

2005 - 2006 Operational Plan

1. Student Success

Goal: Ensure student success by all employees assuming collective responsibility for placing the needs of learners first.

Objectives:

The Executive Vice President's unit will create an environment that supports learning and accessibility by providing safe and clean facilities, technology, and resource acquisition by using its resources to personalize the student experience.

The Executive Vice President's unit will coordinate all resources including physical, budget revenues, and grants and gifts in order to broaden the impact, maximize the sustainability, and integrate new initiatives to support learning.

The Instructional Unit will partner with Enrollment and Student Services to evaluate the faculty advising system and make recommendations for improvements.

The Instructional Unit will encourage the sharing of resources among programs to support innovative, high growth/high demand workforce development opportunities.

The Instructional Unit will continue the drive to provide various course delivery options such as online, hybrid, short session, learning communities, and weekend courses in programs.

Enrollment and Student Services will create opportunities to provide continuous ESS staff cross training to maximize services to students.

Enrollment and Student Services will develop and implement programs and processes that embrace a learning college environment in Student Services.

Enrollment and Student Services identify and create opportunities for student success (SST) and Campus Contact teams (CCT).

Enrollment and Student Services will fully implement the Student Success Center at Levine Campus.

Enrollment and Student Services will establish physical structures at all campuses to provide a supportive and nurturing environment to address student needs.

Community Relations and Public Affairs will seek to enhance communication and build awareness among faculty and staff of the offerings of the College.

Community Relations and Public Affairs will build the image of the College by creating awareness of the quality of education available at CPCC.

Community Relations and Public Affairs will develop a comprehensive student communications plan to provide students with on-going, up-to-date information about the College.

The Learning College Steering Committee will complete the Critical Thinking Pilot Project and develop implementation plan for rollout to entire College.

The College Tech Team will evaluate and plan audio and video recording of class lectures for on-demand delivery to facilitate student review and reinforcement of concepts.

The College Tech Team will explore ways to integrate technology in the classroom and expand options for any-time any-place instructional delivery.

The General Education Committee will coordinate with the Learning College initiative.

The Advisement Management Team will establish a Transfer Student Resource Center on Central Campus to enhance the academic success of college transfer students.

The Advisement Management Team will establish an official advising procedure for the final graduation review of students.

The Advisement Management Team will develop an Advising Intervention Report alerting advisors of advisees having academic difficulty.

The Advisement Management Team will continue to develop methods to encourage students to seek advising services.

2. Organizational & Professional Development

Goal: Foster an organizational culture that makes learning the primary value in every action of the College.

Objectives:

The Executive Vice President's unit will generate external resources for professional development opportunities and new positions, and offer and participate in training opportunities at the College.

The Executive Vice President's unit will retain employees by creating a positive work environment based on a foundation of individual empowerment, resource acquisition, and collaborative teams.

The Executive Vice President's unit will develop flexible facilities supported by state-of-the-art technology.

The Executive Vice President's unit will organize or reorganize the unit to support and enhance a culture of learning.

The Instructional Unit will employ strategies embodied within the Learning College and continue to broaden its understanding of the Learning College concept.

The Instructional Unit will provide collaborative leadership training for all administrative personnel to promote a culture of inclusiveness and participation that supports cross-functional teams practicing learning-centeredness.

The Instructional Unit will revise the faculty Performance Development Plan to address student learning.

The Instructional Unit will provide professional development activities that focus on the Learning College concept.

The Instructional Unit will review the dean position job description and modify it to reflect the changing role of the dean.

The Instructional Unit will provide ways to recognize and reward outstanding performance of faculty and staff.

Administrative Services will continue to enhance training to provide reporting tools for all budget managers to successfully incorporate good accounting methods in daily operations.

Human Resources will participate in the development of learning opportunities for all employees to increase skills and career path training.

Enrollment and Student Services will encourage employee development through opportunities provided by the College.

Enrollment and Student Services will promote and support professional development through organizational memberships, presentations, writings, and research.

Enrollment and Student Services will implement customer service training for ESS staff.

Enrollment and Student Services will provide opportunities for Spanish classes and other courses to ESS staff that promote cultural and diversity development.

Enrollment and Student Services will seek opportunities to hire bilingual staff.

Community Relations and Public Affairs will seek to enhance communication and build awareness among faculty and staff of the offerings of the College.

The Learning College Steering Committee will develop a training plan for faculty and staff on infusing critical thinking into classes and services.

The Learning College Steering Committee will select five of the most popular professional development courses and develop alternative delivery methods.

The Learning College Steering Committee will revise the employee application to reflect learning college values.

The Learning College Steering Committee will develop and implement Faculty Showcase – a month-long showcase of the best teaching practices.

The Learning College Steering Committee will provide opportunities for cross-training for faculty and staff to support a broader understanding and appreciation of all units and departments within the College.

The College Tech Team will extend access to college information resources to members of the college community both on- and off-campus.

The College Tech Team will ensure that information and multi-media teaching technology are be reliable, pervasive, consistent, flexible, expandable, and organizationally supported with maintenance and support for professional growth and development in teaching technologies.

The College Tech Team will promote technology proficiency and celebration of technological accomplishments by organizing 'Technology Days' showcasing effective use of technologies across the college.

The College Tech Team will encourage the development of courses that are delivered to remote sites using interactive, real-time distance learning technologies.

The Advisement Management Team will continue to develop and provide training for all advisors in the ICAN system.

3. Community/Economic Development & Partnerships

Goal: Promote the health and economic vitality of the community through partnerships, coalitions, and collaborations.

Objectives:

The Executive Vice President's unit will expand collaboration through activities such as the Center for Applied Research, the Central Piedmont Community College Services Corporation, Grants, the Colleague Training Center, and the Central Piedmont Community College Foundation.

The Executive Vice President's unit will provide inviting and available facilities for our internal and external community.

The Executive Vice President's unit will participate in learning, innovation, and leadership opportunities at the regional, state, and national level, sharing the benefits of these experiences with the community.

The Instructional Unit will build on educational outreach initiatives with business and industry, Charlotte Mecklenburg Schools, and home-schooled students.

The Instructional Unit will expand certification and short-term training programs that meet learners' needs and market demands.

The Instructional Unit will actively seek input from advisory committees in relationship to program development and current/future learning outcome expectations.

The Instructional Unit will provide leadership and training to incorporate learning outcomes into all course offerings.

Administrative Services will coordinate with the North Carolina Community College System to provide ongoing training for the Colleague management information system.

Procurement Services will partner with third party diversity organizations to promote the use of minority-owned businesses within the community.

Enrollment and Student Services will support college-wide programs that promote diversity.

Enrollment and Student Services will create opportunities to strengthen and expand the Service-Learning program.

Community Relations and Public Affairs will increase community awareness of the value of the College.

4. Goal Institutional Growth

Goal: Plan and coordinate student enrollment, programs, services, and facilities to meet community needs.

Objectives:

The Executive Vice President's unit will develop the financial and technological resources and support structure to meet and facilitate College growth and change.

The Executive Vice President's unit will plan for and provide the resources necessary to support flexible, changing delivery methods and attendance patterns.

Administrative Services will partner with a third party deferred payment provider to offer students additional payment options.

The Instructional Unit will develop additional degree and diploma offerings via the Internet.

The Instructional Unit will develop dual English-Spanish online course offerings using a variety of instructional methods.

The Instructional Unit will continue to support the evolution of a multi-campus system by closely monitoring financial, human, and facilities resources.

The Instructional Unit will integrate curriculum and CCE initiatives to serve community needs.

Enrollment and Student Services will increase the 2005-2006 curriculum enrollment by 3%.

Enrollment and Student Services will expand services to and increase collaboration with Charlotte-Mecklenburg Schools.

Enrollment and Student Services will refine and expand the College-wide recruitment strategies and initiatives.

Enrollment and Student Services will implement and expand existing recruitment marketing initiatives.

Community Relations and Public Affairs will strive to strengthen ties with the arts and entertainment community and uptown business community.

The College Tech Team will guide the implementation of the Datatel Colleague Student system to maintain and enhance consistent delivery of services at all campuses.

5. Objectives: Institutional Advancement

Goal: Increase available public and private funds for educational programs, capital projects, and general operations.

The Executive Vice President's unit will increase entrepreneurial funds raised and resources accumulated, and focus the resources toward the learning-centered initiatives of the College.

The Executive Vice President's unit will provide more co-operative educational employment and learning opportunities for students within the EVP unit.

The Executive Vice President's unit will enhance stewardship, efficiency, and effectiveness through internal and external partnerships and collaborations.

The Executive Vice President's unit will seek more opportunities for EVP unit functions to become self-funding.

Grants and contracts will enhance their internal and external services to provide a broader range of accounting review services for both public and private funds.

The Instructional Unit will encourage faculty and staff to find alternative funding sources to provide more opportunities for professional growth and for curriculum development.

Enrollment and Student Services will continuously seek opportunities for local, state, and federal funding to support ESS initiatives.

Enrollment and Student Services will continuously expand student awards including Federal Pell Grant and the Federal Supplemental Educational Opportunity Grant.

Enrollment and Student Services will encourage ESS staff participation in grant-writing opportunities.

Community Relations and Public Affairs will work with the Foundation and Marketing Departments on ways to promote and publicize opportunities to give to the College.

6. Institutional Effectiveness

Goal: Improve learning outcomes and College programs, processes, and services through a systematic and continuous process of planning, assessment, and improvement.

Objectives:

The Executive Vice President's unit will develop a budget planning process based on efficiency, effectiveness, and contribution. Components of the process should include agility, cross-functional process review, zero-based budget, and return on investment theories.

The Executive Vice President's unit will expand the utilization and communication of the program review process.

The Executive Vice President's unit will provide the data, technology, and expertise to support the establishment of learning outcomes that assess learning.

The Instructional Unit will strengthen the program review, program revitalization, and program audit processes to ensure continuous improvement.

The Instructional Unit will continue to coordinate with Information Technology Services to increase collaborative opportunities, streamline processes, and ensure that distance education needs are met.

The Instructional Unit will identify areas for faculty to be granted reassigned time to explore ways to improve and strengthen programs and the College.

The Instructional Unit will strengthen efforts to communicate more effectively with other units of the College.

The Administrative Services Unit will maintain the financial integrity of the College by complying with North Carolina General Statutes and following generally accepted accounting principles.

Human Resources will research and recommend methods to improve the efficiency and quality of data collection, reporting, and employee success.

The Administrative Services Unit will conduct its periodic annual review to assess services, perceptions of those served, and future needs.

Financial Services will continue the implementation of Datatel system software to promote reliable services for students and staff.

Auxiliary Services will evaluate products and services to promote student cost savings, student services, and community involvement.

Enrollment and Student Services will maximize use of the ESS planning process so it becomes an integral component of the day-to-day operations of each department.

Enrollment and Student Services will utilize assessment results for the purpose of continuous institutional effectiveness.

Enrollment and Student Services will identify and implement assessment strategies to measure student learning.

The Safe College Team will revise the Crisis Communication Plan to include communication procedures based on specific hazards and communication procedures specific to each campus.

The Safe College Team will develop an Emergency Response Plan to be used in conjunction with the Crisis Communication Plan and incorporated into the Safe College Team manual.

The Safe College Team will create an Emergency Preparedness web site.

The Institutional Effectiveness Committee will Review the current IE plan and make changes as needed.

The Institutional Effectiveness Committee will collaborate with Instruction to update instructional program review to include program and learning outcomes.

The Institutional Effectiveness Committee will collaborate with the Administrative Services and ESS units to incorporate the Learning College philosophy into their unit reviews.

The Institutional Effectiveness Committee will enhance the IE share points site for all internal College committee communications which will provide a vehicle for information sharing within the college community.

The Institutional Effectiveness Committee will review state Enhanced Accountability Measures and make recommendations.

Prioritize technology equipment requests in alignment with available budgets.

The College Tech Team will review and recommend updates to college policies relevant to ethical and appropriate use of information technologies.

The College Tech Team will assess the technology needs for instructional and administrative support and develop a comprehensive plan to meet these needs.

The College Tech Team will enhance information content and interactivity of college information resources by increasing the ability to search electronically across college information resources.

The General Education Committee will study the issue of a placement test for Basic Computer Skills.

The General Education Committee will review the College's General Education goals for possible updating.

The General Education Committee will review the benchmarks for the General Education goals.

The General Education Committee will develop an assessment tool and process for the Critical Thinking goal.

The General Education Committee will continue ongoing assessment of General Education goals.

The General Education Committee will improve communication of results of the General Education assessments.

The Advisement Management Team will implement a comprehensive assessment and advisor recognition system for the ICAN.

Facilities Partners will develop a plan for space utilization goals in support of the learning environment.

Facilities Partners will provide input regarding facility rehabilitation projects of the College in support of the learning environment.

Facilities Partners will provide recommendations for updating College facility standards appropriate for the learning environment.