

# Pitt Community College

2008-2009 Strategic Plan Progress Report

By Departments & Programs

Goal #1  
Engagement and Access

## Goal #1 - Engagement & Access

### Instruction

Area	Activities
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Health Sciences <i>Medical Assisting</i>	*Increased student acceptances in Health Unit Coordinator program due to increase in number of positions offered at PCMH. Increased student acceptances in Medical Assisting Certificate program (boot camp) to meet the continuing needs of Physician's East for entry level medical assistants.
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Health Sciences <i>Nuclear Medicine</i>	*Complete Distance program in Nuclear Medicine *Complete Distance program in Positron Emission Tomography *Provide approximately 80% of NM and PET Technologist in the community. *Place Students in most of the clinical sites in the community.
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Health Sciences <i>Radiologic Services</i>	*Radiologic Sciences - CT/MRI, Radiography, Radiation Therapy, and Medical Dosimetry *Healthcare Career Fair - Radiography *Open House - all *Summer Ventures - Radiography *Health Science Academy Night - all *Complete Distance Program in CT/MRI (provides rural communities w/ skilled techs) *Curriculum that is designed to have students come to campus one day a week for classes accommodates students from different states for clinical work
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Health Sciences <i>Sonography</i>	<ul style="list-style-type: none"><li>*The Medical Sonography and Echocardiography programs participate annually in the following:</li><li>*PCC, ECU Career Fair</li><li>*Kids College</li><li>*Health Science Academy program</li><li>*PCC Open House</li><li>*Summer Ventures program</li></ul>
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Health Sciences <i>Health Information Technology</i>	<ul style="list-style-type: none"><li>*Continued offering of an online program to meet the needs of full time workers who want to gain further education.</li><li>Fall 2008 statistics: 54% of HIT students work 40 hours or more weekly; 61% are part time students; 91% are female; 61% are white/38% are black/1% are other; 25% of our students are age 20-29; 30% of our students are 30-39; 29% of our students are 40-49.</li><li>*Audio and video are being added to courses as faculty time allows</li><li>*Webcam interaction with students via Live Messenger and Oovoo.</li><li>*Career Fairs</li><li>*Participation in PCC Open Houses</li><li>*Clinical Instructor's workshop</li><li>*Advisory Committee meetings</li><li>*Educational webinars provided to the community and clinical supervisors</li><li>*Continued marketing of the program to the community via email alerts and recruiting materials.</li><li>*Maintenance of a job notification service for interested individuals and organizations.</li></ul>
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Health Sciences <i>Respiratory Therapy</i>	<ul style="list-style-type: none"><li>*RCP &amp; PSG courses: yearly advisory committee meetings held to continue good working relationships with partners</li><li>*RCP &amp; PSG courses: have made many courses hybrid or completely web-based to assist in student access,</li><li>*RCP &amp; PSG courses: have had several opportunities to participate in public service opportunities which engages citizens of Pitt Co.</li></ul>
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Health Sciences <i>Nursing</i>	<ul style="list-style-type: none"><li>*Now offering clinical from 0630 to 2300, utilizing weekends, and began a night shift in February 2009. This is in an effort to meet the needs of our students and our practice partners.</li></ul>
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Health Sciences Occupational Therapy Assistant	OTA 110 has become a web based course, combining a traditional class format with an internet format. This design has allowed more distant learning for those students who live outside of Pitt County.
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Continuing Education and Community Development <i>Business &amp; Industry</i>	<ul style="list-style-type: none"><li>*Training has been offered to our local industry at low cost and in some cases at no cost.</li><li>*I have met with Pitt County Economic Development regularly to educate new and prospective industries.</li></ul>
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Continuing Education and Community Development <i>Small Business Center</i>	<ul style="list-style-type: none"><li>*Participated in Pitt/Greenville Chamber Business Expo</li><li>*Participated in the Minority Business Expo</li><li>*Participated in PCC Open House</li><li>*Co-Sponsored 9 Lunch-n-Learn events in Greenville, Farmville, and Ayden with the respective Chambers of Commerce</li><li>*Increased offerings and enrollment in the following Occupational Extension programs: Barber College, Electrical Licensing Prep, General Contractor's Licensing, and Real Estate continuing education. – 73 classes with 746 attendees creating 109 FTE.</li><li>*Began offering On-Line Pre-Licensing and continuing Education for insurance agents</li><li>*Increased offerings and enrollment of free Small Business Center seminars. Offering 110 seminars with 2099 attendees for 7488 contact hours with an average attendance of 23.7 students, and a student satisfaction rating of 4.65 on a Likert scale of 5.</li><li>*Began offering workshops at the Intergenerational Center in West Greenville</li><li>*Provided guest lecturer for various Business Division classes when requested</li></ul>
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### Engagement and Access

Continuing Education and Community Development <i>Basic Skills</i>	*We have ABE, GED, and Comp Ed class that are offered at offsite locations. We have classes scheduled in the Bernstein Center and Intergenerational Center. We are working on a collaborative effort to provide a literacy program in Bethel through the Ray Of Hope, Inc., center.
Construction and Industrial Technology <i>Electrical Technology</i>	*Provide Ham Radio training to an interested segment of Pitt County *We have provided electronics classes to Farmville Central High
Construction and Industrial Technology Heating Air Conditioning	*Our program began offering web assisted classes Spring Semester 2009. This change empowers our students' ability to continue their education who normally would not be able to do so because of work and family commitments. While much of our work requires lab time, it does allow greater flexibility for our students.
Construction and Industrial Technology <i>Advertising and Graphic Design</i>	*Offering the Associate of Fine Arts degree which started Fall 2008.
Construction and Industrial Technology <i>Construction Technology</i>	*The BCT program partnered with the City of Greenville in 2007 to build the city a house in their 45-block revitalization area. This partnership enabled the BCT program to build three houses instead of two. Because of the third house we are able to register an additional 16 students for the carpentry classes.

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Construction and Industrial Technology <i>Architectural Technology</i>	*Offering courses at the Intergenerational Center on Ward St.
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Construction and Industrial Technology <i>Machining Technology</i>	Weekend college CNC certificate
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Legal Science Public Service <i>Legal</i>	*Offering online and night classes Started Financial Crime/Computer Fraud Concentration
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Legal Science Public Service <i>Law Enforcement Training</i>	*We are offering more classes and communicating this information to the public by various advertisements. We are meeting with training officers and others trying to identify any needs not being met.
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Legal Science- Public Service <i>Early Childhood</i>	*The Early Childhood Dept. connects to the community in the following ways: *Guest speakers from a many early childhood education related professions.
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## Goal #1

### Engagement and Access

Institutional Advancement <i>Marketing</i>	<ul style="list-style-type: none"><li>*Continued to send press releases and announcements to make the public aware of what is going on at PCC.</li><li>*Developed and distributed PCC e-Post on a monthly basis</li><li>*Developed, printed and mailed PCC Posts newsletters in both Summer and Fall of 2008. Printed 2,000 in Summer and 2,250 in Fall. Did not print for Spring 2009 due to budget constraints.</li><li>*Numerous advertisements for registration, events, and general information</li><li>*Various community sponsorships</li><li>*Attempting to engage PCC alumni with the college</li><li>*Exposure on Facebook</li><li>*TV and radio exposure</li></ul>
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Arts & Sciences <i>Science</i>	<ul style="list-style-type: none"><li>*The Science Department added several online and hybrid courses to meet the demands of students that could not be met .</li></ul>
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Arts & Sciences <i>Math and Physics</i>	<ul style="list-style-type: none"><li>*The Math &amp; Physics Department has done the following:<ul style="list-style-type: none"><li>* offer additional sections of astronomy, geology, physics, and math courses</li><li>* offer classes at a variety of times and delivery methods for students to choose from in order to accommodate students' differing needs</li><li>*give students the opportunity to place into appropriate higher-level math courses by offering the College Level Math Placement Test</li><li>* plan a 2+2 pre-engineering program at PCC that brings students into STEM (Science, Technology, Engineering, and Mathematics) fields. (This program targets the new high school graduates as well as those individuals already in the workforce</li><li>* collaborate with the Go-Science program to engage children and adults in working with hands-on labs and equipment (i.e., building telescopes)</li></ul></li></ul>
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### Engagement and Access

Arts & Sciences <i>English</i>	<ul style="list-style-type: none"><li>*Offered 10 more distance learning courses.</li><li>*Offered a class onsite at Farmville Central High School.</li><li>*Offered technical writing workshops for GUC.</li><li>*Offered orchestra classes for curriculum and the community.</li><li>*Assisted Cypress Glen residents in registering for DRA 122.</li><li>*Offered more classes to accommodate concurrently enrolled students.</li><li>*Offered weekend classes.</li></ul>
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Arts & Sciences AGE	<ul style="list-style-type: none"><li>*e-advising workshop</li><li>*Workshop Series for AGE</li><li>*Guest speakers HSC 110</li><li>*Talent show</li><li>*Assignments (Career interviews)</li><li>*Career research (ACA 122, ACA 111, ACA 220)</li><li>*Huskins</li></ul>
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Arts & Sciences- Biotechnology	*Participated in articulation meeting with high schools (College Tech Prep meeting with Ayden-Grifton's Agriscience program). Assisted with high school student visits to the biotech campus (Washington High School).
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Arts & Sciences <i>University Transfer</i>	<ul style="list-style-type: none"><li>*UT: Provided ACA 122 and Web Advisor Training for students and faculty to engage students/advisors in the</li><li>*Foreign Language: Spanish and French Placement testing now available. Developed SPA 161 (cultural immersion course). Participate in the Community Latino Festival. Will be offering conversational Spanish courses for community health workers (nurses).</li></ul>
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### Engagement and Access

<i>Business Information Systems</i>	<ul style="list-style-type: none"><li>*The Computer Information Technology program has received a product grant valued at \$8,000 from Utah-based TestOut Corporation. This will allow students to practice technical skills before moving on to live equipment and better prepare students to successfully complete professional certification exams.</li><li>*The IST department is the official Test Center location for Pearson VUE, Prometric, and Certiport test providers in Information Technology. We served over 240 individuals during 2008.</li><li>*Greg Robison is a member of the working group that is piloting the Early College/Virtual High School using Second Life and Moodle. 11 students from Pitt County high schools are enrolled in two course taught by ECU faculty.</li></ul>
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<i>Business Business Administration</i>	<ul style="list-style-type: none"><li>*Advisory Committee meetings for the Business Administration Department have been revised into one large, cross-curricula format by joining all of the programs together. This change promotes increased networking and harmony across diverse yet related fields.</li><li>*Working with First Flight Credit Union and the Business Technology Academy (BTA) of the Pitt County Schools, the Business Administration Department is offering a Financial Symposium for 100 BTA High School students in March 2009. The symposium is to educate the students on personal finance, financial aid, loans, credit, and financial scams.</li><li>*The Professional Training Center in the Business Division is offering a Guest Speaker and Panel Discussion in March for local businesses. The topic will be "Survival Strategies in Today's Economy."</li><li>*The Healthcare Management Technology program continues to grow as the business of healthcare increases daily. The training provided at PCC to the students using Allscripts/Misys Healthcare Software gives them the edge as they apply for employment.</li></ul>
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<i>Business Office Technology</i>	<ul style="list-style-type: none"><li>*We have developed several Instructional Service Agreements (ISA) agreements for the Medical Office Assisting (MOA) program. In addition, the AMOT department is planning for new dental programs.</li></ul>
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## Goal #1

### Engagement and Access

Academic Affairs <i>Library</i>	<ul style="list-style-type: none"><li>*Library has partnerships with Pitt County schools, private schools, and home school organization.<ul style="list-style-type: none"><li>Loan materials to them</li><li>Teach research classes</li></ul></li><li>*Wireless access in Library for students and community users.</li><li>*Cooperative agreements with ECU's Joyner Library and Health Sciences Library, Sheppard Memorial Public Library, Mount Olive College Library.</li><li>*Library services are available to Pitt County citizens.</li><li>*Provide study rooms for literacy tutoring.</li></ul>
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Academic Affairs <i>Instructional Technology and Distance Education</i>	Implemented the Open Source Course Management system Moodle for use in the Continuing Education Division.
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OITS	<ul style="list-style-type: none"><li>*Website Deployment: Deployed redesigned web site that is more user friendly and up to date.</li><li>*GroupWise Version 7 Upgrade: Upgraded to latest version of GroupWise to ensure security and reliability.</li><li>*Deployed CruiserAlert: Activated and rolled out free service to provide emergency alerts to Faculty, Staff and Students via Text Message on their cell phone and e-mail alert to their campus cruiser address.</li><li>*eAdvising: Deployed and installed software for eAdvising for interaction with faculty /advisors and students for college course life planning. Pursued methods to facilitate established programs for data input.</li><li>*Added 3 new labs to service students in curriculum study and admissions.</li><li>*Renegotiated Vendor services for campus computer systems after the liquidation of Gateway Pro division. This will provide a positive cost benefit with the reduced cost per PC from Dell's more competitive cost structure.</li></ul>
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## Goal #1

### Engagement and Access

Administrative Services <i>Planning and Research</i>	*P&R provided research services for instructional programs seeking to develop creative approaches to providing academic programs.
Student Development Services <i>Student Support Services</i>	*The SSS program willingly provides resources and services to all enrolled participants. We have an open door policy to our students, although we encourage appointments to guarantee maximum benefit. The SSS program also supports community involvement and access as we annually participate in endeavors that reach out to the community. Some examples over the years include: United Way, Red Cross, The Family Support Network, The Ronald McDonald House and Give to the troops
Student Development Services <i>Registrar</i>	*Formed the Rapid Response Team, a strategy designed to increase the enrollment of students who apply late (within 2 weeks of the start of term).
Student Development Services <i>Disability Services</i>	1. Disability Services has established partnerships with outside agencies to sponsor the following seminars: a) Tax incentives for hiring persons with disabilities; b) Changes in FERPA guidelines; c) Changes in Family and Medical Leave Act; and d) Appropriate terminology to use in addressing a person with a disability. 2. Disability Services staff serve on various committees at the local and state level to keep abreast of changes in disability laws.

## Goal #2 - Active Learning & Student Success

### Instruction

#### Area

#### Activities

<p>Health Sciences <i>Medical Assisting</i></p>	<p>*We now have a student response system (clickers) to use in class. We have questions that will be used to survey student knowledge on the first day of class. We will then survey them again using the powerpoint/response system at the end of class to see if the scores are higher. The response system documents this with percentages for our records.</p>
<p>Health Sciences <i>Nuclear Medicine</i></p>	<p>*The Nuclear Medicine and Positron Emission Tomography Department has done:          * Use 3D modeling and animation to show disease states          * Have students complete Concept Maps on each Procedure Section              *Then provide students with completed Cmaps with movies of Cmaps          * Provide Flash Study Guides online          * Use Voice Over Lectures along with Presentations</p>
<p>Health Sciences <i>Radiologic Services</i></p>	<p>*The following is for CT/MRI          *Video lectures to enhance student learning          *Weekly virtual chats          *Live IM, students can pop in anytime to see instructor online and ask questions          *The following is for Radiography          *Damaged Debbie - xray phantoms for positioning          *Saint Catherine's Development Testing - prepares students for boards          *Continued JRCERT accreditation          *The following is for Radiation Therapy          *New mocks added on blackboard for board practice exams          *Continued JRCERT accreditation          *Sectional Phantoms purchased to use for positioning          *The following is for Dosimetry          *Initial JRCERT accreditation          *The following is for all          *Turning Point Technologies - interactive learning - all programs use          *Formed a Clinical Leadership Committee to address clinical surveys and clinical needs - all</p>

Goal #2 Active Learning and Student Success

<p>Health Sciences <i>Sonography</i></p>	<p>Continued national accreditation of program. Institution of Clinical Leadership Committee to handle clinical concerns and student clinical evaluation. Turning Point interactive education. Mock Registry exams for national certification tests. Continuing education for graduates for national exam preparation. Faculty member acts as national accreditation site visitor. Faculty member is a speaker at the annual NC Ultrasound Society meeting.</p>
<p>Health Sciences <i>Health Information Technology</i></p>	<p>*Continued accreditation through the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM) with program assessment and outcome evaluation. *Incorporation of Virtual Lab as a supplement to improve educational practice and performance *Audio visual presentations added to courses *Webcam usage via Live Messenger and Oovoo *Workforce Effectiveness Plan *Instructor evaluation assessments *Surveys of clinical sites/supervisors</p>
<p>Health Sciences <i>Respiratory Therapy</i></p>	<p>*Have integrated Turning Technologies software and clickers into course material for classroom teaching. This method of teaching has allowed students the opportunity to "come out of their shell" and feel more free to interact with the instructor. Faculty in both programs (PSG &amp; RCP) have participated in interdisciplinary workshops that will promote learning for multiple programs, specifically working with OTA students on issues related to respiratory and sleep disorders. Have put at least one assignment in courses for both curriculums that requires students to participate in global research and show how it impacts their profession.</p>
<p>Health Sciences <i>Nursing</i></p>	<p>Our STAR program. Success Through Academic Resources. This is an extensive retention program that begins from day 1 of the first semester and continues through graduation.</p>

Goal #2 Active Learning and Student Success

Health Sciences Occupational Therapy Assistant	<p>-100 % of the students who took the NBCOT exam between January -June 2008 passed the national certification exam.</p> <p>-100 % of the students who completed fieldworks in Fall 2007 to Spring 2008 received scores from their clinical supervisors of 3 or greater on a 5 point likert scale for all areas assessing knowledge, skills and professional behavior</p> <p>-93% of the cohort that graduated in 2007 found employment within 9 months</p> <p>- To increase active learning this Spring 2009 semester, added new competencies to OTA 250 (JROM, MMT and transfers) to make sure the students are competent in those skills. This type of testing is done in pairs and encourages collaborative learning.</p>
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Continuing Education and Community Development <i>Small Business Center</i>	<p>*Increased offerings and enrollment in the following Occupational Extension programs: Barber College, Electrical Licensing Prep, General Contractor’s Licensing, and Real Estate continuing education. – 73 classes with 746 attendees creating 109 FTE.</p> <p>*Increased offerings and enrollment of free Small Business Center seminars. Offering 110 seminars with 2099 attendees for 7488 contact hours with an average attendance of 23.7 students, and a student satisfaction rating of 4.65 on a Likert scale of 5.</p> <p>*Created a monitoring program to ensure quality programs and student satisfaction.</p> <p>*Real Estate Pre-Licensing program curriculum and instructor changes, and implementation of a monitoring/evaluation program has led to the following results: Real Estate Pre-Licensing program state certification has increased from 20% passing rate to 67% passing rate. Passing students scored an average of 78.2, the average passing score statewide is 71.0</p> <p>*Barber College continues to have a 100% state certification rate and 100% job placement</p> <p>*Notary program continues to have 98% state certification rate</p>
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Continuing Education and Community Development <i>Basic Skills</i>	<p>*We have restructured Orientation/Assessments so it is now a 12 hour, 3-day session rather than a one-day session. We have implemented Learning Contracts in basic skills classrooms to reinforce the importance of learning outcomes. We have also moved towards managed enrollment of day classes on main campus. We have hired a part-time basic skills counselor who a month other things, oversees Courageous Conversations.</p>
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Goal #2 Active Learning and Student Success

Construction and Industrial Technology <i>Electrical Technology</i>	*We have run a Kids college in the summer on robotics and plan to run it this year
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Construction and Industrial Technology Heating Air Conditioning and Refrigeration	*Students are often assigned tasks that require working in groups. They are then required to demonstrate mastery of skills individually by means of lab and written assignments. Students are required to complete exit exams designed by outside industry professionals. These exams are comprehensive and are a good indicator of students (and program) strengths and areas in need of improvement.
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Construction and Industrial Technology <i>Advertising and Graphic Design</i>	<p>*Offering an online graphic design certificate, which started Fall 2008.</p> <p>*We are offering this online graphic design certificate to accommodate students with geographical barriers and associated costs as well as time constraints.</p> <p>*Field Trips- I took several of our 2nd year students that are considering transferring to a four year institution to the National Portfolio Review in Atlanta, Georgia, as well as College Day at Savannah College of Art &amp; Design in ATL, and we visited the High Museum.</p> <p>*We also attend American Institute of Graphic Arts (AIGA) lectures and presentations at NCSU's School of Design and East Carolina University.</p>
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Construction and Industrial Technology <i>Construction Technology</i>	*The carpentry classes meet 18 hours a week with 15 of these hours being labs or hands-on work. The students get a variety of experience working in groups and individually. They build the houses from the ground up. They are exposed to the scheduling of different trades and how each must work together to build the house as a system.
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Goal #2 Active Learning and Student Success

Construction and Industrial Technology <i>Architectural Technology</i>	*Participated in the NC Sustainable Design Competition in collaboration with the ECU Interior Design program. This requires field trips and travel to the competition site in Raleigh.
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Construction and Industrial Technology <i>Machining Technology</i>	*Hybrid content for Blueprint reading and Machining calculations classes.
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Legal Science Public Service <i>Legal</i>	*Developed standard learning outcomes for core courses *Using course and instructor evaluations to improve student learning *Tracking achievement of learning outcomes
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Legal Science Public Service <i>Law Enforcement Training</i>	*We have identified tutors and setup group study sessions. We have sent instructors for advance training.
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Legal Science- Public Service <i>Early Childhood Dept.</i>	*Instructor-Course evaluation, PCC Workunit Effectiveness (WE) process, parent conference role plays, "Expert" letter writing assignments, administration course portfolios, and practical application/demonstration in lab classes and Coop Work Experience placements
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Goal #2 Active Learning and Student Success

Arts & Sciences <i>Social Sciences</i>	*Assess General Education-Critical thinking, Communication, computer literacy
Arts & Sciences <i>Science</i>	*Utilize feedback from licensing exams from the Health Sciences programs with the Health Sciences-Science Joint Committee, transfer student reports, and individual course and instructor reports to improve instruction.
Arts & Sciences <i>Math and Physics</i>	*The Math & Physics Department has done the following: 1) developed common final exams in math courses to assess student learning 2) give pre-test and post-test in MAT 095 - the ECU remedial math course taught by PCC instructors 3) purchase software, instructional supplies, and equipment in order to capture student interest and help in their understanding of the material (i.e., manipulatives, graph boards, games, webcams, Maple Software) 4) extended learning in the community and the country by offering on-line courses which have reached students across the US. (We have had students from Boston, Massachusetts and Hawaii, as well as an online astronomy instructor that lives in Hawaii.)
Arts & Sciences <i>English</i>	*Continued to track and assess Gen Ed competencies and learning in ENG 111 and HUM 115. *Tracked success of ENG 111 performance in subsequent composition classes. *Conducted classroom observations. *Distributed student surveys of classroom performance. *Intervene with Early Alert. *Revised Composition Manual. *Conducted composition workshops with part-time instructors
Arts & Sciences <i>AGE</i>	*Assignments that are geared toward collaboration (group activities)

Goal #2 Active Learning and Student Success

Arts & Sciences- Biotechnology	<ul style="list-style-type: none"><li>*Along with Bionetwork Bioprocessing center conducted a fermentation workshop with other community colleges across the state using NCIH.</li><li>*Created a general biotechnology comprehensive exam that will be used as an assessment tool for our program.</li> <li>*Integrated an annual field trip to 4-year institutions that have articulation agreements with the PCC Biotech program. This year we went to NCCU and obtained information about their 4 year program in Pharmaceutical Science and had a tour of their new BRITE facility.</li><li>*Integrated an annual field trip to the BTEC (facility at NCSU) to expose students to a simulated biopharmaceutical environment.</li><li>*Integrated new HPLC Caffeine lab activity in the BTC 281 class to enhance student's HPLC skills</li><li>*Created a general biotechnology comprehensive exam that will be used as an assessment tool for our program.</li> <li>*Integrated an annual field trip to 4-year institutions that have articulation agreements with the PCC Biotech program. This year we went to NCCU and obtained information about their 4 year program in Pharmaceutical Science and had a tour of their new BRITE facility.</li></ul>
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Arts & Sciences <i>Developmental Studies</i>	<ol style="list-style-type: none"><li>1. Common syllabi that reflect course competencies, grading policies, and other classroom policies.</li><li>2. Standardized tests, exams and grading rubrics to ensure that all instructors--full and part time--are consistent with standards and expectations; also to ensure that students moving on to other classes have completed equivalent course work.</li><li>3. Annual evaluation of one level of English courses and one level of math courses and subsequent use of this evaluation to modify the courses as needed.</li><li>4. Performance measures that require a 75% overall pass rate in developmental courses and 80% success rate of students in their first "gatekeeper" English and/or math course for which the developmental course is a prerequisite.</li></ol>
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Goal #2 Active Learning and Student Success

Arts & Sciences <i>University Transfer</i>	*UT: ACA 122 (College Student Success -- instruction) and Student Educational Planning. *Foreign Language: developed web based materials for students, and conversational Spanish courses for Business and Health (AAS) programs.
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Business <i>Information Systems</i>	<p>*Entered into a partnership with Adobe and CDWG to offer the Adobe software required in Web Technologies and Simulation and Game Development at a substantial discount to students. Example: Adobe Web Premium Suite retails for \$1,699.00. Our students can purchase this for \$265.00 Research proves that students who have the tools they need to learn technical skills at hand are more successful than those who must use only the institution's labs.</p> <p>*Plan and implement a computer literacy placement test that will be a required for students enrolling Fall 2009. Continuing students enrolled prior to Fall 2009 will be exempt.</p> <p>*The test center provides our students and faculty with a convenient locale to obtain industry certifications required by most employers. Without the testing center located at PCC travel would be required to another city (Goldsboro or Raleigh for Microsoft); Raleigh for Certiport; to obtain certifications.</p> <p>*The WEB 289 course which is a project course with only graduating students in the course uses a NING site for collaboration and communication of course goals and project progress. Each WEB 289 student is also required to keep a blog which is updated weekly regarding the capstone service-learning project.</p> <p>*Offering NET 175 Wireless Technology for the first time Spring 2009. This course is offered under the Networking Technology degree and will also be required in the Information Systems Security Degree.</p> <p>*Added a Wireless Networking Certificate under Networking Technology.</p> <p>*Updated NOS and NET courses to the latest technology ( Windows 2008 Server, Vista, CCNA Exploration)</p> <p>*Two A+ Certification exam vouchers are provided to each student enrolled in CTS 220. The goal is that each student will earn a degree and an industry certification. This combination makes our students more marketable to</p> <p>*Coordinate and plan with the NCCCS Office, OITS, and NC State to use the Virtual Computer Lab housed at NC State to offer courses online that have been traditionally taught in the classroom.</p>
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Goal #2 Active Learning and Student Success

<i>Business Administration</i>	<ul style="list-style-type: none"><li>*Continuous assessment of all courses taught by the Business Administration Department. Assessment plans and evaluations of the plans should be performed on each course with the necessary change made to emphasis learning outcomes.</li><li>*Evaluation and modification of curriculums and courses on a continuous basis to meet the needs of the employers and changing business environment.</li><li>*Evaluation and changes to textbooks to use more interactive, web based books. This will allow for more engagement of the students, especially those that are more computer savvy. It will also help prepare the less computer savvy students for the computer business world through the repetitive use of computers.</li></ul>
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<i>Business Office Technology</i>	<ul style="list-style-type: none"><li>*We have worked with various community colleges to revamp the OST and MOA curriculum to meet current needs. This project is complete. This as been approved by the systems office.</li></ul>
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<i>Academic Affairs Library</i>	<ul style="list-style-type: none"><li>*Library is setting up an Academic Support Lab for students to receive computer tutorial assistance in needed subject areas.</li><li>*Library, along with IT, distance education, and facilities, has set up 5 “Smart” classrooms.</li><li>*Library set up a textbook reserve collection for all core curriculum classes.</li><li>*Librarians teach classes on how to do research and on the databases we offer.</li><li>*Worked with programs going through accreditation.</li></ul>
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<i>Academic Affairs Instructional Technology and Distance Education</i>	<p>Continued participation in the Moodle Assessment Project which involves investigation into the CMS's new collaborative learning tools such as wikis, blogs and group collaboration.</p>
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Goal #2 Active Learning and Student Success

OITS	<p>*Website Deployment: Deployed redesigned web site that is more user friendly and up to date. Consistent site design delivers uniform navigation and a more pleasant experience.</p> <p>*GroupWise Version 7 Upgrade: Upgraded to latest version of GroupWise to ensure security and reliability.</p> <p>*Deployed CruiserAlert: Activated and rolled out free service to provide emergency alerts to Faculty, Staff and Students via Text Message on their cell phone and e-mail alert to their campus cruiser address.</p> <p>*eAdvising: Deployed and installed software for eAdvising for interaction with faculty /advisors and students for college course life planning. Pursued methods to facilitate established programs for data input</p> <p>*Wireless: Purchased and began of Phase One of PCC's wireless internet access implementation.</p> <p>*Goess Center Infrastructure: Installed and configured the network infrastructure for the CFG Student Center.</p>
Administrative Services Planning and Research	<p>*A member of P&amp;R has been significantly involved in developing processes to measure learning of general education competencies</p>
Student Development Services Student Support Services	<p>*Initially, we have all students complete a needs assessments that determine their areas of weakness and develop a plan of action to address and met their identified needs. As such, we have strong intrusive tutoring, academic advising and counseling components of the program. Students are encouraged to participate in workshops that cover varying academic and social topics. We also collaborate with the faculty by asking them to complete an academic progression form that gauges the academic progression of our students. We initiate this early enough in the semester to offer comprehensive intervention that will enable the students to be successful. Also, the TRIO program offers a week long summer access camp to all incoming students who graduated from high school and plan to enroll into PCC in the subsequent Fall semester. We work with them on math and English to improve their placement test scores as well as assist them in transitioning from high school to college level work.</p>
Student Development Services Registrar	<p>*Sent reminder emails to all students during Priority Registration encouraging them to see their advisors for help in putting together a schedule.</p> <p>*Worked with Arts &amp; Sciences to design and implement Student Educational Planning</p>

Goal #2 Active Learning and Student Success

Student Development Services <i>Disability Services</i>	<ol style="list-style-type: none"><li>1. Maintain current statistics about the graduation, retention and attrition rates of students with disabilities.</li><li>2. Director serves on PCC's Retention and Appeals Committees</li><li>3. Collaborate with Tutorial Services to provide supplemental instructions to students with disabilities.</li><li>4. Utilize notetakers and interpreters to provide auxiliary services to students with disabilities</li></ol>
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## Goal #3 - Professional & Organizational Development

### Instruction

#### Area

#### Activities

Health Sciences <i>Medical Assisting</i>	<ul style="list-style-type: none"><li>*Three of our faculty attended several workshops sponsored by the AAMA at the national AAMA Convention in Chicago.</li><li>*One instructor attended a 2 day global education workshop.</li><li>*Three attended webinars on new equipment.</li><li>*Three attended the PCC Leadership Institute.</li></ul>
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Health Sciences <i>Nuclear Medicine</i>	<ul style="list-style-type: none"><li>*The Nuclear Medicine and Positron Emission Tomography Department has done:<ul style="list-style-type: none"><li>Participated as a speaker at the Innovations Conference</li><li>Took the national registry in Positron Emission Tomography</li><li>Went to training for the 3D modeling and animation program May 2009</li></ul></li></ul>
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Health Sciences <i>Radiologic Services</i>	<ul style="list-style-type: none"><li>*CT/MRI - kept licensure current, actively learned latest technologies - Microsoft office training, photoshop, Dreamweaver, acrobat, moodle, and toolbook</li><li>*Radiation Therapy - attended ASTRO</li><li>*Radiography - attended Down East Society Meetings and NCSRT meeting</li><li>*Representative from department attended Leadership Institute</li><li>*All attended various professional development opportunities on campus</li></ul>
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Health Sciences <i>Sonography</i>	<ul style="list-style-type: none"><li>*Attend Annual North Carolina Ultrasound Meeting. The students present scientific projects and participate in the quiz bowl with other NC programs. This is where faculty attain the CME's necessary to maintain our credentials.</li><li>*Leadership Institute.</li><li>*Attend professional development opportunities on campus.</li></ul>
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Goal #3 Professional and  
Organizational Development

<p>Health Sciences <i>Health Information Technology</i></p>	<ul style="list-style-type: none"> <li>*Maintenance of Continuing Education requirements of the American Health Information Management Association for all full time and part time instructors (as relevant)</li> <li>*Attendance: Assembly on Education of the American Health Information Management Association, July 2008</li> <li>*NCHIMA Coastal Carolina Regional Meetings</li> <li>*NCCCS Conference, October 2008</li> <li>*PCC Health Sciences Division Clinical Instructor Training</li> <li>*PCC Learning Technology Institute</li> <li>*World View's 2008 Community College Symposium</li> <li>*Atlantic Integrated Health Seminar</li> <li>*Informatics in Health Care</li> <li>*NCHIMA Annual meeting</li> <li>*Teaching Matters Workshop</li> <li>*MC Strategies Webinar - ICD-10</li> <li>*Virtual Lab Webinars</li> <li>*PCC Leadership Institute</li> <li>*Learner Centered Learning</li> <li>*Competency Based Education Workshop</li> <li>*ECU Think In</li> </ul>
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<p>Health Sciences <i>Respiratory Therapy</i></p>	<p>*RCP &amp; PSG faculty have all participated in at least one professional development opportunity for their profession and within the College. RCP: faculty have presented clinical instructor workshops for the last 4 years to non-paid clinical instructor. All division faculty were invited for professional development.</p>
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<p>Health Sciences <i>Nursing</i></p>	<p>*Each faculty member has participated in 1 major and 1 minor professional development each and every year. Most recently, the completion of our NLNAC accreditation was a major goal that will help us achieve the college mission.</p>
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Goal #3 Professional and  
Organizational Development

Health Sciences <i>Occupational Therapy Assistant</i>	* The OTA program director has attended over 40 hours of continuing education at the National AOTA conference in April 2008 and the National ASHT (American Society of Hand Therapy) in October 2008. * The OTA Instructional Fieldwork Coordinator is a member of the N.C. state and National Boards of Occupational Therapy. The boards meet on a regular basis throughout the year.
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Continuing Education and Community Development <i>Business and Industry</i>	*Supported training for IT instructor and Safety instructor
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Continuing Education and Community Development <i>Small Business Center</i>	*Attended NCCCAEA Conferences and regional NC SBCN trainings throughout the year *Attended PCC Leadership Institute
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Continuing Education and Community Development <i>Basic Skills</i>	*We spend 10% of our federal allotment on professional development each year and require all instructors to participate in 12 hours of staff development each year.
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Goal #3 Professional and Organizational Development

Construction and Industrial Technology Heating Air Conditioning and Refrigeration	*Attending continuing education seminars, instructor conferences, and inviting outside speakers to present the latest technological advances and products.
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Construction and Industrial Technology <i>Construction Technology</i>	*We attend seminars and conferences and also have outside speakers and product reps come in to show us the latest technology.
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Construction and Industrial Technology <i>Advertising and Graphic Design</i>	*I am taking doctoral level classes at the University of North Carolina in Greensboro. *I completed with an "A" average, Education Philosophies last semester FA08. *I am currently taking Buddhism, Psychoanalysis and the Decolonization of Psychic Space. *In addition, I actively attend AIGA sponsored meetings, lectures, and events.
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Legal Science Public Service <i>Legal</i>	*Attend conferences and training *Instructor evaluations
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Legal Science Public Service <i>Law Enforcement Training</i>	*Attend workshops, conferences and any other training.
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Goal #3 Professional and  
Organizational Development

Institutional Advancement <i>Marketing</i>	*Attended the national conference for NCMPR (National Council for Marketing and Public Relations). The conference was held in Savannah, GA in March 2008.
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Legal Science- Public Service <i>Early Childhood Dept.</i>	*PCC Learning Technology Institute, NC Community College System Conference, Early Childhood Curriculum Improvement Project, NC Community College Childhood Educators video conference
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Arts & Sciences <i>Science</i>	*Instructors participate in on-campus professional development programs, professional organizations, webinars, the North Carolina Association of Community College Biologists (NCACCB), Human Anatomy and Physiology Society, continuing education programs and other opportunities. Due to limited funding travel to meetings was not a possibility this year. One of our faculty members, Jeff Rorer, was a finalist in the Innovations competition this year.
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Arts & Sciences <i>Math and Physics</i>	*The Math & Physics Department has done the following: 1) attended LTI (Learning Technology Institute) sessions 2) participated in the Leadership Institute 3) attended Web Advisor Training 4) attended other various faculty development opportunities on campus 5) attended conferences sponsored by various professional organizations (i.e., NCMATYC)
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Goal #3 Professional and  
Organizational Development

Arts & Sciences <i>English</i>	*Attended various workshops/presentations/conferences/trips as a department and individually Moodle. Web Advisor, BioTech, Econ 101, Green PCC, World View, Adventures in Ideas, Ancient Lit conference, Senegal presentation, workshop to NAACO, visit to Senegal, lecture on Jane Austen,, "Let's Talk about It" reading series, Writers' Reading Series, literary criticism group (meets monthly), Collaborative Learning, First Annual Mexican and Latin American Leadership Summit in NC, "Reframing the Fifties," Marine Corps training, World View Africa, Great Teachers Retreat. *Conducted workshops: Effective teaching, technical writing, composition strategies, Chess strategies
Arts & Sciences <i>AGE</i>	*NC Community College Conference *LTI *E-Advising Workshops *Fitness Challenge *Online Professional Development Opportunities *Moodle
Arts & Sciences <i>Biotechnology</i>	*Collaborated with Bionetwork Bioprocess Center to hold a Fermentation workshop over the NCIH for other community college faculty and students. *Both biotech faculty attended webadvising workshops *Department chair attended downstream processing workshop *Toured the BRITE facility (at NCCU) and the BTEC (at NCState) to learn what opportunities are available for students
Arts & Sciences <i>Developmental Studies</i>	* All department members have attended the state Developmental Education conference for the past ten years.  *All department members have attended the national Developmental Education conference for the past four years, and at least two members attended each year for the past six years.  * Nine of 12 department members have attended the PCC Leadership Institute.

Goal #3 Professional and  
Organizational Development

Arts & Sciences <i>University Transfer</i>	*UT: Increased advisor training for updates in transfer programs and state requirement changes. Opened training *Foreign Language: Provided Faculty training on the new web-based portion of the Spanish and French courses.
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Business <i>Information Systems</i>	<p>Maintaining current industry certifications in degree program areas.</p> <p>*Note: This requires a great deal of academic and hands-on preparation on the part of the faculty – often a self-study process because of lack of funding to attend industry certified training which is usually \$2,500.00-\$2,800.00 per 4-day session for the course only. Technology changes dramatically at least every 3 years. Often textbooks change annually requiring a change in course design. When technology changes dramatically it requires a new skill set and a complete redesign of the course content. Examples: MS Office 2003 to MS Office 2007, Windows XP to Windows Vista, Adobe CS3 to Adobe CS4. Faculty must change with the technology because the job market demands it!</p> <p>*All CIS 110 instructors are required to maintain a current IC3 certification, all CISCO instructors must maintain current CCNA certification, and all Microsoft networking instructors must maintain current Microsoft certifications. In addition Web Technologies instructors are in the process of obtaining appropriate Adobe certifications. 6 full-time instructors either obtained a new IT certification, or renewed a certification.</p> <ol style="list-style-type: none"><li>1. Glenn Royster - Cisco Certified Academy Instructor, Certified Wireless Network Professional (CWNP)</li><li>2. Emily Harrington - CompTia A+ Certified Technician</li><li>3. Shannon Cotnam - Adobe Certified Associate</li><li>4. Nanette Stillwell - Adobe Certified Associate, Prometric Test Center Administrator (Renewal)</li><li>5. Bill Lewis - Cisco Certified Network Associate (CCNA) (Renewal), ComTIA Security+</li><li>6. Joe Jeansonne - Microsoft Certified Trainer, CompTIA Network+</li></ol> <p>*Greg Robison, Shannon Cotnam, and Nanette Stillwell lead sessions for the New Faculty Academy, the Learning Technology Institute and at the Academic Affairs day.</p> <p>*Greg Robison, Bill Sypawka, and Shannon Cotnam attended the NCCCS Conference.</p>
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Goal #3 Professional and  
Organizational Development

<i>Business Administration</i>	<ul style="list-style-type: none"><li>*Subject matter related conferences (in-state and out-of-state) have been made available to faculty as funds have been available. Faculty have had the opportunity to act as spectators, presenters, and organizers of these meetings.</li><li>*Many faculty attend community offered seminars such as those offered by the Chamber of Commerce, ECU School of Medicine, and ECU School of Business.</li><li>*Faculty attend seminars offered by PCC on-campus.</li><li>*A Departmental goal is that every faculty member attend at least two conferences/seminars per academic year.</li><li>*Continuation of our goal of 100% participation in the PCC Leadership Institute.</li><li>*Faculty continue to take advantage of the ability to take free for-credit courses on the PCC campus.</li></ul>
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<i>Business Office Technology</i>	<ul style="list-style-type: none"><li>*Having our MOA instructors to recertify their RHIA credentials. Two of our instructors, at their cost, joined the AACPC and sat the exam to become certified CPC (Certified Professional Coders) . All AMOT instructors take the available opportunities on Pitt's campus and in the Greenville area to work on professional development.</li></ul>
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<i>Academic Affairs Library</i>	<ul style="list-style-type: none"><li>*Librarians have taught and library employees have attended LTI sessions.</li><li>*Library, along with IT, distance education, and facilities, has set up 5 "Smart" classrooms.</li><li>*Librarians serve on statewide committees and hold elected offices in professional organizations.</li></ul>
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<i>Academic Affairs Instructional Technology and Distance Education</i>	<ul style="list-style-type: none"><li>*Continued development work of LTI.</li></ul>
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Goal #3 Professional and  
Organizational Development

<p>Administrative Services Planning and Research</p>	<p>*Dr. Brian Miller (Assistant to the President/Director of Institutional Effectiveness) has been assigned responsibility for coordinating the work of the four Strategic Planning Teams and keeping the Strategic Plan viable. Additionally, for two years he has served as the Team Leader for Goal #3 Team. As Director of IE, Dr. Miller coordinates the professional development efforts of the College. Through his leadership, PCC now has an online Sexual Harassment Prevention Training Program, a Leadership Institute Alumni Program, as well as other institutional professional development activities.</p>
<p>Student Development Services Student Support Services</p>	<p>*The SSS department is actively involved in the local and regional TRIO associations that promote professional development. We also encourage each staff person to participate in the on-campus professional development activities. The Trio staff also hosts a staff retreat to educate the staff on TRIO developments as well as planning new program initiatives for the students. In addition the TRIO staff participates in the SDS annual retreat. Finally, all veteran SSS employees (3) have participated in the Leadership institute.</p> <p>*All staff persons are encouraged to serve on on-campus committees that enhance their professional growth.</p>
<p>Student Development Services <i>Registrar</i></p>	<p>*Developed an Frontline Training reference guide for use by all frontline staff within Student Development Services. We held training sessions for all staff and each participant received a hard-copy manual. We have now also moved this guide to the web for access by any employee.</p>
<p>Student Development Services <i>Disability Services</i></p>	<p>*Disability Services staff attended:</p> <ul style="list-style-type: none"> <li>a) AHEAD E-Text Training</li> <li>b) Prepare Crisis Prevention &amp; Intervention Training</li> <li>c) 2008 State Residency Workshop</li> <li>d) EAHEC - 4th Annual RAH Symposium: Challenges Facing Military Personnel</li> <li>e) ECU Safety Symposium 3rd Annual Higher Education Safety Symposium</li> <li>f) Wounded Warriors</li> </ul> <p>Director presented: "Transitioning from High School to College" at the N3SPCC Conference Director made several presentations at the local high schools about Disability Services</p>

Goal #4

Financial Resources and Facility Development

## Goal #4 - Financial Resources & Facility Development

### Instruction

#### Area

#### Activities

Health Sciences <i>Nursing</i>	*Integrated Simulation Lab. The development of this lab via an Eastern AHEC grant served to open an alternative clinical site directly on our campus. This site has eliminated the need for 2 adjunct clinical instructors.
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Continuing Education and Community Development <i>Small Business Center</i>	*Received a 7% increase in state funding based on program outcomes
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Continuing Education and Community Development Basic Skills	*We have classes in neighboring communities at local churches and community centers. We are looking to expand this program and open more class in neighboring communities.
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Construction and Industrial Technology <i>Architectural Technology</i>	*Our faculty and students have developed the plans for the PCC project houses on campus and those located in the West Greenville community.
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#### Goal #4

#### Financial Resources and Facility Development

Legal Science Public Service Law <i>Enforcement Training</i>	*We have a Public Safety Training Facility. We are expanding the facility we classrooms and equipment.
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Legal Science- Public Service <i>Early Childhood Dept.</i>	*Distance education courses, periodic offerings at Child Links, field trips for observation and expansion of learning opportunities, Coop Work Experience placements in public and private settings, family literacy booth at KidsFest
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Institutional Advancement <i>Marketing</i>	<ul style="list-style-type: none"><li>* Worked with Institutional Advancement staff to develop a promotional piece for the Futures First Capital Campaign</li><li>*Reworked the Futures First promotional piece into an insert that was placed in Suddenlink bills for Pitt County customers</li><li>* Developed and ran an ad in the Daily Reflector for Futures First Capital Campaign</li></ul>
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Arts & Sciences <i>Math and Physics</i>	* collaborated with ECU on grant from NSF to help fund the new pre-engineering program at PCC
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Arts & Sciences <i>University Transfer</i>	*UT: temporary advising lab with 20 computers.
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## Goal #4

### Financial Resources and Facility Development

<i>Business Information Systems</i>	<p>*Coordinate and plan with the NCCCS Office, OITS, and NC State to use the Virtual Computer Lab housed at NC State to offer courses online that have been traditionally taught in the classroom. The courses targeted require access to multiple computer operating systems and/or expensive application software. OITS is planning to implement an authentication process for our students by the end of Summer 2009. This will enable NC State to verify that it is our students accessing their servers. We provide the software and students remotely use it by logging in to the Virtual Computer Lab from anywhere with Internet access.</p> <p>The Test Center is open to the public.</p>
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<i>Business Business Administration</i>	<p>*The use of the Humber Building to provide the Financial Symposium for the Business Technology Academy (BTA) with the Pitt County Schools in March.</p> <p>*Summer 2008 the Business Division conducted a Summer Institute for the Business Technology Academy (BTA) students.</p> <p>* An Open House was conducted for Business Technology Academy (BTA) students and their parents in October 2008.</p>
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<i>Business Office Technology</i>	<p>*AMOT Department has work to develop outreach programs at the Bernstein Center. Using our current instructors. Some small amount of money was spent on advertising, flyers.</p>
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<i>Academic Affairs Library</i>	<p>*Rearranged Library circulation are to make it more welcoming and efficient and also set up a room for the public audiovisual collection.</p>
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<i>Academic Affairs Instructional Technology and Distance Education</i>	<p>* Consulted with the library to develop 6 technology enabled classrooms on campus.</p>
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## Goal #4

### Financial Resources and Facility Development

OITS	<p>*The IT Refreshment Program will continue to evolve into a more efficient and cost effective solution for maintaining a high level computing platform for all staff and students at the college. This program continues to save the college \$60-80,000 a year in computer equipment alone, along with the reduced cost of hardware maintenance by maintaining a newer computer stock that is less prone to age related failure. In the coming year, we will look to longer term notification and tracking of systems to provide better prediction of system requirements and population. This update to the system should run no more than \$6,000 for the most complete option</p> <p>*Establishing Introductory level IT training to HelpDesk personnel along with higher integration with the technical departments that comprise the Office of Information Technology &amp; Services. This will allow faster resolution of simple IT support issues and a more rounded skill set of HelpDesk Operators, PC Techs and first level management. This stronger integration of personnel will provide the entire college with a more cohesive level of technical support and consequently provide a more reliable, functional and progressive computing environment.</p> <p>*Document Imaging: Maintaining and enhancing current areas:</p> <ul style="list-style-type: none"><li>*Human Resources</li><li>*Registrar's Office</li><li>*Counselor's Office</li><li>*Admissions and Records Office</li><li>*Financial Aid</li></ul> <p>*Virtual Machine Infrastructure: Expand usage of virtual machine infrastructure reducing hardware costs and making better utilization of hardware resources.</p> <p>*eAdvising: Deployed and installed software for eAdvising for interaction with faculty/advisors and students for college course life planning. Pursued methods to facilitate established programs for data input.</p> <p>*Goess Center Infrastructure: Installed and configured the network infrastructure for the CFG Student Center.</p> <p>*Wireless: Purchased and began Phase One of PCC's wireless internet access implementation.</p>
Administrative Services Planning and Research	<p>*P&amp;R provided research and data gathering services for the Goal 4 Team. A member of P&amp;R served on this team.</p>

#### Goal #4

#### Financial Resources and Facility Development

Student Development Services Student Support Services	The SSS staff recently moved into its new office suite in the Warren building wherein we have a more effective tutoring space. In addition the location is centrally located near the Goess Student Center which encourages inclusion and connection to the main student service. The tutoring center is also used by varying groups in the community as a meeting place. We are currently involved in the PTK Scholarship which encourages students to work in our office as a means of paying for the PTK induction fees.
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Student Development Services	*Participated in Alumni Relations committee, providing data on former graduates to facilitate population of the alumni database.
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<i>Registrar</i>	*Promoted PCC's Open House as the "Best of PCC", encouraging community involvement and participation in this event.
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Student Development Services <i>Disability Services</i>	*Solicit feedback from students about campus, classroom and program accessibility issues. *Students evaluate Disability Services
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