



CENTRAL PIEDMONT COMMUNITY COLLEGE  
**GOALS AND ACCOMPLISHMENTS**  
2 0 1 2 - 2 0 1 3



## **Goal 1: Student Learning and Success**

### **Ensure student learning and success by promoting an innovative and supportive environment.**

- Arts and Communication's general education offerings were enhanced by providing live performing art learning experiences, which positively impacted student learning and success.
- Automotive Systems Technologies and Heavy Equipment and Transport Technology added 13 new certificates to increase the number of career paths available to students.
- Automotive Systems Technologies implemented new manufacturer software and technology that was formerly only available to dealership service technicians.
- Automotive Systems Technologies students participated in Skills USA and placed 5th in the state competition.
- College and Career Readiness (CCR) and Human Resources Development collaborated to develop a four-day orientation and assessment process that enables CCR students to leave with a written plan of action for school and career success.
- Collaborative Learning, English and Humanities beta-tested sections of the North Carolina Community College System (NCCCS)-mandated Developmental Reading and English courses to align state requirements with the curriculum.
- Collaborative Learning, English and Humanities launched study abroad programs for summer 2013 in England, Scotland, Ireland, Greece, Turkey and Italy to maximize students' cultural and literary learning experiences.
- Business and Accounting, in conjunction with the Global Learning Office, led a group of students to China.
- Computer Integrated Machining, Electrical Engineering Technology and Sustainability Technologies Programs created new certificates to map to certification requirements as determined by IHK-Karlsruhe, a regional chamber of commerce and business in Germany.
- Construction Management worked with UNCC to refine its articulation agreement for transfer students that enables AAS graduates to minimize the time it takes to complete a four-year BS degree in Construction Management.
- Construction Management developed and offered two new online classes in Professional Construction Supervision and Total Safety Performance, enabling working construction professionals to enhance their careers without interrupting their work schedules.
- Construction Management added a new certificate in Green Building that was approved for the Career and College Promise Program, providing high school students a pathway to enter the sustainable building industry.
- Corporate and Continuing Education (CCE) Institute for Entrepreneurship and Small Business Center students achieved a 92 percent pass rate on the 2012 QuickBooks® Certified User exam.
- CCE Leadership, Management and Professional Development students achieved a 100 percent pass rate on the Senior Professional in Human Resources Certification exam.
- CCE Computer Technology Training created five dedicated computer labs at Levine Campus, offering 100 different courses and 15 new certification tracks.
- Cytotechnology reported a 100 percent student pass rate on the national certification exam, as well as 100 percent student placement in the workforce.
- Dental Assisting students' composite scores were higher than all other Dental Assisting students on the Dental Assisting National Board.

- The Dental Hygiene Clinical Licensing Exam pass rate increased from 84 percent to 100 percent in the last reporting period.
- Medical Assisting and Physical Therapist Assisting students had a 100 percent pass rate on their national certification exam.
- Emergency Medical Services offered two new national certification courses in Critical Incident Stress Management to prepare students for public emergencies.
- Engineering Technologies awarded the first dually-endorsed certificates to four students in Computer Integrated Machining in partnership with Germany's IHK-Karlsruhe.
- Global Learning connected CPEC students with students at Universidad Catolica de San Pablo in Peru by utilizing the Global Classroom.
- Greenway Restaurant provided Culinary Arts and Hospitality Management students with valuable first-hand experience in a real-world setting by preparing and serving a contemporary cuisine luncheon menu.
- Health Information Technology developed two certificates that align with community needs as health care facilities convert from paper-based medical records to electronic health records.
- Hospitality Education students in CUL 230 Global Cuisine interacted with Peruvian culinary students in a global learning experience sharing native recipes.
- Office Administration partnered with Pathways to Careers to successfully implement a contextual learning environment.
- Professional Development incorporated a focus on student success into all New Employee, New Faculty and Part-time Faculty Orientation sessions so that all employees embrace responsibility for student success.
- Professional Development and eLearning collaborated with various academic divisions to launch 27 fully online programs for fall 2013.
- Science, Technology, Engineering and Math (STEM) staff worked with the Marketing Department to recruit students for the N.C. Back-to-Work Program, resulting in 200 students enrolled in 15 training areas that lead to industry certifications.
- STEM staff completed the Pathways Out of Poverty Job Training grant with 141 participants.
- Welding students participated in a real-world experience involving a visit to a Freightliner plant where they analyzed Lean manufacturing in the workplace.
- Workplace Learning collaborated with 43 programs to provide students with co-op work experience for college credit and placed 367 students with 265 employers.
- Facilities Services achieved their quality assurance goals by monitoring and auditing all six campuses on a weekly basis to provide safe, clean and well maintained facilities to support the learning environment of the College.
- Government Relations and Grants administered nine initiatives in the College's completion portfolio and convened, planned and led two College-wide Completion Council meetings and 40 regular project-monitoring meetings.
- Information Technology Services (ITS) released a new content repository that provides media storage, conversion, encoding and delivery to online courses as well as Web needs for the College.
- ITS supported the Southern Association of Colleges and Schools (SACS) reaccreditation process by developing a new Programs of Study website for use by College students, staff and accrediting bodies.
- ITS improved student communications with the College's call centers by installing Geomant's Contact Expert software package.
- ITS partnered with the Nursing Program to explore the use of Blackboard Assessment as the learning evidence management system and as a student e-portfolio system.

- ITS maintained all smart and technically enhanced classrooms by replacing 80 projectors, thereby enhancing student and instructor experiences.
- ITS worked with eLearning, the College Information Technology Team, College Senate, and Achieving the Dream (AtD)/Completion by Design (CbD) to improve teaching and learning in online classes through the flipped classroom method; eight faculty earned certificates.
- ITS provided a content repository, Panopto Unison, for the storage and management of multimedia content for use in courses offered by the College.
- ITS supported the efforts of CbD and the Quality Enhancement Plan (QEP) by enhancing the capabilities of the Online Student Profile System for the improvement of student success.
- Office of Institutional Advancement/CPCC Foundation raised more than \$6.3 million to support scholarships, facilities, equipment and student success.
- Office of Institutional Advancement/CPCC Foundation secured in excess of \$1.2 million for scholarships which foster students' success, including Pathways and veterans services.
- The Academic Learning Center partnered with Service Learning to implement student-to-student tutoring.
- Admissions and Registration developed and implemented Get Started online to assist new students in navigating the admissions process.
- Advising and Student Success Services advised 11,000 prospective students.
- Career Services created a resume guide and presentation to support ACA 120 Career Assessment courses.
- Counseling Services hosted six outreach and information events on three campuses; 223 students were provided information and strategies related to stress management, healthy coping skills and time management.
- Counseling Services made 258 early alert counseling contacts to students.
- Family Resource Center had 13,530 visits in 2012–2013, an 8.6 percent increase over 2011–2012.
- Financial Aid and Veterans Affairs, in collaboration with the Basic Law Enforcement Training (BLET) Program, conducted veteran BLET workshops to address the requirements all veteran BLET students must complete to be certified for educational benefits.
- Financial Aid and Veterans Affairs assisted 148 eligible veterans with benefits certification under the new Veterans Retraining Assistance Program.
- First-Year Experience collaborated with Digital Media Services to create demonstration videos to help students navigate the eight curriculum enrollment steps.
- First-Year Experience expanded new student orientations to all six campuses and provided orientations to 7,287 prospective new students.
- International Programs and Services processed immigration paperwork for 772 applicants.
- Information Center provided automated outbound calls and emails and fielded more than 175,000 incoming calls and 4,300 incoming emails regarding College processes and policies.
- Service Learning had 3,106 participants completing 40,693 service-learning hours.
- Outreach and Recruitment participated in 50 recruitment events to promote Career and College Promise to CMS, private schools and home school organizations.
- Outreach and Recruitment held a CPCC Day for 207 seniors from eight CMS high schools.

- Transfer Resource Center created an online advising system to assist in student success and advised 427 students.
- Transfer Resource Center welcomed 23 four-year colleges and 150 students to its first spring College Transfer Fair at Levine Campus.
- Transfer Resource Center hosted 53 four-year colleges and universities for its Transfer Tuesday Program, a 30 percent increase over 2011–2012.
- Veterans Resource Center provided counseling, workshops and lab assistance to 5,669 veteran students, their family members and veterans from the community.
- Community Relations and Marketing Services (CRMS) promoted the College's programs and services using the Today e-newsletter, email, the CPCC website, Twitter, Facebook, YouTube, and broadcast media.
- CRMS staff played a key role in the communication of security and hazardous conditions announcements.
- CRMS encouraged innovation and collaboration by involving six students in marketing and television efforts, including co-op and internship opportunities through a newly developed Social Media Command Center.
- CRMS worked with a videography instructor and his students to develop two TV commercials aimed at attracting 18 to 23 year olds to CPCC.
- AtD redesigned the eLearning orientation adding new content, tutorials, videos and assessments.
- AtD's professional development program to train all faculty teaching online courses was made a College requirement, and all online courses are reviewed through the Quality Course Review process before being offered.
- AtD piloted the introduction of WebEx, a synchronous tool for online faculty to broaden faculty presence and interaction with students in online courses and strengthen social collaboration, interpersonal connectivity and the delivery of instruction.
- Advisement Management Team promoted the "Get Advised!" campaign for one month prior to each registration season to encourage students to meet with an advisor to review goals and academic plans.
- Classified Staff Council posted a "Prep for SACS" page on its website that outlines information about SACS, the accreditation process and responsibilities that may be asked of Classified Staff employees.
- CPCC College Information Technology Team worked on technology training and digital content initiatives, creating a new Digital Content Committee with representation from appropriate areas.
- Diversity Committee highlighted the top 10 countries that represented international students at the College in CPCC Today with quick, fun facts.
- Facilities Partners reviewed and resolved facilities-related issues impacting the learning environment including space needs, parking, security and food services.
- Institutional Research provided appropriate data and leadership for AtD and CbD initiatives.
- Quality Enhancement Plan (QEP) Committee utilized quantitative and qualitative College data, first-year student research and best practices to narrow the focus of the QEP to create STAR, a student-centered progress reporting system.
- QEP Committee recommended the inclusion of "First-year Student Success Rate" and "First-year Student Success in the Next Academic Year" as Key Performance Indicators beginning in the 2014–2015 academic year.



- QEP Committee developed a pilot study and action plan that calls for collaboration across College units to support student success.

## **Goal 2: Organizational Learning and Development**

### **Foster an organizational culture that maximizes individual growth through expanded learning opportunities.**

- Center for Sustainability provided three workshops for 24 engineering technology instructors from 13 N.C. community colleges on wind energy, GPS train-the-trainer, and soil and concrete testing.
- Collaborative Learning, English and Humanities created an Adjunct Faculty Mentoring Program to meet the needs of new instructors in Academic-Related Courses (ACA).
- Collaborative Learning, English and Humanities developed an ACA “Best Practices” teaching workbook.
- College and Career Readiness refined its Pathways to Employment Program to reflect the Bill and Melinda Gates Foundation’s Accelerating Opportunity Initiative by integrating occupational training/GED preparation/employability skills programs into state-recognized certificates for 486 participating students.
- Corporate and Continuing Education (CCE) designed a new CCE instructor website, providing helpful tips, tools and resources.
- CCE Health Care developed an EKG Technician course in response to community needs.
- Collaborative Learning, English and Humanities hosted a regional workshop for 80 N.C. educators in developmental English and reading classes through Cengage Publishing’s Energizer Conference.
- Early Childhood Education signed a 2+2 articulation agreement with Catawba College’s Bachelor of Arts in Education degree in the Birth-Kindergarten Program.
- eLearning reviewed 178 online courses and developed strategies to bring these courses in line with standards for online course design.
- First-Year Experience offered enrollment screening training sessions for faculty and staff to support new students through the enrollment process.
- Horticulture Technology and Turfgrass Management Technology revitalized the 2+2 articulation agreement with North Carolina Agricultural & Technical State University.
- Interpreter Education faculty took 14 students to Gallaudet University in Washington, D.C., giving them the opportunity for a rich linguistic and cultural immersion experience in the world of American Sign Language (ASL).
- Interpreter Education hosted a workshop on Deaf-Blind Interpreting Skill Development so students could meet and interact with professional interpreters.
- Learning Unit conducted campus-wide sessions on the Quality Enhancement Plan (QEP) during which participants examined first-year student data, challenges and resources; formulated strategies to contribute to first-year student success; evaluated the impact of interventions; and compared and contrasted the QEP with other campus student success initiatives.
- Mechatronics Engineering Technology instructors completed Level 1 training through Siemens Technik Academy to become Siemens Mechatronic Systems Certified Trainers.
- Nursing Program used data analysis to improve its National Council Licensure Examination pass rates, resulting in a 45 percent increase to 97 percent.
- Professional Development and eLearning provided mandatory training to 258 full- and part-time faculty for teaching online courses.

- Professional Development and eLearning collaborated with Enrollment and Student Services to design and launch student orientation for online learning.
- Professional Development facilitated and/or delivered 778 training sessions in workplace skill development, wellness and technology to faculty, staff and students.
- CPCC Services Corporation offered professional development classes to educate CPCC faculty and staff on the benefits of starting a company.
- Facilities Services worked through the Safe College Team and Facilities Partners to increase information sharing, networking, future projections of facility usage, space needs, and creating meaningful connections among all faculty and staff.
- Government Relations and Grants led the collection, analysis and response to data required for nine national reform and other related initiatives.
- Government Relations and Grants provided 25 grant development and grant management training programs to CPCC faculty and staff.
- Information Technology Services (ITS) partnered with Professional Development to ensure employees receive comprehensive training on Ellucian's Colleague, Informer, Blackboard Analytics and Singularity.
- ITS improved Client Services knowledge by having staff acquire industry standard certification in Apple or PC maintenance.
- Office of Institutional Advancement/CPCC Foundation provided fundraising, scholarship, and other relevant information to inform institutional decision making, assist in enrollment planning and goal setting, and raise needed revenue to support existing and planned programs.
- Office of Institutional Advancement/CPCC Foundation provided \$50,000 for faculty/staff professional development activities.
- Quality Assurance provided Service Excellence training to new employees through new employee orientation and professional development sessions.
- Disability Services created an online course for faculty on services provided through the Americans with Disabilities Act-Section 504 and the College's mandate in providing classroom accommodations.
- Family Resource Center offered Connecting Students with Community Resources training to staff from Pathways to Employment and the N.C. Back-to-Work Programs to increase their awareness of resources for students.
- Office of Student Conduct and Civility provided a student management module for new employee orientations and conducted Strengthening Communication and Incident Reporting training for College Security.
- Student Life front-line staff completed the Ethics in the Workplace and the Dimensions of Leadership certificates offered through Professional Development.
- TRiO Student Support Services tutoring program was recertified by the College Reading and Learning Association as a Level I Tutoring Center.
- Human Resources completed the first steps in the update of the Professional and Administrative Professional Development Plan, reviewing new competencies.
- Human Resources conducted Employee Relations training for CPCC supervisors.
- Human Resources' Equal Opportunity Office set up the required coordinator training for compliance with Federal Title IX and Sex Discrimination.
- Procurement Department provided training sessions to College staff on purchasing rules changes and related processes for 2012-2013.
- Community Relations and Marketing Services worked with Professional Development to offer specific, work-related seminars including procurement procedures, sexual harassment, and Family Educational Rights and Privacy Act.

- Advisement Management Team reviewed and updated existing training materials for advisors.
- Classified Staff Council created a Jerry's Tips folder with office technology tips from Jerry Pickler for the Classified Staff website.
- College Senate-Educational Resources provided funding for programs to broaden faculty's knowledge in their respective disciplines.
- College Information Technology Team tested new forms of digital content, such as the successful pilot using adaptive learning.

### **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.**

- Advertising and Graphic Design students participated in a service-learning project, Poetry Walls of Charlotte, designing graphics for three building walls in the North Davidson Arts District.
- Advertising and Graphic Design students designed the 250th anniversary book for the Mecklenburg County Sheriff's Office.
- American Academy of Applied Forensics worked with the FBI Citizens Academy and local municipal police departments to provide simulated firearm training and hosted the annual Forensics Kids Camp for middle and high school students.
- Behavioral and Social Sciences continued to support the "Trail of History" television programs on the 250th anniversary of the founding of Mecklenburg County, the collection of historic buildings at Hart Square, historic Salisbury, Charlotte Healthcare, and the Mint Hill Historical Society.
- Cardiovascular Technology Program provided continuing education for area Sanger Heart and Vascular Institute personnel on the latest advances in heart valve replacement.
- Center for Sustainability partnered with Mecklenburg County Parks and Recreation to develop and conduct the Central Carolina Master Naturalist Program that provided 60 hours of natural history and natural resources education to volunteers.
- Collaborative Learning, English and Humanities, in collaboration with Global Learning, initiated the Literature Study Abroad Program.
- Construction Management Technology developed a new Specialization in Energy Infrastructure certificate for Career and College Promise students that introduces them to the energy industry.
- Corporate and Continuing Education (CCE) worked with six local businesses, Meck Ed, and CMS to create the STEMersion summer workshop for CMS STEM teachers and recruited additional businesses, doubling the size of the event.
- CCE worked with Siemens to launch its first apprentice class for veterans entering machine maintenance programs.
- CCE served 1,768 dislocated professionals and paraprofessionals through Re-Careering Services.
- CCE Corporate Learning contracted to provide classes for 47 new clients, including 26 daycare organizations, under the Healthy Futures grant.
- CCE Economic Recruitment collaborated with Lake Norman Economic Development, the Charlotte Chamber of Commerce, the U.S. Department of Commerce and Corporate Learning Team to expand existing customized training projects to a total value of \$4,296,018.



- CCE Economic Recruitment, in partnership with instructional resources and Siemens Energy, developed 12 classes in soft skills and technical/quality skills and 10 high-level specialized training classes for approximately 90 employees.
- CCE Leadership, Management and Professional Development developed more extensive Project Management certificates with concentrations in Sustainability, Business Analysis and Applied Project Management to target the changing job market and community needs.
- Corporate Learning contracted to provide classes for 60 new clients since July 2012.
- Crowder Construction Institute partnered with the National Center for Construction Education on a workshop to address the skills gap in the construction workforce.
- Cytotechnology Student Association led the Project Life initiative, a bone marrow donation drive.
- Dental Hygiene, Medical Assisting, Pharmacy Technology, Nursing, Physical Therapist Assistant, and Dental Assisting program students, faculty, and staff participated in the Missions of Mercy Dental Clinic. The 36-hour continuous clinic provided free dental treatment to approximately 2,000 patients from the community.
- Dental Assisting Student Association celebrated CPCC's 50th anniversary by providing 50 bone marrow donors with dental health aids and educational materials.
- Foreign Languages and Academic English as a Second Language faculty taught a German class to American employees of Siemens Energy, preparing them to interact linguistically and culturally with their German counterparts.
- Foreign Languages and Academic English as a Second Language served more than 150 adults from the Latino community who successfully completed Spanish, math and reading courses in preparation for the General Equivalency Diploma (GED).
- Forensic Academy supported STEM training by working with the CPCC Services Corporation to provide two summer camps for middle school and high school students.
- Global Learning received a grant from a community partner, Cross Cultural Solutions, resulting in scholarships for eight students to participate in service learning in Brazil.
- Heavy Equipment and Transport Technology's Caterpillar Service Technician Program graduated 10 students, all of whom were hired by Carolina CAT.
- Horticulture Technology students grew and donated starter vegetables for several community gardens and nonprofit organizations.
- Horticulture Technology's landscape design students judged the gardens at the Southern Spring Show for the second consecutive year.
- Human Services participated in an inter-agency review of domestic violence fatalities in Mecklenburg County, resulting in new sites for human services students.
- Interpreter Education had 100 percent student participation in service learning projects for deaf and hard-of-hearing people.
- Library Services collaborated with the Mecklenburg County Sherriff's Office to host 10 book club meetings and a Visiting Professor series to promote literacy for a group of 10 inmates.
- Library Services organized historical photographs and information from the CPCC Archives to support the celebration of CPCC's 50th anniversary.
- Mathematics faculty played lead roles in forging partnerships with CMS high school teachers through the Significant Discussions initiative to help build stronger bridges between high school and college mathematics curricula.
- Medical Assisting students participated in Go Red Heart during CPCC health month in February 2013 by performing blood pressure checks on CPCC employees.
- Networking Technology created a student internship program with CMS for CPCC students to assist with the rollout of new technology for CMS teachers.

- Sensoria served more than 11,000 faculty, staff, students and citizens from the Charlotte-Mecklenburg community.
- Substance Abuse Program established an internship partnership with the Mecklenburg County Jail Substance Abuse Treatment Program, providing students with an additional phase of their internship.
- Transport System Technologies partnered with CPCCTV and WTVI to produce 22 automotive tips videos that will be aired on both channels.
- Welding Technology Students contributed more than 500 hours to various community service-learning projects.
- Center for Applied Research provided Jumpstart for Institutional Research to all 2013 Achieving the Dream cohort colleges.
- Facilities Services supported WTVI/PBS Charlotte by providing safe, secure and well-maintained facilities with technical security features tied into CPCC systems.
- Government Relations and Grants engaged 84 education, economic development, employer, and nonprofit partners in support of the College's grant project planning and implementation.
- Information Technology Services participated in international, national, regional and local groups working to advance the technology capabilities and collaboration among local colleges and organizations.
- CPCC Services Corporation successfully marketed both the Harris Conference Center and Performance Facilities to new and existing clients resulting in more than \$1.2 million in revenue, a 26.3 percent increase over its projected FY 2013 revenue.
- Office of Institutional Advancement/CPCC Foundation fostered positive community relationships among individuals and groups to benefit the College through financial and equipment contributions and by generating goodwill and advocacy.
- Career Services launched Career Coach, a free online tool allowing local residents and CPCC students to explore potential careers.
- Career Services hosted the College's 25th Career Fair with 91 employers and more than 1,660 attendees from the community.
- Career Services welcomed 10 employers to its spring, on-campus recruiting events where employers met 166 students.
- Family Resource Center developed a Loaves and Fishes referral form for use by CPCC staff to expedite student referrals for assistance.
- Man Up Program developed a partnership with the Collegiate 100 and the 100 Black Men of Charlotte to increase the number of mentors.
- Man Up Program established an Executive Advisory Board and Student Advisory Board.
- Outreach and Recruitment facilitated an open house event which attracted more than 500 prospective students.
- Outreach and Recruitment provided presentations to 5,125 CMS high school students in 205 classrooms and participated in 103 recruitment events.
- Service-Learning partnered with Communities in Schools to provide a college experience day for 120 elementary and high school students.
- Human Resources promoted workplace wellness for CPCC faculty and staff and was represented on Mecklenburg County's Working Toward Wellness Committee.
- Procurement sponsored the Minority Enterprise Development Week with two workshops offered in October.

- Community Relations and Marketing Services (CRMS) increased public knowledge of the educational opportunities and services at CPCC through a comprehensive public relations/marketing plan for the College, including enhancing media relationships, utilizing social media, and expanding programming on WTVI-PBS Charlotte and CPCC TV.
- CRMS conducted the successful re-launch of WTVI PBS Charlotte in October.

#### **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.**

- Air Conditioning, Heating and Refrigeration Technology installed new refrigeration machines and computer room air conditioning equipment, enabling the program to expand its training on commercial equipment.
- Air Conditioning, Heating and Refrigeration Technology deployed new computer stations in its electrical lab, utilizing new software and simulations to enhance student learning.
- American Academy of Applied Forensics and Public Safety increased their Full Time Equivalent (FTE) by 51 through online class offerings, strategic marketing and outreach to local agencies.
- Corporate and Continuing Education (CCE) and REACH IT used an online application portal to enhance capabilities to process 862 scholarship applications.
- CCE Computer Technology Training served about 300 unemployed individuals through the N.C. Back-to-Work grant through more than 45 classes.
- CCE Financial Services Institute added a new 45-hour course to the Certified Financial Planner Program and modified books and curriculum for the Nationwide Mortgage Licensing System to address recent changes in financial laws.
- CCE Operations developed a benchmark scorecard for CCE program areas to help them analyze annual data, determine financial goals and maximize self-supporting revenue.
- CCE Small Business Center assisted more than 360 clients in one-on-one sessions, providing more than 775 counseling hours on business planning and strategy development.
- Collaborative Learning, English and Humanities developed an Academic-Related Courses (ACA) Board of Contributors consisting of 12 representatives across appropriate areas of the College to serve as an advisory group.
- College and Career Readiness (CCR) opened its doors in January in the newly renovated Education Center and more than 400 students per week have accessed the CCR Intake and Assessment Center.
- Electrical Systems Technologies opened its new Solar Photovoltaic and Advanced Controls Lab and upfitted the Logic Control Lab to include the latest industry technologies.
- Engineering Technologies implemented a broad set of curriculum improvements as a result of the NCCCS Code Green Super Curriculum Improvement Plan that enhances sustainability within existing programs.
- Information Technology completed a two-year \$800,000 Department of Justice grant to develop a degree program in cybercrime.

- Interpreter Education added a new video studio with professional photography backdrops for filming interpreting work, including a large television screen for simulated interpreting experiences.
- Library Services received a grant from the Gilder Lehrman Institute of American History to explore the impact of the Civil War.
- Mechatronics Engineering Technology hosted the Siemens Mechatronics System Level 1 Instructor Certification course for instructors across the U.S.
- Office Administration continued its partnership with Pathways to Careers to provide team teaching opportunities for select classes through the Accelerated Opportunity Program.
- Office Administration implemented Medical Office Simulation software that gives students the opportunity to simulate working at the front desk of a medical facility.
- Professional Development provided support to academic and administrative units to develop and implement project management, work flows, communication and document management through SharePoint, eliminating the need for third-party software.
- CPCC Services Corporation partnered with the CPCC Foundation to identify, cultivate and steward new and existing corporate donors to support College events, including the Sporting Clays Classic and the Charlotte Skyline Run.
- Facilities Services completed the Harper Campus expansion, renovation of the Education Center and renovations to the third floors of Central High and the Advanced Technology Center on time and under budget.
- Facilities Services successfully implemented an outsourced comprehensive facilities maintenance contract with GCA Services to provide highly effective facilities operations, reliability and efficiency in responding to requests for service, higher customer satisfaction and an aesthetically enhanced environment on all six campuses.
- Government Relations and Grants coordinated six visits with four federal and state funding agency offices and two visits to CPCC by the Acting Secretary of Labor.
- Government Relations and Grants directed 47 cross-college teams in the development of grant proposals and served as the president's liaison for legislation, policy reform and federal agency relationships.
- Government Relations and Grants provided leadership, oversight and direct project management to the Department of Labor-funded REACH IT initiative and co-led the Completion by Design initiative.
- Government Relations and Grants researched and developed competitive position analyses for more than 150 funding opportunities.
- Information Technology Services (ITS) improved business continuity by installing a remote site server, storage and networking equipment.
- ITS improved Client Services Help Desk troubleshooting techniques by providing GoToAssist, a tool allowing analysts the ability to connect to a client's personal computer with their approval.
- ITS supported the development of the 50th Anniversary Celebration website.
- ITS supported the technology services design, acquisition and implementation through the construction cycle for the renovation of the Education Center, Central High third floor and the Citizens Building.
- Office of Institutional Advancement/CPCC Foundation transferred more than \$1.1 million to the College for scholarships, raised more than \$750,000 to support programs benefiting veterans and secured funding for three new health careers programs.

- Office of Institutional Advancement/CPCC Foundation generated \$23.6 million in commitments to address College needs and priorities through the Legacy and Promise Capital Campaign.
- Office of Institutional Advancement/CPCC Foundation helped foster relationships and partnerships to secure services, materials and equipment to benefit the Veterans Employment Initiative and the Energy Leadership Committee.
- Quality Assurance collaborated with Facilities Services on developing effective external signage.
- Admissions and Registration collaborated with the Levine Campus administration to provide additional kiosks for student use.
- Advising and Student Success Services created and implemented the First-Year Advising Office, which emphasizes an increased focus on new students and their successful transition to college.
- Enrollment and Student Services (ESS) utilized social media to communicate pertinent information and promote student services and activities.
- ESS established additional space for financial aid, testing and counseling services college-wide to improve customer service and promote student success.
- Financial Aid and Veterans Affairs processed Federal Direct Subsidized Loans to 3,364 recipients in the amount of \$10,007,749.
- Financial Aid and Veterans Affairs processed Federal Direct Unsubsidized Loans to 2,689 recipients in the amount of \$9,492,798.
- Financial Aid and Veterans Affairs processed Federal Pell Grant awards to 11,608 recipients in the amount of \$35,532,542.
- Howard Levine Veterans Resource Center opened at the Levine Campus to increase access and support for military and veteran personnel.
- Student Conduct and Civility Office worked with ITS to develop an online information page for faculty and developed a system for electronic filing of student conduct complaints to improve efficiency, accuracy and thoroughness in information gathering.
- Testing Services collaborated with ITS to create an online registration system for the Test of Essential Academic Skills (TEAS), resulting in an efficient way to communicate testing requirements to students.
- Finance and Administrative Services successfully transitioned WTVI into the CPCC accounting structure.
- Finance and Administrative Services completed timely year-end financial reporting and received a clean audit opinion from the public accounting firm.
- Finance and Administrative Services established a Collection Task Force to meet monthly and discuss ways to improve the College's collection process.
- Finance and Administrative Services completed all assignments in the SACS review process to comply with deadlines for submitting reports.
- Finance and Administrative Services successfully implemented the business continuity plan in conducting daily activities at alternate sites during the Central Campus closing for the Democratic National Convention in fall 2012.
- Grants Accounting provided grant training to more than 50 individuals to enhance the College's regulatory compliance and reporting.
- Human Resources completed the request for proposals to solicit new and advanced software for applicant tracking purposes.
- Community Relations and Marketing Services provided marketing, graphic design and media relations support for the CPCC Foundation's 50th Anniversary Legacy and Promise Capital Campaign and the College's anniversary activities.



- Classified Staff Council collected food and monetary donations through the Foster a Family food drive to supply Thanksgiving dinner for 19 CPCC families having financial need.
- Process Review Team recommended a process and implementation plan for an interactive online catalog, including a more organized, streamlined format.

## **Goal 5: Organizational Excellence and Innovation**

### **Promote and sustain innovation, entrepreneurship and excellence throughout the organization.**

- CCE Small Business Center's director was the recipient of an award from the U.S. Small Business Administration for outstanding contributions to building relationships and collaborative efforts that support small businesses and foster economic development.
- CCE Small Business Center received the Charlotte Regional Small Business Center of Excellence Award at the July 2012 meeting of the State Board of Community Colleges.
- Collaborative Learning, English and Humanities published and sold textbooks for ACA 111 College Student Success and ACA 122 College Transfer Success through the CPCC Press to more than 2,000 students.
- Dental Assisting and Dental Hygiene successfully completed a Commission on Dental Accreditation site visit resulting in no citations from the visiting accreditation committee.
- Fire Protection Technology received institutional recognition from Fire & Emergency Services Higher Education (FESHE) acknowledging the Emergency Services degrees meet the standards of excellence established by FESHE and the National Fire Academy.
- Health Information Technology (HIT) was awarded a certificate of appreciation by the Office of the National Coordinator for participation and performance evidenced by the training of 687 incumbent and displaced health care workers through the HIT Consortium.
- Interpreter Education faculty members served as chair and assistant chair of the Conference of Interpreter Trainers in Charlotte, which was attended by nearly 500 interpreters, interpreter-educators and researchers from around the world.
- Mathematics was awarded a \$300,000 grant to lead the NCCCS Math Curriculum Improvement Project for the 2012–2014 academic years.
- Paralegal Technology submitted a required three-year interim report to the American Bar Association (ABA) to maintain its approved status. CPCC's program is the only paralegal program in western N.C. approved by both the ABA and the N.C. State Bar.
- Center for Applied Research increased revenue by 50 percent.
- Compliance and Audit published two newsletters highlighting best practices and promoting the importance of internal controls.
- Compliance and Audit executed the Internal Audit Plan by completing five audits, one special project and five management advisory services.
- Compliance and Audit developed and incorporated a new system of rating internal controls in audit reports developed from research of best practices.
- Compliance and Audit served as liaison with the State Ethics Commission for compliance with the State Government Ethics Act to ensure that mandatory ethics training is completed for public servants and their immediate staff.

- Compliance and Audit, in partnership with Learning and eLearning, implemented an enrollment verification assignment to maximize eligible students for full-time equivalent (FTE) reporting.
- CPCC Services Corporation Board of Directors approved a \$30,000 gift to the Harris Campus for the purchase of digital signage.
- CPCC Services Corporation increased its overall fund balance by 20 percent in FY 2013, having an unaudited fund balance of \$3.4 million.
- Office of Institutional Advancement/CPCC Foundation improved organizational efficiency through the use of technological resources, including Raiser's Edge and AcademicWorks.
- Environmental Health and Safety developed a formal, regulated universal waste disposal procedure to maintain compliance with federal hazardous material disposition standards.
- Environmental Health and Safety used industry-approved safety audit strategies to identify and eliminate approximately 275 hazards and risk exposures.
- Environmental Health and Safety, in partnership with N.C. Blue Cross Blue Shield, conducted college-wide influenza vaccination clinics with approximately 350 employees and dependents participating.
- Facilities Services utilized 70 volunteer employees as School Dude representatives serving as the point of contact for project updates and notification of work order completion.
- Facilities Services worked to improve its overall services by evaluating historical data, key performance indicators and student/staff performance surveys.
- Enrollment and Student Services (ESS) Assessment Office assisted ESS outcome managers in designing 28 measurable assessments focused on College goals.
- Family Resource Center collaborated with Human Resources to develop promotional materials to increase awareness of the Drug-Free College policy.
- Student Life and the Family Resource Center coordinated Alcohol & Other Drugs, an educational program about substance abuse and helpful community resources.
- Finance and Administrative Services supported the transition of College facility operations to a contract vendor through employee services and contract negotiations.
- Payroll Department established state tax reporting compliance for CPCC employees residing outside of North Carolina.
- Payroll Department promoted all automated services including document imaging, time reporting and approval, W-2 automation and paperless processes.
- Community Relations and Marketing Services utilized technology to streamline workflow processes, measure communication outcomes and analyze results.
- Advisement Management Team studied the impact of current academic Standards of Progress and interventions on student performance by reviewing data and trends.
- Classified Staff Council used "live meeting" technology for all general meetings, which increased staff attendance and eliminated travel time and expense.
- SACS Reaffirmation Team completed the writing and documentation of Core Requirements, Comprehensive Standards, and Federal Requirements of the decennial reaffirmation.
- Quality Enhancement Plan (QEP) Committee created an assessment plan to submit to the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to evaluate the implementation process and the overall effectiveness of the QEP from 2014–2019.
- QEP Committee utilized quantitative and qualitative College data, first-year student research, and best practices to narrow the focus of the QEP to create STAR, a student-centered progress reporting system.



# A Legacy of Success

---

## **Mission Statement**

Central Piedmont Community College is an innovative and comprehensive college that advances the life-long educational development of students consistent with their needs, interests and abilities while strengthening the economic, social and cultural life of its diverse community.

The College accomplishes this purpose by providing high-quality, flexible pre-baccalaureate and career-focused educational programs and services which are academically, geographically and financially accessible. This purpose requires a fundamental commitment to student success through teaching and learning excellence within a supportive environment.

## **Vision**

Central Piedmont Community College intends to become the national leader in workforce development.