Central Carolina Technical College
FY 2019-2020 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 2019-2020 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 2019-2020 CCTC Annual Goals and their respective accomplishments are as follows:

1. **Finalize the 2020-2030 Academic & Facilities Master Plan and identify strategies to optimize program and course offerings, resulting in increased enrollment.**
    - Completed the planning process for the College's Academic and Facilities Master Plan in January 2020 in collaboration with external consultants
    - Enrolled 3,361 students in Fall 2019 in over 50 programs of study
    - Conducted 24 advisory committee meetings to ensure linkages between instruction and workforce needs
    - Conducted academic program reviews for 11 programs of study
    - Developed 3 new programs of study for implementation in Fall 2020: Microsoft Office Applications Specialist Certificate, Child Care Assistant Certificate, and Pre-Nursing Preparatory Certificate
    - Developed 3 new courses starting Fall 2020 (MAT 013, RWR 032, and RWR 100) to reduce time to completion for students who place into developmental studies courses

2. **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.**
    - Utilized Rural Utilities Services Distance and Learning Telemedicine Grant CONNECT classrooms to provide synchronous video courses among Main, HSC, Lee, Kershaw, and Clarendon County campuses
    - Served the following number of unduplicated students per term in distance education courses: Fall 2019: 2,217; Spring 2019: 2,074; Summer 2019: 1,291
    - Provided instructional environment resulting in student certifications as follows:
        - Machining & CNC Certifications – National Institute for Metalworking Skills Certificates: 18
        - Welding Certifications – NCCER Core Curriculum Certifications: 11
        - HVAC Certifications – HVAC Excellence Employment Ready Certifications: 61
        - Computer Certifications – CompTIA A+: 1; CompTIA Network+: 1; Microsoft Office Specialist: 5
        - Health Sciences Certifications – 91% of Surgical Technology August 2019 graduates passed the CST examination on first attempt; 100% of Massage Therapy August 2019 graduates passed the MBLEX examination on first attempt; 76% of Pharmacy Technology August 2019 graduates passed the ASHP examination on first attempt; 95% of Medical Assisting August 2019 graduates passed the AAMA examination on first attempt; and 89% of Associate Degree Nursing May and August 2019 graduates passed the NCLEX examination on first attempt; 100% of Nursing Aide students passed the NNAAP examination on first attempt
    - Loaned laptops to 137 students through two grant programs; loaned laptops to 108 students and 99 faculty & staff through the User Support Services department in response COVID-19 needs
    - Enriched identified STEM programs of study by purchasing almost $210,000 in educational equipment
    - Redesigned the User Support Services call center phone system to match the capabilities of the college's switchboard providing a more professional, queue-based interface to better support students and staff
    - Conducted a Financial Aid business process review with Financial aid staff, ILT staff, and a Banner vendor, which resulted in a number of changes to align with national best practices for colleges
    - Made over 12,000 contacts with students through the support of the Freshman Advisors including contacts made via email, phone, and during class visits and technology training sessions

3. **Continue to implement institution-wide retention strategies, including a comprehensive advisement process, reflecting the needs of the CCTC student population to increase retention by 2% for first-time, full-time freshmen and improve program completion with focus on the new student population through the college's Quality Enhancement.**
    - Implemented Year 5 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, TRIO Veterans Upward Bound, Special Populations Program, Behavioral Intervention Team, and Disability Services 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
    - Increased the Fall-to-Fall retention rate of first-time, full-time students from 56% (FY19) to 61% (FY20)
    - Offered 67 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

4. **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.**
    - Launched first phase of the college's new customer relationship management (CRM) tool

- Implemented a new tool called UChat to assist students in acquiring information from Student Affairs personnel via a chat system on the website
- Hosted numerous events through Student Life to connect students to their peers and support services
- Inducted 83 new members into CCTC's Phi Theta Kappa International Honor Society, Beta Eta Pi Chapter
- Hosted Come See Me Day in March 2020 with 368 participants and a participant satisfaction rate over 90%
- Assisted 582 students with college applications, financial aid applications, scholarship information, and college placement testing through College and Career Coaches
- Offered 25 Career and Learning Services workshops at the FE Dubose and Kershaw County Campuses
- Awarded over $28M in financial aid from public and private sources to more than 3,300 students
- Launched a new shared library systems platform, Ex Libris; CCTC ranked 16th out of 53 colleges for records matched/contributed to the Network Zone for the new system; the Head Librarian and Library Specialist obtained ALMA certification
- Developed a new Records process for posting pending credit for secondary school articulation students and awarding the credit once the student has been admitted to the college
- Coordinated Mental Health First Aid Training for Behavioral Intervention Team members and conducted presentation for faculty Spring 2020
- Created online Special Populations Program orientation; conducted 6 ADA and 1 diversity workshop
- Achieved a 98% satisfaction rating from veterans enrolled in the TRIO Veterans Upward Bound program
- Selected as Military Friendly School by Victory Media for ninth consecutive year

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

- 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
- Awarded 744 degrees, diplomas, and certificates to 609 graduates (July 1, 2019 – June 30, 2020)
- Achieved a 91% college-wide placement rate for graduates placed directly in the workplace
- Achieved a college-wide graduation rate of 15% in FY20 (2016 cohort of first-time, full-time students)
- Increased Central Carolina Scholars retention by 26% from FY19 to FY20
- Recognized as #9 Nursing program in the state of South Carolina by www.RegisteredNursing.org
- Distributed 325 bags of college materials for iMAGINE CCTC! at the Clarendon County Expo
- Hosted first fall College Transfer Fair with 100 students and 25 institutions attending; hosted virtual Titan Transfer Talks via Zoom
- Hosted Business & Public Service Job Fair with 103 students and 23 employers attending
- Hosted Health Sciences Career Fair with 143 students and 41 employers attending
- Exceeded TRIO Student Support Services program goals for persistence by 30% and graduation by 9%
- Launched "Titans on the Move" program facilitating college site visits for college students to explore transfer options (Coastal Carolina University, University of SC, and Francis Marion University)
- Conducted 13 college visits/tours for 136 students to SC State, Coker College, Claflin University, Morris College, Winthrop University, Coastal Carolina University, NASCAR Hall of Fame, Honda, Clemson Men of Color Symposium, Emerging Leaders Student Leadership Conference (SC Tech System), USC Leadership Conference, and NASA NCAS (Langley, VA)
- Articulated transfer pathways for CCTC students to Lander University in three programs of study: Criminal Justice Technology, Human Services, and Paralegal
- Articulated transfer pathways for CCTC students to Southern New Hampshire University for the following programs of study: Accounting, Associate in Arts, Associate in Science, Computer Technology, Environmental Engineering, Human Services, Management, Natural Resource Management, and Nursing

6. Attract and retain qualified faculty and staff to support and deliver quality programs and services.

- Provided flexible schedules for employees to accommodate employee and institutional needs
- Conducted New Faculty Orientation and Adjunct Faculty Orientation each semester
- Conducted Online Certification for faculty scheduled to teach online courses each semester
- Promoted 6 staff members from within the institution to positions of greater responsibility
- Recognized P. Dinkins, Dean of Business and Public Services, for winning "Best Professor" in *The Item's* 2020 "Best Of" competition
- Recognized D. Smith – Systems and Programming Manager, for outstanding service at the College in 2019
- Recognized E. Broadway – Director of Safety and Security, W. Cunningham – Human Services Instructor, and F. David – Dual Enrollment Coordinator, for outstanding service at SCTEA in February 2020

- Recognized 9 employees through Employee Top Titan vlog entries
- Offered 41 professional development program offerings to support the teaching and learning environment, including diverse training opportunities and required training
- Received $43,788 in professional development funds from 2019-2020 Perkins grant to support teaching and learning across the institution
- Provided $37,043 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 2019 to enter CCTC in Fall 2019 with full tuition assistance
- Partnered with Clarendon School District 2 and Lee County School District for Early College programs
- Maintained Central Carolina Scholars and Central Carolina Connect blog to increase communications with high school counselors, students, and parents
- Offered dual enrollment courses to over 800 qualifying high school students from a total of 23 area high schools, independent high schools, and homeschool associations
- Hosted the 3rd CCTC Academic Challenge in November 2019 with 10 participating area high schools
- Conducted recruitment activities and on-campus events such as Central Carolina Scholars Day at area high schools, Scholars Receptions, Scholars Classroom Presentations, Scholars Presentations during FAFSA Nights, and Awards Day Presentations to 1,040 students
- Conducted 116 high school visits including Titan Days, College Application Days, high school Titan Tuesdays, Educational-Opportunity Visits, and classroom visits

8. Amplify the awareness of state, county and regional government officials, the public, and community partners of the college's role in the higher education community and its impact on the economic development of the region through a strategic marketing campaign.

- Met with various members of the legislative delegation to discuss projects of importance for the economic development of the College's service area
- Collaborated with local government agencies and school boards to secure funding for Scholars program
- Awarded "Best College" in *The Item's* 2020 "Best Of" competition
- Recognized at the National Association of Development Organizations 2019 Annual Training Conference via the Santee-Lynches Council of Government Impact Award for the Central Carolina Scholars Program
- Announced the results of an economic impact study, which found that the college has had a $1.2 billion impact in the past ten years for Clarendon, Kershaw, Lee, and Sumter counties
- Recognized at the South Carolina Technical Education Association (SCTEA) Annual Conference via a 1st place award presented to the CCTC Biology Club and PTK Beta Eta Pi chapter for their community involvement project
- Collaborated with McLeod Health Clarendon to present a free information session about stroke awareness to the public at 4 locations simultaneously using CONNECT synchronous video technology
- Produced masks for McLeod Health using 3D printers through the collaboration of CCTC Engineering Design Technology program manager D. Tuders, other college staff, and students
- Conducted 6th annual joint Active Shooter safety training in collaboration with the South Carolina Law Enforcement Division (SLED) in February 2020
- Participated in the Sumter Development Board's 2nd eSTEAM Sumter STEM festival
- Partnered with the Lee County Council on Aging to host a winter drive to provide winter wear for seniors in Lee County through the Human Services HELP student organization
- Created employer registration awareness postcard and sent to 700+ Sumter Chamber of Commerce members to promote College Central Network, a platform to connect CCTC students and employers
- Hosted Pee Dee Reentry Job Fair & Expo at the Advanced Manufacturing Technology Training Center in September 2019
- Hosted *The Item's* "Best Of" Sumter Nominee Expo in January 2020 at the College's Advanced Manufacturing Technology Training Center

9. Provide increased internship and apprenticeship opportunities for credit and noncredit programs, and investigate opportunities for expansion of continuing education and workforce training programs that lead to credentials.

- 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

- Continued partnership with BD and SKF (Kaydon) with their youth apprenticeship programs for Mechatronics and Machine Tool Technology Dual Enrollment students
- Hosted a Youth Apprenticeship Signing Day for 5 Sumter School District high school seniors becoming apprentices with BD and SKF
- Hosted a Youth Apprenticeship Information Night for students and parents for the 4-county service area
- Offered apprenticeship occupations: Maintenance Tech, Maintenance Technician, Water Treatment, Water Distribution, Wastewater Treatment, Wastewater Facility Inspector, and Education & Training
- Partnered with top companies and industries to provide apprenticeships including BD, CAT Hydraulics, Pure Power, City of Columbia, SCDHEC, and Continental
- Provided training for 68 companies, a 17% increase from FY19; provided online training for 156 students, a 5% increase from FY19
- Offered certification courses to 170 credit students via a scholarship program, a 35% increase from FY19

10. Provide appropriate physical facilities and resources to support the teaching and learning environment with a focus on evaluating existing facilities.

- Established two new lactation rooms for students, faculty, and staff on Main Campus in Sumter
- Completed preventative maintenance work including cleaning M400, M500, and M600 chillers
- Completed various small renovation projects including replacing the flooring in the President's suite, M135, M125, offices in M200 and the front lobby of M100; replacing HVAC units #8 on the M700 building and SS32 on building M100; and renovating the kitchen in M400
- Established budget and began planning and design for building 400 and building 500 renovations

11. Execute the opportunities that are identified through the planning process to align the college's Academic & Facilities Master Plan, Strategic Plan, and SACSCOC regional accreditation with a focus on the 2021 Fifth-Year Report.

- Facilitated use of results for continuous improvement through institutional planning documents such as the Plan of Action, Annual Effectiveness Report, Administrative Unit Review, Program Outcome Assessment Tables, and Course Success and Retention reports
- Conducted four 2020-2025 Strategic Plan Sessions to gather direct feedback from community stakeholders and representatives in the college's service area
- Participated in the Perkins Comprehensive Local Needs Assessment process along with other agencies in the Santee-Lynches region to determine curriculum alignment with workforce needs
- Acquired initial program accreditation for Human Services through the Council for Standards in Human Services Education
- Renewed accreditation for the Automotive Technology, Heating, Ventilation, Air Conditioning & Refrigeration, and Surgical Technology programs
- Completed program accreditation self-study for the Early Care & Education program

12. Evaluate grant-funded initiatives and explore additional resource opportunities to best position the college and strengthen financial stability.

- Received a $10,000 gift from the Gene Haas Foundation to provide scholarships for students in a machining-based training program at CCTC
- Received a $25,000 gift from McLeod Health to support the education of student nurses
- Received a $2,000 grant from the Walmart Community Grants Team to support the CCTC SNAC pantry
- Awarded emergency financial aid grants provided by the Coronavirus Aid, Relief, and Economic Security (CARES) Act funds to all eligible students in March 2020
- Submitted grant proposals totaling almost $4,000,000 to the US Department of Education (TRIO SSS; Strengthening Institutions), SC Department of Education (Perkins), SC Department of Health and Environmental Control (Recycling project), and Caterpillar Foundation (Freshman Focus Center/QEP)

13. Align and broaden the mission and goals of the CCTC Foundation with those of the college.

- Launched the first major gift campaign in the college's history with a kick-off event in all four counties
- Maintained the Alumni Partnership with over 1,000 members and expanded business partners & benefits
- Awarded 112 scholarships totaling over $100,000 through donations from individuals and organizations
- Hosted the 9th annual CCTC Foundation Golf Tournament in October 2019 with award-winning WLTX news anchor J.R. Berry serving as the honorary chairman
- Welcomed a new member to the CCTC Foundation Board, M. Watson of Lee County
- Offered Alumni Career Services Workshop Series for alumni in need of help on their career path