingent to the Wilmington Campus. The building will house the future CFCC campus police operation. The closing of the purchase will occur in late May or early June 2013.

Department/Unit: Business & Institutional Services / Budgeting
2012-2013 Planning Priority/Objective: Annual Budget & Equipment Hearings
Accomplishment/Improvement:
- State Equipment Hearing conducted 9/11/2012. $1,122,724 in equipment approved for purchase.

Department/Unit: Business & Institutional Services / Budgeting
2012-2013 Planning Priority/Objective: County Budgets
Accomplishment/Improvement: Prepared New Hanover County 2013-14 Budget Request for presentation to Board of Trustees and New Hanover County. Prepared Pender County 2013-14 Budget Request for presentation to Board of Trustees and Pender County.

Department/Unit: Business & Institutional Services / Budgeting
2012-2013 Planning Priority/Objective: State Cash Requests
Accomplishment/Improvement: Prepared accurate projection of anticipated state expenditures by noon on the second business day of each month.
Department/Unit: Accounts Payable
2012-2013 Planning Priority/Objective: Accomplishment/Improvement: Completed the discovery process with Hyland Software Company to create a workflow process for Accounts Payable. This would enable us to maintain information in electronic format resulting in savings in resources and easy access to information.

Department/Unit: Health Science/Surgical Technology
2012-2013 Planning Priority/Objective: 2721 - Continue investigating the possibility of implementing the Certification Exam Fee as an attachment to the relevant course in order to alleviate the financial hardship of the fee on the student. One of the accreditation standards for compliance is a 100% participation rate in sitting for the National Certification Exam. The Certification Exam expense can prove to be a financial hardship for the majority of students. Accomplishment/Improvement: Work is in progress to accomplish this goal.

Department/Unit: Student Development/Activities/Athletics
2012-2013 Planning Priority/Objective: Develop and implement a student scholarship fund-raising event
Accomplishment/Improvement: The CFCC Foundation and Sea Devil Athletics partnered with NewBridge Bank to bring the Wilmington community the “NewBridge Bank Bridge to Bridge 4.0 Run / 1.0 Walk”. This 4-mile course took participants from the Isabel Holmes Bridge to the Cape Fear Memorial Bridge through some of the most scenic areas of downtown Wilmington, NC. Over $10,000 for student scholarships were raised as a result of this race.

Department/Unit: Foundation
2012-2013 Planning Priority/Objective: To seek outside funding through gifts and grants.
Accomplishment/Improvement: For the second year, the CFCC Foundation sponsored a golf tournament in October 2012 to raise funds for scholarships and athletic programs. Over $31,983 was raised during this event as the result of a partnership with the Cape Fear Country Club.

In February 2013, the Foundation implemented a giving campaign for graduating students. Named the “CFCC Class of 2013 True Blue Fund,” the campaign asked graduates to contribute $20.13 in conjunction with National Student Philanthropy Day. The campaign was aimed at promoting a culture of student giving and cultivating relationships with young alumni.

Grant proposals totaling more than $970,000 were submitted for funding since April 2012, and through March 2013, $63,666 has been received.

An endowment campaign is being developed to include naming opportunities for new buildings. This campaign can provide $200,000 to $400,000 additional funds for scholarships upon completion. A brochure was created to advertise the naming opportunities to interested parties and to further the campaign’s awareness at appropriate events.

Over 600 guests attended the Foundation’s May 2012 Gift of Education Luncheon. Approximately $250,000 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.

Department/Unit: Foundation
2012-2013 Planning Priority/Objective: To increase the number of endowed scholarships.
Accomplishment/Improvement: The Foundation established 17 new endowed scholarships from April 2012 until April 1, 2013. The previous year, eight endowments were established.

**Department/Unit: Foundation**

2012-2013 Planning Priority/Objective: To implement a planned giving program.

Accomplishment/Improvement: The Foundation continued to follow a comprehensive strategic plan for implementing the W. Mercer Rowe Planned Giving Society to recognize individuals who have included CFCC in their estate plans. Existing donors who had already made planned gifts were identified and contacted regarding inclusion in the Society. Six Society members were inducted at the Donor Appreciation reception in June 2012. Since June, an additional five donors indicated that they have included CFCC in their estate plans. Postcard mailings, newsletter, and Web site articles announcing the Rowe Society were circulated, and specific attention was given to promoting the Society at existing Foundation cultivation, solicitation, and stewardship events, including the Campus Fund Drive for employees. Through a partnership with Wellington Benefits, a planned giving option utilizing an insurance policy for employees was also prominently highlighted in the employee benefits book and discussed at CFCC employees’ annual benefits appointments.

**Department/Unit: Foundation**

2012-2013 Planning Priority/Objective: To seek internal donations and award mini-grants for projects to faculty and staff.

Accomplishment/Improvement: The Foundation organized and implemented the 2012 Campus Fund Campaign (formerly, the Campus Fund Drive) for CFCC faculty and staff. This is a comprehensive, annual campaign that recognizes gifts from faculty and staff. Approximately 80 percent of CFCC employees donated over $83,000 to the Campus Fund for student scholarships, mini-grants, and program enhancement. The Foundation awarded 22 mini-grants totaling $15,459.00 as a direct result of unrestricted funds donated during the 2012 Campus Fund Campaign. One phase of the endowment campaign allows for an internal piece, promoting naming opportunities to faculty and staff.

**Department/Unit: Foundation**

2012-2013 Planning Priority/Objective: To implement quarterly cultivation functions hosted by Foundation Board members.

Accomplishment/Improvement: The Foundation Board continued to host quarterly cultivation functions. The Foundation Board hosted a riverfront reception, silent auction, and dinner at Our Place Restaurant in October 2012. Approximately fifty people were hosted as guests of various Foundation Board members. The silent auction raised funds for scholarships.

**Department/Unit: Engineering / Chemical Technology**

2012-2013 Planning Priority/Objective: Apply for the North Carolina Biotechnology Education Enhancement Grant (EEG)

Accomplishment/Improvement: The lead instructor submitted a grant proposal to NC Biotech’s EEG. The preliminary grant proposal was submitted in July 2012 and was recommended for a full proposal, due in August 2012. The full grant proposal, totaling $62,700 was submitted, received favorable reviews, but was declined. One reason concerned the Chemical Technology Program’s faculty who had a lack of specific formal training in the biotechnology field. Professional development opportunities will be taken and the grant will be resubmitted in the future. The project involved isolating green fluorescent protein from fresh shrimp or squid from the coast by extracting its DNA, amplifying in the laboratory, and isolating the gene.
2012-2013 Planning Priority/Objective: Apply for Scholarships in Science, Technology, Education, and Mathematics (S-STEM) with the National Science Foundation (NSF).
Accomplishment/Improvement: The lead instructor submitted a grant proposal to NSF’s S-STEM program in October 2012. The full grant proposal, totaling $599,000 was submitted, received favorable reviews, but was declined. One reason concerned the proposal’s need for additional faculty and administrators that could effectively manage the aggressive project. The project involved multiple programs including chemical technology, nuclear technology, marine technology, and sustainability technology.

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

Department/Unit: Purchasing
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement:
1. From 7-1-12 thru 3-27-13, 3,637 requisitions were processed; 3,318 purchase orders were processed; and 315 blanket purchase orders were processed.
2. Eighteen bids (requisitions over $10,000) were sent to State P & C.
3. Request for compliance review submitted to State P & C in order to have CFCC’s delegation for bids increased from $10,000 to $25,000.
4. Staff trained to use new interface after E-Procurement transformation and upgrade.
5. Set up required NCID accounts for E-Procurement users.

Department/Unit: Accounts Payable
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement:
Internal Controls were evaluated on an ongoing basis and strengthened where necessary enhancing the financial integrity of CFCC.
Made progress during the year to complete EAGLE worksheets by 06/30/13 as mandated by OSC. (EAGLE= Enhancing Accountability through Leadership and Education) Accounts Payable and Human Resources Department coordinated together to implement new IPEDS reporting requirements. Completed all reports and submitted to the relevant agencies on time.

Department/Unit: Basic Skills/English As A Second Language - 53314
2012-2013 Planning Priority/Objective: 2764- Launch Web Attendance tracking for ESL instructors in order to streamline the workflow and reduce errors.
Accomplishment/Improvement: All teachers/classes now use Web Attendance. The numbers of instructional errors have decreased and workflow and efficiency has increased.

Department/Unit: Institutional Effectiveness: 30300- Research and Planning
2012-2013 Planning Priority/Objective: Remain an active and integral part of the Data Initiative
Accomplishment/Improvement: Data Initiative meetings
Asheboro – 3/2013 (First Meeting – Informational)
Asheboro – 4/2013

Department/Unit: Institutional Effectiveness: 30300- Research and Planning
2012-2013 Planning Priority/Objective: Plan, organize and facilitate Program Reviews each year based on the Program Review schedule.
Accomplishment/Improvement: Program Review to be completed:
Carpentry (4/4/13)
Department/Unit: Health Science / Pharmacy Technology
2012-2013 Planning Priority/Objective: 2755- Review curriculum and make changes to support the new American Society of Health System Pharmacists Accreditation Standard for Pharmacy Technician Training Programs. Review the new blueprint for the revised Pharmacy Technician Certification Board Exam and modify coursework as needed
Accomplishment/Improvement: Multi-media upgrades completed in the L330 teaching lab.

Department/Unit: Health Science/Practical Nursing
2012-2013 Planning Priority/Objective: 2794- 95% of graduates will pass the NCLEX-PN on the first attempt.
Accomplishment/Improvement: These results will not be available until after the graduates have taken the NCLEX-PN exam after graduation.

Department/Unit: Health Science/Practical Nursing
2012-2013 Planning Priority/Objective: 2793- At least 70% of students entering the Practical Nursing Program will complete the program in one year
Accomplishment/Improvement: These results will not be available until after the graduation.

Department/Unit: Health Science/Surgical Technology
2012-2013 Planning Priority/Objective: 2739- Strategize a method to improve Student Retention Rate
Accomplishment/Improvement: Work is in progress to accomplish this goal.

Department/Unit: Engineering/Nuclear Technology
Accomplishment/Improvement: Beginning in August 2012, initiated one-hour program orientation meetings each Fall and Spring semester to incoming students to explain importance of the program’s required cooperative work experience and the need to meet industry standards for fitness for duty. Student’s completing the orientation sign a sheet that acknowledges CFCC is not responsible for their meeting security requirements and that their meeting those requirements is necessary for the AAS degree in Nuclear Technology. After several months of preparation to complete agreements with service providers, all program students, effective March 2013, are required to complete, at their expense, a background check, random drug screen, and psychological test. These measures have become necessary to prevent students from spending up to four semesters in the program before finding out they cannot get access into a nuclear power plant.

12. Foster and maintain a positive public image of the college, enhance internal communication among faculty, staff and students, and effectively promote college services and programs to the community.
Department/Unit: Business Technologies/Medical Transcription
2012-2013 Planning Priority/Objective: With the close-out and removal of the Medical Transcription diploma program at Cape Fear Community College, we must reach out the community members of its advisory committee to determine their willingness to continue to advise within the Medical Office Administration or Healthcare Business Informatics degree program advisory committees.

2012-2013 Planning Priority/Objective: With the close-out and removal of the Medical Transcription diploma program at Cape Fear Community College, we must reach out the community members of its advisory committee to determine their willingness to continue to advise within the Medical Office Administration or Healthcare Business Informatics degree program advisory committees.

Department/Unit: Basic Skills/English As A Second Language - 53314
2012-2013 Planning Priority/Objective: 2515- Develop unique strategies that will improve ESL student retention.
Accomplishment/Improvement: Pending, Spring Semester ends in May. Several new strategies have been attempted: Collaborating with LRC, instructor trainings on persistence, a photo recognition bulletin board, newsletter, Open House, semester long classes, and a Fall Film Series.

Department/Unit: Basic Skills/English As A Second Language - 53314
2012-2013 Planning Priority/Objective: 2522- Develop unique strategies that will improve ESL student recruitment.
Accomplishment/Improvement: Pending, Spring Semester ends in May. So far, ESL has partnered with other College departments, like Continuing Education and the LRC. An Open House was held for instructors and students.

Department/Unit: Health Science / Sonography
2012-2013 Planning Priority/Objective: 2691- To provide the students with obstetrical scanning practice in the lab
Accomplishment/Improvement: The clinic has been created and has generated positive feedback and community interest.

Department/Unit: Health Science / Occupational Therapy Assistant
2012-2013 Planning Priority/Objective: 2768- To deliver effective OTA programming that leads to student success on national board examination, successful acquisition of employment and minimal attrition
Accomplishment/Improvement: 100% of graduates from the class of 2012 passed the National Board for Certification in Occupational Therapy exam at the first attempt. 90% of 2012 graduates (who have responded to surveys) seeking employment as an OTA became employed within the field within 6 months from time of certification. Retention rate remained the same from the previous year as 12%. 2013 results are not available as yet.

Department/Unit: Health Science / Occupational Therapy Assistant
2012-2013 Planning Priority/Objective: 2769- Enhance student learning and understanding of the latest in treatment equipment and methods utilized in various OT settings including clinic/work/home/community. When learners understand the application and use of various pieces of equipment, they are better able to apply that information when treating future clients. This knowledge will create greater potential for the success of the learner and make them more marketable in the workplace.
Accomplishment/Improvement: OTA classes will have new equipment/supplies integrated into instructional units both in theory and practice applications by 7-1-2013

**Department/Unit: Health Science / Occupational Therapy Assistant**

2012-2013 Planning Priority/Objective: 2770- Continue to develop and nurture all fieldwork sites including emerging practice area and community based sites for both level I and level II experiences.

Accomplishment/Improvement: All established fieldwork sites continue to take CFCC OTA students. Several new sites have been established outside of Wilmington and 3-county area to support students interested in staying closer to home or exploring other areas of the country while completing 8-week rotations. The OTA program has reestablished a clinical site. The Naval Hospital in Jacksonville, NC will again be included in the clinical sites used for OTA students.

**Department/Unit: Health Science/Practical Nursing**

2012-2013 Planning Priority/Objective: 2794- 95% of graduates will pass the NCLEX-PN on the first attempt.

Accomplishment/Improvement: These results will not be available until after the graduates have taken the NCLEX-PN exam after graduation.

**Department/Unit: Health Science/Early Childhood Associate**

2012-2013 Planning Priority/Objective: 2739- To incorporate a wider variety of agencies and organizations related to Early Childhood Education into the content of ECE classes.

Accomplishment/Improvement: Work is in progress to accomplish this goal.

**Radiography**

1. ARRT board exam pass rate for class of 2012
2. Employer satisfaction for the class of 2012
3. Participated in NCCCS retention grant for tutors.
4. Digital Radiography equipment installed in the lab (L301). Upgraded computed radiography equipment approved and ordered.
5. Brunswick Novant Medical Center added as a new clinical facility, effective May 2013.

**Occupational Therapy Assistant**

1. 100% of graduates from the class of 2012 passed the National Board for Certification in Occupational Therapy exam at the first attempt. 90% of 2012 graduates (who have responded to surveys) seeking employment as an OTA became employed within the field within 6 months from time of certification. Retention rate remained the same from the previous year as 12%.
2. All established fieldwork sites continue to take CFCC OTA students. Several new sites have been established outside of Wilmington and 3-county area to support students interested in staying closer to home or exploring other areas of the country while completing 8-week rotations. The OTA program has reestablished a clinical site. The Naval Hospital in Jacksonville, NC will again be included in the clinical sites used for OTA students.
3. 4 OTA students attended the OTA conclave in November of 2012, Cincinnati, Ohio. Funding for this trip was through the CFCC Foundation. The four students, who attended, returned with valuable information and documentation which was distributed to the Class of 2013 in an information session. The CFCC Foundation is also funding a portion of the cost of certification exams for graduating seniors.
4. The OTA class of 2014, hosted a workshop and information session for Pat McCrory, Governor of the state of North Carolina. Twelve students participated in the successful demonstration. Governor McCrory was delighted and very engaged.

Associate Degree Nursing
1. 100% of students were provided with academic success meetings and tutors upon request. Current retention rate for ADN class of 2013 is slightly lower than 2012. This is a trend seen across the state with implementation of the new curriculum.
2. 100% of ADN class of 2010 passed NCLEX-RN; 98% on the first attempt. 100% of responding students and employers indicated program satisfaction. 100% of 2010 ADN graduates seeking employment were employed within 6 months.
3. ADN developed simulated clinical experiences for all students using high fidelity mannequin technology. Students report that simulation has prepared them for clinical experience in more depth with knowledge of pathologies on a clinical level.
4. ADN program partnered with the NC Foundation for Nursing Excellence and the University of NC at Wilmington to offer a new track for nursing students beginning fall 2012 - Regionally Enhancing Baccalaureate Nurses (RIBN). RIBN Information sessions are well attended. At this point ten seats in the ADN program are reserved for the RIBN program.

Pharmacy Technology
1. ASHP Accreditation mid-term report submitted & reviewed; Accreditation continued without limitation
2. Graduated first class of AAS Degree students (100% graduation rate/100% employed)
3. Diploma students & AAS Degree students utilized new technology in the lab – ScriptPro® Robotic Dispensing System, WinPharm® hospital pharmacy software, and Zebra® thermal label printer.
4. Multi-media upgrades completed in the L330 teaching lab
5. 100% pass rate on the PTCB national certification exam
6. 100% participation in service learning opportunities with 47.5 faculty/student volunteer hours logged @ the biannual NHHN Drug Disposal Events

Sonography
1. 100% pass rate for the ARDMS physics registry exam (current second year students)
2. 100% pass rate for the class of 2012 for the specialty ARDMS registry examination.
3. Initiated the six week continuing education course “Sonography Skills Awareness” in order to increase retention. Reports state the course is successful in determining the capability of incoming students.
4. A gender identification clinic was created and has generated positive feedback and community interest.

Phlebotomy
1. 84% pass rate for the national exam.
2. 85% rate for job placements.
3. 10% rate of continuing in health sciences studies (got into other health science programs).
4. Jerry Barton is the new director of the Phlebotomy Certification program. She has a Master’s Degree in Forensic Science and Laboratory Science. She has initiated a clinical appreciation
dinner per semester which has been greatly appreciated and well received by her clinical site administrators.

5. Students are encouraged to take the nation exam. Jerry Barton has written a grant for financial assistance.

6. The funds raised by the Phlebotomy Club aids with all student expenses.

7. Jerry Barton has been selected to participate in item writing for the Phlebotomy National Exams (NCCT).

Dental Assisting
1. Dental Assisting and Dental Hygiene had computers installed in each operatory and instructor areas of the CFCC Dental Clinic. Students report increased understanding while using the same software as used in Dental offices.

2. Dental Assisting and Dental Hygiene now have computers at each dental operatory and instructor station with Dentrix software which is the most commonly used program in dentistry. All charting, digital radiographs, etc. including the use of signature pads are now being performed electronically.

3. Nancy Fetter, Dental Assisting Program Director, has announced her retirement effective June 1, 2013. Search committee is forming.

4. The Dental Assisting and Dental Hygiene graduates and students as well as faculty will participate April 26 and April 27, 2013 at the North Carolina Dental Society’s Mission of Mercy event, held at the Schwartz Center. Over 600 patients were seen in two days and received free dental care last year. Cape Fear Community College will be hosting the event April 26 and 27, 2013.

Dental Hygiene
1. The dental hygiene and dental assisting programs are working with the North Carolina Mission of Mercy (NCMOM) and the NC Dental Society to host a full service dental clinic to the community free of charge to those who fall below the 200% poverty level. This dental clinic will be held April 26-27th at the Schwartz Center. The Health Science Department Chair and the VP of Instruction have also sat on the committee for this event. The Practical Nursing faculty and students are also participating.

2. 100% of the 2013 Dental Hygiene graduates will pass the National Board Dental Hygiene Examination on their first attempt. The students will not take this exam until April 16th. I do not expect the results before May 1st.

3. 100% of the 2013 Dental Hygiene graduates will pass a state or regional examination on their first attempt. The students will not take this exam until June 7 and 8, 2013. I do not expect the results before July 1st.

4. Students are focusing on effective communication between dental and other health care professionals while treating a greater diverse patient population. In addition to the on-campus dental clinic, students have also treated patients at NHCHC Dental Clinic, Cape Fear Clinic, and Mission of Mercy.

Surgical Technology
1. 100% pass rate for Class of 2012 certification exams. All 2012 graduates report employment in the field.
2. Clinical Sites are receptive to Surgical Technology students. Clinical sites include NHRMC, Brunswick Novant, Naval Hospital in Jacksonville, NC, Cape Fear Memorial Hospital, Pender Memorial Hospital, Dosher Memorial Hospital, Atlantic Surgicenter.

3. National Merit Award for consecutive achievement on National Certification Exam results.

4. Surgical Technology will relocate in the new Union Station Building with mock hospital operating rooms and state of the art equipment.

**Department/Unit: Personnel Office**

2012-2013 Planning Priority/Objective: Redesign, reorganize, and update personnel website information to increase functionality and enhance communication for applicants, employees and the general public.

Accomplishment/Improvement: Reviewed current content, chose goals for providing services to applicants and employees, met with IT services web designer. Web page design has been completed by IT services; additional content is being added by the Personnel Office. Expected public launch will be May 2013.

**Department/Unit: Foundation**

2012-2013 Planning Priority/Objective: To effectively communicate a positive public image of the foundation and the college and promote college services and programs to the community.

Accomplishment/Improvement: The Executive Director was nominated for and received the YWCA Women of Achievement Award for Education, and she received the Carl Davis Leadership Award from Leadership Wilmington. The Foundation continued to utilize its subscription to Constant Contact, an email newsletter software service. This allowed the conversion to a more user-friendly, attractive, Web-integrated e-newsletter and allowed the Foundation to better target specific groups such as alumni and various boards and interest groups. The Foundation’s “Travel with CFCC” program continued to garner attention. Two trips were hosted in partnership with AAA Carolinas: two community participants enjoyed a cruise of the Danube River in October 2012. As of March 2013, a group of twelve students, faculty, and community guests traveled to Ireland over spring break. A fall 2013 trip to Southern Italy was developed in partnership with World Cultural Tours and advertised to the larger community throughout the spring semester. In March 2013, the Foundation hosted a public information session with breakfast refreshments in Surf City to inform the local community about the Alston W. Burke Campus schedule to break-ground in the fall of 2013. Mayor Zander Guy and Dr. Spring unveiled the campus plans and received input from the town’s residents. The Foundation submitted and received a literacy grant from International Paper, and in 2013, a book focused on Native Americans along the Cape Fear River was completed for distribution to middle schools in New Hanover and Pender counties. The book was written by Phil Garwood, Geology Instructor.

**Department/Unit: Foundation**

2012-2013 Planning Priority/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 Public Relations Committee of the Foundation Board had its first cultivation function for the purpose of developing a speaker’s bureau among Board members. The Foundation continued its partnership with the CFCC Board of Trustees, to manage the activities of the Board Advisory Council (BAC), a stewardship group for former trustees and Foundation Board members. More than twenty individuals participated in a meeting in March 2013, which provided updates about events, programs, and initiatives of the College. About thirty former board members have subscribed to the BAC email update list, and the Foundation hopes to keep them actively involved for years to come. The Foundation held its first 5K run, the “Bridge to Bridge Run,” sponsored by New Bridge Bank. In February 2013, the Foundation hosted Homecoming Bingo Night in the
Workforce Training Center lobby. Open to the public, the event was designed to attract faculty, staff, friends, and their families to campus preceding the Men’s Homecoming Basketball Game. Approximately 55 people attended the event.

**Department/Unit: Foundation**

2012-2013 Planning Priority/Objective: Enhance internal communication among faculty, staff and students to increase internal communication.
Accomplishment/Improvement: 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. The Foundation works effectively with the Financial Aid Department to award scholarships to deserving students. The Director of Grant Development has been meeting with individual faculty and staff to discuss funding needs and projects that grant funds could support. As a result, faculty and staff have been electronically submitting projects that need outside funding. An electronic database with a link on the Foundation’s website will house the information. Faculty and staff will have access to the database as a means of viewing submitted projects for opportunities to collaborate with colleagues. Grants continue to be explored for project funding, and funding opportunities continue to be forwarded to various faculty and staff. Foundation staff and Athletics staff continue to collaborate through prospect management meetings to further coordinate major prospect fundraising efforts.

**Department/Unit: 52464 – Architectural Technology**

2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: We produced a new updated brochure for promoting our program to prospective students. The brochure included new contact information and the new curricula beginning in spring 2014. We also produced a standalone digital slide presentation to be used during visits to our campus and to leave with counselors at the various high schools. The presentation outlined the activities of the entire program to help students with their education decisions.

Approved by the CFCC Board of Trustees on May 18, 1995; revised and reaffirmed January, 18, 1996; revised and reaffirmed May 23, 1997; revised and reaffirmed July 28, 1998; revised and reaffirmed July 27, 2000; revised and reaffirmed March 28, 2001; revised and reaffirmed November 16, 2005; reaffirmed June 20, 2008; revised and reaffirmed September 10, 2010