

2006 - 2007 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 share resources among programs to support innovative, high growth/high demand workforce development opportunities.

The Instructional Unit will assess the quality of online learning courses and programs (eLearning) and implement innovative strategies to grow online options.

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 will fully implement the Student Success Center at Levine and Cato Campuses.

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

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

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.

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

The Advisement Management Team will continue the implementation of the assessment plan.

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

The Advisement Management Team will evaluate and enhance accessibility of advising in a multi-campus system.

The Diversity Committee will offer international student luncheon events to students, faculty, and staff.

The Diversity Committee will update the language resource on the CPOC website.

The Diversity Committee will encourage Student Government Association participation on the committee.

The General Education Committee will investigate the General Education goals and their assessment relative to the Core Competencies.

The College Information Technology Team will facilitate acquisition and implementation of a multimedia system for recording class lectures to enable student review and reinforcement of concepts.

The College Information Technology Team will explore ways to integrate technology in the classroom and expand options for anytime/anyplace-instructional delivery.

The Learning College Steering Committee will have identified a designated core competency for each course that will be addressed through the course content, a strategy for incorporating the competency into the class, and an assessment plan.

The Learning College Steering Committee will partner with ESS to track core competencies within departments.

The Learning College Steering Committee will partner with ITS to develop a process for tracing and documenting mastery of core competencies.

The Retention Committee will complete a review of existing course prerequisite requirements and recommend new or modified Accuplacer score and/or course completion standards.

The Retention Committee will evaluate the use of computer skills tests for enrollment qualification in online courses and courses with significant computer-based components.

The Retention Committee will review the student course withdrawal process and recommend changes to promote student course completion.

The Retention Committee will assess the tone of automated messages sent to students and make necessary modifications to ensure that these messages have a positive tone.

The Retention Committee will consult with instructional programs and student services staff to develop more comprehensive steps for students to follow in order to promote program completion.

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 provide leadership and training to incorporate learning outcomes into all program and course offerings.

The Instructional Unit will offer high quality professional development to enable faculty and staff to keep abreast of new and emerging course content and delivery methodologies.

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 presentations; writings; research; and organizational memberships including National Association of Student Personnel Administrators (NASPA).

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

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

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

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

The Diversity Committee will work with Student Life to promote Black History month, the Martin Luther King holiday, and related events.

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

The College Information Technology Team will promote technology proficiency and celebration of technological advancements by organizing "Technology Days" showcasing effective use of technologies across the College.

The College Information Technology Team will encourage the development of courses that are accessible from remote sites using interactive, real-time distance learning technologies.

The Retention Committee will evaluate existing training elements and recommend additional content of and approaches to faculty training relevant to retention.

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 strategic alliances for workforce and economic development.

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

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

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.

Office of Community Relations, Marketing Services 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.

The Instructional Unit will define instructional needs for future facility expansions.

The Instructional Unit will support and train workers for growing high demand industries as identified by the U. S. Department of Labor and other agencies.

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

Enrollment and Student Services will increase the 2006-2007 curriculum enrollment by 2%.

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 to include international and adult populations.

Enrollment and Student Services in collaboration with Marketing Services will implement and expand existing recruitment marketing initiatives.

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

The Diversity Committee will assist Human Resources in attracting a more diverse pool of job applicants.

The College Information Technology Team will guide the leveraging of Datatel Colleague system to streamline processes simplify student interaction, and enhance consistent delivery of services at all campuses.

The College Information Technology Team will promote the campus libraries as 'Learning Commons', facilitating collaborative learning, information access, and research.

The College Information Technology Team will explore the possibilities for leveraging CPCC's television cable channel in the learning and community service goals.

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.

The Instructional Unit will encourage faculty and staff to find alternative funding sources and engage in activities that support the entrepreneurial college.

The Instructional Unit will strategically assess grant opportunities.

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.

Office of Community Relations, Marketing Services 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 enhance the communication and review process for distribution and management of revenues derived from grants and gifts.

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 Executive Vice President's Unit will conduct its periodic annual review to assess services, perceptions of those served, and future needs.

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

The Instructional Unit will develop a process to ensure that all courses have identified measurable outcomes based on the College's core competencies.

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.

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 for each service area to measure the impact on student learning and document the results.

Enrollment and Student Services will distribute college-wide the ESS unit assessment results as provided by the Office of Planning and Research.

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. In addition, research methods will be used to determine return on investment for marketing campaigns and communication efforts (i.e. – increased enrollment numbers, increased students in targeted programs, increase in Halton Theater performances, etc.)

The Strategic Planning Steering Committee will research and implement quantifiable performance indicators for the strategic goals of the College.

Facilities Partners will develop plans for recommendation to Cabinet regarding facility space utilization, facility renovation, and college facility standards in support of the learning environment.

The General Education Committee will continue assessing the Critical Thinking goal at the pilot stage and include more courses in the Cultural Awareness goal.

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

The Institutional Effectiveness Committee will develop specific outcomes-based recommendations to meet state accountability measures 5, 7, 9, and 12.

The Institutional Effectiveness Committee will collaborate with other committees studying student retention issues.

The Institutional Effectiveness Committee will identify and implement a system for presentation of program reviews to the College community. The College Information Technology Team will assess the technology needs for instructional and administrative support and develop a comprehensive strategic technology plan to meet those needs.

The College Information Technology Team will prioritize technology equipment requests in alignment with available budgets.

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

The College Information Technology Team will guide the requirements definition of a Learning Objects Repository for securely storing multi-media content to be used through the on-line instructional delivery platforms.

The College Information Technology Team will steer information discovery dashboard design and implementation using College databases for just-in-time trend analysis.

The Safe College Team will continue to revise the Crisis Communication Plan to include developing task checklists, communication templates, a comprehensive communication strategy, and guidelines on how to manage the media.

The Safe College Team will continue to develop the All Hazards Emergency Response Plan to include identifying emergency support functions, conducting mock emergency drills, providing a copy of the plan to outside agencies, and providing training to employees and students.

The Retention Committee will set retention benchmarks for all curriculum courses and programs based on 2005-2006 outcomes and assist in the development of activities to support meeting retention targets.