Strategic Plan Activities
2017-2018

1. Workforce Training for Emerging Jobs and a Changing Workplace

a.) Provide training in technology, management, technical, customer service, and communications skills to support business and industry needs.

College Goals: 1, 3, 6

Key Divisions, Departments, or Programs: Curriculum, Continuing Education

Evidence of Activities that Support Goal Attainment

- The Small Business Center offerings:
  - Advanced QuickBooks
  - Starting a Business: The Fundamentals
  - Business Plan Breakdown
  - Money Talks: Understanding Finances & Cash Flow
  - Marketing Matters: Successful Marketing for your Business
  - Marketing Your Business with Instagram
  - Basic QuickBooks
  - Fueling Your Business with the NC Rural Center
  - Using Photoshop for your Small Business
  - For the Record: Bookkeeping & Record Basics
  - Networking Natural
  - Marketing your Business with Etsy & Pinterest
  - Merchandising 101

- The College added Medical Office Administration as a new curriculum program effective spring 2018. The College is offering a degree (Associate in Applied Science), diploma and certificate options.
- Hosted first ever Leadership Trainathon that enhanced the supervisory and leadership skills of over 30 employees representing various companies in Montgomery County.
- Due to significant capital investment in a new technology, MCC commenced Customized Training for Lectra machinery for McRae Industries on August 28th. This training benefits 15 existing employees at McRae Industries.

b.) Provide certification and recertification courses; develop online versions as appropriate.

College Goals: 1, 2, 3

Key Divisions, Departments, or Programs: Curriculum, Continuing Education

Evidence of Activities that Support Goal Attainment

- The Continuing Education division created a “NC Public Safety Drone Academy” which is a two-semester program, consisting of 95 hours each semester. It started in fall 2017.
Continuing Education began offering Basic EMT courses in spring 2018. Completers of the program will be able to sit for the State written certification examination.

- 12 American Welding Society (AWS) welding certifications were obtained
- 20 students obtained OSHA 10 certification
- 16 students obtained EPA Refrigerant Certification
- 32 NA 1 students obtain certification

c.) Provide programming at a variety of locations within the community and through a variety of electronic modalities, as identified with the continued development of the MegaPark.

College Goals: 1, 3

Key Divisions, Departments, or Programs: Curriculum, Continuing Education

Evidence of Activities that Support Goal Attainment

- HVAC has successfully been relocated to the building in Biscoe. We are looking at some other Continuing Education programming to shift there as well - to assist with space issues at 1011 Page Street. (Cabinet 07.11.2017)
- CE hosted ESL classes at the Biscoe Center during the summer 2018 term.
- High School Equivalency classes took place off-campus at Emmanuel Pentecostal in Candor, NC.
- CE hosted small engine repair classes at the Biscoe Center during the spring 2018 term.
- CE hosted a multimedia art class at the Senior Center located in Troy, NC.
- The President, Vice President of Instruction, and the Prison Coordinator have held several meetings with the Department of Public Safety to discuss programming needs at Southern Correctional Institute once the facility is switched to close custody male. In looking at what is currently being offered in Wadesboro, there are a lot of trades programming options (plumbing, masonry, etc.). Space at SCI will be a part of the issue for what MCC is able to offer. (Cabinet 05.01.2018)

d.) Aggressively engage advisory committees to ensure training is appropriate.

College Goals: 1, 3

Key Divisions, Departments, or Programs: Curriculum

Evidence of Activities that Support Goal Attainment

- The Continuing Education Public Safety Programs hosted a meeting of the Top Cops for Montgomery County at MCC during the week of March 5, 2018. The discussion centered on the training that they need to stay current in their field, and how MCC can meet those needs. The College plans to host ongoing meetings with these individuals to keep lines of communication open. (Board of Trustees 3.14.2018)
- The Human Services Technology Program held an Advisory Committee meeting on March 12, 2018, with nine members present. The attendees discussed the activities of the HST students, as well as brought up concerns or changes to programming that they felt would be beneficial to graduates going forward.
- Dental Assisting held an Advisory Committee Meeting on October 23, 2017. Seven individuals attended and discussed the strengths of the program, weaknesses of the program, suggestions for growing the program and any potential threats to the program. This information will be utilized in program improvements going forward.
- The Information Technology curriculum program held an Advisory Committee meeting on April 3, 2018. Membership includes IT personnel external to the College. The Advisory Committee
The committee felt that the IT curriculum covers what they need and use in their local IT shops.

- The BLET and CJC Programs of Study held a joint Advisory Committee meeting on June 22, 2018. They discussed the curriculum requirements for each program, vacancies at each of the external member agencies, and crime and/or gang activities in Montgomery County.
- The Air Conditioning, Heating and Refrigeration Technology program held an Advisory Committee Meeting on April 18, 2018 with five external members present. They discussed the Biscoe location, equipment needs, and the curriculum course requirements during the meeting.
- The Licensed Practical Nursing Program held an Advisory Committee Meeting on March 14, 2018. All attendees were complimentary of the existing curriculum program.
- The Electrical Systems Technology and Industrial Systems Technology programs held a joint Advisory Committee Meeting on June 28, 2018. Members discussed courses within the curricula, as well as the CTE building on the campus of the new Montgomery Central High School.
- Forestry Management Technology held its Advisory Committee Meeting on June 25, 2018. Eight external members were present, with five absent. They discussed enrollment and graduate employment status, and areas of importance to stress with our students - for better employability and employee satisfaction (face-to-face communication skills; technology; GIS mapping; etc.)

### Evidence of Activities that Support Goal Attainment

- On October 3, 2017, the College applied to the NC Community College System Office for $131,000 to grow our drone program to the degree level and so that it could be a resource to all other community colleges. (BOT 10.11.2017)
- The Continuing Education division has created a “NC Public Safety Drone Academy” which is a two-semester program, consisting of 95 hours each semester. It started in fall 2017.
- The first occupational education knife making class began on September 25, 2017 had eight students enrolled. (BOT 10.11.2017)
- Continuing Education is working with FirstHealth on offering a beginner paramedic training, but that is not yet a completed agreement. (BOT 10.11.2017)
- After 14 months of negotiations, the Continuing Education department will begin offering EMT courses as continuing education credit starting in spring 2018. (Cabinet 11.2.2017)
- The Instructional and Student Services Committee met on November 21, 2017. At this meeting, they approved a new curriculum program, Medical Office Administration. (ISS 11/21/2017)
- The Continuing Education, Health & Public Safety Programs division, is working with Randolph EMC to create training to meet their need of electrical pole inspection utilizing drone technology. There is a major problem with woodpeckers and wooden electrical poles. The present process is for a person to either inspect poles with binoculars or to climb the pole and inspect up close. The drone technology should allow for up close filming of multiple poles by an individual on the ground - making it more efficient. (Cabinet 1.9.2018)
- Knife making offerings are doing well. Finished an OE Knife making class, Basic Forging with Bill Bisher, successfully starting a 2nd class with Phillip and Barry Jones, and hosted a Grinding 101 with Ed Vanhoy on March 23rd thru March 25th. (BOT 04.11.2018)
- Summer Camps for 2018 have been identified, and information about them have been sent out to students and parents of Montgomery County Middle Schoolers. The Camps this summer will
be: Pottery Camp (2 camps, divided by age group), Drone Camp, Get Outdoors Camp (new), and CSI Camp (new). (BOT 4.11.2018)

- CSI: Crime Scene Investigation Forensics Unraveled camp was held on June 12 & 13, 2018 for 11 - 14 year olds. Thirteen students registered for the camp and greatly enjoyed the science experiments, as well as hands-on demonstrations of BLET equipment.
- We had 12 students registered for the Get Outdoors camp held on June 21 and June 22 for 10 - 14 year olds. Students enjoyed shooting and taxidermy experiences.
- The President, Vice President of Instruction, and the Prison Coordinator have held several meetings with the Department of Public Safety to discuss programming needs at Southern Correctional Institute once the facility is switched to close custody male. In looking at what is currently being offered in Wadesboro, there are a lot of trades programming options (plumbing, masonry, etc.) Space at SCI will be a part of the issue for what MCC is able to offer. (Cabinet 05.01.2018)

f.) Increase course and program completion rates of MCC students by decreasing withdrawal rates to track student success.

College Goals: 1, 2, 6

Key Divisions, Departments, or Programs: Curriculum, Continuing Education, Distance Learning, Student Services

Evidence of Activities that Support Goal Attainment

- A verbal agreement between Vice President of Instruction at MCC and Director of Secondary Ed/CTE at MCS took place on October 4, 2017, whereby CCP students taking a college course to fill a class time or a credit need will not be allowed to drop based on the MCC drop policy, but will adhere to the MCS drop policy. The MCS drop policy only allows drops/changes during the first 10 days of class. At Cabinet on November 2, 2017, the Vice President of Instruction indicated that he needed to do a follow-up with Wade Auman to see if the MCS Board had approved this change. Further the Vice President of Instruction will see that MCC Syllabus’ have a change to incorporate this drop policy for CCP students. (Cabinet 11.2.2017)
- The Criminal Justice Program’s Outcome Assessment Report for 2017-2018 included a goal to “decrease the drop/withdraw rate in CJC courses (CJC 111 and CJC 121).” Unfortunately, they did not decrease the drop/withdraw rate in these courses in AY18. Planned improvements for AY19 are to continue to use the BlackBoard Retention Center tool, and to continue active advising.
- The Human Services Program’s Outcome Assessment Report for 2017-2018 included a goal to “increase completion rate to 70% by decreasing the number of drops and withdrawals in HSE classes.” Looking at the data as a whole, the goal was not met, as there were 14 withdrawals from HSE courses in AY18, compared to eight in AY17. Unduplicated enrollment both years was basically equal. Planned improvements for AY19 are the continued use of the Blackboard Retention Center tool.
- The Office Administration Program’s Outcome Assessment Report for 2017-2018 included a goal to improve retention (reduce the dropout rate) for MKT 223 students. The withdrawal rate for AY17 for MKT 223 was four students, and for AY18 it was three students. However, the unduplicated headcount for the OA program decreased by 36%. Improvements planned for the Office Administration program in AY19 are to utilize the Blackboard Retention Center tool, and to use cohesive advising with at risk students.
- The Coordinator of Institutional Effectiveness tracked withdrawal rates for fall 17, spring 18, and summer 18 semesters. This information was shared with both administration and the QEP committee in an “ongoing” manner throughout the semester, and final withdrawal numbers at the conclusion of each semester.
- The QEP (Quality Enhancement Plan) for MCC is “Strengthening the Online Student Learning Environment at Montgomery Community College.” The QEP was a five-year project, with 2017-2018 being the 5th year. At the start of the QEP, student success in online courses was
benchmarked at 68% and student success in traditional (seated) courses was benchmarked at 78%. By working on various aspects of the online learning environment over the 5-year period, we concluded the plan with a 75% success rate by students in online courses.

2. Partners in Learning to Serve All Citizens

a.) Expand Basic Skills and developmental programs to emphasize writing and communication skills, use of technology tools, research techniques, time management and organizational skills.

College Goals: 1, 3

Key Divisions, Departments, or Programs: Continuing Education, Basic Skills

Evidence of Activities that Support Goal Attainment

- First semester of the new Foundational Studies design and we have enrolled 58 students this fall and attendance has been consistent and growing. (Cabinet 09.05.2017 Dean of CE)
- Foundational Studies is working closely with the BLET program to teach test taking to all students and to tutor poor test-takers on an as-needed basis. (BOT 10.11.2017)
- Added two new class dates / times for Foundational Studies Department, which included Basic Skills because of supply and demand analysis. (Director of Foundational Studies, January 2018)

b.) Expand Career Readiness training to include high school students.

College Goals: 1, 3

Key Divisions, Departments, or Programs: Continuing Education

Evidence of Activities that Support Goal Attainment

No longer a viable goal. The high schools handle their own Career Readiness Certificate prep, test, and certificate printing at this point. The Continuing Education division does not actively promote the Career Readiness Certificate due to poor feedback from business and industry partners and ongoing state-level challenges with the test provider, ACT.

c.) Explore expanded partnerships with 4-year institutions to provide additional post-secondary educational opportunities.

College Goals: 1, 3

Key Divisions, Departments, or Programs: Curriculum, Continuing Education

Evidence of Activities that Support Goal Attainment

- Robert Nelson, Dean of Arts & Sciences, has had several informal discussions with UNCC-Charlotte concerning articulation of MCC’s Associate in Fine Arts in Music program. As of the end of AY18, we are at a standstill, waiting on the System Office to create a CCP pathway for the Fine Arts in Music program.
- Natalie Winfree, Director of Counseling Services, coordinated a College Transfer Fair for MCC’s students on Monday, October 30, 2017. Seventeen college representatives were available to answer questions or provide literature about programs at their schools. Approximately 75 students interacted with the college reps.
- A representative from Catawba College was on campus on Tuesday, February 20th from 1:30 - 3:30 p.m. in Capel Hall. Several Early College students stopped by and asked questions.
- The Vice President of Instruction contacted UNC-Greensboro to inquire if MCC could streamline entrance for its students into their 4-year school, similar to a Randolph CC / UNC-G agreement. UNC-G sent MCC an agreement to review. The Vice President is working on putting this program in place by spring 2019.
- The Vice President of Instruction reached out to UNC-Pembroke to explore a partnership. Unfortunately, no one from Pembroke has responded.
- The Vice President of Instruction is exploring an agreement with Pfeiffer College as well.
- The NC Community College System did an update of the Early Childhood programming during AY18, which will be effective in fall 2018. This will open up more transfer options for MCC Early Childhood students.

d.) Build a collegiate college campus atmosphere through the development of cultural, social, club, athletic activities, events and campus.

College Goals: 1, 3

Key Divisions, Departments, or Programs: Student Services

**Evidence of Activities that Support Goal Attainment**

- The Dean of Continuing Education shared with the Cabinet at the July 11, 2017 meeting that a Manufacturing Day or Week event is being planned for some time during the 1st week of October. The plans at this time would include an open house at the Biscoe building (HVAC) and tours of manufacturing facilities within the county. (Cabinet 07.11.2017)
- The College hosted the NC Forestry Association Sustainable Forestry Teacher Experience the last week of summer semester. There were 36 public school teachers here from across the state to learn about Forestry education.
- The College’s 50th Anniversary Convocation was held on Thursday, September 7, 2017 at 11:00 a.m. Keynote Speaker was Odell Bizzell. Approximately 315 attended this event.
- A Bell dedication ceremony was held on Thursday, September 7, 2017 at 4:00 p.m. Approximately 50 individuals attended this historic event.
- The 50th Anniversary Awards ceremony was held on September 7, 2017 at 5:30 p.m. The event recognized 50+ Trailblazers of the College. Approximately 350 individuals attended this event.
- “Plaster Users” in the Studio Workshop with Josh Manning on August 26th and 27th got great feedback, with five total students, including two out-of-state students. (BOT 09.13.2017)
- Nikki Mizak was the college’s first Working Artist Wednesday of the fall 2017 semester, providing demonstrations on September 20th from 12 - 4:00 p.m. Nikki is a painter, potter and artist. Twelve individuals attended this event held in the Pottery building.
- MCC hosted a Veterans Resource Fair on October 8, 2017 from 1:00 - 4:00 p.m. Services provided included flu shots, HEP C Screening, Counseling for PTSD/TBI, and representatives from the VA Office. Approximately 20 individuals attended this event.
- The Continuing Education division of Montgomery Community College hosted Manufacturing Day on Wednesday, October 4, 2017. Manufacturing Day was created by Founding Partner Fabricators & Manufacturers Association, International in 2012. Governor Roy Cooper visited the event. UAV Mobile Solutions did drone demonstrations, and brought their mobile trailer to show how it is used in Public Safety situations. Paperworks, Perdue, AAM, Arauco, Technical Training Aids, Longworth Industries, McRae Industries, Carolina Dairy, Allendale Knitting and Aberdeen Carolina and Western Railway Company had information booths present at Manufacturing Day.
- MCC’s Woodsman’s Team placed 4th among 10 colleges and universities participating in the annual John G. Palmer Intercollegiate Woodman’s Meet held at the Cradle of Forestry near Brevard NC on October 7th. The details of the teams and wins were shared in the October 16,
2017 edition of yourspace, as well as announced at the Board of Trustee meeting on October 11th, and the Employee meeting on October 12th.

- The MCC Library had a Mystery Tour Trivia Contest near the Halloween Holiday in 2017. Fifty-two persons participated - staff, faculty, students, Early College and CCP students. Winners were: Alison Burns (faculty), Brenda Parsons (staff), Leticia Barrera-Morelos and Lilly Grady (Early College students), and Hannah Hall (college student).
- Student Services held the annual Spooktacular event on the campus of MCC on Tuesday, October 31, 2017. Events included a mummy wrapping contest, a cakewalk, hot dog sale, dessert sale, and several raffles by various program clubs. More than 75 individuals participated in the variety of events held.
- The Veteran’s division of Financial Aid, with the assistance of the MCC Foundation, hosted a Veterans Day Celebration at MCC on Thursday, November 9, 2017. Approximately 50 attended the event honoring veterans.
- The Montgomery Community College Foundation presented “A Christmas Carol” on Friday, December 8th at the James Garner Center.
- The North Carolina Organization for Human Services Education held its annual conference at Montgomery Community College on November 3, 2017. Dr. Vanessa Smalls Bryant was the keynote speaker for the event. A little over 100 individuals attended the event; Human Service providers, faculty and students from all across NC came to this conference.
- The NCWorks Career Center hosted a meeting of partners at MCC on November 14, 2017. Ten individuals attended, as representatives from the following partnership agencies: Richmond Community Support Center, Regional Partnership WDB, Communities in Schools Montgomery County, National Caucus of Black Aging / Senior Community Service Employer Program, Montgomery County Schools, NC Commerce Division of Workforce Solutions, Vocational Rehabilitation, and Montgomery County. The purpose of the meeting was to introduce the new Career Development Consultant, Russell Ingram, and to talk about the services available to assist the partners.
- Fifth grade students from Page Street Elementary School visited MCC on February 28th. Their visit included tours and short information sessions on the programs they visited. Approximately 90 students visited.
- The Board of Trustees held their annual retreat on Friday, March 23, 2018. The focus of the retreat was “partnerships” and included a luncheon with guest speaker Patrick Woodie of the NC Rural Center. County and/or community partners were invited to the luncheon and speaker portion of the retreat. Approximately 65 attended the luncheon event.
- The Diversity Team hosted a Diversity Celebration on Wednesday, March 21st in the Multi-purpose room in Capel Hall. Montgomery County Early College, East Montgomery High School, West Montgomery High School and Home Schoolers were invited to the event. The West Montgomery Players did two performances, demonstrating music and dance from a variety of cultures. Foods and other information about various cultures were shared by MCC personnel and other community members; Italy, China, and Mexico were represented. Approximately 215 attendees participated in the Diversity Celebration event.
- UNC-Pembroke had a campus recruiting visitor at MCC on Wednesday, March 21st. They set up a table display in Capel Hall, and had a lot of Early College students, as well as staff, stop by and ask questions.
- MCC held its annual Spring Fling on Tuesday, April 10, 2018. Five teams competed in Polar Volley Ball, including a Montgomery County Early College team. Approximately 500 students, faculty and staff turned out for the food, fun and festivities.
- MCC, NCWorks, and construction industry representatives held a Construction Careers Awareness and Hiring event at MCC’s Biscoe Center on April 11, 2018. The event hosted approximately 150 Montgomery County high school students who toured the Center and the College’s HVAC training facility. (Montgomery Herald 05.02.2018)
e.) Market College Transfer Program and CCP opportunities to local public and private high school students as well as home school students; provide information on college transfer options and the Comprehensive Articulation Agreement.

College Goals: 1, 3

Key Divisions, Departments, or Programs: Curriculum, Arts and Sciences, Public Information Officer

Evidence of Activities that Support Goal Attainment

- Doni Hatchel and Beth Smith explained the importance of college and presented information about financial aid and scholarship options to an audience of West Montgomery High School seniors and parents on September 30, 2017. Approximately 85 seniors and parents attended this event. (BOT 10.11.2017)
- MCC hosted a stop on the CACRAO tour on October 5th at the James Garner Center. Approximately 540 students and 50 college representatives participated in this event. (BOT 10.11.2017)
- The City of Troy held the annual Troyfest on Saturday, June 30, 2018. Numerous MCC personnel and divisions represented the College at the event. Student Services (B. Smith, Jessica Blake, Natalie Winfree, and 3 student ambassadors), Academics (L.Proctor), Continuing Education (Josh Floyd), Public Information Office (M. Haywood), and Distance Learning (C. Ellison). Josh Floyd did pottery demonstrations using a pottery wheel during the day. Approximately 200-250 people stopped by MCC’s booth. BLET (Pete Heron) drove a MCC BLET car in the Troyfest parade.
- Early College held an open house at MCC on February 8th. CCP was listed as an option for students who choose not to apply for Early College or did not get in.
- Early College information meetings were held at West and East Middle Schools. These information sessions included discussions about CCP options.
- The Coordinator of Educational Partnerships hosted CCP Fairs at both high schools during the spring. West Montgomery’s was on April 26th and had approximately 100 students participate. East Montgomery’s was held on May 3rd and had approximately 350 students participate. Program instructors set up tables with information about their programs and students were encouraged to walk around and talk with each program. Transfer programs, CTE programs and Continuing Education classes were represented.
- MCC held an Open House on August 10, 2017 in conjunction with Montgomery County School’s back to school event. Over 750 MCS schoolchildren and their families participated in this event. College Transfer programs had a booth with games and prizes at which they provided information about transfer opportunities.
- Robert Nelson, Dean of Arts & Sciences, reviewed all college transfer and advising web pages and made changes that were implemented to better inform prospects of transfer opportunities.

f.) Support and expand Apprenticeship program opportunities for high school students.

College Goals: 1, 3

Key Divisions, Departments, or Programs: Curriculum, Continuing Education

Evidence of Activities that Support Goal Attainment

- Duke Energy invited MCC to apply for a grant asking for $200K to be used in targeting adults to the Apprenticeship Montgomery opportunity. The College submitted the application on 09/20/2017. (BOT 10.11.2017)
- The College has been awarded the $200K grant by Duke Energy. (Cabinet 11.28.2017)
- Mr. Gardner, Director of Business and Industry, profiled current Apprenticeship students and industries during the week of November 13th - Apprenticeship Week in NC. The email profiling the students and industries went out to all students and employees of MCC and was well received.
Alandale Industries have agreed to become an Apprenticeship Montgomery employer sponsor. They plan to sponsor two apprentices this year. (BOT 02.14.2018).

Prospective apprenticeship candidates will be given a company tour the week of April 23rd. All apprenticeship applications are due by April 30th. (BOT 04.11.2018)

Arauco agreed to become an Apprenticeship Montgomery employer sponsor and they plan to sponsor one adult per year.

g.) Strategically invest in the external partnership with MCS to strengthen existing and create new educational pathways, transitions, and synergies.

College Goals: 1, 3

Key Divisions, Departments, or Programs: President, Student Services, Curriculum Continuing Education

Evidence of Activities that Support Goal Attainment

- The official groundbreaking ceremony for Montgomery Central High School and Career and Technical Education (CTE) facilities was held on October 24, 2017 at the edge of the new school property, just outside of Montgomery Community College’s Capel Hall. Close to 40 individuals were on hand to witness the ceremony. The College and the high school will utilize the CTE building for various programming. It is additionally anticipated that the close proximity of the two schools to one another will create new pathways and synergies besides the shared CTE space.

- A school partnership meeting took place on Tuesday, December 12, 2017. Representatives from MCS and MCC met to discuss issues with the new Early College program, as well as any other issues for CCP students who are located in East or West Montgomery High Schools. Approximately 20 attended the meeting. The group plans to hold regular meetings - once per quarter. Another meeting was held on March 14, 2018, and the next meeting is scheduled for May 30, 2018.

- The Director of Resource Development discussed a Montgomery County Fund Grant application that had been submitted by Kathy Garner-Smith. This application is seeking funds to provide childcare and tutoring for ESL ABE students. The Montgomery County School System is collaborating with MCC on this effort and need. (Cabinet 03.26.2018)

- The Director of Financial Aid and Financial Aid Assistant participated in a Financial Aid event held at East Montgomery High School on March 13, 2018. Attendance was low, but the ones that attended did appreciate the information shared.

- On June 25 & 28, we held Drone Camp for 11 - 14 year olds, with 12 students participating. The campers liked using goggles to do outdoor flying, and were delighted to take a drone home.

- CSI Camp was held on June 12 & 13, 2018, with 13 participants. This camp involved representatives from the Troy Police Department, the Montgomery County Sheriff’s Office, the NC Highway Patrol Office, and the NC Wildlife Resource Office.

- The retitled and re-worked job description for the Coordinator of Educational Partnerships position was done to open communication lines between CCP and Early College students, and to improve advising. The position was filled in December 2017, and the College has already seen better communication and advising. (Vice President of Instruction)

h.) Solidify job placement services in a centralized effort.

College Goals: 1

Key Divisions, Departments, or Programs: Student Services
Evidence of Activities that Support Goal Attainment

● The Continuing Education division and NCWorks moved into the newly renovated MCC Workforce Development Center early in academic year 2018.

● The NCWorks Career Center hosted a meeting of partners at MCC on November 14, 2017. Ten individuals attended, as representatives from the following partnership agencies: Richmond Community Support Center, Regional Partnership WDB, Communities in Schools Montgomery County, National Caucus of Black Aging / Senior Community Service Employment Program, Montgomery County Schools, NC Commerce Division of Workforce Solutions, Vocational Rehabilitation, and Montgomery County. The purpose of the meeting was to introduce the new Career Development Consultant, Russell Ingram, and to talk about the services available to assist the partners.

3. Promotion of Quality and Flexible Programs and Services

a.) Market programs and services to the appropriate segment of the community using creative and flexible methods.

College Goals: 3

Key Divisions, Departments, or Programs: Public Information Officer

Evidence of Activities that Support Goal Attainment


● The fall 2017 tabloid was completely revamped to be more magazine-like. It included several stories about what is new in Continuing Education.

● The Small Business Center has a corner at the Uwharrie Mercantile where products of SBC clients will be highlighted. (Cabinet Report 09.05.2017 Dean of CE)

● Andy Speer, Taxidermy Department Chair, and Lynn Epps, Resource Development, are exploring applying for an NRA Scholarship. The Scholarship will be used to purchase supplies to conduct a “Get Outdoors Program” which includes training on hunter safety, plant identification, wildlife dressing, and other out-of-door topics. One of the purposes of the scholarship and Get Outdoors Program is marketing of the Taxidermy program, both CU and CE, to a different segment. (Cabinet 09.05.2017)

● Dronelife, an online newsletter, carried an article about the MCC NC Public Safety Drone Academy on September 1, 2017.

● News 13 WLOS did a news article about the DOT drone workshop in Asheville, at which MCC was a presenter. (Riley Beaman email 9.1.2017)

● Met with Hmong population in Mt. Gilead to establish a relationship and discuss ESL services. (BOT 09.13.2017)

● The Continuing Education division of Montgomery Community College hosted Manufacturing Day on Wednesday, October 4, 2017. Manufacturing Day was created by Founding Partner Fabricators and Manufacturers Association, International in 2012. Governor Roy Cooper visited the event. UAV Mobile Solutions did drone demonstrations, and brought their mobile trailer to show how it is used in Public Safety situations. Paperworks, Perdue, AAM, Arauco, Technical Training Aids, Longworth Industries, McRae Industries, Carolina Dairy, Allendale Knitting and Aberdeen Carolina and Western Railway Company had information booths present at Manufacturing Day.

● Matthew Parker, Chief Executive Officer of Independent Security Advisors LLC, via his LinkedIn page, marketed the UAV Academy of Montgomery Community College. (October 13, 2017) https://www.linkedin.com/pulse/drone-training-keeping-our-promise-matthew-parker/?published=t
- Foundational Studies Director met with Eckerd Camp personnel to discuss the creation of career pathways and support their youth/adults with HSE/AHS courses and certification programs of study. (BOT 10.11.2017)

- The Director of Student Life and Recruitment and several of the College Ambassadors passed out candy, brochures and/or answered questions at the Biscoe “Halloween in the Park” event on Tuesday, October 31, 2017. The college had 10 bags of candy that was completely disbursed. The organizer of the event said that there were approximately 2000 people in the park for this event. (Cabinet 11.2.2017)

- The Vice President of Instruction, Public Information Officer, Student Recruitment person, and head of the Forestry program met on December 14th to discuss ways to market MCC’s Forestry program to NC areas to the east - where there is no Associate Forestry program. NOTE: Wayne Community College does still have a Forestry program, but we have heard it is closing. Thus, Wayne County is off-limits for the moment. (Cabinet 12.12.2017) The group identified targeting exiting military persons for recruitment, and as such, will look for recruitment venues at Fort Bragg, Pope Air, Camp Lejeune, Camp Geiger and Cherry Point. Further, the Student Recruitment individual will look at expanding CACRO to the southeastern part of NC, and market Forestry in these areas. The Forestry Department Chair wants to bring back the alumni newsletter and utilize this media to market to other areas. The Public Information Office will look at media opportunities that might be utilized to enhance our reach to the east.

- With remaining 2017-18 marketing budget, a digital marketing campaign was launched during April and May 2018 for fall 2018 recruiting for the Forestry program targeting all zip codes in Eastern North Carolina with the exception of Wayne County and zip codes within a 60-mile radius of Wayne Community College. Campaign also included metro areas of Charlotte and the Triad.

- Signed a contract in March with Carolina All Out - an all-outdoor-sports-related cable program, to sponsor six months of programming with another six months on YouTube. The Carolina All Out program reaches Eastern North Carolina cable stations and recently has been picked up by a Raleigh cable station. The program reaches our Forestry, Taxidermy, Hunting & Shooting Sports Management, and Gunsmithing market. In addition, Carolina All Out shot a 30-minute segment in Taxidermy that will feature the instructor completing a deer mount. The segment will be aired in the fall of 2018. Carolina All Out has also stated a desire to come back to campus to do similar segments with Gunsmithing and Forestry and to make MCC a regular seasonal feature.

- Montgomery Community College had a booth at May Day, Highland Community Center in Mt. Gilead on Saturday, May 5th. The booth had information about Montgomery Scholars, the Apprenticeship Program, Small Engine Repair, Welding, all curriculum programs, High School Equivalency, the Workforce Investment Opportunity Act, and NCWorks. Approximately 400 people attended the May Day festivities, and the booth had 50 visitors. In addition to the booth, Sheila Little walked around the event and distributed information to several more people. Further, a spokesperson for the event announced two times that Montgomery Community College was at the event with information about educational opportunities.

- The Public Information Office launched a new Instagram account on April 13, 2018 to reach a younger audience. Posts are scheduled three times a week and rotate featuring each curriculum and continuing education program about once every 10 weeks.

- The Public Information Officer contracted with Engaging Animations to create 30-second videos for each program. These will be used on Instagram and other social media sites. The first animation for the Information Technology program was launched on June 25, 2018 on Instagram and cross-posted on Facebook the same day.

- The Public Information Office contracted with College InBound to create a semi-custom 60-second video promoting the college’s curriculum and CE programs in general and the Early Childhood, BLET/Criminal Justice, Associate in Fine Arts: Music (college transfer), and Practical Nursing/Nurse Aide/EMT programs specifically. Early Childhood, BLET/Criminal Justice and Nurse Aide/EMT were selected as programs to highlight in the fall 2018 schedule.
as these were identified as needing an enrollment boost. The video was launched on Facebook and Instagram on June 28, 2018.

- The Public Information Office created a new billboard design featuring three successful MCC graduates (nurse, wildlife officer, IT technician) with the new tagline “Your Trail Awaits.” This tagline is being used with the 60-second video on Facebook and other advertising as appropriate. The billboard will be displayed June 2018-July 2019 on Interstate 73/74 South near the Black Ankle exit in Montgomery County.

- The City of Troy held the annual Troyfest on Saturday, June 30, 2018. Numerous MCC personnel and divisions represented the College at the event. Student Services (B. Smith, Jessica Blake, Natalie Winfree, and 3 student ambassadors), Academics (L. Proctor), Continuing Education (Josh Floyd), Public Information Office (M. Haywood), and Distance Learning (C. Ellison). Josh Floyd did pottery demonstrations using a pottery wheel during the day. Approximately 200-250 stopped by MCC’s booth. BLET (Pete Heron) drove a MCC BLET car in the Troyfest parade.

- On April 11, 2018, MCC hosted a Construction Day event at the Biscoe Center where 200 high school students learned about careers in construction as well as construction related programs at MCC.

b.) Provide marketing at a variety of locations within the community; host activities and invite the small business community to the campus.

College Goals: 3

Key Divisions, Departments, or Programs: Public Information Officer, Student Services, Foundation

Evidence of Activities that Support Goal Attainment

- MCC held a 50th Year Celebration Open House in conjunction with MCS’s Welcome Back on Thursday, August 10, 2017 from 5:30 - 8:00 pm. The Open House had a “big top” theme, with all programs participating with booths encouraging fun, and providing information. The Open House had approximately 750 in attendance.

- Johnson Bray, Troy City Planner, Jessica McDaniel, Director of SBC, The Dawson’s, owner of the Hotel Troy, and the Troy Neighborhood Redevelopment Corporation, a non-profit, are in discussions about creating a space in downtown Troy that would be a “BizHub.” The space would be a type of incubator space. (Cabinet 09.05.2017 Dean of CE)

- The Student Services staff, along with other MCC personnel, presented information to West Montgomery students and their parents at a scholarship workshop organized by Mr. Earl Leake on September 30. Approximately 100 attended.

- The 50th Anniversary Gala was held on September 23, 2017. Approximately 180 attended the event. It raised approximately $19,000.

- The Small Business Center assisted with the “Business of Beer” at STARworks on September 21, 2017. It was a great success with over 20 registered attendees, and requests for more related workshops in the future. (BOT 10.11.2017)

- The Small Business Center attended a ribbon cutting and grand opening for SBC client Elevate Ballet Company at their store in the Biscoe Walmart Shopping Center. Elevate has tripled its expected enrollment since opening and continues to receive ongoing counseling and assistance from the SBC. (BOT 10.11.2017)

- The Director of Student Life and Recruitment and several of the College Ambassadors passed out candy, brochures and/or answered questions at the Biscoe “Halloween in the Park” event on Tuesday, October 31, 2017. The college had 10 bags of candy that was completely disbursed. The organizer of the event said that there were approximately 2000 people in the park for this event. (Cabinet 11.2.2017)

- A press release announcing the 10th baby award was provided to local papers on December 7, 2017. Onyx Mason, the son of Kenzi Smith and Adam Mason was born on September 9, 2017. Each year, the MCC Foundation awards a scholarship to the first Montgomery County baby born on or after September 7, the college’s birthday.
• The Board of Trustees held their annual retreat on Friday, March 23, 2018. The focus of the retreat was “partnerships” and a luncheon where county and/or community partners were invited had a guest speaker, Patrick Woodie of the NC Rural Center. Approximately 65 attended the luncheon event.
• The NC Office of Outdoor Recreation Industry held a listening session on the campus of MCC on May 8, 2018. Thirty-six people attended the meeting to learn about this new office and to provide feedback to the newly appointed director.
• On April 11, 2018, MCC hosted Construction Day event at the Biscoe Center where 200 high school students learned about careers in construction as well as construction related programs at MCC.

C.) Leverage the marketing potential of advisory committees.

College Goals: 1, 3

Key Divisions, Departments, or Programs: Curriculum, Public Information Officer

Evidence of Activities that Support Goal Attainment
• The CJC and BLET held and Advisory Committee Meeting in June 2018. At that meeting, the program chairs requested that the committee members help to promote the marketing of Criminal Justice and Basic Law Enforcement Training.
• The Forestry program’s advisory committee has several graduates of the program on it – which are strong advocates for MCC’s Forestry program. John Reese, employed by Duke Energy, talked about Utility Forestry options available in the electric industry. John Reese works with Russell Strong, Department Chair for Forestry, on implementing training for skill sets needed for employment with Duke Energy and their contractors. (Forestry Advisory Committee Minutes 06.25.2018)
• Amy Frieary, Department Chair for Early Childhood Education, reported that various childcare facilities in Montgomery County regularly recommend MCC’s EDU courses to both their already hired staff, as well as individuals interested in working for their childcare facility. The Early Childhood Advisory Committee has several of these childcare operators on that committee.
• The Business Department Chair, Mike Collins, relates that he regularly receives phone calls from the Business Administration Advisory Committee members asking about recent graduates or soon to be graduates who might fill a need. CBC Business Services, located in Troy, and operated by Claudia Cranford, is an example of an advisory member who markets the Business Administration program on a regular basis.
• The Human Services Department Chair, Amy Frieary, has received student referrals from DSS (Montgomery County). DSS staff members needing additional education or continuing education credits often take HSE or SAB classes as a result of DSS recommendations.

d.) Create flexibility in all divisions of the College in order to adapt and respond quickly to economic and cultural changes and resulting needs within the community.

College Goals: 1, 3, 6

Key Divisions, Departments, or Programs: Vice Presidents

Evidence of Activities that Support Goal Attainment
• The college changed to a 10 point grading scale as of fall 2018 - in order to work more fluidly with the Montgomery County School System (CCP and Early College students).
• HSE/AHS Classes have a new structure to their courses. We have combined students with College prep students to provide large groups/social interaction. Also are offering walk-in/next day registration process when students are ready to begin. Previously only on/or about the 15th of each month. (BOT 09.13.2017)
• Career pathways, within Foundational Studies, is piloting a Basic Skills Plus program where three students will receive tuition waivers. There are three career pathways: HVAC, Welding, and Nursing Assistant. The program will have academic supports in place to support their success in the college-levelled classroom. (BOT 09.13.2017)

• The College added an “Employee Assistance Plan (EAP)” as a free service to employees and family members for a variety of counseling services. There are also opportunities for employees/supervisors for professional development, mentoring and coaching. (Vice President of Administrative Services)

• A designated email fax line was installed in the Human Resource Department for their use only. This has allowed Human Resources to become more responsive to applicant / employee needs.

• During AY18, the Business Office implemented departmental budget access in Self-Service for Deans, Directors and Department Heads, allowing “real-time” viewing of expenditures by line item.

• During AY18, the College began offering online registration to CE students. This was in response to request of customers, especially those that live out of state and wanted to register for our classes.

• Work continues at the System level to revise the Developmental Education programs to better align Multiple Measures, CCRG, and Rise to make the processes as seamless as possible. (Vice President of Instruction)

• Expansion of Career and Technical Degree Offerings to meet the needs of the service area and the new CTE Building. (Vice President of Instruction)

• Two new apprenticeship tract opportunities for students were identified in AY17-18: Information Technology and Office Systems. The IT apprenticeship has been approved and funded for fall 2018. (Vice President of Instruction)

• As a result of the Program Review for the Arts & Sciences (Transfer) program, it will be creating an Advisory Committee, consisting of students, local high school reps, and local college officials. The Advisory Committee will ensure that MCC’s transfer program is meeting the needs of all constituents. (Vice President of Instruction)

e.) Offer programs that meet the needs and interests of older community members and retirees.

College Goals: 1, 3, 6

Key Divisions, Departments, or Programs: Continuing Education

Evidence of Activities that Support Goal Attainment

• The NCCCS adopted a state waiver process for seniors to audit state-funded classes, providing seniors with access to many classes free of charge. (07.24.2017)

• Continuing Education began offering our multi-media art class at the local senior center to expand their offerings at the center.

f.) Ensure high quality and comprehensive services that reflect the needs of all students.

College Goals: 1, 3, 6

Key Divisions, Departments, or Programs: Student Services, Distance Learning, Library

Evidence of Activities that Support Goal Attainment

• The Student Satisfaction survey was conducted in fall 2017. It surveyed student satisfaction with registration, book orders, placement testing, financial aid, and cashier services. Seventy-five students responded, and the overall findings were positive - students are satisfied with services. There were negative comments related to the “virtual bookstore,” admission and
registration processes, and financial aid. Goals related to the areas of concern are on Outcome Assessment Reports for the 2017-2018 academic year. (Cabinet 12.12.2017)

- The College began implementation of an upgrade to the old WebAdvisor program service during the fall of 2017. This upgrade is more commonly known as Self-Service and includes the following enhancements: Students can log-in to one system and see their education progress, which includes past courses and grades, as well as current courses, schedules, and “plan” future courses in future semesters; Students can see their financial aid awards in self-service; Faculty advisors can access the students’ progress section, and planning section; there is a note section where an advisor can make particular notes so that other faculty also assisting the student can see them. There will be a learning curve for both students and faculty/staff to utilize this powerful tool, but it is anticipated that it will improve planning and advising services. (Quality Trails 01.02.2018)

- The IT department created a Student Help page, to aid students with frequent questions asked. The Student Help page is utilizing the new Etrieve software system to streamline processes. An example is when a student needs to apply for graduation, this is now an Etrieve form, that when the student completes the form and hits submit, it automatically transmits to the Registrar. In the past, this was a paper process that required completion, printing or scanning, and then student transmission to the right individual. (Email announcement to students 01.08.2018)

- The Employee Survey was conducted in May 2018. This survey recommends improvements to the college’s website, improvements with admissions and registration processes, and greater visibility by Campus Security. Goals related to these three items will be added to the respective Outcome Assessment Reports. (Cabinet 07.10.2018)

4. Resource Procurement and Allocation

a.) Examine College processes and employees’ responsibilities to determine the best and most efficient use of physical and human resources while minimizing the impact on the quality of instruction and services provided to students and the community.

College Goals: 2, 4, 5, 6

Key Divisions, Departments, or Programs: Vice Presidents

Evidence of Activities that Support Goal Attainment

- Cabinet reviewed the vehicular traffic volume and existing traffic pattern with the addition of the Early College. (Cabinet 09.05.2017)
- The Etrieve document scanning function is being fully utilized by the Enrollment Office. Student Services has also begun scanning old records into the system and eliminating paper files.
- The Board of Trustees approved a new full-time position, Program Facilitator of Short Term Gunsmithing Courses at the October 11, 2017 meeting. This position will assist the Gunsmithing Director with NRA course offerings through the Continuing Education division.
- The Cabinet reviewed the fall 2017 Student Satisfaction Survey at its meeting on December 11th. One of the issues students identified needing improvement is our textbook purchase options. An ad hoc committee was formed to review this issue and others relating to textbooks. The Ad Hoc committee is comprised of: C. Ellison, B. Smith, J. McBride, L. Proctor, and other yet to be identified faculty members.
- The Director of Foundational Studies conducted a thorough analysis of the Basic Skills division, including observation of courses and instructors, a study of prior class offerings for enrollment and student performance, resource materials available and resources needed, faculty credentials, MCC’s student performance measures set by the NCCCS, and test offering options. As a result of the analysis, numerous improvements in the department occurred;
namely, eliminated low attendance classes; added two new classes in new locations with high
interest and attendance; resources on hand, as well as new resource purchases, were
organized and placed in classrooms for ease of use; eliminated poor performing part-time
staff/faculty; rewarded high performing staff/faculty; increased duties of existing staff/faculty;
enrolled teachers in professional development opportunities; and, reduced the number of
testing days on and off campus to maintain appropriate coverage for other Basic Skill division
duties. Thirteen students enrolled in MCC courses completed HiSet testing for the period July 1 -
December 31, 2017. During the same period last year, five students completed HiSet testing.
Thus, MCC is already seeing an improvement in efficiency and efficacy as a result of the
changes.
- Upon the retirement of the Library Technical Assistant in late April 2018, the Dean of IT/Library
Services/Distance Education examined the needs of the Library, and updated the job
description to create efficiencies within the Library, Bookstore and Distance Education service
area needs. (Cabinet 04.17.2018)
- Partnered with a new virtual bookstore vendor, MBS Direct.

b.) Seek grant and foundation funding to provide educational financial assistance to the underserved
and needy populations.

College Goals: 2, 5

Key Divisions, Departments, or Programs: Foundation

Evidence of Activities that Support Goal Attainment

- MCC was invited to apply for a Duke Energy Community College Apprenticeship Grant in the
  amount of $200,000. The College submitted the application on 09.20.2017. (BOT 10.11.2017)
- The College applied for an American Welding Society Foundation Welder Workforce Grant to
  expand current welding space or new space to accommodate more students. (BOT 10.11.2017)
- In September 2017, the College applied to the NRA Foundation for a total of $8,000 to provide
  merit scholarships for gunsmithing students in the fall 2017 semester. The College received the
- The Montgomery Community College Foundation held a 50th Anniversary Gala on Saturday,
  September 23rd. Approximately 180 attended, and approximately $19,000 was raised.
- Mrs. Epps reported that 79 scholarships were awarded at the Scholarship Awards Ceremony
  on September 7, with 25 of those being Montgomery Scholars students. Scholarship awards for
  the fall semester total $77,000. (Cabinet 09.19.2017)
- The college has been awarded a $200K grant by Duke Energy, which will be used for adult
  apprenticeship. The funds will be used to provide tuition and supplies for adult apprentices
  who might not otherwise be able to take advantage of the program offerings.
- The Continuing Education division received a $47,000 NCCCS grant to buy a trailer to be used
  with our drone program. MCC already has a contract with Wake County to offer drone related
  courses to anyone in Wake County, and a similar contract is in the works with Charlotte.
  (Cabinet 11.28.2017).
- The MCC Foundation Board met on February 14, 2018 and will hold a new fund-raising event
  in October 2018: A Shooting Clay Event. The target market for this fund-raising event will be
different from the golf tournament.
- The Director of Resource Development shared with Cabinet that we have a matching fund
  donor. The donor has pledged up to $15,000 in matching funds for contributions made through
  April. (Cabinet 03.06.2018)
- The Director of Resource Development shared with the Board of Trustees at the March 14,
  2018 meeting that a new fundraising initiative has been started. Luncheons with identified
  persons, with a giving card handout have thus far yielded $7000.00 in community giving to the
  MCC Foundation.
● Year-round Pell has been approved and will provide additional financial aid funds to qualifying students taking classes this summer. (VP of Student Services report to BOT 3.14.2018)
● Project Skill-Up is a NCCCS initiative whose goal is to help individuals in NC adversely impacted by changes in the tobacco-related sector of the economy. The College received $15,000 that will provide scholarship assistance to individuals to update their current skills and provide them with additional marketable skills reflective of fast-growing occupations and/or new industries within their local communities. (BOT 4.11.2018)
● The Resource Development Office and the Foundation Board hosted a “friends” event on the evening of April 30th in the College Boardroom. All of the Lion’s Clubs for Montgomery County were invited to a meal, tour, and information session about the College. One of the members of the Lion’s Club from Candor mentioned looking at moving a scholarship to MCC from its current manager. (Cabinet 05.01.2018)
● The Director of Resource Development shared with the Board of Trustees at the May meeting that the Golf Tournament yielded $13,000 in proceeds. Further, that the Montgomery Fund grant request for daycare and tutoring funds was recently approved. This will be used to assist College and Career Readiness students who may need childcare and/or tutors for their school age kids, while they are in class. (BOT 05.09.2018)
● The Cabinet decided at the June 12, 2018 meeting to try a year’s subscription to “Foundation Directory Online.” This is a resource to find grants relative to departments and/or programs of study.

c.) Procure additional funding for capital projects as outlined in the Facility Master Plan.

College Goals: 2, 5, 6

Key Divisions, Departments, or Programs: President, Foundation

Evidence of Activities that Support Goal Attainment
● The College received approval to spend our GoldenLeaf grant with modification on July 24, 2017. This money will be used in relation to gunsmithing, bladesmithing and woodworking programming. (August 9, 2017 BOT Agenda)
● The College applied for an American Welding Society Foundation Welder Workforce Grant to expand current welding space or new space to accommodate more students. (BOT 10.11.2017) This grant was not received; however, the college was encouraged to apply for future grants.

5. Leverage and the Power of Technology

a.) Increase online curriculum and continuing education course offerings and instructional support in areas identified as high need.

College Goals: 1, 2, 3

Key Divisions, Departments, or Programs: Distance Learning, Curriculum, Continuing Education

Evidence of Activities that Support Goal Attainment
● The Dean of Distance Learning prepared an NCSARA application in February 2018. We received membership as of June 4, 2018. NC SARA (National Council for State Authorization Reciprocity) is the agency where the College would get approval to offer existing distance learning programming to students in other US states. It is anticipated that the Hunting and Shooting Sports Management program will see some immediate increase in enrollment because of this membership.
Montgomery Community College became a participant in the National Council for State Authorization Reciprocity Agreements of June 4, 2018. This will allow the College to offer its SACSCOC approved curriculum programs in states where reciprocity exists.

The College obtained Respondus Lockdown & Monitor for trial use during the summer of 2018 for online courses needing test proctoring. (Cabinet 06.12.2018)

b.) Maintain instructional spaces equipped with state-of-the-art technology and equipment.

College Goals: 1, 2

Key Divisions, Departments, or Programs: Information Technology

Evidence of Activities that Support Goal Attainment

- The Gunsmithing program added a new lab as of fall 2017, which included 12 new lathes and 5 new milling machines.
- The computers in the Forestry lab received upgrades in October and/or November 2017. The upgrades significantly improved the performance of the PCs for the Forestry students.
- Cabinet discussed the acquisition of two more Clear-Touch screens. Use of the previously purchased screens is high as demonstrated by the room utilization report. (Cabinet 09.05.2017)
- Three additional ClearTouch interactive panels were purchased in April 2018 for the Basic Skills/Adult High School classroom, Nursing and Biology.
- A mobile lab of 20 computers was added for access in Blair Hall.
- The Bladesmith shop has had electrical upgrades completed and forges have been installed for future classes. (BOT 09.13.2017)
- Four new "Chile" brand forges have been installed in the knife making space. (BOT 09.13.2017)
- The Continuing Education division received a $47,000 NCCCS grant to buy a trailer to be used with our drone program. MCC already has a contract with Wake County to offer drone related courses to anyone in Wake County, and a similar contract is in the works with Charlotte. The trailer will be equipped with various types of technology utilized by the drone program. (Cabinet 11.28.2017)
- Two learning spaces were constructed in the library to be used for small group collaboration projects, tutoring and proctoring. The rooms will be outfitted with furnishings and computers in AY19.

c.) Maintain and improve all aspects of the College network to facilitate the use of new, more effective technologies.

College Goals: 1, 2

Key Divisions, Departments, or Programs: Information Technology

Evidence of Activities that Support Goal Attainment

- Self-Service is now available to students through WebAdvisor. This allows students to register for classes online; it also gives them a schedule view of their semester. The feedback thus far is good. (Cabinet 11.2.2017)
- The College’s web page was migrated to a new server on or about December 18, 2017. The migration improves the performance of end user’s interaction with MCC’s webpage. (Cabinet 01.09.2018)
- The College IT department upgraded the existing core switch and firewall to provide a faster and more secure network and Internet experience.
The IT department is working with the Continuing Education department to implement “instant enrollment” for CE courses from the website. They plan to pilot its use in the summer, and implement it for complete utilization in fall 2018. (Cabinet 4.17.2018)

New Toshiba copiers were installed around the campus on June 12, 2018. (Cabinet 06.12.2018)

Upgraded the Colleague user interface allowing users to work in any browser.

The IT Department added user photos to the Colleague system, allowing faculty and staff to better identify students and employees.

Online Web Attendance tracking is now being used by the majority of curriculum faculty. (Vice President of Student Services)

d.) Monitor effective implementation of QEP to ensure integration of expected outcomes and technology to enhance the online learning experience.

College Goals: 1, 2, 4

Key Divisions, Departments, or Programs: Distance Learning, QEP Implementation Committee, Curriculum

Evidence of Activities that Support Goal Attainment

• Tracey Wyrick, Debby Douglas and Amy Frieary completed Wake Tech’s EPIC 30 online teaching certificate on July 11, 2017. This course helps faculty to master the skills to develop accessible, engaging, and user-friendly online courses.

• Two instructors are enrolled in the summer 2018 EPIC 30 (Thomas and Gibson).

• Fall 2017 grades were evaluated for student success. Student success under the Quality Enhancement Plan is defined as a final course grade of A, B, or C. Traditional student success is 75.92% and online student success is 71.6%. This is an upward trend. (Cabinet 01.09.2018)

• Spring 18 grades were evaluated for student success and shared with the QEP committee and other Administrative personnel on May 18, 2018. Student success under the Quality Enhancement Plan is defined as a final course grade of A, B, or C. Traditional student success is 86% and online student success is 74%. This is an upward trend.

• The Coordinator of Institutional Effectiveness tracked withdrawal rates for fall 17, spring 18, and summer 18 semesters. This information was shared both with administration and the QEP committee in an “ongoing” manner throughout the semester, and final withdrawal numbers at the conclusion of each semester.

• The Coordinator of Institutional Effectiveness shared with the QEP Coordinator, the QEP Chairperson, the Vice President of Instruction and the President withdrawal data trend information on March 16, 2018. This information shows a slight decrease in withdrawals since we began reviewing our withdrawal data: number of students withdrawing (unduplicated); number of withdrawals (courses), and reasons for withdrawals.

• Instructors teaching Early College and courses with CCP students were requested to use the Retention Center in Blackboard to closely monitor student activity related to grades, participation and attendance. Triggers in these categories were set and instructors sent email alerts, when needed, to the student, Director of Counseling, and Coordinator of Educational Partnerships.

• Beginning in the spring 2018 semester, the peer review process was modified and instructors are now required to complete a self-review of their online course prior to the online course being peer-reviewed.

e.) Integrate evaluative measures of student success and program/services review to ensure funding decisions are data driven.

College Goals: 1, 5
Evidence of Activities that Support Goal Attainment

- The Business Office, Information Technology and Admissions and Registrations will implement a Customer Service Feedback Survey on their outgoing emails - to seek input from "customers" about their services. (Cabinet 07.11.2017)
- The Coordinator of Institutional Effectiveness created a shared google drive folder which contains an excel file for each curriculum program of study. Within the excel file for each program, there is historical information (by academic year) for unduplicated enrollment segregated by gender and ethnicity, graduates, success rates, and FTE. This information has been shared with all department chairs, deans, the Vice President of Instruction and the President - and is available to anyone else upon request.
- The 2017-2018 Institutional Effectiveness Plan was presented to the Board of Trustees at their October 11, 2017 meeting. The IE plan was also shared with all MCC staff and faculty by email on October 12, 2017. The plan is available to the public on MCC’s website.
- The Early Childhood program underwent a Program of Study review at the NCCCS level during spring 2018. There are now three distinct curriculum options for students: Licensure Transfer; Non-Licensure Transfer; or, Non-Transfer Career Track. These changes are effective with the fall 2018 term.
- Program Reviews by peer reviewers of the following curriculum, continuing education or support units occurred in 2017-2018: Arts & Sciences, Business Administration, Gunsmithing, Hunting & Shooting Sports Management, Metal Engraving, Practical Nursing, CE-Customized Training, CE-Health Occupations, CE-Industrial/Manufacturing, CE-Occupational Extension, CE-Public Safety, SU - Financial Aid, SU- Human Resources, SU - Resource Development, SU - Information Technology, and SU - Distance Education. Written recommendations concerning ways to improve programming or processes was shared with the appropriate department chair and their supervisor, as well as with the President of the College.
- The President, Vice President of Instruction, and the Coordinator of Institutional Effectiveness met twice in spring 2018 to discuss the “draft” 2018 Performance Measures report, and how MCC should move forward to improve outcomes on the various measures. Basic Skills, Licensure & Certification, and Transfer Performance related faculty provided memos about their measure and improvements planned for next year. The English, Math, First Year Progression and Curriculum Completion measures required a deeper data dive to look for trends. Goals have been added to specific programs, (Basic Skills, Licensure & Certification, and Transfer Performance) for AY19 identifying the improvement plans. The Grade Distribution Instructor Analysis report and planned usage (explained in a below bullet) will be used to improve College success on the English, Math, First Year Progression, and Curriculum Completion measures.
- Implemented a Grade Distribution Instructor Analysis report in spring of 2018. Patterning after best practices at Valencia CC, MCC will monitor completion rates by each section by term to identify courses where students are struggling. Sections with a completion rate of less than 70% where enrollment is statistically significant will trigger a review with the Dean in the area and additional College resources as needed. The idea is to identify issues and direct supplemental resources to improve outcomes.
- The Data Dashboard added Curriculum and Continuing Education Annual charts showing FTE, Enrollment and Semester-to-Semester comparisons.
- The Accountant and the Coordinator of Institutional Effective update the Cost Analysis Spreadsheet for the President as needed throughout the year, as well as at year-end. This provides the President with specific cost information by program of study for both curriculum and continuing education programs. This excel file includes FTE, graduation and enrollment data for each program.