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Lessons Learned

Data gathering across stakeholders in the local community and Lumbee Tribe yielded the following:

Contributions made by the University to the local community include:

- Inviting the local community include the Lumbee Tribe to participate in University Events including Graduation ceremonies and Pembroke Day events
- Honoring the traditions and history of the local community and university through University events, publications, and buildings
- Supporting local community events, including annual powwow and other tribal events when possible

Partnership opportunities for the Lumbee Tribe and UNCP are welcomed by the local community, however suggestions for improvement include

- Connections to the Federal Recognition efforts
- A liaison between the Education Committee and the university
- Economic development opportunities
- Supporting the Boys & Girls clubs through sporting events and volunteering opportunities
- Connect with the Tribe on efforts to support Native American enrollment and retention at UNCP

Strategic Themes: Regional Engagement

- The university has an established connection with the Lumbee Tribe and local community
- Partnerships with the local community and Lumbee Tribe support both the university and community
- Connections to the community are essential for continuing the university's traditions and heritage
- "New Normal" Operational Environment
- The university needs to continue to focus on new ways to partner with local organizations, the community and Lumbee Tribe
- Student Success & Institution of Choice
- More established partnerships would create new ways to support the local community, Lumbee Tribe, and university students, faculty and staff, improving student retention

A Strategic Vision for Distance Education at UNCP: Short and Long Term Goals

Distance Education Expansion

Short Term

- Using the recommendations of the UNCP Online Quality Task Force to prepare a best practices manual for teaching face-to-face and online DE courses (including best practices specific to military and adult students).
- Expanding the DE Site/Hub at Cape Fear Community College: Staffing the site with a coordinator on short-term contract to help position us to take advantage of the Wilmington and Brunswick markets.
- Working with academic departments to develop and implement multi-semester schedules for DE programs.

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- Administering a student satisfaction survey every term (fall, spring and summer) to get feedback from students about DE services.
- Upgrading and implementing a more user-friendly DE website that includes a portal for tracking and assisting online students

Long Term

- Developing and implementing a scalable model of DE programs capable of meeting national and international demands. (This will require accelerated classes with flexible registration dates for DE students, consistent with the model of for-profit institutions and the recommendations of the Commission for Accelerated Programs. This model will also require a robust infrastructure—the concept paper on this is being developed for review).
- Expanding online offerings and establishing new DE sites.
- Implementing a three-year review cycle of regional needs to determine revision of off-campus programs
- Developing a Distance Education Course Evaluation, similar to the Graduate School Course Evaluation. This is not an evaluation of instruction; rather, it is an assessment of students' perception of learning that provides useful data for program planning and development.

Transforming UNCP DE Sites into Regional Hubs for Greater Outreach Engagement

Short Term

- Planning and implementing specific information sessions for adjoining community colleges through existing DE sites.
- Participating in strategic events at neighboring community colleges.
- Building partnerships with local education authorities, hospitals, industries, local and civic organization through education fairs, and business after-hours.
- Using ITV classrooms creatively to increase UNC Pembroke's reach to underserved communities.

Regional Community Colleges

Short Term

- Working with the Office of Admissions to plan organized visits to regional community college campuses (where we do not have distance education sites) during transfer days and graduation fairs.
- Planning follow-up visits to regional community colleges with display tables at various times throughout the year.
- Increasing a presence at partner community colleges to discuss and promote possibilities for continued partnership.
- Arranging times to visit with graduating classes at regional community colleges to promote the UNCP brand, the same way we currently do at partner community colleges

Long Term

- Planning and implementing meet-and-greet visitation events with at Sandhills Community College and Richmond Community College, just like the one we recently implemented at FTCC.
- Working with academic department chairs to review and update existing degree articulations with community colleges.
- Implementing a strategic rotation of degree cohorts at DE sites, in response to regional

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needs.

Fort Bragg and Broader Military-Veteran Community

Short Term

- Reviewing and signing the new Memorandum of Understanding (MOU) that Fort Bragg Educational Services has drafted for UNC Pembroke.
- Becoming an enrolled member of the Military Affairs Council (a subsidiary of the Fayetteville-Cumberland County Chamber).
- Fostering a strong relationship with the Kennedy Special Warfare Center to promote our new articulation agreement with FTCC to serve the SF soldiers
- Working with academic departments to schedule the right mix of classes in flexible formats and terms.
- Promoting campus awareness about the specific attributes that make UNCP a Military Friendly University.

Long Term

- Working with local reserve/guard units and doing briefings during training weekends or delivering materials that can be disseminated to troops during training weekends
- Expanding our online offerings (for selected degree programs) so that we can tap into the broader military/veteran market beyond Fort Bragg and the region.
- Working with the BIS council revise its current transfer requirements to meet SOC and SOCAD mandates, so that the BIS can be fully implemented as a SOCAD degree program at Fort Bragg.
- Continuing to review our policies/procedures to maintain military friendliness
- Establishing a military dependent scholarship at UNCP.

Partnerships with Medical Establishments

Short Term

- Participating in education fairs at regional healthcare facilities to keep healthcare staff abreast of academic degree offerings at UNCP.

Long Term

- Implementing agreements with regional healthcare facilities to offer their personnel hassle-free paths to academic programs at UNCP.
- Working specifically with the Department of Nursing Chair and faculty to promote the RN-BSN degree at regional healthcare facilities.

Working with Local Chambers of Commerce

Short Term

- Seeking and maintaining membership in local chambers in the neighboring cities where we have a DE site.
- Sponsoring period events at chambers where we have membership.
- Arranging for DE staff to routinely participate/volunteer at chamber events to program out programs.
- Planning for all DE staff to go through Chamber Leadership programs, so that they may become more familiar with the needs of the areas we are serving.

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Partnerships with Local Governments

Long Term

- Partner with local government and other organizations in the region to create internship and employment opportunities for our graduates. In so doing, we will contribute to building a consortium of alumni in the government that will serve as ambassadors for the university.

A STRATEGIC VISION FOR THE REGIONAL CENTER FOR ECONOMIC, COMMUNITY AND PROFESSIONAL DEVELOPMENT: SHORT AND LONG TERM GOALS

Lumbee Tribe (economically and culturally): 3-6 months

- Recently learned of Tribe's interest in forming/creating a farmer's market. Plan to schedule meetings to discuss possible partnering between the Tribe's proposed farmer's market and the RC's Sustainable Ag program.

Pembroke and Surrounding Communities: currently and 6-12 months

- Developing a Lifelong Learning Institute (LLI) for members of the extended communities. Work already started on a flyer and a menu of courses with costs; need to get approved, confirm instructors (campus and community), and begin marketing/advertising, etc.
- The Healthy Start CORPS program is required to: have a community-based consortium composed of women and families served by the project as well as individuals and organizations in the target community that have a committed interest in the health and wellbeing of the Healthy Start target population; actively collaborate with their State Title V Maternal and Child Health Agency; support a program evaluation; and, implement a local health system action plan to improve the quality, cultural competence of and access to necessary services for the Healthy Start target population and/or to identify and collaboratively address existing barriers to the quality and effectiveness of the local system of care.

Regional Community Colleges: currently and 6-12 months

- Already have a relationship with RCC with the Sustainable Ag program and our Rise 'N Shine event. Will make an attempt over the next year to form additional relationship with other area community colleges.

Ft. Bragg and broader military/veteran community: currently and 6-12 months

- Have already made initial call to BRAC representative with what the Regional Center can offer departing/exiting military and their spouses with regards to CEU and certificate programs.
- Will be participating in monthly events in the Fayetteville/Ft. Bragg area to promote the online educational opportunities through partnership with Gatlin Education.
- When LLI is underway, will have programs available for veterans to participate in and possibly teach.

Regional K-12 school systems: currently and 18-24 months

- I am currently the chair of the Robeson County *CareerReady* Scholarship Committee and chair of its annual fundraiser - a golf tournament. This fundraiser will fund scholarships to one graduating senior from each of the Robeson County high schools to use at a college/university of their choice.

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- The Youth Start Program recruits student participants from each of the county's high schools to participate in their program that provides work experiences and internships with area businesses. This partnership will continue as long as the YS program exists.

Current regional business: currently and 3-6 months

- The RC hosts Rise 'N Shine events for which businesses in the surrounding communities are invited to attend. Business leaders are engaged as presenters/speakers.
- 6-9 month: The RC plans to begin visiting area businesses to find out what their training needs are so the RC can, hopefully, begin to address those needs.
- The Youth Start program currently partners with area businesses that provide paid work internships to students in the YS program. The goal is to have the participant successfully complete a work experience or internship and hope that they have done so well that the employers hire them permanently. This gives the student a chance to work while in school and the money helps pay for things such as graduation packages, high school rings, school supplies, etc.

Medical facilities/healthcare: 9-12 months

- As the LLI progresses, the RC will be engaging the healthcare community to provide staff to assist with the teaching of medically related/healthcare courses.
- The RC will offer to co-host blood drives and/or other health clinics for the communities.
- The Healthy Start CORPS program partners with the Robeson County Health Department (RCHD) who assists in providing follow-up care ("Services") to postpartum patients for up to 24 months. These services include case management; health education; home visiting and links to health care and other needed services for mothers and their infants; direct outreach and peer mentoring by trained community members; screening and referral for perinatal/postpartum depression; and strong coordination with and access to early identification and intervention for substance abuse (tobacco, alcohol, illicit substance use), domestic and family violence, mental health, parenting skill building and other critical services for high-risk women and families.

Chambers of Commerce: currently and Ongoing

- The RC director is a member of the Lumberton Chamber of Commerce's executive board but tries to support all chambers whenever possible.
- Will offer facility for hosting Chamber events at minimal cost.
- Will offer to co-host events at the RC.

Local Governments: Currently and Ongoing

- The RC has an email listserv of local towns and municipalities that it uses to promote activities and keep them abreast of events being held at the RC and UNCP.

New academic programs driven by regional needs: none

- Will have CEU and lifelong learning opportunities at the RC; but, no credited academic programs.
- Will continue to offer certificate programs through Gatlin Education for programs not housed on the UNCP campus or within its curriculum – i.e., medical terminology and transcription; pharmacy tech, etc.