2013-2014 Accomplishments

Goal 1 – Student Learning and Success: Ensure student learning and success by promoting an innovative and supportive learning environment.

- Mathematics piloted the National Repository of Online Courses content in the supplemental math labs associated with the Multiple Measures policy.
- Business and Accounting offered new courses in Transportation Logistics, Operations Management, Global Communication and Culture, Social Media Marketing, and Business Ethics and introduced new certificates in Logistics, Sales and Customer Service.
- Developmental English piloted 11 Developmental Reading and English course sections in fall 2013 at Central and Levine campuses.
- Career and College Promise added eight new programs for high school students for a CPCC total of 28 technical pathways and four college transfer pathways.
- Global Learning, as part of the Global Learning Virtual Initiative, successfully facilitated a world cultural understanding experience by virtually connecting 50 CPCC students with our partner institution Universidad Catolica San Pablo in Peru.
- Levine Campus started its Middle College with 30 Charlotte-Mecklenburg School students in spring 2014.
- Learning Unit offered 27 new, fully online programs in fall 2013.
- Biology, Health, History, and Music piloted large format (85–100 students), fully online classes in summer 2013 and fall 2013 with the help of instructor assistants.
- Developmental Math fully implemented its new modules in fall 2013 with 2,083 students and experienced a student success rate of 74 percent.
- College and Career Readiness launched an innovative Transitions Program that integrates workplace basic skills, soft skills, job readiness and on-the-job training for students functioning between 4.0–8.9 grade levels.
- College and Career Readiness launched an Information Technology (IT) pathway in its Pathways to Employment Program; graduates earned A+ certifications.
- Corporate and Continuing Education (CCE) Workplace Learning placed Co-op students with 193 different employers in fall 2013.
- CCE Leadership, Management and Professional Development developed enhanced certificates in Project Management, allowing for further specialization of coursework relevant to regional business skill needs.
- CCE Personal Enrichment developed new courses in journalism, social media, fitness, recreation, motorcycle safety and aging studies.
- CCE Small Business Center provided more than 345 counseling hours to 164 distinct clients, assisting with business and strategy development.
- Health Information Technology (HIT) Program student passing rate of 80 percent on the national accreditation exam exceeded the national average of 72 percent.
- HIT Program successfully trained 41 dislocated workers with a healthcare or IT background to implement and support Electronic Health Record systems through the Regional Effort to Advance Charlotte Health Information Technology (REACH IT) grant.
- Occupational Therapy (OT) Assistant Program students implemented a multi-part Interprofessional Education Patient Simulation Program with OT master degree students from Winston-Salem State University.
- Physical Therapist Assistant Program first-time test takers on the national licensing exam surpassed the mean scale score for first-time takers in all categories from all U.S. accredited programs.
- Surgical Technology Program reported a 100 percent pass rate on the national certification exam.
• Cardiovascular Technology Program graduates had 100 percent participation and 100 percent pass rate on registry specialty exams; employer surveys rated the overall quality of graduates as “excellent” at 100 percent.
• Cytotechnology Program reported a 100 percent student pass rate on the national certification exam, as well as 100 percent positive placement in the workforce.
• Medical Laboratory Technology Program graduates scored above the national average on the Board of Certification national exam for 2013.
• Medical Assisting Program enrollment rates for Career and College Promise increased 150 percent.
• Nursing Program increased the use of simulation; all seven courses within the curriculum now offer at least one simulation activity.
• Cosmetology Program opened in the renovated City View Center in fall 2013 and earned a 99 percent on its initial N.C. Cosmetology Licensing Board inspection.
• Air Conditioning, Heating and Refrigeration Program offered National American Technical Excellence Certification test prep and proctoring for spring 2014 to prepare students for industry certification exams.
• Library Services increased its fall 2013 Embedded Librarian Service by 75 percent from fall 2012.
• Library Services launched a mobile version of the new library catalog, allowing students access to the library’s holdings via smartphones and tablets.
• Forensics had a 40 percent increase in online students and will add as many as four more online classes this year.
• Professional Development (PD) and eLearning implemented a three-part training series for faculty using technology-enabled strategies to “flip” the classroom.
• PD created student outreach programming to increase student awareness of the Core4 with specific emphasis on employability and transferability skills.
• PD and eLearning facilitated the initial implementation phase of Blackboard Outcomes to collect, document, report, and archive evidence of student learning at the accomplished level for program-level student learning outcomes and the Core4.
• Public Safety created an integrated Leadership Institute that graduated 26 students, offering training to law enforcement, firefighters, EMT, paramedics and Department of Public Safety officers.
• College and Career Readiness earned an overall student success score of +13 against the state average of -14.
• Information Technology Services (ITS) deployed nearly 300 customized computers into the Math Emporium space in the Elizabeth Classroom Building and refreshed 57 projectors in technically enhanced classrooms.
• ITS successfully migrated its data center to the renovated Citizens Center, enhancing the learning environment.
• Institutional Advancement/CPCC Foundation raised external financial funding in support of facility construction and renovation, student services, technology and instructional equipment acquisition.
• Institutional Advancement/CPCC Foundation raised $35 million in gifts and in-kind donations during the year as part of the Capital Campaign to address institutional priorities and further the mission of the college.
• Institutional Advancement/CPCC Foundation secured funding to support activities and initiatives which engendered student success, including Man Up, Summer Bridge, veterans’ initiatives, Non-Destructive Examination (NDE) welding, engineering, nursing, cytotechnology, and Pathways to Employment.
• Facilities Services completed construction of the state-of-the-art Elizabeth Classroom Building and renovations to the Giles Science Building, Charlotte Broadcast Hall of Fame, 1230 Charlottetowne Avenue, 1420 East Fourth Street, and Central High 2nd Floor.
• Facilities Services improved the Central Campus Quad for pedestrian circulation and seasonal beauty.
• ITS partnered with faculty to pilot the use of different adaptive learning strategies and use of a mobile iPad cart to improve student success.
• Services Corporation successfully developed and launched a landscape exam prep—International Society of Arboriculture Certified Arborist.
• Services Corporation had a 60 percent increase in enrollment for Collegiate Test Prep and a 131 percent increase in revenue.
• Government Relations and Grants administered the college’s completion portfolio that included serving as a co-lead and state/Gates liaison for Completion by Design; convened, planned and led two college-wide Completion Council meetings; and convened and led at least 40 regular project monitoring meetings.
• Government Relations and Grants co-led the development of a competency-based education model for N.C. with the North Carolina Community College System (NCCCS).
• Admissions, Registration, Records and Graduation, as part of the implementation of NCCCS’s new Multiple Measures policy, evaluated 764 high school transcripts requiring a GPA placement waiver.
• Advising and Student Success Centers helped more than 7,500 new students from September 2013–January 2014, a 25 percent increase over September 2012–January 2013.
• Career Services created online tutorial videos on interviewing skills and résumé writing to support virtual students.
• Center for Military Families and Veterans facilitated focus groups to identify needs important to the development of the department and services it provides.
• Disability Services acquired remote captioning services for students who are hard of hearing but do not use American Sign Language.
• Family Resource Center implemented an intake form to collect data about students’ critical needs when they request assistance from the Center.
• Financial Aid and Veterans Affairs presented VA Certification Workshops to 924 veterans to streamline and increase compliance with VA Educational Benefits certification.
• Financial Aid collaborated with the CPCC Foundation in the implementation of the Academic Works software/database to enhance the process of awarding unrestricted and restricted scholarship funds to students.
• Information Center provided automated outbound phone calls and email messaging in addition to fielding 170,000 incoming phone calls and 4,000 incoming emails to communicate college processes and policies to students.
• International Programs and Services developed an instruction sheet to guide students through the process of changing their immigration status online through the United States Citizenship and Immigration Services system.
• Student Life added eight videos to its website to inform students and advisors of important topics including fundraising, travel, and appropriate handling of funds.
• Student Success Services redesigned Transfer Student Services, Advising and Counseling Web pages in response to survey results to provide faculty, staff and students with convenient access to commonly requested information to increase student learning and success.
• Testing Services implemented the NCCCS’s Multiple Measures policy, provided computerized GED examinations and created a private testing room for GED students with disabilities.
• Transfer Resource Center expanded transfer programming to Cato and Merancas campuses by hosting visits from eight senior institutions.
• Financial Services Business Office worked with Accounts Payable and Higher One to improve the instant check refunds for Title IV students.
• Institutional Equity (formerly Equal Opportunity) delivered the first round of training to campus representatives on the Title IX intake process.
• Community Relations and Marketing Services (CRMS) promoted semester registration periods, advising periods, performing arts events, community service opportunities and new programs, such as Pharmacy Tech and Cosmetology, using the CPCC Today e-newsletter, email, the CPCC website, Twitter, Facebook, YouTube and broadcast media.
• CRMS published the CPCC Today and Communicator e-newsletters for students and employees.
• CRMS staff played a key role in the communication of announcements related to security and hazardous conditions.
• CRMS encouraged innovation and collaboration by having six students staff the Social Media Command Center to monitor social media sites and assist with messaging information to CPCC students.
• CRMS continued to use social media to provide on-campus parking updates during the first weeks of the fall 2013 and spring 2014 semesters.
• Classified Staff promoted the bond referendum and had guest speakers talk about SACSCOC (Southern Association of Colleges and Schools Commission on Colleges) accreditation and the QEP (Quality Enhancement Plan), Completion by Design, Disability Services, security, Human Resources policies and benefits, ITS and Workplace Learning/Cooperative Education.
• Diversity Committee collaborated with the Global Learning Department in the Test Your Global Knowledge event for students and staff.
• Advisement Management Team conducted ‘Get Advised’ campaigns prior to spring and fall registration seasons.
• SACSCOC Steering Committee responded to recommendations from the onsite visiting SACSCOC team.
• Quality Enhancement Plan Committee revised the Online Student Profile Intervention Screen based on faculty input and developed student email with specific feedback to benefit students based on their input.
• Retention Committee partnered with the Student Intake Steering Committee and the Institutional Effectiveness Committee to review the college’s existing Learner Analytics capabilities and tools and explore where additional usage of data analytics might be used to foster student success.
• Strategic Planning Committee obtained Cabinet approval for a college-wide student success goal of “60 by 20,” meaning that by 2020, 60 percent of students from the 2014 cohort will have graduated, been retained, or transferred.
• Achieving the Dream has increased students’ readiness and self-confidence in taking online classes by institutionalizing the eLearning Student Orientation.
• Completion by Design (CbD) implemented the new advising model with first-time-in-college students pursuing an AA or AS degree to improve student completion rates and to comply with the new Comprehensive Articulation Agreement.
• CbD created clear pathways for students by entering 36 degree programs into the My Academic Plan within the Student Success Profile.
Goal 2 – Organizational Learning & Development: Foster an organizational culture that maximizes individual growth through expanded learning opportunities.

- Vice President Richard Zollinger conducted Campus Conversations with more than 200 faculty and staff across the Learning Unit in fall 2013 to communicate and engage faculty and staff in support of degree completion initiatives and other state-mandated initiatives.
- eLearning hosted an external consultant and convened an eLearning Operational Team to recommend strategies to expand quality technology-enhanced learning environments.
- eLearning facilitated a process to ensure that all courses/sections in fully online programs meet CPCC’s minimum standards for course design and teaching/learning strategies.
- eLearning and Professional Development (PD) improved teaching quality by developing and delivering training now required for all faculty teaching online programs.
- PD offered and facilitated 364 seated and online training courses serving 7,241 faculty administrators and staff (duplicated count) for 12,818 hours of training from July 1–January 31, 2013.
- PD continued to offer a comprehensive and consistent support system for new part-time faculty and served 88 percent of new hires in the Part-time Faculty Orientation Program.
- Mathematics developed an online professional development experience that provides training for instructors and assistants assigned to courses that are facilitated in the innovative Math Emporium environment.
- Corporate and Continuing Education (CCE) Small Business Center assisted in bringing the National Association of Community Entrepreneurship’s Annual Conference to Charlotte with more than 425 attendees who earned professional development credit.
- CCE hosted the 5th Annual CCE Summit emphasizing future trends and attended by 85 CPCC employees.
- Surgical Technology students and faculty attended the North Carolina Association of Surgical Technology Conference where innovations in urology were discussed, helping both the students and faculty to remain current in an ever-changing field of study.
- Nina Neal, chair of the Paralegal Technology Program, was appointed assistant editor of the American Association for Paralegal Education’s legal research and writing publication The Paralegal Educator.
- Behavioral and Social Sciences continued to support the Trail of History television series; two new episodes have been developed and presented about Catawba Valley Pottery and the Robinson Spangler Carolina Room at the Charlotte-Mecklenburg Library.
- Journalism launched two new courses—Introduction to Journalism and Writing for Mass Media—at the WTVI PBS Charlotte facility.
- Information Technology Services (ITS) kept the college community informed about services and resources through its website, blog, and 17 shows produced for Learning Technology News Library of Shows.
- Environmental Health and Safety developed and established a series of interactive online training modules for the enhancement and expansion of knowledge pertaining to asbestos awareness, fire safety, fire extinguisher usage and hazard communication.
- Institutional Advancement/CPCC Foundation provided $50,000 to support professional development opportunities for college employees.
Institutional Advancement/CPCC Foundation funded the research, writing and publication of *Legacy and Promise*, a history of CPCC from 1993–2013, as part of the college’s 50th Anniversary celebration.

Facilities Services’ Energy and Environmental manager participated in college orientations to present CPCC’s energy and recycling goals to new employees.

Government Relations and Grants provided 18 Grant Development and Grant Management training programs and customized training to CPCC faculty and staff.

Government Relations and Grants updated and maintained its website that provides Web-based resources and hosted and supported the North Carolina Council for Resource Development’s listserv, benefiting all 58 community colleges.

Government Relations and Grants led cross-college teams in the collection, analysis and response to data required for nine national reform initiatives.

ITS completed Informer Dashboards for Financial Aid, Human Resources and Curriculum Management.

Institutional Advancement/CPCC Foundation worked closely with colleagues in other college areas to prioritize needs and identify funding sources.

Facilities Services partnered with Science, Technology, Engineering and Math to support its infrastructure needs for curriculum, including the solar thermal system in the Elizabeth Classroom Building.

Facilities Services consolidated and assumed responsibility for the secure document destruction function for the college.

Security and Emergency Management met monthly with the Safe College Team to identify, assess and mitigate safety and security concerns at all facilities.

Institutional Research and Institutional Effectiveness participated in Achieving the Dream (AtD) and Completion by Design (CbD) initiatives.

Institutional Research supported grant requirements by collecting, analyzing and reviewing student success data to enable project teams to use base decisions on data and make adjustments to project interventions and activities.

Financial Services supported employee staff development through on-site training and other professional development opportunities including Excel, Informer, Leadership Institute, hiring practices, Affordable Care Act, NC-4 tax form compliance, Risk Mitigation for the Enhancing Accountability in Government through Leadership and Education (EAGLE) Team, internal controls and identity theft.

Human Resources met with WTVI PBS Charlotte staff to present an overview of CPCC’s human relations policies and to provide support for organizational changes.

Admissions, Registration, Records and Graduation promoted awareness and knowledge of FERPA (Federal Educational Rights and Privacy Act) among faculty and staff through new online professional development training.

Enrollment and Student Services (ESS) directors created and presented the first Dr. Mel Gay Legacy Award to one full- and one part-time employee in Student Services at the Levine Campus.

Family Resource Center provided training to the Expanded ESS Council and to Financial Aid staff about how to connect students with critical needs to college and community resources.

Student Success Services coordinated with College Security to provide safety audits of service areas and individual work stations in order to increase security and safety for students, faculty and staff.

Community Relations and Marketing Services (CRMS) worked with Professional Development to offer specific, work-related seminars, including procurement procedures and safety and security.

CRMS had 100 percent of its team members complete 20 or more hours of professional development.

Classified Staff Council featured personal safety and security professional development opportunities based on Council feedback featured at the Learning College Showcase.
• Classified Staff Council increased the number of classified staff representatives who attended its meetings by use of “Live Meeting” to reach Council members at area campuses.
• QEP Committee worked with Professional Development to ensure clear communication of the goals, skill and tools necessary to implement the QEP.
• AtD worked with Professional Development to train faculty in online pedagogy.
**Goal 3 – Community Catalyst: Be a catalyst for the educational and socio-economic development of the community through partnerships, coalitions, life-long learning and civic engagement.**

- Science, Technology, Engineering, and Math (STEM) faculty and staff conducted science experiments and demonstrations for the Passport to STEM Open House for 400 middle school students and their parents.
- STEM faculty and staff hosted the first Invitational Science Olympiad (SO) tournament for 10 regional middle schools, providing scrimmage competition experience in SO events to more than 350 students.
- Center for Sustainability hosted a regional forum to develop an ordinance template for local governments with the N.C. Sustainable Energy Association.
- Global Learning secured the Harris Wofford Fellowship through Community Colleges for International Development, providing eight scholarships of $1,600 for students to travel to Tanzania for international service learning.
- CPCC Theatre, CPCC Opera Theatre and CPCC Dance collaborated to present an exceptional production of *Les Misérables* in November 2013, with more than 6,000 attendees.
- College and Career Readiness piloted a new soft-skills curriculum developed through the Charlotte-Mecklenburg Workforce Development Collaborative, a group of 10 non-profit workforce development agencies and organizations.
- College and Career Readiness entered into a partnership with Carolinas Healthcare System (CHS) to initiate the CHS Education@Work Program, an educational bridge for CHS employees who do not have college degrees.
- Corporate and Continuing Education (CCE) Computer Technology Institute partnered with 16 Charlotte organizations and 47 Charlotte-Mecklenburg Schools teachers and doubled the 2013 participation in STEMersion over 2012.
- CCE Economic Recruitment increased customized training projects by 23 percent from 2013.
- CCE Small Business Center presented a new course to Charlotte’s Business Inclusion Program and secured scholarship support for 10 students for the spring 2014 term.
- Corporate Learning partnered with CharlotteWorks and presented an orientation session for the Incumbent Workforce Development Grant.
- Corporate Learning contracted to provide classes for 13 new business clients since July 2013.
- CCE Computer Technology Institute matched scholarships with skills in the high-demand areas of analytics, programming and infrastructure through the Regional Effort to Advance Charlotte Health Information Technology (REACH IT) initiative.
- CCE Computer Technology Institute partnered with CPCC’s Center for Military Families and Veterans on National Manufacturing Day to host a veterans’ job fair.
- CCE Re-Careering Services served 121 dislocated professionals in the Charlotte region, screened 203 applicants and placed 46 candidates into training programs for the REACH IT grant.
- CCE Small Business Center collaborated with the Center for Military Families and Veterans to host a one-day “Vetrepreneur” event, which promoted entrepreneurship as a career option, provided attendees with entrepreneurial assessments and generated awareness of its services.
• Library Services presented five programs to more than 270 attendees through a Civil War grant awarded by the Gilder Lehrman Institute of American History.
• Interpreter Education students had 100 percent participation in service-learning projects, providing service and support to organizations and activities benefiting deaf and hard-of-hearing people in N.C.
• Horticulture instructor Jeff Gillman participated in the PBS show Growing a Greener World, which premiered in fall 2013, and published articles for This Old House and Fine Gardening magazines.
• Information Technology Services (ITS) worked with CCE to promote a hands-on experience for participants of its REACH-IT program by offering the opportunity to 12 students to work as volunteer interns.
• Institutional Advancement/CPCC Foundation continued to develop community relationships through the Foundation Board, Energy Group and WTVI PBS Charlotte Community Advisory Committee.
• Center for Applied Research staff members increased their participation in innovative leadership opportunities across the country, including Achieving the Dream, Completion by Design and Global Skills for College Completion, among others.
• Security and Emergency Management collaborated with higher education institutions across the state and nation on best practices, procedures and operations in an effort to remain current with industry standards.
• Services Corporation identified and educated new and existing corporations, nonprofits and civic organizations on the accessibility and availability of Harris Conference Center (HCC) and CPCC Performing Arts & Event Facilities rentals. HCC hosted 188 meetings, 26 percent of which were new clients; and Performing Arts & Events Facilities hosted 217 clients, 24 percent of which were new clients.
• Government Relations and Grants engaged 42 education, economic development and employer partners in support of the college’s grant project planning and implementation.
• Government Relations and Grants led the development of 24 internal grant proposals and participated in 12 external proposals involving more than 50 CPCC faculty and staff and 25 external partners.
• ITS staff supported WTVI PBS Charlotte by attending a series of custom training sessions provided by PBS Digital Television and making initial adjustments to the existing PBS Charlotte website.
• Institutional Advancement/CPCC Foundation continued to support efforts to generate expanded financial support for WTVI PBS Charlotte by screening and assessing the station’s donor base using WealthEngine software.
• Facilities Services supported WTVI PBS Charlotte by completing a smart classroom for teaching spaces and renovating the Charlotte Broadcast Hall of Fame to provide educational and vocational opportunities, community awareness and civic engagement.
• Admissions, Registration, Records and Graduation provided leadership in implementing the Credit When It’s Due grant that seeks to facilitate a reverse transfer process between North Carolina Community College System colleges and UNC institutions.
• Career Services linked possible careers in the Career Coach system to individual academic programs on the Programs of Study website for students and community members to understand the link between CPCC programs and careers.
• Career Services hosted its 26th Career Fair with 94 employers and 1,503 job seekers attending.
• Family Resource Center hosted campus visits by Presbyterian Breast Center’s mobile unit.
• Center for Military Families and Veterans sponsored a weekly onsite visit from the Mecklenburg County Veterans Service Office to answer VA-related questions for student veterans and their families.
• Enrollment and Student Services directors developed an orientation for Levine Middle College students to assist with their transition to the college.
• Outreach and Recruitment facilitated events that increased 2013 admissions applications to 25,254, a six percent increase over 2012.
• Outreach and Recruitment facilitated events that increased the number of curriculum credits registered by dually enrolled high school students to 8,967, a 25.7 percent increase over 2012.
• Outreach and Recruitment collaborated with 47 academic programs and 26 student services programs to provide 500 prospective students with information at the Fall Open House.
• Transfer Resource Center partnered with the Center for Military Families and Veterans to host a UNC-Charlotte transfer information session focused on veteran students.
• Procurement hosted a Historically Underutilized Business (HUB) outreach session, assisting minority businesses with the state HUB registration process.
• Human Resources invited 14 North Carolina community colleges to a regional meeting that covered topics including Affordable Care Act compliance, performance development, communications management, Title IX, Section 504 of the Rehabilitation Act of 1973, flexible benefits and employee contracts.
• Community Relations and Marketing Services (CRMS) conducted the successful re-launch of WTVI PBS Charlotte, partnered with CCE to announce the Corporate Learning Center and the Center for Energy Training, and provided key support for the two Global Competitiveness Summits.
• CRMS served as the liaison to the Charlotte Chamber to plan, manage and carry out the Mecklenburg County bond campaign, which secured $210 million for the college in renovation and new construction funds. More than 70 percent of residents voting supported the CPCC bonds.
• Classified Staff Council offered the Morning with Santa event that benefited approximately 40 children of CPCC employees and the community. The Council also collected lotion and socks to be delivered to a local rest home during the holidays.
• Diversity Committee sponsored a Black History Program, “Having Our Say,” and developed a film on diversity that premiered at the Black History Program.
Goal 4 – Organizational Capacity to Serve: Plan and manage human, physical, financial and technological resources so that college programs, services and infrastructure meet student and community needs.

- CPCC secured $210 million in its successful Mecklenburg County bond referendum in November 2013, allowing needed renovations and significant new construction at five campuses.
- Mathematics launched a state-of-the-art, 264-station Math Emporium in the Elizabeth Classroom Building to facilitate learning for students in developmental math courses.
- Levine Campus promoted a constructive learning environment by hosting and displaying the barrier-free exhibit of 22 pieces of art from the Gorelick collection.
- Cardiovascular Technology and Medical Assisting programs implemented a cost-effective yearly service agreement on cardiac medical equipment by partnering with Southeastern Biomedical, Inc. to ensure safe practices that meet accreditation standards.
- Early Childhood Education was awarded a Smart Start grant for Early Childhood Teacher Education.
- Early Childhood Education, Dental Hygiene and Dental Assisting programs were awarded a $20,000 Blue Cross Blue Shield Preschool Oral Health Initiative grant to develop and implement student-led oral health education to children and families in Mecklenburg County.
- Construction Institute participated in the NC Back-to-Work grant and developed a class in Concrete Finishing.
- Cato, Harper and Levine deans organized planning charrettes, allowing all campus stakeholders to provide input to the architects and construction managers on the location and design of new buildings planned for their campuses.
- Information Technology Services (ITS) partnered with Health Programs to develop an online application and workflow by digitizing records and improving processing though utilization of document imaging workflows.
- ITS provided on-site technical assistance at many campus functions to ensure the best possible experience for students and external customers attending these functions.
- Facilities Services continued to implement and manage the college’s outsourced comprehensive facilities maintenance contract with GCA Services Group to improve productivity, efficiency, costs, and quality control.
- Facilities Services monitored exterior lighting levels at all eight CPCC locations through semi-annual night-time lighting audits.
- Facilities Services has submitted more than $50,000 in incentives and rebates that are available due to the installation of new, energy-efficient products from the Performance Contract with Trane.
- Government Relations and Grants provided Cabinet with quarterly updates and an annual funding trends analysis and strategy.
- Government Relations and Grants coordinated six visits with the National Science Foundation, U.S. Department of Labor, Golden LEAF and the North Carolina Community College System.
- Government Relations and Grants researched and developed competitive position analyses for 45 funding opportunities that enabled informed decision-making regarding the pursuit of partnership and funding opportunities.
- Institutional Advancement/CPCC Foundation worked with businesses, corporations and college vendors to secure in-kind gifts of products and services.
- Facilities Services, through collaborative design efforts with Charlotte-Mecklenburg Schools, conducted master planning for Middle Colleges at Harper and Levine campuses.
• Institutional Advancement/CPCC Foundation managed the $30 million Legacy and Promise campaign, the college’s five-year fundraising effort, concluding in June 2014.
• ITS supported the technology design, acquisition and implementation for the Elizabeth Classroom Building and the Citizens Center renovation.
• CPCC Foundation provided $50,000 to support the promotion of the Mecklenburg County bond campaign.
• Facilities Services engaged design and construction professionals to deliver bond-sponsored projects at Central, Cato, Harper and Levine campuses.
• Facilities Services prepared and installed the time capsule in the Elizabeth Classroom Building as part of the college’s 50th anniversary celebration.
• Transcript Evaluation Services processed 6,139 evaluations for 2013, a 48 percent increase over 2012.
• Veterans Resource Center worked closely with Community Relations and Marketing Services (CRMS) to rename and rebrand it as the Center for Military Families and Veterans, enhancing awareness with students, faculty, staff and the community.
• Center for Military Families and Veterans’ Web link was added to the CPCC homepage, enabling veterans to quickly access critical information and services.
• Center for Military Families and Veterans opened the Howard Levine Veterans Resource Center at the Levine Campus.
• Financial Aid awarded $17,049,037 in Federal Pell Grant funds, a seven percent increase over fall 2012.
• Financial Aid disbursed $4,894,363 in Federal Direct Subsidized Loan funds, a 19 percent increase over fall 2012 and $5,128,755 in Federal Direct Unsubsidized Loan funds, a 26 percent increase over fall 2012.
• Scholarship Committee awarded $1,987,518 in scholarships to 3,891 students for fall 2013, a 21 percent increase in students and a 30 percent increase in scholarships over fall 2012.
• Finance and Administrative Services implemented a successful transition of WTVI PBS Charlotte into the CPCC accounting structure.
• Human Resources (HR) led the transition to Cornerstone, a new applicant tracking software system with enhanced capabilities.
• HR continued internal and external collaboration to ensure CPCC’s compliance with the Affordable Care Act.
• HR continued the HR Express at all campuses, providing a representative to answer benefit or other questions.
• Business Office worked with the Department of Revenue and a collection agency to improve the collection processes for college receivables.
• Campus Printing negotiated a new contract with Systel Business Equipment to provide copier maintenance at an anticipated $25,000 annual cost savings.
• CRMS staff designed the 50th anniversary calendar, ornament, street banners and movable display panels.
• CPCC Tech Team helped determine the best and most relevant category headings for the ITS Services Catalog.
• CPCC Tech team addressed technology needs, including expanding mobile solutions, enhancing online learning, and improving customer service and student on-boarding and support.
Goal 5 – Organizational Excellence and Innovation: Promote and sustain innovation, entrepreneurship and excellence throughout the organization.

- Science, Technology, Engineering, and Math (STEM) was formally asked to serve as a mentor to other N.C. community colleges through the new Success NC Performance Partnership, aimed at helping community colleges boost success and improve performance measure results.
- Professional Development partnered with all educational programs to revise the format and cycle for program assessment with an increased emphasis on assessment of authentic evidence of student learning.
- College and Career Readiness adopted the U.S. Department of Education’s College and Career Readiness Standards, fashioned after the Common Core State Standards, to increase the rigor in curriculum development efforts.
- Commission on Colleges of the Southern Association of Colleges and Schools (SACSCOC) enthusiastically endorsed CPCC’s Quality Enhancement Plan (QEP).
- English served as a pilot for the SACSCOC QEP Success through Academic Reporting (STAR) program by sending alerts to students within the first three weeks of class and at the mid-term point in 40 class sections of ENG 111.
- Computer Integrated Machining earned accreditation from the National Institute for Metalworking Skills, which verified the quality of instruction in the CPCC program tied to advanced manufacturing.
- Information Technology and Mathematics faculty members Ron Williams and Suzanne Williams continued to provide leadership as co-chairs of the N.C. Math Curriculum Improvement Project, leading to the successful statewide overhaul of the mathematics course offerings in the Combined Course Library.
- Corporate and Continuing Education (CCE) Small Business Center conducted a data research project to identify potential training opportunities based on growing and underserved market sectors and niche businesses operating within Mecklenburg County.
- Financial Services Institute revised all Certified Financial Planning learning objectives to meet the Board of Standards, Inc.’s Student Centered Financial Planning Learning Objectives.
- Occupational Therapy Assistant Program successfully completed an initial Accreditation Council for Occupational Therapy Education site visit resulting in a five-year accreditation status.
- Associate Degree Nursing was accepted into Accreditation Commission for Education in Nursing Candidacy in 2013 and is currently completing the self-study process.
- Dental Assisting and Dental Hygiene programs successfully completed a joint Commission on Dental Accreditation site visit resulting in continued accreditation status for both programs.
- Developmental Disabilities (DDT) implemented a tracking program to follow DDT students who obtain jobs either during their participation in the program or upon completion.
- Library Services implemented a new Integrated Library System that improves the research experience for students.
- Fire Protection Technology earned a Certificate of National Recognition from the National Fire and Emergency Services Higher Education Program.
- Services Corporation continued to be successful in generating additional financial resources for the college with a May 31, 2014, unaudited fund balance of
$4,252,635, representing an 18.4 percent increase over the audited FY2013 fund balance and an 83 percent increase in assets over the past five years.

- Services Corporation expanded the number of its entrepreneurial projects, launching College Courseware, STEM Summer Experience and two new test preps.
- Compliance & Audit completed and reported the results of the 2012–2013 Annual Report, demonstrating the accountability of the Internal Audit Program to the College Cabinet and the Board of Trustees.
- Compliance & Audit, as part of its Internal Audit Plan, identified opportunities for enhancements regarding the effectiveness and efficient use of resources through three audits, one special project and four management advisory services.
- Compliance & Audit coordinated the annual Full-time Equivalent (FTE) audit, provided and reviewed all requested records, researched and resolved auditor inquiries and wrote the college’s reply to the audit, successfully resulting in a report with no audit findings.
- Compliance & Audit served as ethics liaison for compliance with the State Government Ethics Act to ensure that mandatory ethics training is conducted and attended by public servants and their immediate staff.
- Compliance & Audit ensured the accuracy and timeliness of the Institutional Class Reports each semester, and all were submitted before the deadline.
- Environmental Health and Safety planned, organized and conducted a series of influenza clinics for 400 employees and their dependents at campus locations.
- Environmental Health and Safety procured and became proficient using three environmental monitoring devices that generate quantitative data to assist with the evaluation of occupational hazards and risk.
- Environmental Health and Safety submitted five articles on disease prevention and influenza awareness to the Communicator during the peak infection season to improve understanding of how diseases are spread and prevented.
- Facilities Services conducted weekly audits of each of the eight college locations, inspecting each property to access the condition of the buildings, grounds, housekeeping and HVAC systems.
- Office of Institutional Advancement improved the efficiency and effectiveness of awarding scholarships by implementing Raiser’s Edge software.
- Center for Military Families and Veterans supported other college departments in hosting the Veteran Student Success Summit in Dallas, Texas.
- Outreach and Recruitment’s student ambassadors provided 540 service hours of phone calls, tours and recruitment events during fall 2013.
- Payroll Department automated part-time employee timesheets utilizing Web Time Entry and Approval software, improving efficiency by eliminating 3,912 manual timesheets.
- Business Office worked with ITS to streamline all invoicing processes to produce timely reporting and enhance client access to supporting documentation.
- Finance and Administrative Services completed timely year-end reporting and received a clean 2013 audit opinion from its public accounting firm.
- Community Relations and Marketing Services (CRMS) continued to support the promotion of the STAR Quality Enhancement Plan and the CPCC Foundation’s $30-
million Legacy & Promise campaign by designing and producing supporting materials.

- Classified Staff Council's Autobell fundraiser collected $1,229.49 to be used to support its initiatives.