



Carolinas College of Health Sciences
2011 HIGHLIGHTS

March 2012

The Rankin Education Center

1200 Blythe Boulevard, P.O. Box 32861, Charlotte, NC 28232 (704) 355-5043
www.carolinascollege.edu

What's Inside

CCHS AT-A-GLANCE.....	2
2011 COLLEGE QUICK FACTS	3
COLLEGE-WIDE KEY SUCCESS INDICATORS	4
DEPARTMENT/PROGRAM HIGHLIGHTS.....	5
COMMITTEE/STUDENT ORGANIZATION HIGHLIGHTS	7
STRATEGIC PLAN DASHBOARD	9
INSTITUTIONAL EFFECTIVENESS DASHBOARD.....	
GOAL I.....	10
GOAL II	11
GOAL III.....	12



CCHS AT-A-GLANCE

MISSION STATEMENT: The mission of Carolinas College of Health Sciences is to educate future healthcare providers by integrating theoretical concepts with clinical experiences. In partnership with Carolinas Medical Center, the College focuses on preparing individuals for employment in general and specialized healthcare fields.

The College is committed to:

1. Maintaining a structure that supports the College's mission, guides future development, provides resources, and integrates the College into the community.
2. Providing resources and services to promote a learning environment that facilitates student success.
3. Striving for excellence in educating entry-level and specialized practitioners to be competent in providing healthcare services in a variety of settings.

VISION: Carolinas College of Health Sciences will be recognized as an exceptional choice for students preparing for entry-level and specialized healthcare careers.

CORE VALUES: Our core values, first adopted by the college in 2003, are:

1. Caring
2. Commitment
3. Integrity
4. Teamwork



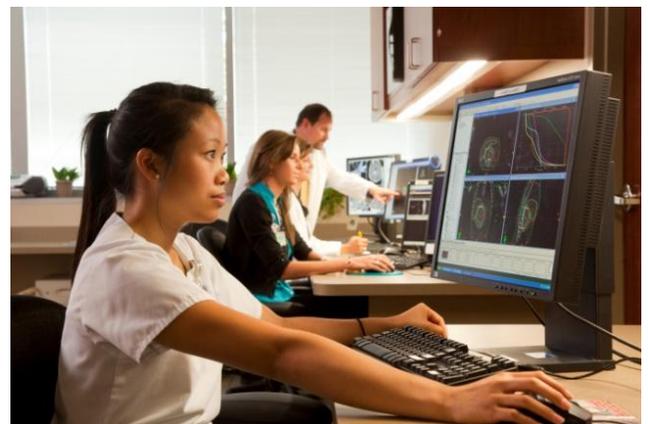
A BRIEF HISTORY: Carolinas College of Health Science's roots date back to the early 1940's when hospital-based education was offered at Charlotte Memorial Hospital. In the early 1990's, the college was incorporated as an owned subsidiary of the Charlotte Memorial Hospital Authority, a quasi-public entity. Today it operates as a multi-program, regionally accredited college supporting the nursing and allied health workforce needs of the greater Charlotte-Mecklenburg area. Carolinas College of Health Sciences is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award the associate of applied science degree. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Carolinas College of Health Sciences.

ACADEMIC PROGRAMS:

- Associate of Applied Science degree in Nursing and Radiologic Technology
- Diplomas in Radiation Therapy and Surgical Technology
- Certificates in Medical Laboratory Science and Pre- Nursing
- Single course offerings in general studies and continuing education
- Certificate in Phlebotomy, Nurse Aide I and II
- Basic and Advanced life support training

PROGRAM AND DEPARTMENT SPECIFIC ACCREDITATION:

- Commission on Accreditation of Allied Health Education Programs (CAAHEP)
- Joint Review Committee on Education in Radiologic Technology (JRCERT)
- National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)
- National League for Nursing Accrediting Commission (NLNAC)
- American College of Surgeons (ACS)
- Society for Simulation in Healthcare (SSH)



2011 COLLEGE QUICK FACTS

Enrollment (as of Fall 2011):

Total Headcount Enrollment: 440

Total Full-time equivalent (FTE) Enrollment: 315.75

Percent of students who were enrolled part time: 83.2%

Total number of individuals completing continuing education courses: 1909

Average age of new students: 28

Percent of new students who were NC residents: 90.8%

Percent of new students who were ethnic minorities: 27.7%

Percent of new students who were men: 12.7%

Personnel (as of Fall 2011):

Total employees (Full time + Part time + PRN): 95

- Full time: 56
- Part Time: 21
- PRN: 15
- Federal Work Study: 3

Total faculty: 55

- Full time: 26
- Part Time: 14
- PRN: 8
- Adjunct: 7
- Percent of employees who were ethnic minorities: 14.7%
- Percent of employees who were men: 9.5%



Costs and Student Financial Aid Resources:

- Tuition (per credit hour) for Health Care program courses: \$275
- Tuition (per credit hour) for General Education and Health Services courses: \$225
- Activity fees (per semester): \$25
- Technology fee (per semester): \$125 for health care students and general education and pre-nursing students with 6 or more hours per semester. \$50 for students with fewer than 6 hours per semester.
- \$3,296,710 was awarded in financial aid in the form of grants, loans, scholarships, and work study opportunities

COLLEGE-WIDE KEY SUCCESS INDICATORS

College Goal	Objective	Criteria for Success	2009 Outcome	2010 Outcome	2011 Outcome
I	A financially sound organization is operated.	A 1:1 ratio of revenue to expenses is maintained.			
I	The number of faculty meets the needs of the College to fulfill its mission.	Faculty to student FTE ratios within accrediting body parameters.			
I	Personnel indicate satisfaction with the work environment.	Personnel ratings of overall satisfaction with the work environment receives average rating of 4.0 or higher.			
II	The College provides an effective placement service to graduating students.	6-month placement report indicates at least 95% of graduates are employed in field of training.			
II	The College provides an effective placement service for graduating students and to Carolinas Medical Center facilities.	6-month placement report indicates at least 85% of graduates are employed in a Carolinas Medical Center facility.			
III	Student learning outcomes for all educational programs reflect the standards of their respective accrediting bodies.	First-time licensure/certification pass rates for all programs combined is at or above 90%.			
III	Students indicate satisfaction with the overall quality of instruction at CCHS.	Student assessment of the overall quality of instruction at CCHS receives an average rating of 4.0 or higher.			
III	A College structure is in place that ensures successful program completion.	Graduation rate of 75% of students completing their respective programs within 150% of normal program length.			
III	Employers indicate that quality education is provided to students to enable them to perform entry-level expectations within 6 months of graduation	Employers indicate that quality education is provided to students to enable them to perform entry-level expectations within 6 months of graduation			

DEPARTMENT/PROGRAM HIGHLIGHTS

O*verall:* Carolinas College achieved historic graduation rates (87% in nursing), nationally significant certification pass rates (100% of all 2011 graduates that sat for exams in 2011), and was recognized as the #1 two-year college in the USA by StateUniversity.com and as the #6 college/university in NC, following UNC Chapel Hill, Duke, Davidson, Wake Forest U., and NC State. The ranking was based on a variety of federally reported metrics such as graduation rate, student:staff and student:faculty ratio, faculty salaries, and student outcomes. This ranking, and the historic achievements in student persistence and registry exam success, affirm the college's success at meeting its mission (commitment #1), at making student success its number one priority (commitment #2), and at achieving excellence in educating entry-level and specialized practitioners (commitment #3).

A*cademic Affairs and Academic Team:* To confirm consistency with SACS and Department of Education standards, the College's credit hour definition (and corresponding policy) was refined. In addition, a student-employee relationship policy was developed to ensure integrity with respect to student and employee interactions.

A*dministration:* Due to healthy giving and several new scholarships, the College Advancement Fund increased by \$22 thousand, or 4%, despite investment losses.

B*usiness Office:* In 2011 average student ratings of the information provided about their responsibilities for student loan repayment were 4.55 on a 5-point scale on the end-of-program evaluations. This is an increase from 4.25 in 2009. Similarly, the Federal Loan Default rate for Carolinas College decreased in 2011 from 5.2% to 2.8% (a 46% decrease), which is the lowest rate for the College since 2004.

C*arolinas Simulation Center:* Carolinas College learner satisfaction remains an important focus for Carolinas Simulation Center's (CSC) quality improvement process. Learners rate the effectiveness of simulation-based education as 4.63 on a 5.0 Likert scale on the CSC satisfaction survey.

C*ontinuing Education:* The 2011 Nurse Aide I Program had a 100% pass rate on the NC written exam as compared to the State average of 92%. Our graduates had a 90% pass rate on skills passage as compared to the State average of 73%. In addition, the Phlebotomy Program had a 97% completion rate (29/30).

G*eneral Education/Pre-Nursing Program:* In 2011, advisors in the Pre-Nursing program began holding group advising sessions to improve communication for new students and to increase the efficiency of the advising process. Since the inception of the group advising sessions, overall ratings of advising have consistently exceeded the college benchmark by at least 15% (average ratings ranging from 4.41-4.71).

DEPARTMENT/PROGRAM HIGHLIGHTS

S *chool of Clinical Laboratory Sciences/Medical Laboratory Science Program:* For the sixth consecutive year, 100% of 2011 graduates from the Medical Laboratory Science Program passed the Board of Certification on the first attempt, with two scoring in the top 97% of the nation. All of those students obtained entry-level employment as Medical Laboratory Scientists within 6 months of graduation with all but two accepting positions with the CHS laboratories.

S *chool of Medical Imaging/Radiation Therapy Program:* In 2011 the School of Radiation Therapy exceeded its goal for graduate pass rates on the ARRT national exam. All 2011 graduates passed the exam on first attempt with an average exam score of 87%. The national pass rate for 2011 was 90% and the average national score was 83%. As such, the class of 2011 exceeded the national pass rate by 10% and the average national score by 4%.

S *chool of Medical Imaging/Radiologic Technology Program:* A strong focus for the Radiologic Technology Program in 2009 through 2011 was to achieve continuing improvement in the ARRT Registry examination scores of program graduates. The mean scaled score on the examination improved from a cohort mean scaled score in 2009 of 88.3 to 90.3 in 2011. Additionally, the percentile ranking increased over the last three years (2009 = 78%; 2010 = 84%; 2011 = 88%), representing a 10% increase in the percentile ranking (compared to all examinees taking the exam in each year over the course of 3 years).

S *chool of Nursing:* A major goal in 2011 for the School of Nursing was to exceed the college benchmark and the national average for the first-time pass rate on the NCLEX-RN examination while achieving an excellent graduation rate. For the May 2011 nursing graduates this goal was achieved as 100% of these graduates passed the licensure examination on the first attempt. In addition, this graduation cohort had an 87.3% graduation rate (150% of program length).

S *chool of Surgical Technology:* A main focus the School of Surgical Technology in 2011 was to increase the first time pass rate for certification. The School of Surgical Technology achieved a 100% pass rate for graduates attempting the National Certification Exam. This pass rate was a 14% increase compared to reported pass rate of 86% for 2010 and exceeded the 2011 national pass rate of 56%.

S *tudent Services:* Customer service continues to be a driver of satisfaction in the admission process and a focus of the admissions team. In 2011, assistance with the application process was rated 4.54, not only exceeding the benchmark of 4.0, but posting a three-year high (4.2 in 2009 and 4.3 in 2010). This was achieved while maintaining a yield of 71% between those who are accepted and those who enrolled.

COMMITTEE/STUDENT ORGANIZATION HIGHLIGHTS

A *mission, Progression and Graduation (APG):* The APG Committee demonstrated the highest level of integrity with every decision made. Two appeals were presented to the APG committee in 2011 and neither was overturned. Six students were readmitted and all are currently successful in their courses.

C *ommunity Involvement:* In 2011 the goal of the Community Involvement Committee was to provide faculty, staff and student support for CHS system-wide fundraisers and community projects. Carolinas College participated successfully in 100% of the CHS signature events in 2011.

C *urriculum:* Curriculum committee, in conjunction with Academic Team, developed and approved two new programs to be offered for the first time in 2012 (AS in General Studies and AAS in Surgical Technology). These programs will bring additional revenue to the college and provide value to students.

D *evelopment/Scholarship:* In fall 2011, Charlotte Radiology established The Parsons Radiologic Technologist Scholarship Fund to honor the memory and many contributions of Dr. Greg Parsons. Dr. Parsons joined Charlotte Radiology in 1975 and then assumed the role of Chief of Radiology at Carolinas Medical Center beginning in 1986. Total donations to this scholarship fund in fall 2011 were \$16,225. The first award will be made in fall 2012.

E *mployee Retention (ERC):* The ERC coordinated seven social events that provided opportunities for networking between the different programs within the college and also afforded the opportunity to recognize the various departments and professions of the school. This exceeded the goal of one social event per quarter. The Committee also maintained a 100% recognition rate for employee birthdays.

L *eadership Team:* The college moved its Carolinas College employee engagement scores further within the Tier I status range, reflecting a level of employee engagement and commitment that exceeded Division-wide, System-wide, and national norms. Annual Personnel Comprehensive Assessment results indicate that only 6.3% of the staff indicated they would consider leaving the College, the lowest number since this item has been included in the evaluation tool. Staff rating of "input into decisions that affect me" showed the fourth consecutive increase and nearly a 20% increase over 2008 rating.

L *earning Resources (LRC):* In the last several years, the LRC has increased efforts to develop a more robust learning resources collection through coordinated purchases with all College programs and AHEC. Orientation and training sessions for faculty and students regarding the resources and support available at the AHEC library have also increased. As a result, over the three-year period from 2009- 2011, there was a 31% increase in the number of distinct users of the AHEC Digital library. There was also an increase of 38% in the number of distinct sessions during this same time period.

Q *uality Enhancement Plan (QEP):* The Information Literacy (IL) Rubric was used to evaluate IL assignments beginning in the Fall 2011 semester. College-wide averages for rubric scores are: Goal #1: 2.87; Goal #2: 2.03; Goal #3: 2.79; Goal #4: 2.76 and Goal #5: 2.57. Therefore, the benchmark of 2.25 was met for 4 out of 5 goals. Goal #2 has been the focus of faculty education and increased emphasis in student assignments for the Spring 2012 semester. This shows that the process of using the IL rubric to identify areas of need in student education is working as planned in the QEP.

COMMITTEE/STUDENT ORGANIZATION HIGHLIGHTS

Q *uality Improvement (QI):* One goal for the QI committee is to hold an annual meeting that is informative and effective. Since 2009, the average rating of the overall effectiveness of the annual meeting has increased from 4.15 to 4.81, representing a 16% increase. In addition, based on employee feedback, the meeting was moved from May to March, which resulted in the average rating of the scheduling of the meeting increasing from 3.13 to 4.58, an almost 50% increase in satisfaction.

S *afety:* In 2011 the goal of Safety Committee was to continue to maintain a safe environment for employees, students, and visitors of Carolinas College. We hosted our first safety inspection this year in collaboration with Cabarrus College of Health Sciences and Mercy School of Nursing, and recorded just 8 safety-related incidents this year which is down 47% from 2009 and the lowest number since 2003.

S *ervice Excellence:* The goal for the Service Excellence Committee in 2011 was to connect with, engage and strengthen our employees in their pursuit of quality service. We also wanted to communicate, share and recognize those outstanding achievements in service excellence. We received 14 peer nominations and presented four awards for Employee of the Quarter at faculty/staff meetings. There were also 12 Key Employee Incentive Plan (KEIP) Awards distributed in 2011 and one Carolinas College Best Practice (relating to Aligning Behaviors with Goals & Values) posted by CHS on their Service Excellence Best Practices website.

S *trategic Planning:* December 2011 marked the end of the 2008-2012 strategic plan, finishing one year early. Final results indicate that 95% of the strategic initiatives were completed and met with only 10 initiatives not being met. This early completion allows for a new plan to be implemented in conjunction with the new three-year institutional effectiveness plan.

S *tudent Life:* Average student ratings of the availability of extracurricular activities showed a 5% increase (4.51 to 4.75) from 2010 to 2011. In addition, average student ratings of satisfaction with the activities that were coordinated by Student Life Committee showed a 10% increase (4.23 to 4.64) from 2010 to 2011.

P *hi Theta Kappa (PTK):* One objective of PTK is to provide service outreach to the community. A total of 12 outreach projects were held in 2011, exceeding the benchmark of two outreach opportunities a year. Three of these projects raised \$385.00, which was donated to the American Red Cross, The Men's Shelter of Charlotte, and The Salvation Army (Silver Bell).

S *tudent Government Association (SGA):* SGA sponsored the first ever Wellness Fair for Carolinas College students and employees. Over 20 local vendors participated, including local gyms, health food stores and LiveWELL Carolinas. In addition, to promote collegiality among students from different programs, the first "Walk A Mile in My Shoes" demonstration was held to show how one patient may come into contact with all of the healthcare professions represented at Carolinas College.

S *tudents Nurses Association (SNA)* One of the goals of the Student Nurses Association is to promote the success of our nursing students in the program at Carolinas College and to make them aware of various career paths in nursing. To this end, the SNA presented a panel discussion to introduce NUR 101 students to the expectations of the intermediate level of nursing, a panel discussion for NUR 202 students focused on the hiring process at CHS and the realities of working their first job as an RN, and two presentations by nurses who work in non-traditional roles to expose students to optional career paths in nursing.

2011 HIGHLIGHTS

INSTITUTIONAL EFFECTIVENESS DASHBOARD

GOAL I: Maintaining a structure that supports the College's mission, guides future development, provides resources, and integrates the College into the community								
	2009	2010	2011		2009	2010	2011	
Maintain SACS accreditation				CCHS students are able to register online				
Develop and implement long-term strategic plan				Availability/promptness of educational program data				
Programs maintain appropriate accreditation compliance				Availability/promptness of administrative/support data (DISCONTINUED IN 2011)				
Faculty affirm mission, goals and learning outcomes				Annual Fact Book is produced				
Retain members of presidents council and director of continuing education				Continuing education offerings meet workforce needs				
Retain effective academic deans, directors, and staff members				Provide ongoing coordination of academic and faculty initiatives				
Full-time personnel participate in professional development				Academic policies, procedures, and program curricula are reviewed				
Part-time personnel participate in professional development				Coordinate planning, quality improvement and accreditation initiatives (DISCONTINUED IN 2011)				
Personnel credentials verify job qualifications				Institutional Effectiveness (IE) plans are reviewed and approved				
Retain personnel to achieve mission of the college				Success of IE plans in using data in quality improvement is evaluated				
Faculty/staff satisfied with College work environment				Evaluative data used in IE Plan implementation				
Internal communication meets faculty/staff needs				Input used in the review and revision of institutional research tools				
Faculty/staff have input into decisions that affect them				College engages in formal benchmarking activities for quality improvement				
Students have input into decisions that affect them				Curriculum changes consistent with College policies and accrediting/approval body criteria				
Enhance financial viability of the college				Faculty, staff and students supported in system-wide community projects				
Employees are recognized for personal and professional accomplishments				Community integration plan is developed				
Provide opportunities for networking throughout the College				Students are involved in community activities				
Personnel are successfully oriented to the College				Increase alumni donations to the endowment fund				
Assess the nursing and allied health workforce needs				Host a donor appreciation event				
CCHS maximizes resources available to the college				Annual scholarship reception is attended by all award recipients				
Board of Directors receive complete information for informed decision-making				Safe and secure educational environment (personnel)				
Effective financial management by leaders				Safe and secure educational environment (students)				
A financially sound organization is operated				Personnel receive emergency training				
Annual budget is sufficient to achieve College goals				Personnel complete safety education				
Personnel have input into annual budget				Personnel receive fire emergency training				
Accurate financial accounting occurs				Promote awareness of CHS standards of excellence				
Personnel receive resources within reasonable time								

Goal I Performance Summary: 98% (50/51) Objectives Met

Performance Legend:

	Outcome met		Outcome not met; < 10% below criterion		Outcome not met; > 10% below criterion
--	-------------	--	---	--	---

2011 HIGHLIGHTS

INSTITUTIONAL EFFECTIVENESS DASHBOARD

GOAL II: Providing resources and services to promote a learning environment that facilitates student success								
	2009	2010	2011		2009	2010	2011	
Students receive financial aid counseling				College policies are reviewed on a biannual basis				
Students informed about tuition and fees				Timely and efficient registration process				
Students advised about student loan repayment				Effective scheduling process				
Timely collection of tuition and fees				Necessary academic support is available to students				
Honors admit students receive merit scholarships				Unsuccessful students referred for support services				
Online bookstore is accessible and easy to use				Students utilizing support services show improvement				
Students satisfied with classroom technology used to support learning				Graduate placement services are effective				
Students satisfied with Computer Lab resource to support learning				Placement assistance is available and helpful (students)				
Provide all faculty and staff with necessary training to demonstrate effective use of technology				Placement assistance is available and helpful (alumni)				
Accurate recruitment literature is published				Student satisfaction with Class/Lab/Clinical experiences				
Students receive admissions assistance				Clinical sites support course objectives				
CCHS is the first or second choice for accepted students				Increase number of simulation user groups/hourly utilization				
Applicants receive timely notification of receipt of application				Simulation is effective educational method (faculty)				
The College receives a stable number of applications from year to year				Simulation is effective educational method (students)				
Increase admissions yield				Successful completion of continuing education courses				
Faculty advisors are knowledgeable and helpful				Graduation audits ensure students meet requirements				
Faculty advisor workshop is effective				Qualified applicants are admitted into each credit program				
Student Success Center provides current information				Student activities are organized each year				
College policies are consistently applied				Leadership opportunities are provided to students				
College policies are non-discriminatory				Promote scholarship and fellowship within student organization				
College policies are publicly accessible								

Goal II Performance Summary: 92.6% (38/41) Objectives Met

Performance Legend:

	Outcome met		Outcome not met; < 10% below criterion		Outcome not met; > 10% below criterion
--	--------------------	--	--	--	--

2011 HIGHLIGHTS

INSTITUTIONAL EFFECTIVENESS DASHBOARD

GOAL III: Striving for excellence in educating entry-level and specialized practitioners							
	2009	2010	2011		2009	2010	2011
Develop and maintain high-quality academic programs				Pre-nursing guaranteed admits are prepared for successful program completion			
Student learning outcomes meet accrediting standards				Curriculum meets appropriate accreditation compliance			
Student learning outcomes for General Education are attained				Provide high quality continuing education content to meet learner needs			
Employers of CCHS graduates are satisfied with entry-level performance				AHEC library accessibility			
Students are satisfied with the quality of their academic program				AHEC library provides adequate resources (faculty)			
Alumni are satisfied with the quality of their academic program				AHEC library provides adequate resources (students)			
Technology sufficient to perform work.				Faculty have input into recommending changes in AHEC library services and resources			
Classroom technology is available				Effective orientation to AHEC library (faculty)			
Technical support is available to faculty				Effective orientation to AHEC library (students)			
Technical training opportunities are available				AHEC library training sessions meet established learning outcomes			
Satisfaction with General Education courses (students)				Utilization of AHEC digital library resources by faculty and students			
Satisfaction with General Education courses (alumni)				Develop and implement goals and procedures for distance learning at CCHS			
Pre-nursing guaranteed admits are prepared to enter Nursing				Acquire/delete resources that support instructional technology			
Pre-nursing guaranteed admits are prepared to succeed in Nursing Fundamentals (NUR 101)							

Goal III Performance Summary: 100% (27/27) Objectives Met

Performance Legend:

	Outcome met		Outcome not met; < 10% below criterion		Outcome not met; > 10% below criterion
--	--------------------	--	--	--	--

