Cumberland COUNTY COLLEGE

Non-Academic Departmental Mission Statements

Department	Unit Mission Statement
Arts & Humanities Division	The Division of Arts and Humanities provides an academic nexus offering students core education courses encompassing the arts and humanities, and innovative career and transfer-focused programs, and professional certificates. The Division's curriculum contributes to the intellectual growth of every CCC student to enhance: **Communication:** Students will demonstrate effective communication skills by expressing ideas and sharing knowledge in a clear, focused, and organized manner. **Problem Solving:** Students will demonstrate critical thinking, problem solving and analytical skills. **Interdisciplinary Connections**: Develop interdisciplinary connections and cultural comparisons of various disciplines: art, foreign language, literature, music, history, theatre, religion and philosophy. **Information Literacy:** Locate, retrieve, and critically evaluate information and information sources.
Athletics	Cumberland County College Athletics is committed to distinction in athletics as part of a larger commitment to excellence, pride, service and education. The mission of the intercollegiate athletic department at Cumberland County College is to recruit, enroll and develop the whole student-athlete on and off the playing field. The intercollegiate athletic department provides student-athletes the opportunity to compete in a highly competitive athletic atmosphere while fostering individual success. Through sports an environment that supports learning, academic achievement, personal growth, civic responsibility and sportsmanship is provided.
Science, Engineering & Mathematics Division	Cumberland County College's Division of Science, Engineering & Mathematics empowers our students with skills for the jobs of today and scientific literacy to be lifelong learners in the world of tomorrow. Our faculty and staff inspire students to improve and create new things and ideas and to comprehend and cultivate the natural world. We are committed to providing resources and support for our diverse student body to achieve academic success and earn knowledge and credentials in our fascinating fields of endeavor.
Dual Credit Program	The Mission of the Dual Credit Program is to provide affordable educational opportunities for high school students to earn college credit as they satisfy their high school requirements for graduation. The college credit earned establishes a Cumberland County College transcript which enables students to apply those credits towards a college program offered at Cumberland County College or the students may transfer those credits to another institution upon graduation from high school.
Compliance Office	Mission of the Compliance Office is to create an environment that minimizes risk and creates a safer and compliant campus for our students,

	staff, faculty, volunteers and visitors." This is done by the following goals: 1. Improved awareness and understanding of noncompliance issue on campus and at our off campus sites. ("A Culture of Compliance"). 2. Written policies and procedures necessary to continue and/or establish compliance. 3. Resources necessary to resolve noncompliance issues. 4. Training and education addressing compliance requirements. 5. Standards enforced through well-publicized guidelines. 6. Periodic Risk Assessments going forward.
Student Life Office	The Office of Student Life, in collaboration with students, faculty, and staff, is committed to developing inclusive opportunities and impactful experiences that contribute to the life-changing Cumberland education. Through developing inter-cultural and inter-personal understanding and experiencing meaningful activities, Student Life participants will leave the Cumberland campus prepared to be agents of change in their evolving local and global communities.
Library Services	As an innovative leader in the management of information and an integral collegiate partner committed to educational success, the Cumberland County College Library is a scholarly portal empowering a diverse learning centered community by providing access and guidance to a multi-dimensional collection of resources.
Admissions and Recruitment	The mission of Admissions and Recruitment (A&R) is to promote educational access in support of the College's mission and goals. Through outreach, relationship building, and cross-functional collaboration, the A&R team guides learners through an open door pathway to affordable and quality education and opportunities to acquire new skills. We are committed to providing quality and student-centered services in support of student success. Admissions and Recruitment strives to achieve College recruitment, enrollment and retention goals through a process of continuous improvement and use of best practices.
Advisement *(created by GP Advisement &* *Student Success Team)*	CCC will provide comprehensive, learning-centered advisement which addresses the academic, personal and career goals of the students to help promote persistence, retention, access to resources, and successful completion so they may succeed in their chosen fields and become productive citizens.
Bursar	In alignment with the college's mission statement – the mission of the Bursar Office is to provide quality, timely and accurate account management services to the students, staff, faculty administration of the College in the areas of tuition/fee payment processing, billing, document processing/control, deposits, reports generation, daily reconciliation of receipts, students' refund disbursements, petty cash custodianship, customer communications, and effective liaisons with district office, registration support staff, Financial Aid Staff and third-party agencies.
Disability Student Services	The mission of disability support services is to help facilitate equal access for a diverse student population who may be experiencing physical and/or

	academic barriers due to a documented disability. DSS serves as a link for students, faculty, and staff to create equitable, usable, and inclusive learning environments.
EOF *(Per grant application)*	1. Cumberland County College is committed to access, student success, and student completion of academic goals. The college has made increasing enrollment, persistence and graduation rates for students from economically and academically disadvantaged backgrounds a part of its strategic directions. 2. The mission of the New Jersey Educational Opportunity Fund reflects the CCC mission in its commitment to working in partnership with higher educational settings to provide excellences in academic support to families/communities disadvantaged by low-income and/or access to quality higher educational preparation. 3. Both of these missions are encapsulated by the mission of the Educational Opportunity Fund Program at Cumberland County College - to provide access to higher education through direct support services and financial assistance for students who demonstrate a potential to succeed in college, but come from communities disadvantaged by socio-economic factors and insufficient educational preparation necessary to thrive in college. 4. The EOF program at CCC does this through providing intrusive academic counseling, tutoring services, financial assistance, and transfer assistance to an accredited 4-year institution in New Jersey. These services are offered with an ongoing focus on the development of leadership and career-oriented skills to best prepare EOF students for a 4-year institution's environment and beyond.
Financial Aid	It is the mission of the Financial Aid Office to provide the financial resources for students to attend Cumberland County College, and in doing so exhibit the highest level of quality and expertise in the service we provide. This mission adheres to and supports Cumberland County College's mission of being dedicated to excellence in educational opportunity, economic development, cultural understanding, and social enrichment.
HSI STEM Pathways	The HSI STEM Pathways Program at Cumberland County College strives to increase program enrollment, persistence, degree completion, preparation for career entry and baccalaureate transfer among Hispanic and low income students. This is accomplished through innovative academic and student support services programs and continuous guidance and support for graduation and STEM career entry.
One Stop	One Stop provides superior customer service through a holistic experience by servicing their registration, financial aid, bursar, admission and pre-advisement needs to properly guide them in the right direction for their future.
Registrar	The mission of the Registrar is to support Cumberland County College's mission statement and strategic objectives in providing excellent customer service and record maintenance for all registrar activities. This is performed by working in a cross-functional manner across students, academics, and administrative offices, as well as external partnerships, to maintain accurate and confidential student records. The Registrar is

	responsible for student systems maintenance and the evaluation, certification, and posting of graduates.
Student Services	The Student Services Division of Cumberland County College supports the college's strategic plan by: • Providing comprehensive and innovative educational programs and services to diverse learners; • Engaging collaboratively to serve internal/external customers in a timely and holistic manner; • Identifying leadership opportunities outside the classroom through clubs, organizations, and events that encourage, support, and promote student success; • Employing a learning and student centered approach for discipline and student conduct that enhances student growth and development; • Promoting student success through supplemental instruction and tutoring that provides a way for students to gain knowledge and practical application that supports student success and performance; • Supporting Guided Pathways that provides an intrusive advisement experience with intensive support and interventions that create an environment for learning, engagement, and student success; • Celebrating student success each year through formal ceremonies and events.
Testing & Tutoring	The mission of CCC Testing and Tutoring is twofold: 1. The Testing Program provides test administration, exit counseling and Multiple Measures evaluation for the diverse population of CCC students, both on campus and in high schools for recruitment. The Testing Program offers a secure, supportive environment in which to provide Accuplacer, Accuplacer – ESL, CLEP, Nelson Denny, TEAS Nursing, HESI Radiography, Faculty Makeup and Distance Learning exams. 2. The Tutoring Program provides free tutoring and Supplemental Instruction in a supportive, inclusive environment that promotes student learning, engagement and retention. The Tutoring Program reduces barriers to completion via the promotion of independent learning, study skills development, multicultural diversity and academic success.
TRIO/SSS	TRIO, Student Support Services is a federally funded educational opportunity outreach program committed to empower students to succeed and achieve academic excellence by providing free services to motivate and support students in their pursuit of a college degree.
Business, Education and Social Science Division	The mission of the Business, Education and Social Science division is to uphold the academic rigor and standards of the division programs and to ensure the quality of the personnel, curricula and resources needed to support student learning. Goals • Prepare students to make informed career path decisions and skills necessary to succeed. • Demonstrate program quality and rigor through appropriate and continuous assessment. • Provide programs to meet the needs of the community so that students can enter the job market. • Create opportunities for and encourage students to apply knowledge and skills gained from traditional classroom settings to real world

	environments such as internships, practicums, research, creative projects, service learning and community engagement. • Maintain advisory boards for all programs to determine the needs of businesses and professions.
Information Technology Services	Information Technology Services will provide leadership and resources to facilitate creative teaching and learning through the use of emerging technologies and services to meet the challenges of a rapidly changing information environment.
Office of Judicial Affairs	The Office of Judicial Affairs (OJA) supports the college's mission/vision and safeguards its community by identifying and addressing student behavior that violates the conduct code, using early intervention when possible. OJA will help students understand their behavior, its adverse impact on others, and identify alternate conduct that could have avoided problematic situations, and, where possible, restore and make victims whole. Further, if appropriate, OJA will help students be retained to further their student success. OJA may also support events and partner with parties that further its mission.
Office of Adjunct Faculty Support and Development	The Office of Adjunct Faculty Support and Development (OASD) strives to ensure that part-time instructors are successful in their teaching assignments, thereby, promoting student success and retention. The OASD accomplishes its mission in many ways which include, but are not limited to, the following: provide an intense new adjunct orientation (NAO) for all new onsite instructors, sponsor or co-sponsor professional development to enhance continuing education, coordinate the Annual Fall Orientation and the Annual Appreciation Dinner, providing regular campus-wide updates to adjunct faculty through email, etc.
Office of the Vice President for Academic & Student Affairs	The Office of Academic and Student Affairs is committed to an accessible, affordable, learning-centered community college that is dedicated to student support and success, and to serving a diverse community of learners through quality and innovative programs.
Las Vias	The "Vías Hacia la Graduación", (Pathways to Graduation) program improves Hispanic student retention, persistence, and graduation through strengthened Academic and bilingual Support Services, employs best practices for case management from enrollment through graduation, and integrates technologically enhanced "Touch Points" to support each student's Pathway to Graduation.
University Center	The Shirlee and Bernard Brown University Center serves residents of Cumberland County and of neighboring communities by providing convenient access to quality Baccalaureate and Master degree programs which compliment Cumberland County College's associate degree programs, and which assist students in advancing their careers to meet the workforce needs of our county and region.
Early College High School Program	The College is committed to working with school districts to design and implement flexible, innovative, and robust college and career pathway programs that will provide the opportunity to earn an Associate's college degree, certification or transferable college credits in a challenging and supportive environment.

Grant Development Office	The Development Office responds to requests for information about grants from all areas of the College; provides grant-management guidance and training to grants personnel; provides management of grant expenditures and budgets for all grants; communicates with funding sources to ensure compliance; and maintains a college-wide grants strategy and vision, with an eye toward the College's major grant-funded programs and new grant projects.
Nursing, Health Science & Allied Health Division	The Associate Degree nursing program at Cumberland County College provides an education that is flexible, progressive, and sensitive to the changing needs of the individual, significant support person(s), and community. In keeping with the college's mission statement, the nursing program strives to empower students through excellence in higher education and community leadership.

FISCAL YEAR '19-'20				
Programs and Services	Program/Service Outcome	Assessment Method	Criterion	Comments/Results
1. Collection Management (CM) Collection will be secured and maintained. Collection will also support the college's academic programs, research & professional development. The Collection will be accounted for, organized, maintained and circulated. Patron records will be sustained. Appropriate databases will support the college's academic programs. Item records will be maintained and processed. In virtual environment, users will access relevant academic sources	**Collection Management 1:** The collection will be maintained and protected (security, temperate conditions, upkeep).	Conduct 3 Year weeding cycle BF, G-GR, QA 75-77, TK 7885-7895, R, & T.	Complete the 3-Year Collection weeding cycle by Summer 2020	Patti , Kelly and Kat
6. Reference Services Create, provide and maintain access to information resources. Provide research assistance in a variety of mediums.	**Reference Services 2:** Relevant information will be created and maintained.	Validate resources on Database Subject Guides	Complete by Summer 2020	Kelly, Kat, Jenn

Testing & Tutoring Assessment Plan (2019 - 2020) - Melissa Wright

Goal Description	Objective	Assessment Method	Criterion	Results
Collaborate with high schools and community to create partnerships for testing/recruitment initiatives	1. Provide accurate placement testing to incoming students	Generate Accuplacer reports to track placement categories and percentages for new "Next Generation" Accuplacer	100% of examinees will be accurately placed	
	2. Track efficacy of Multiple Measures for testing	Track categories and percentages of students assisted via Multiple Measures	At least 50% of incoming students will benefit from utilizing Multiple Measures	
Provide effective academic assistance to struggling students	1. Increase the success rates in Supplemental Instruction/General Tutoring	Track final grades of Supplemental Instruction/General Tutoring participants	70% of Supplemental Instruction students and 60% of General Tutoring students will maintain or improve to a "C" or above	
	2. Solicit direct feedback regarding satisfaction with Supplemental Instruction/General Tutoring services	Computerized student survey	80% will respond with "satisfied" or "extremely satisfied" with Supplemental Instruction/General Tutoring	

Wellness Center – AY19/20

Goal Description	Objective	Method of Assessment	Criterion	Results
To achieve consistency and efficacy of case note documentation across Cumberland campus clinical staff.	1. Increase consistency of clinical documentation across Cumberland campus clinical staff.	Monthly chart audit	100% of case notes will be entirely complete and signed according to chart audit guidelines.	In Progress
	2. Reduce the length of time documentation requires each member of the clinical staff.	Evaluation of speed of handwritten case files (intake assessment, progress notes, etc.) compared to speed of electronic medical record (EMR) notes for comparison.	EMR case notes will reduce the length of time required for documentation by 45% compared to handwritten case files.	In Progress

Got Food! – AY19/20

Goal Description	Objective	Method of Assessment	Criterion	Results
Collaborate with student clubs and organizations to secure nonperishable donations to assist in the sustainability of the Got Food! food pantry.	1. Increase contact with a wide variety of student clubs and organizations.	Monthly Wellness and Got Food! reports	At least half of the student clubs and organizations will at least have one meeting with a Got Food! member	In Progress
	2. Support student-led nonperishable food drives and awareness of Got Food! services.	Monthly Wellness and Got Food! reports	At least four student-led nonperishable food drives for the Got Food! food pantry will occur during AY19/20.	In Progress

Assessment Report-Bursar

Goal Description	Objective	Method of Assessment	Criterion	Results
Helping students and families meet their financial obligations with the college by providing superior customer services and keeping our student's best interest our primary goal.	Advising the student at the time of registration during the first year experience. Sending student monthly emails where inform them of their balance before Payment due day and offer payment options they might utilize to decease the balance they owe. Send several emails advising them to log into our system to review their bill, FA awards and steps on how to do it.	Progress will be measured by racking the number of students registered for each individual semester, the balance owed at the beginning of each semester against the amount owed by our students at the end of the semester. Set up Prior payment plans for any students with remainder balance to be able to continue their registration for the upcoming terms.	Reduce the number of students with balances by the end of each semester. Reduce our receivable or bad debt when comparing start of semester versus end of semester. Reduce bad debt turned over to collection agency.	
Students with prior balance will be able assess their accounts and identify the best financial plan that fists the budget but also allow them to resolve their debt in a timely matter.	Advice students in the final course prior to graduation receive email notifications where they are advised to make financial arrangements prior to the semester ending to secure graduation.	Set up an in-house Prior payment plans for any students with remainder balance to be able to continue their registration for the upcoming terms.	Increase the number of student's graduation without a balance. These student will be able to receive their degrees and official transcript to continue their education or to apply for jobs.	

Center for Academic and Student Success Assessment Grid

Goal Description	Objective	Method of Assessment	Criterion	Results
Hire support staff to work with Autistic population.	Provide intensive behavioral support for students identified as being on the Autism spectrum.	(a)Anecdotal notes taken from counseling sessions? (b)Could develop a checklist listing the positive/negative behaviors observed over time? (c) Student self –survey? (d) Create a time-log to document time spent on challenging behaviors.	75% of students will show improvement in their (specific) behaviors.	
Seek continuous professional development on…	Apply new knowledge of specific topic through presentation? Direct application with students?	Survey?	75% of audience will gain new information?	

Suggestions to document:

1. Research data to support the growing need for additional help.

2. Create a timeline for implementation.

3. Once you have hired the help you need, measure the effectiveness of his/her interventions.

Conference & Events Operations

Goal Description	Objective	Method of Assessment	Criterion	Results
Develop, distribute and utilize a standard form to request space for an event or activity on the Rowan College South Jersey-Cumberland Campus.	1. Process Improvement	Feedback from users	90-100% of users will provide positive feedback of meeting or succeeding their expectations.	
	2. Improve efficiency of scheduling events by requiring and standardizing requests with the Astra scheduling software.	Number of emails/phone calls	Reduce amount of requests outside of the scheduling system by 50%.	

Non Academic Assessment Plan

Human Resources

Goal Description	Objective	Method of Assessment	Criterion	Results
To have no (0) employees lose their jobs over not completing compliance training. Compliance training	100% of employees will complete their compliance training on time.	Run weekly reports and follow up as needed. Compare weekly reports	Everyone will have the same amount of time (60 days) to complete the training and ample time during development day. 100% of employees will complete compliance training within 60 days.	

IEC Assessment Grid 2019

Communications and Marketing, Cumberland Campus

Goal Description	Objective	Method of Assessment	Criterion	Results
Create an informed college community to enhance the brand and messaging of the college, so employees feel connected and knowledgeable.	1. Determine how informed the college currently feels.

2. The hypothesis is that the survey results will come back poor in terms of current communication and connectedness to the college brand and message. New initiatives will be put in place to enhance communication. | 1. Send a survey to college employees for them to rate different forms of communication and their rate of current communication satisfaction.

2. Additional surveys with the same questions sent through the year to gauge progress. | 1. We will receive enough responses to accurately gauge the current college opinion on communication efforts.

2. Survey responses will show that communication efforts have improved. | |

Goal Description	Objective	Method of Assessment	Criterion	Results
Collaborate with Academic Divisions to ensure proper submission of grades by the deadlines.	1. Decrease the number of grades submitted incorrectly. 2. Increase the number of grades submitted on time. 3. Reduce the amount of time past the deadline to finalize final grades	Informer reports of incorrect grades at the end of the term. Informer report of missing grades at the deadline Final date to give IT permission to run XFRC	95% of the grades will be submitted correctly. 95% of grades will be submitted by the deadline. 100% of final grades will be submitted and corrected within 1 week of deadline.	Summer II 2019: 100% accuracy and 93% of grades submitted by deadline *(overall only 1 day past deadline for 100% completion)*
Improve the student experience by allowing the option of preferred name across technological platforms.	1. Update the Colleague system to be able to be able to recognize the preferred name field. 2. Collaborate with IT to streamline the name change process to reflect preferred name across platforms.	Track the number of students utilizing the preferred name field.	100% of students requesting to use a preferred name will be able to have that name reflected on all student platforms.	Waiting on availability of new ticket software to bridge the communication gaps between registration and IT. Preferred name process proposed but awaiting final decision on upcoming ERP and its abilities to see if this option will remain in the future.
Evaluate the amount of responsibilities and	Complete a desk audit of responsibilities and	Desk Audit	Assistance will be provided to the	A list of responsibilities has been generated and

appropriateness of those responsibilities in the Registrar position.	submit to administration for consideration of assistance or restructuring.		Registrar or restructuring of the position will occur.	presented to administration with the proposal of a PT assistant or reorganization of responsibilities.

University Center:

Goal Description	Objective	Method of Assessment	Criterion	Results
Expand University Center operations for strengthened UC enrollment. Include additional partners and programming.	1. Increase University Partnerships to include programs not previously represented.	University Center partner flyer and website Memoranda of Understanding on file	University Center will include one additional partner with programs not already available to graduating Cumberland students.	Rowan University has initiated its premier partnership with Cumberland Campus, and brought Rowan Global and 3+1 programs to campus.
Expand Advisory University Center Advisory Board to include all partners.	1. Solicit direct feedback and guidance from Advisory Board members regarding University Center programming.	Advisory Board Minutes	100% of Advisory Board minutes will reflect discussion on programs, events, and other student pathway development.	

Information Technology Department – Cumberland Campus

Assessment Grid – August 2019

Goal Description	Objective	Method of Assessment	Criterion	Results
Collaborate with Employees & Students to adopt technologies that may increase enrollment and student retention.	1. Solicit feedback from Employees.	1. Web-accessible Survey directed to Employees	1. 200 Employees will provide feedback through the web-accessible survey.	
	2. Solicit feedback from "Current" Students.	2. Web-accessible Survey directed to "Current" Students	2. 500 "Current" Students will provide feedback through the web-accessible survey.	

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08/25/2019

Information Technology Department – Cumberland Campus

Assessment Grid – August 2019

Goal Description	Objective	Method of Assessment	Criterion	Results
Collaborate with Employees & Students to adopt technologies that may increase enrollment and student retention.	1. Solicit feedback from Employees.	1. Web-accessible Survey directed to Employees	1. 200 Employees will provide feedback through the web-accessible survey.	
	2. Solicit feedback from "Current" Students.	2. Web-accessible Survey directed to "Current" Students	2. 500 "Current" Students will provide feedback through the web-accessible survey.	

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One Stop – Enrollment Services

Goal Description	Objective	Method of Assessment	Criterion	Results
Assess how the One Stop is doing with providing information regarding student's financial aid, loans award letter. Also assess how we receive/input documents and how we disseminate information to students.	To provide more training to the One Stop staff in order to increase customer satisfaction and timeliness based on the survey results. Also to improve consistency with the way we give/receive information to students Create training manual to assist with consistency of information given to students.	Survey students about financial aid issues/concerns as it pertains to the quality of customer service received at the One Stop.	Survey 80% of students who visit the One Stop for assistance.	
		Survey questions with a rating scale from 1-5		

2019-2020 FY- Workforce Plan

Goal Description	Objective	Method of Assessment	Criterion	Results
Increase Certification Pass rates.	1. Inform and market upcoming certification exam review sessions.	Exams	Increase 5% points per test. • CCMA- 79% • CET- 65% • CMAA-71% • CPT- 69% *scores were from 2018-2019 FY	
Collaborate with local and regional businesses to create and/or implement training programs to up-skill their workforce.	1. Inform and market upcoming courses.	Compare list of businesses participating from 2018-2020	List of target businesses will be created and marketing materials will be distributed- a Spread sheet will show an increase in business listings by 5%	
Collaborate with local and regional businesses to provide customized training programs.	1. Increase participation of new businesses in NJBIA classes.	Compare list from 2018 - 2019	Increase participation by 10% from 18-19FY.	
Collaborate with current partners for ABE student success	1. Increase Post Test Percentage Rates	CASAS and TABE 11/12 pre and post testing	Meet or increase state's rate for students enrolled in the program by 5%	