

CCIPSS 2011-2014



Cleveland's Continuous Improvement Plan for Student Success 2011-2014

COLLEGE STRATEGIC GOALS

1. Offer quality educational and training programs designed to meet the needs of a diverse student population which are responsive to the changing educational and training needs of the College's service area.
2. Provide comprehensive student support services with an emphasis on access and a focus on student success.
3. Provide a quality environment with the necessary infrastructure, equipment, and learning resources to support the Mission of the College.
4. Serve as a prominent educational and training resource in the economic development of the College's service area.
5. Contribute to Cleveland County's quality of life by promoting lifelong learning.

<u>Goals and Objectives</u>	<u>Page</u>
Academic Programs	2
Student Services.....	2
Continuing Education.....	3
Finance and Administrative Services	4
General Administration	5

ACADEMIC PROGRAMS – PURPOSE AND GOALS

Academic Programs prepares students for success in an increasingly technological and culturally diverse society by providing student-centered programs of study in an array of programs leading to associate degrees, diplomas, and certificates. Academic Programs promotes and participates in partnerships with business and industry; school districts; colleges and universities; community organizations; and, other entities.

Goals:

1. Evaluate instructional and program effectiveness.
2. Provide faculty and staff professional development.
3. Evaluate College/community partnerships in order to improve and expand services to students and the community.

Objectives:

1. Each year, 85% of students report satisfaction with the level of instruction delivered.
2. Each year, each discipline and/or division meets with their Program Advisory Committee.
3. Each discipline/degree conducts a program review or the One-Year Follow-up Report per the published five-year program review schedule.
4. Each year, full-time faculty members participate in a minimum of 10 hours of professional development.
5. Each year, adjunct faculty members are invited to participate in College-sponsored professional development opportunities.
6. Each year, 90% of employers report satisfaction with CCC graduates.

STUDENT SERVICES – PURPOSE AND GOALS

Student Services fosters student success and provides comprehensive services dedicated to enhancing the college experience. Student Services provides quality services in an atmosphere focused on student engagement and retention including enrollment, academic, and student support.

Goals:

1. Provide student support services designed to increase intellectual development, academic success, and goal completion.
2. Provide students with a comprehensive orientation to the College – its mission, programs, resources, and services.

3. Provide services and opportunities that facilitate student development and engagement in the campus community.
4. Provide advising and counseling services that offer resources, information, and support necessary for student success.
5. Evaluate College/community partnerships and events to improve and expand services to students and the community.

Objectives:

1. Each year, offer a minimum of 10 events to foster college transfer awareness, decision-making, and student success.
2. By the year 2012, 75% of survey respondents will indicate satisfaction with orientation.
3. By the year 2014, 75% of students will agree Student Services staff is friendly and knowledgeable.
4. Each year, offer a minimum of 15 opportunities for student participation in campus and community events.
5. Each year, 75% of students utilize student support services.
6. Each year, 90% of program completers and non-completers report satisfaction with the quality of support services.
7. Each year, update comprehensive recruiting activities plan.
8. Each year, offer a minimum of five events fostering community and college partnerships.

CONTINUING EDUCATION – PURPOSE AND GOALS

Continuing Education, in partnership with business and industry and community agencies, strengthens the economic, civic, and cultural life in Cleveland County. Courses and programs are offered which meet the needs of adults including workforce development, economic development, basic skills and literacy education, and quality of life enhancement.

Goals:

1. Evaluate instructional and program effectiveness.
2. Refine student support services such as registration, student records, and student information.
3. Evaluate College/community partnerships and events to improve and expand services to students and the community.

Objectives:

1. Each year, Continuing Education departments evaluate instructional and program effectiveness through quantitative (enrollment numbers, passing and

progress rates, survey respondents, etc.) and qualitative (survey responses, course feedback, etc.) instruments with the following performance measures:

- a. A minimum of 75% of basic skills students are retained.
 - b. A minimum of 75% of first-time test takers pass certification examinations.
 - c. A minimum of 90% of industries that participated in customized training indicate satisfaction with training provided.
2. Each year, 90% of students report satisfaction with the services (instruction and student services) provided through the Continuing Education department.
 3. Each year, Continuing Education staff participates in a minimum of six events with community partners to promote current services.

FINANCE AND ADMINISTRATIVE SERVICES PURPOSE AND GOALS

Finance and Administrative Services supports and promotes learning through responsible management of financial resources and by providing a safe, healthy environment. Services include budget preparation, management, and accountability; expansion and maintenance of facilities, equipment, and instructional resources; auxiliary services; campus security; information infrastructure; human resources management; and, plant operations.

Goals:

1. Manage institutional funds efficiently and effectively.
2. Refine the Campus Master Plan.
3. Evaluate plant operations, auxiliary services, and campus security.
4. Promote human resource management policies and practices that maximize the recruitment, development, and retention of competent, dedicated employees.

Objectives:

1. Each year, receive an unqualified opinion from the Office of the State Auditor.
2. Every three years, the President's Policy Council will review the Campus Master Plan and revise as necessary.
3. Each year, 75% of survey respondents indicate satisfaction with plant operations and auxiliary services.
4. Each year, 75% of survey respondents indicate satisfaction with campus security.
5. By the year 2012, develop a comprehensive orientation program for new employees.
6. Each year, coordinate performance evaluations for employees.
7. Each year, coordinate four staff development opportunities for faculty and staff.

GENERAL ADMINISTRATION – PURPOSE AND GOALS

General Administration, under the leadership and direction of the President, serves the College through coordinating all College functions with direct responsibility for planning, research, and resource development in fulfilling its mission of ensuring student and institutional success.

Goals:

1. Provide support to all areas in achieving their respective goals.
2. Identify and acquire human and fiscal resources to meet student needs.

Objectives:

1. Each year, evaluate instructional and program effectiveness of each area as measured by Performance Measures of the NCCCS and through the CCIPSS.
2. Each year, maintain an average student to faculty ratio of 20:1 to meet student needs.
3. The development office staff, in conjunction with the College Foundation, will raise the matching funds for the construction of the LeGrand Center per the payment schedule established by Cleveland County.
4. Each year, assist with a minimum of three grant applications to enhance programs and services to students.
5. Each year, expend 99% of unrestricted state and county funds.