

Central Carolina Technical College FY 2017-2018 Accountability Report

College Mission Statement

Central Carolina Technical College is a comprehensive, public, two-year institution of higher education dedicated to fostering a positive environment of teaching and learning for faculty, staff, and students. The College serves primarily the region of Clarendon, Lee, Kershaw, and Sumter counties in South Carolina and confers associate degrees, diplomas, and certificates. College programs, student support services, and resources provide citizens, businesses, industries, and communities with quality, affordable, accessible, customer-responsive post-secondary education through life-long learning and specialized training opportunities. These are designed to develop the foundation for personal growth, economic development, and an improved quality of life through multiple learning environments including traditional and electronic instructional methods. The College's vast array of associate degree, diploma, and certificate programs prepares students to enter the job market, to transfer to senior colleges and universities, and to achieve their professional and personal goals. Specifically, Central Carolina offers academic programs in business, the health sciences, public service, industrial and engineering technology, and the arts and sciences. Through its comprehensive programs and support services, the College serves students through traditional and non-traditional formats in multiple learning environments including online, electronic, and distance learning.

Vision Statement

Central Carolina Technical College will be the first choice for exceptional, quality, affordable, technical and comprehensive education, provided in an innovative, student-centered learning environment.

Strategic Goals

Educating Students

Goal 1: The College will foster an environment conducive to student success.

Goal 2: The College will expand its accessibility and program offerings.

Goal 3: The College will strengthen students' pathways to four-year colleges and universities.

Faculty and Staff

Goal 4: The College will attract and retain quality faculty and staff.

Partnerships

Goal 5: The College will strengthen its role with K-12 institutions and become a first-choice option for high school students.

Goal 6: The College will identify and maintain community, legislative, workforce, and higher education partnerships to accomplish its Mission.

Workforce Development/Continuing Education

Goal 7: The College will expand the continuing education training and educational programs' scope and effectiveness within the community.

Resources

Goal 8: The College will practice effective stewardship of its resources and seek new avenues of funding.

Planning for Institutional Effectiveness at Central Carolina Technical College

The following 2017-2018 Annual Goals Report represents a summary of the major accomplishments realized for the College's annual goals for this time period aligned with the 2015-2020 Central Carolina Technical College Strategic Plan. Central Carolina Technical College (CCTC) engages in ongoing, integrated, institution-wide, and research-based planning and evaluation. The elements of Central Carolina Technical College's planning processes incorporate a systematic review of the College's Mission, goals, and outcomes for continuous improvement. The 2017-2018 CCTC Annual Goals and their respective accomplishments are as follows:

1. Facilitate student learning in a technology-based environment to support student success through sound academic methodologies and the integration of the assessment of learning for continuous improvement.

- Developed new program of study for implementation in Fall 2018: Human Resource Specialist Certificate
- Conducted academic program reviews for 8 programs of study
- Conducted 22 advisory committee meetings to ensure linkages between instruction and workforce needs
- Upgraded student technology resources in computer labs and classrooms
- Maintained support services at off-site locations and expanded to include an ongoing evaluation of learning resources by the Librarian
- Implemented a new fully online process for Student Progress Plan creation and submission
- Incorporated exit counseling into the withdrawal process in Spring 2018 to help ensure students are educated about the consequences of withdrawing
- Implemented a new online CCTC Foundation scholarship application process
- Created an online anonymous tip form to allow students to securely and confidentially communicate with Safety and Security about any concerns
- Loaned laptops and tablets to 42 students through two grant programs
- Provided instructional environment resulting in student certifications as follows:
 - Machining & CNC Certifications – National Institute for Metalworking Skills Certificates: 41
 - Welding Certifications – NCCER Core Curriculum Certifications: 18
 - HVAC Certifications – HVAC Excellence Employment Ready Certifications: 44
 - Health Sciences Certifications – 100% of Surgical Technology August 2017 graduates passed the CST examination on first attempt; 100% of Massage Therapy August 2017 graduates passed the MBLEX examination on first attempt; 100% of Pharmacy Technology August 2017 graduates passed the ASHP examination on first attempt; 94% of Medical Assisting August 2017 graduates passed the AAMA examination on first attempt; and 97% of Associate Degree Nursing May and August 2017 graduates passed the NCLEX examination on first attempt; 100% of Nursing Aide students passed the NNAAP examination on the first attempt
- Launched CCTCgo, the College's mobile application available on Apple and Android devices in September 2017
- Initiated process for the student information system upgrade to Banner 9
- Received USDA Rural Utilities Services Distance and Learning Telemedicine grant to develop CONNECT courses which allow a course to be taught simultaneously in multiple locations through synchronous video
- Served the following number of unduplicated students per term in distance education courses: Fall 2016: 2,306; Spring 2017: 2,128; Summer 2017: 1,346
- Created replacement parts for Caterpillar Inc. through the work of seven Engineering Design Graphics students utilizing 3D printing
- Made over 17,000 contacts with students through the support of the Freshman Advisors including contacts made via email, phone, and during class visits and technology training sessions
- Implemented faculty portion of Register Blast for course exam submission
- Began implementation of Accuplacer Next Generation placement exam

2. Implement institution-wide retention strategies reflecting the needs of the CCTC student population to increase retention for first-time, full-time freshmen and improve program completion with focus on the new student population through the College's Quality Enhancement Plan (QEP).

- Increased the Fall-to-Fall retention rate of first-time, full-time students from 53% (FY17) to 59% (FY18)
- Implemented Year 3 of the College's QEP, Smart Choices for Success, focused on retention and program completion of first-time freshmen
- Provided support services through TRIO Student Support Services, Special Populations Program, and the PBI Program to improve student retention
- Increased the retention of high-need, STEM, and African-American male students through the strategies implemented in the PBI grant program
- Conducted 4 college visits and provided opportunity for 28 STEM and MIM students to attend the National Men of Color Summit; the National Student Leadership Conference; USC Leadership and Diversity Conference; and the BOEING Plant Dreamers Tour through the PBI and TRIO Student Support Services grant program
- Offered 78 sections of COL-105: Freshman Seminar, a course focused on increasing academic skills for success and enhanced advising to support the retention and program completion of first-time students

3. Provide student support services and programs that address the diverse needs of the student population by connecting students with the College's services and programs to enhance the educational experience and support program completion.

- Provided business and industry tours, college visits, and cultural exploration opportunities through grant programs
- Provided extensive career services through job fairs, personalized assistance, specialized workshops and classroom presentations
- Held job fair in September 2017 with over 300 participants and hosted Come See Me Days in March 2018 with 177 participants
- Selected as Military Friendly School by the G. I. Jobs magazine for seventh consecutive year
- Offered special events for veteran students through Student Veterans Association, Veteran Resource Center, and VA Certifying Official including Memorial Day, "Veteran 101," and The Veteran's Forum: Honoring Our Local Heroes
- Received TRIO Veterans Upward Bound grant to assist veterans in the development of academic skills necessary for completion of postsecondary programs
- Partnered with Loan Science for financial literacy resources
- Awarded almost \$20M in financial aid to more than 4,000 students from public and private sources
- Reduced the College's FY18 Cohort Default Rate (CDR) to 6.4%
- Promoted 374 Student Life events, 7 Title IX workshops, and 1 student success story through use of social media, website, myCCTC and Centrally Speaking
- Provided a PLATO Test Up Boot Camp to 65 local high school students; 260 students utilized the PLATO courseware to improve scores on placement tests
- Increased the number of unduplicated students receiving tutoring in the Student Learning Center by 15%
- Partnered with SC Vocational Rehabilitation counselors in Sumter and Kershaw Counties to provide monthly, on-campus assistance for students
- Maintained the Alumni Partnership with over 1,000 members and expanded business partners

4. Implement a comprehensive enrollment and marketing plan to focus on student recruitment for targeted student populations, programs, College locations, and modes of delivery to increase student full-time equivalent (FTE) enrollment by 3% for the 2017-2018 academic year.

- Enrolled 3,631 students in Fall 2017 in over 50 programs of study for a 2.37% increase in enrollment
- Debuted CentralGO, a vlog featuring events, programs, faculty, staff and students at the College
- Conducted targeted recruitment of high school students which resulted in a 20.4% enrollment of high school graduates immediately following graduation
- Increased Central Carolina Scholars program enrollment by 5% from FY17 to FY18
- Recognized as #7 Nursing program in the state of South Carolina by www.RegisteredNursing.org
- Revised all admissions print and electronic communications to improve admissions process
- Implemented Instant Admissions Days to expedite admissions process for prospective students

5. Support program completion by increasing the College's graduation rate, and expand and promote transfer opportunities for the College's graduates.

- Awarded 669 degrees, diplomas, and certificates to 554 graduates (July 1, 2017 – June 30, 2018)
- Achieved a 93% college-wide placement rate for graduates placed directly in the workplace
- Increased the college-wide graduation rate to from 13% in FY17 to 19% in FY18 (2014 cohort of first-time, full-time students)
- Hosted University Transfer Day in February 2018 with 31 colleges/universities represented
- Conducted visits to USC Upstate, Lander University, Claflin University and MUSC to learn more about their transfer processes
- Provided graduation assistance to 82% of the 2017-2018 graduates in STEM capstone courses
- Increased TRIO Student Support Services cohort graduation rate by 12% and cohort transfer rate by 7%
- Continued target population retention programs through the Perkins, TRIO, and PBI programs
- Continued work on the administrative graduation process to award and notify students near program completion
- Changed the graduation regalia to navy blue for students and added graduation cords for veterans, Early College students, and honor graduates (GPA of 3.5 or higher)

6. Maintain appropriate qualified faculty and staff to support and deliver quality programs and services.

- Hired qualified faculty and staff members with appropriate credentials and experience to support the College's Mission
- Provided flexible schedules for employees to accommodate employee and institutional needs
- Added 7 faculty positions and lost 2, for a net increase of 5 faculty positions; also added 13 staff positions
- Promoted 10 faculty and staff members from within the institution to positions of greater responsibility
- Provided \$800 lump sum bonus to all qualified employees in April 2018
- Recognized Tiffany Wilson – Director for Financial Aid and Veterans' Affairs, for outstanding service at the College in October 2017
- Recognized Farrell Jones – Systems Manager, Bert Hancock – Mechatronics Program Manager, and Natasha Covington – Career and Learning Services Administrative Assistant, for outstanding service at SCTEA in February 2018
- Conducted New Faculty Orientation and Adjunct Faculty Orientation each semester
- Conducted Online Certification for faculty scheduled to teach online courses each semester
- Offered 50 professional development program offerings to support the teaching and learning environment, including diverse training opportunities and required training
- Received \$40,688 in professional development funds from 2017-2018 Perkins grant to support teaching and learning across the institution
- Provided \$30,564 in College funds for professional development activities for faculty and staff

7. Maintain strong working partnerships with the secondary (K-12) school systems to provide appropriate programs for secondary students in an effort to provide a viable workforce for the College's service area.

- Partnered with all four counties to offer an ongoing Central Carolina Scholars Program for qualifying high school seniors who graduated in June 2017 to enter CCTC in Fall 2017 with full tuition assistance
- Partnered with Clarendon School District 2 and Lee County School District to implement Early College programs
- Hosted Central Carolina Scholars Signing Day on April 21, 2018
- Maintained Central Carolina Scholars and Central Carolina Connect blog to increase communications with high school counselors, students, and parents
- Held 32 Scholars presentations, 38 Scholars high school visits, 78 high school recruitment visits, and 22 career/education fairs for 170 events offered by the Recruitment Office in Fall 2017 and Spring 2018
- Offered the School Counselors' Summer Institute for 13 secondary counselors in July 2017
- Hosted the Counselors' Breakfast for 58 secondary guidance counselors, Adult Education teachers, and Career Center staff in January 2018, increasing attendance by 11.5% from FY17 to FY18
- Offered dual enrollment courses to over 700 qualifying high school students from 19 high schools and 5 homeschool associations
- Hosted the 1st CCTC Academic Challenge in November 2017 with 12 participating area high schools
- Hosted the 2017 Winter Wonderland Event for 230 Alice Drive Elementary students which collected 580 food items to be donated to local food pantries including the CCTC SNAC food pantry

8. Maintain and expand the awareness of state, county and regional government officials and community partners of the College's role in the higher education community and its impact on the economic development of the region.

- Worked collaboratively with local economic development agencies
- Collaborated with local government agencies and school boards to secure funding for Scholars program
- Hosted 330 area 8th grade students and parents as well as regional manufacturing and technology firms at the Advanced Manufacturing Technology Training Center for the 2018 Sumter Economic Development Board's Manufacturers & Technology Expo to increase early STEM exposure in March 2018
- Hosted the 7th annual CCTC Foundation Golf Tournament in October 2017 with support from 88 sponsors
- Hosted the 36th Annual SC Technical College Welding Skills Competition in April 2018; CCTC welding students placed first in Categories 2, 3, and 5
- Conducted a joint safety training with the Sumter County Sheriff's Office focused on "Run, Hide, Fight" in February 2018
- Collaborated with local and regional government officials to secure additional funding for the Kershaw County Campus expansion

- Hosted the Annual Legislative Breakfast at the College's Health Sciences Center in October 2017
- Attended multiple events in Kershaw County to demonstrate the College's commitment to supporting education and economic development in Kershaw County
- Collaborated with Sumter School District to offer the STEM 10 program designed to start high school students in a mechatronics program and then graduate high school with a college certificate
- Worked with industry and SC Works to design an internship program (WorkFirst) specifically for the Machine Tool and HVAC programs
- Met with various members of the legislative delegation to discuss projects of importance for the economic development of the College's service area

9. Provide increased internship and apprenticeship opportunities for credit and noncredit programs; and

10. Investigate opportunities for expansion of continuing education and workforce training in an online environment

- Maintained ongoing communication with business and industry partnerships in service area to support the recruitment, expansion, and continuing workforce development needs
- Met with economic development agencies in four-county service area to review workforce needs
- Partnered with top companies and industries to provide apprenticeships including BD, Eaton, CAT Hydraulics, BCA, Baker's Sweets, Oak Mitsui, CCBCC, Carolina Filters, Martech, Thompson, Pure Power, Powell Valves, Hengst, Carolina Ag Power, Haier, OEM Auto Color Specialists, Rusty's Diesel, Scott Will Toyota, Lee Co. Correctional, ReWa, City of Rock Hill, Town of Dillon, CMD, Chester Wastewater, and SCDHEC
- Offered apprenticeship occupations including Machine Tool (Youth); PEC Customer Maintenance Tech; Water Treatment Operator; Electrician, Construction Craft (Youth); Water, Wastewater, Distribution; Wastewater; Maintenance Technician; Water Treatment, Water Distribution; Wastewater Treatment; Wastewater Facility Inspector; Auto Body; Auto Body Repair, Auto Mechanic; Diesel Mechanic
- Offered certification courses to 156 credit students through a scholarship program
- Increased new apprenticeships by 58% and new apprenticeship occupations by 32%

11. Provide appropriate physical facilities and resources to support the teaching and learning environment with a focus on expansion of instructional and student support facilities in Kershaw County; update the College's Facilities Master Plan.

- Attended Applied Technology Education Campus (ATEC) groundbreaking in December 2017
- Help Kershaw County Campus Grand Opening in February 2018 with Senator Vincent Sheheen
- Completed renovation of Building 400 to expand HVAC, Automotive Technology, and Welding programs
- Utilized Shaw Center for expanded Continuing Education and Workforce Development programs (Scholarship Program)

12. Utilize data for sound decision making and the application of appropriate management practices of institutional effectiveness to monitor program enrollment, departmental cost analysis, course success, student performance, administrative unit effectiveness, and to position the College to apply for relevant grant opportunities.

- Maintained integrated institution-wide processes for collecting, analyzing, and reporting data which ensures an effective and timely reporting to support decision-making and improve overall institutional effectiveness
- Facilitated use of results for continuous improvement through institutional planning reports such as the Plan of Action, Annual Effectiveness Report, and Administrative Unit Review
- Conducted Academic Program Reviews for scheduled programs of study; presented findings to the Curriculum Committee; and used results for academic department continuous improvement
- Compiled Program Outcome Assessment Tables for all academic departments with individual course performance and student achievement; integrated results for continuous improvement and reported through the Program Outcomes Assessment Tables; assessed course success and retention in all modes of delivery through the Student and Course Success Team
- Received over 1.8M in grant funds from US Department of Agriculture Rural Utilities Services (Distance Learning and Telemedicine), Caterpillar Foundation (Support for Freshman Students), SC Department of Education (Perkins), and US Department of Education (TRIO Veterans Upward Bound)
- Received the maximum number of recertification years for the Pharmacy Technician program's accreditation through the American Association of Health-System Pharmacists (ASHP)