

# Fayetteville Technical Community College

## Detailed Assessment Report 2015-2016 Vice President's Office HR/IE *As of: 8/01/2016 01:14 PM EST*

### Mission / Purpose

**Mission Statement:** To provide human resource management and institutional effectiveness support services to faculty, staff, administrators and students building a College culture focused on student success.

**HR Purpose Statement:** To provide services related but not limited to: Employee classification, compensation, affirmative action, recruitment, selection, professional development, and retention of administrators, faculty, staff and students.

**IE Purpose Statement:** To provide timely research, data analysis, and information supporting data-driven decisions across the College and to provide timely and accurate recurring reports to federal, state, and local agencies.

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

#### **O/O 1: Assessing the Assessment**

The Director of Institutional Effectiveness will assess 100 percent of the WEAVEonline assessments for integrity, maintaining Department of Education Standards, and SACSCOC Standards.

#### Relevant Associations:

##### **Institutional Goals Associations**

- 1 Respond to student and community needs through measurable goals.
- 3 Ensure fiscal responsibility, accountability and financial stability.

##### **Strategic Objectives Associations**

FTCC

- 10 Improve assessment plans with documented evidence of outcomes.

#### Related Measures

##### **M 1: Assessing the Assessment**

**What:** Assessing 100 percent of the WEAVEonline entities assessment plans posted at the end of each stage of the current assessment cycle as reflected on the WEAVEonline timeline.

**Why:** Performing such assessments ensures that all components of WEAVEonline have been properly populated and validated per SACSCOC and Department of Education standards respectively.

**How:** Through manual inspection of each assessment plan posted within WEAVEonline, quarterly inspection of the different components required in each plan that must be populated by each program, use of WEAVEonline audit software, and assessment summaries.

**When:** Quarterly-Different components of WEAVEonline are due at different times of the year and will require quarterly audits.

**Who:** Director of Institutional Effectiveness with subsequent updates to the Vice-President for HR/IE/WFD.

Source of Evidence: Administrative measure - other

#### **Target:**

One-Hundred percent of all assessments contained within WEAVEonline will be examined and either will be determined compliant with SACSCOC regulations and follow-up with program assessment staff to make necessary corrections to the plan(s).

#### **Reporting Finding (2015-2016) - Target: Met**

One-Hundred percent of all assessments contained within WEAVEonline were examined to be compliant with SACSCOC regulations.

#### **Connected Document**

[2015\\_16DataEntryStatusDetails](#)

#### **Reporting Finding (2014-2015) - Target: Met**

One-Hundred Percent of all assessment plans maintained within WEAVEonline were examined to determine compliance with SACSCOC reporting requirements for the current assessment cycle. E-mails were sent to those support and non-support entities identifying any needed corrections, requesting such corrective actions prior to June 30, 2015.

#### **Connected Document**

#### **Reporting Finding (2013-2014) - Target: Met**

One-Hundred Percent of all assessment plans maintained within WEAVEonline were examined to determine compliance with SACSCOC reporting requirements for the current assessment cycle. E-mails were sent to those support and non-support entities identifying any needed corrections, requesting such corrective actions prior to June 30, 2014.

#### **Connected Document**

#### **O/O 2: Revise New Employee Orientation**

Revise the new employee orientation process to expand the information provided to new hires without increasing time away from their departments (using more efficient means of information delivery).

#### Relevant Associations:

##### **General Education/Core Curriculum Associations**

- 2 Use critical thinking to analyze problems and make logical decisions.
- 5 Demonstrate computer literacy.

##### **Institutional Goals Associations**

- 2 Establish a culture of quality customer service.

##### **Strategic Objectives Associations**

###### **FTCC**

- 11 Create and administer a professional development program to support academic quality for student success.
- 14 Promote faculty-staff engagement in public relations, community service, and College activities.
- 15 Encourage faculty and staff to complete higher levels of relevant education and/or degree completion.
- 17 More clearly define and articulate expectations for the role of instructional leaders.
- 23 Educate all employees on functions and activities of College departments to minimize referrals.
- 35 Ensure appropriate communication among affected areas.
- 58 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.

#### Related Measures

##### **M 2: Revise New Employee Orientation**

**What:** Provide new employees' with the College information and tools that they need to ensure a smoother transition into the organization in a shorter length of time. Orientation will consist of discussions surrounding the College mission/purpose statement, campus security operations, employment policies, including prevention of sexual harassment and Title IX compliance, use of College handbooks, manuals, reports, fill-in forms and tour of the College's website to gain understanding of where reference materials are located, etc.

**Why:** To help ensure new hires can easily locate resources available as they transition into their new roles at the College.

**How:** Create a presentation in which new employees are shown through demonstration where resources are located and responsibilities of key offices across the College. This will be accomplished by demonstrating the FTCC website and interactive group discussions on use of available resources.

**Who:** The Vice President for Human Resources and Institutional Effectiveness, Personnel Manager, and Administrative Assistant II to the VP for Human Resources and Institutional Effectiveness.

**Source of Evidence:** Efficiency

###### **Target:**

100% of new employees will participate in the revised New Employee Orientation once the session is created and ready to launch. Expected Launch date is October 1, 2015.

###### **Reporting Finding (2015-2016) - Target: Met**

The new Employee Orientation has been a success as follows:

- 1) Time to conduct orientation on the first day of employment has been reduced to about 5 hours to process initial hiring paperwork and an overview mission/purpose statement, campus security operations, employment policies, and a video tour of the college's facilities.
- 2) All new hires are scheduled to attend a mandatory Prevention of Sexual Harassment and Title IX compliance professional development workshop.
- 3) The College periodically provides a professional development session for new hires and other employees on the use of the College's website, handbooks, manuals, reports, and fill-in forms.

The Human Resources staff assessed the results of the revised orientation in May 2016 and determined this assessment outcome was fully met.

##### **O/O 3: Expand the use of Career Coach**

Expand the use of Career Coach and EMSI Analyst by students, faculty, staff and administrators to support quality data-driven decisions using real-time data.

#### Relevant Associations:

##### **General Education/Core Curriculum Associations**

- 2 Use critical thinking to analyze problems and make logical decisions.

##### **Institutional Goals Associations**

- 1 Respond to student and community needs through measurable goals.

##### **Strategic Objectives Associations**

###### **FTCC**

- 59 Expand student use of Career Coach and Internship.com during the admissions, registration and advising processes.

#### Related Measures

### **M 3: Expand the Use of Career Coach**

What: Continue to serve as the primary liaison with EMSI officials to refine/modify Career Coach and Analyst software to match data needs of students, faculty, staff and administration.

Why: To support data-driven decisions using real-time data across the College and lessen the requests for special data reports that could be located by the individual if they used the full features contained in Career Coach.

How: In collaboration with the Executive Director of Marketing and Public Relations, expand the marketing of Career Coach to encourage students, faculty, staff and the general public increases their usage of the software. In collaboration with the Executive Director of the Foundation, expand alumni use of Career Coach, as they continue to expand their career opportunities and goals.

Who: Vice President for Human Resources and Institutional Effectiveness, Director of Institutional Effectiveness, College Data Management Technicians, with ongoing collaboration with the Executive Director of Marketing and Public Relations and Executive Director for the Foundation.

Source of Evidence: Existing data

#### **Target:**

To collect and analyze quarterly usage of Career Coach to increase interest and use.

#### **Reporting Finding (2015-2016) - Target: Met**

Career Coach and Job Analyst software is now used across the College to support the following:

- 1) Assist students in selecting a program of instruction during the admissions process.
- 2) Program Chairs and Deans use Career Coach and request additional real-time data from Job Analyst software located in the Institutional Effectiveness Office as they are completing program reviews.
- 3) Career Coach is accessible on the College's website for use by students, faculty, staff, and the general public which has increased the use of this software.
- 4) Analysis of hits on the software is periodically conducted by the Human Resources office staff to ensure continued use by the parties identified in sub-paragraph 3 above.
- 5) To ensure new hires use Career Coach soon after they begin working, periodic professional development sessions are conducted focused on the use of Career Coach, academic advising, and providing students with information related to changes in job career fields,

This outcome is considered to be fully met.

## **Analysis Questions and Analysis Answers**

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### **What were the strengths of your assessment process?**

The Human Resources and Institutional Effectiveness staff jointly develop projected outcomes and assist in assessment of findings which improves communication and focused efforts during the full assessment cycle. This open communication allows for adjustments in planned achievement targets as necessary during implementation phases of the assessment cycle.

### **What were the weaknesses of your assessment process?**

The only significant weakness with the assessment process is the time it takes to jointly complete all of the requirements of the assessment planning cycle. While time is always limited, the time spent on assessment is time well spent.

### **What was learned as a result of your assessment process?**

We learned that Career Coach and Job Analyst software is not only useful to the Human Resources and Institutional Effectiveness office but is also very valuable to divisions across the College as they work towards enhanced student success. We also learned another software called EMSI Economic Developer was available and licenses were purchased to further enhance access to real-time data and program improvements.

We found that getting new employees through orientation much quicker on their first day of employment was appreciated by the new employees and their department leaders. There was no reduction in orientation activities, but instead non-time sensitive orientation items were moved to later times when it would not impact department activities.

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

In the coming year, the Human Resources and Institutional Effectiveness staff will build on the successes identified in the 2015 - 2016 assessment cycle to further expand access to data and use technology to continue enhancing effectiveness and efficiency of office operations.

## **Annual Report Section Responses**

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### **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)**

Strategic Plan (2015-2020) and other related documents

**Connected Document**

[Strategic Plan 2015-2020](#)

# Fayetteville Technical Community College

As of: 7/25/2016 01:48 PM EST

## 2015-2016 Data Entry Status Details

This report shows Data Entry Status based on Draft/In-Progress vs. Final status determined by users. To get a more complete picture of remaining work, also run Audit reports for the sections of interest.

### AC, Heating & Refrigeration Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Academic Placement and Assessment (Enrollment Management)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Accounting (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Admissions (Enrollment Management)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Advertising and Graphic Design (Dean's Office for Arts and Humanities)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Architectural Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Associate Degree Nursing (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Associate in Arts (Dean's Office for Arts and Humanities)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	In-Progress	Final	Final	Final	Final

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### Associate in Fine Arts (Dean's Office for Arts and Humanities)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Associate in General Education (Dean's Office for Science)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Associate in Science (Dean's Office for Science)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Automotive Systems Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### AVP Office for Corporate and Continuing Education (Continuing Education)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### AVP Office for Curriculum Programs (Curriculum Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### AVP Office for Student Services (Student Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### BA - Banking and Finance (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

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### BA - Human Resources Management (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### BA - Marketing and Retailing (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### BA - Operations Management (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	None	Final

### BA - Public Administration (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Basic Law Enforcement Training (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Bookstore (Business and Finance)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Budgets and Financial Systems (Business and Finance)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Building Construction Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

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### Business Administration (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Carpentry (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Central Sterile Processing (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Civil Engineering (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### College and Career Readiness (AVP Office for Corporate and Continuing Education)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Collision Repair and Refinishing Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Community Services & Extension Education (AVP Office for Corporate and Continuing Education)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Computer Information Technology (Dean of Computer and Information Technologies)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final



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### Computer Programming (Dean of Computer and Information Technologies)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Computer-Integrated Machining Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Cosmetology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Criminal Justice Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Criminal Justice Technology/Latent Evidence (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Culinary Arts (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Dean of Computer and Information Technologies (AVP Office for Curriculum Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Dean's Office for Arts and Humanities (Arts & Science)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

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### Dean's Office for Business Programs (AVP Office for Curriculum Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Dean's Office for Engineering, Public Service & Applied Tech Programs (AVP Office for Curriculum Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Dean's Office for Health Programs (AVP Office for Curriculum Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Dean's Office for Science (Arts & Science)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Dental Assisting (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Dental Hygiene (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Director of Military Programs (Senior Vice-President's Office (Academic and Student Services))

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Disability Support Services (AVP Office for Student Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

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### Early Childhood Education (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Early Childhood Education Center (AVP Office for Student Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Electrical Systems Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Electronics Engineering Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Emergency and Protective Services- Emergency Medical Technician (Paramedic) (AVP Office for Corporate and Continuing Education)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Emergency Management Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Emergency Medical Science (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	In-Progress	Final	Final	Final	Final	Final

### Enrollment Management (AVP Office for Student Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

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### Esthetics (Cosmetology)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Esthetics Instructor Training (Cosmetology)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Executive Director's Office (Foundation) (Marketing and Public Relations)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Executive Director's Office (Marketing and Public Relations) (Marketing and Public Relations)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Facility Services (Administrative Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Financial Aid & Services (Senior Vice-President's Office (Academic and Student Services))

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Fire Protection Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### FTCC

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
None	None	None	Final	None	None	None	None	None

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### Funeral Service Education (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Geomatics Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Global Logistics and Distribution Management Technology/Global Logistics Track (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Gunsmithing (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Health & Fitness Science (Dean's Office for Arts and Humanities)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Healthcare Management Technology (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Horticulture Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Hospitality Management (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

# Fayetteville Technical Community College

As of: 7/25/2016 01:48 PM EST

## 2015-2016 Data Entry Status Details

This report shows Data Entry Status based on Draft/In-Progress vs. Final status determined by users. To get a more complete picture of remaining work, also run Audit reports for the sections of interest.

### Industry Training- Forklifting (AVP Office for Corporate and Continuing Education)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Infant Toddler Care Certificate (Early Childhood Education)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Information Systems Security (Dean of Computer and Information Technologies)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Library (Senior Vice-President's Office (Academic and Student Services))

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Mammography (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Management Information Services (MIS) (Learning Technologies)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Manicure & Nail Technology (Cosmetology)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Media Services (Learning Technologies)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

# Fayetteville Technical Community College

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### Medical Office Administration (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	In-Progress	Final	Final

### Networking Technology (Dean of Computer and Information Technologies)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Nursing Assistant (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	In-Progress	Final	Final

### Office Administration (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Office of the President (FTCC)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### OSHA Coordinator (Vice-President's Office (Legal Services and Risk Management))

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Paralegal Technology (Dean's Office for Business Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Pharmacy Technology (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

# Fayetteville Technical Community College

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### Physical Therapist Assistant (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Plumbing (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Practical Nursing (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Print Shop (Administrative Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Property Control (Business and Finance)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Public Safety & Security (Administrative Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### QEP (Student Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Radiography (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final



# Fayetteville Technical Community College

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### Registration and Records (AVP Office for Student Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Respiratory Therapy (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### School-Age Education (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Senior Vice-President's Office (Academic and Student Services) (Academic and Student Services )

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Senior Vice-President's Office (Business and Finance) (Business and Finance)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Simulation and Game Development (Dean of Computer and Information Technologies)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Speech Language Pathology Assistant (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Spring Lake Campus (Academic and Student Services )

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

# Fayetteville Technical Community College

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## 2015-2016 Data Entry Status Details

This report shows Data Entry Status based on Draft/In-Progress vs. Final status determined by users. To get a more complete picture of remaining work, also run Audit reports for the sections of interest.

### Student Activities (AVP Office for Student Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Student Learning Center (Senior Vice-President's Office (Academic and Student Services))

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Surgical Technology (Dean's Office for Health Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Technology Innovations and Applications (Learning Technologies)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Therapeutic Massage (AVP Office for Corporate and Continuing Education)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Veterans Services (Senior Vice-President's Office (Academic and Student Services))

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Vice President's Office HR/IE (Human Resources/Institutional Effectiveness)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Vice-President's Office (Administrative Services) (Administrative Services)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

# Fayetteville Technical Community College

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### Vice-President's Office (Learning Technologies) (Learning Technologies)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Vice-President's Office (Legal Services and Risk Management) (Legal Services and Risk Management)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

### Web Technologies (Dean of Computer and Information Technologies)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	None	Final	Final

### Welding Technology (Dean's Office for Engineering, Public Service & Applied Tech Programs)

Mission / Purpose	Goal	Outcome/Objective	Measure	Target	Reporting Finding	Action Plan	Analysis Question	Annual Report Section
Final	N/A	Final	Final	Final	Final	Final	Final	Final

# *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](http://www.faytechcc.edu)**



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## FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

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

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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, appearing to read "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*