

2008-2009 CPCC OPERATIONAL PLAN

Goal #1: Student Success

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

The Executive Vice President's Unit will create an environment that supports learning and accessibility by promoting safe facilities, providing clean facilities, enhancing technology, and increasing resource acquisition and services to meet the needs of students.

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

The Executive Vice President's Unit will systematically review student intake processes, identify and recommend areas for improvement, and coordinate the implementation of the recommendations.

The Learning Unit will share resources among programs to support high-growth/high-demand workforce development opportunities in response to the changing demographic profile, employer profile, and economic conditions in Mecklenburg County to ensure relevance and better serve the needs of our students.

The Learning Unit will enhance the learning experience by implementing innovative teaching techniques and intensifying the use of new technologies.

The Learning Unit will increase the number of hybrid, web-enhanced and fully online degrees, certificates, and courses to accommodate our enrollment growth, enhance the efficient utilization of campus and classroom space, and in response to high gas prices.

The Learning Unit will broaden the core competency initiative by communicating expectations to students and employers.

The Learning Unit will improve students' chances for success by strengthening the coordination and communication among counselors, advisors, and faculty advisors and implementing program advisors and industry-specific advisors.

ESS will enhance systems, processes, and procedures to facilitate improved communication and service to students.

ESS will expand collaboration with other College units to strengthen student development and the student experience.

ESS will continue to identify issues that adversely impact student success and seek ways to resolve them.

Finance and Administrative Services will implement a program of continuous improvement that ensures students receive optimal benefits from grant -funded projects.

Finance and Administrative Services will oversee a successful implementation of the debit card program from Higher One for student refunds and financial aid refunds.

Finance and Administrative Services will review web pages for the College Services departments with the goal of improving current web pages or implementing a web page for departments that do not have one.

Finance and Administrative Services will improve and broaden the knowledge of the Systems Accountant on fixed assets.

Office of Community Relations, Marketing Services, and Public Affairs will develop a comprehensive strategic marketing plan to promote state-of-the-art programs, instructors, and facilities at the College with the goal of increasing awareness and enrollment.

Office of Community Relations, Marketing Services, and Public Affairs will build the image of the College by creating awareness of the quality of education available at CPCC and the outstanding faculty and staff at the College.

Office of Community Relations, Marketing Services, and Public Affairs will work collaboratively with all areas of the College to communicate up-to-date information about the College to students. The department will research and implement new ways to keep employees informed so they can support students.

Goal #2: Organizational and Professional Development

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

The Executive Vice President's Unit will generate 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 Learning Unit will offer management support and high-quality professional development opportunities for new full-time faculty and staff to ensure a successful transition and orientation to the College.

The Learning Unit will implement a comprehensive and consistent support system for part-time faculty and collaborate with Human Resources to develop an online part-time faculty hiring process and database to more easily cross-reference and utilize current resources.

The Learning Unit will build a more cohesive organizational culture through enhanced working relationships based on trust.

The Learning Unit will support and encourage faculty and staff to keep abreast of new and emerging developments in their disciplines, areas of interest, and areas of expertise and further seek accreditations and certifications and participation in professional organizations.

ESS will encourage employee development through opportunities provided by the Center for Leadership and Staff Development and other resources.

ESS will provide opportunities for cross-training among full-time and part-time ESS staff.

ESS will prepare ESS staff for career growth and encourage upward mobility.

ESS will expand service to students by employing bilingual staff and supporting language/cultural training opportunities for existing staff.

Finance and Administrative Services and G/L Systems will provide internal Colleague general ledger module beginner, intermediate, experienced user, and journal entry training.

Finance and Administrative Services and G/L Systems will provide Colleague general ledger module training to other colleges via the CPCC Colleague Training Center.

Finance and Administrative Services will direct the development and implementation of new grants training programs and events.

Finance and Administrative Services will encourage employees to take all of the required training classes and attend workshops to enhance their work performance.

Finance and Administrative Services will work on an Automated Performance Development Plan process.

Finance and Administrative Services managers will become more “self sufficient” in policy, procedure, and employment law interpretation and administration.

Office of Community Relations, Marketing Services, and Public Affairs will seek to enhance communication and build awareness among faculty and staff about key issues related to the College.

Goal #3: Community/Economic Development and Partnerships

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

The Executive Vice President’s Unit will expand collaboration in the community through participation in activities such as Central Piedmont Community College Services Corporation projects, 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 Learning Unit will build strategic alliances for workforce and economic development.

The Learning Unit will pursue additional articulation and collaborative agreements with state and other institutions of higher education and other schools including Charlotte Mecklenburg Schools.

The Learning Unit will ensure that we are responsive and engaged in the Bio-Tech Initiative.

The Learning Unit will take a leadership role in the community by serving the green movement via the Center for Sustainability initiative.

ESS will expand involvement with external partnerships and in community activities and programs.

ESS will expand collaborations, programs and services with CMS, private schools, home school organizations, and other higher education institutions.

Finance and Administrative Services will work on energy conservation, recycling and Green College.

Finance and Administrative Services will greatly enhance our ability to be more pro-active with the hiring managers at every step of the process and create a staffing function focused on recruiting the best talent available in the community.

Office of Community Relations, Marketing Services, and Public Affairs will work with various organizations and agencies including the Charlotte Chamber, Charlotte Regional Partnership, Arts and Science Council, Center City Partners, Charlotte-Mecklenburg Schools, and other community groups and organizations to promote course offerings and events of the College.

Office of Community Relations, Marketing Services, and Public Affairs will strive to strengthen ties with the arts and entertainment community and uptown business community.

Goal #4: Institutional Growth

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

The Executive Vice President's Unit will develop the financial information 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.

The Executive Vice President's Unit will coordinate all functions of the College pertaining to student intake processes and will serve as a liaison to all departments to provide reliable information to the students and work towards eliminating any barriers to students' success.

The Learning Unit will define and communicate the instructional space and technology needs for future buildings and facility expansions.

The Learning Unit will ensure quality program feasibility, growth, and sustainability by implementing the enhanced process to develop new programs.

The Learning Unit will strengthen our focus on serving business and industry through more programmatic coordination and collaboration between curriculum and CCE.

The Learning Unit will review learning communities, research good practices, and implement ways to strengthen the program to increase student retention and success.

ESS will increase the 2007-08 curriculum student enrollments by 3%.

ESS will expand use of targeted recruitment strategies.

ESS will collaborate with the Learning unit to develop improved retention strategies and enhanced student tracking capabilities.

ESS will increase staffing to support and enhance all services.

ESS will promote career exploration and job placement services.

Office of Community Relations, Marketing Services, and Public Affairs will develop comprehensive marketing plans to promote key priority programs and new initiatives in order to increase awareness and enrollment.

Office of Community Relations, Marketing Services, and Public Affairs will develop comprehensive student recruitment/marketing plans for the various registration periods of the College.

Office of Community Relations, Marketing Services, and Public Affairs will develop a marketing campaign targeted to high school juniors and seniors in CMS, as well as their parents, to increase awareness and promote the offerings of CPCC.

Goal #5: Institutional Advancement

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 seek and promote more educational employment (internships) and learning opportunities for students.

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

The Learning Unit will encourage faculty and staff to work with internal and external stakeholders to identify alternative funding sources for innovative programs and faculty, staff and student support.

The Learning Unit will strategically assess and pursue grant opportunities using a business planning process.

The Learning Unit will engage in activities that support the entrepreneurial college.

ESS will encourage and support grant writing and entrepreneurship.

ESS will continue to expand scholarship offerings.

ESS will maximize use of all state, local, and federal funding available for students.

Office of Community Relations, Marketing Services, and Public Affairs will work with the Foundation on ways to promote and publicize opportunities to support the College. In addition, the office will seek ways to acknowledge and recognize donors through media coverage, publications, and events.

Goal #6: Institutional Effectiveness

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

The Executive Vice President's Unit will continue to enhance the communication and review process for distribution and management of revenues derived from external funds, including grants and gifts.

The Executive Vice President's Unit will support 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 unit, program, and learning outcomes that assess learning.

The Executive Vice President's Unit will seek continuous improvement in all student intake areas of the College.

The Executive Vice President's Unit will identify, prioritize, and coordinate cross-functional processes to provide quality assurance and opportunities for enhancement of current practices.

The Learning Unit will increase the College's performance on the state accountability measures and standards.

The Learning Unit will utilize advisory committees and student opinion surveys more deliberately as part of program/process improvement.

ESS will maximize resources to assure outcome-driven student services.

ESS will incorporate the 'learning college' philosophy in day-to-day operations.

ESS will complete implementation of the ESS Outcomes Assessment Plan.

ESS will document assessment results for continuous improvement in all areas.

ESS will implement outcomes of the ESS program review.

Finance and Administrative Services will conduct the periodic review (every three years) for the unit.

Finance and Administrative Services and G/L Systems will review and comply with all received directives of the North Carolina Community College System Office, the North Carolina Office of the State Auditor, the North Carolina Department of State Treasurer, NC Office of the State Controller, and the NC Legislature via the North Carolina Community College System Office.

Finance and Administrative Services will design and implement an Accounting Procedures intranet webpage on the Finance & G/L Systems intranet site, link all existing procedures to this site, and develop those that do not exist, resulting in the first CPCC comprehensive one-stop site for all accounting procedure information.

Finance and Administrative Services will implement E-pay for all employees and travel reimbursement.

Finance and Administrative Services will create the year-end procedures for each area within Campus Administrative Services.

Finance and Administrative Services will implement Entrinsik Informer software.

Finance and Administrative Services will partner with Professional Development (PD) to develop a clear career path for all CPCC employees.

Finance and Administrative Services will automate Time & Attendance for all employees ensuring better tracking/capturing of time taken (Sick, Vacation, FMLA, etc).

Finance and Administrative Services will institute direct deposit for part-time employees.

Finance and Administrative Services will review integration of fixed asset recording with Accounts Payable, Procurement, and the Fixed Asset module with the intent of automating the fixed asset recording process.

Finance and Administrative Services will implement Book Now and shop management software in CPCC Campus Printing.

Office of Community Relations, Marketing Services, and Public Affairs will research marketing and communication efforts to ensure appropriate messages are being sent to targeted audiences.

Office of Community Relations, Marketing Services, and Public Affairs will research the best methods to be used to determine return on investment for marketing campaigns and communication efforts.