

**FY2001-FY2003 Strategic Goals and FY2002 Objectives
Collin County Community College District
Year-End Status Report**

Goal 1. Elevate CCCCD to the echelon of world-class education.

Objective	Staff	Target Date	Milestones	Outcomes and Improvements as of 7/31/2002
1.1. Conduct a bond election to obtain monies for repairs, renovations, and new buildings needed during the next eight years.	Israel, PAC, ACC, Faculty Senate, Student Activities Fee Advisory Committee, Public Relations	11/06/01	1.1.1. A bond referendum will have been conducted.	1.1.1.1. The bond election was held on 11/06/02. The referendum passed with 64% of the vote.
1.2. Review and refine governance and organizational structures.	Israel, Leadership Team, PAC, Faculty Senate, All College Council	08/31/02	1.2.1. Completion of a review of existing governance and organizational structures. 1.2.2. Policy/practices will be changed to ensure cost effectiveness, accountability, and responsiveness.	1.2.1.1. Governance and organizational structure were discussed by Faculty Senate, PAC, Leadership Team and at an administrative retreat in 02/02. Several committees and task forces, including PAC, were dissolved. The scope and role of All College Council are currently under review. 1.2.1.2. New publication introduced at fall/02 All College Day identifies standing committees, task forces and activities in which faculty and staff can be involved. 1.2.2.1. Various bodies discussed and made recommendations regarding procedural improvements and duplication of effort among committees and task forces. The Leadership Team reviewed the recommendations, some actions were taken (see 1.2.1.1.) and a booklet was produced (see 1.2.1.2.). Discussions are continuing. 1.2.2.2. The firm of Abernathy and Roeder is reviewing CCCCD's policies and practices and should provide recommendations in the fall/03.
1.3. Develop concurrent admissions agreements with four-year institutions.	Kappus, Cannon, Newman, Academic Deans	08/31/02	1.3.1. At least two new concurrent admissions agreements signed.	1.3.1.1. SMU-CCCCD concurrent admission agreement signed 02/15/02.

Objective	Staff	Target Date	Milestones	Outcomes and Improvements as of 7/31/2002
<p>1.4. Promote CCCCD by developing marketing strategies designed to address each of the District's strategic goals.</p>	<p>Jenkins, Public Relations, Hoyt, Webb-Losh, Swanson, Andre, Faculty, Instructional Administration, Leadership Team, ACC</p>	<p>06/30/02</p>	<p>1.4.1. Ad campaign, community newsletters and media relations expanded to promote accomplishments that exemplify teaching and learning initiatives.</p> <p>1.4.2. Ad campaign developed to supplement marketing materials developed for the Business Solutions Group (BSG) to expand awareness of training opportunities and promote training partnerships.</p> <p>1.4.3. Web-ready database management systems installed and implemented.</p> <p>1.4.4. Accuracy and content of the CCCCD Website improved.</p> <p>1.4.5. Decrease in the number of class schedules published each term as more students utilize the Web for information.</p>	<p>1.4.1.1. A collaborative effort between three departments, led to development and production of a recruitment mini-CD. It promotes recent District accomplishments, has links to CCCCD's Web site, and highlights video testimonials from faculty and students. The product was received in 02/02 and is being distributed at student and employee recruitment events to increase awareness of opportunities at CCCCD for students and potential employees. In addition, the 08/02 community newsletter doubled a 4-page to an 8-page format to inform constituents of the District's many initiatives, programs and accomplishments.</p> <p>1.4.1.2. Number of ads published (344) in FY2002 increased 45% over FY2001 (238). Campaign expanded to reflect new teaching and learning initiatives. Number of publications generated (240) in FY2002 increased by 25% over FY2001 (192). Number of column inches for news increased by 29% for 08/02 through 12/02.</p> <p>1.4.2.1. An initial advertisement was introduced to promote the BSG. This ad is running in the business publication, <i>Inside Collin County Business</i>.</p> <p>1.4.3.1. The Human Resources Office implemented a Web-based employment system in 02/02 that maintains a database of applicants and eliminates all paper processing and approvals of the pre-employment process, including the CCCCD Application for Employment form and the Request for Personnel form.</p> <p>1.4.3.2. Web developer hired, begins work on 08/12/02 to support the launch of database management for the entire CCCCD Web site.</p> <p>1.4.3.3. A new Multiview software application pilot tested summer/02. It allows interactive Web database management of catalog course descriptions and schedule class offerings.</p> <p>1.4.4.1. New Assistant Director of Public Relations hired.</p> <p>1.4.5.1. Seven Zip Codes with approximate total of 18,500 households were dropped from mailings of class schedules. Due to population growth of the area, the reduction did not translate to fewer printed schedules. Further reductions are planned pending wider adoption of MultiView.</p>

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1.5. Evaluate and improve learning resources.	Kappus, Mitchell Smith, LRC Staff	08/31/02	1.5.1. Five-year service evaluations of Learning Resources and Media Services conducted including sub-reports on each campus LRC. 1.5.2. Improvement plan based on evaluation results developed. 1.5.3. Implementation of improvement plan begun.	1.5.1.1. LRC service evaluation was completed 06/25/02. Media Services evaluation was deferred until 2002-2003. 1.5.2.1. Written improvement plan produced 06/25/02. Plan was approved by VPAA. 1.5.3.1. Implementation of improvement plan began 06/25/02.
1.6. Explore the creation of a collaborative University/CCCCD Comprehensive Center.	Israel, PAC, ACC, Faculty Senate,	08/31/02	1.6.1. A proposal or plan for creation of a collaborative University/CCCCD Comprehensive Center will be presented to the Board of Trustees for review.	1.6.1.1. Meetings have been held with universities and discussions will continue in fall/02.

Goal 2. Develop a model teaching and learning environment.

Objective	Staff	Target Date	Milestones	Outcomes and Improvements as of 7/31/2002
2.1. Expand the functions and capabilities of the Teaching/Learning Center.	Kappus, Mitchell Smith, Mullin	12/15/01	2.1.1. Distance Education Certification component of T/LC in place.	2.1.1.1. Web CT instructor certification published on Web site in 12/01.
		05/15/02	2.1.2. Additional T/LC capabilities defined.	2.1.2.1. Two new TLC modules available on Web site: 1) WebCT certification for faculty and assistance for students 12/01 and 2) Excellence in Teaching 01/02.
2.2. Evaluate, enhance, and expand distance learning offerings.	Kappus, Mitchell Smith, Instructional Deans	10/01/01	2.2.1. Distance Education academic approval processes in place.	2.2.1.1. Distance Education approval process developed and presented 03/06/02 at Academic Technology Roundtable and approved at 04/08/02 Academic Deans' meeting. Process implementation began during summer/02.
		02/15/02	2.2.2. Distance Education academic evaluation processes in place.	2.2.2.1. Distance Education evaluation processes revised 03/06/02 at Academic Technology Roundtable. To be used spring/02 in class visits and approved at 04/08/02 Academic Deans' meeting. Evaluation process implemented for 2002 in class visits.
		05/15/02	2.2.3. Increase in number of online courses. 2.2.4. Increase in utilization of online testing.	2.2.3.1. Twenty-two new online courses taught 2001-2002. 2.2.4.1. Perceptions software was selected for pilot testing and training.
2.3. Create new interactive self-paced learning delivery modalities.	Kappus, Deans	09/01/01	2.3.1. New self-paced courses offered.	2.3.1.1. Self-paced MATH0310P06 and MATH1314S08 offered spring 2002 with 23 and 21 students respectively.
		12/15/01	2.3.2. Multi-year plan produced.	2.3.2.1. MATH0310 piloted Spring 2002; MATH1314 piloted Spring/02. 2002-2003: Expand pilots to additional sections of courses. 2003-2004: Some sections MATH0300 through MATH1325 offered in self-paced mode. 2.3.2.2. Fall/02: Self-paced BIOL1408 pilot offered at CPC. Spring 2003: Self-paced BIOL1409 pilot. Spring/03: Additional sections of self-paced BIOL1408 and BIOL1409 offered.
2.4. Further expand participation of Associate Faculty on CCCCDC committees, task forces, and other activities.	Kappus, Deans, Provosts	12/15/01	2.4.1. Increase in number of associate faculty participating in VPAA Associate Faculty Task Force and other CCCCDC activities.	2.4.1.1. Two meetings with Associate Faculty Committee and administrators held fall/01. Associate faculty newsletter produced and distributed. Associate Faculty teaching awards established and winners to be announced at All College Day, 08/14/02. Associate faculty survey completed and results disseminated spring/02.

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<p>2.5. Provide internal and external training opportunities for faculty and staff to increase job knowledge and skills.</p>	<p>McRae, Jenkins, Kappus, Meinhardt, Mullin, All College Council</p>	<p>08/31/02</p>	<p>2.5.1. A revised tuition reimbursement plan adopted.</p> <p>2.5.2. Increases in enrollment of faculty and staff in Continuing Education technical training courses.</p> <p>2.5.3. Increase in the number of services provided by the Teaching/Learning Center.</p> <p>2.5.4. Increase in the number of faculty using the Teaching/Learning Center.</p>	<p>2.5.1.1. A new plan for tuition reimbursement was proposed by All College Council, but it was not implemented because it was cost-prohibitive at this time.</p> <p>2.5.2.1. A new system for faculty and staff to take CE classes was implemented in the spring/01. Through the first three quarters of FY2002, 232 faculty and staff have enrolled in a total of 316 sections of classes representing 91 different courses. The Center for Teaching, Learning and Professional Development and the Division of Engineering Technology have started planning for the implementation of faculty development workshops.</p> <p>2.5.3.1. Two New TLC modules (Excellence in Teaching and WebCT certification) have been established.</p> <p>2.5.4.1. Since the TLC was established in 01/01, 87 (of 188) full-time and 63 part-time faculty used the TLC; 121 faculty have instructional Web sites; 1,586 students are enrolled in distance education courses in spring/02 (up from 815 students enrolled in spring/01). In spring/02, distance education students accounted for 9% of the CCCCD's total headcount and 5% of the total contact hours.</p>
<p>2.6. Become a beta test site for wireless technologies in order to evaluate and enhance instruction, training and administration.</p>	<p>Hall, Kappus, Jenkins, Hoyt, Roman, Swanson, Hardy</p>	<p>03/31/02</p>	<p>2.6.1. A demonstration project will be established with an area high school to pilot test use of wireless technology.</p> <p>2.6.2. A demonstration project will be established with an area business to pilot wireless technology in the delivery of corporate training.</p>	<p>2.6.1.1. After research and discussion on wireless technology, it was decided that a demonstration project with an area high school would be pursued. Instead, CCCCD is developing demonstration projects in tutoring, science laboratories, and with business and industry training. A TIF grant is currently being written to include videoconferencing with area high schools.</p> <p>2.6.1.2. A project has been established in science lab experimentation.</p> <p>2.6.2.1. Redmoon Broadband conducted a site survey of an off-campus conferencing facility, which will serve as a test site for delivery of training via wireless technology to business and industry clientele.</p> <p>2.6.2.2. Microsoft Developer course 2514 was developed to train in deployment of instructional materials to PDAs and other hand-held devices.</p>

Goal 3. Expand, enhance, and promote mutually beneficial relationships with business, industry, government and education.

Objective	Staff	Target Date	Milestones	Outcomes and Improvements as of 7/31/2002
<p>3.1. Expand professional and workforce development courses and offer programs throughout the District's service area.</p>	<p>Jenkins, Hardy, Sheppard, Langford, Greenwell, Merritt, Beheler</p>	<p>08/31/02</p>	<p>3.1.1. Increase in revenues and contact hours.</p> <p>3.1.2. Locations added for courses and increase in course offerings at existing locations.</p> <p>3.1.3. Increase in number of on-line course offerings.</p> <p>3.1.4. Partnerships between online and instructor led programs expanded.</p> <p>3.1.5. Increase in certificate programs.</p> <p>3.1.6. Small business counseling provided in Frisco.</p>	<p>3.1.1.1. Net revenue for first three quarters of FY 2002: (\$1,753,315) increased 6% over same period of FY2001. Contact hours for first three quarters of FY2002 (431,558) increased 3% over same period of FY2001.</p> <p>3.1.2.1. Computer classes offered at CPC and SCC for first time spring/02. A total of 254 courses and 494 sections offered spring/01, 260 courses and 648 sections offered spring/02.</p> <p>3.1.3.1. The addition of partnerships with Travel Campus, SETT and DMR plus new classes with Education-to-Go increased online course offerings (50 in FY2001, 87 in FY2002).</p> <p>3.1.4.1. Fall/01: added Telecommunications Online classes in partnership with Profsoft; added Medical Transcription classes Online in partnership with SETT. Spring/02: added Travel Agent classes online in partnership with Travel Campus; added Health and Life Insurance Certification classes online in partnership with DMR Associates. Meeting was held with Pearson Education to review online learning for ESL. Meetings held with element k, knowledgedenet.com, and activeEd.com for possible partnerships. Recommendations will be made for new providers in fall/02 for implementation in spring/03.</p> <p>3.1.5.1. In FY2001, the only certificate program was the Leadership Series. Additional certificates were added for FY2002: Basic Supervision, Project Management, Web Designer Certificates (all online in FY2002); Medical Coding, Small Business, Human Resources, Telecommunications and Web Master Certificates (fall/01); Global Business, Integrated Office User Specialist (online), Quality Management Professional (spring/02).</p> <p>3.1.6.1. Offered counseling for 8 weeks: two sessions. No longer offering counseling in Frisco, but remain active in community activities, Chamber of Commerce, and Economic Development.</p>

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<p>3.2. Increase the number of training contracts with businesses, industries and government agencies.</p>	<p>Wormald, Hardy, Piet, Humphreys, Ilfrey, Luckock, Beheler, Humphreys</p>	<p>12/31/01</p>	<p>3.2.1. New sales strategies and promotional initiatives implemented.</p> <p>3.2.2. Systematic contact made with Collin County businesses employing 50 or more regarding training capabilities.</p> <p>3.2.3. International businesses identified and a campaign to reach them initiated.</p> <p>3.2.4. Increase in high-end technical course and program offerings.</p> <p>3.2.5. Value-added consulting services through the Business Solutions Group (BSG) provided.</p>	<p>3.2.1.1. Sales database developed and customized reporting designed; sales plan written and presented to EVP; BSG Website updated to include corporate computer courses, daytime open enrollment offerings and departmental updates; email blasts and hard copy mailings to prospects and customers. The BSG Director attended 3-day training in 02/02 to improve sales and operations. On 05/22/02, BSG initiated quarterly presentations spotlighting the latest in training solutions CCCC can provide to area businesses. From Dallas, McKinney, Plano, Allen, and Richardson businesses, 28 employees attended a 2-hour presentation on The Value of Project Management. BSG subsequently conducted an open enrollment course in Project Management for 10 students. Next presentation scheduled for 08/15/02 with additional events planned for fall quarter.</p> <p>3.2.2.1. Solutions Providers making an average of 119 calls and scheduling 9 first meetings with customers and prospects per month; systematic email campaign planned. New prospects continually added to sales database through periodicals, internet research, and networking.</p> <p>3.2.3.1. Successful deployment of synchronous and instructor-led (IL) training for 2 targeted international companies was completed in the first two quarters of FY2002. Additional international and multinational companies will be targeted for synchronous and IL training in the next two quarters.</p> <p>3.2.4.1. 54 high-end courses/programs taught (compared to 19 as of 07/31/01); engineering technology credit programs offered through the BSG at Alcatel (86 trainees); STMicroelectronics (169 trainees); WorldCom (125 trainees); Southwestern Bell (30 trainees).</p> <p>3.2.5.1. Consulting services now offered in the areas of Business Process Design; Global 8D Problem Solving; Quality Management. Process Management consulting services being utilized by Texas Instruments DFAB Unit.</p>

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<p>3.3. Implement a systematic process to improve needs assessment and evaluation in professional and workforce training.</p>	<p>Jenkins, Hardy, Sheppard, Wormald</p>	<p>08/31/02</p>	<p>3.3.1. Effectiveness of on-line learning evaluated. 3.3.2. Standardized feasibility analysis tool for course and program level curriculum developed. 3.3.3. Needs assessment for small businesses developed.</p>	<p>3.3.1.1. Students satisfaction with online courses being evaluated. Evaluations monitored monthly for effectiveness of online training. 3.3.2.1. The course development template has been completed and is being requested for use at other community colleges. 3.3.3.1. Survey instrument for customized contract training was developed.</p>
<p>3.4. Increase philanthropy from the private sector to CCCCCD.</p>	<p>Roman, Newsom, Foundation</p>	<p>08/31/02</p>	<p>3.4.1. The CCCCCD Foundation in partnership with the District will generate \$250,000 from all philanthropic activity including special events. 3.4.2. Deferred giving program established to generate Foundation revenues from gifts via wills, trusts, and estate plans. 3.4.3. The donation of \$500,000 in deferred gifts to the CCCCCD Foundation will be documented.</p>	<p>3.4.1.1. The CCCCCD Foundation in partnership with the District has received over \$250,000 from private donations and sponsorships of special events. 3.4.2.1. The CCCCCD Foundation, in partnership with the District, has established a formal Donor Recognition Program, which includes a Legacy Guild to identify and honor donors making major or deferred gifts. 3.4.2.2. Representatives of the CCCCCD Foundation attended an educational symposium on deferred giving programs. 3.4.2.3. The CCCCCD Foundation is working with the President's Office to develop marketing materials that will encourage deferred gifts. Additional educational initiatives are in the planning stage. 3.4.3.1. Several donors have included major gifts to the Foundation in their estate plans and the CCCCCD Foundation is currently researching best methods of recording deferred gifts that are revocable in nature. Not yet accomplished.</p>

Objective	Staff	Target Date	Milestones	Outcomes and Improvements as of 7/31/2002
<p>3.5. Expand and diversify educational opportunities offered through the Center for Teaching, Learning and Professional Development (CTL&PD).</p>	<p>Jenkins, Kihl, Pierce</p>	<p>08/31/02</p>	<p>3.5.1. Increase in the number of approved certification areas offered by CCCCD.</p> <p>3.5.2. Increase in the number of people certified to teach through the Teacher Certification Program.</p> <p>3.5.3. State-required Continued Professional Education (CPE) provided which targets the needs of K-12 teachers.</p> <p>3.5.4. The mentoring component will be implemented and a Mentor Coordinator will be hired.</p> <p>3.5.5. Additional grant applications submitted.</p>	<p>3.5.1.1. Teacher Certification Program (TCP) approved by State Board for Educator Certification to offer 32 additional secondary teacher certification areas for a total of 33.</p> <p>3.5.2.1. TCP recommended 9 teachers for their standard teaching certificate as of 07/22/02.</p> <p>3.5.2.2. Enrollment in TCP increased 190% compared to FY2001. A total of 61 students have enrolled in the TCP during the FY2002.</p> <p>3.5.3.1. The CTL&PD has documented CPE hours for 7 professional development opportunities for teachers at CCCCD.</p> <p>3.5.3.2. The CTL&PD offered 16 professional development classes in summer/02 that target the needs of K-12 teachers and provide CPE hours for certificate renewal for local ISD teachers.</p> <p>3.5.4.1. The mentoring component of the TCP has been implemented and 17 teachers are enrolled in the mentoring program.</p> <p>3.5.4.2. Mentors have been contracted to supervise TCP interns. A full-time Mentor Coordinator was hired in 05/02.</p> <p>3.5.5.1. The TCP partnered with NTCCC, Paris JC, DCCCD, and STCC in a Carl Perkins grant to implement a Part-time Teacher Academy. Through the Texas Engineering Experiment Station (TEES), the District is looking at NSF, ATE-TP and STEM-TP grants. Applications are due in 10/02.</p>

Goal 4. Improve student achievement.

Objective	Staff	Target Date	Milestones	Outcomes and Improvements as of 7/31/2002
<p>4.1. Conduct regularly scheduled training sessions and workshops for advisors and review current testing and assessments practices, including Math 1314 assessment pilot, to improve course placement.</p>	<p>McRae, Kappus, Austin, Cobb, N. Johnson, Mike Smith, C. Neal, Advisors</p>	<p>Fall/01and Spring/02</p>	<p>4.1.1. Information session on MATH1314 assessment pilot scheduled for 09/01 for advisors.</p> <p>4.1.2. Review of On-Course degree audit scheduled for all advisors on 06/15/01</p> <p>4.1.3. Part-time advisor training scheduled for 05/01 through 08/01.</p> <p>4.1.4. Data support produced for cut-scores and prerequisite decisions for math assessments.</p>	<p>4.1.1.1. Assessment pilot was postponed until data collection and analysis are completed in fall/02.</p> <p>4.1.2.1. Completed.</p> <p>4.1.3.1. Completed.</p> <p>4.1.4.1. Completed. Only 24 % of the students in MATH 1314 actually placed into that course, 69% placed into developmental courses, and 7% placed higher than MATH1314.</p>
<p>4.2. Improve students' educational outcomes.</p>	<p>Kappus, Martin, Swanson, Deans, Faculty</p>	<p>08/31/02</p>	<p>4.2.1. Additional data reports produced and disseminated summarizing student outcomes.</p> <p>4.2.2. Increase in rates of students transferring to universities.</p> <p>4.2.3. Increase in graduation rates.</p>	<p>4.2.1.1. IRO developed initial queries to produce Brio "big button report" providing instructional programs with data about students they enroll and their outcomes. Queries shared with Database Administrator who has begun development of Brio interface. Pilot report tentatively scheduled to go live by 08/31/02.</p> <p>4.2.1.2. IRO working with Database Administrator to convert SPSS files containing THECB certified data into format compatible with Brio.</p> <p>4.2.1.3. Nearly 2,500 Noel-Levitz Student Satisfaction Surveys administered to randomly selected classes in 04/02 with 48% response rate. Executive summary shared with President and Board of Trustees. District-wide intranet distribution will occur in 08/02.</p> <p>4.2.1.4. IRO developed draft of survey for stop-out students. Will present proposal to Strategic Enrollment Management Committee in fall/02.</p> <p>4.2.1.5. CCCCD IRO working with SMU's IRO to generate formal data sharing agreement to facilitate tracking of students who participate in SMU concurrent admissions program.</p> <p>4.2.1.6. Response rate on Employer Satisfaction Survey raised from 17% in 2001 to 42% in 2002.</p> <p>4.2.2.1. Baseline transfer rate for 1997 CCCCD entering cohort from 2001 IPEDS graduation rate survey: 34%; 2002: 39%.</p> <p>4.2.3.1. Baseline graduation rate within 150% of normal time to completion for 1997 CCCCD entering cohort from 2001 IPEDS Graduation Rate Survey: 6%; 2002: 5%.</p>

Objective	Staff	Target Date	Milestones	Outcomes and Improvements as of 7/31/2002
4.2. Improve students' educational outcomes. (continued)	Kappus, Martin, Swanson, Deans, Faculty (continued)	08/31/02 (continued)	4.2.4. Increase in retention rates.	<p>4.2.4.1. Baseline fall-to-spring retention rate for all CCCCD students enrolled fall/00: 66%; fall/01: 66%</p> <p>4.2.4.2. Baseline fall-to-spring retention rate for first-time-in-college CCCCD students enrolled fall/00: 73%; fall/01: 74%</p> <p>4.2.4.3. Baseline fall-to-fall retention rate for all CCCCD students enrolled fall/00: 41%; fall/01: available in fall/02.</p> <p>4.2.4.4. Baseline fall-to-fall retention rate for all first-time-in-college CCCCD students enrolled fall/00: 52%; available in fall/02.</p> <p>4.2.4.5. Baseline fall course completion rate for all CCCCD students enrolled fall/01: 79%; spring/02: 80%</p>
4.3. Review and adopt new procedures and practices to improve the progression of students through developmental studies.	Kappus, Austin, Developmental Education Faculty	09/30/01	4.3.1. Written review produced.	4.3.1.1. Developmental Education tracking report produced 09/01 by IRO. Review completed.
		12/15/01	4.3.2. Written plan produced.	4.3.2.1. Not yet accomplished. Deadline extended to 12/15/02. Written plan will be produced after experimentation is completed.
		01/15/02	4.3.3. Plan pilot tested.	4.3.3.1. Extensive testing completed. Self-paced courses offered in MATH0310 and MATH1314. Passport Program offered summer/02. One software pilot test completed and new software pilot test planned for fall/02.

Objective	Staff	Target Date	Milestones	Outcomes and Improvements as of 7/31/2002
<p>4.4. Design and implement strategies to improve the successful transition of students from high school to CCCCD.</p>	<p>Jenkins, McRae, Swanson, Tinsley, Andre, N. Johnson</p>	<p>05/31/02</p>	<p>4.4.1. New student orientation programs to increase student participation.</p> <p>4.4.2. Pilot program designed to address “Lost Opportunity of Senior Year” issues to better prepare area ISD students for college-level coursework.</p> <p>4.4.3. Expansion of concurrent enrollment program and increase in participation.</p> <p>4.4.4. Complete the Uniform Recruitment and Retention Report for the Texas Higher Education Coordinating Board.</p>	<p>4.4.1.1. Revised new student orientation programs. Pilot tests were conducted in spring/02 for both new and non-traditional students. Thirteen 1-day orientations for traditional students and 3 evening orientations for non-traditional students are being offered this summer for new fall students. About 650-700 students will attend, up 500 from last summer.</p> <p>4.4.2.1. Hosted the Collin County Education Summit, to initiate countywide discussion on public policy as it relates to transitions from high school to college. There were 203 participants. Evaluations were positive and indicated that the most valuable part was networking, the wide variety of stakeholders present, and the leadership panel. The most common recommendation was to include more faculty from all levels in future events.</p> <p>4.4.3.1. Concurrent enrollment program participation increased 48% spring/02.</p> <p>4.4.3.2. A proposal was made to Plano Independent School District to increase PISD’s involvement in concurrent enrollment. Plano West Senior High embraced an early admission option to enroll seniors in college algebra and pre-calculus at the school. Plano East will start a concurrent enrollment program in spring/03. In fall/02, the CCCCD will begin offering dual credit courses to Blue Ridge HS via videoconferencing. New programs are being established for McKinney ISD, Anna ISD, Prosper ISD, and Prestonwood Christian Academy.</p> <p>4.4.4.1. Completed in 10/01.</p>
<p>4.5. Establish a Student Leadership Academy (SLA)</p>	<p>McRae, Newman, Hodge, Kessel, P. Brown, Noyola, St. John, Money, Elliott, Brant, (Removed Doan)</p>	<p>05/01/01</p> <p>06/01/01</p> <p>10/01/01</p> <p>Spring/02</p>	<p>4.5.1. Student application and selection process in place.</p> <p>4.5.2. Advisory committee expanded to include increased student representation.</p> <p>4.5.3. SLA curriculum developed and approved by CCCCD Curriculum Advisory Committee.</p> <p>4.5.4. First SLA class selected.</p>	<p>4.5.1.1. Completed the application and selection process procedure. Application deadline was 07/12/02. Initial selection meeting was held and the final selection meeting will be held on 08/05/02.</p> <p>4.5.2.1. Completed.</p> <p>4.5.3.1. Completed.</p> <p>4.5.4.1. Selection process began 03/02. Twenty students selected on 07/12/02. Final selection meeting scheduled for 08/05/02.</p>

Goal 5. Develop an exemplary information technology infrastructure that is responsive to the instructional and administrative needs of the District.

Objective	Staff	Target Date	Milestones	Outcomes and Improvements as of 7/31/2002
5.1. Review response time of support staff in addressing CCCCD's information technology needs and increase the range of support staff capabilities.	Hall, Hoyt, Ammons, Farr, Abbott-White, Boring, Webb-Losh	05/31/02	<p>5.1.1. "HEAT" will have produced data on response times and support issues.</p> <p>5.1.2. Modification of training and/or adjustment of staffing based on data from 5.1.1.</p> <p>5.1.3. Instrument developed or adopted to measure satisfaction with IT services.</p> <p>5.1.4. Instrument to measure satisfaction with IT services administered and analyzed.</p>	<p>5.1.1.1. Information Technology (IT) Division has been collecting data using HEAT since 01/01. The data are used to review response times and identify major support issues. Information was used to design IT survey.</p> <p>5.1.2.1. IT used data generated by HEAT to modify training requirements of IT staff. The data also used to recommend training courses that may need to be offered to faculty and staff.</p> <p>5.1.3.1. Customer satisfaction instrument was development by IRO for IT's use.</p> <p>5.1.4.1. Online survey was administered in 04/02. Results were summarized by IRO and delivered to Chief Information Systems Officer in 05/02. Results were discussed in IT staff meeting. Two major arias of concern were identified by the survey: (1) need to improve communication between IT staff and CCCCD community and (2) need to improve service of hardware technical support staff. IT staff is developing improvement plan to address the two concerns.</p>
5.2. Complete installation and implementation of wide-area network (WAN) fiber optic cable loop.	Hall, Israel, Hoyt, Boring	12/31/01	5.2.1. WAN fiber optic cable loop is installed and implemented.	5.2.1.1. Installation of WAN completed and became operational on 07/03/02.
5.3. Develop Web-based forms to streamline District functions.	Hoyt, Webb-Losh, Farr, McRae	07/01/02	5.3.1. Fifteen internal and/or external CCCCD forms will be developed and implemented online.	<p>5.3.1.1. Student Development staff has developed the online request for tutoring services and the online discipline incident report form.</p> <p>5.3.1.2. HR implemented Web-based employment system in 02/02 that maintains a database of applicants and eliminates all paper processing and approvals of the pre-employment process, including an online "CCCCD Application for Employment" form and "Request for Personnel" form.</p> <p>5.3.1.3. Plant Operations Set-Up Request was implemented as an online form.</p> <p>5.3.1.4. A total of 5 forms were implemented as online forms toward the goal of 15.</p>

Objective	Staff	Target Date	Milestones	Outcomes and Improvements as of 7/31/2002
5.4. Increase online continuing education course registration usage and improve online credit registration utilization.	Jenkins, Hall, Sheppard, Hardy, Meinhardt, P. Browning, Michelle Wilson (Noncredit Courses)	05/31/02	<p>5.4.1. An integrated Web registration system for Continuing Education students will completely replace the email-based registration system.</p> <p>5.4.2. Increase in the number of students registering online from spring/01 to spring/02.</p>	<p>5.4.1.1. There is currently no cost effective system to replace the email-based system. However, CCCCD is contacting other community colleges throughout the US using SCT software to explore the possibility of partnering to develop a CE system.</p> <p>5.4.2.1. The email system was implemented slowly in the middle of 2001B. Numbers from inception: 2001B (165), 2001C (260), 2001D (721), 2002A (885), 2002B (917), 2002C (503). These numbers represent a 442% increase over last year through three quarters.</p>
	McRae, Meinhardt, P. Browning, N. Johnson (Credit Courses)	08/31/02	5.4.3. Increase in percentage of students using WebLine registration.	5.4.3.1. 31% of CCCC students used Weblines for spring registration, a 15% increase from spring/01. Weblines use for Summer I and III increased 81% over 2001. Summer II Weblines registration is up 73.1% from 2001.
5.5. Expand opportunities for access to information and e-commerce.	Jenkins, McRae, Hardy, Langford, Sheppard, Meinhardt, P. Browning, Hoyt, Ammons	05/31/02	<p>5.5.1. "Up selling" opportunities provided on CE Web site for those who register for one course in a series of courses.</p> <p>5.5.2. Study of online book purchasing for CE students completed and recommendations made.</p> <p>5.5.3. Increase in options for online courses for Continuing Education students and SBDC clients.</p>	<p>5.5.1.1. CE Web site being revised with FAQ information for series classes, prerequisites, and certificates. Multiview software is being tested in the fourth quarter. Multiview will directly facilitate opportunities for up-selling additional classes.</p> <p>5.5.2.1. A District-wide text management system has been procured and being implemented. Phase 2 will provide online ordering for CE students. Implementation target is fall/03.</p> <p>5.5.3.1. Currently providing email counseling to SBDC clients. Added courses in: Telecommunication, Medical Transcription, Travel Agent, Health and Life Insurance Certification, Computer classes in Spanish, CCNA Test Prep. Meetings held with element k, knowledgenet.com, and activeEd.com for possible partnerships. Recommendations will be made for new providers in fall/02 for implementation in spring/03.</p> <p>5.5.4.1. Study and software pilot test completed (fall/01).</p>
		12/31/01	<p>5.5.4. Study of online document source analysis (turnitin.com) for plagiarism cases completed.</p> <p>5.5.5. Increase in use of CCCCD online information, services, and programs by students, staff, faculty, and community users.</p>	<p>5.5.5.1. Overall Weblines utilization increased each semester.</p> <p>5.5.5.2. Online tutoring for distance education students began spring 2002 for sixteen distance education courses.</p> <p>5.5.5.3. Online depression screening was developed by Counseling Services and made available fall 2001. Since initiation, 175 students used depression screening, 49 used alcohol screening, 52 used eating disorder screening, and 49 used manic depression screening.</p>

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5.6. Develop options for implementing a secure and effective online testing system for distance education courses.	Kappus, McRae, Mike Smith, Martin, Hoyt, Ammons, Webb-Losh, Faculty Senate, Instructional Deans	08/31/02	5.6.1. Recommendations submitted to Leadership Team for implementing an online testing system. 5.6.2. Pilot test online testing system(s) in a several online courses.	5.6.1.1. WebCT online testing used as part of WebCT online course instruction. 5.6.2.1. WebCT online testing currently used by several CCCCD faculty. Perceptions software testing trials and training conducted.