

2009-2010 Operational Plan

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

- 1.1 Offer and promote a variety of programs and services that address diverse cultures and prepare students for success in a global society.
- 1.2 Enhance teaching and learning experiences by increasing innovative techniques and interactive technologies.
- 1.3 Support successful student transitions to CPCC and then on to universities, the workforce, and the community.
- 1.4 Engage students as responsible partners in the learning process.
- 1.5 Enhance communication and collaboration to support student learning and success.

Unit Objectives:

The Learning Unit will share resources and leverage efficiencies across programs in response to the changing budget situation, the workforce, and the economic conditions in Mecklenburg County to ensure continued support for students and employers.

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

The Learning Unit will continue the core competency initiative by creating, implementing, and measuring outcomes.

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

The Learning Unit will leverage and expand our portfolio of e-Learning offerings without compromising quality by requiring best practices in design and delivery.

The Learning Unit will explore alternative/additional delivery methods to accelerate learning opportunities.

The Learning Unit will identify additional programs and services needed to create/communicate career paths for market-driven career opportunities.

The Learning Unit will increase focus on retention and increased completion rates for AHS, degrees, diplomas, and certificates.

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 optimizing resources and services to meet the needs of students.

The Executive Vice President's Unit will develop flexible facilities and state-of-the-art learning technology to enhance student success.

Enrollment and Student Services will expand collaboration with other College units to strengthen student learning and development.

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

Enrollment and Student Services will expand collaborations, programs, and services with CMS, private schools, home school organizations, and other higher education institutions to promote successful transitions.

Financial and Administrative Services will engage College Administration (Cabinet and deans) in monitoring, supporting, and promoting grant projects to maximize the impact on student learning and academic success.

Community Relations and Marketing Services (CRMS) will promote the College's programs and services to students, utilizing a variety of communication methods to ensure they are aware of the resources available to them at CPCC.

CRMS will enhance its collaboration with departments and its internal processes to ensure consistent, accurate, and timely communication in support of student learning and success.

CRMS will stay abreast of the latest in communication trends to ensure consistent communication with students, including Internet, television and social media resources.

CRMS will encourage innovation and collaboration by involving students in marketing and television efforts wherever possible, including co-op and internship opportunities.

CRMS will cross-promote and bundle opportunities and services to students to ensure they understand relationships between programs and the requirements they need to accomplish their goals.

Goal 2 – Organizational & Professional Development: Foster an organizational culture that maximizes individual growth through expanded learning opportunities.

2.1 Recruit, retain, develop, reward, and empower employees who share responsibility for student learning and success.

2.2 Ensure that part-time employees are engaged and supported in the learning environment at the College.

2.3 Facilitate a more collaborative and cohesive learning environment in line with the College's vision, mission, and values.

2.4 Prepare employees to anticipate and respond appropriately to regional issues within a global framework.

2.5 Encourage the analysis and interpretation of data to inform decision making.

Unit Objectives:

The Learning Unit will offer management support and high-quality professional development opportunities for full-time and part-time faculty, administrators, and staff to ensure effective and efficient operations of the College.

The Learning Unit will continue offering a comprehensive and consistent support system for part-time faculty and collaborate with HR to implement an online part-time faculty hiring process.

The Learning Unit will build a more cohesive organizational culture through enhanced working relationships as a result of organizing cross-functional task force teams.

The Learning Unit will support/encourage faculty to keep abreast of new and emerging developments (including career paths for students) in their disciplines and fields.

The Executive Vice President's Unit will optimize resources for professional development opportunities for all employees 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 optimization, and acquisition through collaborative teams.

The Executive Vice President's Unit will support and collaborate with units across the College to provide, interpret, and analyze data to inform decision making.

Enrollment and Student Services will encourage employee development through opportunities provided by the Professional Development department and other resources.

Enrollment and Student Services will identify opportunities to measure student success through surveys and other means.

Financial and Administrative Services will develop a grants-training program for the College (grant seminars), the region (grants network), and the nation (seminars and online training).

Financial and Administrative Services will automate Performance Development Plan (PDP) forms.

Financial and Administrative Services will offer Employee Relations Training for CPCC supervisors.

CRMS will offer professional development opportunities for employees with regard to marketing, public relations, and program promotion.

CRMS will offer high-quality professional development opportunities for its staff at all levels to ensure they are engaged and supported.

CRMS will support/encourage staff to keep abreast of new and emerging developments in the public relations and marketing fields.

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.

3.1 Expand partnerships with business and industry to determine the future high-demand job growth areas and the skills needed for those jobs.

3.2 Develop bridges with business, industry, and educational partners to benefit existing and emerging workers.

3.3 Increase public knowledge of the educational opportunities and services at CPCC.

3.4 Respond to the vocational and intellectual learning needs of an increasingly diverse community.

Unit Objectives:

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

The Learning Unit will build strategic alliances for workforce and economic development, especially with the Workforce Development Board.

The Learning Unit will take a leadership role serving the green movement in the community and at the College, including programs for students.

The Learning Unit will develop and implement programs in response to the increasing underemployed/unemployed work force and align them with regional job and entrepreneurial opportunities.

The Learning Unit will expand community/business partnerships for revenue generation, donations, and scholarship opportunities.

The Executive Vice President's Unit will provide inviting, accessible facilities and technical and research expertise for our internal and external community.

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

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

Enrollment and Student Services will expand involvement with external partnerships, community activities, and programs.

Enrollment and Student Services will establish a pipeline for student employment by strengthening collaborations with area business, industry, and job centers.

Financial and Administrative Services will partner with internal and external clients.

Financial and Administrative Services will develop partnerships across all CPCC units and across organizations (employer, education, economic development, and professional association entities) to improve educational and economic opportunity for the community.

CRMS will increase public knowledge of the educational opportunities and services at CPCC through a comprehensive public relations/marketing plan for the College which includes enhancing media relationships, utilizing social media, and expanding programming on CPCC TV.

CRMS will continue and expand its relationships within the community including the Chamber of Commerce, the Charlotte Regional Partnership, and others.

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.

4.1 Explore and implement ways to increase funding for educational opportunities for students and to establish and sustain programs.

4.2 Plan and manage growth to optimize organizational effectiveness.

4.3 Collaborate with business, education, and other organizations to secure needed levels of public and private support.

4.4 Promote the effective and efficient utilization of human, physical, fiscal, and technological resources to reinforce public trust.

4.5 Communicate the value and benefits of the College to increase community involvement and support.

4.6 Expand and manage facilities and operations in an environmentally and fiscally responsible manner.

Unit Objectives:

The Learning Unit will ensure quality program feasibility, growth, and sustainability by implementing the enhanced process (Road Map to Develop New Programs at CPCC) to develop new programs.

The Learning Unit will analyze the data from the Program Cost Report for effectiveness/efficiency of programs and services.

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

The Learning Unit will strengthen internal processes such as CCE registration and student communications to assist unemployed or underemployed workers to take advantage of our programs and services.

The Learning Unit will identify and create interdisciplinary possibilities to expand, enhance, or blend our current portfolio of offerings. The Learning Unit will consider developing an interdisciplinary project-based capstone course to be evaluated by a panel of industry experts.

The Executive Vice President's Unit will coordinate all human, physical, technological, and financial resources to leverage the capacity to serve, maximize sustainability, promote informed decision making, and integrate new initiatives to support learning.

The Executive Vice President's Unit will expand resources and capacity in the community through participation and partnerships 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 plan, expand, and support environmentally and fiscally responsible initiatives and services.

The Executive Vice President's Unit will collaborate with all units of the College to enhance services to students, faculty, and staff.

Enrollment and Student Services will promote and encourage employee cross-training within the ESS Unit.

Enrollment and Student Services will create a culture of technological sufficiency by use of online schedules, catalogs, brochures, and other means of communication.

Enrollment and Student Services will explore opportunities for financial support to students using state, federal, and other sources of funding.

Financial and Administrative Services will be proactive in Bookstore inventory management.

Financial and Administrative Services will improve vending services at all campuses.

Financial and Administrative Services will provide technical assistance in the planning of new programs and services by researching best practice models, developing new program plans, and monitoring trends for federal, state and private funding agency awards.

Financial and Administrative Services through Accounts Payable will expand the Higher One and Epay programs.

Financial and Administrative Services through Accounts Payable and Purchasing will collaborate to implement General Ledger mapping for Pcard payments so that the end-users will be able to reduce their budget through the system.

Financial and Administrative Services will establish a financial trend analysis process to incorporate core business function information for both internal and external reporting.

Financial and Administrative Services will continue working on the CPCC Business Continuity Planning.

CRMS will review internal processes and will manage our facilities to ensure optimization of College resources, including CPCC's website.

CRMS will utilize environmentally friendly processes wherever possible, including the use of recycled paper.

CRMS will enhance its collaborations internally and externally to ensure and reinforce public trust and will seek to build upon that trust through its messaging and communication.

Goal 5 – Organizational Excellence and Innovation: Promote and sustain innovation, entrepreneurship, and excellence throughout the organization.

5.1 Expand the use of collaborative teams to innovatively respond to emerging needs.

5.2 Institute strategies that measure outcomes and analyze results to improve organizational effectiveness and excellence.

5.3 Engage in continuous improvement and move toward a culture of evidence to effectively measure efforts and increase positive outcomes.

Unit Objectives:

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

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 stimulus funding/grant opportunities using a strategic planning process.

The Learning Unit will utilize advisory committees more intentionally as part of new program development, review, and improvement.

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

The Learning Unit will increase data-informed decision making and prioritize mission-critical needs, tasks, and processes on a monthly basis.

The Executive Vice President's Unit will optimize and 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 enhance stewardship, efficiency, and effectiveness through evaluative processes, partnerships, and collaborations.

The Executive Vice President's Unit will develop a culture of evidence through research, quality initiatives, data analysis, and technology.

The Executive Vice President's Unit will encourage consistent and pervasive utilization of information technology resources as strategic assets critical to the achievement of all institutional goals.

Enrollment and Student Services will encourage and support grant-writing and entrepreneurship.

Enrollment and Student Services will expand collaboration with other College units to strengthen student development and experiences.

Enrollment and Student Services will implement assessment strategies in all areas of Student Services and document outcomes.

Financial and Administrative Services will collaborate with the ITS department to implement new technology for use with new student copiers at all campuses to simplify the copying process for students.

Financial and Administrative Services will implement Key Customer software in Campus Printing.

Financial and Administrative Services will implement a new program of reviewing, monitoring, supporting, and celebrating grant projects to maximize the impact on student learning.

Financial and Administrative Services through Human Resources will partner with Professional Development to develop a clear career path for all CPCA employees.

Financial and Administrative Services through Payroll and Human Resources will partner with ITS to automate timesheets for all employees.

Financial and Administrative Services will develop a monthly due to/due from reconciliation and monitoring process, ensuring that differences are resolved in the month or month after they occur.

Financial and Administrative Services will collaborate with ITS to implement an online invoice for pre-fall invoices, 1098T forms, sponsored billing, and CCE Accounting.

Financial and Administrative Services will evaluate, and if considered effective, implement the Datatel Financial Statement Processor.

CRMS will encourage the entrepreneurial spirit and continuous improvement with all department staff and initiatives.

CRMS will work to more effectively measure communication outcomes and analyze results.

Through its organizational effectiveness review this year, CRMS will focus on its outcomes and will establish baseline data to enhance goal-setting in the coming year.