



# Strategic Planning Annual Report

## 2020-2021

**Chattahoochee Valley Community College**

**Division of Strategic Initiatives**

**2602 College Drive**

**Phenix City, AL 36869**

**334-291-4900**

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[www.cv.edu](http://www.cv.edu)

## *Mission Statement*

Chattahoochee Valley Community College promotes student success and is committed to enriching our community by offering accessible, quality, and engaging educational opportunities through academic transfer, career and technical education, workforce development, and adult education.

## *Vision Statement*

Chattahoochee Valley Community College (CVCC) will be a dynamic, engaged institution of higher learning dedicated to serving the community and students by providing excellent educational, cultural and career opportunities allowing individuals to be successful and achieve their goals. CVCC will provide quality services through innovative practices, state-of-the-art facilities and an understanding of meeting individuals where they are. CVCC will enhance the lives of its students, faculty, staff and the community by:

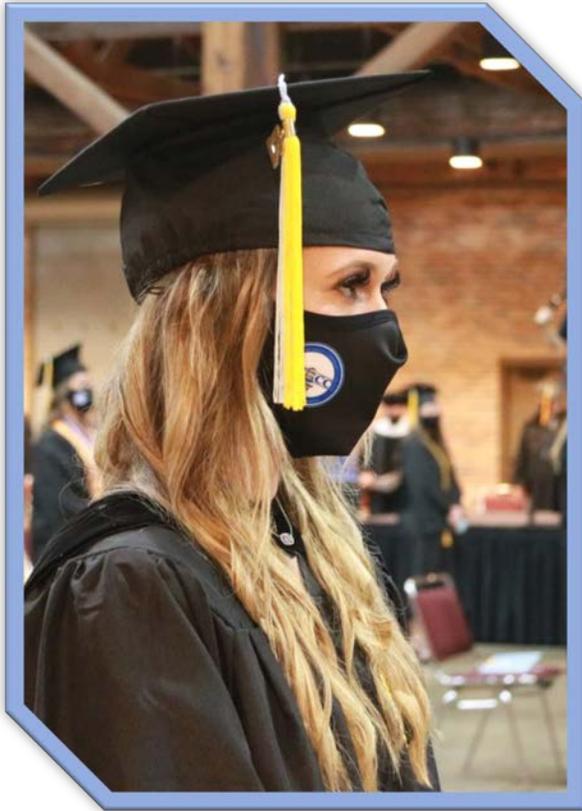
- Promoting instructional excellence in all program areas;
- Expanding and enhancing programs to meet the needs of the area's workforce;
- Strengthening partnerships to advance the mission of the College;
- Creating a supportive teaching and learning environment;
- Integrating technology to support all programs and services;
- Implementing the use of evidence-based decision-making and
- Providing exceptional student support services.

## *CVCC Institutional Goals*

To achieve its purpose, the College has developed the following goals:

- To offer high-quality educational programs.
- To expand and strengthen program offerings that prepare students for direct entry into jobs at technical, paraprofessional, and entry-level management positions.
- To provide educational and support programs that ensure student success.
- To develop community service and continuing education programs, strengthen links with high schools and community agencies, and promote the economic, educational, and cultural development of the service area.
- To provide and maintain a comprehensive program of advising, counseling, and testing services and extracurricular activities that enrich the cultural, social, physical, and intellectual lives of students.
- To practice broad-based systematic planning of the College's educational programs, academic and student support services, community service programs, and administrative processes.
- To provide state-of-the-art technology, infrastructure, and facilities to support the College mission.

## *2020-2021 Strategic Planning in Retrospect*



Developing and implementing a strategic plan for Chattahoochee Valley Community College is a massive undertaking that crosses all departments and activities of the College. This comprehensive plan sets the framework for the College's short-term and long-term goals and action steps for accomplishing the identified vision and core mission of the institution. While the work is challenging, it is paramount to the success of our students and ultimately, the College.

During this year, we have had many major accomplishments to celebrate; however, it must be noted at this juncture that the effects of COVID-19 have indeed impacted our progress. To say that

the 2020-2021 academic year was like no other, is an understatement. The global pandemic impacted the way we live, educate and learn; however, in the midst of these unprecedented times, the College has evolved and adjusted and is still focused on a continuous planning and improvement process that is mission critical. In spite of the circumstances, the College has remained dedicated to its planning process, engaged in structured activities and review processes, and devoted to developing measures for improving our educational delivery and support activities.

As we look to the future, we will remain focused on our mission and true to our ultimate goal of providing the best possible services to the citizens of this region. The information that follows provides a context for the strategic initiatives that have been completed during the 2020-2021 academic year and delineates a clear view of our progress. We are proud of our work and committed to moving forward – stronger.

## Strategic Planning

CVCC is committed to planning and assessment practices that focus on continuous improvement. To this end, CVCC supports a process of planning and assessment that represents a cycle of identifying goals, expected outcomes, assessment measures and schedules, recording actual results, and developing plans for improvement based on these results. CVCC's planning and assessment process is broad-based and collaborative.

The development of the *CVCC Strategic Plan* began with input from various College constituents and was published in Fall 2018 and was developed as a three-year plan. As a result of the Coronavirus Pandemic, in July 2021, the Administrative Cabinet extended the Strategic Plan timeline from three years to five years (2018-2023) in an effort to allow for a longer period to assess trends and data.

## Strategic Enrollment Management Plan

The Strategic Enrollment Management Committee, made up of representatives from across the College, identified enrollment goals through Fall Semester 2021 to align with the 2018-2021 CVCC Strategic Plan. COVID-19 drastically impacted the College's ability to achieve many of the goals set in the 2018-2021 Strategic Plan. As a result, the Strategic Plan has been extended to 2023. For this reason, the current Strategic Enrollment Management Plan has been extended to 2023 in alignment with the 2018-2023 CVCC Strategic Plan, and enhanced to ensure that measures for success are clearly defined, measurable, and address needs magnified as a result of the pandemic. This extension will provide the College an opportunity to recalibrate its approach to success as we continue to work on our goals.

The overall enrollment goal has been adjusted to **1424 students by Fall 2022**. This adjustment allows the College to identify and target areas impacted by COVID-19, as well as identify the potential impacts of the pandemic on enrollment for 2022-2023. The Committee will focus on the development of specific strategies to increase enrollment and make pandemic-related adjustments to retention and student success plans.

	Academic Year	Actual Fall Headcount	Percent Change
Baseline	17-18	1424	
Year 1	20/21	*1399	2% decrease
Year 2	21/22	*1361	4% decrease
Year 3	22/23		

Source: Dax Data \*Enrollment impacted by COVID-19.

## 2018-2023 Strategic Plan

### Areas of Strategic Focus

With an eye to the future, a strong desire for excellence and a staunch dedication to student success, CVCC has embraced the following six Areas of Strategic Focus to guide our work.

- **Focus I: Teaching and Learning**
  - Focus Area Outcome: CVCC will enable students to succeed in accomplishing their goals by providing quality education and training as evidenced by data. We will provide a supportive teaching and learning environment, accompanied by an effective array of support services.
  - Measures:
    - M1) At least 50% Retention Fall to Fall
    - M2) At least 20% Graduation rates (150% IPEDS)
    - M3) Report on Measures of Student Success (various areas)
    - M4) Transfer or job placement rates remain steady or increase year over year
    - M5) At least 90% satisfaction on Student Satisfaction Survey (engagement, advising, tutoring, etc.)
    - M6) At least 55% Fall/Spring Persistence Rates
    - M7) At least 75% course success rate
    - M8) 100% STARS use/orientation classes
    - M9) At least 90% agree with program delivery on Advisory Council Survey and Professional Development Survey
    - M10) At least 75% mastery of program Student Learning Outcomes (SLOs)
  
- **Focus II: Public Relations and Community Outreach**
  - Focus Area Outcome: CVCC will broaden the College's footprint by strengthening community awareness of college programs and services.
  - Measures:
    - M1) At least 6% increase each year in Annual Enrollment Report
    - M2) Social Media analytics through digital marketing year over year comparison (TV and radio)
    - M3) Minimum of 4 articles per semester in area newspapers and publications
    - M4) At least 5% increase number of completed admissions applications each fall
    - M5) At least 5% increase in number of first-time freshmen each fall
    - M6) Increase in scholarships awarded each year
    - M7) Increase in number of college events
    - M8) Adult Ed – increase number of alumni interactions year to year
    - M9) Increase the number of alumni interactions year to year

M10) College participation in strategic community and civic organizations year to year

- **Focus III: Customer Service**

- Focus Area Outcome: Create a culture of excellence in professionalism and customer service delivery.
- Measures:
  - M1) At least 90% satisfaction on Student Satisfaction Survey (Financial Aid, Admissions, Business Office, etc.)
  - M2) At least 90% satisfaction on Professional Development Survey
  - M3) At least a 3 rating in customer service on employee performance evaluations
  - M4) At least 90% satisfaction on Employee Evaluation of College Services

- **Focus IV: Workforce Development**

- Focus Area Outcome: CVCC will provide effective workforce development and training to address current and future needs of business and industry in the region.
- Measures:
  - M1) Increase number of job training and noncredit programs year over year
  - M2) New programs developed and approved year over year
  - M3) At least one of internship and cooperative learning opportunity for each career tech program per year
  - M4) At least two Advisory Committee Meetings per year

- **Focus V: Technology and Infrastructure**

- Focus Area Outcome: CVCC will provide a safe and secure environment for all members of the campus community. The College will utilize technology to enhance and support educational programs, services, and other mission-related activities
- Measures:
  - M1) At least 90 satisfaction on Student Satisfaction Survey (IT, Facilities, Security)
  - M2) At least 90% satisfaction on Employee Evaluation of College Service (IT, Facilities)
  - M3) Facilities Master Plan – target improvement for at least one building/infrastructure per year
  - M4) At least 80% activities outlined in IT Plan implemented
  - M5) 100% of vehicles operable in Fleet Management Plan

- **Focus VI: Resource Development**

- Focus Area Outcome: CVCC will increase alternative sources of revenue by engaging alumni, collaborating with business and industry partners, and enhancing grant acquisitions. The College will also enhance institutional budgets by controlling expenditures.

- o Measures:
  - M1) Increase in number of grants submitted and dollars raised through grants (public and private) year over year
  - M2) Increase total dollars raised through private giving year over year
  - M3) Increase total dollars raised through employee giving year over Year
  - M4) Performance-Based Funding Measures
  - M5) Ensure alumni participation in at least two events year over year
  - M6) Reserve Status (3 months)

Each department or area within the College creates Unit Plans each year as part of the Institutional Effectiveness process. Unit Plans must be directly related to one of the Areas of Strategic Focus and a specific Strategy/Action Plan.

By focusing on the identified Areas of Strategic Focus and each of the departments developing action plans and strategies to address each expected outcome, the College will strive to achieve its established benchmarks as noted in the identified measures to demonstrate its commitment to institutional and student success.



## Institutional Benchmarks

The Alabama Community College System Office identified the following benchmarks as Performance-Based Indicators for CVCC:

Graduation Rates							
Graduation Rate Meet or exceed 20%	Cohort 2013	Cohort 2014	Cohort 2015	Cohort 2016	Cohort 2017	Variance	Goal Met
	11% FTFT	20% FTFT	20% FTFT	19% FTFT	22% FTFT	3% increase	

Other Performance Indicators						
Performance- Based Indicators	Baseline 2017-18	Actual 18-19 Year 1 Outcomes	Actual 19-20 Year 2 Outcomes	Actual 20-21 Year 3 Outcomes	Variance	Goal Met/ Not Met
Fall to Fall Retention – increase 2% annually	55% DAX Data FTFT	54% DAX Data FTFT	55% DAX Data FTFT	60% DAX Data FTFT	5% increase	Goal Met
Fall to Spring Persistence – increase 2% annually	73%	71%	68%	62%	6% decrease	Goal Not Met
Full-time Enrollment (FTE) 12 credit hours – increase 2% annually	1241	1379	1,352	1,115	6% decrease	Goal Not Met
Associate degrees – increase the number of awards by 7% annually	197	227	232	264	14% increase	Goal Met
GEDs awarded each year - 104	66	45	46	11	76% decrease	Goal Not Met

## STATUS OF WORK ON AREAS OF STRATEGIC FOCUS

### Focus I - Teaching and Learning

**Focus Area I: Teaching and Learning**  
**67% of Units Achieved Expected Outcomes**

**Expected Outcome:** CVCC will enable students to succeed in accomplishing their goals by providing quality education and training, as evidenced by data. We will provide a supportive teaching and learning environment, accompanied by an effective array of support services.

**Strategies/Action Plan:**

1. Plan and implement Professional Development focusing on student engagement for faculty and staff (M5)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Applied Technology	3	3
Computer Information Technology	1	1
Dual Enrollment	2	2
Instruction	1	1
Medical Assisting (MAT)	6	6
Online Learning	2	2
Student Development	3	3
Student Services	1	1
Tutoring	1	0
<b>Total</b>	<b>20</b>	<b>18</b>
<b>%</b>		<b>90%</b>

Summary of actions or achievements during 2020-2021:

- Applied Technology – Dual Enrollment students have the opportunity to earn AWS Certification
- Applied Technology – HVAC instructor attended ACRE Conference
- CIT – CISCO membership affiliation with Stanly Community College in July 2021 to maintain CISCO Networking Academy
- Dual Enrollment – Coordinator participation in Manufacturing Week and tours at manufacturers
- Dual Enrollment – Coordinator attended ALACTE conference
- Instruction – 95% of students survey agreed Blackboard met their educational needs
- MAT – Instructors use Blackboard retention tool to identify struggling Students; Instructors have students sign up with Alabama Job Link for

future employment; National Health Career Association online tutorial tools for passing certification exam

- Online Learning – Blackboard online training models with 32 training videos; implemented new faculty lecture capture system; facilitated two Quality Matters; applied QM rubric workshops
- Student Development – Professional development in disability services
- Student Services – Additional technology components to orientation class including online access to catalog for financial data, registration, website for consumer information, and using Internet for scheduling

2. Offer collegiate student activities that provide opportunities for student engagement (M5)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Computer Information Technology (CIT)	1	1
Health & Physical Education (PE)	2	2
Online Learning	2	2
<b>Total</b>	<b>5</b>	<b>5</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- CIT – 2% increase in professional or industry certifications
- Health & PE – 89% of students enrolled in PED 100 completed with a C or better
- Health & PE – 94% of students enrolled in HED 226 completed with a C or better
- Online Learning – Students in online and hybrid classes do as well as traditional classes

3. Establish a student success program that successfully guides and supports students through the educational pipeline. (M1, M2, M3, M4, M7)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Associate Degree Nursing (ADN)	5	4
Applied Technology	6	6
Athletics	1	0
Business	1	1
Criminal Justice (CRJ)	1	0
Instruction	1	1
Learning Resource Center (LRC)	1	1
Math	2	0
Practical Nursing (PN)	1	1
Student Development	1	1
Student Services	1	1
Tutoring	2	2

Total %	23	18 78%
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Summary of actions or achievements during 2020-2021:

- Applied Technology – Program is NCCER certified and offers students the opportunity to attain Core NCCER Certification
- Athletics – Overall GPA for Athletics Department is 2.91
- Instruction – Purchase of Magna Commons to provide on-demand virtual platform professional development for faculty
- LRC – 96% of students surveyed were satisfied with the library and 98% of employees surveyed were satisfied
- Student Development – 95% of students surveyed were satisfied with academic advising
- Student Services – Student Satisfaction Survey indicated student are satisfied with available resources for career services and career exploration opportunities
- Tutoring – Benchmark of 20% was met for students enrolled in Math 098, 100, and 112 using the Tutoring Center
- Tutoring – 94% of students survey were satisfied with services provided by the Tutoring Center

4. Develop an early alert system utilizing the College’s Learning Management System (M1)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Instruction	1	1
Total %	1	1 100%

Summary of actions or achievements during 2020-2021:

- Instruction – 26% decrease in withdrawals

5. Broaden awareness of connection between college completion and career opportunities (M3, M5, M8)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Instruction	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- Instruction – 95% of student are satisfied with scholarship information provided; 91% of students are satisfied with information provided about career awareness/development

6. Ensure learning technology, equipment, and furnishings are state of the art (M9)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Applied Technology	3	3
Computer Information Technology (CIT)	2	1
Fire Science (FSC)	1	0
Learning Resource Center (LRC)	1	1
<b>Total</b>	<b>7</b>	<b>5</b>
<b>%</b>		<b>71%</b>

Summary of actions or achievements during 2020-2021:

- Applied Technology – Dell Latitude 5,580 laptops were purchased and installed
- Applied Technology – Propane conversion kit on the Miller Bobcat welder was installed for student training
- Applied Technology – Advanced mini split HVAC systems were installed for student lab assessments
- CIT – Purchase of switches, patch panel, and cables made for the CISCO lab
- LRC – 97% of students and employees surveyed were satisfied with study areas for collaborative learning and project development

7. Devise flexible, innovative scheduling, and registration practices to remove barriers to completion (M5)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Business	1	0

Instruction	1	1
Total	2	1
%		50%

Summary of actions or achievements during 2020-2021:

- Instruction – 93% of students surveyed agree the variety of courses offered were appropriate to meet their educational needs

8. Deliver student support services in a manner that will simplify the student onboarding process (Admissions, Financial Aid, Testing, etc.) (M5)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Student Services	1	1
Total	1	1
%		100%

Summary of actions or achievements in 2020-2021:

- Student Services – 100% student satisfaction with enrollment and registration processes

9. Establish clear academic pathways based on curriculum designed to help students achieve important learning outcomes. (M10)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Adult Education (AE)	1	1
Associate Degree Nursing (ADN)	11	8
Business	2	1
Business & Information Technology (BOT)	1	0
Child Development (CHD)	5	4
Business & Office Technology	1	1
Computer Information Technology (CIT)	5	1
Criminal Justice (CRJ)	3	2
Emergency Medical Services	5	4
Fine Arts & Social Science	11	9
Fire Science (FSC)	3	3
Health Sciences	1	0
Language	2	0
Math	4	0
Practical Nursing (PN)	3	0
Science	8	1
Visual Communication	2	1

Total %	68	36 53%
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Summary of actions or achievements during 2020-2021:

- AE – CVCC AE has a measurable skill gains of 29% above the state average of 24%
- ADN – 91% of ADN graduates passed the NCLEX-RN on the first attempt
- ADN – 100% of respondents reported in-filed full-time employment within six months of graduation
- ADN – 94% earned at least 92% predicted probability of passing the NCLEX-PN on the first attempt
- ADN – Met the benchmark of 55% completing the program within 150% of designated time of seven semesters
- BOT – Program teach-out phase completed
- CHD – Dual Enrollment in CHD program increased by 40%
- CIT – All CIT students identified career pathways by evaluating degree plans and recognizing course sequence
- EMT – 15% increase from previous year in pass rate on NREMT exam
- Fine Arts (ART 100) – Pass rate increased to 84%
- VCM – Digital Photography short certificate added to VCM program

**Focus Area II: Public Relations and Community Outreach  
72% of Units Achieved Expected Outcomes**

## Focus II - Public Relations and Community Outreach

**Expected Outcomes:** CVCC will broaden the College’s footprint by strengthening community awareness of college programs and services.

**Strategy/Action Plan:**

1. Promote the College in the region through branding (M2, M3)

College Areas	Unit Plans Focused on Action for 2020-2021	Achieved Goal Year 3
Adult Education (AE)	1	0
Athletics	1	0
Business (BUS)	1	1
Criminal Justice (CRJ)	1	0
Dual Enrollment (DE)	2	2
Fire Science (FSC)	1	1
Institutional Advancement (IA)	1	1
Marketing & PR	4	4

President's Office	4	2
Recruiting	2	0
Workforce Development	1	1
<b>Total</b>	<b>19</b>	<b>12</b>
<b>%</b>		<b>63%</b>

Summary of actions or achievements during 2020-2021:

- Business – Enrollment increased 40% from Fall 2019 to Fall 2020
- Dual Enrollment – Majority of high school students have been contacted as a group in a classroom setting regarding college and workforce requirements and regulations/procedures
- Dual Enrollment – Increase in number of enrolled students and students submitting packets for enrollment
- Fire Science – Program graduates increased from 10 to 12 from 19-20 to 20-21
- IA – 8% increase in dollar amount by employees
- Marketing – 100% of students surveyed were satisfied with social media and 97% satisfied with the website
- Marketing – Increase in visibility in local media with weekly posts on social media and over 40 press releases over the academic year
- President's Office – Community and business leaders' involvement in self-analysis to obtain funding from ACCS APIRE 2030
- Recruiting – Enrollment for traditional students increased 1% from the previous fall
- WFD – Marketing via Tuesday Talk Zoom sessions, video recordings with Columbus CEO, credentialing fair at Ft. Benning, and Summer Career Exploration Camp with 7<sup>th</sup> and 8<sup>th</sup> graders

2. Motivate individuals to expand their educational aspirations (M1, M2, M5, M6)

College Areas	Unit Plans Focused on Action for 2020-2021	Achieved Goal Year 3
Learning Resource Center (LRC)	1	0
Recruiting	1	1
<b>Total</b>	<b>2</b>	<b>1</b>
<b>%</b>		<b>50%</b>

Summary of actions or achievements during 2020-2021:

- Enrollment increased 1% for non-traditional students

3. Lead and facilitate conversations and collaborations to address critical community issues (M7)

College Areas	Unit Plans Focused on Action for 2020-2021	Achieved Goal Year 3
President's Office	1	1

Total	1	1
%		100%

Summary of actions or achievements during 2020-2021:

- President's Office – College is involved in many civic and community activities (See Major Accomplishments at end of report.)

4. Strengthen alumni relationships (M7)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
	None	None
Total	None	None
%		0%

Summary of actions or achievements during 2020-2021:

- None at this time.

5. Increase dual enrollment opportunities for area high school students (M1)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Instruction	1	1
Total	1	1
%		100%

Summary of actions or achievements during 2020-2021:

- Dual enrollment participates increased by 112%

6. Increase awareness of the College through student success stories (M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Marketing/PR	1	1
Total	1	1
%		100%

Summary of actions or achievements during 2020-2021:

- Marketing/PR – 46 press releases to local media; featured on WTVM 15 times, WRBL 11 times, and The Citizen 22 times; 3 videos featuring students who received funding through the Foundation

7. Enhance relationships with internal (college employees, students) and external stakeholders (legislators, local government, LEAs, Foundation, Business and Industry partners) (M7)

College Areas	Unit Plans Focused Action	Achieved Goal Year 3
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2020-2021		
President's Office	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- President's Office – College is involved in many civic and community activities (See Major Accomplishments at end of report.)

8. Ensure engagement with community and civic organizations (M9)

College Areas	Unit Plans Focused on Action for 2020-2021	Achieved Goal Year 3
Adult Education (AE)	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- AE – Number of off-site class locations increased from 6 to 8

9. Broaden the College's reach to prospective and current students by increasing the number of scholarships awarded (M4, M5)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Recruiting	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- Recruiting – Total of \$1,530,670 awarded in institutional scholarships, an increase over 2020 of 2.4%

10. Enhance the College website and social media presence (M2)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Marketing/PR	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- Marketing/PR – Facebook had 3,767 followers in 2021, an increase of 198 followers in 2020; 200 Facebook posts, 78 Instagram posts, and 100 followers on LinkedIn in four months.

11. Enhance media relationships (M2, M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Marketing	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- Marketing/PR – 46 press releases to local media; featured on WTVM 15 times, WRBL 11 times, and The Citizen 22 times

**Focus Area III: Customer Service  
97% of Units Achieved Expected Outcomes**

### Focus III - Customer Service

**Expected Outcome:** Create a culture of excellence in professionalism and customer service delivery.

**Strategy/Action Plan:**

1. Develop a comprehensive plan to analyze processes to eliminate customer service barriers and clearly define expected customer service standards (M1)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Admissions	4	3
Athletics	1	1
Business Services	1	1
Dual Enrollment	1	1
Facilities	1	1
Human Resources (HR)	1	1
Institutional Effectiveness (IE)	3	3
Learning Resource Center (LRC)	1	1
Marketing & PR	1	1
President's Office	1	1

Registrar	2	2
Security	1	1
Student Services	2	2
Testing	1	1
Total	21	20
%		95%

Summary of actions taken during 2020-2021:

- Admissions – All six students requesting academic appeals were reinstated on appeal
  - Admissions – 100% of students completing the Student Satisfaction Survey were satisfied with services offered the Admissions Office and 100% satisfied with the registration process
  - Business Services – 96% of students completing the Student Satisfaction Survey feel the Business Office delivered services that met their educational goals
  - Dual Enrollment – No incomplete files for enrolled students
  - Facilities – Over 87% (benchmark 80%) employees indicated on the Employee Evaluations of College Services that needs were met
  - HR – 100% of full-time employees were set up in system prior to first day of employment
  - IE – 2020 IE plan was fully implemented
  - IE – 98% of employees who completed the Employee Evaluation of College Services indicated survey/evaluation information was helpful in planning for their units
  - IE – 98% of employees who completed the Employee Evaluation of College Services agreed the IE office provides information and training to support continuous planning and improvement
  - LRC – Joined AL Two-Year college Library Association, Southeastern Library Association, AL Association of College and Research Libraries, AL Library Association, and the American Library Association; participated in workshops, annual meetings, and webinars
  - Marketing – The majority of those surveyed agree that print requests were handled in a timely manner.
  - President's Office – Hired a seasoned Dean Students and Campus Services who focused much energy on training and development of staff
  - Registration – 98% of those surveyed were satisfied with the online registration process
  - Student Services – Increased division meetings to one per semester and bimonthly unit meetings
  - Testing – 100% of those surveyed agreed services were delivered in a manner to that met their education needs
2. Foster a culture of excellence by facilitating an ongoing program of professional development for faculty and staff focusing on college processes, procedures and effective customer service delivery. (M1, M2, M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Adult Education	1	1
Student Services	1	1
<b>Total</b>	<b>2</b>	<b>2</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- AE – All AE staff met or exceeded 20 hours of professional development
- Student Services – Student needs with virtual learning were still met through adjusted processes of the Office of Student Development and Success although no C.A.R.E. Team meetings were conducted

3. Establish a consistent and expected standard of professionalism (M4)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Marketing & PR	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- Marketing – Public Information Officer participated in Enrollment Management Strategies During COVID-19 and Beyond webinar, made media appearances on Business Break television show and on other television channels, and in radio interviews.

4. Utilize technology to enhance communication with students and employees (M1, M4)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Learning Resource Center	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- LRC – 11 subscribers to Word of the Day emails

5. Provide services to identified clusters of customers based on common needs (veterans, non-traditional, dual enrollment, perspective students, transfer, senior adults, etc.) (M1)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
	None	None
<b>Total</b>	<b>None</b>	<b>None</b>
<b>%</b>		<b>0%</b>

Summary of actions or achievements during 2020-2021:

- None at this time.

6. Utilize customer feedback to enhance service delivery (M1, M2)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Learning Resource Center	1	1
Student Services	1	1
Testing	1	1
Tutoring	1	1
<b>Total</b>	<b>4</b>	<b>4</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- LRC – 95% of faculty surveyed were satisfied with library services and resources
- Student Services – Increase in registration satisfaction
- Testing – 100% of students surveyed agreed testing services met their educational needs
- Testing – 93% of employees surveyed agreed the Testing Center met the testing needs of the campus and community
- Tutoring – 94% of students surveyed agreed the Tutoring Center met their educational needs

7. Utilize regular faculty and staff meetings as a tool to reinforce expected standards of professionalism and customer service (M3, M4)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Instruction	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- All direct reports to the Dean of Instruction received a rating of 3 on their performance evaluation in customer service and professionalism.

8. Empower employees to resolve customer service issues at the lowest level (M4)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
	None	None
<b>Total</b>	<b>None</b>	<b>None</b>
<b>%</b>		<b>%</b>

Summary of actions or achievements during 2020-2021:

- None at this time.

**Focus Area IV: Workforce Development  
100% of Units Achieved Expected Outcomes**

**Focus IV - Workforce Development**

**Expected Outcome:** CVCC will provide effective workforce development and training to address current and future needs of business and industry in the region.

**Strategies/Action Steps:**

1. Expand and integrate employment outreach services, including strengthening advisory committees (M3, M4)

College Areas	Unit Plans Focused Action 2019-20	Achieved Goal Year 3
Workforce Development (WFD)	5	5
<b>Total %</b>	<b>5</b>	<b>5 100%</b>

Summary of actions or achievements during 2020-2021:

- WFD – Continuing education enrollment increased 20%
- WFD – Three additional cooperative agreements offered
- WFD – 90% pass rate in MSSC CLA and CLT classes
- WFD – Certified Medical Administrative Assistant and Home Health Aid short certificates launched in Spring 2021

2. Provide job training and noncredit programs to meet the needs of the region (M1)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Instruction	1	1
Workforce Development (WFD)	1	1
<b>Total</b>	<b>2</b>	<b>2</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- Instruction – More continuing education classes offered in 2020-21; four contracts were established with business and industry
- WFD – Enrollment increased by 20% with the addition of three Medication Aide continuing education courses.

3. Develop new degree and certificate programs in growing occupations (M2)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Adult Education (AE)	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- AE – 40% increase in number of career pathways offered

4. Increase internship and cooperative learning experiences for students (M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Workforce Development (WFD)	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- WFD – Increase from 4 to 9 students in INT 291 between Fall 2020 and Summer 2021; 3 additional cooperative agreements signed for students to continue cooperative education class participation; An Enhanced Industrial Maintenance Lab equipment grant of \$48,550.00 placed at Russell County High School in support of the Industrial Maintenance short certificate; Certified Medical Administrative Assistant equipment grant of \$5,600.00 to assist with startup of the Certified Medical Administrative Assistant short-

term certificate program; Applied Technology program gained notable achievement through ACCS by winning the regional title for utilizing innovative and worthwhile work-based learning opportunities.

- Strengthen business and industry partnerships in high-wage and high-demand careers (M4)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Workforce Development (WFD)	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- WFD – Three industries, Meridian Brick, Nelson Electric, and Johns Mansville have established cooperative agreements; Vectorply received four Certified Production Technician training; Industrial Maintenance Advisory Committee membership increased to 13

**Focus Area V: Technology and Infrastructure  
94% of Units Achieved Expected Outcomes**

## Focus V – Technology & Infrastructure

**Expected Outcome:** CVCC will provide a safe and secure environment for all members of the campus community. The College will utilize technology to enhance and support educational programs, services, and other mission related activities.

### Strategies/Action Steps:

- Update and acquire facilities vital to the support and success of college programs, services, and functions (M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Applied Technology	1	1
President's Office	1	1
Security	2	2
<b>Total</b>	<b>4</b>	<b>4</b>
<b>%</b>		<b>100%</b>

Summary of actions or achievements during 2020-2021:

- Applied Technology – Building has been identified for purchase for future welding expansion
- President’s Office – With CARES funding, enhancements include upgraded instructional technology, temperature/facemask scanning devices, and additional computer technology
- Security – Daily monitoring from surveillance cameras to identify any security issues
- Security – Change to new security camera service provider with upgrades and software change out

2. Provide reliable, secure information systems throughout the College (M4)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Information Systems	1	1
Total	1	1
%		100%

Summary of actions or achievements during 2020-2021:

- Information Systems – With CARES funding, will upgrade and expand Wifi on campus

3. Integrate facility operation with information services to take advantage of state-of-the-art technology and instructional pedagogies (M4)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
	None	None
Total	None	None
%		0%

Summary of actions or achievements during 2020-2021:

- None at this time.

4. Integrate the implementation of the System’s ERP initiative (M4)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Admissions	1	1
Total	1	1
%		100%

Summary of actions or achievements during 2020-2021:

- 100% of Admissions staff were trained in implementation of the System’s ERP

5. Improve the overall appearance of the facilities and grounds (M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Facilities	1	1
Total	1	1
%		100%

Summary of actions or achievements during 2020-2021:

- Facilities – 88% (benchmark 80%) of employees indicated building and grounds maintained to meet the needs of faculty, staff, and students

6. Establish a preventative maintenance schedule to maximize life cycle of installed building components (M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
	None	None
Total	None	None
%		0%

Summary of actions or achievements during 2020-2021:

- None at this time.

7. Implement an energy reduction plan (M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Facilities	1	1
Total	1	1
%		100%

Summary of actions or achievements during 2020-2021:

- Facilities – Reset schedule of HVAC systems to reduce run time and installed 30 LED fixtures to reduce energy consumption

8. Enhances its facilities to ensure that relevant functional spaces support students, faculty and the community (M1, M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Facilities	5	5
Total	5	5
%		100%

Summary of actions or achievements during 2020-2021:

- Facilities – 100% of students who responded indicated classroom space is adequate
- Facilities – 87% (benchmark 80%) faculty, staff, and students satisfied with buildings/grounds maintenance
- Facilities – College passed all Phenix City Fire Department inspections

9. Increase visibility of security on campus (M1, M2)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Information Systems	1	0
Security	1	1
<b>Total</b>	<b>2</b>	<b>1</b>
<b>%</b>		<b>50%</b>

Summary of actions or achievements during 2020-2021:

- Security – 100% of students responding to Student Satisfaction Survey feel safe on campus

10. Maintain and share Safety and Security Plan with campus community (M2)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Security	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions and achievements during 2020-2021:

- Security – increased knowledge of campus employees on safety and security

11. Maintain reliable transportation to support the College's mission (M5)

College Areas	Unit Plans Focused Action 2019-20	Achieved Goal Year 3
Security	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions and achievements during 2020-2021:

- Security – Records indicate fleet of vehicles are serviced and repaired appropriately

**Focus Area VI: Resource Development  
91% of Units Achieved Expected Outcomes**

**Focus VI – Resource Development**

**Expected Outcome:** CVCC will increase alternative sources of revenue by engaging alumni, collaborating with business and industry partners, and enhancing grant acquisitions. The College will also enhance institutional budgets by controlling expenditures.

**Strategies/Action Steps:**

1. Identify and secure alternative sources of revenue that advance the College’s mission and vision (M1, M2, M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Business Services	1	0
Institutional Advancement (IA)	1	1
President’s Office	1	1
<b>Total</b>	<b>3</b>	<b>2</b>

%	67%
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Summary of actions and achievements during 2020-2021:

- IA – Awarded \$1,000 of Susan Wiggins scholarship each to three students during 20-21
- IA – Awarded \$2,000 of Haas Foundation grant to an Applied Technology student in Summer 2021
- IA – Received donations of \$8,800 for Track or Treat 5K run
- President’s Office – Dual Enrollment funded \$325,000
- President’s Office – Career and Technical Education (CTE) support grants \$384,644
- President’s Office – Legislative line item for \$75,000 to CTE

2. Increase contributed income from individual, corporate, foundation, and government sources to support institutional priorities (M1, M2)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Institutional Advancement (IA)	1	1
Total %	1	100%

Summary of actions and achievements during 2020-2021:

- IA – Increase in donations of \$27,600 or 28.8% over 2019-2020 for a total of \$123,295

3. Increase the number of grants applied for and received (M1)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Institutional Advancement (IA)	1	1
Total %	1	100%

Summary of actions and achievements during 2020-2021:

- IA – Received \$15,000 Haas Foundation grant; received \$6,300 City of Phenix City grant; received \$10,000 Aflac grant

4. Increase Foundation Board participation to 100% over the next three years (M2)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Institutional Advancement (IA)	1	1
Total %	1	100%

Summary of actions and achievements during 2019—2020:

- IA – 90% Foundation Board participation

5. Increase employee giving to support institutional priorities (M3)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Institutional Advancement (IA)	1	1
President's Office	1	1
<b>Total</b>	<b>2</b>	<b>2</b>
<b>%</b>		<b>100%</b>

Summary of actions and achievements during 2020-2021:

- IA – 32 employee donors for Hall of Fame

6. Host at least two friend-raising and/or fundraising events each year (M2)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Institutional Advancement (IA)	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions and achievements during 2020-2021:

- Conducted CVCC Hall of Fame
- Conducted Chris Patterson Track or Treat

7. Engage CVCC alumni and friends to support the College (M5)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Institutional Advancement (IA)	1	1
<b>Total</b>	<b>1</b>	<b>1</b>
<b>%</b>		<b>100%</b>

Summary of actions and achievements during 2020-2021:

- IA – Negotiations in progress about developing or purchasing an alumni database

8. Identify and cultivate potential donors to support college initiatives (M2)

College Areas	Unit Plans Focused Action 2020-2021	Achieved Goal Year 3
Institutional Advancement (IA)	1	1
Total	1	1
%		100%

Summary of actions and achievements during 2020-2021:

- IA – Foundation raised \$123,295 with \$96,550 from 103 sponsors; CVCC staff contributed \$16,550 from 65 employees to the Foundation; CVCC staff donated \$10,050 to United Way

9. Continue cost containment through sound fiscal management (M6)

College Areas	Unit Plans Focused on Action for 2020-2021	Achieved Goal Year 3
	None	None
Total	None	None
%		0%

Summary of actions and achievements during 2020-2021:

- None at this time.

**Summary: Overall, the College achieved 76% of the Strategic Planning goals for the 2020-2021 year.**





## Chattahoochee Valley Community College

### *Summary of 2020-2021 Accomplishments*

August 1, 2020 – July 31, 2021

The following is an outline of major accomplishments that may or may not have been noted in Unit Planning Reports:

#### • **College Milestones:**

- Faculty updated Student Learning Outcomes for general education core courses
- 2020 NCLEX PN pass rate 96.30%
- 2020 NCLEX RN pass rate 91.11%
- CVCC recertified as a National Testing Center
- Received Georgia Authorization approval
- Medical Assisting program reaccredited by ABHES through February 2028
- Admitted second cohort of standalone LPN students
- Applied Technology received Region 5 Work Based Learning Governor's Seal of Excellence Award
- Received approval for short certificate in digital photography
- Submitted welding for the ACCS Innovation Center training program
- President appointed to the Board of Directors for the Southern Association of College's and Schools (SACSCOC)

#### • **Provided annual professional development for all faculty and staff:**

- Hosted SACSCOC Kickoff Luncheon for faculty and staff
- Conducted continuous meetings for staff on reaffirmation process
- Professional Development with ACCS and Target X for CRM Implementation
- Hosted professional development for the campus in August and November, 2020

#### • **The College has worked to cultivate and build upon existing talent through involvement in System and other professional development opportunities. CVCC has supported staff participation in the following activities:**

- Four faculty (Math, Chemistry, English, and History instructors) participated in the 2021 Instructional Leadership Academy (ILA)
- Achieve Conference
- Held Inaugural Student Services Division Professional Development Seminar
- Diversity Conference

#### • **Increased external resources for the College as follows:**

- Generated revenue totaling \$121,098 for the Foundation (through hybrid Hall of Fame, the highest in the College's history and Chris Patterson Fund)
- Foundation awarded a total of \$44,750 in scholarships to 61 students
- Awarded Gene Haas Foundation Grant of \$15,000 in scholarships for manufacturing-based careers

- Received Perkins supplemental grant of \$56,500 for Career Exploration summer camp
- Received LPN standalone scholarship grant of \$207,500
- City of Phenix City Grant \$6,300
- Awarded additional funds for Dual Enrollment Students, \$441,769
- Received funds from the Phenix City Mayor's Ball to cover dual enrollment scholarships for area high school students and regular scholarships for high school graduates
- Awarded ICI/ISP Equipment Grant – Russell County High School \$48,550
- Awarded ICI/ISP Equipment Grant for Certified Medical Administrative Assistant short certificate - \$5,600
- HVAC received PERC \$10,000 grant for propane training and equipment
- Awarded \$1 million for the acquisition of Adams Hall from Troy University
- Attained 100 percent participation of Foundation Board members in College giving

**• Staff participation in external meetings and associations:**

- Alabama Community College System Presidents' Association (ACCSPA)
- Alabama Community College Association (ACCA)
- Alabama Deans of Student Affairs Association (ADSAA)
- Instructional Officers Association (IOA)
- Financial Officers Association (FOA)
- Alabama Association of Registrars and Admissions Officers
- Alabama/Southern Association of Financial Aid Administrators
- Human Resources Management Association (HRMA)
- Alabama Workforce Officers Association
- Central Alabama Works (quarterly meetings and webinars)
- Alabama Works
- Alabama Adult Education Directors' Association
- Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) Annual Meeting
- SACSCOC Summer Institute
- ACCS Banner System conversion
- OneACCS Blackboard Ultra launch
- Alabama Community College System Public Relations Association (ACCSPRA)
- National Association of Student Affairs Administrators in Higher Education (NASPA)
- ACCS Office of Student Success completed a consultation visit with Student Services focusing on enrollment
- Financial Aid Verification Training through Kentucky Higher Education Assistance Authority (KHEAA)
- Alabama Veteran Affairs Association virtual conference (AVAA)
- VA training through Auburn University
- Alabama Student Success Organization (ALSSO)
- Equity Equation: How to Help Underserved Students Succeed Workshop
- Council of Resource Development (CARD)

**• Established relationships with the following community organizations and stakeholders and/or made the following connections:**

- East Alabama Chamber of Commerce (President, Resource Member)
  - Attended East Alabama Chamber Annual Chamber Dinner
  - Attended periodic East Alabama Chamber Business After Hours events
  - Attended periodic East Alabama Chamber Biscuits and Breakfast/Business meetings

- East Alabama Chamber of Commerce Education TAG Committee
- East Alabama Chamber of Commerce Economic TAG Committee
- Workforce Targeted Advisory Committee- East Alabama Chamber of Commerce
- Hosted East Alabama Chamber of Commerce Chamber After Hours Event
- Associate Dean of Workforce Development and Career Technical Education, Presenter at Biscuits and Breakfast Event
- Columbus Chamber of Commerce (President, Resource Member)
- United Way of the Chattahoochee Valley (President Member, Board of Directors)
- Phenix City Rotary Club (President, Member)
- Attended Mayor's Ball Scholarship Awards Program (President and Instructional Dean; President was a speaker)
- Maintained regular contact with superintendents/administrators of Russell County, Smiths Station, Glenwood, and Phenix City Schools
- Participated in the WTVM Business Break segments (Columbus, GA)
- Participated in Columbus Georgia Chamber of Commerce CEO tapings, highlighting Workforce Solutions, Career and Technical programs, and the Foundation Hall of Fame)
  - Dean of Instruction speaker for Russell County Teacher Appreciation Award Luncheon
  - Athletic teams participated in the Chris Patterson 5k Track-or-Treat Scholarship Fundraiser
  - Executive Career Technical Advisory Committee (Central High School)
- Marketing Director/Public Information Officer served as mentor for East Alabama Chamber of Commerce Junior/Senior Leadership Program
- Marketing Director/Public Information Officer served as judge for Young Citizens Award of East Alabama
- Financial Aid hosted a hybrid Counselors Workshop
- Men's Basketball Hosted a Basketball Camp
- Student Athletes Collected Canned Goods for Local Food Bank for Holidays
- Hosted Family Literacy Week through Adult Education and participated in the National Shine-A-Light on Literacy Campaign
- Hosted Cruising to Career Exploration summer camp for rising 8<sup>th</sup> and 9<sup>th</sup> graders (Summer 2021)

#### • **Workforce Development/Short-term Training:**

- More than 30 military personnel have completed CLA-CLT training through CA Credentialing
- Launched Certified Medication Aide training through Continuing Education with Arbor Springs Rehabilitation Center
- Workforce Development received the Existing Industry Training Program (EITP) Grant through Alabama Department of Commerce to train CNA's to become Certified Medication Aides at Phenix City Healthcare
- Established MOU with Sodecia Automotive for apprenticeship program
- Launched Pathway to Accelerated Career Enrichment (PACE) Program to strengthen ALAMAP and AWSP Programs.

#### • **Developed a comprehensive COVID-19 Comeback Plan:**

- Hosted vaccination clinics (four clinics during August 1, 2020 – July 31, 2021)
- Provided CARES Act funds to students to assist with educational expenses
- Prepared the campus for opening by creating resources to ensure a safe environment on campus; installed safety barriers where needed; provided

continuous cleaning of campus facilities; posted signs on campus communicating face mask requirements and prevention protocols; established online meeting tools to ensure continuity of communications between the College and internal and external stakeholders.

- Upgraded and installed a new security surveillance system
- Expanded outdoor wireless coverage to parking lots and common areas
- Upgraded/added indoor wireless to expand coverage and update access points
- Connected the baseball and softball fields to the network using a point-to-point wireless system
- Procured a new autonomous camera system
- Purchased a campus-wide fiber upgrade from multi-mode to single-mode fiber increasing available bandwidth
- Doubled our Internet bandwidth from 250Mbps to 500Mbps
- Expanded VPN access for employees
- Implemented laptop loaner program with 200 computers
- Distributed new laptop computers to all faculty and staff for remote work
- Imaged and replaced all computers in Adult Education
- Interactive whiteboards on campus were upgraded
- Installed WESCAN Temperature Scanning Devices in every building on campus

#### ● **Student Activities and Campus Events:**

- Ambassadors-Volunteered at Ronald McDonald House
- Hosted Breast Cancer Awareness Event
- Supported the virtual World Aids Day Community Program
- Hosted a virtual Autism Awareness Forum
- Hosted a virtual Black History Forum
- Hosted Chili Cook-Off in support of United Way Campaign
- Inaugural Easter Egg Hunt for students implemented
- Hosted a virtual Constitution Day celebration
- Hosted a virtual recognition program for Veterans Day
- Hosted a virtual Holocaust Remembrance program
- Hosted a virtual Women's History Forum
- Introduced a new mascot and hosted a Mascot Naming Contest (Captain Sea-Vee)
- Participated in Founders Day Festival in Smiths Station
- Participated in Crawford Market Days and Lee County Flea Market
- Attended Chatt-a-Hoots Baseball Game and President threw out first pitch
- Expanded College Bus Tours
- Conducted drive-thru Academic Awards Ceremony
- Conducted in-person Graduation Ceremony

#### ● **Implemented strategies to Enhance New Student Engagement (SENSE) Program as a result of a Title III grant**

#### ● **Athletic Achievements:**

- All four athletic teams (men's and women's basketball, softball and baseball) made the ACCC state tournament; Women's Basketball placed second in the state tournament.
- Men's and Women's basketball coaches named Coach of the Year for the South Division.
- 38 Chattahoochee Valley Community College student athletes were named to the Alabama Community College Conference Spring 2021 Commissioner's Honor

- Roll by achieving a 3.0 grade point average (GPA) or higher. In addition, seven of those CVCC athletes were named 2021 National Junior College Athletic Association (NJCAA) All-Academic by earning at least a 3.6 GPA.
- 22 CVCC student athletes received four-year scholarships to continue their academic and athletic careers.

