

Fayetteville Technical Community College

Detailed Assessment Report 2014-2015 Student Learning Center

As of: 8/18/2016 11:28 AM EST

Mission / Purpose

The purpose of the Student Learning Center, formerly known as the Success Center, is to provide focused supplemental instructional services and resources. These services and resources aim at improving the level of academic success, ability to learn independently, and retention of students enrolled in Curriculum and Developmental Studies classes. Additionally, Continuing Education Teacher Certification Renewal classes provide enhanced opportunities for area educators to improve their teaching skills and maintain their North Carolina Teacher Certification.

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Reporting Findings, and Action Plans

O/O 1: Develop Additional Skills Labs within the Student Learning Center

To create a writing, math, and science skills lab within the Student Learning Center during the 2014-15 academic year.

Relevant Associations:

Institutional Goals Associations

- 1 Respond to student and community needs through measurable goals.
- 2 Establish a culture of quality customer service.

Strategic Objectives Associations

FTCC

- 20 Ensure that faculty and staff understands their individual responsibility to provide high quality customer service.
- 61 Continue enhancements to support services and academic programs to meet the changing needs of the military and veteran students.

Related Measures

M 1: Develop Additional Skills Labs within the Student Learning Center

Why: The development and implementation of an online Success Center Orientation has been terminated and the Success Center's mission continues to be helping students achieve academic success. Math, science, and writing students constitute the majority of the Success Center's clients based upon previous data analysis.

What and How: The functions/responsibilities of the Success Center will expand during the 2014-15 academic year. Effective Summer 2014, all "tutoring" aspects of the former I-PASS (especially planned and advertised workshops targeting Curriculum and Pre-Curriculum/Developmental Studies students) will occur in the Success Center. A Writing Skills Lab is planned for incorporation into the Success Center in Fall Semester 2014, to be followed by a Math & Science Lab in Spring Semester 2015.

When and Who: During the 2014-15 academic year, the Director of the Library and Student Success Center will coordinate both the planning, inclusion with his or her designated staff members. The Director of the Success Center will broach the concept of producing a separate video orientation highlighting the services of the College's (Developmental Studies') I-PASS Center and the complementary services the two centers are developing.

Source of Evidence: Administrative measure - other

Target:

A Writing Skills Lab is tentatively planned for incorporation into the Success Center in Fall Semester 2014, to be followed by a Math & Science Lab in Spring Semester 2015

Reporting Finding (2014-2015) - Target: Met

The Student Learning Center successfully established the Writing and Communication Center in Room 235 of the VCC during the Fall 2014 semester. Additionally, the Student Learning Center established the Science Center in Room 231 of the VCC and postponed the Math Center until Fall 2015 after a failed on-boarding of a new hire. The Student Learning Center will be working closely with the Math Department to establish the Math Center during the first half of the semester.

The Student Learning Center was successful in establishing (6) six additional Centers/Labs to include: Computer Information Service, Dental Hygiene, Surgical Technology/Sterile Lab, Physical Therapy Assisting, Nursing Skills, and Emergency Medical Services.

It is the intention of the Student Learning Center to establish another (9) nine Centers/Labs to include: Dental Assisting, Respiratory, Radiology, Pharmacy Technology, Spring Lake Campus Learning Lab, and a combination of (4) Chemistry and Biology Labs within Lafayette Hall.

Connected Documents

[Guideline for Newly Established Learning Centers
Learning Center Establishment 2014-2015](#)

Reporting Finding (2013-2014) - Target: Partially Met

Changes (and anticipated/potential changes) to both the I-PASS and the Success Center affected both the production and the immediate need for this video. Effective with the end of Spring Semester 2014, I-PASS ceases to exist as a separate entity/department, with its functions being absorbed by the Success Center ("all "tutoring" aspects) and the Admissions Office (ACCUPLACER Preparation).

As of this writing, it is anticipated that the functions/responsibilities of the Success Center will expand during the succeeding academic year. Effective Summer Term 2014, all "tutoring" aspects of the former I-PASS (especially planned and advertised workshops targeting Curriculum and Pre-Curriculum/Developmental Studies students) will occur in the Success Center. A Writing Skills Lab is tentatively planned for incorporation into the Success Center in Fall Semester 2014, to be followed by a Math & Science Lab in Spring Semester 2015 (and possibly a "Study Center" by Summer Term 2015).

With these changes and anticipated changes to the Success Center - and the possibility that even the name of the department might change - production of an Orientation Video has been postponed indefinitely. In addition, it is likely that an overall College online orientation will include an overview of this department's services and resources.

(Nevertheless, the current Success Center Director has coordinated with the Media Services Director and her staff, to include providing them with the most up-to-date and detailed script. Additionally, some video has been produced which may still prove useful for the production of the College online orientation.)

Reporting Finding (2012-2013) - Target: Partially Met

A completely revised version of the original script was developed on November 5, 2012. This version aligns with the newer concept of the online orientation, which, while presenting a video "tour" or overview of the services and resources of the Success Center, will rely more on narration by one individual (i.e., the Director) than on each instructor speaking. This should contribute to a more concise presentation and allow for easier editing.

The development and implementation of a new student enrollment/attendance/tracking/reporting system for the Success Center (see Target 3) will necessitate revising this target once again. Two key elements of the orientation are the process which a student will follow in order to enroll in the Success Center each semester and the process of creating, sending, receiving, and recording the required Instructor Referral Form.

The new student enrollment/attendance/tracking/reporting system will require a modification of the Success Center enrollment process (by both staff and students) and the current Instructor Referral Form process (which is currently mostly a "paper process") will be replaced by an electronic (e-mail-based) process). While the development of this software has been underway for some time, the product is not yet complete (and as noted in the findings for Target 3), even Beta Testing will not begin before Summer Term 2013, and full implementation will not begin before Fall Semester 2013.

Reporting Finding (2011-2012) - Target: Partially Met

In accordance with the timeline, a script outline was developed in early Fall 2011, and work proceeded on the development of the full script. In October 2011, the ending sequence of the video was videotaped.

Beginning in Summer 2011 and continuing until near the end of Spring 2012, the Success Center experienced a significant change in staff, due to resignations by part-time staff (to accept full-time employment), as well as the retirement of the senior Facilitator/Instructor (and her subsequent replacement). These personnel changes, which, in part prompted a couple of informal meetings with the Senior Media Production Specialist charged with producing the video, led the Director to decide to revise both the script and the format of the video... and thus, the timeline for its production.

One new element which may be included in this revised script will be a segment describing the availability of Success Center instructors to make presentations in both Curriculum and Developmental Studies classes, at the invitation of the class instructors.

The basic objective of developing and implementing an online orientation will continue in 2012-2013.

O/O 2: Implement New Student Enrollment/Attendance/Tracking/Reporting Software

New student enrollment/attendance/tracking/reporting software continues to be developed (which began during 2013-2014 academic year) via a Virtual Learning Community grant and in partnership with several other NC community colleges. This software is intended to replace TutorTrac (at FTCC) and other similar software at other community colleges, and provide the data/information required for skills center FTE reporting. The Timekeeper tracking system will be implemented during the 2014 Fall semester.

Relevant Associations:

Institutional Goals Associations

- 2 Establish a culture of quality customer service.
- 3 Ensure fiscal responsibility, accountability and financial stability.

Strategic Objectives Associations

FTCC

- 23 Educate all employees on functions and activities of College departments to minimize referrals.
- 61 Continue enhancements to support services and academic programs to meet the changing needs of the military and veteran students.

Related Measures

M 2: Implement New Student Enrollment/Attendance/Tracking/Reporting Software

Why: The current student enrollment/tracking/reporting system, a commercially developed and offered system named "TutorTrac," has been in use in the Success Center for approximately three (3) years. This is the fourth system to be adopted by the Success Center, and is currently in use in two other FTCC facilities (i.e., the Health Programs Lab and the I-PASS center. While substantially better than its predecessors, it still does not fulfill all of the tracking and reporting requirements for a community college skills lab (according to CC FTE auditors).

What and How: Since Spring 2012, a new student enrollment/attendance/tracking/reporting software has been under development via a Virtual Learning Community grant and in partnership with several other NC community colleges. This software is intended to replace TutorTrac (at FTCC) and other similar software at other community colleges, and provide the data/information required for skills center FTE reporting.

When and Who: By the conclusion of Summer 2014 alpha testing will conclude and implementation will begin in Fall 2015, this is contingent upon an exchange of key information and regular communications between the Internet

Technologies (IT) Department at Wake TCC (which has the lead for this project) and their counterparts in our College's Management Information Services (MIS) Department. (Certain required software and hardware systems must be in place before any such testing can occur.). Success Center staff have remained in electronic and telephonic communication with project developer colleagues at Wake TCC on a regular basis and will continue to do so.

Source of Evidence: Administrative measure - other

Target:

The Director of the Library and Student Success Center and designated personnel will coordinate and cooperate with key personnel as well as partner North Carolina community colleges (and especially at Wake TCC) to assist in the development, testing, and implementation of new student enrollment/attendance/tracking/reporting software. The target date for completion and full implementation is planned for Fall Semester 2015.

Reporting Finding (2014-2015) - Target: Met

During the Fall 2014 Semester the Student Learning Center Staff implemented the new time tracking software, TimeKeeper. Immediately noticing challenges and limitations we started planning for software upgrades with the developer and applied for a VLC grant for the needed improvements.

These improvements were developed and implemented in January of 2015 and TimeKeeper has proved to be a worthy successor to TutorTrac which was too limited in its scope and purpose.

Connected Documents

[Guideline for Newly Established Learning Centers](#)
[TimeKeeper Revised User Manual for Faculty Use 3/2015](#)

Reporting Finding (2013-2014) - Target: Partially Met

Testing of this "TimeKeeper" software continued during Spring Semester 2014 and will continue during Summer Term 2014. During testing during the Spring, Success Center staff continued to encounter problems with one key element of this software: its electronic referral (notification) process. This, together with its capability to identify and track "overlap" time (i.e., time when a student is logged in to the Success Center - or any department - but in enrolled in a class), was and is the *raison d'être* for the development of this new tracking software.

A major concern with the issues being encountered with these electronic referrals is that:

- under the current system, each student enrolls in the Success Center for only one course in which he/she is currently enrolled during a semester and logs in under that course each and every time he/she comes to the Center for assistance. Staff initially enroll the student, who may bring a print copy of a referral generated and signed by their class/course Instructor... or Center staff may create a print referral and arrange for (but may receive assistance for any other course in which he/she is enrolled)
- under the new system, a student selects one of the courses in which he/she is currently enrolled

Since the contract for the current tracking system (*TutorTrac*) will remain in force through Fall Semester 2014, testing of this new TimeKeeper system will, as noted above, continue through Summer Term 2014

Reporting Finding (2012-2013) - Target: Partially Met

As of this writing, the software developers in Wake TCC's IT Department are still coordinating with Success Center and MIS Department staff to customize and integrate this software for our College. Regular phone and e-mail communications have taken place between FTCC Success Center staff and the IT Department staff at Wake TCC throughout the academic year. On Monday, April 29, 2013, key staff from both community colleges met via a video conference, with FTCC's VP for Learning Technologies, the Director of MIS, and the Director of the Success Center present, among others. Key problem areas were identified and discussed, with the immediate outcome of planning a visit by Wake TCC IT staff to FTCC on May 29, 2013. Plans still call for Beta testing of the software during Summer Term 2013 and implementation in Fall Semester 2013.

O/O 3: Implement a New Electronic Method of Requesting and Receiving Instructor Referral Forms

A new electronic method of requesting and receiving Instructor Referral Forms will be developed.

Relevant Associations:

Institutional Goals Associations

- 1 Respond to student and community needs through measurable goals.
- 2 Establish a culture of quality customer service.

Strategic Objectives Associations

FTCC

- 23 Educate all employees on functions and activities of College departments to minimize referrals.
- 61 Continue enhancements to support services and academic programs to meet the changing needs of the military and veteran students.

Related Measures

M 3: Implement a New Electronic Method of Requesting and Receiving Instructor Referral Forms

Why: A new electronic method of requesting and receiving Instructor Referrals to the Success Center is needed to (1) improve the overall process; (2) provide for quicker turn-around between the time a student first requests to be enrolled in the Success Center, the time the request for an Instructor Referral (Form) is sent to the Instructor, and the time that it takes for the Instructor to respond to that request.

What and How: While a stand-alone electronic database was created during the Spring 2014 semester, it is anticipated that "TimeKeeper" will monitor new electronic student enrollment, attendance, tracking, and reporting system (aka "TimeKeeper") being developed. This system will allow for the automatic creation of an electronic message (i.e., e-mail) to be sent by Success Center staff to the Instructor of any course for which a particular student seeks assistance in the Success Center.

When and Who: During the 2014-15 academic year; this project is a joint effort of a team composed of staff members

from Wake Technical Community College's (WTCC) Individualized Learning Center (ILC), WTCC Internet Technology (IT) Department, Fayetteville Technical Community College's (FTCC) Success Center, and FTCC's Management Information System (MIS) Department.

Source of Evidence: Administrative measure - other

Target:

Success Center staff will include, as a key option of the new student enrollment/attendance/tracking/reporting software being developed, an electronic method of requesting and receiving Instructor Referrals (also known as "Instructor Referral Forms").

Reporting Finding (2014-2015) - Target: Met

The Student Learning Center developed new student enrollment/attendance/tracking/reporting software. Specifically, this is an electronic method of requesting and receiving Instructor Referrals (also known as "Instructor Referral Forms").

Connected Document

[TimeKeeper Revised User Manual for Faculty Use 3/2015](#)

Reporting Finding (2013-2014) - Target: Met

See related Reported Findings for Outcome/Objective 2: A new student enrollment/attendance/tracking/reporting system will be implemented. These findings detail the issues which have prevented the implementation of the *planned* electronic method of requesting and receiving Instructor Referral Forms. (It is anticipated that the resolution of issues relating to Outcome/Objective 2 will result in the implementation of this electronic referral system.

However, the target has been fully met, as a viable alternative method was developed and successfully implemented at the beginning of Spring Semester 2014. The use of electronic referrals contributed to the tremendous increase in Instructor-generated ("Direct") Referrals during the 2014 Spring Semester: a 316 percent increase over Fall Semester 2013.

Connected Documents

[Direct Referrals Comparison Fall 2013-Spring 2014](#)
[J_IMPORTANT_DIRECT_REFERRAL DIRECTIONS_REVISD_02202014.docx](#)

Analysis Questions and Analysis Answers

What were the strengths of your assessment process?

The strengths of the Student Learning Center's Assessment aided in the development of the additional Center's by identifying what subjects needed coverage and when the student's point of need was in terms of geography.

Additionally, implementing the new tracking software allowed the Student Learning Center to identify weaknesses in the former tracking software and make the Center's statistics more reliable for State Audit purposes.

Lastly, transforming the paper Instructor Referral forms to an electronic submission of the paper form was a good start to a great idea. The strength of our assessment allowed for the new director of the Student Learning Center see the progress of what was being done and enhance those results. Now, built into the software, is a truly electronic Instructor referral form which completely eliminates all paper transactions within the Center and are readily available for submission to the State Auditor.

What were the weaknesses of your assessment process?

The major weakness of our assessment process was our results, although measurable, they were difficult to prove due to their nature.

Opening an entity or multiple entities is difficult to prove where there are no readily available statistics. We used documentation and a computer model to prove those Centers were opened and the quantifiable results we be forthcoming in future semesters.

What was learned as a result of your assessment process?

The Student Learning Center will concentrate on Assessment objectives which are readily quantifiable with the results easily understood by all interested parties.

How will what was learned impact the direction and emphasis of your academic or support unit?

The opening of the New Centers has the potential of increasing the overall retention of the college by providing immediate remediation at the student's point of need. The soft opening of the sites we created increased the overall use of the Student Learning Centers by 151% for the 2014-2015 academic year.

The Student Learning Center has the potential of further increasing that number to over 30,000 student contact hours.

Annual Report Section Responses

Program Review (Academic Units)

Support entities are not required to have program reviews.

Advisory Comm. Minutes (Academic Units)

Support entities are not required to have advisory committee meeting minutes.

End Of Year Reports (VPs, AVPs, Deans)

End of Year Report (2014-15) and Strategic Plan (2015-2020)

Connected Documents

[End of Year Report 2014_15](#)

[Strategic Plan 2015-2020](#)

Guidelines for Skills Laboratory or Computer Tutorial Laboratory

According to FTCC and NCCCS guidelines, a skills lab or a computer tutorial lab must adhere to the following guidelines:

- Skills labs or computer tutorial labs are remedial or developmental in nature and intended for students who are experiencing academic difficulty in a particular curriculum course.
- A skills laboratory instructor shall be qualified in the single-subject area of the skills laboratory. This instructor must be present in the lab while students are logged in to TimeKeeper.
- A computer tutorial laboratory coordinator need not be qualified in any of the subject area(s) provided in a computer tutorial laboratory.
- Student contact hours may be reported for budget/FTE when students are required by their instructor to attend either of the laboratories for remedial or developmental work.
- Skills laboratory instructors or computer tutorial coordinators must be paid with curriculum instructional funds. (no peer tutoring or work study tutoring while students are logged into TimeKeeper)
- Homework assignments shall not be reported for budget/FTE. (See 23 NCAC 02D .0325(a)). Students working on homework should not be logged into TimeKeeper.
- Student Contact Hours can be counted for students who have an instructor referral within 48 hours of the students visit to the lab. It is important that instructors send the referral back as soon as possible.

Documentation of instructor referral shall be maintained for auditing purposes. **The Student Learning Center will process and maintain a record of all instructor referrals for the skills labs and computer tutorial labs on campus.

Academic Year 2014-2015 Student Learning Centers	Fall Referrals	Spring Referrals	Fall Student Visits	Spring Student Visits	Fall Total Contact Hours	Spring Total Contact Hours	Summer FTE Hours	Fall FTE Hours	Spring FTE Hours	Total 2014/2015 FTE Hours
ATC - Est. 1/2015	N/A	143	N/A	644	N/A	934	N/A	N/A	839	839
Dental Hygiene - Est. 1/2015	N/A	30	N/A	128	N/A	125	N/A	N/A	113	113
Emergency Medical Services - Est. 1/2015	N/A	22	N/A	40	N/A	123	N/A	N/A	102	102
MED / Tech - Sterile Lab - Est. 1/2015	N/A	19	N/A	43	N/A	38	N/A	N/A	29	29
Nursing / Skills Lab - Est. 1/2015	N/A	4	N/A	4	N/A	17	N/A	N/A	3	3
Physical Therapy Assisting - Est. 1/2015	N/A	13	N/A	31	N/A	124	N/A	N/A	73	73
Student Learning Center - Est. 1/2015	1552	1080	5901	4861	12447	10693	789	8313	6892	15994
Writing & Communication Center - Est. 1/2015	N/A	97	N/A	178	N/A	172	N/A	N/A	137	137
Training Needed - Summer 2015										
Dental Assisting - Est. 1/2015	N/A	1	N/A	2	N/A	2	N/A	N/A	2	2
Respiratory - On Boarding 5/2015										0
Pharmacy Tech - On Boarding 5/2015										0
Radiology - On Boarding 5/2015										0
Opening Summer 2015										
Math Center - Est. 2/2015										0
Science Center - Est. 2/2015										0
Lafayette Labs - Est. 8/2015										0
Spring Lake Learning Center - Est. 8/2015										0
2014 - 2015 Totals	1552	1409	5901	5931	12447	12228	789	8313	8190	17292

2013 - 2014 Totals	1025	2294	4450	7769
2012 - 2013 Totals	1004	7236	6807	15047
2011 - 2012 Totals	956	8730	6210	15896



TimeKeeper User Manual

Fayetteville Technical Community College

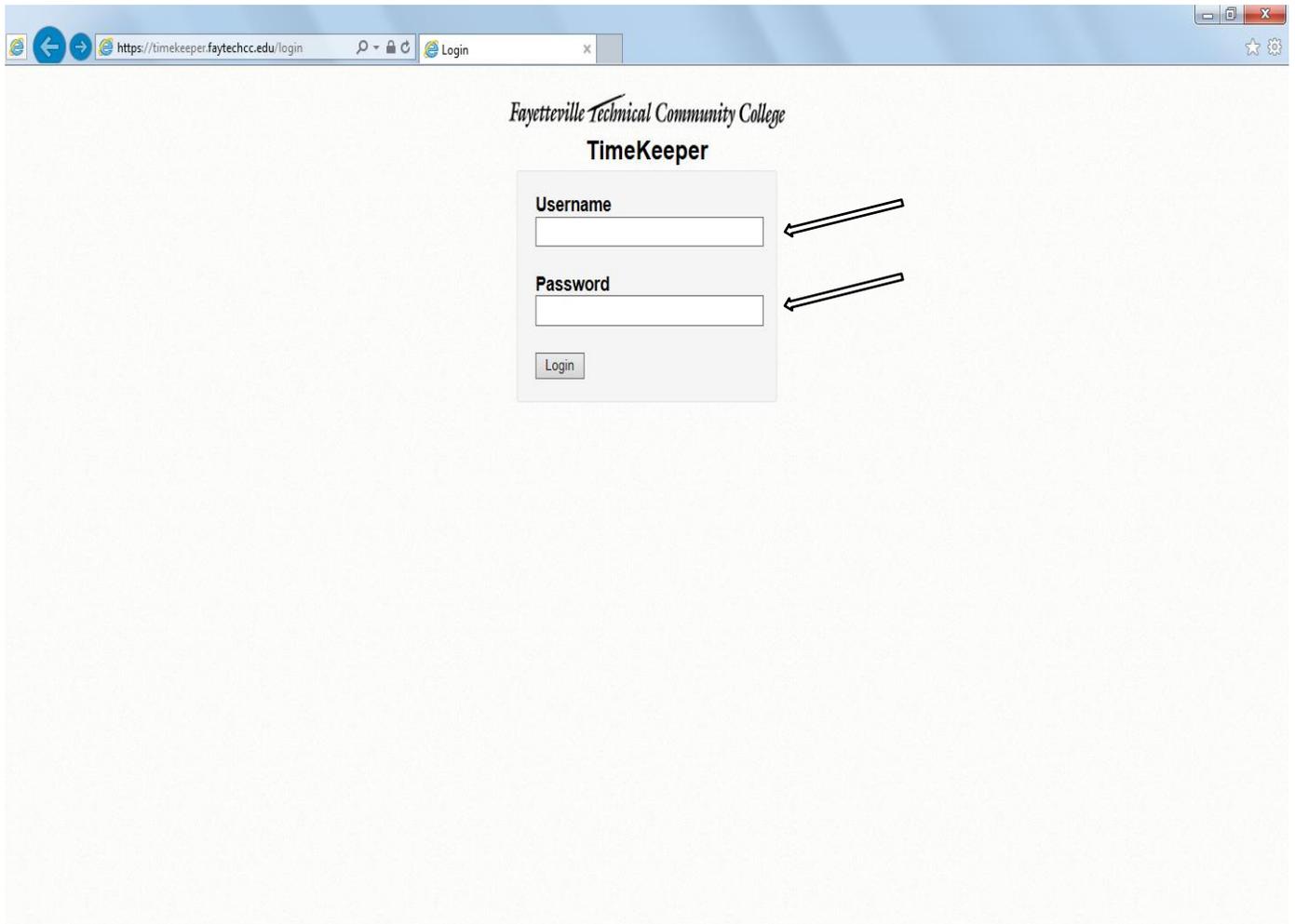
Created by Bill Conklin
Updated by Jeanette Hales
March 16, 2015

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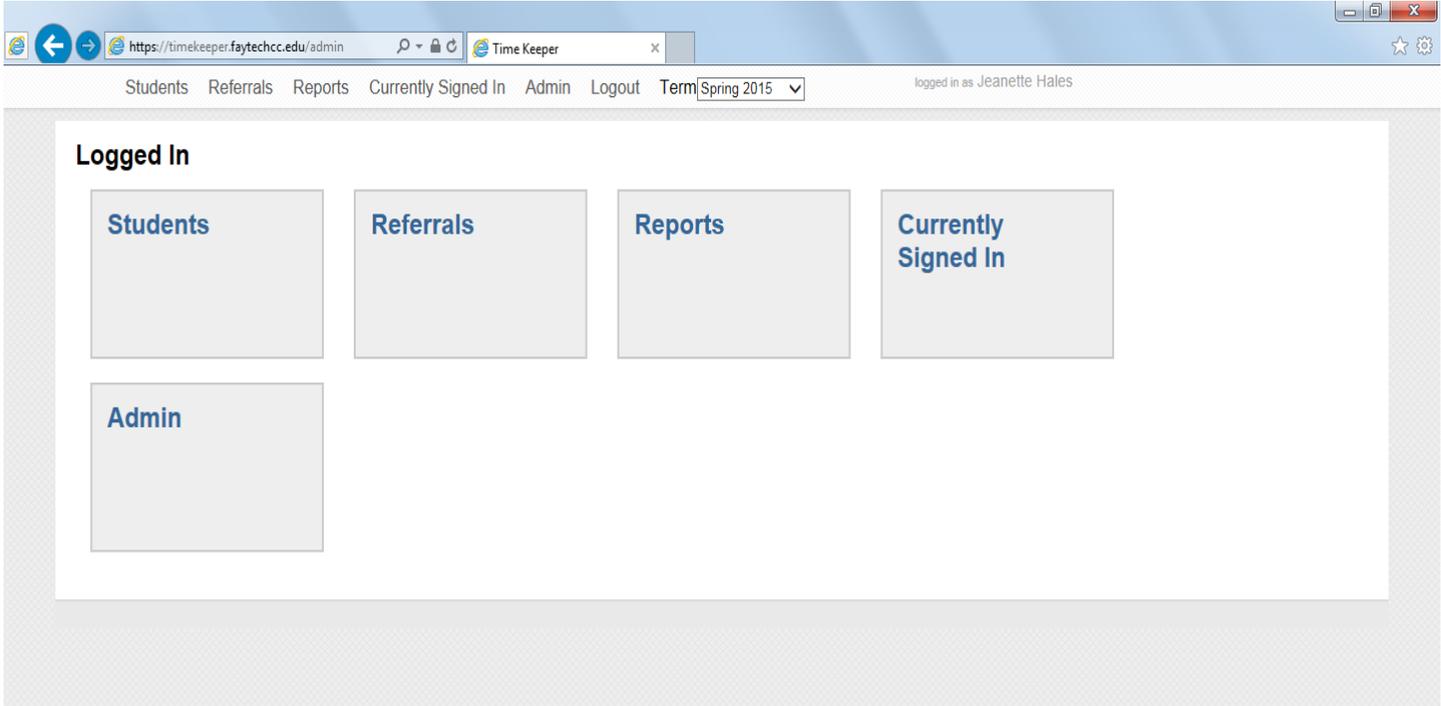
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Logging into TimeKeeper

1. The URL for the login screen is www.timekeeper.faytechcc.edu/login
2. Enter Username (last name, first initial, last 4 numbers of ID) – Active Directory I.D.
3. Password is the same as the one used to log into campus computers (AD login)

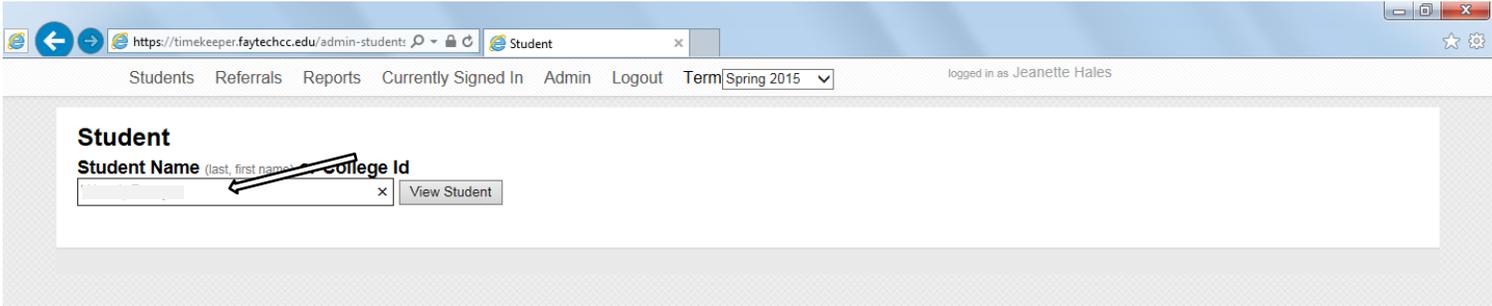


Main Activity Screen



Viewing Student Information

1. Click the “Student” tab
2. Enter either the student’s name (last name, first name) or the student’s ID number



1. The student demographic information appears
2. The student's visits to the center are listed.
3. Times recorded are:
 - a. Unique (or audit compliant)
 - b. Overlap
 - c. Duration (total)
4. To add a visit, click "Add visit" (screen shot)
5. To view the original referral – click "view" near the bottom of the screen
6. The student's schedule is listed with current classes highlighted

Student
College Id
Name
Email
Birthdate
 02/05/1953
Term
 Spring 2015 (01/12/2015-05/13/2015)
Sections
 114129: BIO-163-0003 Basic Anat & Physiology
 115313: PED-217-2001 Pilates I (03/12/2015-05/13/2015)
Visits [Add visit](#) Excel

Showing 1 to 4 of 4 entries

Center	Location	Course	Instructor	Date	Time	Unique	Overlap	Duration	Ref Status	Counts	
VCC 232	Student Learning Center	BIO-163-0003	O. Butorina-Langdon	02/23/2015	17:12-18:54	1:41	0:00	1:41	Completed	yes	edit
VCC 232	Student Learning Center	BIO-163-0003	O. Butorina-Langdon	02/16/2015	14:51-15:11	0:19	0:00	0:19	Completed	yes	edit
VCC 232	Student Learning Center	Wrk-Independent		02/03/2015	16:13-18:32	2:18	0:00	2:18	na	no	edit
VCC 232	Student Learning Center	Wrk-Independent		01/30/2015	15:48-16:32	0:44	0:00	0:44	na	no	edit
						Unique	Overlap	Duration			
Visits: 4						5:04	0:00	5:04			

Referrals
Center **Location** **Course** **Created** **Status** **Or View**
 VCC 232 Student Learning Center BIO-163-0003 02/16/2015 Completed [view](#)

First Visit

Section	Title	#	start date	end date	Instructor	Day	start time	end time	credits
BIO-163-0003	Basic Anat & Physiology	114129	2015-01-12	2015-05-13	Olga T. Butorina-Langdon	M	11:00am	12:50pm	5
BIO-163-0003	Basic Anat & Physiology	114129	2015-01-12	2015-05-13	Olga T. Butorina-Langdon	T	11:00am	12:50pm	
PED-217-2001	Pilates I	115313	2015-03-12	2015-05-13	Qadeerah N. Rasheed-Spriggs	T	3:00pm	4:50pm	1
BIO-163-0003	Basic Anat & Physiology	114129	2015-01-12	2015-05-13	Olga T. Butorina-Langdon	W	11:00am	12:50pm	
PED-217-2001	Pilates I	115313	2015-03-12	2015-05-13	Qadeerah N. Rasheed-Spriggs	TH	3:00pm	4:50pm	
Date / time: March 11, 2015, 9:30 am									Total: 6

Manually Entering a Student Visit

1. Enter the information required
2. Select the course for which the student came in for help
3. Click “Calculate”

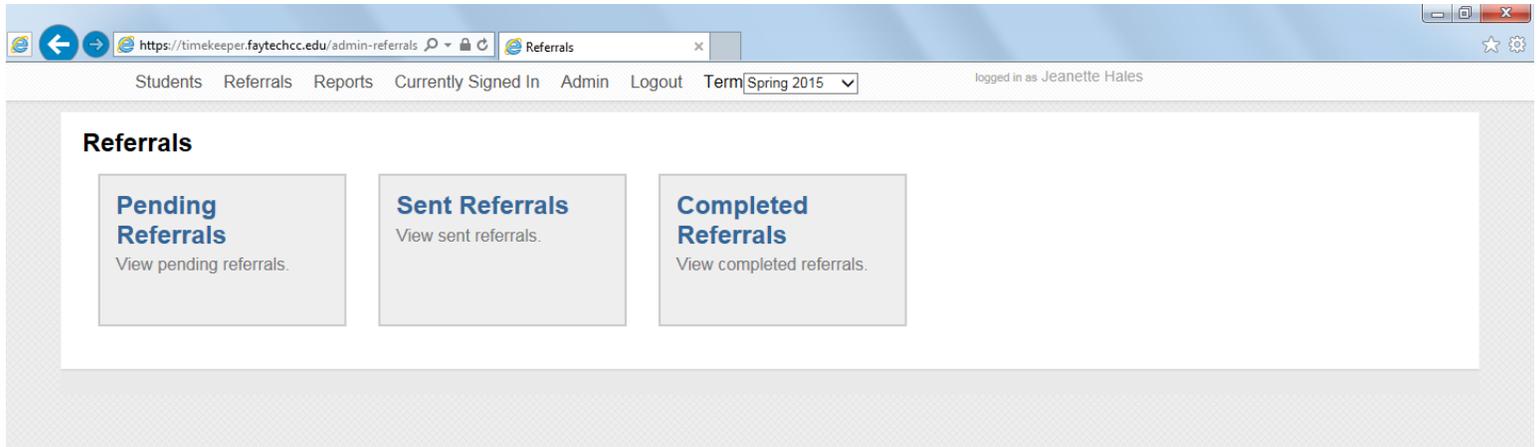
The screenshot shows a web browser window with the URL <https://timekeeper.faytechcc.edu/admin-student>. The page title is "Student" and the user is logged in as "Jeanette Hales". The navigation menu includes "Students", "Referrals", "Reports", "Currently Signed In", "Admin", "Logout", and "Term" (set to "Spring 2015").

The main content area is titled "Student Add Visit Student" and contains the following form fields:

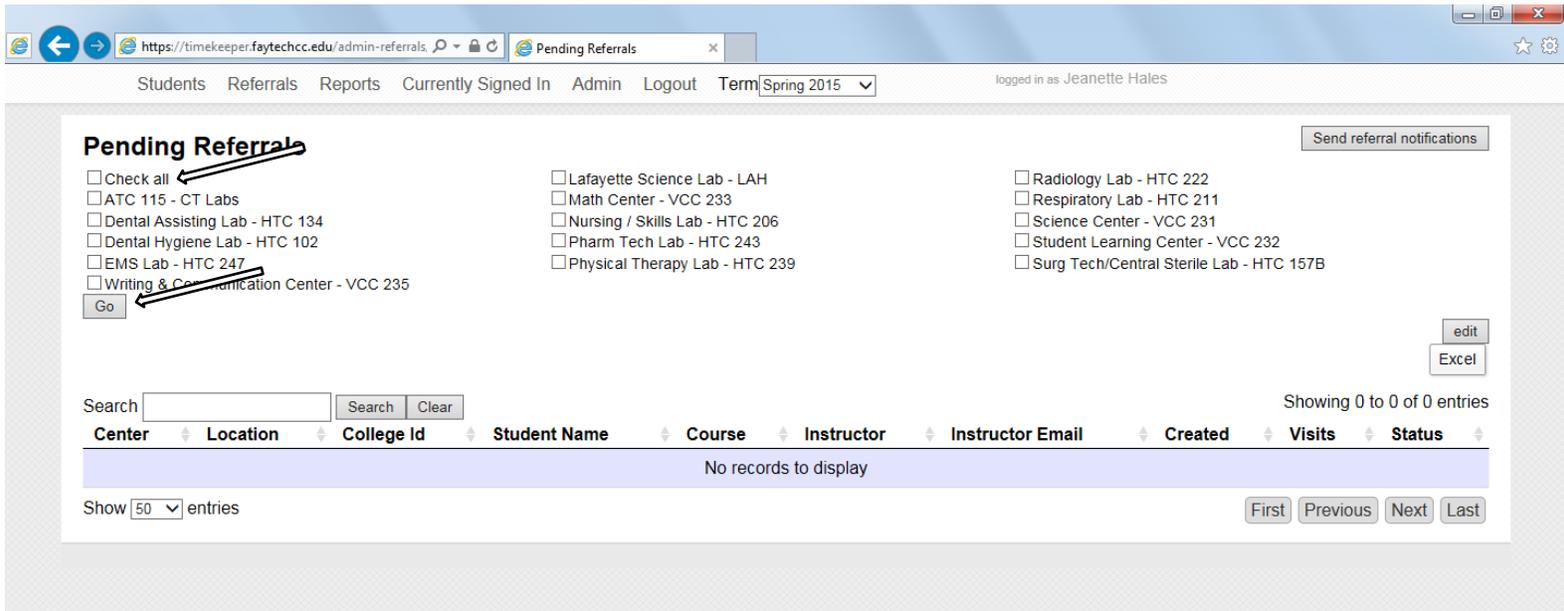
- Date** (mm/dd/yyyy): 03/11/2015
- Sign In Center**: Student Learning Center - VCC 232
- Sign In Time** (hhmm): 0922
- Sign Out Time** (hhmm): 1020
- Select Class**:
 - BIO-163-0003 Basic Anat & Physiology
 - PED-217-2001 Pilates I (03/12/2015-05/13/2015)
 - Working Independently

At the bottom of the form, there are two buttons: "Calculate" and "Cancel". The "Calculate" button is highlighted with a green box, and an arrow points to it from the "Working Independently" class option.

Referrals



1. Click on one of the three referral choices
2. Click the box for the center or click "check all"
3. Click "Go"



Deleting Sent, Pending, and Completed Referrals

- To delete a referral, click “edit” (towards the top, above the Excel button)
- a. The word “remove” will appear in red. Click the one you wish to delete
 - b. When prompted, click “yes” to delete the record
 - c. Click edit again to hide the “remove” buttons

Pending Referrals Send referral notifications

Check all
 ATC 115 - CT Labs
 Dental Assisting Lab - HTC 134
 Dental Hygiene Lab - HTC 102
 EMS Lab - HTC 247
 Writing & Communication Center - VCC 235

Lafayette Science Lab - LAH
 Math Center - VCC 233
 Nursing / Skills Lab - HTC 206
 Pharm Tech Lab - HTC 243
 Physical Therapy Lab - HTC 239

Radiology Lab - HTC 222
 Respiratory Lab - HTC 211
 Science Center - VCC 231
 Student Learning Center - VCC 232
 Surg Tech/Central Sterile Lab - HTC 157B

Go

Search

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Center	Location	College Id	Student Name	Course	Instructor	Instructor Email	Created	Visits	Status
VCC 232	Student Learning Center			ENG-112_2903	V.Derka	jonesv@faytechcc.edu	03/16/2015	1	fill out
VCC 232	Student Learning Center			ENG-112_0905	V.Derka	jonesv@faytechcc.edu	03/16/2015	1	fill out
VCC 232	Student Learning Center			CIS-110_0010	S.Whatley	whatleys@faytechcc.edu	03/16/2015	1	fill out
VCC 232	Student Learning Center			FSE-214_0901	L.Keenan	keenanl@faytechcc.edu	03/16/2015	1	fill out

Center	Location	College Id	Student Name	Course	Instructor	Instructor Email	Created	Visits	Status
VCC 232	Student Learning Center			MAT-143_0002	M.Lamoreux	lamoreum@faytechcc.edu	03/13/2015	1	fill out remove
VCC 232	Student Learning Center			ENG-111_5W42	L.Grundy	grundyl@faytechcc.edu	03/13/2015	1	fill out remove

Processing Pending Referrals

Indirect Referrals (student initiated)

1. To process a referral, click “fill out”
 - Note – by clicking on a heading (such as Student Name) the list can be reordered from A to Z
2. Enter Student deficiency/needs (by Success Center instructors)
3. If the student comes with a paper referral, check the box “Click here if this is a paper referral”
4. Check “I confirm that the information ...”
5. Click “save”

Pending Referrals

https://timekeeper.faytechcc.edu/admin-referrals/pending

Students Referrals Reports Currently Signed In Admin Logout Term Spring 2015 logged in as Jeanette Hales

VCC 232 Referral

Student
[Redacted]

Course code
ENG-111-5W42

Course title
Writing and Inquiry

Instructor
Lisa Marie T. Grundy

Date of first visit
03/13/2015

Location
Student Learning Center - VCC 232

Student deficiency/need
ENG 111 assistance

Click here if this is a paper referral.

I confirm that the information contained in this referral is accurate.

Save Cancel

Paper Direct Referrals (instructor initiated)

1. If the box for “Click here if this is a paper referral” is checked, the “Teacher comments” box appears
2. Enter Teacher comments from the paper referral form
3. Enter the student’s current grade (this is optional)
4. Check the “I confirm that the information ...” box
5. Click “save”
6. Paper referrals are sent directly to the Completed Referrals page

Pending Referrals

https://timekeeper.faytechcc.edu/admin-referrals/pending

Students Referrals Reports Currently Signed In Admin Logout Term Spring 2015 logged in as Jeanette Hales

VCC 232 Referral

Student
[Redacted]

Course code
ENG-111-5W42

Course title
Writing and Inquiry

Instructor
Lisa Marie T. Grundy

Date of first visit
03/13/2015

Location
Student Learning Center - VCC 232

Student deficiency/need
ENG 111 assistance

Click here if this is a paper referral.

Teacher comments
Needs assistance with MLA formatting

Current Grade
B

I confirm that the information contained in this referral is accurate.

Save Cancel

1. The pending referral screen now shows the referrals that are ready
2. Click “Send referral notifications” to send an email notification to the referring instructor

Pending Referrals

https://timekeeper.faytechcc.edu/admin-referrals/pending

Center Location College Id Student Name Course Instructor Instructor Email Created Visits Status

Pending Referrals

Check all

- ATC 115 - CT Labs
- Dental Assisting Lab - HTC 134
- Dental Hygiene Lab - HTC 102
- EMS Lab - HTC 247
- Writing & Communication Center - VCC 235

- Lafayette Science Lab - LAH
- Math Center - VCC 233
- Nursing / Skills Lab - HTC 206
- Pharm Tech Lab - HTC 243
- Physical Therapy Lab - HTC 239

- Radiology Lab - HTC 222
- Respiratory Lab - HTC 211
- Science Center - VCC 231
- Student Learning Center - VCC 232
- Surg Tech/Central Sterile Lab - HTC 157B

Search

Showing 1 to 3 of 3 entries

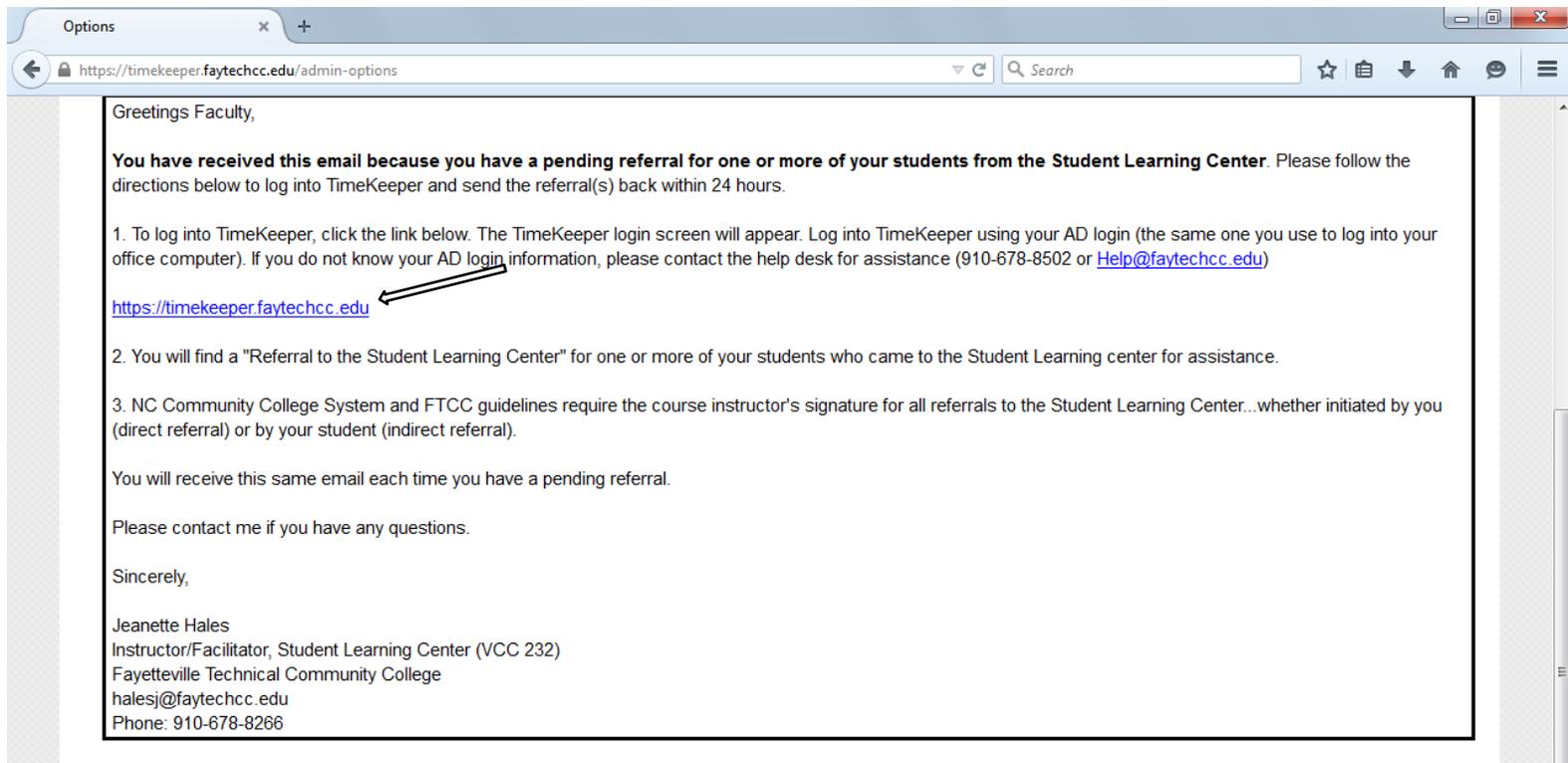
Center	Location	College Id	Student Name	Course	Instructor	Instructor Email	Created	Visits	Status
VCC 232	Student Learning Center			MAT-143_0002	M.Lamoreux	lamoreum@faytechcc.edu	03/13/2015	1	ready
VCC 232	Student Learning Center			ENG-111_5W42	L.Grundy	grundyl@faytechcc.edu	03/13/2015	1	fill out
CT Labs	ATC 115			NOS-120_0002	C.Herring	herringc@faytechcc.edu	03/12/2015	1	fill out

Show entries

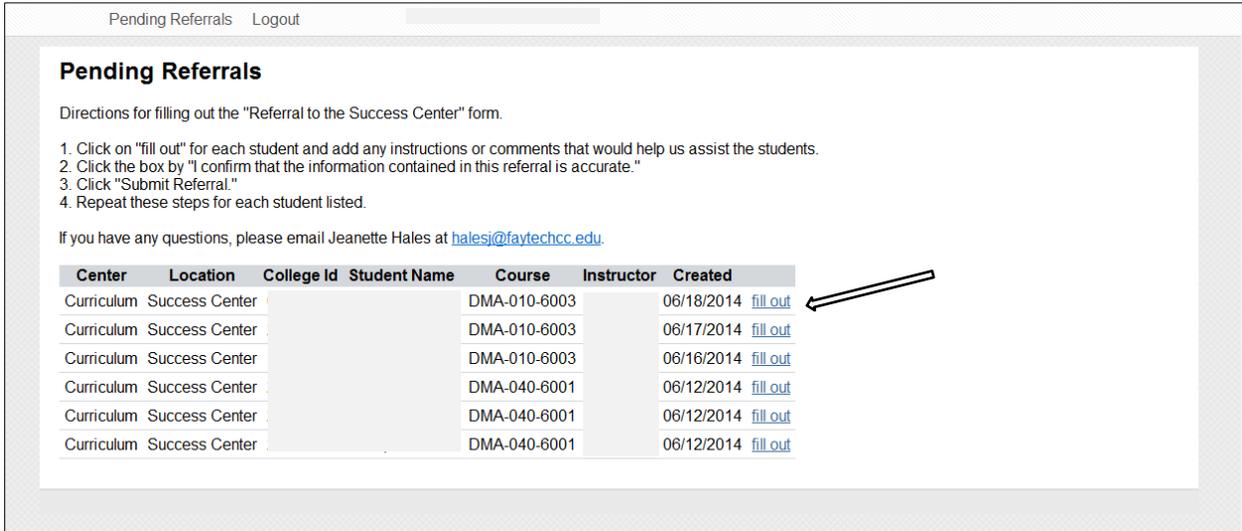
Referring Instructor Screen

Sending Back Referrals:

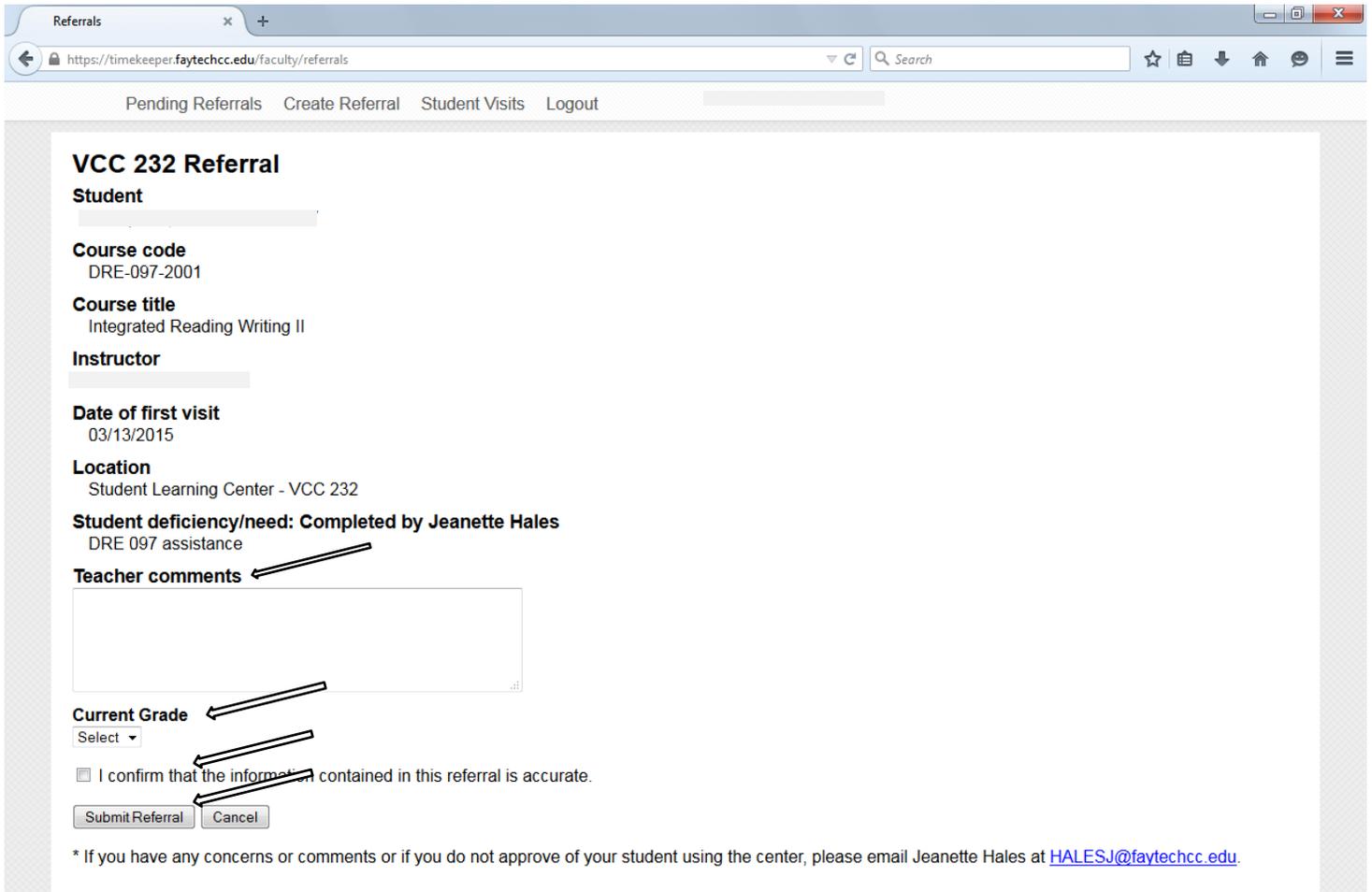
- a. The instructor receives an email letting them know that there are pending referrals waiting for approval (screen shot below)
- b. The instructor clicks on the link for TimeKeeper and the login screen appears. The login screen can also be accessed by going to www.timekeeper.faytechcc.edu/login
- c. The instructor's AD login (the same one used to log into the office computer) is entered



1. The Pending Referrals screen appears.
2. Click on “fill out”



1. The screen below appears. Enter information in “Teacher comments”
2. Enter the student’s current grade (this is optional)
3. Click box “I confirm that the information...”
4. Click “Submit Referral”.



Creating Direct Referrals (Instructor initiated)

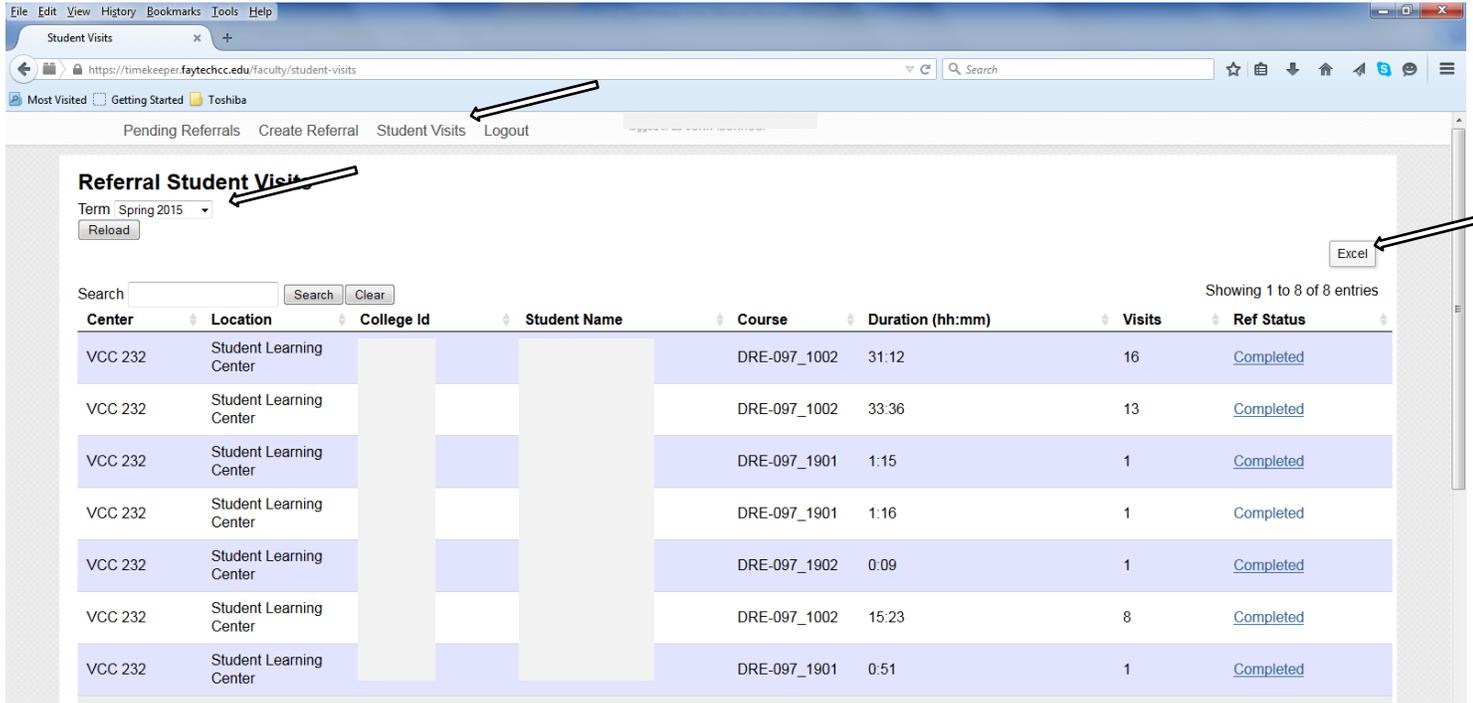
- a. Click the “Create Referral” tab (near the top of the screen)
- b. Select Location
- c. Select Class
 - i. If the student already has a completed referral for this class, his name will be highlighted in green. You can click “change” to go to another student
- d. Fill in the “Student deficiency/need” box
- e. Select the student’s current grade (this is optional)
- f. Click “I confirm that the information.....”
- g. Click “Submit Referral”
- h. The direct referral will go directly to the Completed Referrals page and will show 0 visits until the student logs into TimeKeeper for a visit

The screenshot shows a web browser window with the URL <https://timekeeper.faytechcc.edu/faculty/create-referral>. The browser's address bar and navigation icons are visible. Below the browser window, a navigation menu contains the following items: Pending Referrals, Create Referral, Student Visits, and Logout. The main content area is titled "Create Referral" and contains the following form fields:

- Location:** A dropdown menu with "Select Location" as the current selection. An arrow points to this field.
- Class:** A dropdown menu with "Select Class" as the current selection. An arrow points to this field.
- Student:** A section header.
- Student deficiency/need:** A large text input area. An arrow points to this field.
- Current Grade:** A dropdown menu with "Select" as the current selection. An arrow points to this field.
- Confirmation:** A checkbox labeled "I confirm that the information contained in this referral is accurate." An arrow points to this checkbox.
- Buttons:** Two buttons at the bottom: "Submit Referral" and "Clear".

Viewing Student Visits

- a. Click on the “Student Visits” tab (near the top of the screen)
- b. The visits for the current term will be displayed. You can click on “term” and then “reload” to view a different term
- c. The information for student visits will be displayed
- d. This information can be exported to an Excel Spreadsheet by clicking “Excel”



Sent Referrals

1. Sent referrals are referrals that have been sent to instructors, but not completed by the instructor
2. Choose the center or click “Check all”
3. Click “Go”
4. The screen below will appear
5. If the referral notification email needs to be resent, click “send” again
6. If the email address needs to be changed (email override), click on the “Instructor Email” listed. An “Update Email” box will appear where the correct address can be entered. Click on “Save” to override the email address
 - Note: an asterisk will appear beside the Instructor Email address when the address has been changed
7. An Excel Spreadsheet with this information can be created by clicking “Excel”

The screenshot displays the 'Sent Referrals' interface. At the top, there are navigation tabs: Students, Referrals, Reports, Currently Signed In, Admin, Logout, and Term Spring 2015. The user is logged in as Jeanette Hales. Below the navigation is a section titled 'Sent Referrals' with a 'Go' button and a list of selected centers. A search bar is located below the center selection. The main part of the page is a table with the following columns: Center, Location, College Id, Student Name, Course, Instructor, Instructor Email, Created, Visits, Last Sent, and a 'send' link. The first row of the table is highlighted in blue and has two arrows pointing to the 'send' link and the 'Instructor Email' field.

Center	Location	College Id	Student Name	Course	Instructor	Instructor Email	Created	Visits	Last Sent	
VCC 232	Student Learning Center			HEA-110_0902	H.Gardner	gardnerh@faytechcc.edu	01/13/2015	3	03/09/2015	send
VCC 232	Student Learning Center			PED-117_0001	L.Nobles	noblesl@faytechcc.edu	01/26/2015	1	03/09/2015	send
VCC 232	Student Learning Center			ART-111_1905	D.Hardee	hardeed@faytechcc.edu	01/28/2015	1	03/09/2015	send

Completed Referrals

1. Choose the center or click “Check all”
2. Click “Go”
3. The completed referrals will appear
 - Note: An Excel Spreadsheet with this information can be created by clicking “Excel”

Completed Referrals

Check all

ATC 115 - CT Labs

Dental Assisting Lab - HTC 134

Dental Hygiene Lab - HTC 102

EMS Lab - HTC 247

Writing & Communication Center - VCC 235

Lafayette Science Lab - LAH

Math Center - VCC 233

Nursing / Skills Lab - HTC 206

Pharm Tech Lab - HTC 243

Physical Therapy Lab - HTC 239

Radiology Lab - HTC 222

Respiratory Lab - HTC 211

Science Center - VCC 231

Student Learning Center - VCC 232

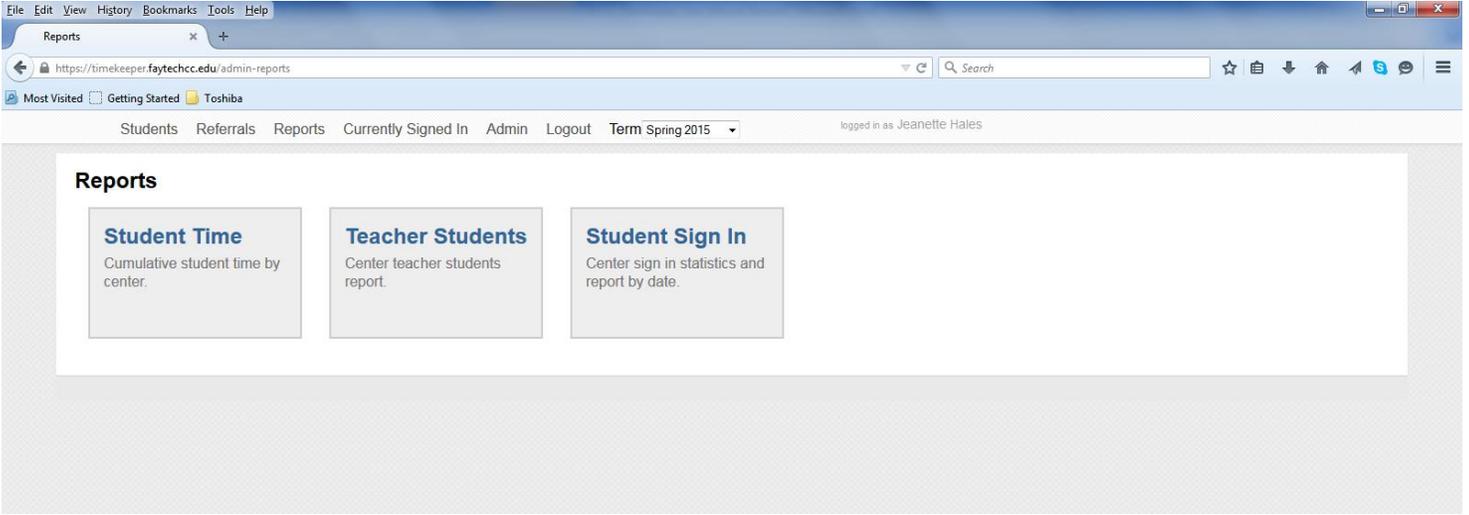
Surg Tech/Central Sterile Lab - HTC 157B

Referral Status: completed Date: to

Showing 1 to 50 of 1,066 entries

Center	Location	College Id	Student Name	Course	Gr	Instructor	Instructor Email	Created	Completed	Visits	Referral Status	Vis
VCC 232	Student Learning Center			ENG-113_0003		S.Zahran	zahrans@faytechcc.edu	03/13/2015	03/13/2015	1		
VCC 232	Student Learning Center			ENG-113_0003		S.Zahran	zahrans@faytechcc.edu	03/13/2015	03/13/2015	1		
VCC 232	Student Learning Center			CIS-110_5W42		T.Quismundo	quismunt@faytechcc.edu	03/13/2015	03/13/2015	1		
VCC 232	Student Learning Center			ENG-111_0015		A.Benenhaley	benenhaa@faytechcc.edu	03/13/2015	03/13/2015	1		
VCC 232	Student Learning Center			ENG-112_0901		S.Zahran	zahrans@faytechcc.edu	03/13/2015	03/13/2015	1		
VCC 232	Student Learning Center			MAT-143_0002		M.Lamoreux	lamoreum@faytechcc.edu	03/13/2015	03/13/2015	1		

Reports



Student Time by Center Report

Student Time Report

1. Select the Center and the Type
2. Determine the date parameters
3. Click “Go”
4. If the “Referral Complete” box is checked, all the hours that lacked a referral within 48 hours of the visit will be eliminated from the report.
5. To create an excel spreadsheet report (next screenshot) Click “Excel”

The screenshot shows the 'Student Time by Centers Report' web application. The interface includes a navigation menu with options like 'Students', 'Referrals', 'Reports', 'Currently Signed In', 'Admin', and 'Logout'. The current term is 'Spring 2015' and the user is logged in as 'Jeanette Hales'. The main content area features a search bar and a data table. The table has columns for 'Student Name', 'College Id', 'Course', 'Instructor', 'Unique', 'Overlap', 'Duration', 'Visits', and 'Ref Status'. The table displays five rows of data. A 'Go' button is located below the search bar, and an 'Excel' button is located to the right of the table. Arrows point to the 'Center', 'Type', 'Date', 'Referral Complete', 'Go', and 'Excel' buttons.

Student Time by Centers Report

Center: Student Learning Center - VCC 232
 Type: FTE
 Date: 01/26/2015 to 03/13/2015
 Referral Complete: Within 2 days
 Go

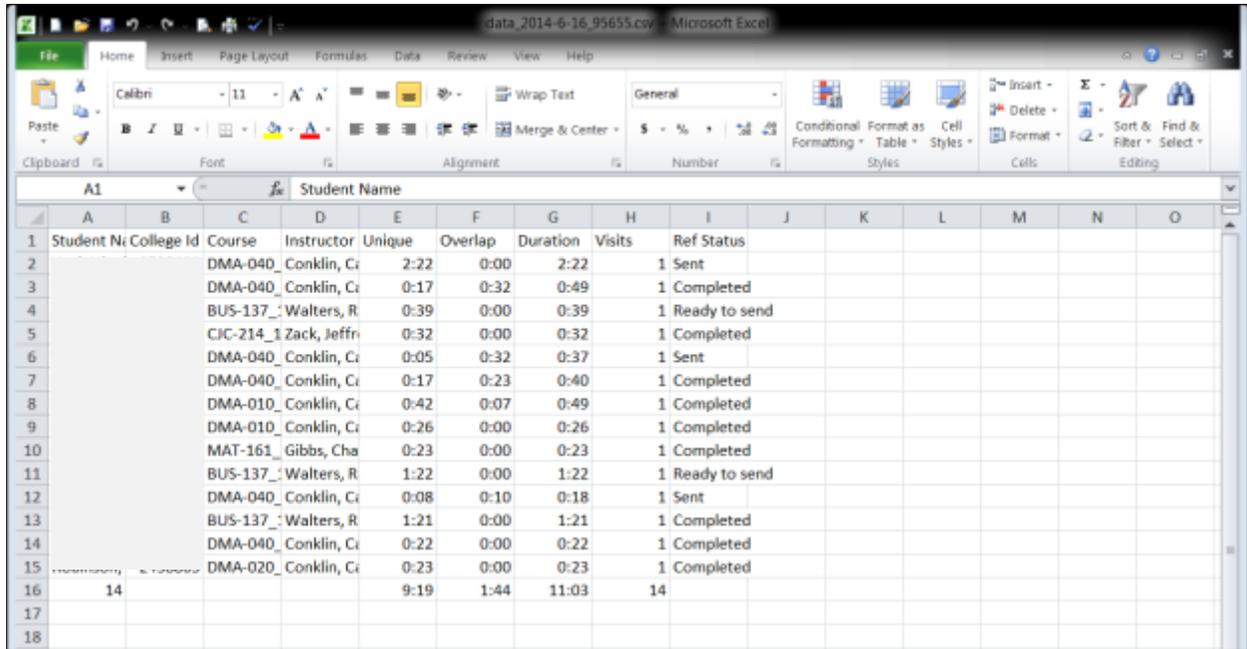
Search: Search Clear

Showing 1 to 50 of 716 entries

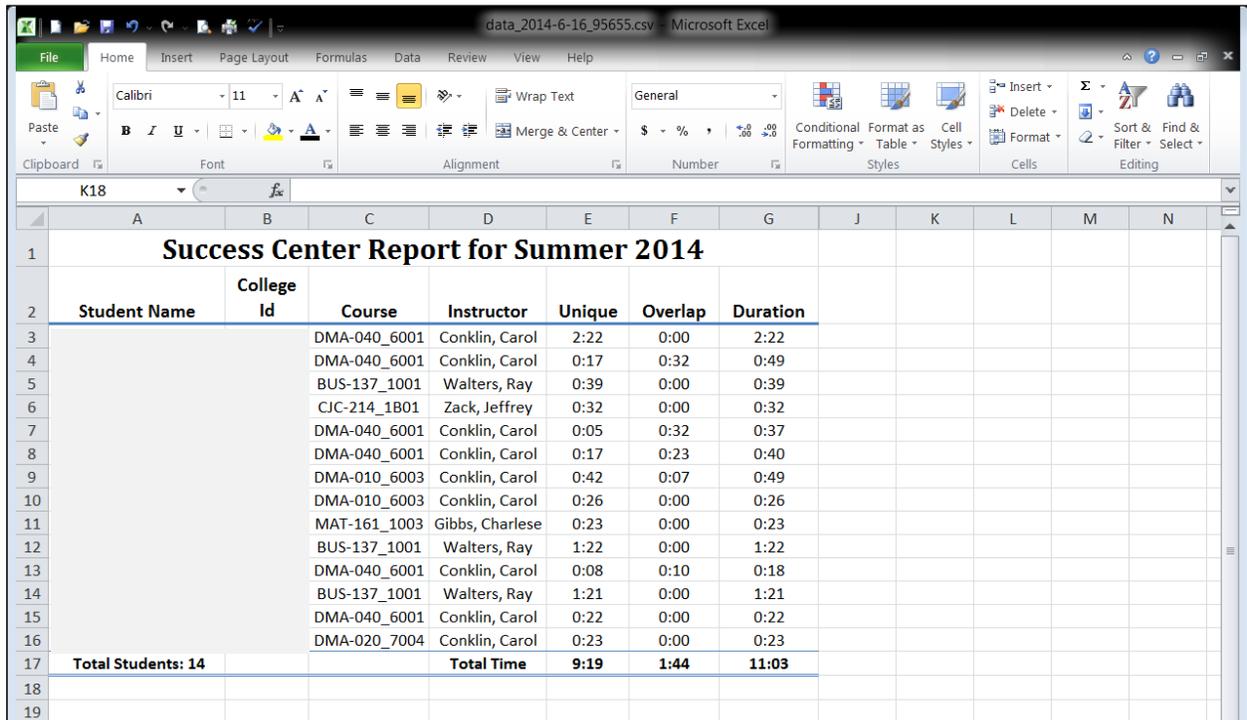
Student Name	College Id	Course	Instructor	Unique	Overlap	Duration	Visits	Ref Status
		ENG-111_5W42	Grundy, Lisa Marie	0.54	0.00	0.54	1	Pending
		BIO-163_0052	Hess, Michael	0.22	0.00	0.22	1	Completed
		DRE-097_1003	Hooks, Naomi	1.22	0.00	1.22	2	Completed
		ACC-120_0001	Creedon, David	0.28	0.00	0.28	1	Completed
		ENG-111_0021	King, Charles	3.36	0.00	3.36	1	Completed

Excel

1. You can choose to save the Excel Spreadsheet to your desktop or another file that is easily accessible (screenshot below)



Further modifications of the report will need to be made (example below)



Adjusting a Student's Visit Time or Course

Click the student's ID number

The screenshot shows a web browser window with the URL <https://smokeeuser.faytechcc.edu/admin-reports/growp>. The page title is "Student Time by Centers Report". The navigation menu includes "Students", "Referrals", "Reports", "Currently Signed In", "Admin", "Logout", and "Term" (set to "Fall 2014").

Filters for the report are:

- Center: Student Learning Center - Curriculum
- Type: FTE
- Date: 10/28/2014 to 10/28/2014

A "Go" button is present below the filters. An "Excel" button is located on the right side of the report area.

Search: Search Clear

Showing 1 to 9 of 9 entries

Student Name	College Id	Course	Instructor	Unique	Overlap	Duration	Visits	Ref Status
		REL-110_0005	Pugh, Phillip	0:00	0:00	0:00	1	Completed
		DMA-030_8001	Norman, Kelly	0:00	0:00	0:00	1	Completed
		DMS-002_2001	Conklin, Carol	0:29	0:03	0:32	1	Completed
		DRE-098_2009	Chapa, Debra	0:00	0:28	0:28	1	Sent
		CIS-110_0901	Watson, Carolyn	0:00	0:00	0:00	1	Completed
		DRA-126_0901	Alston, Stacie	0:00	0:00	0:00	1	Sent

Click “edit” on the visit you would like to modify

The screenshot shows a web browser window with the URL <https://timekeeper.faytechcc.edu/admin-students/get-st>. The page title is "Student". The navigation menu includes "Students", "Referrals", "Reports", "Currently Signed In", "Admin", "Logout", and "Term" (set to "Fall 2014").

Student
College Id: [redacted]
Name: [redacted]
Email: [redacted]
Birthday: 02/17/1973
Term: Fall 2014 (09/18/2014-12/13/2014)

Sections
107551: DMS-002-2001 Developmental Math Shell 2 (10/16/2014-12/13/2014)
106819: DRE-097-2009 Integrated Reading Writing II (10/16/2014-12/13/2014)
106752: ACA-120-2905 Career Assessment (10/16/2014-12/13/2014)
109485: CIS-110-2914 Introduction to Computers (10/16/2014-12/13/2014)
109750: OST-141-2901 Med Terms I-Med Office (10/16/2014-12/13/2014)

Visits [Add visit](#) [Excel](#)

Search: [Search](#) [Clear](#) Showing 1 to 5 of 5 entries

Center	Location	Course	Instructor	Date	Time	Unique	Overlap	Duration	Ref Status	Counts	
Curriculum	Student Learning Center	DMS-002-2001	C. Conklin	10/26/2014	09:46-09:19	0:29	0:03	0:32	Completed	yes	edit
Curriculum	Student Learning Center	DMS-002-2001	C. Conklin	10/27/2014	13:59-15:02	1:02	0:00	1:02	Completed	yes	edit
Curriculum	Student Learning Center	DMS-002-2001	C. Conklin	10/27/2014	10:44-11:55	1:10	0:00	1:10	Completed	yes	edit

Change the students visit time, center or course
Click “calculate”
Click “submit” to change the visit

Student Edit Visit
Student

Date (mm/dd/yyyy)
10/28/2014

Sign In Center
Student Learning Center - Curriculum

Sign In Time (hh:mm) ←
08:48

Sign Out Time (hh:mm) ←
08:19

Sign Out Center
Student Learning Center - Curriculum

Select Class ←

- DMS-002-2001 Developmental Math Shell 2 (10/16/2014-12/13/2014)
- DRE-097-2009 Integrated Reading Writing II (10/16/2014-12/13/2014)
- ACA-120-2905 Career Assessment (10/16/2014-12/13/2014)
- CIS-110-2914 Introduction to Computers (10/16/2014-12/13/2014)
- OST-141-2901 Med Terms I-Med Office (10/16/2014-12/13/2014)
- Working Independently

Calculate Cancel

Student Edit Visit
Student

Date
03/13/2015

Center
Student Learning Center - VCC 232

Time
08:55 - 09:50

Reason
ENG-111-5W42 Writing and Inquiry

Details
Unique = 55m
Overlap = 0
Duration = 55m
FTE = yes ←

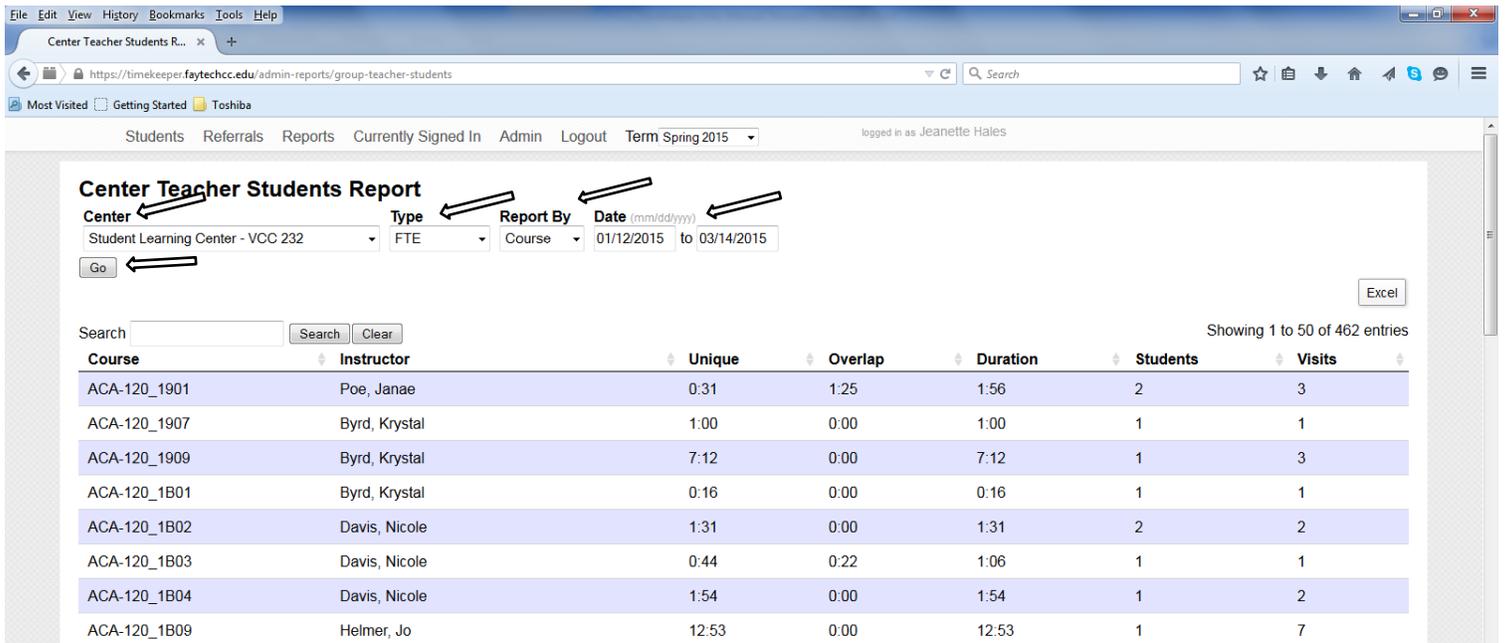
Submit Cancel



Center Teacher Students Report

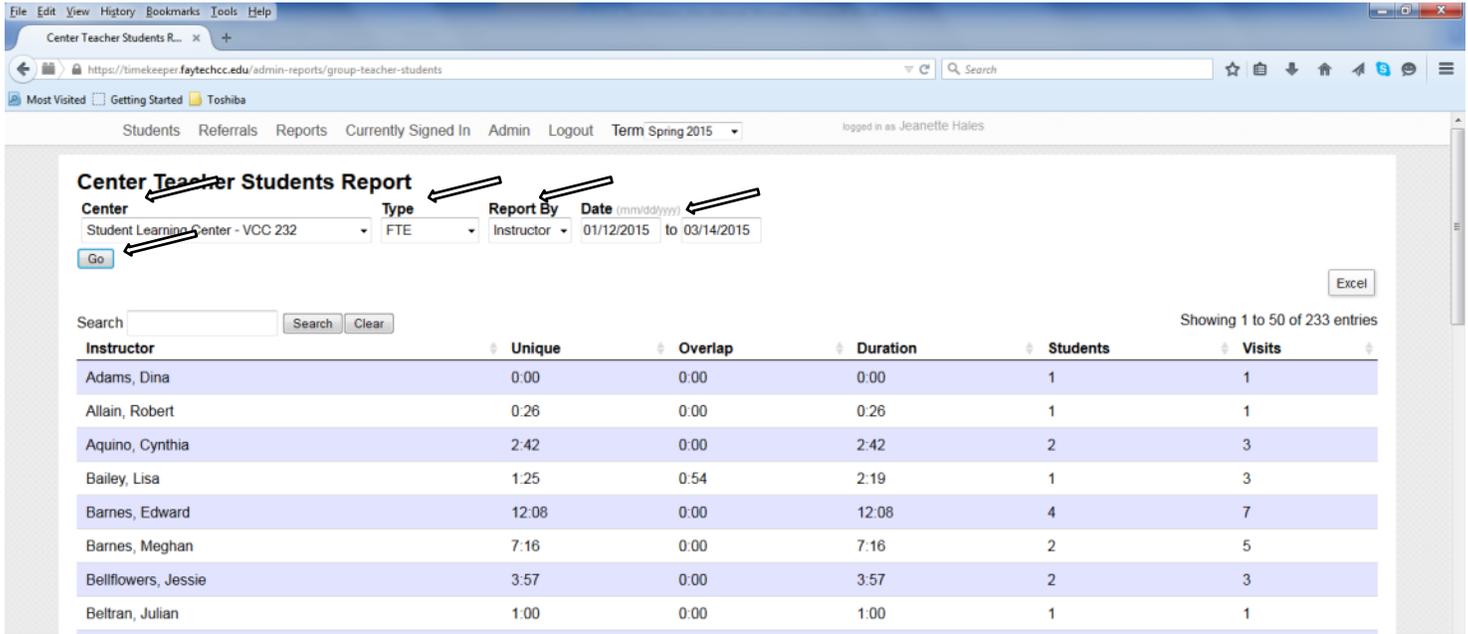
Teacher Report by Course (lists visits by course)

1. Select the Center
2. Select the Type
3. Under Report By, choose "Course"
4. Select date parameters
5. Click "Go"



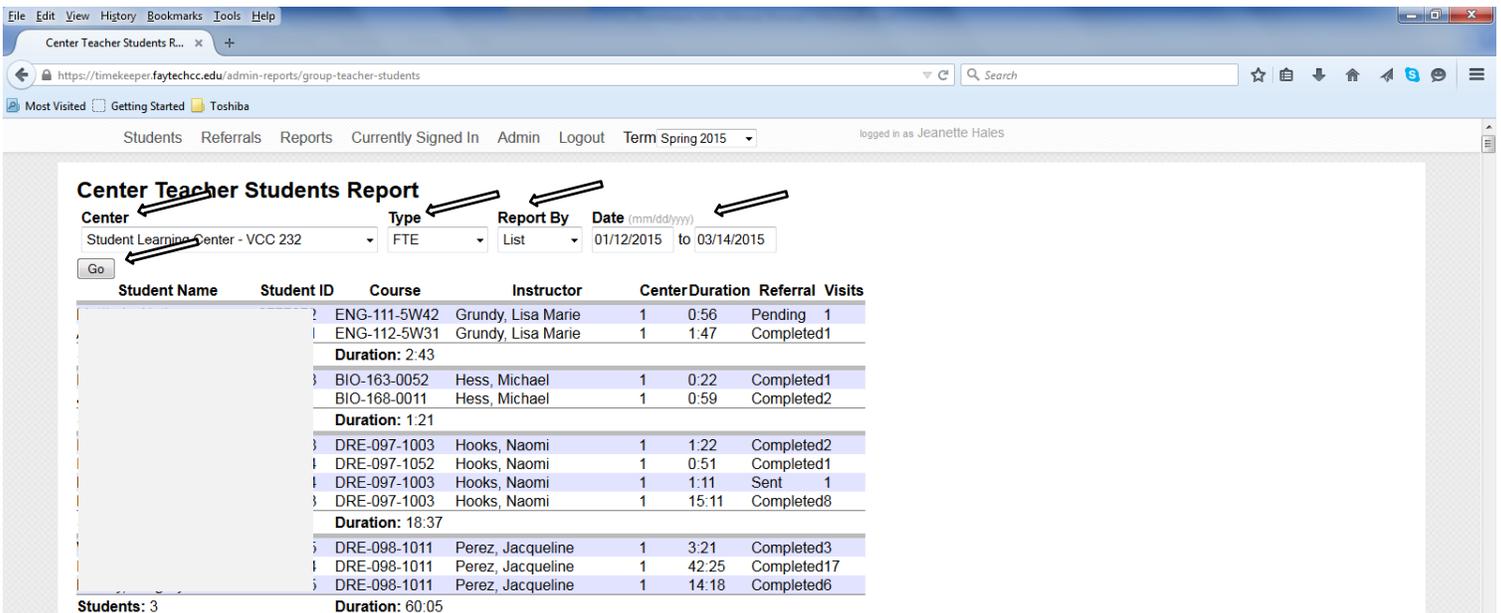
Teacher Report by Instructor (lists visits by instructor)

1. Select the Center
2. Select the Type
3. Under Report By, choose "Instructor"
4. Select date parameters
5. Click "Go"



Teacher Report by List (lists visits in list form)

1. Select the Center
2. Select the Type
3. Under Report By, choose "List"
4. Select date parameters
5. Click "Go"



Student Sign In

Student Visits Report

Center: Student Learning Center - VCC 232 | Type: FTE | Date: 03/13/2015 to 03/13/2015 | Sign In time: 8:00 to 17:00

Go

Search: [] Search Clear

Showing 1 to 50 of 61 entries

College Id	Student	Course	Date	In	Out	Unique	Overlap	Duration
		MAT-171_2001	03/13/2015	16:11	16:27	0:15	0:00	0:15
		MAT-143_002	03/13/2015	16:01	16:26	0:25	0:00	0:25
		MAT-171_0052	03/13/2015	15:45	16:50	1:05	0:00	1:05

Login Summary Excel

Center sign in statistics and report by date

1. Select the Center
2. Select the Type
3. Select the date parameters
4. Select the time parameters
5. Click “Go”
 - Note: To view login statistics about total logins for the specified time frame, click “Login Summary”

Currently Signed In

To remove unwanted Centers, use the filter in the “Search” box

Showing 1 to 12 of 12 entries

Center	Location	College Id	Student Name	Course	Instructor	In	Duration	Ref Status
VCC 232	Student Learning Center			Wrk-Independent		09:45	0h 01m	na
VCC 232	Student Learning Center			COM-231-0007		09:44	0h 02m	Pending
VCC 232	Student Learning Center			Wrk-Independent		09:43	0h 03m	na
VCC 232	Student Learning Center			DRE-098-2002		09:34	0h 12m	Pending
VCC 232	Student Learning Center			Wrk-Independent		09:32	0h 14m	na
VCC 232	Student Learning Center			DRA-111-2901		09:23	0h 23m	Sent
VCC 232	Student Learning Center			ACA-122-2904		09:12	0h 34m	Completed

Admin

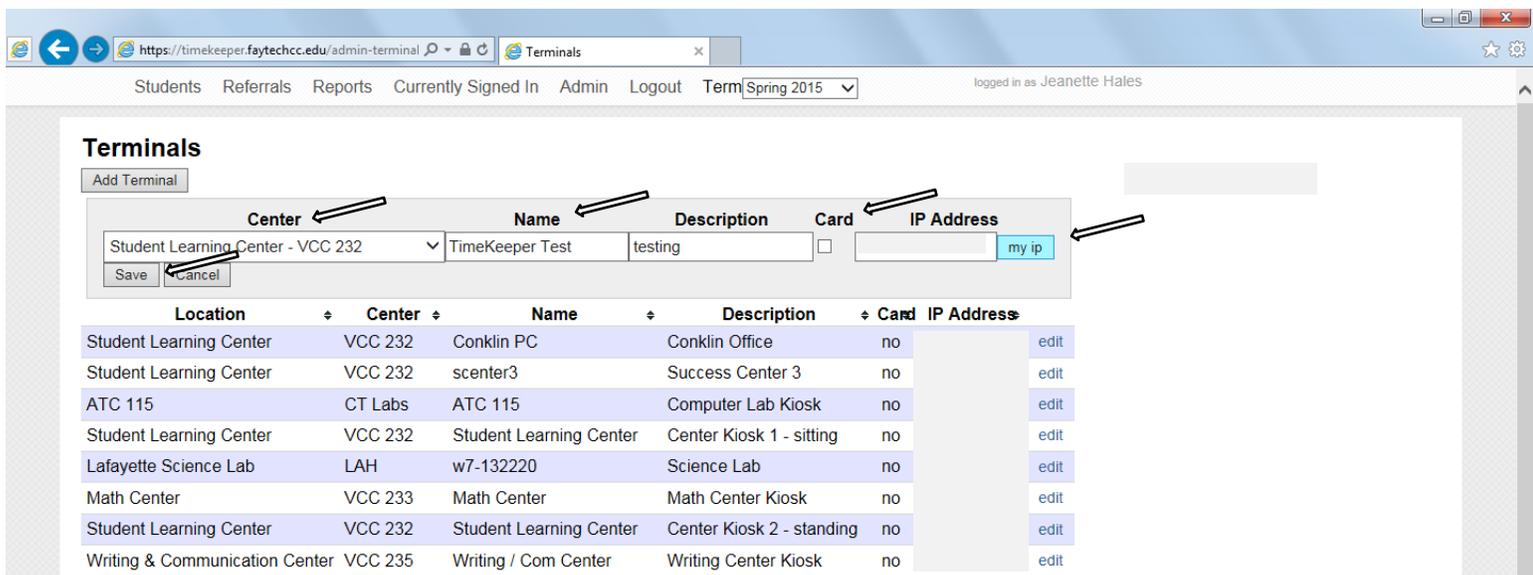
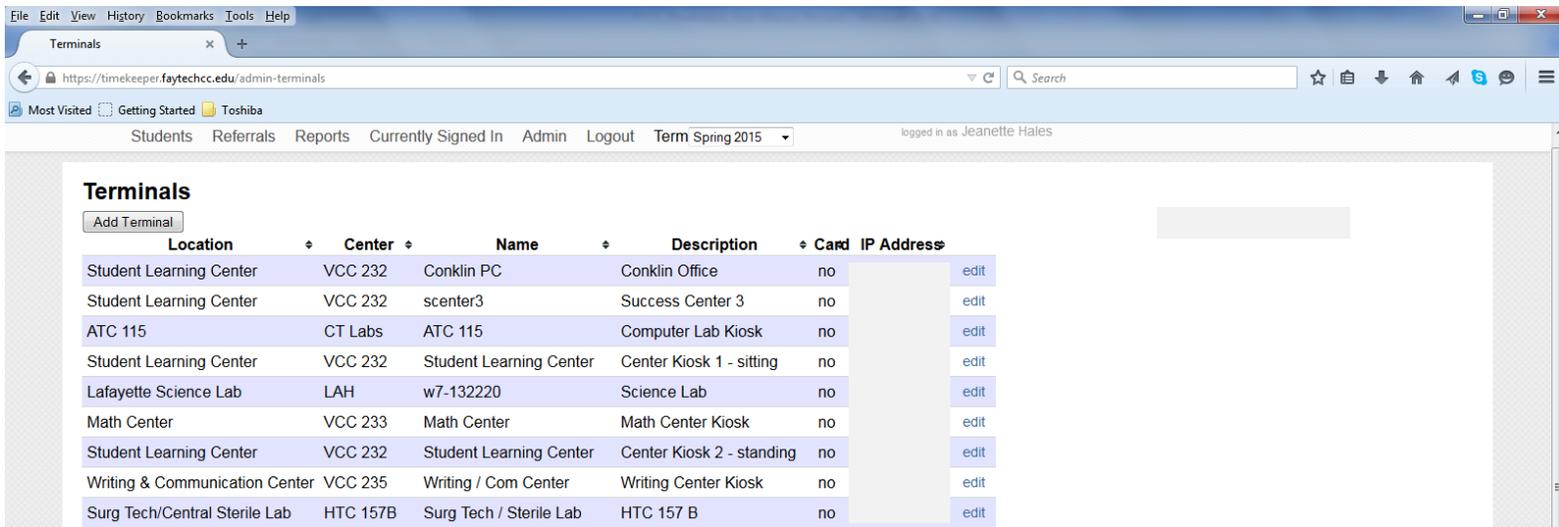
Admin

- Terminals**
Add, edit, or remove a terminal.
- Centers**
Add, edit, or remove a center.
- Locations**
Add, edit, or remove a location.
- Users**
Add, edit, or remove users.
- Schedules**
View students current schedule.
- Options**
Set system options.
- Help**
Where to go if you need help.

Terminals

To add a terminal the **Center** and **Location** may first have to be created

1. Click “Add Terminal”
2. Choose Center
3. Enter Name and Description
4. If you want to only allow login by swiping a card, then select the checkbox under “card”
5. Enter the IP address of the terminal to be added. If you click the “my IP” button, it will generate the IP address of the local machine
6. Click “Save”



Centers

To add a Center, a **Location** may first have to be created

1. Click “Add Center”
2. Select Location
3. Enter the Name and Description
4. Check any of the appropriate boxes
5. Click “Save”

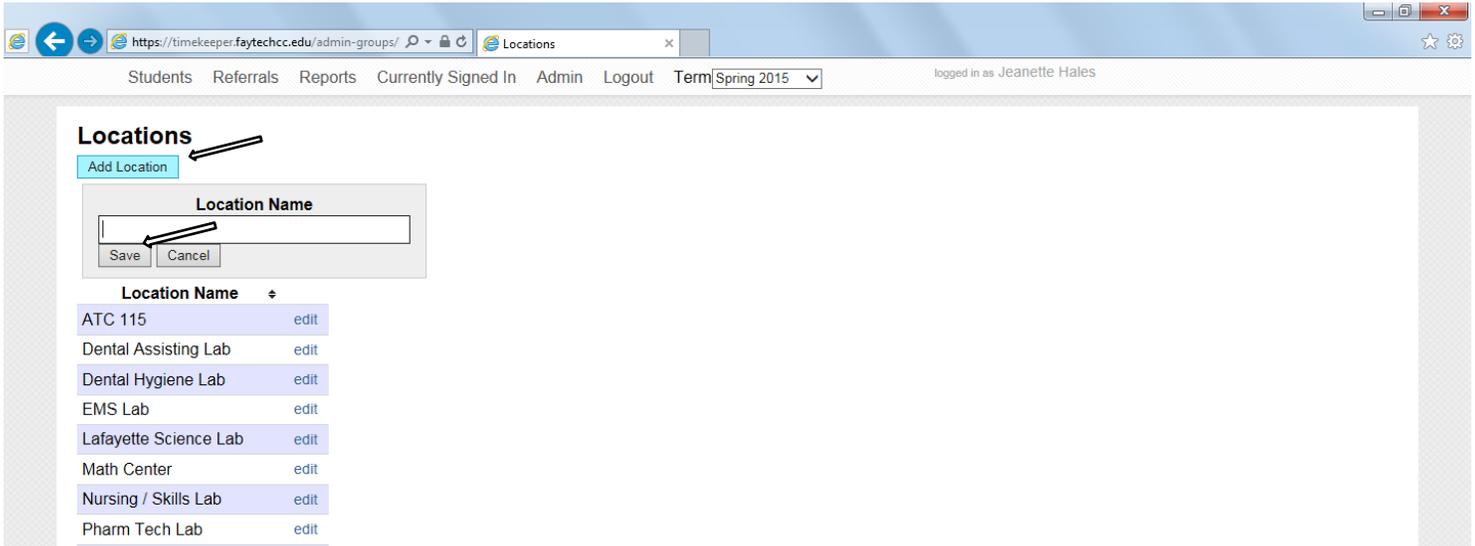
Centers

[Add Center](#)

Location	Name	Description	Use Working Independently	First Visit	No Select classes
Student Learning Center			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ATC 115	CT Labs	Computer Technologies	yes	no	no
Dental Assisting Lab	HTC 134	Dental Assisting Lab	no	no	no
Dental Hygiene Lab	HTC 102	Dental Hygiene Lab	no	no	no
EMS Lab	HTC 247	EMS Lab	no	no	no
Lafayette Science Lab	LAH	Lafayette Science Lab	no	no	no
Math Center	VCC 233	Math Center	no	no	no

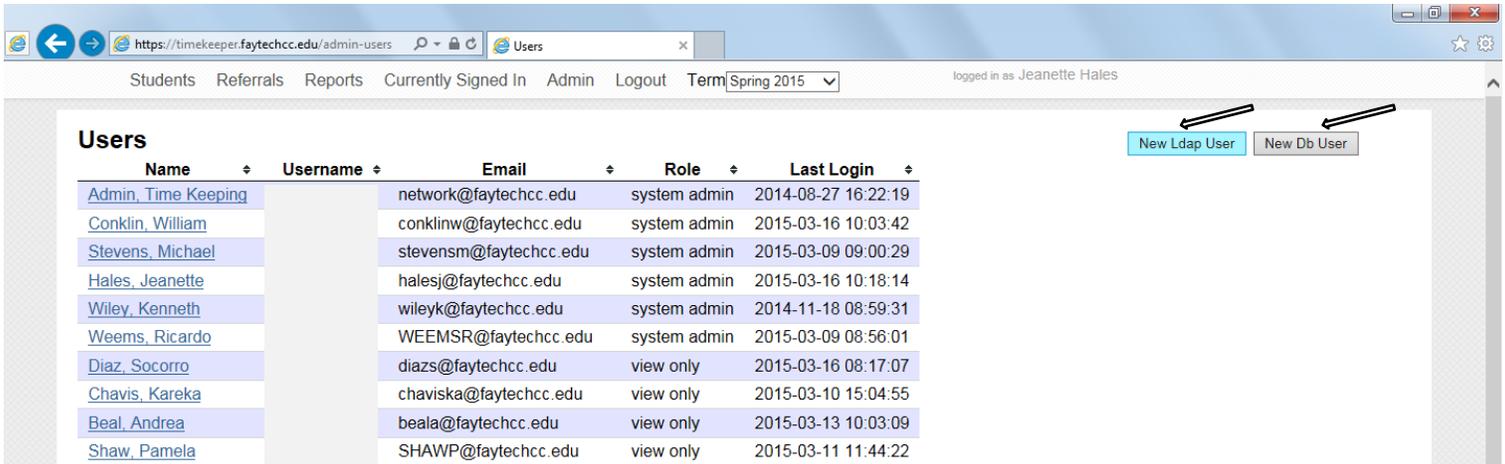
Locations

6. Click “Add Location”
7. Enter the Location Name
8. Click “Save”



Users

1. To add a new user from Active Directory, click “New Ldap User”. To add a new database user click “New Db User”
2. Enter the detail for the new database user or user from Active Directory
3. Click “Save”



Schedules

To view a students' schedule who is in a class at the current date and time

1. Select a student from the dropdown menu entitled "Students in a seated class right now"
2. The student's class schedule will appear. The classes highlighted in green are ones the student has today. The classes highlighted in red are ones they are in at the current date and time.

To view the schedule of any student who is enrolled for an active class this semester

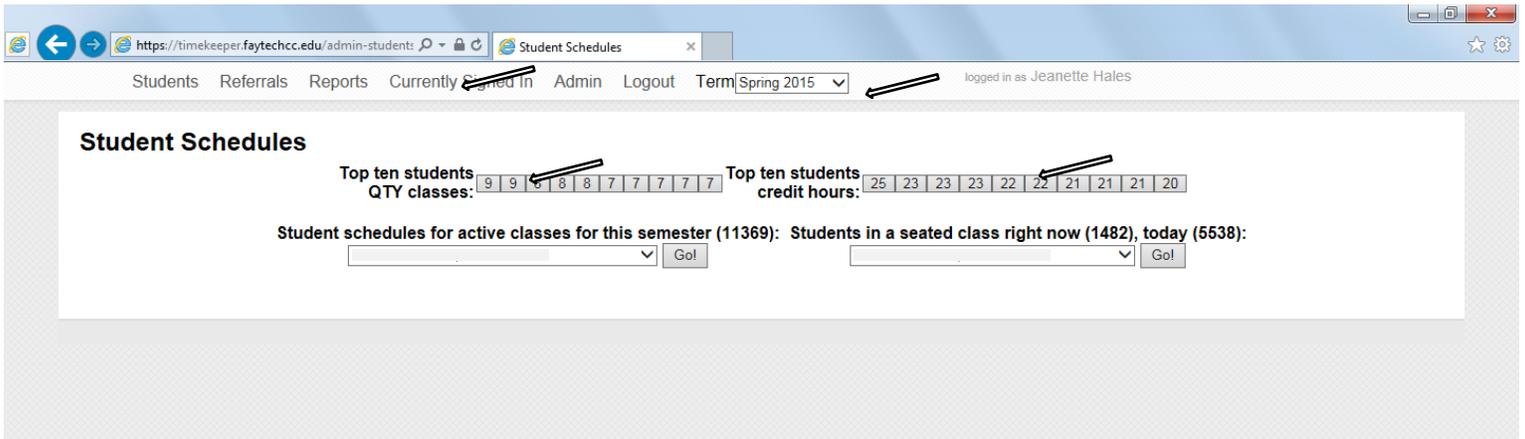
1. Select a student from the dropdown menu entitled "Student schedules for active classes for this semester"
2. The Student's class schedule will then be displayed

To view the top 10 students taking the most number of classes

1. Click the ranking next to the label entitled "Top ten students QTY classes"

To view the top 10 students taking the most number of credit hours

1. Click the ranking next to the label entitled "Top ten students credit hours"



Options

Currently, the announcements need to be typed directly into the various sections. No indentations can be made. It is not possible at this time to copy and paste from a Microsoft Office Word document. Bullets cannot be put into the announcement; the numbers have to be typed.

Options

Students Referrals Reports Currently Signed In Admin Logout Term Spring 2015

Options

Above faculty referrals list

Directions for filling out the "Referral to the Student Learning Center" form.

1. Click on "fill out" for each student and add any instructions or comments that would help us assist your student(s).
2. Click the box by "I confirm that the information contained in this referral is accurate."
3. Click "Submit Referral."
4. Repeat these steps for each student listed.

If you have any questions, please email Jeanette Hales at halesi@faytechcc.edu.

Bottom faculty referral form

* If you have any concerns or comments or if you do not approve of your student using the center, please email Jeanette Hales at HALESJ@faytechcc.edu.

Faculty notification email

Greetings Faculty,

You have received this email because you have a pending referral for one or more of your students from the Student Learning Center. Please follow the directions below to log into TimeKeeper and send the referral(s) back within 24 hours.

1. To log into TimeKeeper, click the link below. The TimeKeeper login screen will appear. Log into TimeKeeper using your AD login (the same one you use to log into your office computer). If you do not know your AD login information, please contact the help desk for assistance (910-678-8502 or Help@faytechcc.edu)

<https://timekeeper.faytechcc.edu>

2. You will find a "Referral to the Student Learning Center" for one or more of your students who came to the Student Learning center for assistance.
3. NC Community College System and FTCC guidelines require the course instructor's signature for all referrals to the Student Learning Center...whether initiated by you (direct referral) or by your student (indirect referral).

You will receive this same email each time you have a pending referral.

Please contact me if you have any questions.

Sincerely,

This area is for the directions for logging into TimeKeeper. It will appear when the instructor clicks on the link in the email.

Microsoft Office 1:36 PM

https://timekeeper.faytechcc.edu/admin-options

Options

If you have any concerns or comments or if you do not approve of your student using the center, please email Jeanette Hales at HALESJ@faytechcc.edu.

Faculty notification email

Greetings Faculty,

You have received this email because you have a pending referral for one or more of your students from the Student Learning Center. Please follow the directions below to log into TimeKeeper and send the referral(s) back within 24 hours.

- To log into TimeKeeper, click the link below. The TimeKeeper login screen will appear. Log into TimeKeeper using your AD login (the same one you use to log into your office computer). If you do not know your AD login information, please contact the help desk for assistance (910-678-8502 or Help@faytechcc.edu)
<https://timekeeper.faytechcc.edu>
- You will find a "Referral to the Student Learning Center" for one or more of your students who came to the Student Learning center for assistance.
- NC Community College System and FTCC guidelines require the course instructor's signature for all referrals to the Student Learning Center...whether initiated by you (direct referral) or by your student (indirect referral).

You will receive this same email each time you have a pending referral.

Please contact me if you have any questions.

Sincerely,
Jeanette Hales
Instructor/Facilitator, Student Learning Center (VCC 232)
Fayetteville Technical Community College
halesj@faytechcc.edu
Phone: 910-678-8266

This area is the email the instructor will receive. It is for the explanation of TimeKeeper, and for providing the link for accessing the "referral login screen."

Login page header

Fayetteville Technical Community College
TimeKeeper

Student signin page header

Fayetteville Technical Community College

Microsoft Office 1:44 PM

https://timekeeper.faytechcc.edu/admin-options

Options

Jeanette Hales
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Login page header

Fayetteville Technical Community College
TimeKeeper

Student signin page header

Fayetteville Technical Community College

First visit message

please talk with an instructor to continue.

Current students only

no

Not current student message

You must be a currently enrolled student to continue.

Files in /var/www/html/files

source: /files/logo.png [remove](#)

Upload file to /var/www/html/files (valid extensions: jpg,gif,png)

Success Center Data Comparison

Direct Referrals	Fall 2013	Spring 2014	Change % >% or (<%)
Number of Direct Referrals - initiated by class Instructors (and which resulted in an actual enrollment in the Success Center)	43	179	>316%
Number of class Instructors initiating Direct Referrals (and which resulted in an actual enrollment in the Success Center)	24	63	>163%

Success Center Course Instructor's (Direct) Referral Form – Choices and Directions

1. **PRINT VERSION:** Complete, sign, and date the two-page **green** *Success Center Course Instructor's Referral Form*... presenting the top (**green**) original to your student (along with directions to the Success Center - VCC 232)... and keeping the bottom (**blue**) copy for your records. Be sure to tell the student to bring his/her current/valid FTCC Curriculum ID Card.

2. **ONLINE/FILL-IN FORM VERSION:** **THIS IS NEW!!!** Using Mozilla Firefox  (not Internet Explorer ) , open our College's webpage... <http://www.faytechcc.edu/>:

- Go to **FACULTY & STAFF**... then, to **Human Resources/Institutional Effectiveness**... then, to **FILL-IN FORMS**... then, to **Faculty & Staff Forms**... then, to **Success Center Course Instructor's Referral Form (S-38)**
- Then, open as a **pdf** file...
- Then, on right of the **gray bar** near the top of the page, click on **"Open With A Different Viewer"** and select **"Open with Adobe Reader (default)"** and **"OK"**...
- Follow the instructions located in the **purple bar** near the top of the page and to the right of the form: and complete the form... Instructions read **"Click 'Sign' to fill out and sign this form. When you are done, you can save a copy by clicking 'Done Signing'.** You will find the **"Sign"** selection over to the right and above the **purple bar** (with choices - **Tools Sign Comments**). Click on **"Sign,"** then go to the form and complete all sections down to **"Instructor's Signature."** **Then go back to "Sign"** (gray bar, top right), and go to **"I Need to Sign"** below that... and then click on **"Place Signature"**... and place your signature in the **"Instructor's Signature"** box and date the form.
- Once you have done that, go back to near the top right of the page and click on **"Signed. Proceed to Send"** and click on **"Save a Copy."** *(It is suggested that each time you create this document that you save it to a file on your "J" or "C" drive.)*
- ... and once once you've saved the form (to your computer), either **(a)** print and present a copy to your student... **OR, (b)** attach a copy to an e-mail to your student. In your e-mail, instruct the student to print both the e-mail and the attached *Referral Form*, and then bring both to the Success Center. Be sure to tell the student to bring his/her current/valid FTCC Curriculum ID Card.

You will need to follow the above instructions each time you wish to create a Referral using the Online/Fill-in Form Version. This is not a form that can be saved to your desktop.

Whenever a student whom you have referred to the Success Center actually comes to us (with a PRINTED Referral Form from you) and is enrolled, we will send you a blue photocopy of that Referral (to indicate that the student came to the Success Center and has been enrolled). Students who inform us that they do not need or want our services/resources will not be enrolled. Recently, we have had a number of students tell us that the only reason that they were referred was because they were doing poorly in class... but that was because they had not attended class, had not completed assignments, had not logged in to BlackBoard, etc. They informed us that they were told to enroll, but would not seek to access our services/resources... even after we explained the benefits to them. In such cases, the student was not enrolled, but a blue copy of the Direct Referral was sent to the Instructor anyway, noting this.

If you have any questions or would like to discuss this and/or anything else pertaining to the services/resources of the Success Center (including requesting blank printed versions of the **Success Center Course Instructor's Referral Form**), please contact Success Center Facilitator/Instructor Jeanette Hales at halessj@faytechcc.edu or by phone at x88266.

*(When you complete a **Success Center Course Instructor's Referral Form** - whether a print or online version - and present it to a student with a brief explanation as to why you are referring him/her, that is a **DIRECT Referral**. When you recommend that one or more students in your class enroll in and attend the Success Center, that is an **ENDORSEMENT**. While we appreciate that, and will - if the student does indeed find his/her way to us - enroll the student, that will result in us sending you a copy of the **INDIRECT Referral**, which you are required to sign and immediately return to the Success Center. Remember: In order for us to assist students and for our College to claim budget FTE for that assistance, we must have an Instructor-signed Referral Form for each student whom we enroll and serve in the Success Center.)*

Fayetteville Technical Community College

2014-2015 END-OF-YEAR REPORT



Mission Statement

“Serve our community as a learning-centered institution to build a globally competitive workforce supporting economic development”

**P.O. Box 35236
2201 Hull Road
Fayetteville, North Carolina 28303-0236
www.faytechcc.edu**

**Fayetteville Technical Community College
2014-2015 End of Year Report**

Institutional Goal # 1: Respond to student and community needs through measurable goals:

1. FTCC will increase graduation rates to 25% by 2018.
2. Increase headcount enrollment by **3%** annually.
3. Increase gainful employment (employment in field of study) of students.
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6. Achieve 90% satisfaction rate on all surveys and course evaluations.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
<p>1.1 Promote student successes and College Best Practices with a targeted goal of 50+ information releases and/or presentations annually (2)</p>	<p>Through advertisement, tabloid and bi-weekly ads the College has continued to increase enrollments to meet the needs of the community. (Curriculum and Continuing Education)</p> <p>Business Services conducted five presentations for Cosmetic Arts programs at Tallywood, three presentations to High School Group Counselors, and three presentations at ESC for the Barber program. (Continuing Education)</p> <p>College and Career Readiness advertised through numerous mediums: utilized city transit to post ads for four months for ESL, HSE, and AHS programs; advertised through the FRG at Fort Bragg; posted information on digital billboards throughout Cumberland County; set up displays at local job fairs and community events; attended public school open houses; advertised in the Fayetteville Observer; and provided local businesses and organizations with recruitment boxes that have flyers for CCR in them throughout the service area. (Continuing Education)</p> <p>Participated in Open Houses, high-school tours, Division Orientations, HACS sessions, and International Folk Festival-Volunteer Food Station. (Curriculum)</p> <p>Presented Capstones for Business Administration at the NCCCS Conference. (Curriculum)</p>

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	<p>Presented at the AEOP District 9 Professional Development Day on the subject of retirement planning. (Curriculum)</p> <p>Released an article advertising FTCC's six new Accounting Certificate Programs published in the June 24-30, 2015 edition of "Up & Coming Weekly" magazine. (Curriculum)</p> <p>Promoted the College's role in the Innovation Fund NC with an information booth and a workshop presentation at the NCMBC Defense Trade Show. Provided attendees with purpose and mission statement of the IFNC, as well as the dates for upcoming funding cycles and criteria for applications. Gained exposure for FTCC and the IFNC to nearly 1000 trade show attendees. (Economic Development)</p> <p>Provided best practice presentation entitled <i>Soft Skills/Call Center Training</i> at the Southeastern Region 4 Meeting of the NCWorks Customized Training Program. (Economic Development)</p> <p>Represented in a 1/2 page advertisement in "Business North Carolina's Economic Development Guide" to increase top-of-mind exposure for FTCC and the Customized Training Program to attract international site selector consultants and companies considering relocation. (Economic Development)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<ol style="list-style-type: none"> 1) FTCC Press Releases – 20 postings. 2) Facebook Releases – currently 220 posting with likes increasing from 3,500 to over 5,200. 3) Twitter Releases – currently 220+ postings with followers increasing from 222 to 553. 4) LinkedIn – currently 1,800 followers on company page and 9,400 followers on the college page. 5) Blog – currently 15 posting with 25 followers. 6) Instagram – currently 42 photos with 95 followers. 7) Google+ - currently 8,700 views with 32 followers 8) YouTube – currently 130 subscribers. 9) There are currently 17 program area facebook sites monitored and administered by the FTCC Marketing & Public Relations Office. 10) Facilitated Digital Media campaign with the Fayetteville Observer for July 2014 – June 2015. The campaign involved four (4) major components: <ol style="list-style-type: none"> A) FO Weather Button <ol style="list-style-type: none"> 1- 1.1 Million impressions per month B) Home Page Advertising <ol style="list-style-type: none"> 1- 290,000 impressions per month 2- 3.5 million impressions per year 3- 5.4% click-through rate C) Geo Fence Fort Bragg / Pope <ol style="list-style-type: none"> 1- 111,000+ impressions monthly 2- .39% click-through rate for “Register Now for

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p style="text-align: center;">Summer Classes” ad</p> <p style="text-align: center;">3- This campaign is planned to be expanded nationally to target 20 military installation identified by Dave Brand</p> <p style="text-align: center;">D) Affiliate Advanced Audience Targeting/Retargeting</p> <p style="text-align: center;">1- Targeted zip code for active duty military and veteran education seekers, key word seekers, and retargeting</p> <p style="text-align: center;">2- 150,000 impressions monthly</p> <p style="text-align: center;">3- 5.09% click-through rate</p> <p style="text-align: center;">E) Affiliate Mobile Network</p> <p style="text-align: center;">1- Targeted Fort Bragg / Pope users</p> <p style="text-align: center;">2- 40,000 impressions monthly</p> <p style="text-align: center;">3- 2.84% click-through rate</p> <p>(Marketing/PR)</p> <p>Student Learning Center instructors visited 143 classes and made contact with 2224 students to inform them about the resources available to them in the Student Learning Center. (Student Learning Center/Library)</p> <p>Librarians conducted 65 face-to-face library instruction sessions, serving 1299 students to teach them how to effectively utilize library resources. (Student Learning Center/Library)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Admissions Office - Created and disseminated regular updates of testing and test prep materials and held professional development sessions on testing changes.</p> <p>High School - High School Connections provided 15 presentations on our operations, including a parent night at most high schools, as well as attending college/career fairs, scheduling events, etc. (Student Services)</p> <p>Media Services produced public relations, marketing, promotional and informative media to inform and educate students, faculty, staff and citizens in the College's service area. Media Services produced forty-three videos or photo projects, forty-four television shows and four PSAs and provided thousands of photos to promote the College to various departments across the College. (Technology)</p>
1.2 Use the Educational TV channel to provide timely information/programming to the community (2)	<p>College and Career Readiness used the FTCC TV channel to provide informational programs: FTCC and You and Punto de Encuentro; and the educational program, Coffee and English. (Continuing Education)</p> <p>The release of the TV commercial for advertising continuing education programs such as EMS, Fire, and CNA has been viewed by many and increased public awareness of educational opportunities at the College. (Continuing Education)</p> <p>CC - C-STEP students participated in State of the College video and 2 C-STEP articles were written for <i>Up and</i></p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p><i>Coming</i> magazine focusing upon recent C-STEP student successes (Student Services)</p> <p>Media Services production staff produced five monthly programs in the FCE-TV studio including two Cumberland County programs which promoted our region: “Cumberland Matters,” a series of PSAs for Cumberland County, and two FTCC education programs that promoted the College included “<i>FTCC and You</i>”, one in Spanish and another version in English, “<i>Punto de Encuentro</i>,” and “<i>Get Connected</i>” in partnership with Cumberland County Schools”. (Technology)</p> <p>Media services added several productions to FCE-TV: The FTCC 2015 Graduation Ceremony at the Crown Coliseum, 2015 State of the College, two Cape Fear Botanical Garden videos, Bookstore Promotional video, 2015 Military Tribute, Nepal Relief, currently working on State of the College 2015, I-CAR promotional and training pieces, and “Protect Yourself, Protect Others” Title IX Compliance video. (Technology)</p>
1.3 Partner with community organizations to connect students to potential employers (3)	Continuing Education EMS departments have partnerships with Cape Fear Valley Hospital, Cumberland County EMS and service area health offices to meet the growing demand for highly trained and skilled employees. (Continuing Education)

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>The Community Services/Extension department is in partnership with Career Step offered optional internships with CVS/Walgreens and connected students with job postings and referrals upon their completion of the following programs:</p> <ul style="list-style-type: none"> -<i>Online Medical Transcription Editor,</i> -<i>Online Medical In/Outpatient Coding,</i> -<i>Online Medical Billing,</i> -<i>Health Information Technology,</i> -<i>Electronic Health Records Office Professional,</i> -<i>Online Computer Technician,</i> -<i>Working in the Pharmacy,</i> -<i>ICD-10 Fast Track for Professional Coders</i> <p>Business Services expanded discussions with local barber shops and salons reference post-graduate hiring of barbers, therapeutic massage, esthetics and manicuring graduates. Met with high school principals, counselors, CEED, ASPIRE and Social Services. Distributed flyers throughout the county to local employers and agencies.</p> <p>(Continuing Education)</p> <p>Industry Training partnered with Workforce Development and the Employment Security Commission of NC.</p> <p>(Continuing Education)</p> <p>College and Career Readiness has partnered this year with Vocational Rehabilitation, Vision Resource Center, and</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Services for the Blind. (Continuing Education)</p> <p>Job fairs with Womack held @FTCC. (Curriculum)</p> <p>Provided a paralegal reception at the Cumberland County Courthouse. (Curriculum)</p> <p>Attended various Chamber of Commerce functions. (Curriculum)</p> <p>Provided the Career Center director with research notes and resources related to the operations, structure, staffing and services provided at benchmarked career and placement centers to help shape our Job Center's organization, programs and services to increase graduate placement and student work-based learning opportunities. (Economic Development)</p> <p>Provided the Career Center director with job announcements from employers like Caterpillar and Goodyear. (Economic Development)</p> <p>CC - Provided 174 job vacancy announcements from potential employees to department for student employment</p> <p>CC - networked with (27) potential FTCC student employees to advertise job notices (Student Services)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>FTCC partners with Cumberland County, Cumberland County Schools, UNC Pembroke, FSU and the Cape Fear Botanical Garden to provide educational and informative programming for students and the community. (Technology)</p>
<p>1.4 Engage stakeholders to develop and expand College funding opportunities melding community and student needs. (1, 2, 3)</p>	<p>The Small Business Center received a grant from Wells Fargo to support the Youth Entrepreneurship Camp. (Continuing Education)</p> <p>New scholarships developed by Mammography program. (Curriculum)</p> <p>CC - Completed recruitment of high school and college students for C-STEP program- emphasizing Carolina Covenant (Student Services)</p> <p>CC - Designed and advertised university flyers for representatives and their campus visits to recruit (14) (Student Services)</p> <p>CC – Coordinator visit from UNC-CH FA office and Carolina Covenant to facilitate future student funding process. (Student Services)</p> <p>Technical Innovations and Applications obtained NCCCS Virtual Learning Community (VLC) grant of \$100,000 and partnered with other VLC Centers to obtain \$200,000 2+2 funds. All funds expended to serve student instructional</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	needs. (Technology)
1.5 Align the FTCC Foundation, Inc. goals and outcomes to support the College. (2, 3)	Continuing Education EMT-Basic and Paramedic pass rates are measured with paramedic pass rates of 97% and EMT-Basic 83% for 2013-2014. (Continuing Education)
1.6 Monitor contractor's performance providing Adult and Dislocated Worker Program and Youth Program services to residents of Cumberland County. (4)	Services provided by the contractor were tripled over the past year in both the Dislocated Worker Program and the Youth Program. Contracts were extended for another year. (HR/WFD/IE)
1.7 Reduce the number of students testing into developmental classes. (1, 2)	<p>Implemented Multiple Measures of Placement (Curriculum)</p> <p>Provided one-on-one tutoring and online resources to help students raise their Accuplacer scores. (Student Learning Center/Library)</p> <p>AO - Test preparation and practice information is provided to all students.</p> <p>AO - Created test prep booklet as well as easy reference strips guiding students to test prep sites and practice tests.</p> <p>WO - Test preparation and practice information is provided to all students. The 13% of students who took a practice test placed into College Algebra whereas only 9% of students who did not practice placed into College Algebra. Students who did not take a practice assessment the first</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>time they tested increased their retest scores and placed into College Algebra at a 22% rate when participated in a practice test intervention prior to retesting, whereas students who did not practice prior to retesting placed into College Algebra only 9% of the time. (Student Services)</p> <p>Technical Innovations and Applications maintained a MOOC as a refresher in basic math to prepare the student for taking Accuplacer with the intended outcome of placing out of developmental math. (Technology)</p>
<p>1.8 Administer student course evaluations to assess the satisfaction rates for course and programs of study. (1, 5, 6)</p>	<p>All Continuing Education classes were administered end-of-course student evaluations for both traditional and distance learning courses. Evaluation forms were updated upon the need. At the end of each course students are required to evaluate the course and the instructor. (Curriculum and Continuing Education)</p> <p>Survey results were analyzed and used for ongoing improvement activities by department chairs, division chairs, and deans to supplement program reviews as part of the annual assessment processes and related program and accreditation reports. (Curriculum)</p> <p>All students enrolled in courses were encouraged several times to complete course evaluations every semester resulting in increased survey completions. (Curriculum and Continuing Education)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>The Institutional Effectiveness Department administered the Instructor Course Evaluations during the Fall 2014 and Spring 2015 terms, tabulated the results, and delivered them to Curriculum and Continuing Education supervisors. (Human Resources/Institutional Effectiveness)</p> <p>Implemented a survey for student satisfaction in the Student Learning Center (administered through Survey Monkey). Results were analyzed to formulate ongoing improvements in processes and procedures. (Student Learning Center/Library)</p> <p>AO - Evaluated transcripts and test scores and entered waivers where applicable.</p> <p>HS - High School Connections administered an informal exit survey this year and received very positive remarks from students (reflecting positive reactions to recent changes in processes and procedures as part of the annual assessment process). (Student Services)</p>
1.9 Administer an annual non-returning student survey to assess the reasons for not continuing studies at FTCC. (1, 5, 6)	<p>The Institutional Effectiveness Department administered the non-returning student survey and tabulated the results. Copies of the results were released to senior leadership of the College for further analysis and use of data in future improvement activities. (Human Resources/Institutional Effectiveness)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
<p>1.10 Administer an annual graduate survey to assess satisfaction rates for courses and programs of study. (1, 5, 6)</p>	<p>The EMS department used the results of the annual graduate surveys to document and submit findings to COAMPS Accreditation for National Registry Paramedic. (Continuing Education)</p> <p>College and Career Readiness administers CCR Graduate Surveys for HSE and AHS Graduates and have analyzed those results for ongoing adjustments to processes and procedures. (Continuing Education)</p> <p>FTCC survey and individual program-specific accreditation graduate surveys utilized by curriculum and continuing education departments throughout the year. (Curriculum)</p> <p>The Institutional Effectiveness Department administered the Graduate Survey and tabulated the results which were released to senior leaders across the College. (Human Resources/Institutional Effectiveness)</p>
<p>1.11 Improve assessment plans with document evidence of outcomes. (1)</p>	<p>The Continuing Education EMS department conducted annual assessment plans with Paramedic program WEAVEonline© and COAMPS accreditation for National Registry Paramedic. (Continuing Education)</p> <p>The Community Services/Extension area, amended the WEAVEonline© Assessment process to incorporate additional classes including Occupational Effective Teaching Training, Human Resources Development,</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Motorcycle Basic Rider Course, and Personal Interest Auto Dealer's classes. (Continuing Education)</p> <p>WEAVEonline© online is used across the College and has become an integral part of the ongoing improvement processes based upon department use of findings, to create action plans, and measure improvement activities during implementation phases. (All Program and Service Areas of the College)</p> <p>Health Program departments have developed formal, written Curriculum Management Plans, that includes areas of assessment/sources of documentation. (Curriculum)</p> <p>To improve annual assessment activities, the curriculum math and science departments revised MAT 171, MAT 143, BIO 111, and CHM 151 course objectives, assessment objectives, and rubrics. (Curriculum)</p> <p>The Academic and Student Services Division reviewed assessment plans for all division entities as part of an expanded internal review process using WEAVEonline©. The verification of completed assessments was conducted to ensure that each assessment plan component was completed accurately and included attached supported documentation. (Human Resources/Institutional Effectiveness)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Assessment plans were developed and implemented to improve efficiency across Plant Operations. (Plant Operations)</p> <p>AO – Offered full service follow up with testers to inform testers of remaining steps and assisting them in completing these steps. In the process many registrations have been completed in shorter time. (Student Services)</p>
<p>1.12 Create and administer a professional development program to support academic quality for student success. (1-6)</p>	<p>EMS department conducted instructor training and precepting courses for EMS instructors to improve courses and quality of instruction. (Continuing Education)</p> <p>Business Services provided a 5-hour Funeral Service CE training class each year for all NC Funeral Service licensees. (Continuing Education)</p> <p>College and Career Readiness instructors participated in the NCCCS professional development certificate program, with one staff member teaching in the program. Achievements as a result of the training: Core Certificates – 14 completed and 57 partial; ESOL Specialty – 3 completed and 9 partial; Adult Secondary Education Specialty – 3 completed and 3 partial; 2 STAR Reading Specialty completed; and 10 Certified Resource Specialists; CASAS Implementation Training. (Continuing Education)</p> <p>An online professional development course for Bloodborne</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Pathogens was created to allow annual training for distance education faculty and staff. (Curriculum)</p> <p>Offered professional development workshops on Technology Integration Initiatives and teaching content appropriate for new courses that faculty wish to add to the combined course library. (Curriculum)</p> <p>Faculty, staff and administrators attended professional development sessions to improve departmental influences in College statistical performance reports in the “NCCCS Performance Measures”. (Institutional Effectiveness and Economic Development)</p> <p>The Institutional Effectiveness Office offered professional development sessions regarding Data Driven Change, North Carolina Performance Measures for Student Success, and Best Practices for Using WEAVEonline© online to influence and measure student success. (Human Resources/Institutional Effectiveness)</p> <p>AO - Held professional development sessions to enhance knowledge and reinforcement that staff were using the same processes and procedures in testing and ID Card management.</p> <p>Assisted ACA 122 classes with administration of career</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>assessment to support success- career and college transfer advisement</p> <p>Counseled and reviewed academic mid-term reports for members of Parents for Higher Education (PFHE) population (all members)</p> <p>CC - Counseled and reviewed academic mid-term reports for all C-STEP cohort of students</p> <p>CC - Coordinated 2 UNC-CH academic advising sessions for C-STEP students</p> <p>CC - Coordinated and facilitated a C-STEP orientation for each cohort group (high school) and (college) for student success. Focus for student success included: personality assessments, time management, study skill techniques and weekly grade review evaluations</p> <p>CC - Received and followed-up with 462 students referred by instructors for career redirection, crisis intervention, assessment and academic issues</p> <p>CC - Continued community facilitation for PFHE presentations from community agencies to foster academic and parental success (20) sessions</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>CC - Continued community facilitation for PFHE group and workshops 74 groups</p> <p>CC - Continued implantation of weekly individualized advisement sessions and monthly group facilitation of C-STEP cohorts for academic success of group 964</p> <p>CC - Completed 122 career assessments (individuals & groups) (Student Services)</p> <p>Technical Innovations and Applications offered professional development webinars, tutorials, and workshops on the following topics:</p> <p style="padding-left: 40px;">Retention Center Grade Center ADA Compliance Apps for Education Assessing Learners Communicating and Collaborating Understanding and Building Your Course Gamification for Student Engagement</p> <p style="text-align: center;">(Technology)</p>
1.13 Promote use of the research such as Economic Modeling Specialists International (EMSI) studies to identify and benchmark successes at other Colleges that could be replicated at FTCC. (1-6)	College and Career Readiness participated in the Performance Summit, including use of EMSI studies, Career Coach, Job Analyst and Economic Development

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>software technology. (Continuing Education)</p> <p>College supervisors attended an EMSI Webinar – New Analyst Interface & JPA Report in JUL 2014; College supervisors also attended the EMSI Webinar – Find Your Calling Initiative in December 2014.</p> <p>(Economic Development/Institutional Effectiveness/Workforce Development Center/College Program areas)</p> <p>Provided an EMSI Labor and Education report to the Regional Alliance for their use in matching graduates to a machining company as part of their site selection process. (Economic Development)</p> <p>Institutional Effectiveness offered professional development training to faculty, staff and administrators highlighting tips for effective use of Career Coach and Job Analyst software; IE staff generated 30+ EMSI Analyst reports for various end users across the campus as part of their ongoing improvement processes. (Human Resources/Institutional Effectiveness)</p>
1.14 Maintain memberships in relevant professional organizations and groups. (1-6)	<p>Business and Finance Division maintained membership with f NACUBO, ACCBO, and SACUBO. (Business/Finance)</p> <p>EMS instructors maintained membership with the National</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Registry of EMT's and North Carolina EMS Educators Association, American Medical Technologist. (Continuing Education)</p> <p>Community Services/Extension area developed and/or maintained partnerships with community agencies/organizations to include: The Re-Store Warehouse, Rape Crisis Volunteers of Cumberland County, CERT:Community Emergency Response Training groups, ICD/Goodyear, Vision Resource Center, Cumberland County Animal Shelter, Family Endeavors, Operation InAsMuch, Workforce Development, Fayetteville Urban Ministries, Fayetteville Police Department, Fayetteville Center for Economic Empowerment and Development, Southwind Quilts, Botanical Gardens, Embrace Yoga Studio, Cheryl's Best Friends, Sustainable Neighbors, Sherefe Restaurant, The Wine Café, UNC Chapel Hill, Partnership for Children, 360Training.com, Ed2go, Career Step, Skip Trace Jobs, and Condensed Curriculum International. (Continuing Education)</p> <p>Business Services maintained membership with National Association for Community College Entrepreneurship and North Carolina Community College Adult Education Association. (Continuing Education)</p> <p>Industry Training maintained memberships with the NC</p>

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	<p>Safety and Health Council and the Fiber Optics Association. (Continuing Education)</p> <p>College and Career Readiness maintained memberships in NC Partners of the Americas, Carolina TESOL, NCCAEOP, NCAHEAD, Southern ADA Center, Vision Resource Center, Immigration Legal Assistance Center. (Continuing Education)</p> <p>Faculty (curriculum) hold professional memberships in: NCCTM, NCMATYC, NADE, ACS, NSTA, NABT, ICHRIE (International Council on Hotels, Restaurants, and International Education), NCACF (North Carolina American Culinary Federation), Arts Council, Fayetteville Area Society for Human Resource Management, Association of Leadership Educators, Association of Talent Development, Golden Key International Honor Society, Robeson County Outreach for Communities, NAACP, American College of Healthcare Executives, Sandhills Healthcare Executive Forum, Medical Group Management Association, American Institute of Certified Public Accountants, North Carolina Association of Certified Public Accountants, Institute of Management Accountants, American Management Association, Military Officers Association of America, National Restaurant Association, NCCCFA, National Association of Tax Preparers, National Realtors Association, NC Association of Realtors, and NC Computer</p>

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	<p>Instructors Association. (Curriculum)</p> <p>Economic Development maintained memberships with the North Carolina Economic Development Association (NCEDA); Individual member of the Fayetteville Regional Chamber; Member/Contributor in the Linda Lee Allen Legacy Fund. (Economic Development)</p> <p>Economic Development staff represented the Board of Directors of the Chamber and made comments at the Ribbon Cutting of the expanded Honda dealership. (Economic Development)</p> <p>Workforce Development and Economic Development staff attended the 1000-in-100 Chairman’s Orientation Webinar in July 2014 and attended the National Skills Coalition: Education and Training Legislation and WIOA Update Webinar in April 2015. (Workforce Development/Economic Development)</p> <p>The College hosted the NCMBC’s Defense Trade Show; Economic Development staff attended the Fayetteville Regional Chamber, Government Affairs Committee: State of the Community Meeting in September 2014; attended the NCCCS Southeastern/Region 4 Customized Training Program Meeting in October 2014 and April 2015; attended the</p>

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	<p>SETA/NCETA Conference in Mar 2015; and attended the FranklinCovey training entitled <i>The 5 Choices to Extraordinary Productivity</i> in March 2015. (Economic Development)</p> <p>1) Marketing and Public Relations maintained memberships with the Fayetteville Kiwanis Club 2) Fayetteville PIO Alliance 3) Greater Fayetteville United, Inc. 4) Friends in Tourism (Marketing/PR)</p> <p>Facility Services (FASVS) maintained memberships to ACCFO and Turfgrass Council. (Plant Operations)</p> <p>Student Learning Center instructors maintained memberships with NCTLA (North Carolina Tutoring and Learning Association). (Student Learning Center/Library)</p> <p>The Library staff maintained memberships and leadership positions in LAUNC-CH (Librarian's Association at the University of North Carolina Chapel Hill) , NCCCLA (North Carolina Community College Library Association and CCCLA (Council of Community College Library Administrators) (Student Learning Center/Library)</p> <p>RO – Registration and Records maintained memberships with the SEDUG, NC IIPS, N3CSDPA (Registration and</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Records Office)</p> <p>AO – Admissions staff have maintained memberships with MP3, assisting with getting more student involvement with mentoring program. (Student Services)</p> <p>The Director of Technical Innovations and Applications is on the Executive Board of the NCCCS Virtual Learning Committee (VLC) member of the North Carolina Community College Association for Distance Learning, and Executive Board Member of the NC-LOR. (Technology)</p>
1.15 Promote faculty-staff engagement in public relations, community service, and College activities (1, 2, 3, 5, 6)	<p>Procurement and Special Projects Manager purchased tickets to local musical performance at the Cameo to share with faculty and staff and to promote the arts. (Business/Finance)</p> <p>Continuing Education EMS area participated annually in paramedic competition, Airport Disaster Event, and Cape Fear Valley Hospital Disaster Event. (Continuing Education)</p> <p>Business Services participated in local community service projects such as the Holly Day Fair. (Continuing Education)</p> <p>The Continuing Education Division: -Advertised programs at monthly Army/Air Force Newcomers' meetings.</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>-Placed ads on Billboards, the 82nd Airborne Websites, Facebook, Twitter, in the Fayetteville Observer, Ft. Bragg Life/Paraglide magazine, City View Magazine, Up & Coming, and geo-fencing digital targeting online ads.</p> <p>-Made announcements on local radio stations and delivered to the management of the FTCC WIDU Radio Show, coordinating 24 spots a year.</p> <p>-Coordinated the format and printing of the CE Tabloid and highlighted all programs in this book and in brochures.</p> <p>-Hosted information booths at Ft. Bragg Army Community Service “Relocation Readiness Program”, Ft. Bragg Airman and Family Readiness Center, Umoka Festival, Project Homeless Connect, Real Talk, Adolescent Real World, Operation Cease Fire, Crime Prevention Community Outreach, Aspire Community Resource Day, Cumberland Community Collaborative, Military Family Readiness Groups, Health Fairs, Chamber of Commerce, Cumberland County Schools, Cumberland County Re-Entry, Annual Job Fair at the Crown, Annual Job Fair at Cumberland County Library, Dogwood Festival, Fayetteville After Five, Matopma; Airborn Day, NAMI Cumberland County Backpack Giveaway, Reading Rock with Cumberland County, Sandhills Sanokafa Festival, Cape Fear Valley Hospital, Cape Fear Botanical Gardens, FTCC Open House, appeared on the CE TV Show “FTCC & You”, and other community events on 40 separate occassions.</p> <p>(Continuing Education)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>College and Career Readiness maintains recruiting reports and worked with Global Education Committee on Dreams of Dresses project. (Continuing Education)</p> <p>Participated in FTCC's Fall Festival, Open Houses, High School Connections, Spring Fling, Science Olympiad, Science Fridays, Health Wellness Fair, Up and Coming Articles, LINKS meetings, 3MP Symposium, NC Historian's Conference, Bronco Star Collaboration, Institute for Community Leadership, Young Entrepreneur's Academy, FBLA, The President's Leadership Institute (PLI), Annual Graduation Ceremony, Cape Fear Kiwanis, Fayetteville Urban Ministry, Community Concerts, Lafayette Rotary, FTCC Global Education Committee, Arts Council of Fayetteville, Relay for Life, Success Closet, and SkillsUSA. (Curriculum)</p> <p>Practical Nursing Chair is the current Vice Chair for Cumberland County Coordination Counsel for Older Adults, member of Cumberland Community Foundation. (Curriculum)</p> <p>Mammography Chair secretary volunteers with the Cumberland County Coordination Counsel for Older Adults. (Curriculum)</p> <p>Science Division revitalized the Science Club in 2014. The club participated in the Super Science FunFest sponsored</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>by the Fascinate-U Children’s Museum. (Curriculum)</p> <p>Economic Development Director serves as a Board member for the United Way of Cumberland County; serve as a committee member for the UWCC Personnel Committee; and attended the 2014 Campaign Kickoff Luncheon. Serve as a Board Member for the Fayetteville Regional Chamber. Serve as a Board Member of the Cumberland County Workforce Development Board, and served as the Chair of that Board’s Ad Hoc committee on issues arising from the Align-4-NCWorks initiative. Our Ad Hoc committee provided recommended action items, assigned responsibility to appropriate board members, and set target dates for implementation of action for the five needs defined by the leadership of the Board.</p> <p>(Economic Development)</p> <p>Economic Development Director sponsored a youth to attend the Fayetteville Urban Ministry Youth Summer Camp program; supported a church-based project to provide Christmas presents for residents in Grove View Terrace; and supported the fund-raising efforts of the Vision Resource Center and for the Botanical Gardens. Serve as Chair of the UWCC Community Review Panel #11; reviewed funding request applications of two area non-profits, attended their leadership/board member presentations, and recommended funding allocations for the Vision Resource Center and the Salvation Army.</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>(Economic Development)</p> <p>The Human Resources and Institutional Effectiveness staff maintained memberships with:</p> <ol style="list-style-type: none"> 1) National and Local Societies of Human Resources Management 2) College and Universities Professional Administrators Association 3) Board membership with the NC-SC Better Business Bureau 4) Board membership with a local financial institution 5) National membership with the Association of Training and Development 6) Community College Professional Researchers Organization 7) Partnership for Children Planning and Evaluation Committee 8) Kiwanis Club of Fayetteville 9) VP for Human Resources is the Chair of the City of Fayetteville's Personnel Review Board <p>(Human Resources/Institutional Effectiveness)</p> <p>Marketing and Public Relations used media sources to promote community events and FTCC participation in those events:</p> <ol style="list-style-type: none"> 1) FTCC Press Releases – 20 postings 2) Facebook Releases – currently 220 posting

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>with likes increasing from 3,500 to over 5,200.</p> <ol style="list-style-type: none"> 3) Twitter Releases – currently 220+ postings with followers increasing from 222 to 553. 4) LinkedIn – currently 1,800 followers on company page and 9,400 followers on the college page. 5) Blog – currently 15 posting with 25 followers. 6) Instagram – currently 42 photos with 95 followers. 7) Google+ - currently 8,700 views with 32 followers 8) YouTube – currently 130 subscribers. 9) There are currently 17 program area facebook sites monitored and administered by the FTCC Marketing & Public Relations Office. 10) Facilitated Digital Media campaign with the Fayetteville Observer for July 2014 – June 2015. The campaign involved four (4) major components: <ol style="list-style-type: none"> A) FO Weather Button <ol style="list-style-type: none"> 1.1 Million impressions per month Home Page Advertising <ol style="list-style-type: none"> 1- 290,000 impressions per month 2- 3.5 million impressions per year 3- 5.4% click-through rate B) Geo Fence Fort Bragg / Pope <ol style="list-style-type: none"> 1) 111,000+ impressions monthly 2) .39% click-through rate for “Register Now for Summer Classes” ad 3) This campaign is planned to be expanded nationally to target 20 military installation

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p style="text-align: center;">identified by Dave Brand</p> <p>C) Affiliate Advanced Audience Targeting/Retargeting</p> <ol style="list-style-type: none"> 1) Targeted zip code for active duty military and veteran education seekers, key word seekers, and retargeting 2) 150,000 impressions monthly 3) 5.09% click-through rate <p>D) Affiliate Mobile Network</p> <ol style="list-style-type: none"> 1) Targeted Fort Bragg / Pope users 2) 40,000 impressions monthly 2.84% click-through rate <p>(Marketing/PR)</p> <p>Facility Services staff members participate in community services as well as college functions. (Plant Operations)</p> <p>Library and Success Center Director is the United Way coordinator for FTCC encouraging faculty, staff and administrators to participate in the annual United Way campaign. (Student Learning Center/Library)</p> <p>CC - Wrote two articles for <i>Up and Coming</i> magazine</p> <p>CC - Parents for Higher Education completed two community food drives, sponsored four families for Christmas working with the Partnership for Children, PFHE</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>members assisted the Partnership for Children at Dogwood Festival, completed 4 fundraising campus events; donated monetary funds for sponsorship of children for Summer Camps (Boys & Girls Club and Kiwanis Club)</p> <p>CC - Each C-STEP student completed 20 community service hours, C-STEP students completed State of College video (25) students</p> <p>CC - Planned & organized College Transfer Day publicized (50) college/university visits from representatives</p> <p>CC - Promoted use of FTCC C-STEP students in promotional UNC-CH literature for distribution (Student Services)</p> <p>FTCC Media Services produces a variety of media promoting faculty-staff public relations, community service and promoting college activities by delivering information on campus-wide digital signage, and in-house produced programming for the Fayetteville Cumberland Educational Television Channel (FCE-TV). (Technology)</p> <p>Technical Innovations and Applications Director is a Board Member of the Cape Fear Kiwanis Club. (Technology)</p>
1.16 Encourage faculty and staff to complete higher levels of relevant education and/or degree completion (1, 2)	Faculty and Staff continue to participate in the College's one free tuition course benefit each semester. (Curriculum)

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Faculty and Staff continue to enroll and participate in higher educational degree completions using the College's tuition assistance program. Numerous faculty are currently enrolled in higher degree programs to include doctoral degrees (Curriculum)</p> <p>Economic Development Director attended the NCWorks Webinar – Customer Relationship Management (CRM) Module in Jan 2015; completed the IEDC's Webinar – Transforming Your Elected Officials into Champions for Economic Development in Jan 2015; completed the IEDC's "Entrepreneurial and Small Business Development Strategies" course in Apr 2015; attended the Campus Technology Webinar – Internet-of-Things in Jun 2015. (Economic Development)</p>
1.17 Encourage Return to Industry Training. (1, 2)	<p>The majority of the full-time health faculty participate in return to industry training opportunities during faculty breaks to maintain and update skills. (Curriculum)</p>
1.18 One Hundred percent of new instructors will successfully complete the Excellence in Teaching course prior to teaching their first class. (1, 5, 6)	<p>All curriculum full- and part-time new hires must be enrolled or have completed EIT prior to employment. (Curriculum)</p> <p>IE Director completed the Excellence in Training Course (Human Resources/Institutional Effectiveness)</p> <p>Director of Technical Innovations and Applications provided technical support for the Excellence in Teaching course (Technology)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
1.19 More clearly define and articulate expectations for the role of instructional leaders. (1, 5, 6)	<p>Community Services/Extension department held quarterly New Instructor Orientation meetings to effectively train instructors, while also completing annual evaluations for feedback. Offered the same training to Summerscapes instructors in May 2015. (Continuing Education)</p> <p>In the EMS department, expansion roles were approved for department chairs in EMS, CNA, RMA and Phlebotomy. (Continuing Education)</p> <p>Senior leadership engaged in bi-weekly meetings with coordinators and chairs. (Curriculum)</p> <p>Director of Technical Innovations and Applications worked with the Excellence in Teaching liaisons to clearly define and articulate expectations for instruction through the Online Standards and Exemplary courses. (Technology)</p>
1.20 Create an effective Instructional Leaders course (1, 5, 6)	Instructional Leaders' Course being developed for implementation in Fall 2015. (Curriculum)
1.21 Standardize Blackboard shells to ensure more active learning for students. (1, 5, 6)	Continue to create online course for Emergency and Protective Services Department to stay competitive with other community colleges. Incorporate blackboard platform into each course for better communication, use of technology, course coverage during adverse weather conditions, and gradebook/attendance. (Continuing Education)

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4. Increase completion rates for Workforce Investment Act (WIA) training programs by 20%.
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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Health division courses are compliant with this strategic plan goal. (Curriculum)</p> <p>Math and Science departments are currently using a standardized Blackboard math shell. (Curriculum)</p> <p>FLEX faculty in Arts & Humanities collaborated to determine Blackboard FLEX format for implementation in Fall 2015. (Curriculum)</p> <p>Technical Innovations and Applications updated standard Blackboard template for use in all online courses for Fall of 2015 and updated the Course Review Sheet for supervisors to assess compliance. (Technology)</p>
1.22 Increase Workbased Learning (Co-op) and intern work opportunities for students (1, 2, 3, 6)	<p>Students are required to complete internships while attending Continuing Education EMS courses to meet requirements for Phlebotomy, EMT-Basic, Paramedic, CNA I and II, Registered Medical Assistant, and fire fighter courses with local hospital, EMS, and clinics within the area. (Continuing Education)</p> <p>AS and AGE have added WBL credit to their degrees. Chairs/coordinators continue to network with local businesses to expand WBL opportunities (Curriculum)</p> <p>FASVS has benefitted greatly from using a CO-OP student to assist with Plant Operations as the student gained</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	valuable work experience related to the program of instruction. (Plant Operations)
1.23 Provide a safe and secure learning environment (6)	<p>Instructors and staff follow proper procedures to maintain a safe and secure learning environment. Off-campus classes are provided additional security for faculty and students. (Continuing Education)</p> <p>Instructors completed Motorcycle Safety Foundation Training to continue teaching the Basic Rider course and incorporate required updates. (Continuing Education)</p> <p>Coordinated training for employees through the Disability Support Services to increase awareness of reasonable accommodation requirements. (Continuing Education)</p> <p>Purchased updated equipment for the Motorcycle classes and Culinary Arts classes to encourage learning in a clean and safe environment. (Continuing Education)</p> <p>Processed work orders within 24 hours of request in order to have repairs completed in a timely manner maintaining a safe work environment. (Continuing Education)</p> <p>Communicated regularly with campus security through quarterly classroom list assignments to ensure classrooms were secure. (Continuing Education)</p>

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Strategies

Accomplishments (July 1, 2014-June 30, 2015)

FASVS has provided the following:

- sidewalk improvements
- resurfaced parking lot #2
- removed plant material
- added overhead lighting at CBI/SLC
- added lighting in LAH 137 & 141

Expanded Public Safety and Security Department's responsibilities reassigning responsibility for College IDs and key control/access for all college locations. Added responsibility for Title IX investigations and expanded security responsibilities to include security presence at the CRRC and Tallywood locations.

(Public Safety and Security)

Additional duties and responsibilities were assumed by the department even though security hours have been reduced in excess of 100 weekly man-hours associated with the implementation of the Affordable Care Act.

(Public Safety and Security)

AO - Staff have been trained to watch for any suspicious behavior, and providing immediate notification to Security of all issues observed that require further inquiries.

CC - Assisted faculty through completion of crisis intervention referrals and counseling sessions.

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>HS - High School Connections provides (in conjunction with Cumberland County Schools) a safety monitor on campus who helps oversee high school student activities on campus, including supervising the arrival and departure of the buses, addressing behavior issues in class, and keeping in contact with the appropriate high school and FTCC personnel. (Student Services)</p> <p>Several professional development sessions were developed, offered and attended throughout the year related to crisis management, emergency response notification procedures, and activities required in the event of an active shooter.</p> <p>HR/IE updated internal emergency response procedures and provided copies to each staff member of the sequence of activities in the event of an emergency situation, including active shooter. These procedures allow for staff safety in the event of future incidents.</p> <p>The College updated the Emergency Procedures Mini Handbook for placement next to each faculty, staff and administrator's telephone in event of an emergency situation. The College hosted mandatory training for faculty, staff and students in August 2015 on actions instructors and staff should take in the event of an emergency situation. (Human Resources/Institutional Effectiveness)</p>

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Institutional Goal # 2: Establish a culture of quality customer service:

1. Success of our students is our number one priority
2. Competition for services requires that we maintain the highest standards and responsiveness to the needs of our customers and stakeholders.
3. Create a welcoming and service oriented culture delivering support with minimal referrals.
4. Achieve 90% satisfaction rate on customer service survey.
5. Consistency of service and information will be maintained across the College.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
2.1 Explore the development of an Excellence in Service (EIS) course. (1-5)	<p>Faculty and staff are required to provide ongoing high quality customer service within department. (Continuing Education)</p> <p>Department meetings to focus on internal and external opportunities to provide higher quality of customer service (Marketing/PR)</p> <p>Positive and informative responses to social media inquiries, emails, and telephone calls (Marketing/PR) Positive postings about FTCC home page (Marketing/PR) CC – Staff completed 6 hours (2 sessions) customer service training and 11 professional development classes (Student Services)</p>
2.2 Ensure that faculty and staff understand their individual responsibility to provide high quality customer service. (1-5)	<p>Provided customer service professional development training session for staff (Business/Finance)</p> <p>Met regularly with staff/faculty and provided weekly assignments to ensure all members understood expectations of the college in providing excellent customer service. Encouraged faculty and staff to attend customer service professional development classes. (Continuing Education)</p> <p>Discussed customer service value and return on investment at divisional meetings – department chairs, secretaries, full faculty. (Curriculum)</p> <p>Customer Service PD was offered on multiple occasions</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>and attended by faculty, staff and administrators. (Curriculum)</p> <p>Customer service expectations were shared and employees are expected to role model good customer service (Curriculum)</p> <p>Offered several professional development sessions on various forms of quality customer service. All were well attended. (Human Resources/Institutional Effectiveness)</p> <p>Employees attended customer service training (Plant Operations)</p> <p>Our technicians attend all professional development course that relate to customer service and we hold monthly meetings to discuss ways to improve customer service activities, if needed. (Print Shop)</p> <p>Student Learning Center instructors and staff greet each student as they enter the Center to assess their needs and to direct them to the resources that will help them the best. (Student Learning Center/Library)</p> <p>FTCC Audio Visual Services provides day-to-day technology and event support services, and event services in a friendly and timely manner. FTCC A/V Services assisted in four technology renovations, four SmartBoard integration projects, and provided AV support for forty-two</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>FTCC or FTCC Partnership events or initiatives. (Technology)</p> <p>FTCC Media Production Staff covers campus events and provides same day digital photos on discs for use on Facebook, the FTCC Website and at the Print Shop for publication, as well as, links to videos promoting the College on YouTube and the FTCC Server. Media Staff exceeds all production deadlines for finished high quality video productions. (Technology)</p> <p>Director of Technical Innovations and Applications worked with the Excellence in Teaching liaisons to ensure faculty understand their individual responsibility to provide high quality customer service through Online Standards and recommendations. (Technology)</p>
2.3 Provide well maintained and safe campuses demonstrating our pride in FTCC. (4)	<p>Provided funding for security budget in excess of \$1.6 million. Added a maintenance technician position. (Business/Finance)</p> <p>On campus and off-campus classes are provided additional security for safety of faculty and students. (Continuing Education)</p> <p>Submitted annual building evaluations to address classroom safety needs. (Continuing Education)</p> <p>Purchased updated equipment for various departments to</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>encourage learning in a positive environment. (Continuing Education)</p> <p>Processed work orders within 24 hours of request in order to have repairs completed in a timely manner assuring a safe learning environment. (Continuing Education)</p> <p>Received positive evaluations from students/faculty on classrooms and turn-around time for repairs. (Continuing Education)</p> <p>Industry Training provided mock OSHA inspections that allowed for improved internal controls related to secure and safe working environments. (Continuing Education)</p> <p>Removed plant material ATC/SDC, sidewalk repairs and additions, continuing with planting and mulching to stay in the leading edge, pruning tree limbs-better lighting, eliminating debris, continuing to be the Best Landscaping-Reader's Choice, replaced Cooling Tower at HTC, Replaced chiller at Mechanical Building, 43 total F-11 moves, Recycling of cardboard, plastic, paper, batteries, aluminum/metals, tires, etc., 3180 total work orders for FASVS departments (Plant Operations)</p> <p>Conducted six (6) professional development classes for</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>emergency response and active shooter training for faculty and staff (Public Safety and Security)</p> <p>AO – Assisted with choosing and arrangement of AO – SLC campus furniture as well as assisting with plans for improvement. (Student Services)</p>
2.4 Resolve customer needs with minimal referrals to others. (3)	<p>Enhanced customer service by checking with other departments to verify that they can assist the customer before referring students to them. Relocated a new cashier's office to the Tony Rand Student Center. (Business/Finance)</p> <p>Community Services/Extension Education held regular staff meetings and quarterly training sessions to cross-train all staff members to provide quick assistance to customers with less than one transferred call. Made a quick call sheet listing the main CE and CU departments and provided to department for assisting customers. (Continuing Education)</p> <p>Business Services met with students to resolve their concerns/suggestions for class improvement. (Continuing Education)</p> <p>College and Career Readiness established a Center for English Language Learning to provide culturally competent customer service to students whose first language is not</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>English. Also, established an information desk at the front of CEC to assist with potential and current students by providing direction to services and staff members. (Continuing Education)</p> <p>Continuing Education encouraged all faculty and staff to assist potential students (customers) with minimal referrals. (Continuing Education)</p> <p>Health division counseling area maintained year-round and students referred in-house. (Curriculum)</p> <p>Faculty work closely with the department chairs and coordinators to resolve any classroom related issues with students in a timely manner without referring students elsewhere. (Curriculum)</p> <p>Students and instructors were encouraged to follow the chain-of-command in dealing with challenges, and every effort was made to resolve issues at the lowest level possible. Faculty assisted students with advising issues and other issues to prevent sending students to multiple locations. (Curriculum)</p> <p>Made every attempt possible to resolve customer needs with minimal referrals to others. Ensured that when a referral was made, it was to the correct person and that person was available prior to the referral. (Human Resources/Institutional Effectiveness)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Resolved student conduct issues at the Dean level whenever possible (Public Safety and Security)</p> <p>Library staff strives to refer students to appropriate directional help by contacting campus entities directly to identify the person connected to the situation before sending the student across campus. (Student Learning Center/Library)</p> <p>AO - The Admissions department has cross-trained with other departments such as Financial Aid, to learn answers to frequently asked questions.</p> <p>AO - Assist students as much as possible with completing the registration process beyond testing, and evaluation up to and including answering students' questions as much as possible. (Student Services)</p> <p>FTCC Media Services works to meet and exceed customer expectations in a timely manner. (Technology)</p>
2.5 Answer the phone within 3 rings. (1-5)	<p>Continue to meet this a goal. Continue to learn the new phone system and utilize efficiencies. (Business/Finance)</p> <p>Customers got immediate assistance via staff answering calls when present and returning voice mails within a 24-hour period. (Continuing Education)</p> <p>The Assessment Center in the College and Career Readiness program forwards phones if away from the desk</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>to ensure phones are answered in a timely manner. (Continuing Education)</p> <p>When faculty were in their office, they made themselves available to students and callers, regardless of whether or not it was during official office hour or divisional hour time. (Curriculum)</p> <p>Phones are answered within two rings and only minimal referrals are made. If assistance can be provided by contacting another College office, such telephone calls are made to prevent sending customers to other departments. (Human Resources/Institutional Effectiveness)</p> <p>FASVS continues to achieve this by making sure that we have “pick up” lines in the office suite. (Plant Operations)</p> <p>AO – We make every effort to answer by the second ring whenever possible. (Student Services)</p> <p>The MIS Help Desk continues to ensure that all calls are answered in a timely manner. During heavy call periods the MIS Department’s Support area we assign additional technicians to help field calls. (Technology)</p> <p>FTCC Media Services responds immediately to requests via e-mail, phone calls, technical support, event support and documentation. (Technology)</p> <p>Director of Technical Innovations and Applications</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	monitors to ensure department staff meets the standard. (Technology)
2.6 Educate all employees on functions and activities of College departments to minimize referrals. (2)	<p>Invited Financial Aid staff to an internal professional development session to share with Business and Finance the functions and activities of Financial Aid to lessen referrals. (Business/Finance)</p> <p>Continuing Education employees attended professional development training sessions and staff meetings to stay current on college functions. Encouraged cross training and communication within all CE areas, in order to limit referrals. (Continuing Education)</p> <p>Discussed at all division meetings – department chairs, secretaries, full faculty. (Curriculum)</p> <p>Financial aid representative was invited to discuss the default management program with faculty and staff. (Curriculum)</p> <p>Worked with coordinators and chairs to improve departmental and division processes to minimize referrals. (Curriculum)</p> <p>All new hires are provided an overview of departmental functions and activities. (Human Resources/Institutional Effectiveness)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Coordinated Professional Development classes and presented the following:</p> <ul style="list-style-type: none"> • Work Orders • Faculty Move Form (F-11) • Vehicle Requests • Room Reservations • Bus Vehicle Log Book Training • Departmental Professional Training <p>(Plant Operations)</p> <p>AO - The Admissions department has cross-trained with other departments such as Financial Aid, to learn answers to frequently asked questions.</p> <p>AO - Provide regular cross training on Registration, records testing and admissions processes between staff is done. Students are referred only on an as needed basis.</p>
2.7 Incorporate advanced technology that can help to eliminate or reduce on-campus visits and lines. (1, 4, 5)	<p>Implemented online payment of transcripts and direct deposits of student refunds. (Business/Finance)</p> <p>Continuing Education Instant Enrollment (online registration) process was made available for more classes and registered 1798 students. (Continuing Education)</p> <p>Updated the College and Career Readiness website and Facebook page to help keep students, staff and faculty informed. ROBO calls were placed to students of upcoming registration information. (Continuing Education)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Health admissions process transitioned to online enrollment process in 2013; in 2014, worked on resolving issues/complications potential students were facing when attempting to make application. Corrective actions has been implemented and the process is working well. (Curriculum)</p> <p>Maintained the PeopleAdmin applicant tracking system which minimizes the need for on campus visit to apply for jobs. Implementing electronic on-boarding for new hires to complete most forms prior to orientation. Provide personal assistance with application submissions for potential employees needing accommodations for the online application process. Provide instruction on the use of PeopleAdmin during orientation sessions for individuals who need further assistance. (Human Resources/Institutional Effectiveness)</p> <p>Enhancements continue in social media sites and responses, digital marketing, and Phase I creation of new college website. (Marketing/PR)</p> <p>The MIS Programming Team developed an online withdrawal process within WebAdvisor to allow students to withdraw online with continued intervention from faculty to address student retention. (Technology)</p> <p>Technical Innovations and Applications offered training in web-conferencing software. (Technology)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>FTCC Media Services Production staff produces online educational media accessed from the website and stored on the FTCC media server. Media Services produces a variety of media including video, audio, photographs and interactive media accessible to instructors and students who request access. Video clips are accessible through links provided in BlackBoard. (Technology)</p> <p>FCE-TV aired a series of student orientation videos including "FTCC Campus Tour," "FTCC Student Welcome," "FTCC Student Checklist," "FTCC Financial Aid," and "How to use WEBADVISOR." (Technology)</p>
2.8 Triage lines to move customers to appropriate College locations quickly. (3, 4)	<p>Supervisors triage lines during registration to answer questions and move customers along more quickly. (Business/Finance)</p> <p>AO - Train and cross-train the front desk personnel to have a working knowledge of all processes to ensure students are directed to the appropriate department upon arrival.</p> <p>AO - Regular triage is performed between staff at SLC to be sure that the minimal time is spent fulfilling student's needs.</p>
2.9 Ensure signage is visible, adequate, and accurately directing visitors to correct locations. (3, 4)	<p>Updated signage when individuals or offices changed locations. (Business/Finance)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Signs are visible, adequate and accurate in directing visitors to correct locations. Additional signage has been added for the Barber program and the programs at Tallywood. (Continuing Education)</p> <p>The downstairs information board in the lobby of CEC was updated to reflect the correct office numbers, in addition to staffing an informational desk for students and potential students. (Continuing Education)</p> <p>Signs were displayed during New Student Orientations to assist students in locating this event. (Curriculum)</p> <p>FASVS continues to keep within the guidelines of ADA as it relates to College signage. (Plant Operations)</p> <p>Upgrading signage due to recent moves and relocations. (Plant Operations)</p> <p>Wayfinding signage project in progress. (Plant Operations)</p>
2.10 Require all hiring managers to include one or more interview questions focused on customer service. (1-5)	<p>A minimum of one question and in some cases multiple questions associated with customer service were included in DDI interviewing packets. (All College Divisions)</p> <p>Updated the FTCC Interview Guide, following DDI guidelines, to include a page with pre-printed/mandatory Customer Service target questions.</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	(Human Resources/Institutional Effectiveness)
2.11 Create and implement incentive program to recognize employees that excel in providing customer service. (1-5)	<p>Incorporated incentives to help increase morale in the College and Career Readiness Assessment Center by choosing a staff member of the month based on positive customer service surveys completed by students, faculty and staff. (Continuing Education)</p> <p>AHS, ABE, CED, ESL, and GED coordinators have provided incentives for staff and faculty who have exhibited outstanding customer service. Numerous staff and faculty have taken the customer service workshop offered by FTCC. (Continuing Education)</p> <p>Excellent customer service is recognized through a peer nomination process and selection of award winners for the Excellence in Teaching and President's Distinguished Staff Awards. Winners receive \$500, a plaque, and reserved parking space for one year. (Human Resources/Institutional Effectiveness)</p> <p>Created a program for Officer of the Quarter to recognize Public Safety and Security staff that excels in the performance of their duties in providing quality customer service to students, staff, and faculty. (Public Safety & Security)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
<p>2.12 Conduct annual surveys of faculty, staff, and students to provide data related to the College climate and customer service/support. (4)</p>	<p>Conducted evaluations on courses, instructors, and staff members, responding to needs within a 24-hour period. Conducted annual surveys to all Small Business Center clients and attendees. Professional development courses were created and delivered to educate employees on quality customer services standards and expectations. (Continuing Education)</p> <p>The College and Career Readiness Assessment Center uses survey results to assess and evaluate the customer service level provided by the center. CCR administered a survey to the student body asking their opinions of the programs and services and asked for improvement suggestions. (Continuing Education)</p> <p>The Institutional Effectiveness Department administered the Faculty/Staff/Student Survey, tabulated the results, and delivered customer service outcomes to FTCC senior administration for review. (Human Resources/Institutional Effectiveness)</p> <p>The Print Shop conducted its own survey and showed a 99.6% satisfaction rate. (Print Shop)</p> <p>Annual surveys were conducted of faculty, staff and students to measure satisfaction with the FTCC Public Safety and Security Department with a combined positive</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>outcome of 91%. (Public Safety & Security)</p> <p>AO - Admissions has counselor satisfaction surveys.</p> <p>WO - The Admissions office has counselor satisfaction surveys students complete when they are finished seeing a counselor. For the 2014/2015 Academic year, 97% of students agreed or strongly agreed that they were satisfied with their visit with an admissions counselor.</p> <p>(Student Services)</p>
<p>2.13 Create and deliver professional development classes to educate employees on quality customer services standards and expectations. (1-5)</p>	<p>Procurement and Special Projects Manager along with Administrative Assistant II to the Senior VP for Business & Finance presented professional development session on procurement and travel. (Business/Finance)</p> <p>Provided instructor workshop and preceptor courses to provide information to instructors on delivering quality instructions and standard procedures to all students. (Continuing Education)</p> <p>AMA customer service related classes are offered and available to FTCC employees. (Continuing Education)</p> <p>College and Career Readiness offered an ADA workshop. (Continuing Education)</p> <p>Created and administered training sessions for faculty on</p>

**Fayetteville Technical Community College
2014-2015 End of Year Report**

Institutional Goal # 1: Respond to student and community needs through measurable goals:

1. FTCC will increase graduation rates to 25% by 2018.
2. Increase headcount enrollment by **3%** annually.
3. Increase gainful employment (employment in field of study) of students.
4. Increase completion rates for Workforce Investment Act (WIA) training programs by 20%.
5. Meet or exceed the NCCCS Performance Measures goals.
6. Achieve 90% satisfaction rate on all surveys and course evaluations.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>how to register DMA/DMS students. (Curriculum)</p> <p>Provided workshops and training for all faculty on changes to the course articulation agreement affecting the AS and A degrees. (Curriculum)</p> <p>Offered several professional development sessions on various forms of quality customer service. All were well attended. (Human Resources/Institutional Effectiveness)</p> <p>Media Staff provides SmartBoard and Camera Capture classes as professional development opportunities for instructors. (Technology)</p>
<p>2.14 Continue to refine two FTCC website portals. One website will be focused to students, ensuring it remains user-friendly and focused to student needs while the other website will be focused to internal faculty/staff use and required mandatory reporting elements under the Higher Education Act and other local, State, and Federal legislation requirements. (1, 3)</p>	<p>College and Career Readiness revised the FTCC and the CCR website, Facebook website and all other social media mediums. Online forms were updated. (Continuing Education)</p> <p>Departments are in the process of completing their departmental websites. (Curriculum)</p> <p>Work is on-going to ensure ADA compliance. (Curriculum)</p> <p>Updated and maintained the Gainful Employment website, pursuant to the Gainful Employment Amendment of the Higher Education Act. (Human Resources/Institutional Effectiveness)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Maintained and updated all areas of the Human Resources and Institutional Effectiveness pages of the FTCC website in preparation for transfer of documents to a more student-oriented website. Created Department of Education mandated webpages to meet Title IX requirements. (Human Resources/Institutional Effectiveness)</p> <p>The College entered into a PSA contract with O3 Strategies, Inc., a full service digital agency that fuses marketing intelligence and innovative design to create memorable and effective online campaigns. O3 is an innovative digital strategy, web design, and Internet marketing consultant equipped to sharpen brand impact, streamline processes, and boost visibility for organizations.</p> <p>Project Goals:</p> <ul style="list-style-type: none"> A) Redesign FTCC website B) Create a universal and cohesive look and feel throughout the website C) Streamline and simplify site navigation D) Develop a solution that establishes uniformity across all departments E) Implement new website on a Content Management System to empower website administrators to make changes quickly and efficiently. F) Reach and speak to both prospective and current

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6. Achieve 90% satisfaction rate on all surveys and course evaluations.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>students alike.</p> <p>Phase I (4/15 - 6/15)</p> <ul style="list-style-type: none"> A) Information gathering, analysis, creative exploration, and creative expedition. B) Key Concept Designs <ul style="list-style-type: none"> a. Primary Home Page b. About FTCC c. Degrees & Programs d. Financial Aid e. Campus Life f. Military & Veterans g. Continuing Education h. Apply Now <p>Phase II (7/15 – 10/15)</p> <ul style="list-style-type: none"> A) Code & Place on O3 Beta Server B) Upload Content to FTCC Server C) Testing/Follow-up D) Implementation/Launch <p>(Marketing/PR)</p> <p>FASVS portal is up-to-date. All information is current.</p> <p>(Plant Operations)</p> <p>HS – High School Connections updates its main website as frequently as possible. The most relevant information is placed at the top of the page for easy access. Staff also</p>

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6. Achieve 90% satisfaction rate on all surveys and course evaluations.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>use Facebook and Twitter to interact with clients (students, parents, high school counselors/administrators, etc.) (Student Services)</p> <p>The MIS department has started the process of implementing the Ellucian Self Service system which will give the FTCC students a portal experience. (Technology)</p> <p>FTCC Media Services provides assistance and technical support to the Webmaster, including video clips posted on the server, photographic support and logo creation. (Technology)</p> <p>The FTCC Media Services updated and revised the Online Audio Visual Request Form and revised processes and procedures to improve support. (Technology)</p> <p>FTCC Media Services, Facilities and MIS are working together and created a “Request for Service Portal” on the web to streamline service issues on campus, i.e, replacing projector bulbs, computer updates and facility support. (Technology)</p> <p>Technical Innovations and Applications Webmaster participated in the College-wide website review. (Technology)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
<p>2.15 Promote equal employment opportunities in all aspects of the hiring process. Ensure one DDI targeted selection STAR criteria evaluates customer service orientation of all prospective candidates. (2, 3, 5)</p>	<p>Conducted equal employment opportunities in hiring process using DDI targeted process. Ensured customer service questions are asked to all potential candidates during the interview process. (Continuing Education)</p> <p>DDI is being utilized with all hiring procedures. (Curriculum)</p> <p>Attended the FTCC class “DDI – Targeted Selection Interviewing” in Aug. 2014. (Economic Development)</p> <p>Monitor DDI hiring packets to assure completeness and consistency to promote fairness and equity in hiring processes. (Human Resources/Institutional Effectiveness)</p> <p>The Equal Employment Opportunity statement is visible on all employment ads. The FTCC Interview Guide is revised as processes and procedures change to maintain currency. (Human Resources/Institutional Effectiveness)</p>
<p>2.16 Include quality customer service and support as a measured item on annual performance appraisals. (5)</p>	<p>Conducted annual employee performance appraisals to identify quality customer service and support. All appraisals were verified that at least one customer service item was measured during the appraisal process. (All College Divisions)</p>

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1. Success of our students is our number one priority
2. Competition for services requires that we maintain the highest standards and responsiveness to the needs of our customers and stakeholders.
3. Create a welcoming and service oriented culture delivering support with minimal referrals.
4. Achieve 90% satisfaction rate on customer service survey.
5. Consistency of service and information will be maintained across the College.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
<p>2.17 Provide adequate training to employees to ensure the Continuity of Operations (Safety) and Emergency Preparedness Plan can be implemented quickly and accurately in times of emergency. (2)</p>	<p>Upgraded radios to communicate with other departments. (Plant Operations)</p> <p>Fire exit diagrams are in place. (Plant Operations)</p> <p>Lighting and occupancy sensors have been installed. (Plant Operations)</p> <p>Lighting upgrades in some classrooms. (Plant Operations)</p> <p>We discuss COOP and EPP at every monthly meeting. (Print Shop)</p> <p>Emergency Operations Response training is conducted with all Public Safety and Security staff to ensure effective response during times of emergency. (Public Safety & Security)</p> <p>Conducted six (6) professional development classes for faculty and staff on the FTCC Emergency Response Operations Plan and conducted active shooter training to best prepare employees to effectively respond during an emergency situation. (Public Safety & Security)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
<p>3.1 Submit accurate budget decision packages in a timely manner to support division operations and support an institutional goal related to the request for funding. Initial decision packages will be submitted annual in May. (1-6)</p>	<p>Budget decision packets were received timely from division areas. Some areas were granted additional time but since the budget was not passed by the Legislature, this did not delay the budgeting process. (Business/Finance)</p> <p>Submitted all equipment requests by the requested deadline. Budget decision packages are submitted to meet the needs of instruction/classroom/students. (Continuing Education)</p> <p>Submitted all equipment and expansion position requests by the requested deadline. (Curriculum)</p> <p>Budget decision packages were submitted prior to deadline requesting an increase with supply funding along with the purchase of a new, color, networkable printer for Institutional Effectiveness. (Human Resources/Institutional Effectiveness)</p> <p>Submitted Decision Packages to project financial needs for the upcoming fiscal year to include DDI Targeted Selection training materials. (Human Resources/Institutional Effectiveness)</p> <p>Decision packages were prepared based on projected needs within HR and IE for 2015/2016 FY. (Human Resources/Institutional Effectiveness)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Completed for 2015-16. (Marketing/PR)</p> <p>Utilize budget decision packets for support. (Plant Operations)</p> <p>Done by the Print Shop manager. (Print Shop)</p> <p>MIS budget was submitted to Business & Finance department for consideration. (Technology)</p> <p>The Director of Media Services plans and prepares budget decision packages in a timely manner based on research, technical knowledge and institutional goals. (Technology) Technical Innovations and Applications Director submitted VLC budget for approval. (Technology)</p>
3.2 Ensure appropriate communication among affected areas. (1, 2, 4)	<p>Budget meetings were held throughout the year. Professional development sessions were held on purchasing and travel. (Business Finance)</p> <p>Communicated with FTCC Finance Office as needed referencing budget and financial matters. (Continuing Education)</p> <p>Business Services held weekly meetings with Barber faculty and staff to emphasize inventory control and supplies. (Continuing Education)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Have held student loan default meetings within the Business Management Division for awareness. (Curriculum)</p> <p>Ensured appropriate and frequent communication within the Department and with other Divisions. Held office meetings among appropriate personnel to discuss workflow to ensure the efficient operation of the Department. (Human Resources/Institutional Effectiveness)</p> <p>AO – Communication is key and is regularly done between SLC areas. (Student Services)</p>
<p>3.3 Monitor monthly budget reports and submit a budget reconciliation mid-year. (2, 4, 5, 6)</p>	<p>Mid-year budget adjustments were received and budgets were appropriately adjusted. (Business/Finance)</p> <p>Reviewed monthly budget reports. Business Services monitored the Small Business Center budget to ensure allocation of funds is utilized according to state guidelines. (Continuing Education)</p> <p>College and Career Readiness worked on a revised budget for the 2015-2016 year, after assessing the monthly budget reports and expenditures. (Continuing Education)</p> <p>Monitored monthly budget reported and submitted budget reconciliation for mid-year when requested. (Human Resources/Institutional Effectiveness)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Completed and submitted. (Marketing/PR)</p> <p>FASVS currently monitors its spending by using spreadsheets which helps with monthly reports and mid-year reconciliation. (Plant Operations)</p> <p>Done by the Print Shop manager. (Print Shop)</p> <p>Budget expenditures are monitored to ensure cost effective use allocated funds. (Public Safety & Security)</p> <p>Due to the unbudgeted increase in rates for costs associated with the Affordable Care Act the contract security service hours were reduced in excess of 120 weekly man-hours.to meet budget limitations while still maintaining an effective security presence on campus. (Public Safety & Security)</p> <p>MIS mid-year revisions were completed within an acceptable time frame and submitted to the Business & Finance department. (Technology)</p> <p>Technical Innovations and Applications Director monitored VLC monthly budget report and made changes as required. (Technology)</p>

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
<p>3.4 Consistently review the salary plan and hiring scale to keep salaries for staff and faculty comparable to market. (1-6)</p>	<p>The salary plan was updated with a 2% increase effective January 2015. (Business/Finance)</p> <p>Attend quarterly meetings throughout the state for Continuing Education fire, EMS, and law enforcement to compare hiring scale to stay comparable to the market demand. Realigned the instructor pay scales in EMS program areas this past year. (Continuing Education)</p> <p>Continuing Education division reviewed salary plans for specific instructional areas. (Continuing Education)</p> <p>Generated an EMSI Analyst report regarding the salary range for specific occupations at the College through an examination of average pay scales in the Fayetteville Metropolitan Service Area. (Human Resources/Institutional Effectiveness)</p> <p>Coordinated and participated in several Compensation Committee meetings. Reviewed and adjusted the salary ranges for several positions based on the results of reviewing job descriptions and point-factoring on an as-needed basis. (Human Resources/Institutional Effectiveness)</p> <p>The Print Shop manager uses the resources from PICA for salary comparisons. (Print Shop)</p>

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Institutional Goal # 3: Ensure fiscal responsibility, accountability and financial stability:

1. Plan and prepare annual budgets that enable the College to be responsive to community needs.
2. Maximize strained resources by enhancing productivity and accountability.
3. Focus resources on the core mission of teaching by strategically budgeting funds in areas that result in the greatest return on investments.
4. Streamline operations with a focus on efficiencies.
5. Monitor current spending and forecast future funding requirements to sustain financial stability.
6. Institute a data driven decision process based through assessment of needs.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Director of MIS is constantly monitoring IT comparable jobs and is an advocate for comparable salaries for MIS staff. (Technology)</p>
<p>3.5 Communicate with all levels of the College to stay abreast of the future needs of the community and forecast future funding needed to meet these needs. (1-6)</p>	<p>Met with leaders of the college to discuss funding needs throughout the year. (Business/Finance)</p> <p>Communicated with Continuing Education senior accounts technician and Finance Office reference future needs (instructors, supplies, equipment, facilities). (Continuing Education)</p> <p>Provided equipment requests within the requested time period. (Continuing Education)</p> <p>Provided grant writer with referral and point of contact for partnerships and resource development of the North Carolina Space Grant. (Economic Development)</p> <p>Coordinated as necessary to project future construction/renovation and budget the needs. (Plant Operations)</p> <p>MIS department continues to foster a working relationship with colleagues to ensure that IT needs are addressed in the early stages of any project. MIS also monitors and addresses changing IT needs of the College. (Technology)</p>

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6. Institute a data driven decision process based through assessment of needs.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
<p>3.6 Standardize technology across the campus to reduce maintenance cost and maximize replacement parts. (2, 4)</p>	<p>Purchased scanners and various tools for office use and provided training for employees. Center for Business and Industry worked with the MIS department to update computer labs and needed software. (Continuing Education)</p> <p>IE was able to eliminate the need for Remark scanning technology, which will save at least \$400 annually. Obtained a license to an economic developer software to assist with planning and evaluation across the College. (Human Resources/Institutional Effectiveness)</p> <p>Siemens controls have been implemented as standard controls (Plant Operations)</p> <p>Lighting upgrades have taken place in LAH 137 & 141 (Plant Operations)</p> <p>Water conservation in lavatories and irrigation (Plant Operations)</p> <p>Switching or replacing T-5 light fixtures (Plant Operations)</p> <p>Replaced Cooling Tower at HTC (Plant Operations)</p> <p>Replaced Chiller at Mechanical Building (Plant Operations)</p>

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4. Streamline operations with a focus on efficiencies.
5. Monitor current spending and forecast future funding requirements to sustain financial stability.
6. Institute a data driven decision process based through assessment of needs.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>We are working on a network package to include all copiers campus wide for the purpose of consumable replenishment and meter recordings. (Print Shop)</p> <p>MIS has established a PC replacement plan and ordering standards (for servers, PCs, and printers that allow us to keep minimum PC and printer parts on hand while also meeting the campus needs in a timely manner. (Technology)</p>
3.7 Cascade technology when replacements are made to reduce cost. (2, 4)	<p>Cascaded computers to areas of less usage when new computers are installed. (Business/Finance)</p> <p>Center for Business and Industry worked with MIS on the cascading of technology in order to reduce costs for the College. (Continuing Education)</p> <p>The PC replacement plan utilizes the cascading approach to allow instructional labs the newest equipment for the customer's experience while also meeting the administrative needs of staff and faculty. (Technology)</p>
3.8 Communicate the College's needs to the FTCC Foundation. (2)	<p>The college received scholarship funds from the Foundation. The Foundation budgeted a discretionary fund for the President's use which supplemented the college's discretionary fund. (Business/Finance)</p> <p>A grant was written through the FTCC Foundation to cover transportation/transit costs for College and Career Readiness students. (Continuing Education)</p>

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5. Monitor current spending and forecast future funding requirements to sustain financial stability.
6. Institute a data driven decision process based through assessment of needs.

Strategies

Accomplishments (July 1, 2014-June 30, 2015)

Dean of Health Programs met on several occasions with Executive Director of FTCC Foundation Office and her staff.
(Curriculum)

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Institutional Goal # 4: Focus on workforce preparedness to support economic development:

1. Strengthen economic development in the service area.
2. Establish an effective job placement office.
3. Expand veterans support services.
4. Analyze Academic Programs to modify program/course offerings to meet employer needs.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
<p>4.1 Align curriculum and continuing education programs of instruction/course offerings with reported needs of employers, as reflected in the annual employer survey. (4)</p>	<p>Provided a Credit for Prior Learning plan to allow CE students to receive credit for CU classes based on completion and passing of eight industry certification exams. (Continuing Education)</p> <p>CE partners with Curriculum to provide training for students (DDS, WorkFirst clients—ABC's of Child Care/Credentials). (Continuing Education)</p> <p>College and Career Readiness has created career pathways (PHCAST) with occupational continuing education programs. (Continuing Education)</p> <p>Science courses are in the process of being re-organized to better align with the needs of students entering the allied health programs. (Curriculum)</p> <p>Based on feedback from local and state organizations (needs assessment), a need for Global Logistics and Distribution Management, Gunsmithing, and an Associates in Engineering were determined. State approved programs to be implemented in Fall 2015. (Curriculum)</p>
<p>4.2 Expand student use of Career Coach and Internship.com during the admissions, registration, and advising processes. (1)</p>	<p>Offered a professional development opportunity for staff and faculty regarding the use of Career Coach entitled, "What Is Career Coach?" The session provided faculty and staff with knowledge of Career Coach so that they could better relay the use of Career Coach to students during the admissions, registration and faculty advising processes. (Human Resources/Institutional Effectiveness)</p>

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Institutional Goal # 4: Focus on workforce preparedness to support economic development:

1. Strengthen economic development in the service area.
2. Establish an effective job placement office.
3. Expand veterans support services.
4. Analyze Academic Programs to modify program/course offerings to meet employer needs.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Placed direct link icon on Library's home page. Library staff have been directing students to it for local data concerning careers and resume help. (Student Learning Center/Library)</p> <p>AO – Admissions Counselors are trained on this process.</p> <p>AO – Students are directed to Career Coach for assistance in deciding on a program of study.</p>
<p>4.3 Analyze Academic Advisory Committee data, retention, and graduation trends by program, GAP studies, Labor Market information by program area, and annual employer surveys. (1-5)</p>	<p>Reviewed and analyzed data to enhance matching of the course offerings at the Center for Business and Industry to the specific training needs of our local, state, and national employment market. (Continuing Education)</p> <p>Curriculum advisory committees met and members completed follow-up surveys to provide feedback. (Curriculum)</p> <p>All program faculty were involved in the expanded Program Review process that provides a stronger assessment of changes needed to meet local, state and national employment market needs. (Curriculum)</p>
<p>4.4 Enhance outreach to business/industry to understand and define existing and future workforce training needs. (1)</p>	<p>Business Services met with local businesses and industry representatives to discuss, develop, and coordinate Customized Training for the workforce. (Continuing Education)</p> <p>Industry Training staff met with industrial representatives, including plant managers, training managers, human resource department representatives and lead supervisors</p>

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Institutional Goal # 4: Focus on workforce preparedness to support economic development:

1. Strengthen economic development in the service area.
2. Establish an effective job placement office.
3. Expand veterans support services.
4. Analyze Academic Programs to modify program/course offerings to meet employer needs.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>to discuss training needs. (Continuing Education)</p> <p>Coordinated activities for NC State University Industrial Extension Service (NCSU-IES) personnel to visit industries during a blitz tour with me in Cumberland County. Introduced the new Economic Development Partnership North Carolina (EDPNC) Regional Industry Manager for our Sandhills zone along with the EDPNC Director of Global Operations to a number of our defense contractors and industry leaders. Hosted the North Carolina Manufacturing Extension Partnership (NCMEP) meeting on campus to introduce the NCWorks Customized Training Directors in the Southeast Region to key personnel in the NCMEP. New partnership effective July 1, 2015.</p> <p>(Economic Development)</p> <p>Coordinated the Cumberland County involvement in the Align4NCWorks initiative to provide our local manufacturers a voice in identifying their needs and any best practices, as well as perceived shortcomings in how the community colleges are missing the mark. Our County's input was combined with all others and resulted in completion/printing of the <i>2015-2018 NC Community College's Align4NCWorks Strategic Plan</i>. (Economic Development)</p>
4.5 Expand the use of customized industry training funds. (1, 3, 4)	<p>Industry Training targeted industries qualifying for customized training funds. (Continuing Education)</p> <p>Provided a presentation about the purpose, objectives, and eligibility requirements for the NCWorks Customized</p>

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Institutional Goal # 4: Focus on workforce preparedness to support economic development:

1. Strengthen economic development in the service area.
2. Establish an effective job placement office.
3. Expand veterans support services.
4. Analyze Academic Programs to modify program/course offerings to meet employer needs.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Training Program to local manufacturing leaders at the Plant Manager's Association meeting. (Economic Development)</p> <p>Initiated contact with FTCC ConEd Industry Training team and multiple area industries such as Ellery Homestyles, Cargill, and MANN+HUMMEL Purolator to support them with training paid for in whole or in part by the Business and Industry Support funds. The focus was on those industries and training needs that did not qualify for the Customized Training Program and did not fit the registration levels needed to be met by a ConEd FTE-generating course. Training topics included forklift and other mobile lifting devices operation, Microsoft Office products, and FranklinCovey 5Choices for Extraordinary Productivity. (Economic Development)</p> <p>Increased FTCC's allotment of Purpose 359, Capacity Building funds from 40th in the state in 2010-11 (\$537) to 21st in 2014-15 (\$7,515); used these funds to develop capacity: get FT ConEd instructor trained in PLC Applications (\$2,617), send FT Academic Welding instructor to get AWS Aerospace Certification Endorsement (\$1,215), send one FT ConEd instructor to get OSHA #503 Re-Certified (\$1,101), and send one NCCCS Regional Trainer to get National Employment Law Institute certified (\$1,867). (Economic Development)</p>
4.6 Engaged with the Economic Alliance in the recruitment, expansion, and retention of businesses (1, 4)	Business Services communicated and worked with the Economic Alliance, as well as, the Fayetteville Regional

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2. Establish an effective job placement office.
3. Expand veterans support services.
4. Analyze Academic Programs to modify program/course offerings to meet employer needs.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Chamber to meet the needs of businesses. (Continuing Education)</p> <p>Supported the Economic Development Alliance and provided briefings on the educational programs and services available through the NCWorks Customized Training Program to several site selectors and business/industry representatives considering Fayetteville as the location of their next facility. (Economic Development)</p> <p>Represented FTCC at the 2014 Regional Alliance Partnership meeting with NC Secretary of Transportation and the NC Secretary of Commerce. Coordinated plant visit with Regional Alliance Director of Business Retention & Expansion to determine needs of MANN+HUMMEL Purolator for retention and training. (Economic Development)</p> <p>Supported the Regional Alliance’s Economic Development position on Sanderson Farms Project and read a prepared statement at the Community Open Forum. Facilitated the Sanderson Post-Project Assessment with Mayor, City Councilman, County Commissioner, Alliance and Business Leaders and developed a report of the Strengths and Weaknesses shown throughout the project period. (Economic Development)</p> <p>Represented FTCC and the CTP during a “mock selection</p>

**Fayetteville Technical Community College
2014-2015 End of Year Report**

Institutional Goal # 4: Focus on workforce preparedness to support economic development:

1. Strengthen economic development in the service area.
2. Establish an effective job placement office.
3. Expand veterans support services.
4. Analyze Academic Programs to modify program/course offerings to meet employer needs.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	meeting” the Regional Alliance arranged with Site Selectors Group to provide the community leaders with insight as to our Economic Development strengths and weaknesses in June 2014. (Economic Development)
4.7 Seek additional funding for the NC Military Business Center to better engaged businesses winning government contracts and providing post-contract assistance. (1, 3)	Discussed Military Business Center funding needs at the April 2015 Legislative Delegation meeting with the College President and college leaders. (Business/Finance)
4.8 Create career pathways for students and graduated to engage with employers to include defense contractors. (2, 3)	<p>Conducted federal and state level government contracting workshops to FTCC students, faculty, staff and community. (Continuing Education)</p> <p>Employers were invited to the CATV (cabling) class to recruit students. (Continuing Education)</p> <p>The PHCAST pathway was created to assist HSE students obtain their GED, CRC Certificate, CPR certification and pass their CNA state board exam. (Continuing Education)</p> <p>Preliminary converstaions have begun with the Veterans Services Director regarding the Transition Tech veteran program. (Curriculum)</p> <p>Three Cyber Security Certificates added to Information Systems Security program. (Curriculum)</p> <p>AO – The JOBS Center participates in job fairs for graduating students. More than 30 LPNs were placed at Womack Army Hospital. (Student Services)</p> <p>HS – High School Connections provides 30+ career pathways for high school students. These pathways lead to</p>

**Fayetteville Technical Community College
2014-2015 End of Year Report**

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4. Analyze Academic Programs to modify program/course offerings to meet employer needs.

Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	a variety of certifications that can be used in the workforce. (Student Services)
4.9 Promote and solicit scholarship and funding opportunities that parallel employer needs and student curriculum. (1-4)	<p>Shared scholarship information with students throughout the year. Participated in the implementation of Academic Works which matches student needs to available scholarships. (Business/Finance)</p> <p>Community Services/Extension Education provided scholarships to students taking sixteen distance learning programs at least four terms within the year. (Continuing Education)</p> <p>Coordinated with local organizations (CEED, DSS, ESC) to provide possible financial assistance for students. Continuing Education offers scholarships in various program areas to provide financial assistance to meet the needs of students. (Continuing Education)</p> <p>State Employee Credit Union Scholarships were used in the Industry Training department. (Continuing Education)</p>
4.10 Continue enhancements to support services and academic programs to meet the changing needs of the military and veteran students. (3)	<p>Employed Accounts Technician in Business and Finance to insure correct certification of Veteran students' classes. (Business/Finance)</p> <p>Conducted 232 HRD classes including support to 88 veterans. Developed the National Security Challenges and Terrorism course serving 18 military students. Developed the first of four Emergency Management Preparedness courses for NC National Guard members. (Continuing Education)</p>

**Fayetteville Technical Community College
2014-2015 End of Year Report**

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Strategies	Accomplishments (July 1, 2014-June 30, 2015)
	<p>Industry Training provided “East Carolina University-Tools for Advanced Manufacturing for Veterans” and “IT Certification Training-Project Transition”. (Continuing Education)</p> <p>Small Business Center provided Boots to Biz Training at Fort Bragg to encourage entrepreneurship for transitioning soldiers. (Continuing Education)</p> <p>College and Career Readiness offers three programs to soldiers and their dependents; BSEP, ESL and the new Effective Writing class. (Continuing Education)</p> <p>FLEX courses have been created and offered to support military personnel at locations around the world. (Curriculum)</p> <p>Provided the All-American Veteran Center with job announcements from employers like Caterpillar and Goodyear. (Economic Development)</p> <p>Supported the Veterans Center by coordinating the participation of area HR directors to conduct mock interviews for one of the transition training programs. (Economic Development)</p> <p>The Student Learning Center provides face-to-face tutoring and other learning resources to military and veteran students. We also offer online, 24 hour, 7 days a week, tutoring services that can be utilized by deployed military students. (Student Learning Center/Library)</p>

Fayetteville Technical Community College

STRATEGIC PLAN 2015-2020



“Serve our community as a learning-centered institution to build a globally competitive workforce supporting economic development”

**P.O. Box 35236
2201 Hull Road
Fayetteville, North Carolina 28303-0236
www.faytechcc.edu**



FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

P.O. BOX 35236 • FAYETTEVILLE, NORTH CAROLINA 28303-0236

September 21, 2015

Dear Friends of Fayetteville Technical Community College:

Fayetteville Technical Community College (FTCC) weaves a multifaceted pattern of positive influence that is far reaching and widely encompassing throughout the greater communities we serve. FTCC's uniqueness is reflected in a number of ways ranging from the educational perspective that opens its doors to all who seek hope, opportunity, and a brighter tomorrow via intellectual growth and job success by offering meaningful educational opportunities which changes lives for the better. Manifestation of this goal is reflected in the most recent college commencement in which we graduated our largest class of 1,985 students who launched their lives to more positive outcomes and possibilities.

FTCC is one of the largest employers in Cumberland County, which provides an outstanding place to work in an atmosphere that bolsters beauty, diversity, encouragement, and respect. In addition, FTCC's graduates and staff engage in our communities, across the nation, and internationally by contributing their skills, talents, volunteer time, and leadership skills through many avenues which fuels economic prosperity and service. The spiraling effect of all these combined characteristics is impressive and certainly something to celebrate. However, in our quest to resist the status quo and to continue to pursue greater excellence, we re-examine ourselves and how we serve others, setting our sights for more impressive achievement and higher benchmarks for successful service.

The 2015-2020 Strategic Plan centers on institutional goals which universally revolve around four primary areas: establishment of measurable goals in response to meeting student and community needs; establishment of a culture reflecting quality customer service; sustainability of excellent fiscal responsibility, accountability, and stability; and continued support of economic development through a greater focus on workforce preparedness. We approach these institutional goals with passion, enthusiasm, and expectation of a greater awareness of ourselves as a structured unit—openly recognizing our strengths and shortcomings—and responding by developing, implementing, and monitoring our executions to measure results.

The outcome of our efforts will, in turn, result in greater service to our students and others whom we serve through our College mission. Embracing teamwork with positive interactions which build on the strengths of each individual's talents will position us to achieve success and will enhance the educational experience to make it more meaningful and productive.

I welcome you to the next phase of our journey and thank you for your continued enthusiasm, support and engagement!

Sincerely,

A handwritten signature in cursive script, reading "J. Larry Keen".

J. Larry Keen, Ed.D.
President

**FTCC Institutional Goals
2015-2020**

- 1. Respond to student and community needs through measurable goals**
- 2. Establish a culture of quality customer service**
- 3. Ensure fiscal responsibility, accountability and financial stability**
- 4. Focus on workforce preparedness to support economic development**

Institutional Goals were originally adopted by the FTCC Board of Trustees, on September 16, 2013 and reaffirmed the goals on September 21, 2015.

Institutional Goal: 1 Respond to student and community needs through measurable goals

1. FTCC will increase graduation rates to 25% by 2018.
2. Increase headcount enrollment by 3% annually.
3. Increase gainful employment (employment in field of study) of students.
4. Meet or exceed the NCCCS Performance Measures goals.
5. Achieve 90% satisfaction rate on all surveys and course evaluations.

Strategies:

- Promote student successes and College Best Practices with a targeted goal of 50+ information releases and/or presentations annually (2)
- Use the Educational TV channel to provide timely information/programming to the community (2)
- Partner with community organizations to connect students to potential employers (3)
- Engage stakeholders to develop and expand College funding opportunities melding community and student needs. (1, 2, 3)
- Align the FTCC Foundation, Inc. goals and outcomes to support the College. (2, 3)
- Reduce the number of students testing into developmental classes. (1, 2)
- Administer student course evaluations to assess the satisfaction rates for course and programs of study. (1, 5,)
- Administer an annual non-returning student survey to assess the reasons for not continuing studies at FTCC. (1, 5,)
- Administer an annual graduate survey to assess satisfaction rates for courses and programs of study. (1, 5,)
- Improve assessment plans with documented evidence of outcomes. (1)
- Create and administer a professional development program to support academic quality for student success. (1-5)

- Promote the use of research such as Economic Modeling Specialists International (EMSI) studies to identify and benchmark successes at FTCC as well as other colleges that could be replicated. (1-5)
- Maintain memberships in relevant professional organizations and groups. (1-5)
- Promote faculty-staff engagement in public relations, community service, and College activities. (1, 2, 3, 5)
- Encourage faculty and staff to complete higher levels of relevant education and/or degree completion. (1, 2)
- Encourage Return to Industry Training. (1, 2)
- 100% of new instructors will successfully complete the Excellence in Teaching course prior to teaching their first class. (1, 5)
- More clearly define and articulate expectations for the role of instructional leaders. (1, 5)
- Create an effective Instructional Leaders course. (1, 5)
- Standardize blackboard shells to ensure more active learning for students. (1, 5)
- Increase Work-Based Learning and intern work opportunities for students (1, 2, 3)
- Provide a safe and secure learning environment. (5)

Institutional Goal: 2 Establish a culture of quality customer service

1. Success of our students is our number one priority
2. Competition for services requires that we maintain the highest standards and responsiveness to the needs of our customers and stakeholders.
3. Create a welcoming and service oriented culture delivering support with minimal referrals.
4. Achieve 90% satisfaction rate on customer service survey.
5. Consistency of service and information will be maintained across the College.

Strategies:

- Explore the development of an Excellence in Service (EIS) course. (1-5)
- Ensure that faculty and staff understand their individual responsibility to provide high quality customer service. (1-5)
- Provide well maintained and safe campuses demonstrating our pride in FTCC. (4)
- Resolve customer needs with minimal referral to others. (3)
- Answer the phone within 3 rings. (1-5)
- Educate all employees on functions and activities of College departments to minimize referrals. (2)
- Incorporate advanced technology that can help to eliminate or reduce on-campus visits and lines. (1, 4, 5)
- Triage lines to move customers to appropriate College locations quickly. (3, 4)
- Ensure signage is visible, adequate and accurate directing visitors to correct locations. (3, 4)
- Require all hiring managers to include one or more interview questions focused on customer service. (1-5)
- Create and implement incentive program to recognize employees that excel in providing customer service. (1-5)
- Conduct annual surveys of faculty, staff and students to provide data related to the College climate and customer service/support. (4)

- Create and deliver professional development classes to educate employees on quality customer services standards and expectations. (1-5)
- Continue to refine the two FTCC website portals. One website is focused for students, ensuring it remains user-friendly and focused to student needs while the other website is focused for internal faculty/staff use and required mandatory reporting elements under the Higher Education Act and other local, State and Federal legislation requirements. (1, 3)
- Promote equal employment opportunities in all aspects of the hiring process. Ensure one DDI targeted selection STAR criteria evaluates customer service orientation of all prospective candidates. (2, 3, 5)
- Include quality customer service and support as a measured item on annual performance appraisals. (5)
- Provide adequate training to employees to ensure the Continuity of Operations (Safety) and Emergency Preparedness Plan can be implemented quickly and accurately in times of emergency. (2)

Institutional Goal: 3 Ensure fiscal responsibility, accountability and financial stability

1. Plan and prepare annual budgets that enable the College to be responsive to community needs.
2. Maximize strained resources by enhancing productivity and accountability.
3. Focus resources on the core mission of teaching by strategically budgeting funds in areas that result in the greatest return on investments.
4. Streamline operations with a focus on efficiencies.
5. Monitor current spending and forecast future funding requirements to sustain financial stability.
6. Institute a data-driven decision process based through assessment of needs.

Strategies:

- Submit accurate budget decision packages in a timely manner to support division operations and support an institutional goal related to the request for funding. Initial decision packages will be submitted annually in May. (1-6)
- Ensure appropriate communication among affected areas. (1, 2, 4)
- Monitor monthly budget reports and submit a budget reconciliation mid-year. (2, 4, 5, 6)
- Consistently review the salary plan and hiring scale to keep salaries for staff and faculty comparable to market. (1-6)
- Communicate with all levels of the College to stay abreast of the future needs of the community and forecast future funding needed to meet these needs. (1-6)
- Standardize technology across the campus to reduce maintenance cost and maximize replacement parts. (2, 4)
- Cascade technology when replacements are made to reduce cost. (2, 4)
- Communicate the College's needs to the FTCC Foundation. (2)
- Create an effective grant and external funding program. (3)

Institutional Goal: 4 Focus on workforce preparedness to support economic development

1. Strengthen economic development in the College's service area.
2. Establish an effective job placement office.
3. Expand veterans support services.
4. Analyze Academic Programs to modify program/course offerings to meet employer needs.

Strategies:

- Align curriculum and continuing education programs of instruction/course offerings with reported needs of employers, as reflected in the annual employer survey. (4)
- Expand student use of Career Coach and Internship.com during the admissions, registration and advising processes. (1)
- Analyze Academic Advisory Committee data, retention and graduation trends by program, GAP studies, Labor Market information by program area, and annual employer surveys. (1-5)
- Enhance outreach to business/industry to understand and define existing and future workforce training needs. (1)
- Expand the use of customized industry training funds. (1, 3, 4)
- Engage with the Economic Alliance in the recruitment, expansion and retention of businesses. (1, 4)
- Seek additional funding for the NC Military Business Center to better engage businesses winning government contracts and providing post-contract assistance. (1, 3)
- Create career pathways for students and graduates to engage with employers to include defense contractors. (2, 3)
- Promote and solicit scholarship and funding opportunities that parallel employer needs and student curriculum. (1-4)
- Continue enhancements to support services and academic programs to meet the changing needs of the military and veteran students. (3)

Approved FTCC Board of Trustees on September 21, 2015