Cape Fear Community College
Accomplishments
By
2011-2015 College Goals

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.

College Transfer
Goals 12, 1- Increase the awareness of all curriculum students about curriculum news/events and highlight some lifelong skills or course content that may help retain our students and promote wellness and student success.

- This curriculum newsletter is in progress. Newsletter articles have been collected from the vocational/technical and college transfer faculty/staff, and a few other departments have submitted articles.

English
Goal 1- English 111 students will demonstrate competent critical thinking according to the QEP Assessment Team’s critical thinking rubric.

- Ongoing—Final data will be ready by September

Goal 1- Students who enroll in English 095 will be retained in the course until the end of the semester.

- Ongoing—Final data will be ready by September

Goals 1, 3- Students who take ACA 111 and ACA 122 will demonstrate an understanding of basic concepts relating to distance learning.

- Ongoing—Final data will be ready by September

Humanities and Fine Arts
Goals 1, 3, 5, 9- Students enrolled in ART 111 both internet and face-to-face will receive a questionnaire to determine their reasons for staying in the course or dropping the course by the eighth week of the semester.

- Surveyed ART 111 students to find reasons for their non-completion of the course both online and face to face.

Goals 1, 6, 7- Students attending a forum dealing with Middle Eastern Discord will show improvement in their ability to think critically concerning this issue.

- Planned and assisted in the production of Forum on Middle East from a Historical Perspective.

Institutional Partnerships
Goals 1, 6- Increase enrollment in Career and College Promise Programs (Due to legislative changes to programs for high school students, enrollment has declined.)
• Ongoing.

Goals 1, 6, 7- Ensure that early college students enrolled in college-level classes will earn a grade of C or higher and will have access to college resources designed to help them succeed academically.
  • Ongoing.

Goals 6, 1- This goal will help the College to improve its partnerships with private high schools and home schools so that more qualified high school students in our service area have access to the high school-college dual enrollment programs at CFCC.
  • Ongoing.

Goals 1, 6- Increase student awareness of and participation in service learning projects and activities.
  • Ongoing.

Goals 6, 1- Beginning January 1, 2012, the NC Career and College Promise Program will replace all high school-college dual enrollment programs in the community college system. All rules, laws, and regulations guiding Huskins Classes, Concurrent Enrollment, Learn and Earn Online, and Early College High Schools will be obsolete. CFCC will follow the new rules and guidelines. This objective will help ensure that CFCC dual enrollment students, high school administrators, and college department chairs will learn the change and adapt their plans accordingly.
  • CCP has been implemented as of January 2012.

Learning Lab
Goals 4, 1, 5- Redesign and reconstruct the Learning Lab web pages in order to make them a learning resource for students. Students will more easily find information regarding the different Labs, their location and information on Supplemental Instruction and the days, times, and locations for SI sessions. Most importantly, students can find study materials for the PSB Test for entering Health Sciences as well as links to web sites for help in various subjects.
  • Purchased Contribute Software to implement changes
    o Coordinated with IT Services
  • Reorganized pages to reflect current Learning Lab services
  • Edited text on every page for clarity
  • Created a Full-Time Staff Page
  • Created page(s) for the Supplemental Instruction Program
  • Created a Resource Page to support students taking courses in various academic subject areas
  • Updated links to outside resources
    o Accuplacer Sample Questions for Students
    o GCF LearnFree.org MS Office 2010 Online Tutorials
    o Free computer screen readers for students with disabilities
  • Created links to:
    o Learning Lab Newsletter
    o Flyer for Developmental Writing Exam Workshops
Flyer for ENG 111 Exam Workshops
Instructor Recommendation Form for Tutoring (required by System Office) on Learning Lab Tutoring and Supplemental Instruction pages to facilitate students requesting this service
Peer Tutoring Application (required for 1-on-1 tutoring requests) on Learning Lab Tutoring page to facilitate students requesting this service
- Created pages that indicate the locations and hours of the tutoring labs and Supplemental Instruction sessions as well as for the computer labs under the Learning Lab

Goals 4, 1, 5 - Create a Study Skills video series that can be accessed through the Learning Lab web pages and through iTunes U. Students will have 24 hour access to a series of brief videos that will enable them to develop stronger and broader academic skills for success in the classroom.

- Commenced work toward creating a Study Skills Video Series
  o Wrote four scripts
    - Note Taking – The Cornell Method
    - How to Avoid Studying Without Really Trying
    - Time Management
    - Using a Highlighter
  o Consulted with Tim Vandenberg, TV/Video Production Specialist, regarding suitability of scripts for video
    - Length
    - Dialogue
    - Location of scenes
  o Coordinated with Jack Landry, Drama Instructor about involving students in acting the scenes
    - Prof. Landry thought the Acting I or II classes could be involved
    - Drama Club as an alternative
  - Filming will begin May 2012

Goals 4, 1 - Handouts in L-219 need to be updated in order to keep up with recent changes to MLA Format and switching to Office 2010. Students benefit from these handouts as a resource for completing their assignments. Tutors rely on them when working with students as examples of what they are trying to teach.

- Changes in MLA Format have been identified
  o Handouts have been updated
    - Formatting MLA Citations
      Handouts clearly identify the update from which they are based
    - MLA Format for MS Office 2007 – in six easy steps
      Renamed: MLA Format for MS Office 2010 – in six easy steps
  o New handouts have been printed and copied for distribution

Math and Physical Education
Goals 11, 1- One of our CFCC general education competencies is to improve students' quantitative skills at the appropriate level depending on their degree. Students will demonstrate a mastery of these skills through individual course assessments.

- Department will administer assessments for the following gateway math courses: MAT 115, MAT 120, MAT 121, MAT 140, MAT 141, MAT 171 and MAT 175. These assessments will be designed to evaluate the students' quantitative skills as they relate to their individual course objectives. Each problem on the assessment will represent a unique quantitative skill appropriate for the given course.
- Data is currently being collected and analysis will be done during the summer 2012 semester.
- Data from the 2010-2011 was compiled summer 2011 and 78% of those tested demonstrate mastery of the skills assessed. This surpassed our goal of 75%.

Goals 1, 4- During the 2010-2011 academic year, 990 students enrolled in a MAT 060 class. A total of 185 students failed to complete their class and received a "W" as a grade. This means that 18.7% of those originally enrolled failed to complete their class. Of the 81.3% who completed their class, 83.7% passed with a grade of "C" or higher. The efforts this year will be to focus on the MAT 060 course. Our goal is to lower the dropout rate in MAT 060 from 18.7% to 15%.

- Department redesign the MAT 060 course with the goal of increasing retention in the course. The redesign will include the following:
  1. a more standardized outline of instruction that will be followed by all instructors.
  2. An increase of in-class assignments to facilitate student involvement and encourage attendance.
  3. Decrease the size of the online assignments while increasing the frequency of the assignments.
  4. Requiring students to complete all homework assignments for a chapter to be eligible to take the chapter test.

- New Math course redesign was implemented in the fall 2011 semester. A total of 577 enrolled in MAT 060. Of these, 79 students failed to complete their class and received a “W” as a grade. Therefore, 13.7% of these students either dropped the course or were removed for excessive absences. That means that the new redesign is a huge success and significantly improves retention. Also, the overall success rate from fall 2010 to fall 2011 increased from 68.4% to 74.4% and the success rate of completers increased from 81.6% to 86.1%.

Goal 1- As we continue with implementation of the 10-year QEP, our faculty will participate in professional developmental activities, collaborate on rewriting course outlines to include the CT student learning outcomes, create assessments to test students' CT skills, create rubrics for grading assessments and begin implementation of CT assessments in vocational, technical, and college transfer courses.

- New faculty will be enrolled in and complete SPOC 201 course by December 31, 2011. PE faculty will work in together to rewrite the appropriate PE course outlines to comply with guidelines established through the QEP for critical thinking.
  Critical thinking assessments will be created for the PE 110 course- Fit and Well for Life.

- All (100%) of all Math/PE faculty have completed the SPOC 201 course.
• All (100%) math and PE course outlines have been rewritten to comply with the established guidelines of the QEP for critical thinking.
• Critical Thinking assessments have been created for PED 110 course – Fit and Well for Life.

Quality Enhancement Plan
Goals 11, 1- Conduct assessment of students' critical thinking skills in selected general education core courses and use results to improve instruction.
• Results of the summer 2011 assessment activities have been shared with instructors and administrators. Assessment artifacts are being gathered from 22 general education core courses for summer 2012 assessment.

Goals 8, 1- Develop and provide to instructors face-to-face and online professional development opportunities that promote the enhancement of students’ critical thinking skills.
• A new cohort of 61 instructors is completing critical thinking professional development in the SPOC 201 online course. Webinars relating to critical thinking have been offered on campus throughout the academic year.

Goals 7, 1- Develop and promote resources for enhancing student professionalism at CFCC.
• An ad hoc group was formed in the fall of 2011 to examine how to improve student professionalism and civility at CFCC. This group is working on gathering data on student professionalism issues at CFCC and is researching policies at other institutions.

Science
Goals 1, 11- Students will demonstrate a basic understanding of the scientific process.
• In progress.

Goal 1- To more effectively engage students in critical thinking and improve their critical thinking skills.
• In progress.

Goal 1, 4- Determine and evaluate ways to help students be more successful in BIO 168.
• In progress.

Social and Behavioral Sciences
Goal 1- Refine existing educational pedagogy designed to promote global awareness to hopefully increase understanding of global issues.
• One hundred percent of full time and part-time faculty within the department built into their first day handout a statement emphasizing Global Awareness. Also Global Awareness Emphasis has been built with specificity into the following courses: ANT 220, ECO 252, HIS 115, POL 210 and 220, SOC 220. Students in have been tasked to identify and demonstrate global connections related to the discipline, and a rubric developed to provide quantitative assessment of the same.
Goal 1 - By increasing the number and type of curriculum related activities available to students, as exampled by the formation of clubs and organizations, students will become involved in discipline related projects. Greater participation in such events may lead to greater student retention since this will increase time of instructor and student contact.

- Several discipline related student clubs have been organized and are active; Sociology Club, Anthropology Club, Psychology Club, and Political Science club. Sociology club participated in community events supporting groups such as Early Bread - breakfast for homeless at the Charismatic Episcopal Church, a food drive supporting the Food Bank of Central and Eastern NC, they provided volunteers for Hands On Wilmington, and served dinners at the Good Sheppard House. Political Science Club worked to support voter registration efforts within the community. CFCC’s Anthropology club has participated with Peace College and Wake Tech CC in conducting a dig at Brunswick town, participating in the Native American Artifact Archiving and Cataloguing Project.

**Business Technologies**

**Accounting**

Goal 1- The creation of a student accounting chapter, associated with either the Institute of Management Accountants or the NC Association of CPAs will provide students with leadership opportunities, social interaction, the opportunities to meet with are accounting professionals on a regular basis.

- Lead instructor David Bland spoke with the Wilmington chapter of the Institute of Management Accountants (IMA). They gave their endorsement to the formation of a student chapter and agreed to be the sponsoring chapter. Materials were received from the IMA national office. The IMA requires a minimum of 10 dues-paying students to form a student chapter. CFCC did not meet this requirement, even if combined with the student members of other area colleges and universities.
- Students have attended Wilmington IMA chapter meetings as guests of the chapter, and met many local accounting professionals to establish a loose network of contacts.

Goal 1- To provide instructors of ACC 121: Managerial Accounting with guidance as to what should be expected of students in these college-transfer courses.

- A standardized syllabus and course schedule is being written and sent to the instructors of ACC 121 for their review, changes and approval. Once approved, it will be implemented as the first step towards a multi-year goal of creating a standardized course for ACC 121, as already exists for ACC 120: Principles of Financial Accounting 1. Estimated completion date: June 15, 2012.

**Business Administration**

Goal 1- Determine which of the courses in the Business Administration program have projects that require competency in written and oral presentation and document how this is accomplished.

- The full time business instructors have identified projects in several courses that require written and oral presentation competency and the BUS 260 course is being piloted this year with particular emphasis on these competency needs. The four courses for which
instructors have been collecting master site materials, ECO 151, BUS 230, BUS 137, and BUS 225, all have projects that require written and oral competency, constituting a 100% completion for this objective goal.

**Computer Information Systems**
Goals 1, 3, 4- The objective is the digital standardization of the written assignments of the first three chapters of the CIT Textbook.

- The creation of digitized assignments for the first four chapters of the textbook for CIS 110 and CIS 111 allows the students to gain immediate feedback on their performance through the SAM learning management system utilizing auto-grading features. The digitization of these assignments also benefits instructors by freeing up additional grading time on some of the first few assignments given in the semester. All three or 100% of the planned courses slated for digitization have been completed. Planning is in place to digitize an additional fourth course during the summer 2012 semester.

Goals 1, 3- The ePortfolio provides the second year students in CTS 285 Systems Analysis and Design class away show case their abilities, knowledge, and growth by planning, developing, design and implementing /maintaining an ePortfolio of all they have learned while in the CIT program here at Cape Fear Community College. Creating an electronic portfolio will incorporate many of the skills the student have learned in the program; like web design, desktop publishing, data flow modeling and many other skill sets they have learned from the CIT program. The ePortfolio can be a good sales tool for the CTS 289 System Support Project students look for potential clients for their capstone project.

- 80% of students in CTS 285 participated in the ePortfolio project, and found it to be a greatly enriching process. 37.5% of student ePortfolio projects displayed outstanding work academically. This kind of research project will benefit the CIT students in the future and is slated to be reassigned in future semesters.

Goals 1, 3- The information technology (IT) industry is one of the fastest growing sectors of the global economy today. IT is a broad term that covers all aspects of managing and processing information. IT careers can be very rewarding, and right now the demand for qualified IT professionals exceeds the supply. The objective of this assignment is to have the students research an IT career field and map out the pathway of how to successfully enter this career job market.

- 95% of students in CIT 115 completed the research paper on their chosen IT field. Of those students who completed the project, 25% did a remarkably outstanding job. One student went above and beyond the requirements for the project by adding in an “interview” section to her project, which aided in her securing a position with New Hanover County’s IT Department.

**Medical Office Administration**
Goal 1- Students enrolled in OST 243, Medical Office Simulation, will be able to evaluate health/patient information and key the health/patient data utilizing Medical Office Simulation software (MOSS) as it applies to the workforce procedures/processes.

- Susan Long will evaluate students enrolled in OST 243 spring 2012. This evaluation will be given to the students, on May 2, 2012, as a final exam application. From the student
evaluations, Susan Long will compile the data into a report and examine student proficiencies from the following areas:
1. Proficient use of MOSS as a patient database.
2. Proficient use of MOSS for patient scheduling, patient registration tool.
3. Proficient use of MOSS for patient insurance claims processing and tracking tool.
4. Proficient use of MOSS as a report generation and spreadsheet analysis tool.
Estimated completion date: May 18, 2012.

Medical Transcription
Goal 1- Students will learn how to master the competencies by use of the electronic health record software.
- A portion of the goal has been met. Students were taken on a field trip to view medical transcriptionists as medical editors using speech recognition software. This use of this software will impact effective utilization of the electronic health record. The local hospital will “go live” using an electronic health records system this summer. Another field trip will be planned in the summer of 2012 to view this software. Estimated completion date: July 25, 2012.

Goal 1- Students in the Medical Transcription program will meet the needs of the community by learning a new coding system which will be released by the government October 1, 2013.
- Students enrolled in OST 248-Diagnostic Coding this summer (2012) will be introduced to the new coding system. Nationally, all health industry organizations will be required to transition to the newer ICD-10 insurance billing and coding system for both procedural and diagnostic purposes by October 1, 2013; therefore, the Medical Transcription program’s curriculum will be updated to include this new coding content by June 1, 2012.

Goal 1- Students in the Medical Transcription program will meet the needs of the community by transcribing reports from medical personnel who are non-native English speakers.
- Students enrolled in OST 202-Medical Transcription II will transcribe a variety of reports. A few of the assigned reports will be by physicians who are from other countries. OST 202 will be offered this summer. Estimated completion date: June 1, 2012.

Real Estate
Goal 1- The objective is to have real estate students improve in each section of the report entitled "Performance of Candidates by Examination Section” given to CFCC by the N.C. Real Estate Commission every year.
- In the last report, from July 1, 2011 through February 29, 2012, each of the sections was higher than 80% except “Finance” at 78.6%. Real Estate Law Brokerage Practice was 84.1%; Miscellaneous Real Estate Topics was 90.9%; License Law was 81.8%; Valuation was 96.7%; Math was 95%; and the overall percentage total was 87.0%.

Goal 1- The objective is to improve the overall pass/fail ratio of our students on the N.C. Real Estate Licensing Examination.
- The North Carolina Real Estate Commission published the examination performance report for July 1, 2011 through February 17, 2012. Cape Fear Community College has a 100% pass/fail rate during that time period. The overall pass/fail rate for real estate
schools across the state was only 75%. CFCC continues to be by far the best real estate school in the tri-county area. The instructor has been recognized by the NC Real Estate Commission for exceeding an 80% pass fail ratio numerous times.

- Clearly, the program has not “improved” on the 100% pass rate from the last academic year, but has maintained a stellar 100% pass rate again this year.

The following Pass Fail Rates provided by The North Carolina Real Estate Commission:

- 7/1/11 through 2/29/12 100% (3 student tested; other students yet to schedule)
- 7/1/10 through 6/30/11 100% (4 students tested)
- 7/1/09 through 6/30/10 83% (12 students tested)
- 7/1/08 through 6/30/09 100% (7 students tested)
- 7/1/07 through 6/30/08 90% (10 students tested)

Goal 1- The objective is to have the real estate program grow through increased enrollment.

- The Fall 2011 semester had 10 Pre-Licensing students and 0 Post-Licensing students.
- The Spring 2012 semester has 8 Pre-Licensing students and 0 Post-Licensing students.
- Laurel Pettys obtained a CD from MailChimp with real estate licensees email addresses. She used it to advertise post-licensing classes in an attempt to increase enrollment in the program.
- We continue to advertise the real estate program in the newspaper as well as in the CFCC Connection.
- The accomplishments and pass fail ratio of the program are posted on the CFCC website.
- All the North Carolina private schools and community colleges are looking forward to increased enrollment as the real estate market begins to rebound nationwide.

Goal 1- The objective is for the real estate instructor to strive for "continual improvement" in order that real estate students receive effective instruction.

- Laurel Pettys received 90% responses with “good” or “excellent” in each category of the student evaluation of the instructor. This year she was nominated for the Marilyn Goodman Anderson award for Excellence in Teaching.
- Laurel also attended a conference in Durham on the new RLS 112 Broker Prelicensing material in late December 2011.
- She has attended eight hours of mandatory real estate continuing education, as well as attended a two-day N.C. Real Estate Commission Educators Conference in Raleigh.
- As a requirement of her credentials, Laurel remains a member of North Carolina Real Estate Educators Association (NCREEA), a member of the National, State, and Wilmington Association of Realtors. For the Real Estate program, Laurel maintains membership in the WRAR Multiple Listing Service.

**Engineering Technology Department**

Goals 1, 6- Conduct research to discover a Grant opportunity that Engineering Technology students could benefit from in terms of funding for attending college or enhancing their current college experience in a STEM program. In particular, find a grant that would fund student costs of obtaining a degree.
• Several PD opportunities have been found and several instructors have/will attend high
caliber training in the fields of Solar Technology and OSHA Regulations, which also
include certifications. In addition, several grants have been pursued and the status is still
pending and we hope to know something by June 2012.

Architectural Technology
Goal 1- As the job market changes, it is becoming apparent graduates require more computer
rendering skills to enhance architectural building models. The objective is to increase the
student’s skill set in architectural rendering.
• The course outline/syllabus for ARC 264-Digital Architecture now provides two
additional projects that emphasize more advanced Photoshop and Sketch-up skills. This
semester the student work appears to reflect better quality and the students more
confidence in their skills.

Goal 1- Building Information Modeling (BIM) is the newest and most current CAD technology
used by the building/construction/architectural industry. The objective is to increase student
knowledge about the use of BIM.
• The course outline/syllabus for ARC 220-Advanced CADD and ARC 211-Light
Construction Technology emphasize the use of AutoCAD Revit software, the recognized
industry leader in BIM.

goal 1- Good communication skills are always mentioned by employers as being one of the
main and positive characteristics they seek with a new employee. The objective is to increase the
student’s opportunity and skill set to enhance and increase their confidence and ability to
verbally present technical (architectural) information.
• The course outline/syllabus for ARC 231-Architectural Presentations and ARC 235-
Architectural Portfolio now require more one-on-one interview and presentation
techniques between the individual student and the instructor.

Chemical Technology
Goal 1, 4, 6, 12- The Lead Instructor of the Chemical Technology Department will write and
apply for a S-STEM grant with the National Science Foundation. The S-STEM grant will
provide scholarship opportunities to students enrolling in the Chemical Technology Program (as
well as three other programs at CFCC).
• This goal was attempted for 2011-2012. The S-STEM grant was written and submitted
by the end of 2011. In February 2012, the grant reviews were given to the lead instructor
with a "reapply" notification from the NSF. With minor modifications, the grant will be
resubmitted for the 2012-2013 academic year.

Goal 6, 12- To increase the number of departmental agreements between the Chemical
Technology Program and other 4-year colleges and universities.
• To date, no additional agreements with universities or colleges have been solidified. By
the end of the Spring 2012 semester, the department hopes to have an additional formal
agreement in place.
Goal 1, 6- This objective will form an internship or cooperative education agreement with a laboratory or scientific-related company in New Hanover County. The objective will increase the opportunities for students to find employment after graduation.

- ElementOne has hired previous graduates in our program throughout the past years and has agreed to hire an intern for the Spring 2012 semester. To date, the company has hired 3 graduates within the past 12 months, as well as an intern this semester that has already been given a full-time job opportunity before graduation.

**Computer Engineering Technology**

Goal 1- Give the students in CET172 the task of designing a multipage website featuring several elements covered in the class to measure the comprehension of learned materials. The goal is to have over 85% of the students to achieve this task.

- The assessment was administered for the Fall 2012 class by Mr. Wilson. One class succeeded with 85% passing (score of 80 points or better); the other class fell short with 84% passing. The objective is being re-implemented with the Spring 2012 classes to see if the changes made to the student labs will improve the skill sets learned and raise the percentage that pass the class.

Goal 1, 4- Develop an exam to be administered to students taking the CET 240 class to give them an assessment of readiness for the real certification exam. The goal will be to have 50% of the students pass with an 80 or better.

- This exam will be implemented at the end of the Spring 2012 semester.

**Computer Integrated Machining**

Goals 3, 1- This objective is designed to improve and diversify the skills of CIM students necessary to effectively machine materials that are considered difficult to machine, with specific regard to harder alloy materials. This objective is a continuation of objective ID#2095 that was begun in 2010-2011.

- We are progressing very well with this objective. Through individual research and textbook applications, first and second year CIM students have been exposed to a variety of difficult to machine alloys such as monel, Inconel and titanium. However, I have been unsuccessful in scheduling a seminar on machining these materials. I attempted to schedule members of the GE Aerospace engineering team to present a seminar to our students on two previous occasions. However, both of these seminars have had to be cancelled due to scheduling conflicts. I am continuing my efforts in scheduling this seminar and hope to have it completed by the end of the Fall 2012 semester. Additionally, this objective has proven to be a very valuable learning tool for our students. My plans are to incorporate this learning objective into each class of CIM students.

Goals 1, 3- Graduates of the Computer Integrated Machining curriculum will be more knowledgeable about cost-effective production methods, dimensional and statistical quality control and the tooling and machines required for production.

- This objective is currently in progress. However, it is not due to be completed until Spring 2014. Currently, we have received approval for and purchased a quality control
inspection machine to support this objective and have implemented curriculum classes in quality control theory and applications.

Goals 1, 3- Graduates of the Computer Integrated Machining curriculum will develop skills in the use of high-end, mechanical design software as used in a modern manufacturing environment. This is a continuation of objective ID#2096 that was begun during the 2010-2011 academic year.

- This objective is currently in progress. It is scheduled to be completed by the end of Summer 2013. We have implemented curriculum classes, acquired the appropriate software and have implemented the associated processes and procedures necessary to accomplish this task.

Electronics Engineering Technology
Goal 1, 3- The objective is to address weakness of students knowing the value of a capacitor based on the number stamped on the capacitor, as not all capacitors have their capacitance labeled.

- This is covered on an ongoing basis in ELC-131. This is also reviewed in ELN-131 AC/DC Electronics and ELC-131 Semiconductor Devices. There are specific lecture and lab assignments that support the capacitor identification objective. In addition, students are encouraged to utilize additional resources such as on-line tutorials and u-tube videos.

Goal 1, 3, 4- Expose Students in Digital Electronics to VHDL (Verilog Hardware Definition Language) while in ELN 133 - Digital Electronics (lab).

- Students are trained in the basics of VHDL in ELN 133 Digital Electronics. Students are required to pass tests and successfully complete these lab assignments as part of the course grade.

Goal 1, 3, 12- The objective is to spread awareness of extra-curricular opportunities for EET students such that students can graduate with more skills and activities by utilizing opportunities available in the Engineering department.

- The Engineering Technology Club was formed to address this goal. The ETC has the occasional guest speaker and Engineering topic demonstrations, and related meetings to spread awareness of what is going on in the technical world. In addition, students are provided opportunities to get involved in leadership and participation roles of the ETC. Also, a Renewable Energy lab is in place to give the students experience with this topic.

Interior Design
Goal 1- Provide more opportunities for students to experience what happens at a job site.

- Were able to involve students in a community project with coastal Enterprises where they are developing improvement ideas for an actual jobsite. They will be following the progress adding modifications as necessary. We will also be working with Habitat for Humanity for job site education.

Goal 1- Improve students' confidence and competence while speaking/presenting in public or group setting.
• After spending time with technique building and small group presentations, the students were all able to successfully present a design idea (in teams) to groups outside of the program.

Goal 1 - To retain 100% of students entering our program through graduation.
• We were able to retain 15 of 16 through graduation this year. One student’s husband was transferred. She is continuing her design education in Chicago. We will, however be graduating 16 students as one student who was unable to graduate last year, came back to complete the program and will be graduating with this year’s seniors.

Mechanical Engineering Technology
Goal 1 - Graduates of any Mechanical Engineering Technology AS program will complete a design, drawing package, and build said design.
• 100% of the students designed and built a Stirling Engine. This includes completing solid models, detail drawings, assemblies, and parts lists for every part in the engine.

Goal 1 - Graduates of any Mechanical Engineering Technology program (Certificate, Diploma, or AS) will demonstrate competency in Design and Problem Solving skills by designing, building, and testing a cantilever structure.
• 87.5% of student met all design criteria. Of the students that qualified, 86% exceeded the performance score of 175. Of the students that exceeded a performance score of 175, 40% exceeded a performance score of 300.

Goal 1 - Graduates of any Mechanical Engineering Technology program (Certificate, Diploma, or AS) will be proficient in 2D CAD software.
• At the completion of DFT 112, 72% of the students produced a CAD "Detail" drawing package compatible with ANSI/ASME standards within a required amount of time and earn an average score of 84% or better.

Nuclear Technology
Goal 1 - Strengthen student lab experiences by improving quantitative examination of weld x-rays.
• Request for weld specimens with predefined flaws provided by Welding Technology is pending. Interim alternative is to use test specimens donated by program students who have completed WLD 112.

Nuclear Technology
Goal 1 - Establish MEC 130 as a summer semester course for students enrolling in the Nuclear Technology program in the Fall 2011 and subsequent semesters.
• Since current instruction staff is not available during summer semesters to teach MEC 130, and because the revised Nuclear Technology curriculum includes MEC 130 during the summer semester, the Nuclear Technology Lead Instructor is auditing MEC 130 during the Spring 2012 semester in preparation to begin teaching the course each summer semester to Nuclear Technology students only. The summer MEC 130 course will use the
same lab and classroom facility as currently used at a time that does not conflict with its use for other summer semester courses.

Health Sciences

Associate Degree Nursing
Goal 1- Enhance the graduation rate by 3% for the ADN class of 2012.
- 100% of students were provided with academic success meetings and tutors upon request. Current retention rate for ADN class of 2012 is slightly lower than 2011. This is a trend seen across the state with implementation of the new curriculum.

Goal 1- Enhance critical thinking skills and competence of ADN students in the clinical area through the use of additional simulated clinical experiences.
- 100% of ADN students have participated in simulated clinical experiences.
- 100% of ADN students have evaluated the simulation experiences as positive.
- 100% of ADN students scored satisfactory on simulation evaluations

Goal 1- Graduate students that are prepared for entry level practice as Registered Nurses
- 100% of ADN class of 2010 students passed NCLEX-RN; 98% on the first attempt.
- 100% of responding students and employers indicated program satisfaction.
- 100% of 2010 ADN graduates seeking employment were employed within 6 months.

Dental Assisting
Goal 1, 3- Dental Assisting students will use the Operatory computers in the Spring clinics to perform recordkeeping duties.
- All Dental Assisting students received instruction on the use of the operatory computers for charting, x-rays, treatment notes, digital radiography, signatures, etc. in the Fall and Spring semesters. There were or are being evaluated on this responsibility by competencies, exams and end product evaluations.

Goal 1- Dental Assisting graduates will be knowledgeable and competent in the key areas in the practice of dental assisting.
- 100% of the 2011 graduating dental assisting students who took all three parts of the Dental Assisting National Boards (DANB) passed on their first attempt with an average score higher than all dental assisting programs in the state and nation, as well as all other candidates which includes those who were trained on the job.
- 100% of the current students who will graduate in the Summer of 2012 took the Infection Control portion of the DANB in December 2011. All candidates passed on their first attempt and their average score was significantly higher than the state and national average of all Commission on Dental Accreditation of the ADA accredited schools. In addition, their scores were significantly higher than those who took the exam from non-accredited programs or on the job trained dental assistants.

Goal 1- Dental Assisting students will receive instruction in, develop and present a table clinic.
Students received extra credit in DEN 102 in the fall semester for attending the 2nd year Dental Hygiene Class presentation of table clinics. In DEN 106 in the Spring Semester, the students were given the rubric for how they would be graded on their table clinic and were given opportunities to ask questions. The class will be giving their presentations at the NC Association of Dental Assisting Educators Meeting at CFCC on April 12, 2012.

**Dental Hygiene**

Goal 1- The dental hygiene faculty and students will gain knowledge in working in a paperless format for maintaining patient records.

- The dental clinic has adapted to paperless technology for maintaining patient records. Faculty and students have been trained and are implementing this technology. This will better prepare our students for employment.

Goal 1- 100% of the 2012 Dental Hygiene graduates will pass the National Board Dental Hygiene Examination on their first attempt.

- Students will not take this exam until April 10th. I do not expect the results before May 1st.

Goal 1- 100% of the 2012 Dental Hygiene graduates will pass a state or regional examination on their first attempt.

- Students take this exam June 9-10th. I do not expect the results before July 1st.

**Early Childhood Education**

Goal 1- Submit NAEYC Self-Study Report for Accreditation Review. Prepare for NAEYC Accreditation site visit.

- NAEYC Self Study Report submitted. NAEYC Sit-visit was conducted March 4 – March 7. Awaiting results.

Goal 12- To review and update the current CFCC Early Childhood Education website.

- CFCC ECE website has been revised and updated.

**Medical Sonography**

Goal 1- 80% of graduates who take the national registry exam will pass.

- 100% pass rate for the ARDMS physics registry exam (current second year students)
- 100% pass rate for the class of 2011 for the specialty ARDMS registry examination.

Goal 1, 3, 4- The program will implement a new course through continuing education in which the top fourteen students will be assessed to identify strong scanning skills. This course will allow students to experience scanning in the lab and in clinic prior to dedicating themselves to a two year program. The top ten students from this course will go on to complete the program.

- The new course is scheduled to begin this summer semester. We do not have any results pertaining to the success of this course.

Goals 1, 3, 4, 6, 12- The program submitted a proposal to begin a summer semester Obstetrical gender clinic to give students the opportunity to practice scanning pregnant patients. The
volunteer patients must have had a normal 18-20 week ultrasound in order to be scanned in the sonography lab. These patients will sign a consent form.

- The OB clinical has not been approved or unapproved by the administration. That is on hold until we get an answer from administration.

**Occupational Therapy Assistant**

Goal 1, 12- To deliver effective OTA programming that leads to student success on national board examination, successful acquisition of employment and minimal attrition.

- 100% of graduates from the class of 2011 passed the National Board for Certification in Occupational Therapy exam at the first attempt. 100% of graduates seeking employment as an OTA became employed within the field within 6 months from time of certification. Attrition rate was improved from 2010 and was 12% compared to 17% in 2010.

Goals 1, 3, 12- Enhance student learning and understanding of the latest in treatment equipment and methods utilized in various OT settings including clinic/work/home/community. When learners understand the application and use of various pieces of equipment, they are better able to apply that information when treating future clients. This knowledge will create greater potential for the success of the learner and make them more marketable in the workplace.

- Several new assessment tools were purchased for the program during 2011 as well as two computerized devices for facilitating movement in hemiplegic arms following stroke. Students are able to use this technology in the program to be better prepared when introduced to similar technology in the workplace.

Goals 1, 3, 12- Continue to develop and nurture all fieldwork sites including emerging practice area and community based sites for both level I and level II experiences.

- All established fieldwork sites continue to take CFCC OTA students. Several new sites have been established outside of Wilmington and 3-county area to support students interested in staying closer to home or exploring other areas of the country while completing 8-week rotations.

**Pharmacy Technology**

Goal 1, 12- Continue Development of AAS Degree Curriculum and Measure Success of First Class

- New instructor hired and in place teaching both Diploma and AAS Degree courses.
- The following new courses were designed & taught during the Fall 2011 semester: PHM 150 Hospital Pharmacy and PHM 135 Pharmacy Clinicals
- The following new courses are currently in development and being taught during the Spring 2012 semester: PHM 155 Community Pharmacy, PHM 160 Pharm Dosage Forms, and PHM 265
- Professional Issues
  - First class of AAS Degree graduates scheduled to graduate this May – 75% already employed by NHRMC
  - “Tech-check-Tech” or “Validating Technician” lab simulations incorporated into the PHM 150 Hospital Pharmacy course during Fall 2011 semester
• Order entry lab simulations using the newly acquired WinPharm® Hospital Pharmacy software were incorporated into the PHM 150 Hospital Pharmacy course during the Fall 2011 semester
• A thermal label printer purchase has been approved for use with the WinPharm® system which will enhance the use of that software in simulated lab activities
• Enhanced lab activities incorporating inventory management, 3rd party insurance simulations, and database management for both QS1 DataSystems® and ScriptPro RDS® are being incorporated into the PHM 155 Community Pharmacy course during this spring semester
• Upgrades to the multi-media systems in the teaching lab have been approved
• Changes will increase our teaching flexibility and allow projection of computer screens to entire classroom simultaneously

Phlebotomy
Goal 1- Students will participate in the clinical setting to promote professionalism. Prepare students to show professionalism for the job market.
• Results will be pending until all new material in place by Fall 2012

Radiography
Goal 1- Graduate students who will be able to effectively utilize problem solving, critical thinking, and communication skills in the performance of medical imaging procedures.
• 100% employer satisfaction for the class of 2011

Goal 1- Meet the needs of the community by providing qualified radiographers.
• 100% employer satisfaction for the class of 2011
• 96% class retention for the class of 2011

Goal 1- Graduate students who will accept responsibility for continuing the process of professional development and growth.
• 100% employer satisfaction for the class of 2011

Goal 1- Graduate students who will demonstrate competence in skills basic to the Radiography Profession
• 100% ARRT board exam pass rate for class of 2011

Surgical Technology
Goals 7, 1- Implement the certification exam fee as an attached course fee to alleviate the financial hardship of the fee on the student.
• We were unable to maintain approval for the attachment of the fee to the associated SUR course, however, have been able to assist the students with the fee through a mini grant award. The award reduced the students’ portion to approximately 32% of the full fee.

Goals 11, 1- Enhance student retention rate.
• We were unable to increase student retention within the program for this year; however, in our efforts to strive for better retention, we have implemented several
procedures including but not limited to enhanced information sessions and a student mentoring program to address the largest % of reasons for student withdrawal.

Goal 1 - Graduates of the program will be prepared as entry level Surgical Technologists.
- The improvements within the curriculum and increased instructional resources have provided the foundation for superior instruction to our students and according to employer surveys, our graduates perform above an entry level Surgical Technologist.

**Boat Building**
Goal 1 - I would like to separate out painting and varnishing out of Paul's program and mine in order to present the material in a more cogent fashion to the students. Perhaps we could do it as a concentration or as an elective.
- Unfortunately, we are unable to create this certificate without adding certain finishing courses to the parent diploma. Currently, there is no room in the diploma for these finishing courses.

Goal 1 - Students will participate in making a "slick" or large paring chisel from car leaf springs. Students will be involved with annealing the tool steel, shaping it, and tempering the tool steel for the slick. Students will turn a handle for the slick on the lathe.
- The slick blades have been annealed and are being shaped by students. Next will be hardening and tempering blades and turning handles on lathe.

Goal 1 - Create a concentrated Marine Finishes curriculum to better deliver to students the skills needed to work in the painting area of boatbuilding. Curriculum will cover varnishing by brush, painting by brush, and spray painting paints and clear coats.
- Unfortunately, we are unable to create this certificate without adding certain finishing courses to the parent diploma. Currently, there is no room in the diploma for these finishing courses.

**Boat Manufacture and Service**
Goal 1 - Students will assess the former Coast Guard boat which has been purchased for the Boat Handling class in the Marine Tech program and formulate a design to solve the lack of seating onboard. Once a unique and functional design has been decided upon between the students, instructor of Boat Manufacture and Service, and Marine Tech Department Chair, the students will put their plan to action by constructing the planned seating arrangement.
- Steve Beuth and Paul Winchell have agreed on a design. Reconstruction of the former Coast Guard rescue boat is progressing well. New cockpit sole panel has been installed and seating configurations in the bow are soon to follow.

Goal 1 - Students will continue training on the vessel acquired for structural, cosmetic, electrical, and plumbing repairs from the 2010-2011 academic year. Students will demonstrate proper repair procedures while remaining in accordance with safety protocol.
- Repair work on vessel acquired for structural and cosmetic repair has continued. Progress will continue into Summer semester.
Goal 1- Through coordination with Autobody instructors, students will have the opportunity to trade places with a group from another program in order to learn skills specific to the different trade and determine which skill sets transfer between trades. Students will either trade places, or group together in order to peer-teach what they have learned in their respective programs thus far.

- Details are moving forward to have Autobody and Boat Manufacture & Service students to spend a set amount of time learning about each other’s industry to better understand skills that may transfer into other areas. Plans for this will likely be made to happen in late Spring or early Summer semester.

**Marine Technology**

Goal 1- Create a department wide ranking system based on student academic performance to provide and equitable method for the allotment of cruise spots

- This system has been created through the collaboration with Phil Farinholt and Becky Fancher. It will be implemented for Spring 2012 preregistration.

Goals 1, 2- Provide vessel and shipboard equipment support for Marine Technology Curriculum needs.

- With lobbying in Raleigh, support of Dr. McKeithan, our graduates, employers and current students we were able to restore funding for ship operations. All training cruise and small boat needs have been met.

**Public Services**

**Basic Law Enforcement Training**

Goal 1- Carry over from 2010-2011. Offer BLET students specialized training beyond the 624 hours mandated by the Criminal Justice Standards Commission. Including Resume Development, Job Testing Skills, and Interview Skills. Additional Specialized Training in Firearms, Defensive Tactics, OC Spray, Short Baton, and provide additional study/review time. This specialized training will give our students an added advantage when applying for the limited law enforcement jobs in our area of the state.

- Each of the BLET CJ 100 Sections completed supplemental training which included: 1. A course conducted by Patrick Pittman covering resume development, job testing and interview skills. 2. Specialized training in Firearms (Shotgun). 3. Specialized training in OC Spray. 4. Training in the use of the short baton. This additional training gave them an advantage when applying for full-time law enforcement employment. Also, students received additional review time before taking the State Certification Examination.

Goal 1- Carry over from 2010-2011. Implement the new reading requirements for entry into the Base Law Enforcement training, as directed by the N.C. Criminal Justice Standards Division. This standard requires a score of 80 on the CPT, 41 on the ASSET and 81 on the COMPASS.

- The new reading requirement was implemented in the Fall of 2011. Each of the students had to achieve indicated test scores before they were enrolled in the BLET classes. This resulted in higher unit test scores, and no BLET student was dropped from the program.
due to low unit test scores. The State Certification Exam test scores were approximately the same as before the reading test score requirement was put into place.

Goal 1- To increase the number of enrolled BLET students who complete the course and then meet the requirements to take the NC State Certification Exam. This includes the academic requirements, practical applications/required skills, and physical fitness.

- The additional reading comprehension and physical fitness requirements, along with the specialized training in Physical Fitness, Firearms, and Defensive Tactics, resulted in the successful completion of the program by all but one of the BLET students. Only one student failed to meet the requirements to take the State Certification Exam.

**Community Spanish interpreter**

Goals 11, 1- Develop, design, and implement at least two (2) new certificates in the Community Spanish Interpreter Program.

- Both of the new certificates, Medical Interpreting and Legal Interpreting, have been developed, designed, approved by the Curriculum Committee, and will be implemented in the Fall of 2012.

Goals 11, 1- Due to analysis, if was found that the Community Spanish Interpreter Program was not working. It has been decided to phase out the A.A.S. and Diploma programs along with revamping the Certificate program.

- The old Diploma Program is being phased out. The old A.A.S. Program has been redesigned and will be implemented in the Fall of 2012 in accordance with the new certificates being offered. With the newly designed A.A.S., students that graduate will also have acquired both the Medical Interpreting Certificate and the Legal Interpreting Certificate.

**Culinary Technology**

Goal 6, 1- Students in the culinary program will be required to participate in a cooperative work experience at a facility that meets program requirements. Students will have gained knowledge and skills from culinary program to successfully meet the co-op host’s expectations.

- Students at co-op sites scored “above average” and “excellent by employers”.

Goal 1- To increase the number of students that submit intent to graduate form and to increase number of students that complete the certificate curriculum.

- Implementation for this goal is still in progress and results have not been completed.

Goal 1- Students will receive certification after completion of Culinary Skills II. Students will learn techniques and skills required for certification for this exam after completion of Culinary Skills I and Culinary Skills II.

- Eighty-seven and a half percent of culinary students received Food Management certificates.

**Film and Video production Technology**
Goal 1- Students will watch a portion of a feature film dealing w/ lecture and write comments in a film journal.
- This goal was accomplished

Goal 1, 3- All Editing I students will demonstrate the ability to edit video in the classroom.
- With the installation of our new Mac Lab this goal was reached.

Goal 1- Students in 227 will demonstrate the skills needed to upload assignments to a you tube page and send links to Instructors for viewing.
- After the creation of individual you-tube pages, this goal was reached.

**Hospitality Management**

Goals 1, 4, 6, 11, 12- Employers will be satisfied with student preparation for employment
- Measured through the co-operative education employer site visit and employer evaluation, this goal was again met and the bar will be raised. This continuous goal meets the requirements for voluntary accreditation through CAHM; for two year hospitality management programs.

Goals 2, 1, 3, 4, 6- Hospitality Management students will have adequate lab facilities for the "hands on" lab portion of identified courses.
- Lead Instructor was asked to abandon this goal as it was determined this could not be adequately measured. Lead took creating Google surveys course and has taken a number of creating valid examinations courses and would like to revisit this topic in the future, with guidance.

Goals 1, 2, 3, 4, 5- Students in the HRM curriculum will be satisfied with the quality of instruction including instructors, facilities and courses.
- This annual survey of student satisfaction has been conducted in the Spring 2012 semester and results have not yet been returned for evaluation. Tracking student satisfaction is also a requirement for voluntary accreditation through CAHM.

Goal 1- Students in the HRM curriculum will be technically proficient as measured by the passing rates and average scores on the competency and certification exams provided by the National Restaurant Association and American Hotel and Lodging Association.
- Students have scored at or above goal on selected proficiency exams. Lead is involved in setting standards and writing the new edition of proficiency exams that will be given in the 2012-13 academic year in the 2nd edition of the ManageFirst National Restaurant Association Competency Certification Program.

**Paralegal Technology**

Goal 1- Collaborate with Continuous Education to provide legal review courses, continuous legal education courses to meet state and NALA certification requirements and general legal education programming for the general public.
- I had several meetings, E-Mails exchanges and assisted in the development of Review Course for the North Carolina Paralegal Certification examination. Continuing Education as a result has already conducted several workshops.
Goals 5, 1, 11- Continuing to add online and hybrid courses to offerings to enable students unable to attend day and night classes to complete A.A.S. degree requirements.

- We have implemented and added online courses for the Fall, Spring and Summer semesters and are continuing to develop hybrid courses which would allow students to complete the requirements for the A.A.S. degree as well as the certificates presently offered by the school.
- Goals 5, 1, 7- Secure State Bar approval of Litigation and Property Certificate programs to enable students to qualify for North Carolina certification examination. Purpose to become certified paralegals
- We recently had our program reviewed by the State Bar and the degree program was approve and renewed for five years. This allows our paralegal students upon graduating with the A.A.S. in Paralegal Technology to take the North Carolina paralegal certification examination. We are continuing our efforts to obtain approval for our certificate programs.

**Vocational Department**

**Air Conditioning, Heating, and Refrigeration Technology**

Goal 1: I would like to have 80% of the class earn their Universal Certification on the EPA CFC exam.

- 90% of students earned their universal certification.

Goal 1- Students will research the HVAC Industry. The Research will look at the types of jobs that are in the HVAC field, and availability of jobs, pay, and requirements that are needed to get those jobs such as education and certifications. The research can look at nationwide, by state, or locally.

- Students presented good information on industry related jobs local jobs, and their availability for the local area.

**Autobody Repair**

Goal 1- Graduates of the Auto Body Repair Diploma program will be able to repair a vehicle with minor non-structural damage following the latest industry standards.

- 100% of graduating students did repair a vehicle with light to moderate collision damage. Quality and appearance of repairs were judged by the vehicle owner, or Lee Condasta of Automotive Refinish Products.

Goal 1- Graduates of the Auto Body Repair Diploma program will be able to use and identify proper plastics repair materials, equipment, and procedures following the latest industry standards.

- 100% of graduating students performed quality plastic welds & adhesive repairs to a vehicle's flexible bumper. Quality, appearance, and durability of repair were judged by Mr. Ed Verge, Lead Boat Building instructor.

Goal 1- Graduates of the Auto Body Repair Diploma program will be able to use and identify proper refinishing equipment, materials, and procedures following the latest industry standards.
• 100% of graduating students performed a blendable match on an outside vehicle; appearance and color match were judged by the vehicle owner.

**Automotive Technology**

**Goals 1, 3** - Upon completion of this class students will show knowledge of engine disassembly, measuring components, reassemble of components and testing of running engine.

- 95% of students demonstrated to another instructor or advisory member knowledge and ability to diagnose, disassemble and measure internal engine components.
- 95% of students demonstrated to another instructor or advisory member knowledge and ability to diagnose common engine problems, leaks and noises associated with a running engine.
- 95% of students passed an ASE based final exam and Hands-on activities related to engine mechanical issues and testing procedures.

**Goal 1** - Upon completion of this class, students will be able to diagnose common climate control concerns and diagnose related problems using test equipment and service information.

- 95% of students passed an ASE based final exam and Hands-on activities related to climate control issues and testing procedures.
- 95% of students demonstrated to another instructor or advisory member knowledge and ability to diagnose common climate control problems using appropriate test equipment and service information.
- 95% of students demonstrated to another instructor or advisory member knowledge and ability to identify common components, a/c refrigerant flow and service points associated with climate control systems.

**Goal 1, 4** - Upon completion of this class students will demonstrate knowledge of test equipment used to diagnose common engine performance issues, MIL illumination, and service problems with computer based drivability concerns.

- 95% of students demonstrated to another instructor or advisory member knowledge and ability to use hand-held scan tools to diagnose drivability concerns.
- 95% of students passed an ASE based final exam and Hands-on activities related to engine drivability issues and testing procedures.
- 95% of students demonstrated to another instructor or advisory member knowledge and use of service information, testing procedures and common problems with MIL illumination.

**Carpentry**

**Goal 1** - Upon completion of this program students will be able to interpret Local and National Residential Building Codes for residential construction.

- All students completed a log of pertinent building codes required to construct a residential home.
- All students were able to find and understand residential building codes to random situations supplied by the instructor.

**Goal 1** - Students should be able to identify hand and power tools, common building materials and basic construction methods. Students should be able to safely use all hand and power tools
associated with construction industry. Students should be able to lay out and perform basic residential construction framing skills with supervision. Students should be able to frame and apply exterior finishes to a residential building with supervision. Students should be able to pass 10-hour OSHA Safety course

- 95% of Students were able to identify hand and power tools, common building materials and basic construction methods.
- 95% of students were able to safely use all hand and power tools associated with the Residential construction industry.
- 95% of Students were able to lay out and perform basic residential construction projects with supervision.
- 95% of Students were able to frame and apply exterior finishes to a structure.
- 100% of Students completed a 10 hour OSHA Safety course.

Goal 1- Students will use several sets of Residential Construction Prints to determine construction time and cost of a residential structure. Students will use software and instructor issued hand-outs to log and Plan the process of constructing a residential structure. Students will determine if a residential structure can be completed on time and within an imaginary budget

- 100% of students were able to complete task # 1
- 100% of students were able to complete task # 2
- 100% of students were able to complete task # 3.

**Construction Management**

Goals 1, 3- To increase first year student’s knowledge of the basic construction/carpentry skills needed to be an effective construction manager with an emphasis on project superintendents.

- Was unable to assess all CMT students during the summer semester because they were not all enrolled. However, 100% of those enrolled and that had taken the CAR courses demonstrated competency in Carpentry skills. In addition, all CMT students who were enrolled in CAR courses passed with a C or better. This third party assessment will be a focus for assessment measures as we move forward.

Goals 1, 3- To increase first year student’s knowledge and proficiency in reading blueprints.

- All CMT students enrolled in BPR passed the third party assessment from Cengage Learning. However, not all CMT students were enrolled in BPR.

Goals 1, 3, 5- Implement Distance Learning into the CMT curriculum.

- All three courses were successfully created and launched.
- Goal 1- To obtain the capital and a location to build a residential home that will provide light construction training for CMT and CAR students.
- Funding approved. North Campus location identified and approved.

**Electrical/Electronics Technology**
Goal 1 - The student will be able to build the typical Start/Stop Motor Control Circuit used in industry.

- All of the students were able to perform this exercise with minimal errors. No major errors or misunderstanding of the task. The time to complete the assignment varied between students, but everyone did complete the task as expected.

Goal 1 - The Student will be able to properly apply and interpret the reading of the Clamp on Amp Meter of the running amps of a three phase motor using both the Nameplate FLA and the NEC.

- All of the students performed the task, but there were areas of weakness in the understanding of the correlation between the information gathered and how it applied to the function of the motor itself.

Goal 1 - The student will be able to build the basic Three-Way Switch circuit used in most dwellings, with power coming to any of the three outlet boxes used in the 3-Way Switch circuit while meeting the requirements of the NEC.

- This set of tasks was met with complete success. The students were able to explain the circuit and the NEC Article references that applied. The area of specific interest was the remarking of the white wire and the identification of the travelers versus the "Hot" wires.

**Industrial Systems Technology**

Goals 1, 3- Students will be capable of identifying a refrigerant in a sealed container by using a pressure temperature chart, and a color identification chart for the container.

- More emphasis will be placed on the use of the pressure gauges in identifying gasses.
- The instructor will insure that proper colored charts are available for identification.
  Emphasis will be placed on using critical thinking skills to eliminate gasses that are similar in pressure when isolated in containers.

Goals 1, 3- Students will determine the relationship between foot pounds of force and the horsepower required to move a product on a conveyor belt.

- 90% of the students completed the end of chapter exercises with a score of 85% or better.
- 90% of students were capable of computing the speed and horsepower required. Due to the large class size and diverse fields of study using this class this was not an easy task.

Goals 1, 3- Students will employ critical thinking skills in selecting the proper thread repair process dependent upon type of metal, thread depth, thread design, and damage.

- 100% of students completed the task satisfactorily.

**Sustainability Technology**

Goal 1- Give students the knowledge to be proficient in basic electrical theory. All SST students should have a thorough and measurable understanding of the relationship between voltage and current in both series and parallel circuits.

- Approximately 90% of summer SST students successfully demonstrated proficiency in basic electrical theory, even though most had never had any electrical training before.
  Content proficiency included voltage, current and resistance relationships (Ohm's Law); series and parallel circuits; calculating power and electricity; and use of a multimeter on
batteries and small circuits. A small handful of students, around 10%, performed poorly on their final assessment, demonstrating a lack of deep understanding of the subject.

Goals 1, 6, and 12- Introduce students to professionals in the field of sustainability. Students will gain real-world perspective, training, networking and customer relations skills through guest speakers, attending field trips and conferences, participating in public service events and engaging in internships.

- Promoting the new SST students within the community was very successful this past year. Awareness was raised about the program and SST students were introduced to many professionals in Sustainability fields. Approximately 15 guest speakers presented to various classes during the first three SST semesters, introducing a wide variety of topics. Two students were invited to be part of a collaboration committee with PPD on the use of their brownfield site. Several students took up part-time internships with local companies. 4 field trips were arranged, two of those being working field trips where students performed energy audits. Students volunteered at a local green conference. Students were encouraged to attend CFGBA meetings, and several did. Students volunteered at 2 local events where an SST table was set up for public viewing. Some students do not participate in outside activities.

Goal 1 - The Sustainability Technologies students will obtain the skills and knowledge necessary to achieve LEED Green Associate Accreditation. Achieve a benchmark of 75% pass rate for SST students who sit for the Green Associate exam upon successful completion of the Spring 2011 course SST 140 Green Building Concepts.

- 7 SST students sat for the LEED Green Associate exam. 6 passed and 1 failed by a narrow margin. The overall passing rate was 86%. Some students had difficulty registering for the exam, due to paperwork issues and poor communication with USGBC. Feedback from the students indicated that they were well prepared for the exam.

**Truck Driver Training**
Goal 1- Students are required to pass a driving exam administered by DOT 3rd party examiners in order to receive their CDL.

- 95% of students’ successfully completed their CDL 3rd party test on the first try.
- Goal 1- Students are required to pass a backing exam to demonstrate proficiency in backing.
- 97% of students passed their backing test. Place two groups on range for backing with fewer students per instructor.

Goal 1- Students are required to pass a qualifying driving exam prior to taking their DOT CDL exam.
- Class 154: 65% of the class passed their qualify ride on the first ride.

**Welding Technology**
Goal 1: In this objective graduates shall be required to pass an open root vee groove plate test using 6010 and 7018 electrodes with the SMAW process. Graduates shall also be required to create and submit an AWS welding procedure for the test along with their practical test.
75% of Graduates passed an open root 6G pipe test per AWS D1.1 Structural Code. 90% of Graduates passed a 6G pipe written procedure exam per AWS D1.1.

Goal 1 - Upon completion of this program graduates shall be able to successfully fit and weld a workmanship weldament using stainless steel and Aluminum metals. Welding shall be done using the GTAW and The GMAW processes to the satisfaction of a CWI or qualified instructor. This Objective has been modified for a local companies need for qualified welders.
- 90% of graduates passed a welding fabrication test with stainless and aluminum using GTAW and GMAW welding processes. Several of these students were hired at local companies and finished out their classes at night.

Goal 1 - Upon completion of this program graduates shall be able to pass an entry level examination (practical and written) to set up, operate, and maintain an Oxy-Fuel cutting apparatus used extensively in the metal working industry today.
- 100% of graduates have passed a practical and written Oxy-Fuel examinations with a grade of 80% or higher.

Continuing Education

Records Audit Department
Goal 1 – The continuing education payroll to be eliminated in the Sun System by July 1, 2011 and to implement it in the Datatel system. Once the payroll has been implemented the Director of Budgeting and the continuing education Registrar will train the continuing education Directors and staff on entering the payroll data in the Datatel system.
- Goal Achieved. The Sun system has been eliminated for the continuing education payroll on July 1, 2011. Currently in Datatel payroll reports are run for Directors and the Director of Budgeting for the purpose of encumbering data for budget reporting. The Director of Budgeting and the continuing education Registrar have trained continuing education and basic skills staff on entering payroll data into Datatel sections for their instructors pay.

Customized Training
Goal 1- Enhance and expand the offerings of the BIG Division.

- Many new self-support professional development courses have been offered since Summer 2011, including 4 tax prep. courses, Leadership Training, Team-building, Transition classes from Windows 2007 to 2010, Para-Legal Exam Prep., and several Ed2Go-Pro Industry Training classes. We are also offering another round of ethics training for ABC Managers.
- In Fall 2011 the 6 Substance Abuse Counseling courses were collapsed into 3 96-hour courses. Each of the 3 classes is being offered online and as seated classes.
- The BIG Center listserv was started in Fall 2011 as well as the bi-monthly Corporate and Continuing Education newsletter. The newsletter is sent out to the listserv and placed on the CFCC CE webpage. The marketing brochure for business services was developed and distributed in December 2011 and is now being used in all marketing efforts.
In Fall 2011 a webpage was added to the CFCC website that listed all upcoming classes in Corporate and Continuing Education. The page is updated periodically when changes are made or new classes are added.

Goal 1 - Streamline, expand and improve the HRD and CRC Programs.
- In the Fall of 2011 the Career Ready 101 software was implemented into the CRC curriculum and the lab hours were increased to 8:30 to 5:00 Mondays, Wednesdays and Thursdays; 8:30 to 7:30 Tuesdays and 8:30 to 4:00 on Fridays.
- Two sections of the Sonography Skills Awareness course have been scheduled to start in May 2012. CE worked closely with curriculum to develop the class and implement it into the selection process of candidates for the Sonography Program. The 34 hour HRD course will give the students a good overall understanding of sonography as a career path as well as help them determine if their fine motor skills are sufficient to perform the duties of a sonographer.
- The CRC has been marketed to over 20 businesses and organizations, including:
- This does not include all the organizations that were given information about the CRC Program at several business events such as the Wilmington Biz-Tech Expo, Wilma Expo and several job fairs in New Hanover and Pender Counties, as well as the 2nd Annual BIG Customized Training Symposium.

Goals 1, 6- Enhance and expand SBC offerings and community involvement.
- The SBC Coordinator presented information on starting a small business to 12 curriculum classes. Feedback received from these classes was that the presentation was very helpful.
- SBC Coordinator continued of participate in export/import events and offer related seminars by becoming a World Trade Association member, providing a 2 day Export 101 event in May 2011, hosting NCDOC International Road Show at North Campus, and being an expert panelist at the initial UNCW "Go Green" Event.
- SBC OE courses: Supervisory Training 10/11 & 4/12, Basic Financial Management 5/12
- SBC Self-Support courses: Sustainable Agriculture Program 9/11, Export University 201 4/12, Master Entrepreneur Program 4/12

English as A Second Language
Goals 1, 11- Better prepare ESL students for attendance expectations of and ensure a smoother transition to curriculum programs, as well as improve progress and/or retention rates.

- Implemented student orientation to ensure a smoother transition for attendance expectations and transition to curriculum programs.

Accomplishment: November 2011—restructured the ESL Registration/Orientation to include:
1) data access to more accurately identify which test a returning student needs
2) the ability to administer two different levels of the Listening test simultaneously
3) a specific and lengthy overview of attendance expectations
4) a presentation by a Transition Specialist of courses currently available to ESL students as well as information about programs “beyond ESL”
5) community building activities including a campus tour
6) an established time to individually review test results and set goals with students

These implementations have increased student retention as well as captured more within-range Reading and Listening test scores, resulting in overall post-test score gains.

Fire and Rescue Training
Goals 1, 6- Work with NC Office of State Fire Marshal to offer another state-sponsored school at Safety Training Center.
- CFCC partnered with the NC Office of State Fire Marshal to offer two week long NC Rapid Intervention Training schools.

Public Health and Safety
Nurse Aide
Goal 1- Update all Nurse Aide exams for validity, reliability, and defensibility.
- Goal Accomplished. All relevant Nurse Aide exams were successfully updated.

EMS
Goal 1- Full-time EMS faculty will obtain an increased level of specialized training by completing instructor certifications in at least two of the following areas: a) Basic Life Support; b) Advanced Cardiac Life Support; c) Pediatric Advanced Life Support; d) Pre-hospital Trauma Life Support; e) Pediatric Emergencies for Pre-hospital Providers; and f) Advanced Medical Life Support.
- Goal Accomplished. One full-time EMS instructor successfully received five instructor certifications, and the other received four instructor certifications.

In-Service Law Enforcement
Goal 1- The In-Service Law Enforcement Program will add 32-hour, or greater specialized training courses in at least one of the following areas: a) Motorcycle Officer Certification; or b) Search and Seizure.
- Goal Accomplished. Both courses were successfully offered.

Horticulture
Goal 1- Update the New Hanover Prison Horticulture video library used for classroom instruction.
- Goal Accomplished. Some videos have been received and delivered to New Hanover Prison, while others are on back-order.

Workforce Development/Burgaw Center
Goals 1, 2, 12- Increase enrollment for all Pender County classes and maintain and upgrade the Burgaw Center Facilities.
• Enrollment for classes at the Burgaw Center has continued to increase over the past year. Classes in the Health Sciences field continue to garner most of the growth. Successfully receiving another Project Skill-UP grant has made many of our courses affordable for residents of Pender County and has contributed to the growth of our classes here at the Burgaw Center. Additionally, the Center has added the Medical Coding Program and Heritage Arts classes which will see more growth during the year as these programs have run several sections.

• The Burgaw Center saw dramatic facility upgrades during the 2011-12 fiscal year. Specifically, the Center upgraded facilities both inside and outside. Technology in two computer labs was upgraded with entirely new computers and laser printers for both labs. SMART carts in each classroom received replacement computers and the Nurse Aide office had a new computer installed (with internet connections), which didn’t previously exist. This has made a dramatic improvement in the courses we offer by providing our students the latest in technology and software programs, and access to advanced instructional capabilities. Outside, the Center had sidewalks poured leading to both entrances of the trailers, and lighting has been restored to the outside areas making the Center more visible at night. Additionally, a path has been cleared and reseeded for a walkway between the Center and the main road leading to downtown Burgaw. Finally, the Center is expected to have the carpet replaced with tile in all instructional rooms and the main office for PECHS.

• The Burgaw Center has been the “test-site” for the new Active Directory upgrades for CFCC. All computers in the entire Center have been upgraded with a new operating system, and the network speeds for all computer systems have been increased dramatically.

• The Burgaw Center continues to be a focus site for outside groups wishing to use the space for community-wide meetings and training sessions. Agencies include: NC Wildlife Resources Commission, Department of Social Services, Vocational Rehabilitation, Southeastern Center for Mental Health, and Pender County Preschools Head Start Program.

Goals 1, 6, 12- Enhance and expand the Customized Training Program.

• The Customized Training Program has coordinated with local business, industry, and government entities to identify training needs (job growth opportunities, productivity enhancements and skill development) and has maintained four funded projects through the Customized Training Program. Funded projects can include: Capital Investment, Productivity Enhancement or Deploying New Technologies. Currently there are two active projects with local businesses (Fenner Drives and Cincinnati Thermal Spray). Two other projects have been closed due to productivity requirements at each business and the need to postpone training. These two businesses are VisionAIR and Sturdy Corp. Both companies (in part to training they did receive with CFCC as part of the Customized Training Program), have increased productivity and hired additional workers. CFCC will be meeting with both Sturdy Corp to see about re-instating a project with their company within the next two months.
The Business Services Team (which Customized Training Program is a part of) has developed and printed 3000 copies of a professional brochure which is utilized for marketing purposes within New Hanover and Pender Counties. Many of the brochures are distributed to local Chambers and are available to the Business Community upon request as well as at the Wilmington Business Development office, Chamber of Commerce, BIG Center and at the North Campus.

Business & Industry Funds (formerly FIT) are almost expensed for the fiscal year. Currently there are a total of 119 different employees of 13 local companies who have benefited from the funding. Goal for the year was to spend $20,000 on training for local Business & Industry, and as of April 1, 97% of funds have been spent. One success story of utilizing B & I funds is a new company recently started in Wilmington-- that after receiving B&I Funds, they have already increased their productivity 150%. Additionally, the company (Key West Casual Furniture) has added new positions and will look to add more staff (specifically CFCC graduates) in the near future. Their time frame for assistance by CFCC’s Customized Training Program was met two months earlier than they expected.

The Customized Training Program hosted the Statewide Economic Development Conference in December, and evaluations indicated the Conference was a huge success due in large part to the wonderful staff collaborating from many departments at CFCC, as well as the first rate facilities used during the Conference.

Additionally, the Customized Training Program received a very complimentary letter of praise from a local company that has a Productivity Enhancement Project with CFCC, along with two other local businesses that have increased their operations significantly and hired new employees due to CFCC trainings.

**Institutional Effectiveness**

**Printing Services**

Goals 1, 12- Determine a cost-effective method to provide high-quality color copies in the event of color copier maintenance or down times.

- In an effort to provide better customer service, Printing Services has installed a Xerox W7525P color copier to serve as a back up to the primary color copier. This additional copier, which provides high-quality copies and simple collating/stapling features, will also be used concurrently with the primary color copier during peak production times to insure that deadlines are met. The copier also incorporates a USB port and allows files to be printed from or scanned to customers USB drives.
- An identical Xerox W7525P color copier has been installed at the North Campus Copy Center. This will provide on-site color copies at the North Campus for the first time.

Goal 1- Maintain the quality and usability of Printing Services' paper stockpile by protecting it from excess humidity.
• Printing Services is currently working with Institutional Services to acquire 300 square feet of humidity-controlled storage space. This will allow the bulk of Printing Services paper stockpile to be kept in a low-humidity environment to retain the quality and integrity of the paper supplies. This will reduce spoilage of paper and down-time on the printing press due to high humidity levels. As of yet, permission for the use of the room, S-007 is favorable but not officially approved.

Instruction
Distance Learning
Goals 1, 3, 4, 5, 8, 11- To offer workshops and training to at least 25 DL Faculty regarding Course Essentials based on Quality Matters.
• There were 16 faculty who completed the “stand-alone” Course Essentials workshops during 2011_2012. However, it was decided midyear to incorporate the components of the “Course Essentials” workshops into the redesigned online, self-paced workshops used for DL faculty training.

Goals 3, 1, 4, 5, 8, 11- To provide a more streamlined Enrollment Verification assignment in all DL courses (Hybrid & Internet) which meets Dept. of Education (DoE) requirements for attendance.
• A more streamlined Enrollment Verification (EV) assignment was launched in FA11. The ease of use was measured by a decrease in the number of faculty who needed assistance with the set-up of the EV in their DL classes. For FA11, 22% of the DL faculty needed some assistance with setting up the EV in their classes (39 out of 174 faculty with 452 sections) as opposed to SP12 when only 15% of the DL faculty needed some assistance in the EV set-up (26 out of 175 faculty with 466 sections). In addition for FA11 there were only 3 classes for which there were questions about “attendance” and reporting of students in WebAdvisor (SP12 has not yet been audited).

Goals 3, 1, 5, 8, 11- To offer Distance Learning Basic Training workshops to new & incumbent DL Faculty. At least 25 faculty will complete Blackboard 101 and at least 25 faculty will attend at least one additional DL Workshop.
• There were 26 faculty who completed Blackboard 101 (Bb 101). Additionally there were 19 DL faculty who completed the “Getting Started” workshop; and an additional 58 faculty who completed various self-paced or face-to-face DL workshops (including Grade Center; Assessments; Asynchronous Communication; Synchronous Communication; and Lecture Recording).

Learning Resource Center
Library Technical Services
Goals 4, 1- The Library subscribes to the American History in Video database, which is a collection streaming video clips. Experience has shown that including electronic resources in the Library's online catalog increases their use. The vendor, Alexander Street Press, provides MARC records for inclusion in library catalogs. The Library will add these records to Horizon thereby making them more easily accessible by faculty and students. This object was carried over from the 2010/11 year.
• Accomplishment: A total of 819 MARC records for video materials in the American History in Video database have been added to the Library’s online catalog. These materials can now be identified and accessed via the catalog.

Student Development
Student Activities and Athletics
Goal 1- Research, develop and evaluate an academic support program for student-athletes at CFCC.

• Assessment and measurement of individual, team and overall academic performance were monitored by the use of monthly progress reports, weekly study hall and the yearly departmental GPA calculation report. The Enhanced Study Program (ESP), developed by faculty and staff, promotes academic excellence and provides a structured academic paradigm that allows student athletes the opportunity to be successful. Continued efforts will be explored to enhance the ESP program and reflect CFCC’s overall mission and surpass minimum academic standards.

• Continued efforts and priority to academics will provide a sound foundation for all SA’s that participate in college athletics at CFCC. Assessment and measurement of individual/team and overall academic performance (GPA) has been performed to ensure academic accountability.

Student Development Special Projects
Goals 7, 1- Revamp the ACA presentation and materials

• A new format for the ACA Presentation was developed, training of presenters was done and each presenter has used the flash card game this semester. Each presenter found that the flash card game did create a more interactive and a more engaging environment in the classroom. Presenters received positive feedback from the instructors about the new format and how their students were more engaged during the presentation.

Foundation
Goal 1- Foundation Goal: To improve CFCC Ambassador program to include focus on learning outcomes and critical thinking.

• The Foundation worked with the College’s Quality Enhancement Plan Director and Institutional Researcher to develop a process to assess learning outcomes for CFCC Student Ambassadors. A pre-test was administered to the 2010-11 ambassador team in May 2010 to establish a baseline of Ambassador self-assessments on several dimensions of student learning. A post-test was administered in May 2011 to determine personal growth and/or learning achieved during their term as ambassadors. Results showed improvement in areas such as communication skills, professionalism, customer service, leadership, and personal development. The pre- and post-tests will continue to be critical tools in assessing student learning on the ambassador team.

College Goal #1—Other Accomplishments

Arts and Sciences
Increased course offerings in the transfer programs for 2012-2013.
English
Administered a common reading and writing assignment to all English 111 students in the last week of each semester, used blind grading techniques and a common rubric, and collected data on student performance.

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 "Hip-Hop Today: Marginalized, Mainstreamed or Misunderstood?" to enhance the Common Writing experience for English 111 students.

Humanities and Fine Arts
The Chair and Faculty of the Humanities and Fine Arts Department completed the following:

1. Planned and assisted in the production of Forum on Middle East From A Historical Perspective.
2. Planned and developed course schedules for Summer and Fall 2012.
3. Surveyed ART 111 students to find reasons for their non-completion of the course both online and face to face.

Institutional Partnerships
Working with Fayetteville State University to research articulation for Film and Video Technology and Communications Studies.

Learning Lab
- Developed and implemented exam workshops for writing students
  - Offered Exam Workshops for ENG 075, ENG 085, and ENG 095 in Fall 2011 and Spring 2012
    - Helped students prepare for Common Writing Final and Grammar Review examinations for Developmental Writing Courses
  - Offered Exam Workshops for ENG 111 in Spring 2012
    - Helped students prepare for Common Writing Final examinations in ENG 111
  - Created evaluation form to be administered at the end of each session
    - To gain feedback from attending students in order to improve future workshops

QEP
Instructors participating in the SPOC 201 critical thinking professional development course have documented revised learning outcomes statements, best practices for promoting critical thinking, and strategies for assessing students’ critical thinking skills.

Math/PE Department Accomplishments
• **CFCC Math Department**
  1. Member of NU ALPHA THETA mathematics honor society – First induction held fall 2012 semester
  2. Student Math League - administer national math competition exam twice a year
  3. CFCC Math Club
     - Collaborated with media department to produce a tutorial video “Identity Crisis”
     - Sponsored family for Christmas - $450
     - Participated in Full Belly Project – local charity
     - Pi Day at Cape Fear Museum
  4. CFCC Holiday Helpers - Sponsored 3 needy families at Christmas
  5. Tutored students at NC Early College program
  6. Sponsored students to attend NCMATYC conference

• **Hosted NCMATYC** (North Carolina Mathematical Association of Two Year Colleges) – The two day event drew 225 attendees from the 58 community colleges in NC.

• **Developing New Math Course** – CFCC faculty are collaborating with math faculty across the state to create a History of Mathematics course as second math option for liberal arts students.

• **NCTM Travel Grant** – Valerie Melvin was the winner of a National Council of Teachers of mathematics and National Science Foundation grant ($2500) to attend the 12th International Congress of Mathematics Education in Seoul, Korea. She has been assigned to participate in the theme group “Communication & Information Technology”.

• **ACCCESS Project** – Larry Tingen was selected by AMATYC as a National Fellow for ACCCESS Project. Currently working on project to integrate real world decisions into math courses ranging from developmental to calculus I.

• **North Carolina Battleship** – Working on a STEM project creating math based material and assignments for visitors to the museum.

• **Instruction**
  1. Noteworthy items
     - Retention Rates – Fall 2011
        - Implemented new course redesign in MAT 060-Essential Mathematics. This change proved a huge success as the withdrawal rate in the course decreased from 18% to 13%.
     - Created new internet course. MAT 271 – Calculus I
     - Internet Classes – Internet students had the same success and retention rates as students in traditional and hybrid course. Much of this can be attributes to our use of Pearson’s MyMathLab delivery system and the dedication of the math faculty.
        - 80% of our course offering are available online.
• There were 22 sections of math offered in the fall 2010 semester. The success rate of all who enrolled was 65.6%. The withdrawal rate was 16.1% and the success rate of those who completed their course was 78.3%.
  ▪ Math Lab in S-606 continues to be a huge success. All math faculty volunteer 2 hours per week in LRC

2. Faculty Recognitions
  ▪ NCMATY’s 2011 nominee for the AMATYC Teaching Excellence Award
  ▪ Four Faculty recommended for the Marilyn Goodman Anderson Teaching Award
  ▪ Two faculty recommended for the NCMATYC Teaching Excellence Award

3. Student Success Workshops
  ▪ Developmental – Study workshops for M070 & 080. Two sessions per week
  ▪ Statistics – Study sessions/workshops 2 hours per week
  ▪ North campus TI-83/84 calculator workshops fall 2011

4. Faculty implemented the following strategies in the classroom
  ▪ Collaborative web conferencing in hybrid and internet courses
  ▪ Critical Thinking Portfolios
  ▪ Catchphrase, Algebra Bingo, Jeopardy
  ▪ Student Response System - Clickers
  ▪ Google Docs video as a teaching tool
  ▪ Use Notebook software to post class notes for students who miss class

5. Faculty implemented the use of the following technologies in the classroom
  ▪ Smart Sympodium
  ▪ Digital Presenter (ELMO)
  ▪ TI Smartview Simulator
  ▪ Notebook
  ▪ Derive
  ▪ Maple
  ▪ Camtasia/Snagit
  ▪ Google Documents
  ▪ Kan Academy

• IE/QEP
  1. SPOC 201 training – 100% of Math/PE faculty have completed course.
  2. Course Outlines – 100% of Math/PE course outlines have been rewritten to comply with QEP guidelines.

• Professional Development
In House

1. CFCC Workshops
   - File Management in the Cloud
   - Integrating Google Apps & Blackboard
   - Google Docs for Beginners
   - Advanced Google Calendar Apps
   - Creating and Using Google Forms
   - WordPress Blogs
   - Blackboard 9 Training
   - Datatel Training
   - SPOC 201
   - MyCFCC
   - Power Point Technique and Design
   - Grading Papers Made Easy

2. Math Department Professional Development Series
   - Health and It’s Role in Teaching
   - I Thought Technology Was Suppose to Make My Job Easier
   - Developmental Math Modules via ALEKS
   - Student Response System – Effective use of clickers
   - Collaborate Web Conferencing
   - Flipping the Classroom
   - Developmental Math Redesign
   - ACCESS Fellow presentation

3. Webinars
   - How to Design Effective Multiple Choice Tests That Assess Student Learning
   - Online Classes & Proctored Testing
   - How to Change Hearts, Minds and Actions
   - Engaging for Influence: Delivering Virtual Training with Impact
   - Tegrity and the Flipped Classroom: Smarter Use of Technology for Improving Learning
   - 10 Principles of Effective Online Teaching: Best Practices in Distance Education
   - SoftChalk – Discover and Share with Connect
   - Camtasia
   - Hollywood

Conferences

1. NCMATYC – Wilmington NC
2. AMATYC – Houston TX  
3. NCTM – Philadelphia, PA  
4. NCADE – Greensboro, NC  
5. TMATYC – Chattanooga, TN  
6. CTPA – Raleigh, NC  
7. Pearson Developmental Redesign Forum – Chicago, Ill  
9.  
   ➢ Other  
   1. NC Developmental Redesign Task Force  
   2. DEI workshops in Greensboro, Durham and Raleigh  
   3. Health and Wellness Symposium  

- **Professional Affiliations**  
  1. NCMATYC – North Carolina Mathematical Association of Two Year Colleges  
     - Secretary NCMATYC  
     - WebMaster  
     - Developmental Course Committee  
     - Several faculty presented at annual conference  
     - Listserv owner  
     - Wrote various articles for newsletter  
  2. AMATYC – American Mathematical Association of Two Year Colleges  
     - Placement and Assessment Committee  
     - Math Educator Review  
     - Faculty member presented session  
  3. NCCCFA – North Carolina Community College Faculty Association  
  4. SEANC - NC State Employees Association  
  5. CTPA – College Transfer Program Association  
  6. CFCCFA – Cape Fear Community College Faculty Association  
  7. NC3ADL – North Carolina Community College Association of Distance Learning  
  8. NC AAHPERD  
  9. MAA – Mathematics Association of America  
  10. NCADE – North Carolina Association of Developmental Education  
     - Listserv owner  
     - Newsletter Editor  
     - Webmaster  

- **Certifications**  
  1. Jazzercise Instructor
2. Advanced Facilitator in Mathematics
3. A.C.E. Certified Personal Training
4. CPR
5. AED
6. Master Level NC Teaching License

- **CFCC Committees**
  1. QEP
  2. IE
  3. General Education
  4. Curriculum
  5. Technology
  6. Student Success Committee
  7. Student Retention Ad-Hoc
  8. Instructional Technology Ad-Hoc
  9. Student Employee of the Year
  10. Critical Thinking Assessment Team
  11. QEP Assessment Team
  12. Judicial Board – Financial Aid sub committee
  13. Smoke Free Campus
  14. Social
  15. Various search committees

- **Service to College**
  1. CFCC Campus Fund Drive
  2. Sea Devil Club
  3. Volunteer to work home basketball games
  4. Write Fit Tip articles for CFCC weekly bulletin

- **Service to Community**
  1. The Learning Tree Daycare
  2. New Hanover County Library – Story Time
  3. American Red Cross Blood Drive
  4. CFCC Pretty in Pink Club
  5. Joey Jog – American Liver Foundation
  6. 2011 UNCW Move In
  7. Meals on Wheels
  8. Seahawk Club Board of Directors
  9. Toys for Tots – Salvation Army
  10. Cape Fear Rowing Club Board of Directors
  11. Wilmington Harbor Enhancement Trust Board of Directors
  12. Saint Baldrick’s – childhood cancer research
  13. Codington Elementary School - math tutor
14. Relay for Life – Brunswick county
15. Steve Haydu Walk/Run Low Tide Benefit for Cancer
16. Evaluate senior projects at Ashley high school
17. Volunteer tutor at Myrtle Grove Baptist Church
18. New Hanover Disc Golf Club
19. Empty Bowls Project
20. Boy Scouts of America
21. Canine Relay for Life
22. Board Member of Neighborhood Watch
23. NHHS varsity cheerleading coach
24. Math, Science and Technology Camp at UNCW
25. NC Teaching Fellows Program
26. Co-Youth leader – Northwoods United Methodist Church

Science
Alvin Coleman, Geology instructor, made changes in his methodology to address the General Education Competencies of Written Communication, Critical Thinking, and Computer Skills. His class had the 2nd highest score in the random 2011 General Education’s critical thinking assessment. The cumulative average score was 2.31. Mr. Coleman’s GEL 120 classes scored 3.20.

Health Sciences
Associate Degree Nursing
100% of ADN class of 2010 passed NCLEX-RN; 98% on the first attempt

Phlebotomy
84% pass rate for the national exam

85% rate for job placements

10% rate of continuing in health sciences studies (got into other health science programs)

Surgical Technology
Our program received a National Merit Award in recognition of our students achieving a 100% pass rate on the National Certification Exam for Surgical Technologists. The average pass rate nationally is only 57%.

Marine Technology
Staved off elimination of funding to the ship operations budget for Marine Technology program. This cut would have eliminated the program as it exists today.

Public Services
Fire Protection Technology
• A Fire Protection Technology advisory committee has been established. This committee consists of six local fire chiefs and two assistant fire chiefs. Their input has been sought as to course development.
• Eight courses have been completely built with five additional in the building process (fall 2012 semester).
• Student enrollment increased from 9 students in fall 2011 to 23 students in spring 2012.
• A video presentation on the CFCC FIP program was produced by New Hanover County and will be available to New Hanover County Fire Department members on the county intranet.

Hospitality Management
Hospitality Management program incorporates critical thinking through hands on applications of classroom theory. Spring 2012 new HRM 275 Leadership class assisted in organization and service at Cape Fear Museum fund raising luncheon using restaurants preparation of historical recipes and service in multi leveled museum to paying guests. Students prepared dessert and served all courses to over 100 guests. Student manager, Rebecca Stutts received well earned praise for her leading role in this endeavor.

Vocational Programs
HET has increased student exposure to marine electronics through a revamped electrical program that includes new equipment and new electrical trainers.

CAR has enhanced hands on opportunities by constructing a house at our North Campus.

AUT program has incorporated alternative fuels courses and converted a gas burring engine to an electric engine.

LSG is installing a cistern to capture rain water for green house irrigation.

AHR has incorporated geothermal heat pump technology that mimic’s industry methods.

Continuing Education

Basic Skills
We implemented the Basic Skills Plus program, which allows students to work towards their GED and HVAC or Nurse Aid certification using a contextualized curriculum.

2011-2012 BIG Center Accomplishments

• Developed a commercial for the HRD Program. This is now on U-Tube and the CFCC website.
• Developed seated Medical Coding classes in addition to online offerings. Increased hours to meet tier funding criteria. 80% pass rate for the coding certification exam for summer and fall 2011.
- Revised Substance Abuse Counselor Program to provide online and seated courses as well as meet new tier funding criteria.
- Represented CFCC Continuing Education at several events: Wilmington Biz-Tech Expo, Wilma Expo, several job fairs throughout New Hanover and Pender Counties.
- Increased Professional Development Self-Support Courses offered to local organizations and businesses. Organizations served included All Ways Graphics, City of Wilmington, New Hanover County, Verizon, Cape Fear Public Utilities, American Skin and the ABC Board.
- New Professional Development Training Offerings brought in over $32,000 in self-support funding.
- Developed and implemented a NC Paralegal Exam Prep course and a continuing education course for attorneys.
- Developed a Tax Preparation Program that includes 5 self-support courses for those wishing to become tax preparers for businesses such as H&R Block.
- Partnered with Ed2Go to begin offering Ed2Go Pro Training Courses, which includes almost 4000 new courses available to students.
- Created a bi-monthly Corporate and Continuing Education newsletter which is distributed through the newly developed BIG Center ListServ.
- Created a webpage that lists the upcoming CE classes and is updated as needed when courses changes dates, hours, etc.
- Began offering Pre-Employment Testing Services, which includes 4 tests: Typing, Computer Literacy, Internet Proficiency and 10-key Speed Assessment.
- Provided “rapid response” presentations to several organizations who were laying off employees.
- 11 new courses were developed for the Heritage Arts Program: Wood Turning, Wood Carving, Guitar, Knitting, Crocheting, Rug Hooking, Air Brushing, Glass Bead Making, Silk Painting, Steel Drums, and Stained Glass. These courses will be offered as OE. The Wood Turning class is in progress now and the others will begin later this spring.
- Received Project Skill-Up Grant Funding for the 2nd year.
- Received CRC Incentive Grant Funding for the 2nd year.

English as a Second Language

Spring 2011—Recognition of two ESL students at Student Recognition Ceremony.
Fall 2011—ESL promoted critical thinking at a workshop by providing ESL instructors with critical thinking exercises, examples and graphic organizers that they could use with their students.

Public Health and Safety

EMS
The EMS Program continues to have extremely high first-time pass rates on NC Office of EMS exams. This includes a 100% pass rate for the Paramedic course, which ended in September 2011.
Of the 15 students completing the Paramedic course, 14 out of 15 are now employed at least part-time. Full-time Paramedic new-hires include six (6) with NHREMS, seven (7) with Pender EMS, and one (1) with Wake County EMS.

In-Service Law Enforcement
Offered 468 separate In-Service Law Enforcement courses, with issuance of 14,000 individual certificates, in order to serve the law enforcement needs of the community.

Learning Resource Center
The Studio assisted numerous faculty and departments in producing multimedia content to enhance their courses, including: DRA 130, DRA 135, ART 266, ART 267, BIO 168, NUR

Instructional Operations
- Student Help Desk responded to more than 2,000 students since March 2011
- Evening switchboard operator created and is now maintaining a school-wide telephone list oriented by department
- Schedule Technician held several trainings for departmental secretaries on Informer. Along with the training, she has created reports to assist in ongoing scheduling decisions
- Schedule Technician has created many Informer reports for VPI, Deans, Bookstore, Switchboard, Department Chairs.
- Schedule Technician created instructions for R25 for departmental secretaries (How-to guide, how-to pull up rooms and look for available space).
- Schedule Technician has been proactive in preparation for the developmental Math courses. One accomplishment was determining how to set global capacity for these classes.
- Personnel in Instructional Operations attended SACS conference, SEDUG conference; Informer conference; workshops on Communicating with Diplomacy and Professionalism, Business Writing, MS Excel, Digital Skills, WordPress Blogs, Google Calendar, Google Docs for Beginners, PowerPoint Technique and Design
- Vice President of Instruction has served as the director of NCCCLP
- Executive secretary of the VPI worked with the NCCCLP, making various arrangements for their events, which has fostered relationships across the state and garnered more experience on event planning at the collegiate level.
- Vice President of Instruction has been appointed to serve on the Audit Committee at the state level.
• Vice President of Instruction has been asked to serve as a facilitator for NCCCLP

• Vice President of Instruction has attended Chief Academic Officers’ meetings and has been involved in the Developmental Math redesign and the Super CIP.

• Continue to rent out the Schwartz Center on every available weekend. The Cape Fear Rollergirls and Sea Dawgs have designated the Schwartz Center as their home.

• Hosted several public events and forums for local and state legislators.

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

Engineering Technology Department
Goals 3, 2- The Engineering Technology department would like to expose more students to some PV (Solar) renewable energy learning. In addition, explore the possibility of a low scale energy production for profit (lease out the roof top or other location at CFCC) for CFCC going green.

• Several instructors have promoted and included several PV projects in their courses. Joe stokes and Shawn Russell have involved their students in renewable energy awareness and projects during the Fall and Spring semesters which involved PV expose and hands on labs. The low scale energy project has not been completed due to the age of the membrane roof is older than 5 years and the 3rd party organization is not taking any more customers.

Chemical Technology
Goal 4, 2, 3, 7- Purchase new network switches to replace the Nortel switches that are starting to fail. By replacing the old 10/100 Nortels with 10/100/1000 Switches, the network will have more capacity. This will help with the slow downs and delays that students are experiencing when try to work with Virtual Machines in the classrooms.

• This goal is in progress, IT services has purchased the switches, and is the progress of implementing the roll out over the next couple of months. Phase 1 begins 3-30-12.

Marine Technology
Goals 1, 2- Provide vessel and shipboard equipment support for Marine Technology Curriculum needs.

• With lobbying in Raleigh, support of Dr. McKeithan, our graduates, employers and current students we were able to restore funding for ship operations. All training cruise and small boat needs have been met.

Goals 2, 1, 3, 4, 6- Hospitality Management students will have adequate lab facilities for the "hands on" lab portion of identified courses.

• Lead Instructor was asked to abandon this goal as it was determined this could not be adequately measured. Lead took creating Google surveys course and has taken a number
of creating valid examinations courses and would like to revisit this topic in the future, with guidance.

Goals 1, 2, 3, 4, 5- Students in the HRM curriculum will be satisfied with the quality of instruction including instructors, facilities and courses.
  - This annual survey of student satisfaction has been conducted in the Spring 2012 semester and results have not yet been returned for evaluation. Tracking student satisfaction is also a requirement for voluntary accreditation through CAHM.

Continuing Education
Fire and Rescue Training
Goals 2, 4, 6- Complete infrastructure to exterior gas props. Awaiting bid results. Hook-up gas tank prop (acquired). Hook-up industry prop (acquired). Get vehicle prop and have it hooked-up.
  - The gas tank prop has been hooked up and successfully used since October 2011. Industry prop material donations have been made and the prop plan drawings have been completed. The vehicle burn prop has been purchased and should be delivered before June 30, 2012.

Workforce Development/Burgaw Center
Goals 1, 2, 12- Increase enrollment for all Pender County classes and maintain and upgrade the Burgaw Center Facilities.
  - Enrollment for classes at the Burgaw Center has continued to increase over the past year. Classes in the Health Sciences field continue to garner most of the growth. Successfully receiving another Project Skill-UP grant has made many of our courses affordable for residents of Pender County and has contributed to the growth of our classes here at the Burgaw Center. Additionally, the Center has added the Medical Coding Program and Heritage Arts classes which will see more growth during the year as these programs have run several sections.

  - The Burgaw Center saw dramatic facility upgrades during the 2011-12 fiscal year. Specifically, the Center upgraded facilities both inside and outside. Technology in two computer labs was upgraded with entirely new computers and laser printers for both labs. SMART carts in each classroom received replacement computers and the Nurse Aide office had a new computer installed (with internet connections), which didn’t previously exist. This has made a dramatic improvement in the courses we offer by providing our students the latest in technology and software programs, and access to advanced instructional capabilities. Outside, the Center had sidewalks poured leading to both entrances of the trailers, and lighting has been restored to the outside areas making the Center more visible at night. Additionally, a path has been cleared and reseeded for a walkway between the Center and the main road leading to downtown Burgaw. Finally, the Center is expected to have the carpet replaced with tile in all instructional rooms and the main office for PECHS.

  - The Burgaw Center has been the “test-site” for the new Active Directory upgrades for CFCC. All computers in the entire Center have been upgraded with a new operating
system, and the network speeds for all computer systems have been increased dramatically.

- The Burgaw Center continues to be a focus site for outside groups wishing to use the space for community-wide meetings and training sessions. Agencies include: NC Wildlife Resources Commission, Department of Social Services, Vocational Rehabilitation, Southeastern Center for Mental Health, and Pender County Preschools Head Start Program.

**Business and Institutional Services**

Goal 2- 2478: Provide oversight of campus expansion.

- Actively participate in meetings with design teams, state construction project manager, general contractors, consultants, and Director of Institutional Services. This includes monthly construction meetings for the Union Station Deck and Union Station Building and impromptu meetings with the design team to discuss and resolve critical issues. Updates on issues and challenges are presented to the President and his directives and decisions are implemented.

- Worked with design team, Director of Institutional Services, and President in the construction budget resolution for construction costs for the Humanities and Fine Arts Center project. The design team worked diligently with the lowest bidder to fine tune the bid and modified the construction documents which reduced the cost to an amount the College can fund. Budget plans were completed to fund this project and the Board of Trustees approved moving forward with construction.

- Meet daily with the Director of Institutional Services for construction updates, progress reports, and to discuss construction issues that require resolution. Review change orders presented by the Director and determine which ones are recommended to the President for approval.

- College engaged a designer for the Advanced and Emerging Technologies building and another for the Alston Burke Surf City Campus. The Advanced and Emerging Technologies project is in the programming phase and the master plan and programming is in-progress for the Alston Burke Surf City Campus.

**Institutional Services**

Goal 2- 1849: Accept Union Station Parking Deck

- Monitored each of the construction processes for the parking deck. Visited the job site several times per week to observe work progression and to make sure the general contractor stayed on task. Met with design team, general contractor, and consultants on a weekly/daily basis. Scrutinized all change orders closely, made corrections, negotiated with the general contractor, and included state construction when needed.

- The parking deck was issued an accepted occupancy on March 14, 2012. At that time the parking deck was under full control by the college. There were various tasks that needed to be completed by the college and the completion of those tasks is progressing. The parking deck was officially open for student ID holders on April 2, 2012.

Goal 2- 2417: Completion and opening of the Union Station Parking Deck
The Parking Coordinator attended monthly State Construction meetings on the progress of construction. The Parking Coordinator has also been in direct contact with the designer and various vendors providing input from the College’s perspective as to desired outcomes with regard to functionality of the Hanover Parking Deck. Grand Opening Ceremonies were held on March 30, 2012 with the Deck becoming fully operational on April 2, 2012 providing CFCC patrons with an additional 1,186 parking spaces on the Downtown Campus.

Goal 2- 2441: Carpentry and Ropes Course
- The project for moving the carpentry shop to the North Campus continues to move forward. The final plans are in for review and we hope to bid the civil site package before the end of May 2012. This will be the new site for the carpentry program and a ropes course.

Goal 2- 2442: Hire an Associate Director of Public Safety
- The college advertised this new position and then modified the job requirements to advertise it a second time. The College is currently accepting applications and we hope to have a large pool of candidates and be able to fill the position in May or June 2012. The Associate Director of Public Safety will evaluate the safety needs of the college and begin budgetary planning to start-up the CFCC Public Safety department. This is the first step for the College to establish a campus police department.

Goal 2- 2418: Engage a parking consultant to develop a Parking Plan for the College to ensure efficient parking methods and traffic control.
- This is an ongoing goal as CFCC decided to wait until the completion of the Hanover Parking Deck before developing a future Parking Plan. The Parking Coordinator created a document outlining all areas of parking and traffic control the College would like addressed by an independent consultant specializing in parking and traffic studies. Through the State bid process, the College awarded the study to Kimley-Horne and Associates, which will commence after the start of Fall Semester 2012. This plan will provide the College recommendations as to how to better utilize existing parking facilities and aide in short, as well as, long-term parking management. Kimley-Horne completed the first phase of the parking study in November 2011.

Goal 2- 2481: Improve cleanliness of floors.
- Floor maintenance, such as waxing and striping, has been performed by an outside vendor. After seeking competition for a multi-year contract, it became apparent it would be more cost effective to hire six custodians to perform floor maintenance and discontinue using an outside vendor. The President approved these positions and the College is preparing to advertise the position openings. This should result in improved appearance and cleanliness of all college buildings.

Parking
Goal 2- Finalize construction efforts of the Union Station Parking Deck. Plan and prepare for traffic flow issues upon opening. Once open, monitor facility for functionality and maintenance.
Construction was completed and received State Construction approval on March 14, 2012. CFCC received the Hanover Parking Deck on March 15, 2012. The Parking Coordinator has been in attendance at monthly State Construction meetings updating progress of construction. The Parking Coordinator has also been in direct contact with the designer and various vendors providing input from the College’s perspective as to desired outcomes with regard to functionality of the Hanover Parking Deck. Grand Opening Ceremonies were held on March 30, 2012 with the Deck becoming fully operational on April 2, 2012 providing CFCC patrons with an additional 1,186 parking spaces on the Downtown Campus.

Goal 2- Work with outsourced agency to develop and implement a Parking Plan for Cape Fear Community College's Campuses, with primary focus being on the Downtown arena.

This is an ongoing goal, as CFCC wanted to wait until the completion of the Hanover Parking Deck before developing a future Parking Plan. The Parking Coordinator created a document outlining all areas of parking and traffic control the College would like addressed by an independent consultant specializing in parking and traffic studies. Through the State bid process, the College awarded the study to Kimley~Horne, which will commence after the start of Fall Semester 2012. This plan will provide the College recommendations as to how to better utilize existing parking facilities and aide in short, as well as, long-term parking management.

COLLEGE GOAL #2—OTHER ACCOMPLISHMENTS

Arts and Sciences

English
Updated and remodeled S310, an office for part-time faculty.

Humanities and Fine Arts
The Chair and Faculty of the Humanities and Fine Arts Department completed the following:
1. Worked with architects to design new Humanities and Fine Arts Building.
2. Planned, coordinated and participated in opening of Hanover St. Gallery/Parking Deck with Student Art Show.

Public Services
Culinary
Exterior doors to Our Place dining room painted

Hospitality Management
The Hospitality Management Program continues to struggle to find adequate classroom and lab space, particularly heavenly if geographically located in centrally. We have embraced all spaces that come our way but feel our students would benefit from a central dedicated facility. We were quite disappointed to learn the Union Station Building would be without resources for our program.
Business & Institutional Services

Parking
The Parking Coordinator continues to monitor operations at the Nutt Street and Hanover Parking Decks to ensure proper functionality. Provides Parking Guards to patrol all parking areas of Campus to maintain a safe and secure environment for all from 7 am to 10:30 pm, Monday through Friday.

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

Goals 1, 3- Students who take ACA 111 and ACA 122 will demonstrate an understanding of basic concepts relating to distance learning.
- Ongoing—Final data will be ready by September

Computer Information Systems
Goals 1, 3, 4- The objective is the digital standardization of the written assignments of the first three chapters of the CIT Textbook.
- The creation of digitized assignments for the first four chapters of the textbook for CIS 110 and CIS 111 allows the students to gain immediate feedback on their performance through the SAM learning management system utilizing auto-grading features. The digitization of these assignments also benefits instructors by freeing up additional grading time on some of the first few assignments given in the semester. All three or 100% of the planned courses slated for digitization have been completed. Planning is in place to digitize an additional fourth course during the summer 2012 semester.

Goals 1, 3- The ePortfolio provides the second year students in CTS 285 Systems Analysis and Design class away show case their abilities, knowledge, and growth by planning, developing, design and implementing /maintaining an ePortfolio of all they have learned while in the CIT program here at Cape Fear Community College. Creating an electronic portfolio will incorporate many of the skills the student have learned in the program; like web design, desktop publishing, data flow modeling and many other skill sets they have learned from the CIT program. The ePortfolio can be a good sales tool for the CTS 289 System Support Project students look for potential clients for their capstone project.
- 80% of students in CTS 285 participated in the ePortfolio project, and found it to be a greatly enriching process. 37.5% of student ePortfolio projects displayed outstanding work academically. This kind of research project will benefit the CIT students in the future and is slated to be reassigned in future semesters.

Goals 1, 3- The information technology (IT) industry is one of the fastest growing sectors of the global economy today. IT is a broad term that covers all aspects of managing and processing information. IT careers can be very rewarding, and right now the demand for qualified IT professionals exceeds the supply. The objective of this assignment is to have the students
research an IT career field and map out the pathway of how to successfully enter this career job market.

- 95% of students in CIT 115 completed the research paper on their chosen IT field. Of those students who completed the project, 25% did a remarkably outstanding job. One student went above and beyond the requirements for the project by adding in an “interview” section to her project, which aided in her securing a position with New Hanover County’s IT Department.

**Engineering Technology Department**

Goals 3, 2- The Engineering Technology department would like to expose more students to some PV (Solar) renewable energy learning. In addition, explore the possibility of a low scale energy production for profit (lease out the roof top or other location at CFCC) for CFCC going green.

- Several instructors have promoted and included several PV projects in their courses. Joe Stokes and Shawn Russell have involved their students in renewable energy awareness and projects during the Fall and Spring semesters which involved PV expose and hands on labs. The low scale energy project has not been completed due to the age of the membrane roof is older than 5 years and the 3rd party organization is not taking any more customers

Goals 4, 3- To seek out and find new low cost, professional development opportunities for Engineering Technology faculty and staff. The current budget does not provide sufficient funding to provide specific PD activities for the faculty and staff.

- Several PD opportunities have been found and several instructors have/will attend high caliber training in the fields of Solar Technology and OSHA Regulations, which also include certifications. In addition, several grants have been pursued and the status is still pending and hope to know something by June 2012.

**Chemical Technology**

Goal 4, 2, 3, 7- Purchase new network switches to replace the Nortel switches that are starting to fail. By replacing the old 10/100 Nortels with 10/100/1000 Switches, the network will have more capacity. This will help with the slow downs and delays that students are experiencing when try to work with Virtual Machines in the classrooms.

- This goal is in progress, IT services has purchased the switches, and is the progress of implementing the roll out over the next couple of months. Phase 1 begins 3-30-12.

**Computer Integrated Machining**

Goals 3, 1- This objective is designed to improve and diversify the skills of CIM students necessary to effectively machine materials that are considered difficult to machine, with specific regard to harder alloy materials. This objective is a continuation of objective ID#2095 that was begun in 2010-2011.

- We are progressing very well with this objective. Through individual research and textbook applications, first and second year CIM students have been exposed to a variety of difficult to machine alloys such as monel, Inconel and titanium. However, I have been unsuccessful in scheduling a seminar on machining these materials. I attempted to
schedule members of the GE Aerospace engineering team to present a seminar to our students on two previous occasions. However, both of these seminars have had to be cancelled due to scheduling conflicts. I am continuing my efforts in scheduling this seminar and hope to have it completed by the end of the Fall 2012 semester. Additionally, this objective has proven to be a very valuable learning tool for our students. My plans are to incorporate this learning objective into each class of CIM students.

Goals 1, 3- Graduates of the Computer Integrated Machining curriculum will be more knowledgeable about cost-effective production methods, dimensional and statistical quality control and the tooling and machines required for production.

- This objective is currently in progress. However, it is not due to be completed until Spring 2014. Currently, we have received approval for and purchased a quality control inspection machine to support this objective and have implemented curriculum classes in quality control theory and applications.

Goals 1, 3- Graduates of the Computer Integrated Machining curriculum will develop skills in the use of high-end, mechanical design software as used in a modern manufacturing environment. This is a continuation of objective ID#2096 that was begun during the 2010-2011 academic year.

- This objective is currently in progress. It is scheduled to be completed by the end of Summer 2013. We have implemented curriculum classes, acquired the appropriate software and have implemented the associated processes and procedures necessary to accomplish this task.

**Electronics Engineering Technology**

Goal 1, 3- The objective is to address weakness of students knowing the value of a capacitor based on the number stamped on the capacitor, as not all capacitors have their capacitance labeled.

- This is covered on an ongoing basis in ELC-131. This is also reviewed in ELN-131 AC/DC Electronics and ELC-131 Semiconductor Devices. There are specific lecture and lab assignments that support the capacitor identification objective. In addition, students are encouraged to utilize additional resources such as on-line tutorials and u-tube videos.

Goal 1, 3, 4- Expose Students in Digital Electronics to VHDL (Verilog Hardware Definition Language) while in ELN 133 - Digital Electronics (lab).

- Students are trained in the basics of VHDL in ELN-133 Digital Electronics. Students are required to pass tests and successfully complete these lab assignments as part of the course grade.

Goal 1, 3, 12- The objective is to spread awareness of extra-curricular opportunities for EET students such that students can graduate with more skills and activities by utilizing opportunities available in the Engineering department.

- The Engineering Technology Club was formed to address this goal. The ETC has the occasional guest speaker and Engineering topic demonstrations, and related meetings to spread awareness of what is going on in the technical world. In addition, students are
provided opportunities to get involved in leadership and participation roles of the ETC. Also, a Renewable Energy lab is in place to give the students experience with this topic.

**Dental Assisting**

Goal 1, 3- Dental Assisting students will use the Operatory computers in the Spring clinics to perform recordkeeping duties.

- All Dental Assisting students received instruction on the use of the operatory computers for charting, x-rays, treatment notes, digital radiography, signatures, etc. in the Fall and Spring semesters. There were or are being evaluated on this responsibility by competencies, exams and end product evaluations.

**Medical Sonography**

Goal 1, 3, 4- The program will implement a new course through continuing education in which the top fourteen students will be assessed to identify strong scanning skills. This course will allow students to experience scanning in the lab and in clinic prior to dedicating themselves to a two year program. The top ten students from this course will go on to complete the program.

- The new course is scheduled to begin this summer semester. We do not have any results pertaining to the success of this course.

Goals 1, 3, 4, 6, 12- The program submitted a proposal to begin a summer semester Obstetrical gender clinic to give students the opportunity to practice scanning pregnant patients. The volunteer patients must have had a normal 18-20 week ultrasound in order to be scanned in the sonography lab. These patients will sign a consent form stating that

- The OB clinical has not been approved or unapproved by the administration. That is on hold until we get an answer from administration.

**Occupational Therapy Assistant**

Goals 1, 3, 12- Enhance student learning and understanding of the latest in treatment equipment and methods utilized in various OT settings including clinic/work/home/community. When learners understand the application and use of various pieces of equipment, they are better able to apply that information when treating future clients. This knowledge will create greater potential for the success of the learner and make them more marketable in the workplace.

- Several new assessment tools were purchased for the program during 2011 as well as two computerized devices for facilitating movement in hemiplegic arms following stroke. Students are able to use this technology in the program to be better prepared when introduced to similar technology in the workplace.

Goals 1, 3, 12- Continue to develop and nurture all fieldwork sites including emerging practice area and community based sites for both level I and level II experiences.

- All established fieldwork sites continue to take CFCC OTA students. Several new sites have been established outside of Wilmington and 3-county area to support students interested in staying closer to home or exploring other areas of the country while completing 8-week rotations.

**Phlebotomy**
Goal 3- Incorporate learning labs using specimen processing equipment into the program curriculum.
  • Pending funding

Practical Nursing
Goals 3, 1- Increase the use of clickers in the classroom by faculty to increase engagement in classroom
  • All Practical Nursing Program faculty have incorporated and utilize clickers in the classroom on a regular basis.

Boat Building
Goal 3- 80% of students will finish slick by shaping the blades, properly tempering the blades and turning handles for the blades.
  • The slick blades have been annealed and are being shaped by students. Next will be hardening and tempering blades and turning handles on lathe.

Goal 3- Student will learn to use the paint booth and spray gun to apply varnish to a varnished wooden hull. 90% of student will learn to apply varnish using a spray gun.
  • Students sprayed and hand brushed a varnished hull in the paint booth. In conjunction with Andy Jameson, tech rep with Interlux Paints students sprayed topcoats on various panels and sprayed 545 primer on 12’ hull.

Goal 1, 3- All Editing I students will demonstrate the ability to edit video in the classroom.
  • With the installation of our new Mac Lab this goal was reached.

Automotive Technology
Goals 1, 3- Upon completion of this class students will show knowledge of engine disassembly, measuring components, reassemble of components and testing of running engine.
  • 95% of students demonstrated to another instructor or advisory member knowledge and ability to diagnose, disassemble and measure internal engine components.
  • 95% of students demonstrated to another instructor or advisory member knowledge and ability to diagnose common engine problems, leaks and noises associated with a running engine.
  • 95% of students passed an ASE based final exam and Hands-on activities related to engine mechanical issues and testing procedures

Construction Management
Goals 1, 3- To increase first year student’s knowledge of the basic construction/carpentry skills needed to be an effective construction manager with an emphasis on project superintendents.
  • Was unable to assess all CMT students during the summer semester because they were not all enrolled. However, 100% of those enrolled and that had taken the CAR courses demonstrated competency in Carpentry skills. In addition, all CMT students who were enrolled in CAR courses passed with a C or better. This third party assessment will be a focus for assessment measures as we move forward.

Goals 1, 3- To increase first year student’s knowledge and proficiency in reading blueprints.
• All CMT students enrolled in BPR passed the third party assessment from Cengage Learning. However, not all CMT students were enrolled in BPR.

Goals 1, 3, 5- Implement Distance Learning into the CMT curriculum.
• All three courses were successfully created and launched.

Goal 1- To obtain the capital and a location to build a residential home that will provide light construction training for CMT and CAR students.
• Funding approved. North Campus location identified and approved.

**Industrial Systems Technology**
Goals 1, 3- Students will be capable of identifying a refrigerant in a sealed container by using a pressure temperature chart, and a color identification chart for the container.
• More emphasis will be placed on the use of the pressure gauges in identifying gasses.
• The instructor will insure that proper colored charts are available for identification. Emphasis will be placed on using critical thinking skills to eliminate gasses that are similar in pressure when isolated in containers.

Goals 1, 3- Students will determine the relationship between foot pounds of force and the horsepower required to move a product on a conveyor belt.
• 90% of the students completed the end of chapter exercises with a score of 85% or better.
• 90% of students were capable of computing the speed and horsepower required. Due to the large class size and diverse fields of study using this class this was not an easy task.

Goals 1, 3- Students will employ critical thinking skills in selecting the proper thread repair process dependent upon type of metal, thread depth, thread design, and damage.
• 100% of students completed the task satisfactorily.

**Business and Institutional Services**
Goal 3- Serve as the Colleague CIS project manager for the College and continue participation in NCCCS review teams.
• Held monthly meeting with the Colleague R18 Workgroup to assist in the process of resolving issues and bringing consensus among the workgroup on how to proceed on several issues. Main issues addressed included tightening and reducing security access to biographical information, addresses, and social security numbers for College employees and students to those who have no business need for that access; implementation of the Colleague UI 4.3.2 upgrade and the impact on users college-wide; preparing for the implementation of Active Directory and how it impacts end-users; and agreed to enter more data into Colleague in order to automatically pull more data in real time and eliminate the need for employees to maintain spreadsheets with certain data. This enhances college policy on preventing identity theft by providing additional protection sensitive employee information.
• The Workgroup spent many hours reviewing the results of Datatel’s Action Planning review and reports. Assignments were made within the group to resolve outstanding issues and a list of questions will be submitted to Datatel along with a request for pricing on new Colleague software applications that may improve processes across the College.
- Participated in NCCCS CIS Review Teams in the areas of AR/CR (chair), Financials, Core, and Mega Team.

**Controller**

Goal 3- 2433: Implementation of EAGLE
- Successfully implemented the EAGLE program and submitted reports by 06/30/11 as mandated by OSC.

Goal 3- 2435: Student Payment Plan
- Implemented tuition payment plan through Nelnet. This provides a service to students who elect to pay their tuition and fees over a period of two-three months instead of one time. The students have to pay a percentage down and then spread their payments. The payments are automatically charged to the students’ credit cards, checking, or savings accounts. Nelnet electronically submits these payments to the College twice per month. Nelnet interfaces with Colleague meaning the individual payments post automatically to the student accounts when processed by the cashiers.

Goal 3- 2438: Strengthen internal controls and continue to maintain the College’s financial integrity.
- Internal Controls were evaluated on an ongoing basis and strengthened where necessary enhancing the financial integrity of the College.

**Budgeting**

Goal 3- 2414: Maintain Colleague and WebAdvisor Budget G/L security access.
- Developed, assigned and maintained appropriate Colleague GL security access for all faculty and staff.
- Re-established Web Advisor budget access for approved budget managers, lead instructors and administrative staff. This access allows users view detailed, real-time data and to more effectively control costs and project future financial commitments.

Goal 3- 2415: Request, allocate, and adjust approved state budget funds.
- Requested and allocated approved state budget funds in a timely and accurate manner.

Goal 3- 2425: Implement Continuing Education encumbrance project.
- Implemented critical Continuing Education payroll encumbrance project within Colleague. This eliminated use of the unsupported SUN system, and duplicate data entry for Continuing Education staff. This project improved accuracy of encumbrances for part-time instructors and eliminated duplicative data entry in the Continuing Education department.
Goal 3- 2468: State month-end reports and file transmission.
- Prepared accurate State Funds month-end report package and submitted them to NCCCS on-time each month. Met all NCCCS deadlines.

Goal 3- 2469 and 2470: County budgets and annual budget and equipment hearings.
- Assisted VP of Business and Institutional Services with the preparation of the 2012-13 New Hanover County and Pender County budget proposals. Assisted the VP with the annual state budget hearing and equipment hearing.

Information Technology Services
Goal 3- Become proactive in the use of technology to enhance the capabilities of students, faculty and staff.
- Active Directory project will transition the campus authentication servers from Novell and onto a Microsoft platform. This is being done to support Colleague’s move to a Microsoft environment. The move, when complete, will touch nearly every facet of CFCC’s computing environment.
- Implemented ubiquitous wireless on the Downtown and North Campuses. Students can now access the Internet with their mobile devices most anywhere on the two campuses. Plans for Burgaw are progressing.
- myCFCC web portal was further developed to include campus clubs, message board, and announcements.
- A new Alert Communication system was selected in conjunction with PIO and a committee of faculty and staff. IT Services’ implementation of the service is currently in progress. When complete, the College will have a very flexible message system that can handle both routine and emergency communications.
- Collaborated with Institutional Effectiveness and Vocational and Technical divisional personnel to evaluate software for course evaluations.
- Collaborated with HR and Financial Aid to implement new web-based systems that will aid these departments.
- Collaborated with Business Services to implement a new student payment system.
- Migrated the entire Campus Colleague user community to a single version of the User Interface (UI 4.3x).
- Began changes to Colleague System along with Payroll to allow Colleague to be the source database for Active directory.
- All Academic Departments listed on CFCC.edu now have a representative webpage or multi-page site.
- Created new Web content including pages for Gainful Employment, and Campus Visitation and Orientation Event Scheduling, and Boat Building, IT Blog, and Student Payment Plan … to name a few.

Goal 3- Ensure Business Continuity by maintaining critical Data Center functions through catastrophic events
- Deployed 4 new EqualLogic Storage Area Network (SANs). These units replaced both aging and expensive FalconStor equipment and software (Colleague Disaster Recovery),
and the inadequate Dell MD3000i SAN (primarily VMware storage). SANs provide large amounts of highly available storage for files and the use of Virtual Servers.

- Deployed 3 new VMware servers which provide high availability and fault-tolerance in supporting the college’s computing environment.

Goal 3- 2380: Maintain the computing/telephony environment in a state of readiness sufficient to support the college's needs and growth

- Began the replacement of obsolete network switches which support all of desktop computing. Currently, 4 of the College’s 13 Communication Closets are complete. Once finished, the network will be faster and enjoy higher capacity.
- Aging Core Switches on the Downtown and North Campuses, through which all Local and Wide area networking flow, were upgraded to support the higher speed switches currently being replaced in the Communication closets.
- After the campus was blanked by wireless signal, more users were able to take advantage of it. The wireless Internet connection was upgraded from 10 to 25Mb to accommodate the greater usage.
- A network command Center was created using software that reports the health of every network switch. The status of each switch is constantly monitored and displayed so a problem can be located quickly.
- Loaded and managed installation of 353 updates (patches) to the Colleague System. These patches fix problems and bring enhancements to this system that runs the college.

Goal 3- Protect, secure, and maintain availability of Information Systems. Ensure the integrity, security, and confidentiality of college information assets.

- A new state of the Art security device is currently being implemented. When complete, it will take the place of multiple devices. The services it will provide include Firewall, Intrusion Detection/Prevention, and Web Filter. This “3rd” generation Firewall, PaloAlto, combined feature will make the college network more secure.
- Once again this year, Payment Card Industry (PCI) testing was a success. After a battery of external and internal scans, CFCC’s network was found to safe for Credit Card transactions.
- Blackboard now uses SSL site-wide to encrypt logins and course information for security. Users of the Learning system now will have their logins and information protected.
- Colleague has now been made even more secure for credit card transactions with an upgrade that moves the actual transaction off of the college’s server and into the Credit Card Clearing House’s system.

Goal 3- Enable IT Services to support the mission of the college and to add redundancy in essential services.

- A search committee was assembled, candidates interviewed and IT Services’ first secretary was hired. This support position was much welcomed relieving IT personnel of a lot of the routine paperwork and greatly aided in Inventory management.

Goal 3- Train faculty and staff in technologies supported by IT Services.
During Fall in-Service, two sessions were taught on the use of the College Portal, myCFCC.

**Purchasing and Inventory**
Goal 3, 10-2460: Request increase in purchasing delegation.
- Request to NC State Purchase & Contract is underway for a compliance review as part of the procedure to request an increase in the College’s purchasing delegation from $10,000 to $25,000.
- Updated and expanded the CFCC Purchasing Policy.
- All required State inspections were conducted prior to payment to vendor.

**Instruction**
**Distance Learning**
Goals 1, 3, 4, 5, 8, 11 - To offer workshops and training to at least 25 DL Faculty regarding Course Essentials based on Quality Matters.
- There were 16 faculty who completed the “stand-alone” Course Essentials workshops during 2011-2012. However, it was decided midyear to incorporate the components of the “Course Essentials” workshops into the redesigned online, self-paced workshops used for DL faculty training.

Goals 3, 1, 4, 5, 8, 11 - To provide a more streamlined Enrollment Verification assignment in all DL courses (Hybrid & Internet) which meets Dept. of Education (DoE) requirements for attendance.
- A more streamlined Enrollment Verification (EV) assignment was launched in FA11. The ease of use was measured by a decrease in the number of faculty who needed assistance with the set-up of the EV in their DL classes. For FA11, 22% of the DL faculty needed some assistance with setting up the EV in their classes (39 out of 174 faculty with 452 sections) as opposed to SP12 when only 15% of the DL faculty needed some assistance in the EV set-up (26 out of 175 faculty with 466 sections). In addition for FA11 there were only 3 classes for which there were questions about “attendance” and reporting of students in WebAdvisor (SP12 has not yet been audited).

Goals 3, 1, 5, 8, 11 - To offer Distance Learning Basic Training workshops to new & incumbent DL Faculty. At least 25 faculty will complete Blackboard 101 and at least 25 faculty will attend at least one additional DL Workshop.
- There were 26 faculty who completed Blackboard 101 (Bb 101). Additionally there were 19 DL faculty who completed the “Getting Started” workshop; and an additional 58 faculty who completed various self-paced or face-to-face DL workshops (including Grade Center; Assessments; Asynchronous Communication; Synchronous Communication; and Lecture Recording).

**Learning Resource Center**
**Library Public Services**
Goals 4, 3- Extract value from VHS holdings
- Accomplishments: Changed shelving and circulation rules to promote use of existing VHS collection; Used VHS circulation data to select titles for purchase in updated
formats (DVD); Weeded and discarded VHS tapes using established de-selection criteria.

Library Technical Services
Goal 3, 4- The Quick Response Code (QR Code) is a popular form of two-dimensional barcodes. This square barcode is widely used by businesses to market their products to consumers. Many libraries are beginning to exploit the use of QR Codes to enhance services to patrons.

- Accomplishment: The use of QR codes has been investigated and QR code labels have been purchased. The Bestseller Collection has been identified as the first collection on which to trial the QR codes, which will begin Summer 2012.

Special Events, Donor/Alumni Relations and Ambassador Development
Goal 3- Convert all paper records for the alumni association to electronic records utilizing Talisma software. This will require conversion of over 1,200 records and will be a multi-year project.

- Approximately 15% of this project has been completed and work will resume this summer.

Personnel
Goal 3, 8, 9 & 12 – Convert application process to an entirely online format through the PeopleAdmin system in order to increase user-friendly capabilities for our application and search processes.

- Result: PeopleAdmin system fully functional on August 1, 2011. Key administrators were trained to use the system and refresher sessions were given throughout the year. Job website redesigned and published to accommodate new process. Information brochures were created to hand out to applicants to help transition them to the new process.

Student Development
Records and Registration
Goals 3, 4- The Registrar’s Unit will develop on-line tutorials for both students and faculty to be housed within the My CFCC portal. This gives students and faculty a visual resource in addition to written documentation. Student tutorials may include: grade lookups, address changes, program evaluations, class schedule lookups, and transcript requests. Faculty tutorials may include: web attendance, web grading, locked grades, and program evaluations.

- Fourteen Camtasia online video tutorials for students and faculty have been developed. Students and faculty have access to the ‘Registration Series’ (6-part series) and ‘Program Evaluation Series’ (5-part series). In addition, faculty also have access to the ‘Grading Series’ (3-part series) that not only includes end-of-term grading, but no show processing as well. Each video is ADA compliant with closed captioning. The average video is 3 minutes or less in run time.

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**Total Program Evaluation Series** 143

1. How to Search the Online Schedule of Classes 43
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4. How to Register for Classes Online 58
5. How to Drop Classes Online 13
6. Online Registration Tips 32

**Total Registration Series** 209

1. How to Enter No Shows 23
2. How to Enter Final Grades 9
3. How to Enter Grades from a Previously Locked Roster 13

**Total Grading Series** 45

In addition, the Assistant Registrar wrote and recorded a 17 minute registration portion of the Camtasia video for the Advising video shown in orientation. Wrote the script for the PowerPoint portion and synched the PowerPoint (produced by Barbara Brown) with the Camtasia registration video to produce DVD recordings and flash drive files to be used by the Advisors during the Orientation sessions. Over 800 students have seen this video during the Orientation process.

**Financial Aid and Veterans Affairs**

Goal 3- Continue automating basic financial aid procedures and increase usage of Colleague functionality.

- Implementation of Academic Works scholarship software is underway. Expected to “go live” for 2012-13 academic year. Implemented “late start” rule in Colleague. Financial aid associated with 2nd mini session classes is not posted to students’ accounts until the session begins and attendance is verified. Implemented automatic packaging of North Carolina state financial aid funds. Implemented automatic adjustment of Pell Grant based on student’s actual enrollment status. Implemented changes to Colleague rules in response to revisions to federal satisfactory academic progress regulations. Electronic time entry for FWS employees was investigated but cannot be implemented because of encumbrance issues.

**Disability Support Services**

Goal 3- To establish a plan for updating Assistive Technology in work stations used by students with disabilities Rationale: Assistive Technology is constantly changing, and the Disability Support Services student population/need continues to grow. It has been several years since the Assistive Technology currently available to students has been evaluated and brought up to date.

- Disability Support Services is in the process of establishing a reasonable, fiscally responsible plan for updating Assistive Technology in work stations used by students with disabilities.

**Foundation**
Goal 3 - Foundation Goal: To upgrade and enhance technology accessed by faculty, staff, and students.

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

**COLLEGE GOAL #3—OTHER ACCOMPLISHMENTS**

**Arts and Sciences**
Developed a Facebook site for college transfer students to provide the students with announcements and transfer updates. Redesigned the college transfer website so that transfer students may find topics of interest more readily.

**Humanities and Fine Arts**
The Chair and Faculty of the Humanities and Fine Arts Department completed the following:

1. Surveyed ART 111 students to find reasons for their non-completion of the course both online and face to face.

**Learning Lab**

- Implemented upgrade to TutorTrac 4.0
  - Attended training by RedRock Software
  - Developed structure of the database
  - Developed student log in by student ID number instead of cards with barcodes
  - Developed tutor log in for payroll purposes
  - Developed process for special student log ins, e.g. Computer Use, Continuing Education Class, GED, ABS, AHS, Placement Test Prep, PSB Test Prep
  - Coordinated with IT Services to develop an Import Script that would import student schedules and courses from both Curriculum and Continuing Education
    - Students’ course registrations now available for both Curriculum and Continuing Education Students
  - Evaluated the optimal locations for log in computers for students and part-time staff
    - Coordinated with IT Services to place computers in these positions
  - Implemented Supplemental Instruction Batch Entry function
  - Implemented Batch Visit Entry function
  - Provide training to Staff on an on-going basis during monthly Staff Meetings
- Online versions of Learning Lab promotional materials were made available through the Learning Lab web pages
  - Learning Lab Express Newsletter
  - Exam Workshops for ENG 075, 085, and 095 flyer
  - Exam Workshops for ENG 111 flyer
• Online versions of Learning Lab Tutoring Registrations forms were made available through the Learning Lab web pages
  o To facilitate students requesting tutoring services
    ✤ Instructor Recommendation Form (required by the Community College System Office)
    ✤ Tutoring Application Form (required to request one-on-one tutoring

Health Sciences
Associate Degree Nursing
ADN developed simulated clinical experiences for all students using high fidelity mannequin technology.

Dental Assisting & Dental Hygiene
Dental Assisting and Dental Hygiene had computers installed in each operatory and instructor areas of the CFCC Dental Clinic.

Public Services
Hospitality Management
Lead Instructor took classes to bring up to speed on myCFCC and incorporates into all classes. Utilizing technology whenever possible and introducing hybrid courses into curriculum which incorporate virtual interactive learning space. (Lead wrote script for part of this award winning educational software, Pearson Hospitality Interactive)

Public Health and Safety
Defensive Driving and Motorcycle Rider
Implemented the use of Web Advisor as a tool for students to pre-pay and register for courses on line in order to provide greater access to courses.

Nurse Aide
“Real time” interactive tutorials and quizzes via DVD format have been incorporated in to courses to enhance the learning process for students.

Public Services
Film and Video Production Technology
The equipment we are currently using has been a major factor in the training of our current students to gain practical skills on a real movie set,(please see #6) in part based on the fact that the FVP Department is using near state of the art cameras, lenses, sound mixing, microphones, and editing software.

Vocational
Held departmental seminars to incorporate the use of technology like Google docs and myCFCC.

Incorporated the use of the computer lab in the SST, ISC, AHR, and CMT programs.
Learning Resource Center
The LRC Instructional Technologist has created a cooperative learning area for faculty, which includes 3 computer workstations, a flat panel TV, a tablet (for presenting), and large whiteboard for mind mapping. The Instructional Technologist has used this space to provide small group training sessions and 1:1 assistance for faculty and staff.

The LRC Instructional Technologist has researched, ordered, and makes available equipment for faculty/staff checkout, including Flipcams, Laptops, Mic/headsets, and Webcams.

The LRC Instructional Technologist has delivered more than 200 workshops, attended by over 600 CFCC employees, on a wide variety of topics, including: Google Apps, Blackboard, Digital Skills and Communication, PechaKucha, PowerPoint Technique and Design, CFCC Blogs, Animoto, Creative Commons, Microstories, Prezi, Camtasia, and Poll Everywhere.

The LRC Instructional Technologist has surveyed faculty and staff to identify instructional technology needs.

In August 2011, the Media Center provided departmental wide training on current and new classroom technology.

The Media Center has established a set of standards for classroom technology equipment purchases, secured quotes for all classroom media purchases, and coordinated with Purchasing.

The Media Center upgraded the instructional technology in 53 classrooms.

The Media Center installed 5 flat panel televisions for public information viewing.

The Media Center upgraded the AV in the Library’s Conference Room and Group Study Room.

The Media Center responded to more than 1500 media help requests submitted via phone, e-mail, online help form and in person.

Business and Institutional Services
To aid with peak workloads, IT Services was approved to hire on a temporary basis CET and CIT Students. This gave the students valuable work experience and gave IT Services access to quality temporary help.

Implemented the K-Help System which allows users to create and track the progress of their work requests.

Researched the various ways of migrating the college phone system to Voice Over IP (VOIP). A migration, rather than a “fork-lift” upgrade, spreads costs, is less intrusive, and allows the modernization of our PBX in stages. Union Station will be the first building to have the latest phone technology.
Much new and redesigned content was added to CFCC’s Web Site. All designed in or easily ported to our next web platform, WordPress. WordPress will simplify the web update process, and give users an easier method to create and edit their webpages.

Worked closely with KACE Technologies as their Beta test site to develop image distribution via USB drive. USB imaging reduces imaging times and network traffic.

Upgraded various Network schemas to accommodate PCI requirements.

Computer technicians obtained Dell certification necessary for direct ordering of parts saving time in the repair of equipment under warranty.

Completed the moving of IT Services personnel to accommodate the increased volume of work for Computer Technicians and to group the Administrators working on the Active Directory Project together into one area which improved communication on this important project.

Equipment Inventory implemented the use of a Dell Wireless Pad to assist in taking physical equipment inventory and enables the technician to access equipment inventory data remotely.

Implemented paperless processes by sending department inventories electronically and created Adobe maintenance requisitions for copies for paperless submission to Purchasing.

Took photos of all capitalized equipment to help avoid issues during the yearly inventory process. The photos will also serve to identify equipment when reported lost or stolen.

The Bookstore began to aggressively market its Facebook website which resulted in improved communication to the campus community about the bookstore.

Accounts Payable and Purchasing staff are working closely with IT and Hyland in order to implement document imaging in these two areas.

**Research and Reporting**

Worked with Student Development and IT staff to provide CFCC’s Graduating Student Survey online.

**Registrar’s Office**

Registrar’s Unit was instrumental in the redesign of new student orientation. Students are now taught to evaluate their own program evaluation and how to use on-line registration.

- Assisted IT services with the migration to MyCFCC and the campus-wide switching of passwords. In addition, the Registrar’s Unit regularly uses email to post announcements to keep students better informed.
- Purchased software that enables CFCC to send transcripts electronically, providing a quicker delivery time for students
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.

Learning Lab
Goals 4, 1, 5 - Redesign and reconstruct the Learning Lab web pages in order to make them a learning resource for students. Students will more easily find information regarding the different Labs, their location and information on Supplemental Instruction and the days, times, and locations for SI sessions. Most importantly, students can find study materials for the PSB Test for entering Health Sciences as well as links to web sites for help in various subjects.

- Purchased Contribute Software to implement changes
  - Coordinated with IT Services
- Reorganized pages to reflect current Learning Lab services
- Edited text on every page for clarity
- Created a Full-Time Staff Page
- Created page(s) for the Supplemental Instruction Program
- Created a Resource Page to support students taking courses in various academic subject areas
- Updated links to outside resources
  - Accuplacer Sample Questions for Students
  - GCF LearnFree.org MS Office 2010 Online Tutorials
  - Free computer screen readers for students with disabilities
- Created links to:
  - Learning Lab Newsletter
  - Flyer for Developmental Writing Exam Workshops
  - Flyer for ENG 111 Exam Workshops
  - Instructor Recommendation Form for Tutoring (required by System Office) on Learning Lab Tutoring and Supplemental Instruction pages to facilitate students requesting this service
  - Peer Tutoring Application (required for 1-on-1 tutoring requests) on Learning Lab Tutoring page to facilitate students requesting this service
- Created pages that indicate the locations and hours of the tutoring labs and Supplemental Instruction sessions as well as for the computer labs under the Learning Lab

Goals 4, 1, 5 - Create a Study Skills video series that can be accessed through the Learning Lab web pages and through ITunes U. Students will have 24 hour access to a series of brief videos that will enable them to develop stronger and broader academic skills for success in the classroom.

- Commenced work toward creating a Study Skills Video Series
  - Wrote four scripts
    - Note Taking – The Cornell Method
    - How to Avoid Studying Without Really Trying
    - Time Management
    - Using a Highlighter
  - Consulted with Tim Vandenberg, TV/Video Production Specialist, regarding suitability of scripts for video
    - Length
 Dialogue
 Location of scenes
   - Coordinated with Jack Landry, Drama Instructor about involving students in acting the scenes
   - Prof. Landry thought the Acting I or II classes could be involved
   - Drama Club as an alternative

- Filming will begin May 2012

Goals 4, 1- Handouts in L-219 need to be updated in order to keep up with recent changes to MLA Format and switching to Office 2010. Students benefit from these handouts as a resource for completing their assignments. Tutors rely on them when working with students as examples of what they are trying to teach.

- Changes in MLA Format have been identified
  - Handouts have been updated
    - Formatting MLA Citations
      Handouts clearly identify the update from which they are based
    - MLA Format for MS Office 2007 – in six easy steps
      Renamed: MLA Format for MS Office 2010 – in six easy steps
  - New handouts have been printed and copied for distribution

Business Administration
Goal 4- To create master sites for at least four courses in the Business Administration program using the BUS 121 master site as an example.

- The full time business instructors have collected materials for master websites for ECO 151, BUS 230, BUS 137, and BUS 225 during the year. This collection accounts for 100% of the courses set out in the original objective goal.

Goal 4- Find or create sustainability activities or projects for courses and include them in the master sites as they are being created for the Business Administration program. This goal supports the Code Green Super CIP goal to integrate sustainability into all Vocational and Technical curriculums. Activities or projects include cases, research papers, problems, in-class hands-on exercises, etc that create awareness of, and introduce management skills for, sustainability in business.

- The full time business instructors have located and/or created sustainability exercises for four course master sites (ECO 151, BUS 230, BUS 137, and BUS 225) in support of the Code green Super CIP goal to integrate sustainability into all Vocational and Technical curriculums. This collection accounts for 100% of the courses set out in the original objective goal.

Engineering Technology Department
Goals 4, 3- To seek out and find new low cost, professional development opportunities for Engineering Technology faculty and staff. The current budget does not provide sufficient funding to provide specific PD activities for the faculty and staff.

- Several PD opportunities have been found and several instructors have/will attend high caliber training in the fields of Solar Technology and OSHA Regulations, which also
include certifications. In addition, several grants have been pursued and the status is still pending and hope to know something by June 2012.

Chemical Technology
Goal 1, 4, 6, 12- The Lead Instructor of the Chemical Technology Department will write and apply for a S-STEM grant with the National Science Foundation. The S-STEM grant will provide scholarship opportunities to students enrolling in the Chemical Technology Program (as well as three other programs at CFCC).

- This goal was attempted for 2011-2012. The S-STEM grant was written and submitted by the end of 2011. In February 2012, the grant reviews were given to the lead instructor with a “reapply” notification from the NSF. With minor modifications, the grant will be resubmitted for the 2012-2013 academic year.

Goal 4, 2, 3, 7- Purchase new network switches to replace the Nortel switches that are starting to fail. By replacing the old 10/100 Nortels with 10/100/1000 Switches, the network will have more capacity. This will help with the slow downs and delays that students are experiencing when try to work with Virtual Machines in the classrooms.

- This goal is in progress, IT services has purchased the switches, and is the progress of implementing the roll out over the next couple of months. Phase 1 begins 3-30-12.

Goal 1, 3, 4- Expose Students in Digital Electronics to VHDL (Verilog Hardware Definition Language) while in ELN 133 - Digital Electronics (lab).

- Students are trained in the basics of VHDL in ELN-133 Digital Electronics. Students are required to pass tests and successfully complete these lab assignments as part of the course grade.

Medical Sonography
Goal 1, 3, 4- The program will implement a new course through continuing education in which the top fourteen students will be assessed to identify strong scanning skills. This course will allow students to experience scanning in the lab and in clinic prior to dedicating themselves to a two year program. The top ten students from this course will go on to complete the program.

- The new course is scheduled to begin this summer semester. We do not have any results pertaining to the success of this course.

Goals 1, 3, 4, 6, 12- The program submitted a proposal to begin a summer semester Obstetrical gender clinic to give students the opportunity to practice scanning pregnant patients. The volunteer patients must have had a normal 18-20 week ultrasound in order to be scanned in the sonography lab. These patients will sign a consent form stating that

- The OB clinical has not been approved or unapproved by the administration. That is on hold until we get an answer from administration.

Hospitality Management
Goals 1, 4, 6, 11, 12- Employers will be satisfied with student preparation for employment

- Measured through the co-operative education employer site visit and employer evaluation, this goal was again met and the bar will be raised. This continuous goal
meets the requirements for voluntary accreditation through CAHM; for two year hospitality management programs.

Goals 2, 1, 3, 4, 6- Hospitality Management students will have adequate lab facilities for the "hands on" lab portion of identified courses.

- Lead Instructor was asked to abandon this goal as it was determined this could not be adequately measured. Lead took creating Google surveys course and has taken a number of creating valid examinations courses and would like to revisit this topic in the future, with guidance.

Goals 1, 2, 3, 4, 5- Students in the HRM curriculum will be satisfied with the quality of instruction including instructors, facilities and courses.

- This annual survey of student satisfaction has been conducted in the Spring 2012 semester and results have not yet been returned for evaluation. Tracking student satisfaction is also a requirement for voluntary accreditation through CAHM.

Automotive Technology
Goal 1, 4- Upon completion of this class students will demonstrate knowledge of test equipment used to diagnose common engine performance issues, MIL illumination, and service problems with computer based drivability concerns.

- 95% of students demonstrated to another instructor or advisory member knowledge and ability to use hand-held scan tools to diagnose drivability concerns.
- 95% of students passed an ASE based final exam and Hands-on activities related to engine drivability issues and testing procedures.
- 95% of students demonstrated to another instructor or advisory member knowledge and use of service information, testing procedures and common problems with MIL illumination

Continuing Education
English as A Second Language
Goals 11, 4- Use MS Access to create shared database to catalogue ESL materials such as books, CDs, test booklets, and headsets for up-to-date location of item whether on the office shelf or checked out to an instructor.

- Created a database which catalogs ESL materials.
- Accomplishment: Fall 2011—created two shared databases in MS Access: one for ESL instructional materials and one for ESL CASAS test materials. This has proven to be an efficient way to quickly view what instructional materials and CASAS tests are checked out and to whom.

Fire and Rescue Training
Goals 2, 4, 6- Complete infrastructure to exterior gas props. Awaiting bid results. Hook-up gas tank prop (acquired). Hook-up industry prop (acquired). Get vehicle prop and have it hooked-up.

- The gas tank prop has been hooked up and successfully used since October 2011. Industry prop material donations have been made and the prop plan drawings have been completed. The vehicle burn prop has been purchased and should be delivered before June 30, 2012.
**Instruction**

**Distance Learning**

Goals 1, 3, 4, 5, 8, 11- To offer workshops and training to at least 25 DL Faculty regarding Course Essentials based on Quality Matters.

- There were 16 faculty who completed the “stand-alone” Course Essentials workshops during 2011_2012. However, it was decided midyear to incorporate the components of the “Course Essentials” workshops into the redesigned online, self-paced workshops used for DL faculty training.

Goals 3, 1, 4, 5, 8, 11- To provide a more streamlined Enrollment Verification assignment in all DL courses (Hybrid & Internet) which meets Dept. of Education (DoE) requirements for attendance.

- A more streamlined Enrollment Verification (EV) assignment was launched in FA11. The ease of use was measured by a decrease in the number of faculty who needed assistance with the set-up of the EV in their DL classes. For FA11, 22% of the DL faculty needed some assistance with setting up the EV in their classes (39 out of 174 faculty with 452 sections) as opposed to SP12 when only 15% of the DL faculty needed some assistance in the EV set-up (26 out of 175 faculty with 466 sections). In addition for FA11 there were only 3 classes for which there were questions about “attendance” and reporting of students in WebAdvisor (SP12 has not yet been audited).

**Learning Resource Center Admin**

Goal 4- Enhance use of Library resources through effective promotion and outreach activities

- Accomplishments: The Public Services unit has implemented a video display system for book covers - for new books and thematic displays; Best Seller display shelves have been moved to a more prominent area and where additional display racks can be used adjacent to it; Additional shelving has been added to the Children's Literature Collection so that this expanding collection can be better organized and displayed; The Library hosted a DVD Open House during Fall In-Service to promote new DVDs acquired in 2011; Reorganized the librarian liaison assignments in order to promote renewed liaison activities between the Library and curriculum programs college-wide.

Goals 4, 8- Maintain service excellence through the recruitment, training, and retention of qualified LRC staff

- Accomplishments: Individuals were recruited for the following LRC positions: FT TV/Video Production Technician, Temporary ID Station Attendant, PT Tech Services Technician. Additionally, training continued for the following new employees: LRC Instructional Technologist and Public Services Librarian.

Goals 4, 8- Promote professional development of LRC staff

- Accomplishments: All Library staff attended a shared learning experience entitled, “Library Rumble: Meeting the Challenges of Today’s Library.” Media staff and the Instructional Technologist attended the Whitlock Convergence Show in Durham. Library Public Services Staff attended a session on “Understanding FERPA (Family Educational Rights and Privacy Act)” delivered by CFCC Registrar Phil Farinholt.
Library Public Services
Goals 4, 10- Digital displays of Library materials
- Accomplishments: Mounted digital picture frame at the Reference Desk; Experimented with numerous ways to upload images efficiently and in a manner that would display attractively; Prepared and implemented at least 6 displays to date, including a salute to Dr. Seuss, National Craft Month, National Poetry Month, and Women’s History Month.

Goal 4- Enhance employee scheduling
- Accomplishment: Implemented Schedule 3W software for Library staff scheduling

Goals 4, 3- Extract value from VHS holdings
- Accomplishments: Changed shelving and circulation rules to promote use of existing VHS collection; Used VHS circulation data to select titles for purchase in updated formats (DVD); Weeded and discarded VHS tapes using established de-selection criteria.

Goal 4- Use LibGuides for promotion, teaching, and outreach
- Accomplishments: Designated lead LibGuides librarian; Public Services staff participated in training conducted by both Springshare (LibGuides vendor) and lead librarian; Identified priorities for updating existing guides to LibGuides.

Library Technical Services
Goals 4, 1- The Library subscribes to the American History in Video database, which is a collection streaming video clips. Experience has shown that including electronic resources in the Library's online catalog increases their use. The vendor, Alexander Street Press, provides MARC records for inclusion in library catalogs. The Library will add these records to Horizon thereby making them more easily accessible by faculty and students. This object was carried over from the 2010/11 year.
- Accomplishment: A total of 819 MARC records for video materials in the American History in Video database have been added to the Library’s online catalog. These materials can now be identified and accessed via the catalog.

Goal 4- The lack of a collection development policy for the Young Adult Collection has resulted in various inconsistent selection criteria among the librarians. A clearly articulated policy to define the targeted audience and selection criteria will enable the librarians to more consistently select materials resulting in a more useful collection.
- Accomplishment: This goal has not been completed and has been deferred until later in 2012.

Goal 4- The Library provides research guides on its webpage, which aid students in locating reliable information. The Librarians have difficulty finding adequate time to create these guides and to keep them up-to-date. Maintaining a consistent look and feel from one guide to another is also difficult. Software now exists to assist librarians with these tasks. The Library will investigate relevant software, such as LibGuides, to determine if such software would be useful.
• Accomplishment: The Library’s trial of the LibGuides software was so successful that we purchased the software. Already three new subject guides have been created and published, and seven existing guides have been updated and converted to LibGuides. More than a dozen more guides are under construction.

Learning Resource Center
Library Technical Services
Goal 3, 4- The Quick Response Code (QR Code) is a popular form of two-dimensional barcodes. This square barcode is widely used by businesses to market their products to consumers. Many libraries are beginning to exploit the use of QR Codes to enhance services to patrons.
• Accomplishment: The use of QR codes has been investigated and QR code labels have been purchased. The Bestseller Collection has been identified as the first collection on which to trial the QR codes, which will begin Summer 2012.

Student Development
Records and Registration
Goals 3, 4- The Registrar’s Unit will develop on-line tutorials for both students and faculty to be housed within the My.CFCC portal. This gives students and faculty a visual resource in addition to written documentation. Student tutorials may include: grade lookups, address changes, program evaluations, class schedule lookups, and transcript requests. Faculty tutorials may include: web attendance, web grading, locked grades, and program evaluations.
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Foundation
Goal 4- Foundation Goal: To provide up-to-date equipment and learning resources accessible to users and in formats consistent with prevailing technologies suitable to the college’s needs and goals.

- Grant funds have been awarded to improve the education of CFCC Radiography students by enhancing the Radiography Lab with a direct radiography flat panel detector system, additional digital radiography viewing stations, and a new PACS system (digital data storage).

COLLEGE GOAL #4—OTHER ACCOMPLISHMENTS

Arts and Sciences

Humanities and Fine Arts
Adopted new text books in Spanish, Music, Religion and Philosophy.

Learning Lab

- Provided Workshops upon instructor requests
  - Resume and cover letter writing
  - Study Skills
  - Creating a newsletter using MS Publisher
  - CFCCs Academic Resources – How to Get to the Next Step (University or Employment)
- Provided access to assistive technology for students with disabilities
  - Video Eye Video Magnification System
  - Kurzweil 3000
  - Jaws for Windows
  - Text Aloud
  - Word Q
  - Zoom Text
- Reserved computers for instructors needing to provide computer instruction
  - English
  - Chemistry
  - Early Childhood
  - Math
ACA
- Continuing Education

Math & PE
1. Converted 4 traditional classrooms to student computer labs. These labs will be used to implement the new developmental math course redesign.
2. Every math/PE classroom has a complete multimedia system including digital projector and smart symposium.

Science
The Anatomy & Physiology instructors continue to incorporate the medical simulators into their classroom instruction. Mark VanCura’s students teamed up with Duke Fire’s Film and Video Production students to produce and submit a METI video in this year’s second National METI Video Competition. Last year, CFCC won 1st place in the competition. This year we won 2nd place.

Chemistry has implemented two new pieces of equipment, the High Performance Liquid Chromatography and the Infrared Spectroscopy, into their lab instruction.

Several Biology instructors are experimenting with making audiovisual lectures available to their students and using publisher’s online supplementary material.

Business Technologies
The department upgraded North Campus Business Technologies labs and classrooms with new computers, and upgraded one Wilmington Campus Business Technologies lab with a new projector further enhancing the learning environment for students.

The department has, on order, six Elmo document video systems for instructional classrooms at the North and Wilmington Campuses.

Engineering Technology
The MET program obtained a new Rapid Prototype machine to replace an old unsupported machine. This machine has higher resolution and water soluble support material in addition to other improvements.

The NT program obtained a series of new and updated Power Generation DVDs that demonstrate real life Nuclear facilities, systems, and operations to enhance student learning.

Health Sciences
Dental Assisting and Dental Hygiene now have computers at each dental operatory and instructor station with Dentrix software which is the most commonly used program in dentistry.

All charting, digital radiographs, etc. including the use of signature pads are now being performed electronically.

Dental Assisting received ergonomically friendly prophylaxis handpieces for use by dental assisting students to perform selective coronal polishing.

Dental Assisting purchased an additional Triad machine to fabricate custom trays.
Public Services

Film and Video Production Technology
This past school year has shown our students a new Mac Lab with 20 up-to-date editing machines and software. Now the reality is that we are teaching the editing process to an entire class, coupled with the fact that the “basic” editing process has been pushed to a more advanced form of editing, consisting of color correction and multiple layer picture and sound editing procedures.

Vocational
Requested and received funding for a hybrid vehicle to enhance alternative fuel instruction in the AUT program.

Requested and received funding for a solar thermal storage trainer to enhance training in alternative energies in the SST program.

Received a new marine engine form Caterpillar to increase student exposure to the marine diesel industry.

Requested and received funding for additional hydraulic trainers to be used in the vocational and engineering departments.

Added a new tractor to our fleet of truck driver training equipment.

Learning Resource Center
The Library implemented an “Inspiration Wall” blackboard to engage student opinions on a variety of topics. A prompt, or question, is changed weekly and is derived from different holidays, observances, or things happening in the news.

The Library Technical Services staff ordered 3,357 items (books: 2385; AV: 972); 3,575 items have been accessioned and processed (this includes both ordered items and donations).

The Library Technical Services staff imported 4,348 bibliographic records into the Library’s online catalog (for books /AVs /serials /and eVideos) and deleted 1,414 bib and items records. Additionally, 1,092 records for CFCC were deleted from the OCLC national catalog database.

The Library Technical Services staff made a significant number of updates and improvements to the Library’s online catalog interface—on both the staff side and the public side, including upgrading to a newer release version.

The Library identified, trialed, and purchased new resources to support the teaching and learning needs of CFCC students and faculty, including PsycArticles, Nursing Education in Video, and Westlaw. The Technical Services staff processed these new resources, plus other resources (including the StatRef Dental Books, Salem Press ebooks, and Learning Express ebooks), making them readily available via computer to all CFCC users.
5. **Provide increased access to educational opportunities through distance learning.**

**Learning Lab**
Goals 4, 1, 5 - Redesign and reconstruct the Learning Lab web pages in order to make them a learning resource for students. Students will more easily find information regarding the different Labs, their location and information on Supplemental Instruction and the days, times, and locations for SI sessions. Most importantly, students can find study materials for the PSB Test for entering Health Sciences as well as links to web sites for help in various subjects.

- Purchased Contribute Software to implement changes
  - Coordinated with IT Services
- Reorganized pages to reflect current Learning Lab services
- Edited text on every page for clarity
- Created a Full-Time Staff Page
- Created page(s) for the Supplemental Instruction Program
- Created a Resource Page to support students taking courses in various academic subject areas
- Updated links to outside resources
  - *Accuplacer Sample Questions for Students*
  - *GCF LearnFree.org MS Office 2010 Online Tutorials*
  - *Free computer screen readers for students with disabilities*
- Created links to:
  - Learning Lab Newsletter
  - Flyer for Developmental Writing Exam Workshops
  - Flyer for ENG 111 Exam Workshops
  - Instructor Recommendation Form for Tutoring (required by System Office) on Learning Lab Tutoring and Supplemental Instruction pages to facilitate students requesting this service
  - Peer Tutoring Application (required for 1-on-1 tutoring requests) on Learning Lab Tutoring page to facilitate students requesting this service
- Created pages that indicate the locations and hours of the tutoring labs and Supplemental Instruction sessions as well as for the computer labs under the Learning Lab

Goals 4, 1, 5 - Create a Study Skills video series that can be accessed through the Learning Lab web pages and through iTunes U. Students will have 24 hour access to a series of brief videos that will enable them to develop stronger and broader academic skills for success in the classroom.

- Commenced work toward creating a Study Skills Video Series
  - Wrote four scripts
    - Note Taking – The Cornell Method
    - How to Avoid Studying Without Really Trying
    - Time Management
    - Using a Highlighter
Consulted with Tim Vandenberg, TV/Video Production Specialist, regarding suitability of scripts for video
  - Length
  - Dialogue
  - Location of scenes

Coordinated with Jack Landry, Drama Instructor about involving students in acting the scenes
  - Prof. Landry thought the Acting I or II classes could be involved
  - Drama Club as an alternative

- Filming will begin May 2012

**Hospitality Management**
Goals 1, 2, 3, 4, 5- Students in the HRM curriculum will be satisfied with the quality of instruction including instructors, facilities and courses.
  - This annual survey of student satisfaction has been conducted in the Spring 2012 semester and results have not yet been returned for evaluation. Tracking student satisfaction is also a requirement for voluntary accreditation through CAHM.

**Construction Management**
Goals 1, 3, 5- Implement Distance Learning into the CMT curriculum.
  - All three courses were successfully created and launched.

Goal 1- To obtain the capital and a location to build a residential home that will provide light construction training for CMT and CAR students.
  - Funding approved. North Campus location identified and approved.

**Distance Learning**
Goals 1, 3, 4, 5, 8, 11- To offer workshops and training to at least 25 DL Faculty regarding Course Essentials based on Quality Matters.
  - There were 16 faculty who completed the “stand-alone” Course Essentials workshops during 2011_2012. However, it was decided midyear to incorporate the components of the “Course Essentials” workshops into the redesigned online, self-paced workshops used for DL faculty training.

Goals 3, 1, 4, 5, 8, 11- To provide a more streamlined Enrollment Verification assignment in all DL courses (Hybrid & Internet) which meets Dept. of Education (DoE) requirements for attendance.
  - A more streamlined Enrollment Verification (EV) assignment was launched in FA11. The ease of use was measured by a decrease in the number of faculty who needed assistance with the set-up of the EV in their DL classes. For FA11, 22% of the DL faculty needed some assistance with setting up the EV in their classes (39 out of 174 faculty with 452 sections) as opposed to SP12 when only 15% of the DL faculty needed some assistance in the EV set-up (26 out of 175 faculty with 466 sections). In addition for FA11 there were only 3 classes for which there were questions about “attendance” and reporting of students in WebAdvisor (SP12 has not yet been audited).
Goals 3, 1, 5, 8, 11 - To offer Distance Learning Basic Training workshops to new & incumbent DL Faculty. At least 25 faculty will complete Blackboard 101 and at least 25 faculty will attend at least one additional DL Workshop.

- There were 26 faculty who completed Blackboard 101 (Bb 101). Additionally there were 19 DL faculty who completed the “Getting Started” workshop; and an additional 58 faculty who completed various self-paced or face-to-face DL workshops (including Grade Center; Assessments; Asynchronous Communication; Synchronous Communication; and Lecture Recording).

**Continuing Education**

**Records Audit Department**

Goal 5 - The continuing education Registrar will create training manuals for creating sections, entering payroll data, registration of students, grading of sections and reporting in Datatel. The goal is to provide Continuing Education staff with reference documents for the purpose of eliminating data entry errors in Datatel.

- Goal Achieved - The continuing education Registrar is currently working on training manuals for creating sections, entering payroll data, registration of students, grading of sections and reporting in Datatel for internal continuing education and basic skills staff.

Goal 5 - The continuing education Registrar will schedule a training calendar for internal continuing education and basic skills staff each semester. The training process will educate the staff on the workflow which includes creating sections, entering payroll data, registration of students, grading of sections and reporting in Datatel.

- Goal Achieved - The continuing education Registrar is currently working on the training manuals and after the completion of these manuals will schedule a training calendar for internal continuing education and basic skills staff each semester. The training process will educate the staff on the workflow which includes creating sections, entering payroll data, registration of students, grading of sections and reporting in Datatel.

**COLLEGE GOAL #5—OTHER ACCOMPLISHMENTS**

**Arts and Sciences**

**English**

Developed and offered English 273: African American Literature online for the first time.

Developed and offered English 261: World Lit I online for the first time.

Developed and offered English 111 as a hybrid to accommodate the Marine Tech students.

Increased DL offerings in English and ACA by 25%.

**Humanities and Fine Arts**
The Chair and Faculty of the Humanities and Fine Arts Department completed the following:

2. Re-instituted Drawing as an elective in the Pender Early College
4. Instituted online and hybrid courses in Art, Music, Drama Religion, Philosophy, Communication and Film.
5. Surveyed ART 111 students to find reasons for their non-completion of the course both online and face to face.

Learning Lab
- Tested and implemented Online Tutoring through the new campus Portal.
  - Purchased webcams to be used by tutors
  - Instructed tutors and students on the use of the Video Chat function in the Portal
  - Developed written guide to help students and tutors with its setup

Math & PE
1. Created new online course – MAT 271 Calculus I
2. Increased online Math offerings by 25%

Science
100% of the Science disciplines now offer online courses.

Social and Behavioral Sciences
Social and behavior again increased by 12% overall the number of internet offerings from this time last year.

Business Technologies
Melissa Watson and Scotty Williams worked closely with Dom Friant, of CFCC’s IT Services Department, Larolyn Zylicz, Distance Learning Department Chair to renew our college’s application proposal for participation in the Virtual Computing Environment (VCE) provided by North Carolina State University. Here at Cape Fear our virtual computer lab (VCL) provides our distance learning CIS 110 and CIS 111 students with free access to a virtual machine that houses the required software they need to complete those courses.

Susan Booth, Trisa Russell and Cheryl Fetterman represented Cape Fear by attending and presenting at the NC3ADL Conference during the fall 2011 semester.

Public Services

Film and Video Production Technology
The intro to film course we offer FVP 111 for the past three years has a section dedicated to the distance learner that may have an issue with actually getting to campus, each year it fills up and several students have personally thanked us for offering the class.

Vocational
Offered hybrid and online sections of classes in the AHR, SST, and CMT programs.
**Basic Skills**
Expanded both the GED online and AHS online programs to meet the needs of students who struggle with traditional classroom instruction due to transportation, childcare or employment issues.

**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.**

**Arts and Sciences**

**Institutional Partnerships**

Goals 1, 6- Increase enrollment in Career and College Promise Programs (Due to legislative changes to programs for high school students, enrollment has declined.)
- Ongoing.

Goals 1, 6, 7- Ensure that early college students enrolled in college-level classes will earn a grade of C or higher and will have access to college resources designed to help them succeed academically.
- Ongoing.

Goals 6, 1- This goal will help the College to improve its partnerships with private high schools and home schools so that more qualified high school students in our service area have access to the high school-college dual enrollment programs at CFCC.
- Ongoing.

Goals 1, 6- Increase student awareness of and participation in service learning projects and activities.
- Ongoing.

Goals 6, 1- Beginning January 1, 2012, the NC Career and College Promise Program will replace all high school-college dual enrollment programs in the community college system. All rules, laws, and regulations guiding Huskins Classes, Concurrent Enrollment, Learn and Earn Online, and Early College High Schools will be obsolete. CFCC will follow the new rules and guidelines. This objective will help ensure that CFCC dual enrollment students, high school administrators, and college department chairs will learn the change and adapt their plans accordingly.
- CCP has been implemented as of January 2012.

**Medical Office Administration**

Goal 6, 7- Implementation of post-graduate survey reflecting the employment status of students who graduate from the Medical Office Administration program.

- Susan Long, Lead Instructor for the MOA program, created the post-graduate survey (see attached). The survey will be distributed to the previous MOA graduates via email and regular mail. Upon receipt of the returned survey results, Susan Long will compile the
survey data into a report. This data will be used to provide valuable insight for faculty members and students about the potential range of employment opportunities currently available to students. Estimated completion date: June 1, 2012.

**Engineering Technology Department**

Goals 1, 6- Conduct research to discover a Grant opportunity that Engineering Technology students could benefit from in terms of funding for attending college or enhancing their current college experience in a STEM program. In particular, find a grant that would fund student costs of obtaining a degree.

- Several PD opportunities have been found and several instructors have/will attend high caliber training in the fields of Solar Technology and OSHA Regulations, which also include certifications. In addition, several grants have been pursued and the status is still pending and hope to know something by June 2012.

**Chemical Technology**

Goal 1, 4, 6, 12- The Lead Instructor of the Chemical Technology Department will write and apply for a S-STEM grant with the National Science Foundation. The S-STEM grant will provide scholarship opportunities to students enrolling in the Chemical Technology Program (as well as three other programs at CFCC).

- This goal was attempted for 2011-2012. The S-STEM grant was written and submitted by the end of 2011. In February 2012, the grant reviews were given to the lead instructor with a “reapply” notification from the NSF. With minor modifications, the grant will be resubmitted for the 2012-2013 academic year.

Goal 6, 12- To increase the number of departmental agreements between the Chemical Technology Program and other 4-year colleges and universities.

- To date, no additional agreements with universities or colleges have been solidified. By the end of the Spring 2012 semester, the department hopes to have an additional formal agreement in place.

Goal 1, 6- This objective will form an internship or cooperative education agreement with a laboratory or scientific-related company in New Hanover County. The objective will increase the opportunities for students to find employment after graduation.

- ElementOne has hired previous graduates in our program throughout the past years and has agreed to hired an intern for the Spring 2012 semester. To date, the company has hired 3 graduates within the past 12 months and an intern for this semester that already has been given a full-time job opportunity before graduation.

**Nuclear Technology**

Goal 6- Evaluate interest by Progress Energy in expanding the Nuclear Technology program that follows Nuclear Energy Institute's Nuclear Uniform Curriculum Program (NUCP).

- Collection of information about nuclear technology programs with electric utilities at other community colleges was completed in October 2011. Based on response from Progress Energy following inquiry in October about an initial meeting, further effort to determine their interest in a nuclear technology program is deferred until after the planned merger of Progress Energy and Duke Energy.
Medical Sonography
Goals 1, 3, 4, 6, 12- The program submitted a proposal to begin a summer semester Obstetrical gender clinic to give students the opportunity to practice scanning pregnant patients. The volunteer patients must have had a normal 18-20 week ultrasound in order to be scanned in the sonography lab. These patients will sign a consent form stating that
  • The OB clinical has not been approved or unapproved by the administration. That is on hold until we get an answer from administration.

Hospitality Management
Goals 1, 4, 6, 11, 12- Employers will be satisfied with student preparation for employment
  • Measured through the co-operative education employer site visit and employer evaluation, this goal was again met and the bar will be raised. This continuous goal meets the requirements for voluntary accreditation through CAHM; for two year hospitality management programs.

Goals 2, 1, 3, 4, 6- Hospitality Management students will have adequate lab facilities for the "hands on" lab portion of identified courses.
  • Lead Instructor was asked to abandon this goal as it was determined this could not be adequately measured. Lead took creating Google surveys course and has taken

Sustainability Technology
Goals 1, 6, and 12- Introduce students to professionals in the field of sustainability. Students will gain real-world perspective, training, networking and customer relations skills through guest speakers, attending field trips and conferences, participating in public service events and engaging in internships
  • Promoting the new SST students within the community was very successful this past year. Awareness was raised about the program and SST students were introduced to many professionals in Sustainability fields. Approximately 15 guest speakers presented to various classes during the first three SST semesters, introducing a wide variety of topics. Two students were invited to be part of a collaboration committee with PPD on the use of their brownfield site. Several students took up part-time internships with local companies. 4 field trips were arranged, two of those being working field trips where students performed energy audits. Students volunteered at a local green conference. Students were encouraged to attend CFGBA meetings, and several did. Students volunteered at 2 local events where an SST table was set up for public viewing. Some students do not participate in outside activities.

Continuing Education
Customized Training
Goals 1, 6- Enhance and expand SBC offerings and community involvement.
  • The SBC Coordinator presented information on starting a small business to 12 curriculum classes. Feedback received from these classes was that the presentation was very helpful.
  • SBC Coordinator continued of participate in export/import events and offer related seminars by becoming a World Trade Association member, providing a 2 day Export
101 event in May 2011, hosting NCDOC International Road Show at North Campus, and being an expert panelist at the initial UNCW "Go Green" Event.

- SBC OE courses: Supervisory Training 10/11 & 4/12, Basic Financial Management 5/12
- Self-Support courses: Sustainable Agriculture Program 9/11, Export University 201 4/12, Master Entrepreneur Program 4/12

Fire and Rescue Training
Goals 2, 4, 6- Complete infrastructure to exterior gas props. Awaiting bid results. Hook-up gas tank prop (acquired). Hook-up industry prop (acquired). Get vehicle prop and have it hooked-up.

- The gas tank prop has been hooked up and successfully used since October 2011. Industry prop material donations have been made and the prop plan drawings have been completed. The vehicle burn prop has been purchased and should be delivered before June 30, 2012.

Goals 12, 6- Coordinate 9/11 World Trade Center Artifact memorial site construction. Coordinate 9/11 Ceremony on September 11th for CFCC and community.

- 9/11 World Trade Center artifact was transported from New Jersey to CFCC by Wilmington Fire Department personnel. A small ceremony was held at Independence Mall for the arrival of the artifacts. The construction of the WTC Memorial site was completed and a 10th Anniversary 9/1 Memorial Program was held. Interest and support from CFCC, partners and the community was phenomenal.

Goals 1, 6- Work with NC Office of State Fire Marshal to offer another state-sponsored school at Safety Training Center.

- CFCC partnered with the NC Office of State Fire Marshal to offer two week long NC Rapid Intervention Training schools.

Public Health and Safety
DDC/Motorcycle Rider
Goal 6- Host the North Carolina Motorcycle Safety Education Program Summer Update and Training for Motorcycle Safety instructors.

- Goal Accomplished. Training was successfully offered on 7/30/11.

Workforce Development/Burgaw Center
Goals 1, 6, 12- Enhance and expand the Customized Training Program.

- The Customized Training Program has coordinated with local business, industry, and government entities to identify training needs (job growth opportunities, productivity enhancements and skill development) and has maintained four funded projects through the Customized Training Program. Funded projects can include: Capital Investment, Productivity Enhancement or Deploying New Technologies. Currently there are two active projects with local businesses (Fenner Drives and Cincinnati Thermal Spray). Two other projects have been closed due to productivity requirements at each business and the need to postpone training. These two businesses are VisionAIR and Sturdy Corp. Both companies (in part to training they did receive with CFCC as part of the Customized Training Program), have increased productivity and hired additional workers. CFCC will
be meeting with both Sturdy Corp to see about re-instating a project with their company within the next two months.

- The Business Services Team (which Customized Training Program is a part of) has developed and printed 3000 copies of a professional brochure which is utilized for marketing purposes within New Hanover and Pender Counties. Many of the brochures are distributed to local Chambers and are available to the Business Community upon request as well as at the Wilmington Business Development office, Chamber of Commerce, BIG Center and at the North Campus.

- Business & Industry Funds (formerly FIT) are almost expensed for the fiscal year. Currently there are a total of 119 different employees of 13 local companies who have benefited from the funding. Goal for the year was to spend $20,000 on training for local Business & Industry, and as of April 1, 97% of funds have been spent. One success story of utilizing B & I funds is a new company recently started in Wilmington that after receiving B&I Funds, has already increased their productivity 150%. Additionally, the company (Key West Casual Furniture) has added new positions and will look to add more staff (specifically CFCC graduates) in the near future. Their time frame for assistance by CFCC’s Customized Training Program was met two months earlier than they expected.

- The Customized Training Program hosted the Statewide Economic Development Conference in December, and evaluations indicated the Conference was a huge success due in large part to the wonderful staff collaborating from many departments at CFCC, as well as the first rate facilities used during the Conference.

- Additionally, the Customized Training Program received a very complimentary letter of praise from a local company that has a Productivity Enhancement Project with CFCC, along with two other local businesses that have increased their operations significantly and hired new employees due to CFCC trainings.

Student Development
Career and Testing Services
Goals 7, 6- The number of students who attend the job fair needs to increase. Increased student participation should increase the employment rates of our students and enhance employer relations with the college.
- A new tracking method was created to monitor student attendance at the annual job fair. In addition, various resources, such as the communication component of Career Connection, were used to increase student awareness and attendance at the event.

Foundation
Foundation Community Support and Scholarships
Goals 6, 10, 12- Provide assistance to more needy CFCC students during the 2011 holiday season.
- The Foundation worked cooperatively with faculty, staff, community individuals and businesses to provide financial assistance to CFCC students and their families during the
2011 holiday season. A total of 139 CFCC students and 301 children received assistance this year. More than $16,181 was donated to the program, which was a 14% increase from 2010 donations. This money benefitted students in the form of gift cards, shopping excursions with donors, scholarship funds, or emergency assistance.

Special Events, Donor/Alumni Relations and Ambassador Development

Goal 6- Foundation Goal: To strengthen partnerships with business and industry, public schools, and universities.

The Foundation continued its internship program with the University of North Carolina Wilmington, Department of Communication Studies.

- Two interns were hosted in the summer of 2011, two in fall 2011 and two in spring 2012.
- Interns were exposed to a variety of educational opportunities and were asked to plan events; write press releases, newsletter articles and media kits; and partner with staff from other departments at CFCC on various initiatives. Interns were also provided the opportunity to learn more about the four phases of fundraising and to interact with donors, community leaders, CFCC students and ambassadors.
- In addition, the Foundation's Executive Director and the Coordinator of Special Events, Donor & Alumni Relations were asked to serve as panelists for the 2011 Communications Studies Day and a February 2012 Senior Capstone class panel about leadership, further deepening the partnership between the CFCC Foundation and UNCW Communications Studies.
- During the spring of 2012, the Foundation Associate Director worked cooperatively with public school counselors from Pender and New Hanover Counties regarding the availability of Merit Scholarships available to area high school seniors. The Foundation provides scholarship applications and information to the high schools each year. Foundation staff participates in high school senior recognition ceremonies each May.
- A strategic plan has been developed for the Foundation which outlines plans for building relationships with local business and industry that utilize graduates from CFCC programs.

Goal 6- Foundation Goal: To strengthen partnerships with alumni.

- The CFCC Alumni Council successfully held its third election and the officers remained very active throughout the academic year. Several alumni events were held throughout the year, including a wine-tasting event at an alumni-owned business, an alumni night at a Wilmington Sharks game, and a pizza night at a CFCC men’s basketball game.
- In February 2012, the association’s annual bus trip to BCC enjoyed great success, and the Homecoming tradition continued for the fifth year with a reception before the last men’s basketball home game of season and a fund-raising raffle for the Alumni Legacy Scholarship which raised over $300. In addition, the UNC Wilmington student organization for CFCC transfers previously called "Sea Devils 2 Seahawks” merged with UNCW’s Transfer Student Organization, allowing members to enjoy dual membership in the CFCC Alumni Association, and forging a continued partnership with UNCW.
Goal 6- Create a master event inventory spreadsheet containing vital historical data about CFCC Foundation events from 2008-2012. This project will provide necessary perspective about special event effectiveness and help track return on investment (ROI).

- This project has been completed (up to current date) and events will be added as they occur.

**COLLEGE GOAL #6—OTHER ACCOMPLISHMENTS**

**Arts and Sciences**
Attended UNCW's Counselors' Day.

**Humanities and Fine Arts**
The Chair and Faculty of the Humanities and Fine Arts Department completed the following:

1. Planned and assisted in the production of Forum on Middle East From A Historical Perspective.

**Learning Lab**

- Provided test proctoring services to students at other colleges and universities
  - Served students from institutions within and outside North Carolina
  - Renewed membership with UNC Online Academic Services

**Math & PE**
1. North Carolina Battleship – Working on STEM project to create math material and assignments for visitors to the museum
2. Early College tutoring
3. Faculty voluntarily tutor at numerous schools, churches and other agencies

**Science**
Four instructors mentored local area high school students on their Senior Projects.

**Social and Behavioral Sciences**
CFCC faculty member Thomas Massey remains Principal Coordinator for the History Teaching alliance, an organization that spans UNCW, New Hanover and Pender High Schools, the New Hanover County Museum, N.C. Battleship, and several groups with historical interest to include the local public library and others. Also, our faculty have hosted several meetings and presented during the same. Anthropology has worked with other educational institutions and state and county agencies supporting a dig in Jacksonville at the US Marine base, and a dig at Brunswick Town (2-21-12).

This department has provided faculty in support of numerous community functions such as providing a speaker for various news media, such as WHQR and others. Also continue the ongoing collection and submission oral histories from living military veterans to the Library of Congress.
Partnered with Planned Parenthood, the New Hanover County Health Department, Coastal Horizons, Domestic Violence Shelter, and the New Hanover DA office in building a community forum designed to focus on community health, specifically STD’s and STI’s. This year was CFCC’s fourth annual community event known as SEX MATTERS.

**Business Technologies**
Cheryl Fetterman continues to serve as a close, cooperative liaison with UNCW Cameron School of Business on the B2B Scholarship program that provides scholarship opportunities for graduating college-transfer students continuing their education at UNCW.
Melissa Watson serves as a member of the UNCW Information Technology Advisory committee.
Both Denise Hightower and Susan Long are members in the Coastal Carolina Health Alliance in support of our administrative health programs, Medical Transcription and Medical Office Administration.

**Health Sciences**
**Associate Degree Nursing**
ADN program partnered with the NC Foundation for Nursing Excellence and the University of NC at Wilmington to offer a new track for nursing students beginning fall 2012 - Regionally Enhancing Baccalaureate Nurses (RIBN).

**Surgical Technology**
Schedule and attend routine information sessions with students at local high schools to provide information on the profession of Surgical Technology and other available programs at CFCC.

**Marine Technology**
Coordinated and acted as the platform for the lift of the anchor off the Queen Anne’s Revenge. This effort was a collaboration between the North Carolina Underwater Archeology group, ECU and UNCW.
Collaborated with UNCW MarineQuest and Wrightsville Beach Surf Camp in the use of CFCC laboratories and small boats for coastal exploration

**Public Services**

**Culinary**
Working with Southeastern NC Food Systems Program to foster use of local ingredients and access to local farmers and their food products.

**Film and Video Production Technology**
This School year The FVP Department has assisted with 2 feature length movies Produced locally by Production Companies that have reached out for our help. That help has come from our Second year students having an opportunity to get on a real movie set and actually work through various departments, using acquired knowledge from our program and learning new procedure from industry veterans to enhance their education process.

**Hospitality Management**
Utilization of Good Shepherd Shelter, multiple partnerships built through cooperative work experience sites have made this a vibrant area for Hospitality Management. We have gone into the areas of Lodging, foodservice, Institutional, Retirement communities, gated club communities, private clubs, nightclubs, healthy custom meal preparation and delivery, catering, upscale retail food service, and continue to explore new areas of hospitality management for the 21st century. The convention center is one of new partners in working with students and graduates.

**Vocational**
CMT developed internships with NHRMC, Shellco Builders, and Jacobi Hardware.

AHR developed an internship with Brady Services.

HET worked with Caterpillar and received a $140,000 piece of equipment to enhance instruction in marine diesel program.

LSG landscaped several habitat for humanity homes that provided the students with hands on experience.

CMT strengthened relationships with Shellco and Monteith to allow students tours of construction projects at Cape Fear Community College.

**Basic Skills**
Increased the number of partnerships with local businesses and organizations in order to offer classes to programs off campus.

**English as a Second Language**
On-going—ESL strengthened partnerships with UNCW’s Centro Hispano, the Latino Alliance, and the newly formed Hispanic Business Council. We renewed a partnership with the Centro Latino and are now offering 2 classes there, both with childcare provided by the location.

**Public Health and Safety**
EMS
 Implemented offering monthly courses in conjunction with New Hanover Regional EMS and Pender EMS. These are specialized courses that allow employees to maintain NC Office of EMS credentials.

Partnered with New Hanover Regional Medical Center for the RACE-CARS initiative to improve cardiac arrest survival rates in Southeastern NC. On March 20 and 27, CFCC hosted the roll-out of this initiative to local EMS providers, first responders, nurses and physicians.

**Nurse Aide**
Partnered with Trinity Grove, a new clinical site, to become the first area Nurse Aide program to perform clinical rotations at a site incorporating the innovative “household model” health care delivery paradigm.
In-Service Law Enforcement
Continued with primary instruction, reporting, and management of NC-required Mandated In-Service Law Enforcement Training for 13 area departments, employing approximately 1,045 officers. This training alone resulted in approximately 300 separate courses, and the issuance of more than 9,000 individual certificates annually. Additionally, end-of-year courses are being offered for state and local officers that need all, or some of the required courses. These courses are attended by officers from locations within, and outside of CFCC’s service area.

Research and Reporting
Worked with AVP for Institutional Research to obtain data to examine our transfer students’ progress at UNCW

Counseling Unit:
- As of March, 2012, the Counseling Unit hosted 30 four year colleges and university. The colleges were on campus to talk with students who are enrolled in the college transfer program and plan to transfer to a four year college or university.

- The Counseling Unit and the Associate Degree Nursing Program at CFCC entered into a joint venture with UNCW’s Nursing program to enroll 10 students in the RIBN (Regionally Increasing Baccalaureate Nurses) program. This program is designed to increase the number of BSN graduates that enter the workforce. This grant funded program will allow students to be enrolled in CFCC’s nursing program and UNCW’s nursing program at the same time. Students will complete a two year Associate Degree in Nursing and a Bachelors’ degree all in four years. We will be admitting our first ten students into the program fall 2012.

Disability Services
- The Disability Support Services Coordinator attended the fall NC AHEAD conference in Boone, NC.

- The Disability Support Services Coordinator gave a presentation to special education students and teachers at Ashley High School in March.

- The Disability Support Services Coordinator and Assistant Coordinator participated in the New Hanover County Schools’ Transition Fair in the fall.

- The Disability Support Services Assistant Coordinator attended the Post-Secondary Education Capacity-Building Summit at Wake Technical Community College in March.

- The Disability Support Services office renewed their NC AHEAD membership and maintained sharing and acquisition of information between colleges and universities.

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.

**College Transfer**
Goal 7- Enhance the advising process so that transfer students may be more informed about program requirements and college resources/services since these students are doing more self-advising.

- An online advising newsletter was sent to transfer faculty and students in October 2011, featuring information about the Advisement Period, the ACA courses, Financial Aid, Technical Support for students, the cost of PE courses, the new foreign language requirement at UNCW, Business Office, college vocabulary and acronyms, the organization charts for the Arts and Sciences and the Vocational/Technical divisions, and NC Wesleyan.
- Lynn Criswell, North Campus Coordinator for Arts and Sciences, and Orangel Daniels conducted group advising sessions for transfer students on both campuses.
- Robin Metty created a college transfer Facebook page, which included links to the college transfer information and provides a venue to inform transfer students about updates without having to contact other departments in the college.

**Arts and Sciences**

**Institutional Partnerships**
Goal 1, 6, 7- Ensure that early college students enrolled in college-level classes will earn a grade of C or higher and will have access to college resources designed to help them succeed academically.

- Ongoing.

**Medical Office Administration**
Goal 6, 7- Implementation of post-graduate survey reflecting the employment status of students who graduate from the Medical Office Administration program.

- Susan Long, Lead Instructor for the MOA program, created the post-graduate survey (see attached). The survey will be distributed to the previous MOA graduates via email and regular mail. Upon receipt of the returned survey results, Susan Long will compile the survey data into a report. This data will be used to provide valuable insight for faculty members and students about the potential range of employment opportunities currently available to students. Estimated completion date: June 1, 2012.

**Chemical Technology**
Goal 4, 2, 3, 7- Purchase new network switches to replace the Nortel switches that are starting to fail. By replacing the old 10/100 Nortels with 10/100/1000 Switches, the network will have more capacity. This will help with the slow downs and delays that students are experiencing when try to work with Virtual Machines in the classrooms.

- This goal is in progress, IT services has purchased the switches, and is the progress of implementing the roll out over the next couple of months. Phase 1 begins 3-30-12.

**Records Audit Department**
Goal 7 - The Registrar will oversee the digitizing of archived permanent Con Ed records over a period of 5 years while simultaneously digitizing current records that are being created. This process will eventually free up space that is currently being used for record storage for other uses, make the retrieval of records easier/quicker thereby improving customer service.

- Goal Achieved. The Records Audit department has scanned over six years of continuing education documentation while simultaneously scanning the current documentation.

**Student Development**

**Career and Testing Services**

Goal 7 - A glossary of frequently used terms should be added to the Student Planner so that students understand commonly used college terminology.

- A glossary was created that included frequently used terminology at the college. This glossary has been placed in the Student Planner. The planner is given to all new students during orientation.

Goals 7, 6 - The number of students who attend the job fair needs to increase. Increased student participation should increase the employment rates of our students and enhance employer relations with the college.

- A new tracking method was created to monitor student attendance at the annual job fair. In addition, various resources, such as the communication component of Career Connection, were used to increase student awareness and attendance at the event.

**Counseling**

Goal 7 - To revise the services provided to students who have failed to meet the colleges Academic Standards of Progress by developing a new plan for success to address the needs of students who are on Academic Warning.

- Three hundred-sixty-eight (34%) first time freshman were placed on Academic Warning at the end of the fall 2011 semester. These students were sent an email from the Counseling Unit inviting them to come in to meet with a Counselor to develop a “plan for success”. It is our hope that meeting with a counselor would identify strategies that would help the student to improve their grades and avoid being placed on Academic Probation. We are still in the process of tracking the results of this intervention.

Goal 7 - Implement a method of communication for the Counseling staff by using a mnemonic in Datatel. Using this new method of communication will allow Counselors to document services provided in individual students records and will allow any counselor to access this information.

- The Counseling Unit has identified STRK as the mnemonic that will best meet the unit documentation needs. Using this mnemonic to document services will provide consistency of service regardless of which counselor meets with the student. We are still working on mastering the use of this mnemonic and finalizing what type(s) of services we will document.

**Director of North Campus Student Development**

Goal 7 - Assess need of North Campus students and recommend staffing structure to meet those needs.
- A new full time counselor was hired during the fall semester to assist student needs on the North Campus. Students have increased access to the following services: career counseling, veteran’s assistance, disability, and accommodated testing. By rotating staff between campuses, students have increased.

Goal 7- Increase student involvement through activities, leadership and athletics.
- Student Government Association increased their visibility on the North Campus by establishing an office in the cafeteria. SGA heard North Campus concerns about smoking policy enforcement and offered solutions. SGA held General Assembly meetings on the North Campus for the first time during the spring semester. A North Campus club won the Homecoming Banner competition. The Sustainability Club brought an electric car to the North Campus for students to learn about the new technology.

Disability Support Services
Goal 7- To apply the Americans with Disabilities Act Amendments Act (ADAAA) regulations to Disability Support Services (DSS) policies and procedures Rationale: The ADAAA regulations took effect on May 24, 2011, and changes have been made to the definition of disability. It is important that Cape Fear Community College remains in compliance with the law.
- The Disability Support Services policies, procedures, printed materials, and web site were updated to be in compliance with the ADA Amendments Act regulations. Two areas that were specifically revised were the attendance policy for students with disabilities and the service animal policy.

Enrollment Management
Goal 7- Notify applicants of their admission status to CFCC via email.
- Communications management module was updated to include email notifications to applicants regarding their admissions status resulting in a 3% increase in applicants who were then accepted to the College.

Goal 7- Develop a workflow procedure for Special Credit applicants to notify admissions of their intended course selections to ensure that college transcripts are evaluated to meet all pre-requisites. This will then allow the applicants to register online rather than meeting with a counselor.
- Special Credit students are now notified via letter to contact the Director of Enrollment Management’s office with course selection to ensure proper transfer credit is awarded prior to registration. These students are also provided with information and directions on the online registration process.

Goal 7- Update the Communications Management setup to automatically populate additional institutions in the Individual Request form.
- The communications management module was updated to automatically populate additional institutions added after the import of the initial application.

Financial Aid and Veterans Affairs
Goals 11, 7- A default prevention and management plan will promote student and school success by reducing delinquency and default.
- Students requesting loan funds are now required to complete an online “financial literacy” tutorial and review their borrowing history in an attempt to educate and increase awareness of individual debt levels. Correspondence is sent to delinquent borrowers to remind them of the requirement to repay their loans and the seriousness of default.

**Records and Registration**
Goal 7- Design and implement an electronic withdrawal process for students.
- A flowchart has been developed that outlines a typical withdrawal request. The project is currently on hold due to the lack of needed technical expertise at the College.

**Student Activities and Athletics**
Goal 7- Provide and implement women's basketball to the CFCC athletics program to enhance the overall educational experience and offer more opportunities for the student body.
- Developed a budget and promoted women's basketball in order to compete in 2012-13. Declaration of Intent was submitted and approved by the NJCAA. Hired a part-time head coach which has allowed for a smooth transition and offered the new staff member the ability to recruit for a full year to prepare for the ’12-’13 season.
- Over a decade, the CFCC athletics program has offered opportunities for the student body that create and promote school spirit and provide a comprehensive college experience. In order to be in compliance with OCR / Title IX gender equity, SACS, and the NJCAA / NCAA, CFCC will provide an additional sport in ’12-’13 to accommodate the current underrepresented gender (women) for 2012-13, and for years to come.
- To fulfill the mission of the CFCC Athletics unit, hopes are to promote and enhance the emotional well-being and social development of our student-athletes, while providing a highly competitive athletics program coupled with an academic standard second-to-none.

Goal 7- Improve participation & offer more opportunities at CFCC.
- Continued efforts will provide a comprehensive activities program here at CFCC. Hiring of a Student Activities coordinator provided additional opportunities on campus for the student body and will allow future growth in that respective area of student development. An Intramural program was implemented fall of 2009 which was a huge success. High participation rates and an overall positive college experience for the student body, faculty, and staff has been recognized. Due to the positive participation rates of the intramural program, an influx of requests has been received by the Student Activities staff to implement additional opportunities.
- An intramural program is now established (Yrly Posted Intramural Schedule) with emphasis on participation rates as well as overall interest. Opportunities will increase over the years which will provide more opportunities for all students on the CFCC campus. Efforts will be made to increase opportunities within the Student Activities Unit, which may include an Outdoor Program in the near future.

**Student Development Special Projects**
Goals 7, 1- Revamp the ACA presentation and materials
- A new format for the ACA Presentation was developed, training of presenters was done and each presenter has used the flash card game this semester. Each presenter found that the flash card game did create a more interactive and a more engaging environment in the
classroom. Presenters received positive feedback from the instructors about the new format and how their students were more engaged during the presentation.

Goal 7- Redesign the online registration process for multiple New Student Orientation sessions.
- The new online Orientation Reservation system was redesigned to help students move through the process easier. The Orientation Invitation was redesigned to reflect a more streamlined step process to make the system more user friendly. Students were able to navigate through the Orientation Reservation process with less difficulty, resulting in fewer calls and fewer students registering multiple times.

Foundation
Goal 7- Foundation Goal: To assist students in achieving their goals by providing financial assistance through scholarships and the Holiday Helpers Program.
- The Foundation worked cooperatively with faculty, staff, community individuals and businesses to provide financial assistance to CFCC students and their families during the 2011 holiday season. A total of 139 CFCC students and 301 children received assistance this year. More than $16,181 was donated to the program, which was a 14% increase from 2010 donations. This money benefitted students in the form of gift cards, shopping excursions with donors, scholarship funds, or emergency assistance.
- The Foundation worked cooperatively with financial aid, department chairs, instructors and deans to identify and award scholarship funds to deserving CFCC students.
- As of April 1, 2012, scholarships valued at approximately $335,000 have been awarded to CFCC students during the 2011-12 academic year.
- The Foundation established eight new endowed scholarships from May 2011 until April 1, 2012.
- The Merit Scholar committee identified ten deserving high school seniors from New Hanover and Pender County as recipients of the 2011-12 Merit Scholarships. Each of the ten students who maintained a 3.0 GPA received a $1,800 scholarship.
- Committee members and Foundation staff held a reception in August 2012 to recognize the achievements of 2011-12 merit scholars and to welcome them to the college. Parents, students, public school personnel, and CFCC board members and personnel attended. Parents and students were given the opportunity to interact with college personnel, including counselors, to ask specific questions pertaining to attending classes at CFCC.
- The Merit Scholar Committee and Foundation staff maintained contact with merit scholars as a way to answer questions, provide information about college resources, and offer encouragement in order to promote academic success. Foundation Board Merit Scholar committee provided mentoring for ten Merit Scholars throughout the 2011-12 academic year.
- An endowment campaign is being developed to include naming opportunities for new buildings. This campaign can provide $200,000-$400,000 additional funds for scholarships upon completion.

COLLEGE GOAL #7—OTHER ACCOMPLISHMENTS

Arts and Sciences
English
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.

Sponsored four creative writing seminars in the Creative Writing Studio that were free and open to the public.

Humanities and Fine Arts
The Chair and Faculty of the Humanities and Fine Arts Department completed the following:

1. Planned and assisted in the production of Forum on Middle East From A Historical Perspective.

Business Technologies
Melissa Watson served on the Student Recognition Award Ceremony committee by working with all Vocational Technical faculty to gather, analyze, and prepared student nominations for the awards.

David Bland worked closely with the North Carolina Association of CPAs to provide scholarships for accounting degree students.
Susan Booth is the faculty advisor the Computer Technology Club at the college. The club won first place in the homecoming banner competition.

Public Services
Hospitality Management
After over a decade and a half, the Pineapple Guild remains active, promoting student leadership development, community service, networking and career exploration. We raise money each year to travel to Chicago to the National Restaurant Association Exposition, a motivating and career enhancing event for our students.

Basic Skills
Provide students’ access to a transition specialist who assists with college entrance, career guidance and connects students with the appropriate student development service.

Learning Resource Center
The Studio produced the orientation video for Student Development that is used as an integral component of their orientation program for new students.
Student Development

Counseling Unit

- The Counseling unit implemented an electronic Early Alert system. The new system allowed faculty to refer students for counseling by going to the intranet and completing a referral form and then submitting the form with one click of a button.

- The Counseling Unit has taken over 800 applications for the ten Health Science programs as of March, 2012. We accept a total of 249 students each fall for the ten programs combined. We will be accepting applications for some of the programs until May, 2012.

- The Counselors’ have met with a total of 9,079 students since July, 2012 (6496 on the Wilmington Campus and 2583 on the North Campus). Students come in to meet with a Counselor to get assistance with admissions questions, major changes, academic advising, applying to selective admissions programs or for personal concerns.

- Student Development implemented an emergency fund in August, 2011. The funds are donated by staff ($1.00 per week to have the privilege to wear jeans on Friday). Student’s can receive one time assistance in the form of a gas card, grocery store card, CFCC cafeteria card or a bus pass. As of March, 2012, we have assisted 40 students this year.

Disability Services

- The number of students served by the Disability Support Services office increased from 408 students in Spring 2011 to 431 students in Spring 2012.

- Individual student accommodated testing provided by the Disability Support Services office increased from 315 students tested in Fall 2010 to 496 students tested in Fall 2011.

- Disability Support Services (DSS) renewed the Learning Ally books in alternate format contract. DSS provided 28 books in alternate format to students during Fall 2011 and 14 books in alternate format to students during Spring 2012.

- The Disability Support Services Coordinator and Assistant Coordinator interviewed, hired, and trained a new Interpreter Coordinator/Assistive Technology Specialist. The Disability Support Services staff hired, trained, and supervised four academic aides and four Sign Language Interpreters to work with students with disabilities.

Financial Aid

- Received more than 13,000 financial aid applications (through Dec 31, 2011).

- Awarded more than $19 million in Federal Pell Grants (through March 31, 2012).

- Awarded more than $15.5 million in student loans (through March 31, 2012).

- Awarded more than $1 million in veterans’ educational benefits (through March 31, 2012).

- Awarded more than $270,000 in CFCC scholarships (through March 31, 2012).

- Processed more than 700 appeals submitted by students who failed to meet satisfactory academic progress standards.

- Sponsored the 5th annual Student Employee of the Year competition.

Admissions
- Coordinated processes and procedures with Basic Skills to provide the Basic Skills Plus program in Air Conditioning, Heating, and Refrigeration Technology.
- Assisted with the restructure of the New Student Orientation program.
- Developed transcript workflow for posting high school and college transcripts to reduce omission errors.
- Developed communications management workflow to send emails to prospective students, which encourage the completion of their admission records.
- Redesigned the letter sent to applicants to specifically detail the requirements for completing their admissions records.
- Redesigned the campus tour webpage.
- Redesigned the Admissions web page to include a description of CT and Voc/Tech tracks and the steps to assist prospective students in selecting the right career path and program prior to submitting their admission applications.

Career & Testing
- Testing Services has administered over 6,500 placement tests this past year to place students in their appropriate levels of English and math courses.
- Testing Services administered over 900 PSB tests this past year for enrollment in Health Science programs.
- GED testing was offered 27 times on campus as well as providing testing at local prisons. Over 450 students have been administered GED tests.
- The Job Placement Specialist now offers job placement services on the North Campus as well as the Wilmington Campus.

Registrar’s Office
- Registrar’s Unit was instrumental in the redesign of new student orientation. Students are now taught to evaluate their own program evaluation and how to use on-line registration.
- Registrar’s Unit, in conjunction with Inst. Effectiveness and IT, designed and implemented an on-line graduation application.

Activities/Athletics
- NFL Pick ‘em Pool-Over 150 participants (Students, Faculty, Staff).
- 3v3 Basketball Tournaments (Fall & Spring) Over 20 teams combined (65+ individuals) (Students, Faculty, Staff).
- NCAA Basketball “March Madness” Bracket Manager - Over 75 participants (Students, Faculty, Staff).
- Ping Pong Tournament (Fall & Spring) 25 participants in both tournaments combined (Students, Faculty, Staff).
- Rock, Paper, Scissors Tournament (Spring) 20 participants (Students, Faculty, Staff).
- PTK won a school record, 19 awards, at the annual PTK Regional Conference in Myrtle Beach, SC
- The SGA Executive Officers reenacted the use of Student Senators. General Assembly Meetings were held monthly and attendance numbers averaged over 20 representatives per meeting.
- Addition of several new student clubs/organizations.
• Co-hosted first-ever CFCC Foundation Golf Tournament to benefit student scholarships – 30 teams and over 100 golfers – Raised over $27,000.
• Implemented Inaugural Bridge to Bridge 4.0 run/1.0 walk to raise money for student scholarships (Partnered with the CFCC Foundation)
• Annual Marine Corps Reserve SGA supported Toys For Tots Drive (Over 300 toys collected).
• Annual SGA Canned Food Drive (10,000 lbs. of canned food collected / Unit Goal)
• Increased donors and awareness of campus wide American Red Cross Blood Drive (4 drives conducted).
• Directed the River Fest and Azalea Parking Lot Fundraiser, raising over $20,000 (Leaders of Tomorrow Scholarship).
• Assisted in the Student Development Summer Orientation by representing Student Activities as presenters.
• Launched a newly designed athletic website at www.goseadevils.com
• Additional arm to the Foundation Board, Athletics/Outreach Committee, was established to create scholarship opportunities
• 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 (Jaylyn High/Women’s Soccer)
• 1 National Championship at the Cheer Ltd., Canam in the Small Collegiate Division (Cheerleading)
• 1 NJCAA All-American First Team (Jaylyn High/Women’s Soccer)
• Awarded 36 All-Academic Awards for the 2011 fall academic season (2012 Spring - Pending)
• 16 Student Athletes were named to the 2011-12 All-Region Team (Golf Not Included)
• Raised over $60,000 through the Sea Devil Club to fund athletic scholarships

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

Instruction
Distance Learning
Goals 1, 3, 4, 5, 8, 11- To offer workshops and training to at least 25 DL Faculty regarding Course Essentials based on Quality Matters.
• There were 16 faculty who completed the “stand-alone” Course Essentials workshops during 2011_2012. However, it was decided midyear to incorporate the components of the “Course Essentials” workshops into the redesigned online, self-paced workshops used for DL faculty training.

Goals 3, 1, 4, 5, 8, 11- To provide a more streamlined Enrollment Verification assignment in all DL courses (Hybrid & Internet) which meets Dept. of Education (DoE) requirements for attendance.
• A more streamlined Enrollment Verification (EV) assignment was launched in FA11. The ease of use was measured by a decrease in the number of faculty who needed assistance
with the set-up of the EV in their DL classes. For FA11, 22% of the DL faculty needed some assistance with setting up the EV in their classes (39 out of 174 faculty with 452 sections) as opposed to SP12 when only 15% of the DL faculty needed some assistance in the EV set-up (26 out of 175 faculty with 466 sections). In addition for FA11 there were only 3 classes for which there were questions about “attendance” and reporting of students in WebAdvisor (SP12 has not yet been audited).

Goals 3, 5, 11- To offer Distance Learning Basic Training workshops to new & incumbent DL Faculty. At least 25 faculty will complete Blackboard 101 and at least 25 faculty will attend at least one additional DL Workshop.

- There were 26 faculty who completed Blackboard 101 (Bb 101). Additionally there were 19 DL faculty who completed the “Getting Started” workshop; and an additional 58 faculty who completed various self-paced or face-to-face DL workshops (including Grade Center; Assessments; Asynchronous Communication; Synchronous Communication; and Lecture Recording).

Learning Resource Center Admin
Goals 4, 8- Maintain service excellence through the recruitment, training, and retention of qualified LRC staff.

- Accomplishments: Individuals were recruited for the following LRC positions: FT TV/Video Production Technician, Temporary ID Station Attendant, PT Tech Services Technician. Additionally, training continued for the following new employees: LRC Instructional Technologist and Public Services Librarian.

Goals 4, 8- Promote professional development of LRC staff

- Accomplishments: All Library staff attended a shared learning experience entitled, “Library Rumble: Meeting the Challenges of Today’s Library.” Media staff and the Instructional Technologist attended the Whitlock Convergence Show in Durham. Library Public Services Staff attended a session on “Understanding FERPA (Family Educational Rights and Privacy Act)” delivered by CFCC Registrar Phil Farinholt.

Personnel
Goal 8, 9 – Continue to follow state and federal guidelines for the recruitment and hiring of minorities, with the goal of increasing the presence of well-qualified minority employees on our faculty and staff payroll.

- Result: Twenty percent (20%) of the faculty and staff positions were filled by a candidate who self-identified as a member of a minority group, including 3 professional level positions.

Goal 3, 9 & 12 – Convert application process to an entirely online format through the PeopleAdmin system in order to increase user-friendly capabilities for our application and search processes.

- Result: PeopleAdmin system fully functional on August 1, 2011. Key administrators were trained to use the system and refresher sessions were given throughout the year. Job website redesigned and published to accommodate new process. Information brochures were created to hand out to applicants to help transition them to the new process.
Goal 8,12 – Research and propose update to CFCC Faculty and Staff FMLA policy in order to remain in compliance with new federal and state laws as well as to remain consistent between current and future FMLA situations.

Result: Consulted with other community colleges, reviewed regulations from Department of Labor, obtained information from the President, requested new policy draft from college attorneys, submitted draft to Board of Trustees, and updated handbook on college intranet and public website.

Goal 8,12 – Research training opportunities for employees in the areas of sexual harassment, college policy compliance, discrimination prevention, diversity awareness and other related areas, with the goal of increasing awareness in key human resources topics while focusing on the professional development of employees in a supervisory role.

- Result: Researched several companies, including demonstrations and online access to modules and features of various programs. Plan to research other companies with the goal of proposing a training program in the 2012-2013 fiscal year.

**Foundation**

**Grant Development**

Goal 8- The purpose of this objective is to becoming more familiar with Federal requirements and regulations in monitoring and auditing grants in order to effectively monitor CFCC federal grants.

- The Director of Grant Development attended a federal grants training workshop in March 2012 entitled, “Federal Grants Lifecycle,” that focused primarily on post-award including compliance and audits.
- The Associate Executive Director attended a “Major Gifts” conference during fall 2012.
- The Associate Executive Director of the Foundation attended a workshop during spring 2012 titled “Firing Up Your Board for Fundraising.”
- The Coordinator of Special Events, Donor and Alumni Relations attended a training session for ACA 122 (College Student Success) instructors and taught four sections of the class during the academic year. For the second year, the coordinator was invited to serve on the advisory board for the Racine Drive branch of the State Employees Credit Union.
- The Accounting and Database Technician completed online training for Talisma, and attended the South Eastern Datatel Users group conference in November 2011.

Goal 8- Foundation Goal: To recruit and train highly qualified staff.

- Nichole Faulkner joined the Foundation team as the Accounting and Database Technician in January 2012. She brings Financial Aid and Business Office experience to the Foundation team.

Goal 8- Foundation Goal: To recognize outstanding faculty members.

- The Foundation facilitated the selection and award process for the Marilyn Goodman Anderson Award for Excellence in Teaching. This prestigious award recognizes outstanding instructors at CFCC who have made a positive impact on students and
instilled the love of learning. Phil Garwood was selected as the 2011 recipient. He was recognized at the 2011 in-service event.

- The Foundation distributed information to CFCC students about the opportunity for nominating CFCC faculty for the Marilyn Goodman Anderson Teaching Award. Approximately 135 students nominated faculty members for the 2012 teaching award.

Goal 8: Foundation Goal: To provide professional development opportunities for staff.
- The Director of Grant Development attended a federal grants training workshop in March 2012 entitled, “Federal Grants Lifecycle,” that focused primarily on post-award including compliance and audits.
- The Associate Executive Director attended a “Major Gifts” conference during fall 2012.
- The Associate Executive Director of the Foundation attended a workshop during spring 2012 titled “Firing Up Your Board for Fundraising.”
- The Coordinator of Special Events, Donor and Alumni Relations attended a training session for ACA 122 (College Student Success) instructors and taught four sections of the class during the academic year. For the second year, the coordinator was invited to serve on the advisory board for the Racine Drive branch of the State Employees Credit Union.
- The Accounting and Database Technician completed online training for Talisma, and attended the South Eastern Datatel Users group conference in November 2011.

COLLEGE GOAL #8—OTHER ACCOMPLISHMENTS

Arts and Sciences
Scheduled 18 webinars for faculty/staff professional development.

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

Humanities and Fine Arts
The Chair and Faculty of the Humanities and Fine Arts Department completed the following:
1. Assessed the need for new faculty to be requested for 2012-13 academic year.
2. Requested and received removal of TFT status for three faculty in favor of FT status. Interviews are currently underway.

Learning Lab
- Continued providing training to all Learning Lab Tutoring Staff on the tutoring and learning process
  - New Tutor Training
  - Working With Students With Learning Disabilities
  - Cognitive Learning Theory
  - Incorporating Study Skills in Tutoring Sessions
- Implemented monthly Staff Meetings with core Downtown and North Campus Staff
  - Established open exchange of ideas and information amongst Staff members
  - Formal means for disseminating information from upper administration
Provides a venue for training Staff on the functions and design of TutorTrac 4.0, our new student tracking database

Math & PE
1. Hosted NCMATYC conference – 225 attendees (North Carolina Mathematical Association of Two Year Colleges)
2. Math Department Professional Developmental Series – Math department created a series of in house professional development workshops for faculty who could not travel.
3. Math/PE faculty attended 12 workshops offered by the LRC
4. Math/PE faculty participated in 10 webinars
5. Math/PE faculty attended 6 national conferences
6. Math/PE faculty attended 4 in state conferences
7. Math/PE faculty are members of numerous local, state and national associations

Science
100% of the faculty were involved in some aspect of professional development which included attending CFCC workshops, webinars, in-state and out-of-state conferences, developing custom lab manuals, reviewing textbooks and guest speaking.

Phil Garwood, Geology, was awarded the 2011 Marilyn Goodman Excellent in Teaching Award.

There is a 9% increase this year in the number of sections offered in Science.

Health Sciences
Lesa McCabe, dental assisting instructor, visited one dental assisting program as a site visitor for the Commission on Dental Accreditation in 2011.

Both Nancy Fetter and Lesa McCabe attained 33 hours of Professional Development and Continuing Education hours in 2011-2012.

The Dental Assisting faculty is hosting the North Carolina Association of Dental Assisting Educator's Meeting at CFCC in April, 2012.

Business Technologies
Lead Accounting Instructor David Bland, CMA, CFM, attended the IMA Carolinas Council Spring Conference in Myrtle Beach, SC. He returned with knowledge about challenges facing accountants in staffing, and initiated a discussion about the role of community college in filling this gap. He was also recognized for his role as president of the Wilmington IMA chapter. Instructors David Bland, CMA, CFM, and Jackie Casey, CPA, attended the NC Accounting Educators Forum in the fall of 2011. At the forum they attended seminars about best classroom practices, upcoming changes in the accounting industry, dealing effectively with the "modern" student, and other education related topics. Information and ideas were shared with other accounting instructors in the department. Mark Grover and Shelia Williams are both working toward their completion of the Cisco Certified Academy Instructor certification. They will be ready to assume the role of Cisco Academy Instructor by the summer 2012 semester.
During Summer 2011, Ben Shaw completed the R.E.A.L. Small Business Training Academy through NC REAL Enterprises. During Summer 2011, Denise Hightower and Susan Long completed training on ICD-10 CM/PCS academy training. This will prepare both instructors to teach the new medical coding standards that will be implemented nationally in October 2013.

**Public Services**

**Culinary**
Attended American Culinary Federation’s Southeast Regional Conference. Received CEH’s in Sugar, Chocolate, Poultry, and Meat Fabrication workshops.

**Hospitality Management**
In lean budget years, faculty has sought development activities close to home or self funded. Lead has self funded CHRIE international conference for the second summer in a row, finding valuable sessions on education, leadership, cooperative work experience and service learning. She serves on several committees and stands in an elected leadership position.

**Continuing Education**

**Basic Skills**
Recruit and hire certified teachers for the AHS core classes. Require new instructors to complete an orientation which includes online courses for NC Adult Educators certification. Provide ongoing internal professional development opportunities to improve student performance (instructors are required to attend a minimum of 4 offerings).

**English as a Second Language**
January-March 2012—Three ESL instructors and two ESL staff completed an on-line credentialing program.
March 2012—Basic Skills staff planned 7 instructor workshops to be held March-October 2012.

**Research and Reporting**
Attended two day CCPRO conference
Attended two day Informer conference.
Attended 4 webinars

**Disability Services**
- The Disability Support Services staff members attended workshops and conferences on the following topics: Web Accessibility, ADA Amendments Act, Psychological Disabilities, People Admin Training.
- The Disability Support Services Coordinator participated in the fall in-service training at CFCC.

**Financial Aid**
- Attended the annual conference of the National Association of Student Financial Aid Administrators. Served on conference committee which was selected as NASFAA’s Committee of the Year.
• Attended the annual Federal Student Aid Conference.
• Attended the fall ’11 and spring ’12 conferences of the NC Association of Student Financial Aid Administrators (NCASFAA).
• Assistant Director on NCASFAA ballot for election as 2012-13 President-Elect.
• Loan Coordinator co-presented a national webinar on default prevention.
• Attended the regional conference of Veterans’ Certifying Officials.
• Attended the annual conference of Southeastern Datatel Users’ Group.
• Attended a regional financial aid meeting at Brunswick Community College.
• Attended the Financial Aid Summit sponsored by NCCCS Office.
• Attended Informer training.
• Attended annual 2012-13 Datatel set-up training.
• Attended College Foundation of NC website navigation training.
• Attended webinars on various topics: Gainful Employment, Net Price Calculator, redesign of developmental math and English courses, clock hour programs, regulatory updates, implementation of Academic Works software, default prevention, default prevention tools, satisfactory academic progress, direct loan processing.
• Attended a presentation by NC Department of Corrections on opportunities for former inmates.
• Attended new aid officers’ training.
• Served on CFCC’s Professional Development and Diversity Committees.
• Served on the Student Development Charity Fund Committee.
• Served on CFCC’s Datatel R18 Workgroup.

Registrar’s Office
• The Registrar’s Unit continues to offer training classes both for new faculty and for seasoned faculty as it applies to advising, placement testing, program evaluations, and the use of Colleague.

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

Personnel
Goal 8, 9 – Continue to follow state and federal guidelines for the recruitment and hiring of minorities, with the goal of increasing the presence of well-qualified minority employees on our faculty and staff payroll.
• Result: Twenty percent (20%) of the faculty and staff positions were filled by a candidate who self-identified as a member of a minority group, including 3 professional level positions.

Goal 3, 8, 9 & 12 – Convert application process to an entirely online format through the PeopleAdmin system in order to increase user-friendly capabilities for our application and search processes.
• Result: PeopleAdmin system fully functional on August 1, 2011. Key administrators were trained to use the system and refresher sessions were given throughout the year. Job
website redesigned and published to accommodate new process. Information brochures were created to hand out to applicants to help transition them to the new process.

Goal 9 - Foundation Goal: To promote diversity among student ambassadors.
  • Once again, intentional efforts were made during the 2011-12 ambassador recruitment period to build a more diverse team. CFCC faculty and staff were asked to nominate students to be more representative of the student body - to include both demographic and academic diversity. As a result, 2011-12 team was diverse as it relates to age, academic program, gender and ethnicity. The partnership with the Early College High School programs continued and included one PECHS and two WECHS students. For the fourth year, Ambassadors participated in formal team-building training, including the UNCW Ropes Course, which highlighted the need for diverse learning and leadership styles.

COLLEGE GOAL #9—OTHER ACCOMPLISHMENTS

Humanities and Fine Arts
The Chair and Faculty of the Humanities and Fine Arts Department completed the following:
  1. Surveyed ART 111 students to find reasons for their non-completion of the course both online and face to face.

Public Services
Hospitality Management
Diversity remains a goal in our area, respecting the integrity and worth of each person.

Basic Skills
Collaborate with the minority male mentoring program.
Lead instructors and department heads are seeking to improve diversity representation on various Program Advisory Committees as a result of the program review process.

Public Information Office
Public Information Office continually ensures that diverse populations are represented in advertising and marketing materials.

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

Continuing Education
Records Audit Department
Goal 10 – The continuing education Registrar to enter captive immured courses into Datatel so that the courses can be submitted electronically to the system office for the purpose of review and to seek State Board Approval.
  • Goal Achieved. The continuing education Registrar enters the CE-CCL Captive/ Co-Op UAT immured courses in Datatel. These continuing education captive immured courses are submitted electronically to the system office for the purpose of review and to seek
State Board Approval. Notification of approval is then sent from the system office to the continuing education Registrar.

**English as A Second Language**
Goals 11, 10- Increase in student learning outcomes/student performance as a result of post testing.

- Students who are post tested show an increase in performance.
- Accomplishment: January 2012—captured more student post-test scores by getting testing materials and instructions to on-campus instructors prior to the start of the session. We also scheduled two designated test nights for on-campus students as well as a designated test night for students that had left the program without post-testing. We have called in students to test at their convenience as well. The interest generated by contacting students to come for testing has resulted in improved retention as many of those students have recently re-joined a class, while the increase in capturing post-test scores has resulted in score gains.

**Business and Institutional Services**
Goal 10- 2416: Effectively manage the College’s financial resources to meet financial goals and accountability.

- State Budget: Reverted $2,690,918 immediately upon receipt of the 2011-12 state budget allocation for the management flexibility reduction. Reverted an additional 1.4%, $429,648, as mandated by NCCCS. As directed by President, allocated surplus fund to continue contracts for 16 temporary full-time positions; transferred formula equipment allocation in the amount of $1,604,325 to establish a new construction project called CFCC Alston Burke Surf City Campus; and transferred $1,992,930 to equipment and $35,000 to library books from current operating formula funds for the purchase of needed equipment and library materials. Due to the President’s strategic budget planning of not committing $2.5M formula funds and reserving 2% of the state budget, the College was able to revert funds, continue employment of 16 temporary full-time employees, establish a new construction project, provide funds for new equipment and library materials, and was able to meet all of the College’s financial obligations with no restrictions on travel or ordering of required supplies and materials and more especially no laying off of employees due to the continued budget reductions by the NC General Assembly.
- As a minimum on a monthly basis monitored and reviewed all budgets, expenditures, and revenues carefully for accuracy and budget compliance. Assigned staff to research variances and suspected errors and to make appropriate corrections if warranted. This includes state, county, federal, construction, proprietary, restricted, and unrestricted funds.
- Provided regular financial updates and kept the President apprised on financial matters.
- Closely monitored the construction budgets and expenses for the Union Station Parking Deck, Union Station Building, Humanities and Fine Arts Center, Applied and Emerging Technologies building, Burke Surf City Campus, and COPS/Ropes project.

Goal 10- 2479: Oversee the EAGLE (Enhancing Accountability in Government through Leadership and Education) project. EAGLE was established by the Office of the State Controller.
• The College received a favorable review by the Office of the State Controller and Office of the State Auditor for the EAGLE documentation submitted for FY 2009-10 that was due to the OSC June 30, 2011. The OSC found no errors or areas of concern. The EAGLE documentation for FY 2010-11 is due June 30, 2012. OSC planned to expand the number of internal controls Colleges have to report on if they received internal control audit findings by the OSA. CFCC received no findings so the College is not subject to an expanded report. The College does have the option to perform less work but the financial area decided to continue with the same level as last year’s. The EAGLE project is beneficial to the College’s financial accountability and is a very good tool to assess internal controls.

Business and Institutional Services
Purchasing and Inventory
Goal 3, 10- 2460: Request increase in purchasing delegation.
• Request to NC State Purchase & Contract is underway for a compliance review as part of the procedure to request an increase in the College’s purchasing delegation from $10,000 to $25,000.
• Updated and expanded the CFCC Purchasing Policy.
• All required State inspections were conducted prior to payment to vendor.

Institutional Services
Goal 10: 2440: Budget training for staff
• Budget training is progressing and meetings to discuss importance of budgets are ongoing. As the new fiscal year approaches the Institutional Services department will have more intense meetings concerning budgets on how to prevent and handle budget overruns, and hope to better plan for future budgets.

Learning Resource Center
Library Public Services
Goals 4, 10- Digital displays of Library materials
• Accomplishments: Mounted digital picture frame at the Reference Desk; Experimented with numerous ways to upload images efficiently and in a manner that would display attractively; Prepared and implemented at least 6 displays to date, including a salute to Dr. Seuss, National Craft Month, National Poetry Month, and Women’s History Month.

Foundation
Community Support and Scholarships
Goals 6, 10, 12- Provide assistance to more needy CFCC students during the 2011 holiday season.
• The Foundation worked cooperatively with faculty, staff, community individuals and businesses to provide financial assistance to CFCC students and their families during the 2011 holiday season. A total of 139 CFCC students and 301 children received assistance this year. More than $16,181 was donated to the program, which was a 14% increase from 2010 donations. This money benefitted students in the form of gift cards, shopping excursions with donors, scholarship funds, or emergency assistance.
Goal 10- Foundation Goal: To increase financial operating and reporting efficiency.
- This fiscal year, the Foundation separated Major gifts from Annual gifts to provide a more efficient report.

Goal 10- Foundation Goal: To seek outside funding through gifts and grants.
- More than 500 guests attended the Foundation’s May 2011 Gift of Education Luncheon. Approximately $188,000 was raised for scholarships and program enhancements. Community guests were invited to view program displays, hear scholarship recipient testimonials, and learn about the mission of the college.
- For the first time, the CFCC Foundation sponsored a golf tournament on October 31, 2011 to raise funding for scholarships and athletic programs. The event, a partnership with Cape Fear Country Club, drew over 50 corporate and individual sponsors and raised over $24,000.
- Since the last report, grant proposals totaling more than $884,000 have been submitted for funding, and through March 2012, $104,432 has been received and/or awarded.
- An endowment campaign is being developed to include naming opportunities for new buildings. This campaign can provide $200,000-$400,000 additional funds for scholarships upon completion. A brochure was created to advertise the naming opportunities to interested parties and to further the campaign’s awareness at appropriate events.

Goal 10- Foundation Goal: To increase the number of endowed scholarships.
- Eight new endowed scholarships were established by the Foundation during the fiscal year with a combined value of nearly $95,000.

Goal 10- Foundation Goal: To implement a planned giving program.
- The Foundation continued to follow a comprehensive strategic plan for implementing the W. Mercer Rowe Planned Giving Society to recognize individuals who have included CFCC in their estate plans. Existing donors who had already made planned gifts were identified and contacted regarding inclusion in the society. Recognition pins for Society members were procured, and thirteen Society members were inducted at the Donor Appreciation reception in June 2011. Postcard mailings, newsletter and Web site articles announcing the Rowe Society were circulated, and specific attention was given to promoting the Society at existing Foundation cultivation, solicitation, and stewardship events, including the Campus Fund Drive for employees. Through a partnership with Wellington Benefits, a planned giving option utilizing an insurance policy for employees was also prominently highlighted in the employee benefits book and discussed at CFCC employees’ annual benefits appointments.

Goal 10- Foundation Goal: To seek internal donations and award mini-grants for projects to faculty and staff.
- The Foundation organized and implemented the 2011 Campus Fund Drive for CFCC faculty and staff. Approximately 79 percent of CFCC employees donated over $89,359.00 to the Campus Fund for student scholarships, mini-grants, and program enhancement.
- The Foundation awarded 16 mini-grants totaling $11,349 as a direct result of unrestricted funds donated during the Campus Fund Drive.
- One phase of the endowment campaign allows for an internal piece, promoting naming opportunities to faculty and staff.

Goal 10- Foundation Goal: To implement quarterly cultivation functions hosted by Foundation Board members.
- The Foundation Board hosted a riverfront reception, silent auction, and dinner at Our Place Restaurant in October 2011. Over sixty people were hosted as guests of various Foundation Board members and received updates about the College from President McKeithan.
- Later in October, Board Member Sara Strassle co-hosted a wine and cheese reception with neighbor Frank Lindsay at his Wrightsville Beach home for friends in the beach area community. Marine Technology Chair Jason Rogers spoke about the ecology and biology of the Intracoastal Waterway and offered updates on the CFCC Marine Technology program.
- In February 2012, the Foundation hosted a cultivation luncheon for recent participants in the Holiday Helpers program. More than forty guests enjoyed lunch prepared by CFCC culinary students at Our Place and heard the stories of how their Holiday Helper gifts impacted the lives of CFCC students in need.
- Later in February, the Foundation hosted more than 45 members of the Great Oaks Society of Landfall, a philanthropic women’s organization, at Our Place.

**COLLEGE GOAL #10—OTHER ACCOMPLISHMENTS**

**Arts and Sciences**

**Humanities and Fine Arts**
The Chair and Faculty of the Humanities and Fine Arts Department completed the following:
- Worked with Dean Daniels on development of national Endowment for the Humanities Grant to develop programming for new HFA building.

**Science**
Two Geology instructors received grants. Alvin Coleman received a mini-grant to take four students in the Geology Club to the Geological Society of America Regional Meeting in Asheville, NC. One of the students presented a class project at the meeting. Phil Garwood received the International Paper Grant to further the public’s education of the Cape Fear River Indians.

**Social and Behavioral Sciences**
Faculty in history, political science, and sociology each applied for grants related to their discipline. History continues to support a Pender county initiative aligned with UNCW known as the History Teaching Alliance. Political Science is looking to build an opportunity for global participation by students.

**Public Services**
Hospitality Management
The Pineapple Guild partners with the North Carolina Hospitality Education Foundation, on whose board the Lead Instructor serves, to earn their own scratch, cooking and serving the annual Blue Water dinner at Blue Water restaurant—Food is donated by a purveyor and 75% of the proceeds go to the club, the other 25% to Hospitality education scholarships.

English as a Second Language
March 2012—ESL applied for an EL/Civics Education Grant.

Learning Resource Center
The Studio provided support, including shooting, producing, and/or editing content, for the following CFCC grant and fundraising activities: Foundation scholarship video, Chemical Technology National Science Foundation Grant video interviews, and “thank you” video to 3M for in-kind donations to Collision Repair (AUB).

Business and Institutional Services
Payroll staff established new positions for all employees and with appropriate supervisors for the Active Directory implementation. Once developed, the data was entered into the payroll system. This is a critical piece which enables Active Directory to function properly.

Accounts Payable established a new dedicated e-mail address for the purpose of receiving invoices from vendors. This has improved the speed in which invoices are submitted and processed by AP.

Set up a computer lab in the library to assist students who wished to enroll in Nelnet (payment plan) during spring registration.

From July 1, 2011 through March 31, 2012, Purchasing processed 3,728 requisitions, issued 3,513 purchase orders, and issued 217 blanket purchase orders.

A minimum of 21 bids for orders in excess of $10,000 requiring competition were submitted to NC State Purchase & Contract to be posted on the Interactive Purchasing System.

Purchasing implemented the requirement of attaching a current quote to requisitions under $2,500 on all orders for items not on State Contract resulting in improved accuracy and efficiency.

Implemented conducting a full equipment inventory audit from once per year to twice per year. This has improved the overall accountability of College equipment.

Implemented the process of inspecting college vehicles prior to their being checked out from the motor pool and after their return to make sure no damage occurred to the vehicles. This improves the accountability of the employees who drive college vehicles.

Purged old, dead stock in Central Stores and added new items to help better serve the College such as flash drives.
The Bookstore added an on-line textbook rental through Follett Higher Education, who is the Bookstore’s wholesale partner. This provides students an option of having access to textbooks at a lower cost.

The Bookstore increased the diversity of textbook offerings to include 3-hole punch loose leaf books, in addition to new and used bound books and e-Books, and in most cases, is cheaper than used bound books. This provides a cost savings to our students.

The North Campus Bookstore established cosmetology and welding sections so students may purchase items needed for their classwork while on campus. This is a convenience for the students and a cost savings due to lower prices than local vendors.

Shipping and Receiving leased a new mailing machine and package tracking system which has improved overall efficiency.

Financial Aid
- Attended a regional financial aid meeting at Brunswick Community College.
- Attended the Financial Aid Summit sponsored by NCCCS Office.
- Attended Informer training.
- Attended annual 2012-13 Datatel set-up training.
- Attended College Foundation of NC website navigation training.
- Attended webinars on various topics: Gainful Employment, Net Price Calculator, redesign of developmental math and English courses, clock hour programs, regulatory updates, implementation of Academic Works software, default prevention, default prevention tools, satisfactory academic progress, direct loan processing.
- Attended a presentation by NC Department of Corrections on opportunities for former inmates.
- Attended new aid officers’ training.
- Served on CFCC’s Professional Development and Diversity Committees.
- Served on the Student Development Charity Fund Committee.
- Served on CFCC’s Datatel R18 Workgroup.

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

College Transfer
Goal 11- College transfer graduates earning associate degrees at CFCC and graduating from UNCW during 2008-12, will show a cumulative GPA comparable to that of the native UNCW students in this timeframe and will graduate within the same number of semesters as the native students.
- Jan Fazzari, Institutional Researcher at CFCC, is still trying to obtain this data from UNCW.

Nuclear Technology
Goal 11- Define ways to attract more students to offset declining enrollment of Granite students

- During the Spring 2011 semester, four students are completing co-op work experiences with two nuclear contractors other than Granite Services: Sonic Services and BWB (Babcock & Wilcox - Bartlett. Ongoing contact with both of these contractors indicates interest in continuing co-op opportunities during future semesters. Sonic Services also has provided a scholarship for one student who began the program in Spring 2011. An objective of follow-up contact with the management of Sonic Services is to encourage more scholarship opportunities.

Phlebotomy
Goal 11- Promote the importance of taken and passing the national exam for phlebotomy given by ASCP

- 11 Students from Fall 2011 class to take exam in April 2012. Will have the pass/fail rate by the end of summer 2012.
- Students in Spring 2012 will be signing up the end of April 2012 to take exam in June 2012. Will have the records for Spring 2012 class by Fall 2012.
- Checking with ASCP for new test questions to help students pass the exam.

Practical Nursing
Goals 11, 12- 95% of graduates will pass the NCLEX on the first attempt

- 100% of the 2011 graduating class passed on the first attempt.

Goals 11, 12- At least 70% of students entering the Practical Nursing program will complete the program in one year

- 79% of the original cohort of the 2011 graduating class completed the program within one year.

Surgical Technology
Goals 11, 1- Enhance student retention rate.

- We were unable to increase student retention within the program for this year; however, in our efforts to strive for better retention, we have implemented several procedures including but not limited to enhanced information sessions and a student mentoring program to address the largest % of reasons for student withdrawal.

Community Spanish interpreter
Goals 11, 1- Develop, design, and implement at least two (2) new certificates in the Community Spanish Interpreter Program.

- Both of the new certificates, Medical Interpreting and Legal Interpreting, have been developed, designed, approved by the Curriculum Committee, and will be implemented in the Fall of 2012.

Goals 11, 1- Due to analysis, if was found that the Community Spanish Interpreter Program was not working. It has been decided to phase out the A.A.S. and Diploma programs along with revamping the Certificate program.

- The old Diploma Program is being phased out. The old A.A.S. Program has been redesigned and will be implemented in the Fall of 2012 in accordance with the new
certificates being offered. With the newly designed A.A.S., students that graduate will also have acquired both the Medical Interpreting Certificate and the Legal Interpreting Certificate.

**Hospitality Management**
Goals 1, 4, 6, 11, 12- Employers will be satisfied with student preparation for employment
- Measured through the co-operative education employer site visit and employer evaluation, this goal was again met and the bar will be raised. This continuous goal meets the requirements for voluntary accreditation through CAHM; for two year hospitality management programs.

**Distance Learning**
Goals 1, 3, 4, 5, 8, 11- To offer workshops and training to at least 25 DL Faculty regarding Course Essentials based on Quality Matters.
- There were 16 faculty who completed the “stand-alone” Course Essentials workshops during 2011_2012. However, it was decided midyear to incorporate the components of the “Course Essentials” workshops into the redesigned online, self-paced workshops used for DL faculty training.

Goals 3, 1, 4, 5, 8, 11- To provide a more streamlined Enrollment Verification assignment in all DL courses (Hybrid & Internet) which meets Dept. of Education (DoE) requirements for attendance.
- A more streamlined Enrollment Verification (EV) assignment was launched in FA11. The ease of use was measured by a decrease in the number of faculty who needed assistance with the set-up of the EV in their DL classes. For FA11, 22% of the DL faculty needed some assistance with setting up the EV in their classes (39 out of 174 faculty with 452 sections) as opposed to SP12 when only 15% of the DL faculty needed some assistance in the EV set-up (26 out of 175 faculty with 466 sections). In addition for FA11 there were only 3 classes for which there were questions about “attendance” and reporting of students in WebAdvisor (SP12 has not yet been audited).

Goals 3, 1, 5, 8, 11- To offer Distance Learning Basic Training workshops to new & incumbent DL Faculty. At least 25 faculty will complete Blackboard 101 and at least 25 faculty will attend at least one additional DL Workshop.
- There were 26 faculty who completed Blackboard 101 (Bb 101). Additionally there were 19 DL faculty who completed the “Getting Started” workshop; and an additional 58 faculty who completed various self-paced or face-to-face DL workshops (including Grade Center; Assessments; Asynchronous Communication; Synchronous Communication; and Lecture Recording).

**Continuing Education**

**English as A Second Language**
Goals 1, 11- Better prepare ESL students for attendance expectations of and ensure a smoother transition to curriculum programs, as well as improve progress and/or retention rates.
- Implemented student orientation to ensure a smoother transition for attendance expectations and transition to curriculum programs.
Accomplishment: November 2011—restructured the ESL Registration/Orientation to include:
1) data access to more accurately identify which test a returning student needs
2) the ability to administer two different levels of the Listening test simultaneously
3) a specific and lengthy overview of attendance expectations
4) a presentation by a Transition Specialist of courses currently available to ESL students as well as information about programs “beyond ESL”
5) community building activities including a campus tour
6) an established time to individually review test results and set goals with students
These implementations have increased student retention as well as captured more within-range Reading and Listening test scores, resulting in overall post-test score gains.

Goals 11, 4- Use MS Access to create shared database to catalogue ESL materials such as books, CDs, test booklets, and headsets for up-to-date location of item whether on the office shelf or checked out to an instructor.
- Created a database which catalogs ESL materials.
- Accomplishment: Fall 2011—created two shared databases in MS Access: one for ESL instructional materials and one for ESL CASAS test materials. This has proven to be an efficient way to quickly view what instructional materials and CASAS tests are checked out and to whom.

Goals 11, 10- Increase in student learning outcomes/student performance as a result of post testing.
- Students who are post tested show an increase in performance.
- Accomplishment: January 2012—captured more student post-test scores by getting testing materials and instructions to on-campus instructors prior to the start of the session. We also scheduled two designated test nights for on-campus students as well as a designated test night for students that had left the program without post-testing. We have called in students to test at their convenience as well. The interest generated by contacting students to come for testing has resulted in improved retention as many of those students have recently re-joined a class, while the increase in capturing post-test scores has resulted in score gains.

Institutional Effectiveness
Research and Reporting
Goal 11- Ensure that all system office reports are filed timely and accurately.
- According to the NCCC annual report, 100% of CFCC reports were filed on time and accurately.

Goal 11- After receiving results of CCSSE survey, compile results in a way that the data are meaningful for college decision makers.
- Several data tables were compiled, including CFCC data vs. the national CCSSE cohort, CFCC student data vs. CFCC Faculty data, and questions on which CFCC student data varied significantly from the CCSSE national cohort data. Snapshots of these data were
then placed in the weekly bulletin put out by the IE department, directing readers to the IE website for more information on the CCSSE results.

Goals 11, 1- Using data provided by UNCW, compile progress of CFCC students at UNCW.

- Several data tables were compiled, using data provided by UNCW. Course grades were converted to numerical data and then means were calculated by course. From that we were able to establish that generally, CFCC transfers do well at UNCW, and there are one or two areas where students seem to struggle a bit. Preliminary data were presented to faculty at opening meeting in September 2011.

Vice President of Institutional Effectiveness
Goal 11- The Institutional Effectiveness Office will oversee the production and completion of the SACS Fifth-Year Interim and QEP Impact Report due fall, 2012.

- A software program, Compliance Assist, was purchased and setup continues. A pilot review of 2.8 is currently in progress by the VP of Instruction, Dr. Lee.

Goal 11- Organize and facilitate the Annual Planning Retreat held in June of each year.

- The 2011 Annual Planning Retreat was successful. It resulted in a presentation by each major division of the College that communicated main planning priorities developed from departmental planning.
- The 2012 Annual Planning Retreat planning is underway. The facility has been reserved, caterer has been contacted, preliminary instructions have been distributed and an agenda has been approved by the Institutional Effectiveness Committee.

Student Development
Financial Aid and Veterans Affairs
Goals 11, 7- A default prevention and management plan will promote student and school success by reducing delinquency and default.

- Students requesting loan funds are now required to complete an online “financial literacy” tutorial and review their borrowing history in an attempt to educate and increase awareness of individual debt levels. Correspondence is sent to delinquent borrowers to remind them of the requirement to repay their loans and the seriousness of default.

COLLEGE GOAL #11—OTHER ACCOMPLISHMENTS

Arts and Sciences
Submitted to IE, the Follow-up report to 2008-2009 Transfer Program Review Final Report.

Records Audit Department
Achieved a perfect audit of Continuing Education records for the tenth straight year.

Business & Institutional Services
Parking
The Parking Coordinator meets weekly with the Downtown Scheduling Coordinator to ensure all events have parking accommodations. The Parking Coordinator also maintains daily contact with all departments throughout the College to ensure Guests have parking accommodations and any special requests are handled in an efficient manner. Cape Fear All and Campus Cruiser emails are sent when necessary to update Employees and Students as to various parking and traffic flow situations. The Parking Coordinator also meets with City, County and Special Interest groups when planning larger events, such as the Azalea Festival, Riverfest, etc.

**Research and Reporting**
Monitored over 51 reports to NCCCS in support of data coordination duties, helping where necessary.

Worked with Financial Aid and IT services to convert IPEDS Financial Aid report to Informer report so that data can be extracted.

Worked with Student Development staff to set up parameters for Gainful Employment disclosure and reporting.

Worked with Financial Aid and IT services to prepare Net Price Calculator for CFCC website.

Created data file for NPSAS survey (National Postsecondary Student Aid Survey) “**The National Postsecondary Student Aid Study (NPSAS)** examines the characteristics of students in postsecondary education, with special focus on how they finance their education.” (NPSAS website)

Created Informer statements to pull IPEDS data for Graduation Rates survey.

Surveyed private NC schools to which our students transferred, to add data to the performance of transfer students’ performance measure.

Responded to multiple requests for data throughout the college.

*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.*

**College Transfer**
Goals 12, 1- Increase the awareness of all curriculum students about curriculum news/events and highlight some lifelong skills or course content that may help retain our students and promote wellness and student success.

- This curriculum newsletter is in progress. Newsletter articles have been collected from the vocational/technical and college transfer faculty/staff, and a few other departments have submitted articles.

**Chemical Technology**
Goal 1, 4, 6, 12- The Lead Instructor of the Chemical Technology Department will write and apply for a S-STEM grant with the National Science Foundation. The S-STEM grant will provide scholarship opportunities to students enrolling in the Chemical Technology Program (as well as three other programs at CFCC).

- This goal was attempted for 2011-2012. The S-STEM grant was written and submitted by the end of 2011. In February 2012, the grant reviews were given to the lead instructor with a “reapply” notification from the NSF. With minor modifications, the grant will be resubmitted for the 2012-2013 academic year.

Goal 6, 12- To increase the number of departmental agreements between the Chemical Technology Program and other 4-year colleges and universities.

- To date, no additional agreements with universities or colleges have been solidified. By the end of the Spring 2012 semester, the department hopes to have an additional formal agreement in place.

Goal 1, 3, 12- The objective is to spread awareness of extra-curricular opportunities for EET students such that students can graduate with more skills and activities by utilizing opportunities available in the Engineering department.

- The Engineering Technology Club was formed to address this goal. The ETC has the occasional guest speaker and Engineering topic demonstrations, and related meetings to spread awareness of what is going on in the technical world. In addition, students are provided opportunities to get involved in leadership and participation roles of the ETC. Also, a Renewable Energy lab is in place to give the students experience with this topic.

Pharmacy Technology

Goal 1, 12- Continue Development of AAS Degree Curriculum and Measure Success of First Class

- New instructor hired and in place teaching both Diploma and AAS Degree courses.
  The following new courses were designed & taught during the Fall 2011 semester: PHM 150 Hospital Pharmacy and PHM 135 Pharmacy Clinicals
  The following new courses are currently in development and being taught during the Spring 2012 semester: PHM 155 Community Pharmacy, PHM 160 Pharm Dosage Forms, and PHM 265 Professional Issues
  First class of AAS Degree graduates scheduled to graduate this May – 75% already employed by NHRMC

- Tech-check-Tech” or “Validating Technician” lab simulations incorporated into the PHM 150 Hospital Pharmacy course during Fall 2011 semester
  Order entry lab simulations using the newly acquired WinPharm® Hospital Pharmacy software were incorporated into the PHM 150 Hospital Pharmacy course during the Fall 2011 semester
  A thermal label printer purchase has been approved for use with the WinPharm® system which will enhance the use of that software in simulated lab activities
  Enhanced lab activities incorporating inventory management, 3rd party insurance simulations, and database management for both QS1 DataSystems® and ScriptPro RDS® are being incorporated into the PHM 155 Community Pharmacy course during this spring semester
• Upgrades to the multi-media systems in the teaching lab have been approved. Changes will increase our teaching flexibility and allow projection of computer screens to entire classroom simultaneously.

Medical Sonography
Goals 1, 3, 4, 6, 12- The program submitted a proposal to begin a summer semester Obstetrical gender clinic to give students the opportunity to practice scanning pregnant patients. The volunteer patients must have had a normal 18-20 week ultrasound in order to be scanned in the sonography lab. These patients will sign a consent form stating that
• The OB clinical has not been approved or unapproved by the administration. That is on hold until we get an answer from administration.

Occupational Therapy Assistant
Goal 1, 12- To deliver effective OTA programming that leads to student success on national board examination, successful acquisition of employment and minimal attrition.
• 100% of graduates from the class of 2011 passed the National Board for Certification in Occupational Therapy exam at the first attempt. 100% of graduates seeking employment as an OTA became employed within the field within 6 months from time of certification. Attrition rate was improved from 2010 and was 12% compared to 17% in 2010.

Goals 1, 3, 12- Enhance student learning and understanding of the latest in treatment equipment and methods utilized in various OT settings including clinic/work/home/community. When learners understand the application and use of various pieces of equipment, they are better able to apply that information when treating future clients. This knowledge will create greater potential for the success of the learner and make them more marketable in the workplace.
• Several new assessment tools were purchased for the program during 2011 as well as two computerized devices for facilitating movement in hemiplegic arms following stroke. Students are able to use this technology in the program to be better prepared when introduced to similar technology in the workplace.

Goals 1, 3, 12- Continue to develop and nurture all fieldwork sites including emerging practice area and community based sites for both level I and level II experiences.
• All established fieldwork sites continue to take CFCC OTA students. Several new sites have been established outside of Wilmington and 3-county area to support students interested in staying closer to home or exploring other areas of the country while completing 8-week rotations.

Hospitality Management
Goals 1, 4, 6, 11, 12- Employers will be satisfied with student preparation for employment
• Measured through the co-operative education employer site visit and employer evaluation, this goal was again met and the bar will be raised. This continuous goal meets the requirements for voluntary accreditation through CAHM; for two year hospitality management programs.

Sustainability Technology
Goals 1, 6, and 12- Introduce students to professionals in the field of sustainability. Students will gain real-world perspective, training, networking and customer relations skills through guest speakers, attending field trips and conferences, participating in public service events and engaging in internships

- Promoting the new SST students within the community was very successful this past year. Awareness was raised about the program and SST students were introduced to many professionals in Sustainability fields. Approximately 15 guest speakers presented to various classes during the first three SST semesters, introducing a wide variety of topics. Two students were invited to be part of a collaboration committee with PPD on the use of their brownfield site. Several students took up part-time internships with local companies. 4 field trips were arranged, two of those being working field trips where students performed energy audits. Students volunteered at a local green conference. Students were encouraged to attend CFGBA meetings, and several did. Students volunteered at 2 local events where an SST table was set up for public viewing. Some students do not participate in outside activities.

**Continuing Education**

**Fire and Rescue Training**
Goals 12, 6- Coordinate 9/11 World Trade Center Artifact memorial site construction. Coordinate 9/11 Ceremony on September 11th for CFCC and community.

- 9/11 World Trade Center artifact was transported from New Jersey to CFCC by Wilmington Fire Department personnel. A small ceremony was held at Independence Mall for the arrival of the artifacts. The construction of the WTC Memorial site was completed and a 10th Anniversary 9/1 Memorial Program was held. Interest and support from CFCC, partners and the community was phenomenal.

**Workforce Development/Burgaw Center**
Goals 1, 2, 12- Increase enrollment for all Pender County classes and maintain and upgrade the Burgaw Center Facilities.

- Enrollment for classes at the Burgaw Center has continued to increase over the past year. Classes in the Health Sciences field continue to garner most of the growth. Successfully receiving another Project Skill-UP grant has made many of our courses affordable for residents of Pender County and has contributed to the growth of our classes here at the Burgaw Center. Additionally, the Center has added the Medical Coding Program and Heritage Arts classes which will see more growth during the year as these programs have run several sections.

- The Burgaw Center saw dramatic facility upgrades during the 2011-12 fiscal year. Specifically, the Center upgraded facilities both inside and outside. Technology in two computer labs was upgraded with entirely new computers and laser printers for both labs. SMART carts in each classroom received replacement computers and the Nurse Aide office had a new computer installed (with internet connections), which didn’t previously exist. This has made a dramatic improvement in the courses we offer by providing our students the latest in technology and software programs, and access to advanced instructional capabilities. Outside, the Center had sidewalks poured leading to both
entrances of the trailers, and lighting has been restored to the outside areas making the Center more visible at night. Additionally, a path has been cleared and reseeded for a walkway between the Center and the main road leading to downtown Burgaw. Finally, the Center is expected to have the carpet replaced with tile in all instructional rooms and the main office for PECHS.

- The Burgaw Center has been the “test-site” for the new Active Directory upgrades for CFCC. All computers in the entire Center have been upgraded with a new operating system, and the network speeds for all computer systems have been increased dramatically.

- The Burgaw Center continues to be a focus site for outside groups wishing to use the space for community-wide meetings and training sessions. Agencies include: NC Wildlife Resources Commission, Department of Social Services, Vocational Rehabilitation, Southeastern Center for Mental Health, and Pender County Preschools Head Start Program.

Goals 1, 6, 12- Enhance and expand the Customized Training Program.

- The Customized Training Program has coordinated with local business, industry, and government entities to identify training needs (job growth opportunities, productivity enhancements and skill development) and has maintained four funded projects through the Customized Training Program. Funded projects can include: Capital Investment, Productivity Enhancement or Deploying New Technologies. Currently there are two active projects with local businesses (Fenner Drives and Cincinnati Thermal Spray). Two other projects have been closed due to productivity requirements at each business and the need to postpone training. These two businesses are VisionAIR and Sturdy Corp. Both companies (in part to training they did receive with CFCC as part of the Customized Training Program), have increased productivity and hired additional workers. CFCC will be meeting with both Sturdy Corp to see about re-instating a project with their company within the next two months.

- The Business Services Team (which Customized Training Program is a part of) has developed and printed 3000 copies of a professional brochure which is utilized for marketing purposes within New Hanover and Pender Counties. Many of the brochures are distributed to local Chambers and are available to the Business Community upon request as well as at the Wilmington Business Development office, Chamber of Commerce, BIG Center and at the North Campus.

- Business & Industry Funds (formerly FIT) are almost expensed for the fiscal year. Currently there are a total of 119 different employees of 13 local companies who have benefited from the funding. Goal for the year was to spend $20,000 on training for local Business & Industry, and as of April 1, 97% of funds have been spent. One success story of utilizing B & I funds is a new company recently started in Wilmington that after receiving B&I Funds, has already increased their productivity 150%. Additionally, the company (Key West Casual Furniture) has added new positions and will look to add more staff (specifically CFCC graduates) in the near future. Their time frame for
assistance by CFCC’s Customized Training Program was met two months earlier than they expected.

- The Customized Training Program hosted the Statewide Economic Development Conference in December, and evaluations indicated the Conference was a huge success due in large part to the wonderful staff collaborating from many departments at CFCC, as well as the first rate facilities used during the Conference.

- Additionally, the Customized Training Program received a very complimentary letter of praise from a local company that has a Productivity Enhancement Project with CFCC, along with two other local businesses that have increased their operations significantly and hired new employees due to CFCC trainings.

Business and Institutional Services
Institutional Services
Goal 12- 2419: Support and grow the CFCC parking department.

- The Parking Coordinator continues to facilitate monthly Parking Guard meetings to ensure consistency in parking operations. The Parking Guards are presented with opportunities on an ongoing basis to better themselves in their line of work by attending classes, such as First Aid/CPR. With the growth of parking facilities this fiscal year, additional parking and security guards were employed to better patrol and secure Campus parking areas.

Parking
Goal 12- Continue to supervise the CFCC Parking Guards and ensure consistent and fair treatment to Employees, Students and Visitors.

- The Parking Coordinator continues to facilitate monthly Parking Guard meetings to ensure consistency in parking operations. The Parking Guards are presented with opportunities on an ongoing basis to better themselves in their line of work by attending classes, such as First Aid/CPR. With the growth of parking facilities this year, the Department continues to increase Employees to better patrol and secure Campus parking areas.

Institutional Effectiveness
Printing Services
Goals 1, 12- Determine a cost-effective method to provide high-quality color copies in the event of color copier maintenance or down times.

- In an effort to provide better customer service, Printing Services has installed a Xerox W7525P color copier to serve as a back up to the primary color copier. This additional copier, which provides high-quality copies and simple collating/ stapling features, will also be used concurrently with the primary color copier during peak production times to insure that deadlines are met. The copier also incorporates a USB port and allows files to be printed from or scanned to customers USB drives.
• An identical Xerox W7525P color copier has been installed at the North Campus Copy Center. This will provide on-site color copies at the North Campus for the first time.

Goal 1, 11,12- Maintain the quality and usability of Printing Services' paper stockpile by protecting it from excess humidity.
• Printing Services is currently working with Institutional Services to acquire 300 square feet of humidity-controlled storage space. This will allow the bulk of Printing Services paper stockpile to be kept in a low-humidity environment to retain the quality and integrity of the paper supplies. This will reduce spoilage of paper and down-time on the printing press due to high humidity levels. As of yet, permission for the use of the room, S-007 is favorable but not officially approved.

Public Information
Goal 12- Increase the number of new visitors to CFCC's website: www.cfcc.edu.
• In Nov. 2011, the PIO worked in conjunction with a professional search engine marketing firm to help attract new visitors to CFCC's web site from Nov. 2011 - Feb. 2012. During that period, new visitors to www.cfcc.edu increased by 9.14% (5,542 visitors). In comparison, new visitors increased by 1.6% from 2009-2010 to 2010-2011. Google Analytics reported that of the visitors that clicked on an ad placed by ReachLocal, 81% were new visitors.

Institutional Effectiveness Administration
Goal 12, 11- Chair or otherwise oversee various event planning committees to ensure favorable outcomes for public relations and media coverage, including fundraising for external charitable organizations such as United Way, American Heart Association, etc. and grand openings of facilities, etc.
• The Institutional Effectiveness Office planned and coordinated events to raise funds and/or improve public relations as follows: The Union Station Topping Out Ceremony, the Hanover Parking Deck and Art Gallery Ribbon Cutting and Grand Opening, the United Way, American Heart Association and Juvenile Diabetes Research Foundation campaigns. New relationships were formed between various members of the public in the Public Information Office and the Foundation Office. The events were well attended and with favorable press coverage and excellent feedback from many members of the public and the college community.

Personnel
Goal 3, 8, 9 & 12 – Convert application process to an entirely online format through the PeopleAdmin system in order to increase user-friendly capabilities for our application and search processes.
• Result: PeopleAdmin system fully functional on August 1, 2011. Key administrators were trained to use the system and refresher sessions were given throughout the year. Job website redesigned and published to accommodate new process. Information brochures were created to hand out to applicants to help transition them to the new process.
Goal 8,12 – Research and propose update to CFCC Faculty and Staff FMLA policy in order to remain in compliance with new federal and state laws as well as to remain consistent between current and future FMLA situations.

- Result: Consulted with other community colleges, reviewed regulations from Department of Labor, obtained information from the President, requested new policy draft from college attorneys, submitted draft to Board of Trustees, and updated handbook on college intranet and public website.

Goal 8,12 – Research training opportunities for employees in the areas of sexual harassment, college policy compliance, discrimination prevention, diversity awareness and other related areas, with the goal of increasing awareness in key human resources topics while focusing on the professional development of employees in a supervisory role.

- Result: Researched several companies, including demonstrations and online access to modules and features of various programs. Plan to research other companies with the goal of proposing a training program in the 2012-2013 fiscal year.

Student Development
Student Activities and Athletics
Goal 12- Create a professional grade marketing, public relations, and media plan to promote and advertise Sea Devil Athletics.

- Over a decade, we have made efforts to communicate and positively promote Sea Devil Athletics and CFCC. Along with media outlets and publications, an informal media/advertising plan has been designed to be consistent and mirror the sports information and advertising goals of the College. Developed a marketing plan to follow; Participation rates have increased due to timely announcements, better relationships with media outlets and promotion of athletic events to our Community partners. Specifically made announcements of college activities and events by email through MYCFCC, GroupWise and mass groups lists to the community at-large; contacted media outlets by utilizing promotional tickets for radio and television personnel; attended on-air opportunities. Participated in numerous community outreach events, parades and civic organizations in order to serve our community and promote our institution. Print shop, public relations office, and other media sources have been utilized to produce media guides, brochures and other publications; provide timely public announcements to the media.

- Along with the newly developed Sea Devil Athletic primary logo and wordmarks (’10), Sea Devil Bulletin listserv accounts (Email Blast) (’11), newly designed Sea Devil Athletic Website (Spring ’12), and Sea Devil Media distribution list, hopes are to be consistent and professional in the area of notification and public relations with our immediate Community.

- Participation rates, gate and concessions revenue and public awareness are ultimately how the Student Activities/Athletics Unit measured success.

Foundation
Foundation Community Support and Scholarships
Goals 6, 10, 12- Provide assistance to more needy CFCC students during the 2011 holiday season.
The Foundation worked cooperatively with faculty, staff, community individuals and businesses to provide financial assistance to CFCC students and their families during the 2011 holiday season. A total of 139 CFCC students and 301 children received assistance this year. More than $16,181 was donated to the program, which was a 14% increase from 2010 donations. This money benefitted students in the form of gift cards, shopping excursions with donors, scholarship funds, or emergency assistance.

Goal 12- Foundation Goal: To effectively communicate a positive public image of the foundation and the college and promote college services and programs to the community.

- In January 2012, the Foundation introduced a new tag line to be used in conjunction with the Foundation’s logo on all publications. The tag line “Raising Funds. Raising Hopes. Fulfilling Dreams.” was developed by the Foundation Board’s Public Relations committee to better reflect the mission of the organization.
- The Foundation continued publishing its quarterly newsletter, Opportunities, under the direction of the Board’s Public Relations committee. Color copies of this four-page newsletter are mailed out to donors giving more than $250 per year on a quarterly basis, and PDF copies are made available on the Foundation website for public viewing. In March 2012, the Foundation purchased a subscription to Constant Contact, and email newsletter software service. This allowed the conversion to a more user-friendly, attractive, Web-integrated e-newsletter.
- In October 2011, the Foundation also debuted a new “Travel with CFCC” program, which was publicized in numerous ways, including a prominent advertisement on the back cover of the Spring 2012 class schedule book. This travel program was developed as another way to connect with the public and develop relationships with prospective donors. The initial travel agenda was developed in partnership with AAA of the Carolinas and features a cruise of the Danube River in October 2012. As of spring 2012, five participants had signed contracts for the program.
- The naming opportunity brochure for the Union Station building indicates all the programs which will be moving into this new building upon its completion. The brochure helps explain the need for the expanded classroom and clinical space.

Goal 12- Foundation Goal: To continue our current community outreach through organized and individual event and invite 120 new community members to become involved in the college.

- The Foundation continued its partnership with the CFCC Board of Trustees, to manage the activities of the Board Advisory Council, a stewardship group for former trustees and Foundation Board members. Trustee Chair Dr. Bruce Williams, Foundation Board Chair Bill Anlyan and former Foundation Board member Bob Martenis oversaw the effort, and the Coordinator of Special Events, Donor and Alumni Relations provided administrative support. More than twenty individuals participated in bi-annual meetings in October and April, which provided updates about events, programs, and initiatives of the College. About thirty former board members have subscribed to the BAC email update list, and the Foundation hopes to keep them actively involved for years to come.
- In April 2012, the Foundation hosted a Business Scholarship Appreciation event to better connect with donors to CFCC business programs and better engage the Wilmington-area business community.
Each week throughout the fall and spring semesters, the Foundation hosted up to eight individuals at “Our Place,” the CFCC student dining room, for lunch or dinner. These informal cultivation events served as wonderful opportunities to connect with prospective donors in the community and introduce them to all of the exciting facets of the college.

Goal 12- Foundation Goal: To increase internal communication.

- The Director of Grant Development continued meeting with the Dean of Arts and Sciences, the Dean of Technical and Vocational Programs, and the Dean of Continuing Education to discuss funding opportunities. Also, funding opportunity announcements were forwarded to various Chairs, Lead Instructors, Deans, and Directors.
- The Foundation implemented prospect management meetings to further coordinate major prospect fundraising efforts.
- The Foundation staff works effectively with various departments at the college throughout each year to communicate the needs of students and showcase the outstanding programs at the college.

COLLEGE GOAL #12—OTHER ACCOMPLISHMENTS

Arts and Sciences
Wrote an online advising newsletter for transfer faculty and students.

English
Published and distributed nine issues of Catalyst, the English Department’s monthly newsletter.

Updated the English Department website to include all full-time faculty information as well as new program and departmental information.

Humanities and Fine Arts
The Chair and Faculty of the Humanities and Fine Arts Department completed the following:
1. Planned and organized musical concerts both at Christmas and in April.
2. Planned and organized performances of six plays in spring.
3. Re-instituted Drawing as an elective in the Pender Early College Learning Lab

- Coordinated publication of the first Learning Lab Express Newsletter
  - Created to inform College personnel of services provided by the Learning Lab
  - Approved and edited articles
  - Created design and layout of newsletter
  - Published each semester for faculty and staff. Special editions will be published as the need arises. Articles aimed at students will be sent through the Portal
  - Available on the Learning Lab home page
- Implementation of TutorTrac 4.0 streamlined student log in process
  - Eliminated bins holding cards with barcodes that students searched through to find their card in each lab
  - Allowed students to log in by typing in their student number
 Students were extremely happy with this change

- Provided tours of the Learning Lab and services provided
  - North Carolina Wesleyan delegation
  - Early Childhood Accreditation Team
  - ACA classes
  - Allied Health Science classes
- Reserved computers for instructors who were needing to provide computer instruction to students

**Science**

Phil Garwood, Geology, invited Emil Her Many Horses, curator of the National Museum of the American Indian, to speak to CFCC classes, Cameron Museum and other public forums the week of April 16, 2012.

The science faculty held a one week Science Camp for Kids last summer. The camp incorporated hands-on experience in the difference disciplines of science.

The CFCC Biology Club was formed. One of the goals of the club is to foster relationships between CFCC and the community through planned group activities.

**Social and Behavioral Sciences**

CFCC faculty member Thomas Massey remains Principal Coordinator for the History Teaching alliance, an organization that spans UNCW, New Hanover and Pender High Schools, the New Hanover County Museum, N.C. Battleship, and several groups with historical interest to include the local public library and others. Also, our faculty have hosted several meetings and presented during the same. Anthropology has worked with other educational institutions and state and county agencies supporting a dig in Jacksonville at the US Marine base, and a dig at Brunswick Town (2-21-12).

This department has provided faculty in support of numerous community functions such as providing a speaker for various news media, such as WHQR and others. Also continue the ongoing collection and submission oral histories from living military veterans to the Library of Congress.

Partnered with Planned Parenthood, the New Hanover County Health Department, Coastal Horizons, Domestic Violence Shelter, and the New Hanover DA office in building a community forum designed to focus on community health, specifically STD’s and STI’s. This year was CFCC’s fourth annual community event known as SEX MATTERS.

**Business Technologies**

Yashu Sanghvi participated in the Math Counts Competition in February 2012. Yashu represented Cape Fear as an evaluator for approximately 130 students during the competition. Jackie Casey, CPA, is a member of the NCACPA Education Committee, giving a voice for the needs of community college students and instructors to this committee of the NCACPA. Cameron Lee coordinated a golf tournament for the CFCC Foundation, which raised $24,000 that will be used for student scholarships.
Health Sciences
Dental Assisting
At the end of the Spring Semester of 2011, $9,656 worth of free dental treatment was provided by the faculty, staff and students of the dental assisting program in the Friday afternoon Operative Clinic. So far this Spring, 2012, $5532 worth of free dental treatment has been provided.

All students who graduated in the 2011 and faculty from the Dental Assisting program volunteered at the North Carolina Dental Society’s Mission of Mercy event held in Wilmington at the end of April 2011. Over 600 patients were seen in two days and received free dental care. Cape Fear Community College will be hosting the event April 27 and 28, 2012.

Dental Assisting students volunteered to teach a class of daycare children on good dental health during Dental Health Month in February, 2012.

Dental Assisting students baked cookies to deliver to area dental offices which serve as rotation sites for CFCC dental assisting students in honor of Dental Assistant Recognition Week during March 5 – 9, 2012. The purpose was to thank the dentists, dental assistants and staff who help to provide educational opportunities for our students in the Spring and Summer semesters.

Dental Assisting students planned and implemented an Oral Hygiene and Nutritional Counseling program for CFCC Child Development Center in April 2, 2012. They organized play stations for a fun way for the little ones to learn about caring for their teeth.

Dental Hygiene
The dental hygiene and dental assisting programs are working with the North Carolina Mission of Mercy (NCMOM) and the NC Dental Society to host a full service dental clinic to the community free of charge to those who fall below the 200% poverty level. This dental clinic will be held April 27-28th at the Schwartz Center. The Health Science Department Chair and the VP of Instruction have also sat on the committee for this event. The Practical Nursing faculty and students are also participating.

Surgical Technology
We strive to promote professionalism in our students as representatives of our profession and of CFCC. Our program was featured as part of Governor Purdue’s visit to Wilmington in representation of NHRMC’s collaborative efforts with CFCC to provide exceptional training for a future healthcare workforce.

Marine Technology
Coordinated and executed the Leadership Seminar Series to facilitate the dissemination of information for historically underrepresented departments on campus. Speakers and departments included: Kathy Reeves (Budgeting), David Chappell (IT services), and Ken Pearce (Facilities). Completed the annual CFCC boat show, which included a Build-a-boat component

Public Services
Culinary
Students participate in volunteer activities in the community. Empty Bowls, Full Belly Fundraiser, and Shelton Herb Farm

Hospitality Management
Through work at Good Shepherd, Community Service, Pineapple Guild fund raising at Legion Stadium, Greenfield Lake and on the CFCC campus, including functions at Our Place, the Hospitality Management program strives to maintain a gracious, hospitable image which welcomes students, faculty, staff and visitors to CFCC.

Public Health and Safety
Nurse Aide
Increased registration period for Nurse Aide Level I and Level II courses from one day to a minimum of five days to allow for greater enrollment access to prospective Nurse Aide students.

Increased Nurse Aide Refresher course offerings from one course per semester to two, or more in order to provide greater access to training opportunities.

Learning Resources Center
The Studio produced program profile videos for the following curriculum programs: Automotive Technology, Cosmetology, Machining technology, Carpentry, HVAC, Marine and Diesel Mechanics, Interior Design, Industrial Systems technology, Architectural Technology, and Chemical Technology. All profiles are available on the CFCCNC YouTube channel.

The Studio produced the Fall Registration TV advertisement.

The Studio provided support, including shooting, producing, and/or editing content, for the following CFCC activities and events: graduations, pinning ceremonies, Union Station groundbreaking, Hanover Parking Deck opening, 9/11 Ten Year Commemoration, Foundation Gift of Education Luncheon.

The Studio produced “Cooking with Cape Fear” video series (multiple episodes) for television broadcast.

Business & Institutional Services
The Parking Coordinator attends monthly Downtown Parking Advisory Committee meetings to foster a better relationship between the City, County and downtown businesses/residents. The Parking Coordinator also frequently reaches out to nearby businesses such as the Wilmington Convention Center, the Coastline Convention Center, the Wilmington Chamber of Commerce, etc. to coordinate parking and traffic control for special events.

The Parking Coordinator serves on special committees, such as the Third Street Revitalization Project, WAVE Transit Master Planning and the Greenway Initiative to better foster road, parking, biking, walking access throughout New Hanover, Pender and Brunswick Counties.
The Parking Coordinator utilizes Twitter to get the word out to employees, students, and the general public regarding traffic flow and parking situations that may impact CFCC campuses throughout the day.

Institutional Services meets regularly with the City of Wilmington Transportation and Planning department. As well as keeping close contact with the Wilmington Police and Fire Departments.

Institutional Services has formed professional relationship with the City of Wilmington’s Engineering department. This relationship aids in the communication between CFCC and the City to coordinate events, solve issues, and better plan for future projects.

The Bookstore began a “Buy Local” campaign which emphasizes the benefits of buying locally.

**Institutional Effectiveness**

**Public Information**

1. **Increased use of social media:** The CFCC Public Information Office increased the use of social media to promote college events, classes and accomplishments to a wider audience.

   - **Facebook:** "Likes" increased from 2,569 on July 1, 2011 to 3,768 on March 9, 2012
   - **Twitter:** As of March 9, 2012, CFCC had 1,297 followers on its Twitter page.
   - **YouTube:** In working with the TV studio, seven new videos were produced to promote specific academic programs. The videos are linked to CFCC’s web page and on CFCC’s YouTube channel. As of March 9, 2012, CFCC-produced video content was viewed 117,708 times.

2. **Improved internal system communication with students:** In conjunction with IT services, CFCC located a new service that will improve the method of delivering emergency-related text message alerts to students and employees. The new system can deliver messages faster than the current platform (myCFCC) and will allow the PIO to better track and manage messages sent out to students. The system will also provide a voice messaging service that is not available through the current system. The service is expected to be fully implemented by June 30, 2012.

3. **Positive news coverage:** The Public Information Officer successfully pitched and coordinated positive news coverage for major college events and accomplishments that appeared in local print, broadcast and online news media outlets. Highlights include:

   - CFCC students sweep interior design awards - March 7, 2012
   - CFCC students to test water quality - March 5, 2012
   - Local business donates $140,000 in equipment to CFCC - Feb. 28, 2012
   - Gov. Perdue visits CFCC Surgical Technology Lab - Feb. 9, 2012
   - Union Station Topping Out Ceremony - Jan. 24, 2012
   - CFCC Employees Donate Record Amount for Student Scholarships - Dec. 7, 2011
   - CFCC Career Lab opens to strong start - Nov. 24, 2011
   - Veteran's Day Ceremony - Nov. 11, 2011
   - Feature story on CFCC Small Business Center - Oct. 22, 2011
- New Partnership with NC Wesleyan - Oct. 10, 2011
- Feature story on surgical technology program - Oct., 7, 2011
- Feature story on CFCC's 9/11 memorial - Sept 8, 2011
- Minority Male Mentoring feature article - July 30, 2011
- CFCC to Open Surf City Campus - July 15, 2011
- CFCC offers new fire training program - July 13, 2011
- Lifetime Achievement Award for Dr. Eric McKeithan - July 9, 2011
- Annual boat show - July 5, 2011

4. **Coordinated advertising efforts to promote CFCC programs and services:** The PIO developed several advertising campaigns, designed print and online advertisements and helped produce two TV commercials to promote CFCC programs and services. Highlights include:

- Developed ad campaign for Greater Wilmington Business Journal to promote Small Business Center and Customized Training Program
- Designed ads to promote CFCC's Kids' College classes
- Coordinated local billboard campaign and designed three billboards to promote CFCC job training programs
- Co-write and produced TV commercial for spring semester registration
- Co-wrote and produced TV commercial for spring mini-session

5. **Protected CFCC logos from unauthorized use:** With assistance from the college's attorney, the PIO worked to protect unauthorized use of CFCC's athletic logo by registering the artwork through the U.S. Patent and Trademark Office. The mark was officially registered on Dec. 6, 2011.

6. **Established new online photo gallery:** The PIO established a new online photo gallery that will allow other CFCC personnel to access photos for official college use in publications, web sites and presentations.

**Instruction**

**North Campus Coordinator**

You may not want to include this but, we thought we would let you know that the coordinator's office accomplished setting-up a Google calendar with a list of events that occur across both campuses that can be seen by clicking on CFCC's events link on the homepage. David Hardin also sends me info that he would also like to see listed. Here is the link...

[http://cfcc.edu/events/](http://cfcc.edu/events/)

**Disability Services**

- The Disability Support Services (DSS) Assistant Coordinator maintained the DSS website to ensure compliance with the ADA Amendments Act.