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:
Accomplishment/Improvement: Designed and administered a survey for students who attend our annual faculty forums; this survey attempts to assess how attending these forums stimulates students’ critical thinking skills.

Department/Unit: Vocational/Various
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Several units across the college are participating in a home-build for New Hanover County. The county received a grant to replace 4 homes across the county where the existing homes were condemned and the property owners met low economics requirements. We are building one of those homes. The following units are involved: construction management, carpentry, electrical/electronics, plumbing, landscape gardening, and interior design. The home is expected to be completed by the end of summer semester.

Department/Unit: SCIENCE
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: 3 New Courses Offered this year: BIO. 120 Introductory Botany BIO. 143 Field Biology and GEL 230 Environmental Geology

Department/Unit: Business Technologies/Accounting
Accomplishment/Improvement: Brad Anderson attended webinar on improving student outcomes in accounting principles classes.
David Bland attended several webinars on changes in accounting sponsored by the Institute of Management Accountants (IMA).
David Bland attended McGraw-Hill Accounting Focus Group to discuss best practices and technology available to enhance student outcomes in principle level classes, sharing same with other instructors.
Jackie Casey attended Accounting Education Forum sponsored by the NC Association of CPAs.
Jackie Casey attended several continuing education webinars sponsored by NCACPA.
Cameron Lee attended several webinars on accounting education issues sponsored by Wiley.
Michelle Rose Newberry attended Accounting Education Forum sponsored by the NC Association of CPAs.
Sherry Marley integrated Drake Software into tax classes for return preparation.
Sherry Marley developed online section for Individual Income Tax utilizing Cengage NOW.
David Bland secured new software for income tax courses (ACC 129 & 130) for free from vendor.
David Bland took four students to the Wilmington IMA chapter meeting to network with area accounting professionals, and to see presentation from Dr. Woody Hall of UNCW. Jackie Casey took Managerial Accounting class to NCACPA Cape Fear Chapter student event.

Department/Unit: Business Technologies/Business Administration
Accomplishment/Improvement:
Faculty in the Business Administration program attended high school events such as the Pender High School Career Fair for Recruiting in the Business Programs, the Ashley High School Graduation Projects Judging, and others.
Shawn Russell encouraged all of his classes to attend the Biz Tech Expo on 3/21/13 with several students attending and learning about local business, networking and learning about marketing, customer service, and business seminars.
Business Administration faculty took students on a variety of field trips to businesses including Costco and Starbucks, a courtroom and DA tour, and several others related to topic taught.
All Business Administration courses now have some type of research project which includes a written paper and presentation including some with ‘green’ sustainability themes.

Department/Unit: Business Technologies/Computer Information Technology
Accomplishment/Improvement:
Gwen Armstrong attended the Annual Cengage/Course Technology 2013 Conference in San Diego, CA.
Scotty Williams attended the Annual Cengage/Course Technology 2013 Conference in San Diego, CA.
Gwen Armstrong received a Microsoft Office Specialist Certification in Excel 2010.
Gwen Armstrong administered over 70 Certiport Exams including those for QuickBooks and Microsoft Office Specialist.
Susan Booth attended multiple online webinars, and is currently completing an open source course at M.I.T which will improve her understanding of various student learning styles and behaviors associated with learning and retention.
Adam Gaweda received a Certification of Completion of MIT’s 6.00x Introduction to Computer Science and Programming.
Adam Gaweda is currently completing Udacity.com’s Web Development course.
Mark Grover and Sohail Sukhera were awarded a mini-grant to purchase a new server for the Cisco curriculum. They received the grant, installed the server in the Cisco Lab at the North Campus, and now Sohail has incorporated its use in the NET 125: Networking Basics course.
Mark Grover attended the NC Computer Instruction Association Annual Conference.
Sohail Sukhera attended the NC Computer Instruction Association Annual Conference.
Scotty Williams attended the NC Computer Instruction Association Annual Conference.
Melissa Watson attended the NC Computer Instruction Association Annual Conference.
Mark Grover received the Microsoft Office Specialist Expert in Word 2010 Certification.
March Grover completed CISCO Instructor Exploration II course.
March Grover and Sohail Sukhera both completed CISCO Instructor Exploration III course.
March Grover and Sohail Sukhera both completed CISCO Instructor Exploration IV course.
Mark Grover received his CCNA (Cisco Certified Network Associate) Certification. Mark Grover received his CCAI (Cisco Certified Academy Instructor) Certification. Mark Grover completed CISCO CCNA Security course. Mark Grover attended the Information Security Curriculum Development Conference in Kennesaw, GA. Multiple CIT instructors attended Wilmington IT Breakfast sessions in the fall and spring semesters. Mark Grover attended multiple Technology Events in person and online – Including an Introduction to Windows 8 & IT Security Essentials. Mark Grover is currently working on his Masters in Information Systems/Computer Science at UNCW. Jason Jennette attended the Cengage Professional Development event at Fayetteville Tech. Community College. Omar Noor Al-Deen attended the 2012 Southern States Communication Annual Convention in San Antonio, TX. Omar Noor Al-Deen attended the 11th Annual International Conference on Social Sciences in Honolulu, HI. Trisa Russell has attended multiple online webinars. Trisa Russell participated in a four week CourseSites by Blackboard, Designing an Exemplary Course.

Department/Unit: Business Technologies/Real Estate Licensing
Accomplishment/Improvement:
Laurel Pettys worked with the department chair to update the program's elective courses.

Department/Unit: Basic Skills
Accomplishment/Improvement:
• 208 GEDs were awarded in the last program year (July 1, 2011 – June 30, 2012).
• 155 AHS diplomas were awarded, up almost 20% from the last 3 program years.
• 32 Basic Skills Plus students graduated with a GED and certification in either Nurse Aide Level I or Air Conditioning, Heating and Refrigeration.
• More than 40% of AHS and GED graduates in 2012 have enrolled in the College.
• Reorganization of ABE/GED and AHS registration has led to a higher retention rate of new students. Students now receive a more holistic presentation of what to expect within each program and the College. At orientation, they are introduced to career pathways offered in Continuing Education and Curriculum.
• ESL student enrollment in the ESL/GED Transition class doubled and a new section created to accommodate enrollment.

Department/Unit: Fire and Rescue Training  53201
Accomplishment/Improvement: The Fire/Rescue Division showed an annual FTE increase of 22.7; a 21% increase over the previous 12 months. The number of students served increased by 827; a 16.5% increase.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
Accomplishment/Improvement: Successfully re-located DDC-4 course to a new on-campus location to assure continued security.
Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
Accomplishment/Improvement: Motorcycle Rider Course maintained a high level of success with a student pass rate of 92%.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
Accomplishment/Improvement: Maintained a 100% first-time test-taker pass rate on the NC Office of EMS Paramedic exam, and achieved first-time test-taker pass rate on the NC Office of EMS Intermediate exam of 100%.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
Accomplishment/Improvement: Implemented the use of guest speakers at the New Hanover Correctional Facility to further enhance the learning experience in Horticulture topics.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
Accomplishment/Improvement: Implemented a Legal Liability Landlord/Tenant Dispute course, a 96-hour Law Enforcement Sniper course, and developed new Legal Considerations courses for Law Enforcement supervisors and managers.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
Accomplishment/Improvement: Implemented new state-required instructor and student testing/record-keeping procedures for Mandated In-Service training.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
Accomplishment/Improvement: Implemented the Personal and Home Care Aide Training Program.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture - 53500
Accomplishment/Improvement: Obtained successful state re-approval for Nurse Aide Level I and II programs in Wilmington and Burgaw.

Department/Unit: English
Accomplishment/Improvement:
Administered a common reading and writing assignment to all English 111 students in the last week of each semester, used blind grading techniques and a common rubric, and collected data on student performance.

Administered a common final exam in English 095 in the last week of each semester, used blind grading techniques and a common rubric, and collected data on student performance.

Administered a grammar proficiency exam to all developmental students in the last week of each semester and collected data on student performance.

Designed and participated in an academic forum entitled “The Many Faces of Philanthropy” to enhance the Common Writing experience for English 111 students.

Department/Unit: Boat Building
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Organized a field trip to Beaufort to visit the NC Maritime Museum and boat shop. We also visited Shearline Boatworks, a modern wooden boat shop.
Department/Unit: LRC/TV Studio
2012-2013 Planning Priority/Objective: Dental Instructional Videos
Accomplishment/Improvement: Working in conjunction with Lesa McCabe, the TV Studio produced a series of 3 Dental Assisting instructional videos to be utilized in instruction to enhance student learning.

Department/Unit: LRC/TV Studio
2012-2013 Planning Priority/Objective: Instructional Filming with and for Students
Accomplishment/Improvement: The Studio assisted numerous faculty and departments by producing multimedia content to enhance their courses, including: ENG, DEN, NUR, DRA, MUS, AUB, and SPA. Much of the filming is done in conjunction with students’ final projects and is used to assess students’ performance in a course.

Department/Unit: Humanities & Fine Arts
2012-2013 Planning Priority/Objective: Implementation of instruction that focuses on Student Centered Learning or Flipped Instruction. Many of our Philosophy, Religion, Art, and Communications instructors have achieved considerable success using teaching methods that defer certain responsibilities to the student body. Students who engage and are provoked to be responsible for certain aspects of the learning experience, rise to the occasion and benefit from the charge of accountability.

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Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Tutor Training
Accomplishment/Improvement:
• Cycle of training topics is intended to give tutors a more complete perspective of students with whom they work as well as the tutoring and learning process
• Tutors are better able to provide instruction that promotes critical thinking about the subject(s) they tutor
• Stronger instruction by tutors enhances higher academic achievement, higher persistence and retention rates of students, and better preparation for students’ academic and professional careers

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: 40200-Institutional Services  
2012-2013 Planning Priority/Objective: Implement Custodial Services as separate department within Institutional Services. 
Accomplishment/Improvement: Custodial Services became a separate department within Institutional Services the will allow for better communication from the director to the custodian staff.

Department/Unit: 40200-Institutional Services 
2012-2013 Planning Priority/Objective: Developed a CFCC Floor Care Crew. 
Accomplishment/Improvement: CFCC hired a five person Floor Care Crew. The crew will allow CFCC to have more control of the cleaning schedule and allow the floors to be cleaned more frequently than with a contracted service.

Department/Unit: 40201-Institutional Services 
2012-2013 Planning Priority/Objective: Drafted a proposal to the Board of Trustees, the State and Federal Government to establish a sworn campus police department. 
Accomplishment/Improvement: The proposals were approved with unanimous support to start a campus police department. This will provide a more capable initial response unit to emergencies on campus.

Department/Unit: 40201-Institutional Services 
2012-2013 Planning Priority/Objective: Purchased a building under foreclosure that was previously a bar. 
Accomplishment/Improvement: The building will house the campus police department. This will provide space for the department and allow for growth without taking away from academic space.

Department/Unit: 40201-Institutional Services 
2012-2013 Planning Priority/Objective: Established a uniformed law enforcement resource officer at the North campus. 
Accomplishment/Improvement: Having a single resource officer provides for a better working relationship with stakeholders on campus.

Department/Unit: 40201- Institutional Services 
2012-2013 Planning Priority/Objective: Assigned a security guard at the Burgaw Campus 
Accomplishment/Improvement: The security guard will be able to observe and report any problems that may occur and act as a first response in case of emergency.

Department/Unit: 40201- Institutional Services 
2012-2013 Planning Priority/Objective: Developed a monthly maintenance/safety inspection program. 
Accomplishment/Improvement: The manager of facility maintenance and Associate director of campus safety inspect all of the campus properties together on a monthly basis. Maintenance and safety violations are discovered more rapidly, a strategy to resolve the issues is developed on site at the time of discovery thus reducing the response and repair time of a violation which provides for a safer learning environment.

Department/Unit: 40400, 40200, 40201- Institutional Services 
2012-2013 Planning Priority/Objective: Remodel Units F & O at Emerald Square. 
Accomplishment/Improvement: To get units remodeled before the start of class in January. This will allow CFCC Continuing Education to have a barber school.
Department/Unit: 40400, 40201- Institutional Services
2012-2013 Planning Priority/Objective: Install new locks on classrooms at the Burgaw Center.
Accomplishment/Improvement: Locks were installed days after requested. This will allow instructors to lock classrooms in a lock down.

Department/Unit: 40400, 40201- Institutional Services
Accomplishment/Improvement: Change the switching of lights as requested by the faculty. This will allow the student to take notes when they are viewing the video screen.

Department/Unit: 20600, 40201,40200- Institutional Services
2012-2013 Planning Priority/Objective: Relocated Shipping and Receiving Department during mold remediation process.
Accomplishment/Improvement: Through coordinated efforts with Shipping and Receiving, Maintenance and Parking, we were able to secure and install two temporary trailers in the A Parking Lot to house the Downtown daily operations of the Shipping and Receiving Department during the mold remediation process. Movement of this department into the trailers has been completed and daily operations were not hindered.

Department/Unit: 40400- Institutional Services
2012-2013 Planning Priority/Objective: Successful bid and start construction on Humanities and Fine Arts building
Accomplishment/Improvement: Start construction of the Humanities and Fine Arts Building. This will add a 1500-seat auditorium to CFCC and provide a new home for the Humanities and Fine Arts programs. The completion of the project will add space for programs and the department’s growth. HFAC also allows CFCC to vacate the “E” building, with is owned by the City of Wilmington.

Department/Unit: 40400- Institutional Services
Accomplishment/Improvement: Design started for the new facility at North campus. This building will allow the College to have flex space that can be readily adapted to the training needs of local business and industry. This facility will also include the Vet Tech program that is expected to meet a growing need in the field. The project also moves the HEATT, HVAC, to North Campus and gives a home to Sustainable technology.

Department/Unit: 40400- Institutional Services
2012-2013 Planning Priority/Objective: Start of Design for the Alston W. Burke Campus at Surf City.
Accomplishment/Improvement: Design started for the first building at Surf City’s Alston Burke Campus. This campus will allow the College to become more accessible and strengthen our presence in Pender County. The new campus will illustrate our commitment to our student in this area.

Department/Unit: 40400- Institutional Services
2012-2013 Planning Priority/Objective: Start of Site construction project for the Carpentry and ROPES classroom facility at North Campus.
Accomplishment/Improvement: Construction of the site has begun and is expected to be completed in May 2013. This facility will allow for the Carpentry program to move to North Campus and expand the number of students that can currently be enrolled.

Department/Unit: 40400- Institutional Services
2012-2013 Planning Priority/Objective: Successful bid and started installation of both the Audio Visual and Data packages for Union Station Building.
Accomplishment/Improvement: Installation of Audio Visual and Data packages allow for internet connection and allow for modern teaching utilizing both visual and auditory teaching techniques.

Department/Unit: 40400- Institutional Services
2012-2013 Planning Priority/Objective: Remove city non-compliant sign and design new compliant CFCC monumental signs. (Includes Schwartz Center digital signage.)
Accomplishment/Improvement: Removed non-compliant sign. CFCC pursued and successfully amended the City’s sign ordinance to allow digital signage for Schwartz and HFAC. This will allow for update information to be displayed and changed electronically. This can aid in advertising events at CFCC.

Department/Unit: 40400- Institutional Services
2012-2013 Planning Priority/Objective: Re-delineation of North Campus Wetlands
Accomplishment/Improvement: The re-delineation allowed for CFCC to retain the uplands from previous delineation. This allows for the Advanced and Emerging technologies Buildings to be built on two upland sites, claiming more usage acreage at the North Campus.

Department/Unit: 40400- Institutional Services
2012-2013 Planning Priority/Objective: Re-design of Union Station Building Cafe
Accomplishment/Improvement: The re-design allows for CFCC to install a more efficient coffee house. The operation of this Café will be contracted out to provide students, faculty, and staff easy access to amenities not currently offered at the College.

Department/Unit: 40400- Institutional Services
2012-2013 Planning Priority/Objective: Schwartz Center renovation and expansion design concept.
Accomplishment/Improvement: Design concept for Schwartz Center renovation and expansion to aid in the marketing and fund raising efforts.

Department/Unit: 40400- Institutional Services
2012-2013 Planning Priority/Objective: Investigation of Mold and slab issue in Shipping and Receiving
Accomplishment/Improvement: Investigation determined cause of Mold and also determined that the slab in this area has dropped as much as 4” in the space. The investigation allows the college to correct the issue rather than clean and let the situation potentially reoccurs. This, in turn allows, for the efficient use of existing CFCC building square footage.

Department/Unit: 52501-Marine Technology
2012-2013 Planning Priority/Objective: The department acquired the nationally recognized R/V CAPE HATTERAS to replace the R/V DAN MOORE.

Department/Unit: English
Accomplishment/Improvement: Updated and remodeled A302, an office for part-time faculty.
Updated and remodeled S501, the English Department’s Academic Writing and Research Lab.
Provided furniture for students in the 3rd and 4th floor lobby areas of the McLeod and Galehouse buildings.

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

Department/Unit: Institutional Effectiveness
2012-2013 Planning Priority/Objective: Provide/create survey tools on an as requested basis And create a request form for Institutional Research needs.
Accomplishment/Improvement: Created Health Science survey for Student Development counselors. Created IR Request form with Google Forms. Awaiting Supervisor review.

Department/Unit: Business and Institutional Services /IT Services
2012-2013 Planning Priority/Objective: Incorporate the appropriate use of technology for students, faculty, and staff.
Accomplishment/Improvement: Supported Faculty and staff in responding to 5448 Help Desk “K-Box” requests for service from the HelpDesk. Closed 718 Colleague and ERP-related HelpDesk tickets. Loaded 272 Colleague software patches. Installed 314 computers... 93 Faculty Staff PC's and 221 Student Lab computers. For the Windows 7 conversion, the HelpDesk was allowed to take on additional, temporary help. During this project 11 CFCC CET graduates were hired and gained valuable work experience in their field. Subsequently, 2 of these grads have been hired on a permanent basis. Completed discovery and aided in system analysis in preparation for Business Services move to Document Imaging.

Department/Unit: 40201
2012-2013 Planning Priority/Objective: Replaced thirteen year old camera monitoring system to updated technology
Accomplishment/Improvement: The new monitors allow for better viewing and discovery of persons and property as well as incidents

Department/Unit: 40201
2012-2013 Planning Priority/Objective: Install power poles for math lab in L building.
Accomplishment/Improvement: Power installed before new computers arrived. Project provided math computer labs required for advanced educational techniques for students.

Department/Unit: 40201
2012-2013 Planning Priority/Objective: Install 200 amp service on ship dock.
Accomplishment/Improvement: Required power installed prior to the arrival of the new ship, Cape Hatteras. The Hatteras will allow the student to improve their studies at sea.

Department/Unit: 20600
2012-2013 Planning Priority/Objective: Hanover Parking Deck counts uploaded to social media.
Accomplishment/Improvement: Real-time Hanover Parking Deck counts are uploaded hourly and automatically to CFCC Twitter, which in turn is posted on CFCC Parking web page. This allows for the most up-to-date information concerning parking availability in the Hanover Parking Deck, so as best to advise travel plans for Students and Employees.
Department/Unit: Business Technologies/Accounting  
Accomplishment/Improvement: Sherry Marley integrated Drake Software into tax classes for return preparation.

Department/Unit: Business Technologies/Business Administration  
Accomplishment/Improvement: All Business Administration courses now have some type of research project which includes a written paper and presentation including some with ‘green’ sustainability themes.

Department/Unit: Business Technologies/Computer Information Technology  
Accomplishment/Improvement: Scotty served as the administrator for the Business Technologies departmental MSDNAA subscription that allows students to receive free Microsoft developer software to use in their classes.

Department/Unit: LRC/Media Center  
2012-2013 Planning Priority/Objective: Classroom Multimedia Equipment Standards  
Accomplishment/Improvement: The Media Center established the 2012-2013 standards for classroom technology equipment purchases, secured quotes for all classroom media purchases, and coordinated with Purchasing. Additionally, they installed new and/or upgraded technology in 16 classrooms.

Department/Unit: Humanities & Fine Arts  
2012-2013 Planning Priority/Objective:  
Accomplishment/Improvement: Photography Lab: this year we were able to outfit our digital photography lab with MAC’s, capable of supporting the software necessary for our students to compete in the contemporary art world. The faculty has been integral in teaching the use of this editing software.

Department/Unit: Humanities & Fine Arts  
2012-2013 Planning Priority/Objective:  
Accomplishment/Improvement: Photography Lab: this year we were able to outfit our digital photography lab with MAC’s, capable of supporting the software necessary for our students to compete in the contemporary art world. The faculty has been integral in teaching the use of this editing software.

Department/Unit: Student Development/Registrar’s Office  
Accomplishment/Improvement: As an offshoot of our orientation success, the Assistant Registrar piloted a new method of arena registration at the North Campus. In the past, students have waited in lines to see an advisor and be registered for classes. In January 2013, students were assigned to a computer classroom based on their major. In that classroom, students were assisted in registering themselves and offered guidance in reading their program evaluation. This approach enabled students to critically think about their schedule needs and to make their own schedule based on course availability.

Department/Unit: Student Development/Disability Support Services  
Accomplishment/Improvement: The Disability Support Services office ordered the following Assistive Technology equipment to be used by students with disabilities: Digital Voice Recorders, Noise Cancelling Headphone, Livescribe Smartpen. In addition, the VideoEye was repaired and the Dragon Naturally Speaking software was updated. The Disability Support
Services Assistive Technology Specialist trained five students on how to use the Dragon Naturally Speaking software.

Department/Unit: Student Development/Financial Aid
Accomplishment/Improvement: Integrated Academic Works software into the scholarship application and awarding process. Replaced paper applications and associated processing and storage with online applications and digital application management. Utilized software to create spreadsheets for department chairs to use in the selection of recipients.
• Developed the first-ever financial aid Camtasia video with scholarship application instructions to be posted to the financial aid office web site.
• Developed a database of Federal Work-Study employees and supervisors to facilitate reporting and communication.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Instructor Recommendation Form and One-on-One Tutoring Application
Accomplishment/Improvement: Forms are now available as complete-able forms to make it easier to submit the required information. Students can type into the form and print them for submission to the Learning Lab. These forms are required by the North Carolina Community College System in order for students to access tutoring.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Assistive Technology
Accomplishment/Improvement:
• Provided training to students in the use of Assistive Technology designed for learning
  Kurzweil 3000
  Natural Readers
  Dragon Naturally Speaking
  Read and Write

Department/Unit: Printing Services
2012-2013 Planning Priority/Objective: Increase quality and speed of the college’s photocopying capability
Accomplishment/Improvement: Printing Services purchased two new black and white Xerox copiers to serve the needs of faculty and staff. The new machines feature faster copier speeds, PDF scanning and booklet-making.

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: Science
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Award: 1st Place for the 2012 METI AWARD for the best Simulation Video. This is the second year in a row that we have won this award.

Department/Unit: Business Technologies/Accounting
Accomplishment/Improvement: David Bland secured new software for income tax courses (ACC 129 & 130) for free from vendor.
Department/Unit: Business Technologies/Business Administration
Accomplishment/Improvement: Faculty in Business Administration are considering and researching possibilities for Scantron use, students organizations (professional and clubs), more accessible printers, and computer lab monitoring software, and other changes that will improve working conditions and student outcomes. Shawn Russell is the point person on several initiatives.

Department/Unit: Business Technologies/Computer Information Technology
Accomplishment/Improvement: Scotty served as the administrator for the Business Technologies departmental MSDNAA subscription that allows students to receive free Microsoft developer software to use in their classes.

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Accomplishment/Improvement: The Media Center established the 2012-2013 standards for classroom technology equipment purchases, secured quotes for all classroom media purchases, and coordinated with Purchasing. Additionally, they installed new and/or upgraded technology in 16 classrooms.

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Accomplishment/Improvement: Photography Lab: this year we were able to outfit our digital photography lab with MAC’s, capable of supporting the software necessary for our students to compete in the contemporary art world. The faculty has been integral in teaching the use of this editing software.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Provided workshops upon instructor requests
Accomplishment/Improvement: Resume and cover letter writing, study skills, creating a newsletter using MS Publisher.

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

Department/Unit: Business Technologies/Accounting
Accomplishment/Improvement:
Sherry Marley developed online section for Individual Income Tax utilizing CengageNOW.

Department/Unit: English
Accomplishment/Improvement: Developed and offered English 262: World Literature I online for the first time.

Department/Unit: Humanities & Fine Arts
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Current offerings include 38 online sections and 85 hybrid sections. In spring 2013 we offered 287 total sections, 123 online/hybrid. 42% of HFA courses utilized DL either fully or partially.

Department/Unit: Humanities & Fine Arts
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Current offerings include 38 online sections and 85 hybrid sections. In spring 2013 we offered 287 total sections, 123 online/hybrid. 42% of HFA courses utilized DL either fully or partially.

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: Campus Security-40200, 40201
2012-2013 Planning Priority/Objective: Collaborate with other CFCC departments and outside agencies for the School Safety Meeting held at Cape Fear Community College.
Accomplishment/Improvement: Custodial Services was instrumental in preparing, cleaning, and maintaining of the Allied Health Building prior to, during, and after the Safety School event.

Department/Unit: Campus Security-40201
2012-2013 Planning Priority/Objective: Established a working relationship with Wilmington Police Department Administration.
Accomplishment/Improvement: Through this relationship we will be able to create a mutual aid agreement between departments and dictate jurisdictional boundaries for our campus police force. The relationship between police administrators will cultivate a stronger working relationship between agencies.

Department/Unit: Campus Security-40201
2012-2013 Planning Priority/Objective: Established a working relationship with New Hanover County Sheriff’s Office
Accomplishment/Improvement: This relationship cultivated a single resource officer to be assigned to the North Campus and will develop into joint training programs between agencies.

Department/Unit: Campus Security-40201
2012-2013 Planning Priority/Objective: Developed a partnership with the Board of Elections
Accomplishment/Improvement: Both the north campus and downtown campuses will continue to be voting sites. This allows the community stakeholders to observe and utilize the campus properties as the campus provides a public service outreach.

Department/Unit: Campus Security-40201
2012-2013 Planning Priority/Objective: Developed a working relationship the Wilmington Fire Marshal’s Office
Accomplishment/Improvement: As a point of contact with the fire marshal we can bridge a gap and develop a working relationship to become more compliant with the fire code especially during community events.

Department/Unit: Campus Security-40201
2012-2013 Planning Priority/Objective: Developed a working relationship with police administration at UNCW
Accomplishment/Improvement: Developed a professional resource for guidance in grant writing and creating job descriptions

Department/Unit: Campus Security - 40201
2012-2013 Planning Priority/Objective: Established a working relationship with campus and police administration at Wake Tech
Accomplishment/Improvement: This relationship aided in the creation of the campus police department as well as some of its policies and procedures.

Department/Unit: Campus Security - 20600, 40201, 40200
2012-2013 Planning Priority/Objective: Partnership with the North Carolina Azalea Festival.
Accomplishment/Improvement: This year marks the first annual North Carolina Azalea Festival Main Stage being held in CFCC’s Student Lot #2. While this partnership not only promotes the College nationwide, it fosters and strengthens relationships with the College and industry. Students are introduced to mentor and internships, along with real-life practical experience.

Department/Unit: 40000
2012-2013 Planning Priority/Objective: Partnership with the Town of Burgaw to grant easement for construction of a park at the CFCC Burgaw facility.
Accomplishment/Improvement:
• Negotiated easement with the Town of Burgaw that included the cutting of existing Kudzu and planting of grass on fields that can be used by PCEHS students. The town of Burgaw also constructed a Park with amenities that enhance the campus and can also increase the visibility of Burgaw center to those who may not have been exposed otherwise.

Department/Unit: Computer-Integrated Machining
2012-2013 Planning Priority/Objective: 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: Basic Skills
Accomplishment/Improvement:
• CED students collaborated with the CFCC’s English and Film Departments to create a short documentary called In Cahoots 2. This short film examined CFCC students’ views on politics before the November 2012 election.
• AHS students and teachers participated in The Big Read with the English Department and Learning Resource Center. Each AHS student received a copy of The Great Gatsby through a grant written by the LRC. Students read the book on their own - at the end of class, students participated in a book discussion with Curriculum English instructor Cheryl Saba.
Department/Unit: CE/Public Health and Safety/Prison NH Horticulture 53500
Accomplishment/Improvement: Partnered with Onslow County EMS to establish a new field internship site.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture 53500
Accomplishment/Improvement: Hosted the NC Office of EMS Regional Paramedic Competition, with the winners being graduates of the CFCC Paramedic program.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture 53500
Accomplishment/Improvement: Supplied soil, plants, and food to Leading Into New Communities (L.I.N.C., Inc.) to assist newly released inmates with transition back into the community.

Department/Unit: CE/Public Health and Safety/Prison NH Horticulture 53500
Accomplishment/Improvement: Became a state-approved Nurse Aide Level II Competency Testing Center, and partnered with additional clinical provider agencies in order to provide students with expanded clinical training opportunities.

Department/Unit: 52501
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Provided the R/V DAN MOORE as a platform for the US Army Corps of Engineers for the recovery of instrumentation used to monitor currents and sediment transport in the coastal zone off the Cape Fear River.

Department/Unit: Culinary Arts
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Instructor presented at Southeastern North Carolina Food Conference at UNC-Wilmington: Cost Effective Seasonal Menu Planning, The Feast Downeast was started through a grant to help farmers and growers network with restaurants, chefs and the public to have access to locally grown fresh produce. This organization has been important to the implementation of a new summer class called Farm to Table.

Department/Unit: Boat Building
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Organized field trip with students to Beaufort to visit Jarrett Bay Boatworks and Moore’s Marine. Both are leaders in their field and potential employers for graduates.

Department/Unit: LRC/Library
2012-2013 Planning Priority/Objective: Host the 2013 North Carolina Community College Learning Resources Association (NCCCLRA) Annual Conference
Accomplishment/Improvement: CFCC hosted the 2013 NCCCLRA Annual Conference March 11th and 12th at the North Campus. More than 110 individuals attended mostly librarians and library paraprofessionals from community colleges across the state. In addition to coordinating local arrangements, CFCC Library staff presented 5 sessions, hosted 2 roundtable discussions, and coordinated a luncheon for speaker/author book signing, managed the door prizes, secured sponsors, and arranged speakers from UNCW. Nine CFCC Library staff attended part or all of the Conference.
Department/Unit: College Transfer  
2012-2013 Planning Priority/Objective: Accomplishment/Improvement: Invited UNCW and NC Wesleyan admissions reps to speak at the Arts and Sciences Divisional meeting in the fall of 2013. Attended an advising session conducted by Roger Sims from North Carolina State University. Attended a UNCW scholarship breakfast meeting to recognize former CFCC transfer students who received scholarships in UNCW’s business programs.

Department/Unit: Humanities & Fine Arts  
2012-2013 Planning Priority/Objective: Accomplishment/Improvement: The HFA Department and UNCW’s Fine Arts Department have been actively communicating and planning how to further strengthen the ties between schools to ultimately strengthen the transfer program.

Department/Unit: Humanities & Fine Arts  
2012-2013 Planning Priority/Objective: Accomplishment/Improvement: The HFA Department and UNCW’s Fine Arts Department have been actively communicating and planning how to further strengthen the ties between schools to ultimately strengthen the transfer program.

Department/Unit: Student Development/Disability Support Services  
Accomplishment/Improvement:  
•The Disability Support Services Coordinator and Assistant Coordinator attended the fall NC AHEAD conference in Pembroke, NC and the spring NC AHEAD conference in Raleigh, NC.  
•The Disability Support Services Coordinator gave a presentation to special education students and teachers from Hoggard High School in March.  
•The Disability Support Services Coordinator attended the March Cape Fear Disability Commission meeting in Wilmington, NC.  
•The Disability Support Services office renewed their NC AHEAD membership and maintained sharing and acquisition of information between colleges and universities.

Department/Unit: Student Development/Financial Aid  
Accomplishment/Improvement:  
•Assisted with the implementation of the “C-Step” program, which guarantees transfer admission to Carolina for CFCC students who earn an associate degree and meet certain other qualifications.

Department/Unit: Learning Lab  
2012-2013 Planning Priority/Objective: Test Proctoring Services for student outside of CFCC  
Accomplishment/Improvement:  
•Continued to provide test proctoring services to students at other colleges and universities  
Served students from institutions within and outside North Carolina  
Renewed membership with UNC Academic Services Online
Department/Unit: Public Information Office
2012-2013 Planning Priority/Objective: Provide support to the NC Azalea Festival partnership with Cape Fear Community College to foster a good relationship between both the college and the festival
Accomplishment/Improvement: Coordinated several press conferences for the 2013 N.C. Azalea Festival

Department/Unit: Public Information Office
2012-2013 Planning Priority/Objective: Support the New Hanover County District Attorney’s Office effort to improve school safety
Accomplishment/Improvement: Coordinated and promoted a press conference at UNCW to announce the Summit on School Safety to the local media.

Department/Unit: Public Information Office
2012-2013 Planning Priority/Objective: Increase mutually beneficial partnerships with UNCW
Accomplishment/Improvement: Placed two UNCW Communication Studies interns in the Public Information Office during the spring semester of 2013

Department/Unit: Public Information Office
2012-2013 Planning Priority/Objective: Foster positive relationships with the downtown business community
Accomplishment/Improvement: CFCC sponsored the 2013 “Economic Development Series Luncheon” for Wilmington Downtown, Inc.

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

Department/Unit: Business Technologies/Accounting
Accomplishment/Improvement:
David Bland took four students to the Wilmington IMA chapter meeting to network with area accounting professionals, and to see presentation from Dr. Woody Hall of UNCW.
Jackie Casey took Managerial Accounting class to NCACPA Cape Fear Chapter student event.

Department/Unit: Business Technologies/Business Administration
Accomplishment/Improvement: Faculty in the Business Administration program attended high school events such as the Pender High School Career Fair for Recruiting in the Business Programs, the Ashley High School Graduation Projects Judging, and others.

Shawn Russell encouraged all of his classes to attend the Biz Tech Expo on 3/21/13 with several students attending and learning about local business, networking and learning about marketing, customer service, and business seminars. Business Administration faculty took students on a variety of field trips to businesses including Costco and Starbucks, a courtroom and DA tour, and several others related to topic taught.

Department/Unit: Business Technologies/Accounting
Accomplishment/Improvement:
Cameron Lee provided recommendations for student internships and ambassador applications.

Department/Unit: Business Technologies/Medical Office Administration
Accomplishment/Improvement:
Denise Hightower has a current student who has already passed the CCS-P certification examination from AHIMA on her first attempt. She took this exam January 2013. This student is now a Certified Coding Specialist, Physician-based (CCS-P). The Medical Office Administration program has three students who will be graduating in May 2013 as members of Phi Theta Kappa Honor Society members.

Department/Unit: Business Technologies/Computer Information Technology
Accomplishment/Improvement:
Susan Booth has served as the Co-chair for the CFCC Foundation Fund Drive this year. Adam Gaweda serves as one of the faculty advisors for the newly created CFCC Aikido Club and attends club meetings every Friday. Scotty Williams nominated a CIT student, Jill Bruno, for the NCCIA student scholarship for this year, which she won. Natalie Pagan, a CIT student, was recognized as the first runner-up for CFCC Student Employee of the Year.

Department/Unit: English
Accomplished/Improvement:
Published and distributed Portals, CFCC’s literary and arts magazine, and held an awards ceremony for writers and artists. Sponsored a writing contest for creative writing students and awarded 4 students $350 each. Sponsored a writing contest for developmental students and awarded the following prizes: $150 for first place, $100 for second place, and $50 for third place. Sponsored a writing contest for vocational and technical students and awarded the following prizes: $150 for first place, $100 for second place, and $50 for third place. Held a celebration and reading for the winners of all the writing contests. Held CFCC’s first ever Writers’ Week which consisted of three creative writing workshops for our students, faculty, and staff. Held CFCC’s first ever Visions Speakers Series which consisted of two speakers discussing how they overcame obstacles in their work lives. Presented Black Poets Speak: A Multimedia Poetry Presentation to commemorate African American History Month. Sponsored StoryForce, a writing group for CFCC student veterans, held a celebratory dinner/reading, and published StoryForce I, a collection of the participants’ writings.

Department/Unit: College Transfer
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Scheduled four (4) Faculty/Dean Chat sessions with college transfer students, advising students as needed and inquiring about their program success.

Department/Unit: Student Development/Registrar’s Office
Accomplishment/Improvement: Member of the Registrar’s Unit serves as Chairman of the Financial Aid Appeals subcommittee.

Department/Unit: Student Development/Financial Aid
Accomplishment/Improvement:
- Awarded $23,426,100 in Federal Pell Grants; $16,079,500 in Federal Student and Parent Loans; $1,039,405 in NC State Grants; $275,000 in CFCC Scholarships; $219,800 in External Scholarships; $2,350,000 in Veterans Educational Benefits.
- Received more than 11,500 FAFSA’s (financial aid applications).
- Assisted more than 13,600 walk-in’s during the academic year.
• Processed more than 700 appeals of satisfactory academic progress status.
• Implemented the College Foundation, Inc., 2013-14 Verification Service, an outsourcing of the required accuracy review of CFCC financial aid applications.
• Sponsored the seventh annual “Student Employee of the Year” search. Outstanding student employees were selected for recognition. Awards were presented at the annual Student Recognition Ceremony. Obtained presidential and mayoral proclamations declaring the week of April 8 as “Student Employee Appreciation Week.” Visited the Mayor’s Office to receive his proclamation.
• Revised the child care reimbursement procedures so that payment is sent directly to the child care provider.
• Developed a default management plan which was requested by and submitted to the NC Community College System Office.
• Assisted with the Student Development Charity Fund.

Department/Unit: Student Development/Admissions Office
Accomplishment/Improvement:
• Designed and utilized a CRM (customer relations management) system to maintain a positive and encouraging relationship with prospective students and applicants including personalized emails and post cards to prospective students.
• Redesigned the Admissions web site to include steps to better define College Transfer or Vocational/Technical tracks to assist prospective students in selecting the right career path and program prior to submitting their admission applications.
• Customized the Welcome and Acceptance letters based upon program selection.
• Developed an “At-a-Glance” Fact Sheet for enrollment statistics.
• Created online survey tools for various activities (College Information Night, New Student Orientation).
• Coordinated and updated online presentations for New Student Orientation.
• Developed an online transcript of New Student Orientation.
• Designed a campus tour evaluation survey.
• Developed an ambassador training manual.
• Developed an Admissions training manual.
• Created weekly and monthly reports for applications processed.
• Created a tuition comparison chart and web page for NC colleges and universities.
• Created semester enrollment reports for registered students and FTE earned by program of study.
• Redesigned the Academic Forgiveness form to be more user friendly.
• Redesigned the Military Tuition Waiver application to be more user friendly.
• Updated the Provisional Acceptance procedure to include Financial Aid notifications.
• Designed and utilized post card reminders to prospective and accepted students.
• Designed a procedure for Admissions staff to evaluate previous coursework for re-admitted students.
• Trained staff to waive placement testing for re-admitted students.
• Trained counselors on maintaining program history for change of majors.
• Designed a procedure for tracking the number of re-admitted applicants.
• Implemented a procedure for posting housing options in Campus Life on the mycfcc.edu portal.

Department/Unit: Student Development/Career & Testing
Accomplishment/Improvement:
• Testing Services has administered over 6,400 placement tests this past year to place students in their appropriate levels of English and math courses.
• Testing Services administered over 940 PSB tests this past year for enrollment in Health Science programs.
• GED testing was offered 70 times on campus as well as providing testing at local prisons. Over 330 students have been administered GED tests.

Department/Unit: Student Development/Disability Support Services
Accomplishment/Improvement:
• The Disability Support Services office provided services and accommodations to over 400 students during the 2012-2013 academic year.
• As of March 28, 2013, the Disability Support Services office has administered 601 accommodated tests for the 2012-2013 academic year. The Disability Support Services testing procedure was revised and clarified, and the Testing Coordinator scheduled rooms, readers, scribes, and computers, as needed, for all of the tests.
• Disability Support Services (DSS) renewed the Learning Ally books in alternate format contract. DSS provided 46 books in alternate format to students during fall 2012 and 60 books in alternate format to students during spring 2013.
• The Disability Support Services staff hired, trained, and supervised four academic aides and eight Sign Language Interpreters to work with students with disabilities.

Department/Unit: Student Development/Counseling Unit
Accomplishment/Improvement:
• All of the CFCC Counselors attended a one day Community Resource symposium on the CFCC campus. We invited various agencies in New Hanover County to come in to discuss the services they provide and their referral process. This was to make sure that we are aware of the community agencies available in order to make appropriate referrals for our students.
• The Counseling Unit implemented the use of an Alcohol Awareness tool called “E-checkup To Go”. This is a confidential online survey developed by the psychology professors at San Diego State University. This survey helps students access their blood alcohol level during a typical week, personal risks factors and drinking and driving risks among other things. This project was sponsored by a CFCC Foundation mini grant.
• All of the Counseling staff attended a “Motivational Interviewing “training session that was sponsored by a CFCC Foundation mini grant.
• The Counseling Unit hosted its annual High School Counselor’s Day. In addition, we delivered Christmas poinsettia to all of the high school Counselors in New Hanover and Pender Counties to show appreciation for all of their support throughout the year.
• We assisted with the registration of high school students enrolled in the Career and College Promise Program.
• The Counseling Unit hosted the annual Student Recognition Ceremony.
• All of the Counselors attended the N3CSDPA (North Carolina Community College Student Development Professional Association) Conference.
• We participated in on campus forums sponsored by the Behavior Science Department that addressed subjects such as Domestic Violence; Depression and safe sex issues.
• Counselors attended training sessions on the CFCC campus with various four year colleges in order to keep abreast of their transfer requirements.
• Thus far, we have hosted over 40 colleges and university who visited our campus with the purpose of talking with students who are interested in transferring to a four year school.
• We attended various webinars that addressed subjects such as: Managing Psychotic, Manic and Delusional Students and “Word Press 101” to name a few.
• We had a Counselor attend the NC Community College Leadership Program.
• The Counselors presented at 33 information sessions for ten of the Health Science programs.
• As of March, 2013 we have taken 790 applications for the eleven Health Science programs. We will be taking applications for at least one or more programs until May 16, 2013.
• We have over 25 applicants for our RIBN nursing program. This is the second year for this grant funded program that we offer in conjunction with UNCW. We will select 10 students from this pool to start the program in fall 2013.
• As of March, 2013 the Counselors have seen 8594 students (6540 Downtown and 2054 North Campus). This is a duplicated head count.
• As of March, 2013 the Counselors have seen 286 students (253 downtown and 33 North Campus) with personal concerns. They were referred by faculty or were walk-ins.
• As of March, 2013 the Counselors have changed 2338 majors (1885 downtown and 453 North Campus).
• The Veterans Coordinator will be hosting a grant funded Summer Institute for first time students who are Veterans. This week long program will give veterans a chance to get familiar with college resources and address some of the issues that students who have been out of the classroom for a while might encounter. Topics that will be addressed include: admissions, financial aid, placement testing, advising and registration and how to read a program evaluation. The program will enroll 20 students.

Department/Unit: Student Development/Activities/Athletics

Accomplishment/Improvement:
• PTK won 6 awards at the annual PTK Regional Conference.
• Co-hosted the 2nd annual CFCCC Foundation Golf Tournament to benefit student scholarships – 29 teams and over 116 golfers – Raised over $32,000.
• Hosted the Inaugural NewBridge Bank Bridge to Bridge 4.0 run/1.0 walk to raise money for student scholarships. 200 runners participated, raising $11,000 (Partnered with NewBridge Bank).
• Implemented the “Score Big with Books” program. An initiative to bolster reading scores for a selected group of elementary school students.
• Directed the River Fest and Azalea Parking Lot Fundraiser, raising over $18,000 (Leaders of Tomorrow Scholarship).
• Increased student participation at the monthly SGA General Assembly Meetings.
• SGA participated in numerous community service projects such as the Jeans for teens, DC Virgo mentor program, Works on Wilmington and a local elementary school book drive.
• Annual Marine Corps Reserve SGA supported Toys for Tots Drive (Over 100 toys collected).
• A fall leadership workshop was offered by the SGA with 40 student participants. In the spring the SGA offered an informational seminar on student government involvement and leadership qualities with 35 student participants.
• Assisted in the Student Development Summer Orientation by representing Student Activities as presenters.
• Participated in the annual City of Wilmington Holiday Parade as well as the MLK Celebration parade.
• Conducted four blood drives with the American Red Cross.
• 1 Region 10 Regular Season Championship (Women’s Soccer)
• 1 Region 10 Coach of the Year (Chris Libert/Women’s Soccer)
• 1 Player of the Year (Faronte Drakeford/Men’s Basketball)
• Awarded 47 All-Academic Awards for the 2012 fall academic season (2013 spring - Pending)
• 16 Student Athletes were named to the 2012-13 All-Region Team (Golf Not Included)
• Raised over $72,000 through the Sea Devil Club to fund athletic scholarships

Department/Unit: Student Development/Special Projects
Accomplishment/Improvement:
• Coordinate, design and set-up the Toilet Times, the monthly Student Development news bulletin.
• Coordinate, design and set-up the Student Planner, a wonderful tool to aid in student success. The publisher used last year sold the Student Planner section of the business to another publisher, therefore working with new guidelines and set-up.
• Maintain Orientation Reservation Website, verify 2,000+ reservations online, monitor the system for closed sessions, lead check-in and coordinate Orientation meetings.
• Revised the Powerpoint and coordinated the ACA/Student Development class assignments. Prepare all materials and refurbish the presentation bag for the presenters.
• Assisted with the set-up and take-down of the Trade Show held at the North Campus. Provided assistance with the check-in table.
• Supervise college switchboard operators and assist in operating the board when necessary to avoid disrupting workflow of other Student Development units.

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

Department/Unit: Institutional Effectiveness
2012-2013 Planning Priority/Objective: Attend conferences and workshops to develop better IR skills/Take MAT 155 (Statistics) in fall 2013-Remain an active and integral part of the Data Initiative
Accomplishment/Improvement:
  • Attended Informer training (Pitt CC) – 9/2012
  • Attended SEDUG (Datatel Users Group) – 11/2012
  • Attended Word Press Seminar – 2/2013
  • Attended IPEDS Workshop – 3/2013
  • Attended NCAIR/SCAIR Conference – 3/2013
  • Data Initiative meetings
    • Asheboro – 3/2013
    • Asheboro – 4/2013

Department/Unit: Business Technologies/Accounting
Accomplishment/Improvement:
  • Brad Anderson attended webinar on improving student outcomes in accounting principles classes.
  • David Bland attended several webinars on changes in accounting sponsored by the Institute of Management Accountants (IMA).
  • David Bland attended McGraw-Hill Accounting Focus Group to discuss best practices and technology available to enhance student outcomes in principle level classes, sharing same with other instructors.
  • Jackie Casey attended Accounting Education Forum sponsored by the NC Association of CPAs.
  • Jackie Casey attended several continuing education webinars sponsored by NCACPA.
Cameron Lee attended several webinars on accounting education issues sponsored by Wiley. Michelle Rose Newberry attended Accounting Education Forum sponsored by the NC Association of CPAs.

Department/Unit: Business Technologies/Business Administration
Accomplishment/Improvement:
Shawn Russell encouraged all of his classes to attend the Biz Tech Expo on 3/21/13 with several students attending and learning about local business, networking and learning about marketing, customer service, and business seminars.
Melissa Watson attended the Biz Tech Expo.
Cheryl Fetterman attended the Economic Outlook Conference at UNCW.
Jane Puckett attended the Economic Outlook Conference at UNCW.
Cheryl Fetterman attended Entrepreneurial Summit at UNC Pembroke.
Cheryl Fetterman has attended multiple online webinars.

Department/Unit: Business Technologies/Computer Information Technology
Accomplishment/Improvement:
Gwen Armstrong attended the Annual Cengage/Course Technology 2013 Conference in San Diego, CA.
Scotty Williams attended the Annual Cengage/Course Technology 2013 Conference in San Diego, CA.
Gwen Armstrong received a Microsoft Office Specialist Certification in Excel 2010.
Susan Booth attended multiple online webinars, and is currently completing an open source course at M.I.T which will improve her understanding of various student learning styles and behaviors associated with learning and retention.
Scotty Williams presented an In-service workshop at CFCC on how to maximize instruction using PowerPoint.
Adam Gaweda received a Certification of Completion of MIT’s 6.00x Introduction to Computer Science and Programming.
Adam Gaweda is currently completing Udacity.com’s Web Development course.
Mark Grover and Sohail Sukhera were awarded a mini-grant to purchase a new server for the Cisco curriculum. They received the grant, installed the server in the Cisco Lab at the North Campus, and now Sohail has incorporated its use in the NET 125: Networking Basics course.
Mark Grover attended the NC Computer Instruction Association Annual Conference.
Sohail Sukhera attended the NC Computer Instruction Association Annual Conference.
Scotty Williams attended the NC Computer Instruction Association Annual Conference.
Melissa Watson attended the NC Computer Instruction Association Annual Conference.
Mark Grover received the Microsoft Office Specialist Expert in Word 2010 Certification.
Mark Grover completed CISCO Instructor Exploration II course.
Mark Grover and Sohail Sukhera both completed CISCO Instructor Exploration III course.
Mark Grover and Sohail Sukhera both completed CISCO Instructor Exploration IV course.
Mark Grover received his CCNA (Cisco Certified Network Associate) Certification.
Mark Grover received his CCAI (Cisco Certified Academy Instructor) Certification.
Mark Grover completed CISCO CCNA Security course.
Mark Grover attended the Information Security Curriculum Development Conference in Kennesaw, GA.
Multiple CIT instructors attended Wilmington IT Breakfast sessions in the fall and spring semesters.
Mark Grover attended multiple Technology Events in person and online – Including an Introduction to Windows 8 & IT Security Essentials.
Mark Grover is currently working on his Masters in Information Systems/Computer Science at UNCW.

Jason Jennette attended the Cengage Professional Development event at Fayetteville Tech. Community College.

Omar Noor Al-Deen attended the 2012 Southern States Communication Annual Convention in San Antonio, TX.

Omar Noor Al-Deen attended the 11th Annual International Conference on Social Sciences in Honolulu, HI.

Trisa Russell has attended multiple online webinars.

Trisa Russell participated in a four week CourseSites by Blackboard, Designing an Exemplary Course.

Department/Unit: Business Technologies/Real Estate Licensing

Accomplishment/Improvement:

Laurel Pettys attended 8 hours of mandatory real estate continuing education.

Laurel Pettys attended a two-day N.C. Real Estate Commission Educators Conference in Raleigh.

Laurel Pettys is a member of the North Carolina Real Estate Educators Association (NCREEA; a member of the National, State, and Wilmington Association of Realtors; and a member of the WRAR Multiple Listing Service.

Department/Unit: Basic Skills

Accomplishment/Improvement: 62% of GED instructors have completed NCCCS Basic Skills Online Orientation and begun the Adult Education Credentialing process.

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

Accomplishment/Improvement: Sponsored new DDC-8 Instructor Development Course and DDC-4 Instructor Training Workshop.

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

Accomplishment/Improvement: Hosted the NC Eastern Regional Instructor’s Orientation to the new Nurse Aide Level I Curriculum.

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

Accomplishment/Improvement: Developed and implemented updated Nurse Aide instructor in-service training programs for Wilmington and Burgaw.

Department/Unit: 52501-Marine Technology

2012-2013 Planning Priority/Objective:

Accomplishment/Improvement: Jason Rogers successfully completed 64 hours of training and passed the USCG OUPV Captain course

Department/Unit: 52501-Marine Technology

2012-2013 Planning Priority/Objective:

Accomplishment/Improvement: Tim Shaw successfully completed training using Sonar Wiz 5 on sonar acquisition and post processing.

Department/Unit: 52501-Marine Technology

2012-2013 Planning Priority/Objective:

Accomplishment/Improvement: Tim Shaw completed a 3-day training on Multibeam data collection using HYPACK/HYSWEEP
Department/Unit: Culinary Arts
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement:
Instructor attended Food Educators Network two day seminar on the “Science of Food” at Johnson & Wales University, Charlotte NC. This seminar involved food production and discussed processes for understanding how science and chemistry relate to food at a molecular level, as well as, food processing and food preservation.

Department/Unit: English
Accomplishment/Improvement: Sent fifteen full-time faculty members to national and statewide conferences.

Department/Unit: LRC/Library
2012-2013 Planning Priority/Objective: Library Staff Development Day
Accomplishment/Improvement: The LRC Dean planned and implemented a Library Staff Development Day on July 30, 2012 with a variety of presenters and a hands-on technology workshop.

Department/Unit: LRC
2012-2013 Planning Priority/Objective: Staff Recruitment
Accomplishment/Improvement: Three new full-time employees and four part-time employees were recruited and trained during the past year.

Department/Unit: College Transfer
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Scheduled nine (9) webinars for faculty/staff on teaching and learning.

Department/Unit: Personnel Office
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: From April 2012 through March 2013, the Personnel Office staff screened 3900 applications for qualifications (3046 full-time staff, 285 full-time faculty, and 569 part-time). Seventy-five (75) full-time hires received orientation and were processed, and 431 part-time hires were processed. In March 2013, the part-time process was updated to include a meeting with the Personnel Office to complete paperwork. All new part-time hires will follow this process onward.
Accomplishment/Improvement:
All current employees were screened for the sex offender registry. All part-time hires will now receive the same criminal background check as full-time employees.

Accomplishment/Improvement:
During 2012, the Personnel Director served as the Liaison to the Presidential Search Committee and participated in the Presidential search process.

Department/Unit: Humanities & Fine Arts
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Please refer to faculty evaluations from HR in order to access a full list of professional development activities completed by faculty. The list is far too vast to include on this form.
Department/Unit: Humanities & Fine Arts
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Please refer to faculty evaluations from HR in order to access a full list of professional development activities completed by faculty. The list is far too vast to include on this form.

Department/Unit: Student Development/Registrar’s Office
Accomplishment/Improvement:
• The Assistant Registrar and Graduation Specialist presented at the SEDUG conference.
• The Registrar has been appointed to serve on the State Data Initiative Team.
• The Registrar’s Unit regularly attends the quarterly Southeast Region Registrars meetings.
• All members of the Registrar’s Unit have attended multiple in-house workshops on the Cloud, Gmail, Camtasia, and other software.

Department/Unit: Student Development/Financial Aid
Accomplishment/Improvement:
• Staff members attended the conferences of:
  The U.S. Department of Education Office of Federal Student Aid
  The National Association of Student Financial Aid Administrators
  The NC Association of Student Financial Aid Administrators
  The Institutional Information Processing System Users’ Group
  The NC Association of Coordinators of Veterans Affairs
  The Southern Association of Student Financial Aid Administrators
  Academic Works (scholarship software vendor)
• Staff members attended quarterly NC regional financial aid meetings.

Financial Aid: Staff members attended training:
People Admin
Google Apps
Customer Service
CFI Verification Service
New Aid Officer
Colleague
Informer
Word Press
2013-14 Colleague Set-Up
Student Loan Default Management
Academic Works
Cloud Computing
Jing
How to Complete the FAFSA
First Aid/AED/CPR
Complying with New State Authorization Rules
Redesign of Remedial Math Courses
Return To Title IV Issues
Clock Hour Issues in Financial Aid
Supporting Unaccompanied Homeless Youth
Campus Based Issues
Financial Aid Leadership “Boot Camp”
Golden Leaf Scholarship
Professional Development
Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Tutor Training
Accomplishment/Improvement:
• Continued New Tutor Training
• Tutor Training: Perspectives on Students with Learning Disabilities, Slow-Learners, and Students with Autism Spectrum Disorders

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: Student Development/Registrar’s Office
Accomplishment/Improvement:
• A member of the Registrar’s Unit is the Chairperson of the Diversity Committee and facilitated several diversity student forums during the year.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Support Diverse Campus Populations
Accomplishment/Improvement:
• Provided study skills workshops and specialized tutoring for students in the Minority Male Mentoring Program
• Provided specialized tutoring to students who are veterans

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: Science
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: 3 Grants were received:
1) To attend the Geological Society of America Meeting, Charlotte, NC
2) To the Science Club to attend the Fossil Fair at Schiele Museum, Gastonia, NC
3) The International Paper Grant for furthering Geology education in the area’s elementary schools.

Department/Unit: Business Technologies/Accounting
Accomplishment/Improvement:
Cameron Lee was again instrumental in the success of the CFCC Foundation Golf Tournament to raise funds for the CFCC.
Mark Grover and Sohail Sukhera were awarded a mini-grant to purchase a new server for the Cisco curriculum. They received the grant, installed the server in the Cisco Lab at the North Campus, and now Sohail has incorporated its use in the NET 125: Networking Basics course.

Department/Unit: Continuing Education/Customized Training
Accomplishment/Improvement:
• Received Project Skill-Up Grant Funding for the 3rd year.
• Tested 156 individuals for Career Readiness Certification
• 120 Career Readiness Certifications were obtained by students.
• Received $800 grant for CRC testing from Bank of America (2nd year)
• Pender Prison Instructor, Les Crawford, coordinated a donation from Cummins Atlantic for an engine training module worth $3500 for Diesel Mechanics. Also coordinated
Triple-T’s donation of approximately $750 in supply parts and GoGas’ donation of a $50 gift card for gas to be used in diesel engines.

Department/Unit: Student Development/Financial Aid  
Accomplishment/Improvement:

- Completed and submitted the federal financial aid recertification application required every 6-8 years for continued participation in the student aid programs.
- Completed and submitted federal and state financial aid reports: FISAP (Federal Fiscal Operations), IPEDS (Integrated Postsecondary Education Data System), and NCHED (NC Higher Education Data).
- Staff members assisted at the annual CFCC Foundation’s Gift of Education luncheon.

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

Department/Unit: QEP  
2012-2013 Planning Priority/Objective:  
Accomplishment/Improvement: Designed and implemented a new online instrument for student course evaluations. The new instrument facilitates the analysis and comparison of results at multiple levels of instructional delivery, from individual course sections to all curriculum offerings. The new instrument also includes items for assessing how CFCC’s general education competencies, including critical thinking, are emphasized throughout the curriculum.

Department/Unit: Institutional Effectiveness  
2012-2013 Planning Priority/Objective:  
Attend and be active in monthly ERP meetings  
Implement Program Review Software from Campus Labs  
Accomplishment/Improvement: Software has been purchased, need to create templates

Department/Unit: 20600, 40201  
2012-2013 Planning Priority/Objective: Repurpose of CFCC Downtown Parking Lots and Decks.  
Accomplishment/Improvement: With the reconfiguration of the Downtown Parking Lots and Decks, CFCC was able to provide more efficient parking for Employees and Students alike. While there are additional improvements noted from the Kimley-Horn Parking Study, it appears based on their professional opinion that CFCC is on the right track for maximum utilization of parking.

Department/Unit: 20600, 40201  
2012-2013 Planning Priority/Objective: Current CFCC Parking Guard vehicles will be repurposed for Custodial Services.  
Accomplishment/Improvement: With the acquisition of new Parking Guard vehicles, the ones currently in use will be transferred to Custodial Services. This will allow for easy accessibility for Staff and discontinuation of the use of personal vehicles for College business.

Department/Unit: Accounts Payable  
2012-2013 Planning Priority/Objective:  
Accomplishment/Improvement: W2 and 1098T tax forms were made available on the intranet. Improved third party collections by 40% during the year.
Working towards paying grants and loan refunds by electronic means (e-checks) beginning in
summer of 2013.

Department/Unit: Humanities & Fine Arts
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Many of our faculty and staff were integral in the planning
process of the Wilma W. Daniels Gallery and the Humanities and Fine Arts Center. The
improvement of the college and the public impact of these projects were at the forefront of our
minds.

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minds.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Customization of the TutorTrac Database
Accomplishment/Improvement:
• Ensures accurate FTE reporting
• Tracks students’ submission of required paperwork in order to receive services
• Complies with State Audit Regulation
• Received high praise and approval from State Auditors

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Implement Lead Tutors in each of the Tutoring Labs
Accomplishment/Improvement:
• Liaison with the departments whose courses each lab supports
• Oversee the smooth functioning of their lab through the consistent implementation of
procedures and policies
• Mentor new tutors
• Provide constructive feedback to assist tutors improve their tutoring skills
• Opens the lines of communication between the Learning Lab Coordinator and the
tutoring labs
• Included Lead Tutors in Departmental Meetings

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: SCIENCE
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement:
Faculty Speaking Engagements:
2013 NCCCLRA Conference
Fly Trap Frolic
Helping the Boy Scouts with their badges
Science in the area public schools
Science Club Activities: Spooktacular at the Cape Fear Museum
Behind the Scenes at the Fort Fisher Aquarium
Cape Fear Riverwatch Striper Fest  
Fossil Fair at Schiele Museum, Gastonia, NC  
Guest Speakers from the Community: CFCC Engineering Dept. on Alternate Energy Sources  
Fort Fisher Herpetologist  
NC Wildlife Resource Commission  
Genetic Counselor from Wilmington  
Maternal-Fetal Medicine  
Native American Heritage  

Mentoring: High School Senior Projects  

Department/Unit: Institutional Effectiveness-Research & Planning  
2012-2013 Planning Priority/Objective: Supply weekly articles and interesting information about IE for the CFCC Current. 
Accomplishment/Improvement: Would like to have several articles built-up so it is not such a rush job to accomplish  

Department/Unit: Bookstore  
2012-2013 Planning Priority/Objective:  
Accomplishment/Improvement:  
1. Migration of textbook orders to an online submission process.  
2. Extended store hours.  
3. Creation of online apparel store to provide greater flexibility in ordering college/departmental apparel.  

Department/Unit: 20600, 40201  
2012-2013 Planning Priority/Objective: Resigned and restriped, lettered and numbered CFCC Downtown Parking Lots and the Nutt Street Parking Deck.  
Accomplishment/Improvement: While many of CFCC Parking Lots are in need of further repair, repainting and resigning made parking space designation clearer to not only Employees and Students, but the General Public as well.  

Department/Unit: 20600  
Accomplishment/Improvement: With the acquisition of new vehicles, which will be lettered, the Parking Guards will be more visible to patrons of CFCC. The new cars will present a more professional appearance and be more economic than those currently being utilized.  

Department/Unit: Business Technologies/Accounting  
Accomplishment/Improvement:  
David Bland took four students to the Wilmington IMA chapter meeting to network with area accounting professionals, and to see presentation from Dr. Woody Hall of UNCW.  
Jackie Casey took Managerial Accounting class to NCACPA Cape Fear Chapter student event  
David Bland is serving as Treasurer for the CFCC Faculty Association.  
Jackie Casey is serving on the NCACPA Accounting Education Committee.
Jackie Casey is a board member of the Cape Fear NCACPA chapter, and represented CFCC at scholarship award ceremony.

Two Accounting Instructors served on the Professional Development committee at the beginning of the fall 2012 semester.

Cameron Lee was again instrumental in the success of the CFCC Foundation Golf Tournament to raise funds for the CFCC.

Cameron Lee was a team leader in the 2012-2013 Campus Fund Drive.

Faculty in the Business Administration program attended high school events such as the Pender High School Career Fair for Recruiting in the Business Programs, the Ashley High School Graduation Projects Judging, and others.

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

**Accomplishment/Improvement:**

Business Administration faculty took students on a variety of field trips to businesses including Costco and Starbucks, a courtroom and DA tour, and several others related to topic taught.

Jane Puckett represented CFCC at the Pender High School Career Fair for Recruiting in the Business Programs.

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

**Accomplishment/Improvement:**

Susan Booth has served as the Co-chair for the CFCC Foundation Fund Drive this year.

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

**Accomplishment/Improvement:**

The area medical community has reached out to Denise Hightower for recommendations of current students or graduates to fill their vacancy/vacancies.

Teri Diana attended high the Pender High School Career Fair for recruiting in the Business Technologies programs.

**Department/Unit: Business Technologies/Real Estate Licensing**

**Accomplishment/Improvement:**

Laurel Petris represents CFCC as a member of the North Carolina Real Estate Educators Association (NCREA); a member of the National, State, and Wilmington Association of Realtors.

**Department/Unit: Continuing Education/Customized Training**

**Accomplishment/Improvement:**

CE reached out to other departments across campus by:

- SBC conducting 2 presentations to student body on starting a business
- Met with all Student Development staff to go over CE offerings and contact information
- Contact sheet was also shared with switchboard personnel
- Gave tour of C building and presented HRD offerings to Learning Resource Center staff
- Participated in the planning of the NC Manufacturing Awareness Week event along with Vocational/Technical Programs.

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

**Accomplishment/Improvement:** Held the first formal Nurse Aide Level I Graduation Ceremony for Wilmington and Burgaw.
Department/Unit: Culinary Arts
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Students and faculty worked the DASH Around the Table event held at the Schwartz Center. Students assisted “celebrity” chef by preparing, setting up, serving, and cooking foods for the event hosted by WWAY-TV.

Department/Unit: English
Accomplishment/Improvement: Published and distributed nine issues of Catalyst, the English Department’s monthly newsletter. The English Department updated the department’s website to include all full-time faculty information as well as new program and departmental information. Created an internal advisory committee to give sound feedback to the Chair as she made important decisions and plans.

Department/Unit: LRC/TV Studio
2012-2013 Planning Priority/Objective: Produce Program Profile Videos Highlighting CFCC Programs
Accomplishment/Improvement: The TV Studio continues working diligently to produce high quality program profile videos highlighting CFCC’s instructional programs. Profiles completed this year include Esthetics, Landscape Gardening, Wooden Boat Building, and OTA. All profiles are available on the CFCCNC YouTube channel.

Department/Unit: LRC/TV Studio
2012-2013 Planning Priority/Objective: Provide Video Support for CFCC President Search
Accomplishment/Improvement: TV Studio staff contributed support services for the CFCC President search by editing and reproducing a large number of preliminary candidate interviews for review by the Board, and also filming and editing 5 on-campus candidate forums for employee review and feedback.

Department/Unit: LRC/TV Studio
2012-2013 Planning Priority/Objective: Foundation Fund Raising Video
Accomplishment/Improvement: The TV Studio produced a successful fund raising video for the CFCC Foundation, this premiered at the 2012 Gift of Education Luncheon.

Department/Unit: LRC/TV Studio
2012-2013 Planning Priority/Objective: Produce Registration Commercials
Accomplishment/Improvement: The TV Studio, in collaboration with the Public Information Office, produced commercials for summer and fall registration, along with a spring mini-session commercial.

Department/Unit: College Transfer
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement:
• Improved the appearance and content of three bulletin boards on the second floor of the S or McLeod Building by including a world map and representing various themes per month (examples: Timeline for African-American History Month, Earth Day: Save Our Planet, Memorial for Veterans’ Day, Globalization, Plagiarism and Grammar, Continents.)
• Surveyed adjunct faculty in all curriculum programs and received their input on issues they would like for the college to address.
• Published a college transfer advising newsletter.

Department/Unit: Personnel Office
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: Refresher training for performance appraisals will be completed by April 2013

Department/Unit: Humanities & Fine Arts
2012-2013 Planning Priority/Objective:
Accomplishment/Improvement: The exposure that our department has received as a result of our programing at the Wilma W. Daniels Gallery is astounding. We have been fortunate to offer public exhibitions of work that would otherwise never be seen in the city of Wilmington. This has been deeply educational to our faculty, staff, and students as well as the community. We look forward to offering more culturally enlightening programs in the future.

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Department/Unit: Student Development/Registrar’s Office
Accomplishment/Improvement:
• Staff in the Registrar’s Unit volunteered at the WILMA conference and attended a pancake breakfast to benefit Mother Hubbard’s Cupboard.

Department/Unit: Student Development/Financial Aid
Accomplishment/Improvement:
• Assistant Director will serve as President of the NC Association of Student Financial Aid Administrators during the 2013-14 academic year.
• Director was nominated as a 2013 Wilmington Woman of Achievement.
• Staff members represented CFCC at the annual Wilma Expo.
• Staff members served on multiple institutional search committees, the Student Development and Professional Development Committees, and the Veterans’ Club.
• Staff members participated in “FAFSA Day” activities on Saturday, February 23, at UNC-W and Brunswick Community College, assisting the general public with FAFSA completion.
• Staff members delivered financial aid presentations at:
  The Southern Association of Student Financial Aid Administrators’ Conference
  Parent Sessions at New Student Orientation
  College Information Night
  Faculty Orientation
  Wilmington Housing Authority
Heidi Trask High School
A CFCC Foundation Board of Trustees meeting
Health Sciences New Student Orientation sessions

- Contributed financial aid updates to the “Toilet Times” and CFCC employee bulletin.

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Test Proctoring Services for students outside of CFCC
Accomplishment/Improvement: Maintain positive relations with staff from the UNC Academic Services Online office and work collaboratively with faculty from other colleges and universities from within and outside North Carolina

Department/Unit: Learning Lab
2012-2013 Planning Priority/Objective: Learning Lab website
Accomplishment/Improvement:
- The Learning Lab website is becoming a resources for students outside of CFCC
- Teachers from elementary through high school refer their students to the resources
- Students studying for the PSB Test from across the country utilize the PSB Study Guide and Practice Materials

Department/Unit: Public Information Office
2012-2013 Planning Priority/Objective: To expand CFCC’s news exposure into national educational markets
Accomplishment/Improvement: CFCC’s Marine Technology program was featured prominently in the Community College Times and Community College Week

Department/Unit: Public Information Office
2012-2013 Planning Priority/Objective: To increase media exposure for the CFCC athletic department
Accomplishment/Improvement: The PIO sent out post game summaries to local sports reporters following each CFCC basketball game during the 2013 spring season. These efforts resulted in an increased number of news stories published during the season.

Department/Unit: Public Information Office
2012-2013 Planning Priority/Objective: Generate news media coverage related to the arrival of the R/V Cape Hatteras to CFCC.
Accomplishment/Improvement: The Public Information Office coordinated a ceremony to welcome the new ship which resulted in news coverage in the Star News, WECT, WWAY, News 14, the Raleigh News and Observer, the Charlotte Observer, Community College Times, community College Week and other regional news outlets. An estimated 250 people attended the event.

Department/Unit: Public Information Office
2012-2013 Planning Priority/Objective: To generate news media coverage related to CFCC’s Surf City Campus
Accomplishment/Improvement: The Public Information Office publicized an informational session for CFCC and Surf City officials. News articles ran in the Star News, WECT, WWAY, News 14, and the Post-Voice before and after the event.
Department/Unit: Public Information Office  
2012-2013 Planning Priority/Objective: To promote the first phase of construction for the Humanities and Fine Arts Center to the general public.  
Accomplishment/Improvement: The Public Information Office coordinated a groundbreaking ceremony for the Humanities and Fine Arts Center along with the President’s Office. This event attracted an estimated 300 people, including N.C. Governor Pat McCrory. The event was covered by WECT, WWAY and News 14.

Department/Unit: Public Information Office  
2012-2013 Planning Priority/Objective: Increase media exposure for the college, including the CFCC Foundation. 
Accomplishment/Improvement: The college hired an Assistant Public Information Officer (APIO) to work in the Public Information Office. With the addition of the APIO, the college has increased the number of press releases sent out to the news media.

Department/Unit: Public Information Office  
2012-2013 Planning Priority/Objective: To update the design and streamline content of the "Weekly Bulletin." 
Accomplishment/Improvement: The Assistant PIO redesigned and rebranded “The Weekly Bulletin” to a more attractive and user-friendly format.

Department/Unit: Public Information Office  
2012-2013 Planning Priority/Objective: To improve the look and content of digital message screens throughout the campus.  
Accomplishment/Improvement: The Assistant PIO trained and managed two interns on the use of the inLighten video system used to inform students and employees about campus events and information. This resulted in more college-related information being posted on the screens in a more attractive format.

Department/Unit: Printing Services  
2012-2013 Planning Priority/Objective: Determine a more efficient procedure to create signs to promote college events and display important information  
Accomplishment/Improvement: Printing Services purchased a 65-inch wide laminator, which allows vinyl to be mounted onto rigid backing material. By purchasing this machine, the printing services department can fabricate its own signs for the college making them more efficiently. Currently, the work is done by hand.

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