

Central Carolina Community College

1. NEED

(What conditions or circumstances exist which need improvement? Identify the needs.)

1. Become more “user friendly” to Hispanics:
 - Develop appropriate procedures for attracting and supporting non-native and ESL students.
 - Need all signage in English and Spanish.
 - Need for a Latino Recruiter in the Student Services Division.
 - Provide a bridge between completing ESL courses and entering curriculum programs.
 - Provide evening SDS assistance to Hispanic students.
 - Need for more bilingual literature about the college. (Need to publicize CCCC in Spanish. Provide a CCCC Quarterly Newsletter in Spanish. Provide information sheet written in Spanish with basic information, contact people and phone numbers of CCCC people who speak Spanish. A separate information sheet could list a variety of other languages and contact people.)
2. Provide bi-lingual training in specialized areas: child care, small business, basic computer technology, legal/court issues, customer service, human resources, nurses’ assistance, cosmetology, BLET, financial planning, welding (via traditional and distance education).
3. Become a leader in providing “Spanish in the Workplace” training for local businesses and industry. (Perhaps via distance education)
4. Incorporate global ed in planning document and mission statement.
5. Inventory existing globalization efforts and resources at CCCC and enhance awareness of these on campus.
6. Develop a training program and resource bank to assist CCCC faculty, administration, and staff with incorporating a global perspective in their courses/programs/responsibilities.

7. Develop appropriate business and industry training to assist in the supervision and training of non-native and ESL employees.
Needs (continued . . . page 2)

8. Provide more foreign language options for native and heritage speakers of Spanish and for English speakers.

9. Provide more opportunities for students of Spanish to interact with native speakers

10. Increase awareness and appreciation of other cultures.

11. Reportedly Asians do not feel ESL classes are geared toward them.

12. Need policies to encourage faculty and staff to develop second language skills, especially Spanish.

13. Identify multi-national employers in our service area and develop ways to respond to their global education needs.

14. Offer professional certification for foreign degrees and transfer of courses.

15. More cultural events on campus to encourage multicultural respect.

16. Inventory business leaders, business organizations, and college personnel to determine the multinational businesses in the service area.

2. RELATED EFFORTS

(To your knowledge, what has previously been done by this or any other institution to satisfy these needs?)

1. Some ESL Faculty have provided information to their students about placement testing and information on who to contact regarding the curriculum college application process.
2. Jim Wright has taught cultural understanding workshops in local industries where there is a high percentage of Hispanics. These workshops, as well as customized language courses (Spanish for medical personnel, etc.), have been well received.
3. CCCC regularly offers Spanish in both curriculum and continuing education formats in traditional classes and through distance education.
4. Conversational Italian and French has been offered through Continuing Education.
5. SPA 211 and SPA 212 includes field trips to Latino restaurants and/or businesses.
6. A theater group from Nicaragua performed at the Pittsboro Campus.
7. Spanish REAL (entrepreneurship course) is being developed by NC REAL Enterprises. Diane Kannarr is the CCCC liaison.
8. Student Services has some fliers that are bilingual.
9. Preliminary planning has been done for Child Care training for the Spanish communities in Chatham County. No further action was taken based on the consensus that no formal training (Credential I and II) was desired by the Latino community.
10. Continuing education PC literacy classes have been provided in Spanish on the Siler City campus.
11. The CCCC Rotaract Club has been working with the Rotaract Club in India to form a partnership in helping areas that have been devastated by natural disasters.

Related Efforts (continued page 2)

12. The CCCC Rotaract Club has been assisting a local church with weekly activities designed for the children and youth in local Hispanic communities.

13. Student Services offers solutions/accommodations to those who request language translation assistance.

14. CCCC responded with a major effort to provide job training to Swift Denim employees whose jobs were lost as a result of the global economy.

15. ESL classes are held at the following campuses of CCCC:

Harnett Correctional Institution	Jonesboro
Lillington	Pittsboro
Siler City	

16. Off campus locations of ESL classes in operation as of May 1, 2001:

Angier Migrant Headstart, Angier	Angus Fire Armor, Angier
Cateland Place Apartments, Siler City	Church of Faith, Hope, and Love, Dunn
Coats Pentecostal Free Will Baptist Church, Coats	Colgate South, Inc., Sanford
Fitch Creations, Inc., Fearington Village	Governors Club
Greenwood Elementary School, Lemon Springs	Nature Trail Mobile Home Park

17. Workplace Spanish classes have been held at the following locations:

Arden Benhar Mills, Sanford	Avondale Mills, Inc., Sanford
Coleman Cable, Inc., Siler City	First National Bank, Siler City
Food Lion Distribution Center, Dunn	Huck International, Sanford
Lee Brick and Tile Co., Sanford	SierraPine, Ltd., Moncure
Static Control Components, Sanford	

Related Efforts (continued page 3)

18. Classes related to job skills have been taught in Spanish at the following locations:

Auto Mechanics - Sanford Campus

Carpentry - Siler City Campus

Computers - Siler City Campus

19. The Small Business Center in Lee County now provides in Spanish the book, *Getting Started*, a manual for beginning a new small business in Lee County. The Spanish title is *Comenzando*. Consultations are also available with interpreter for Hispanics who wish to take advantage of the Center's resources.

3. CLIENTELE

(What group or groups are the intended beneficiaries of this initiative?)

1. Native and heritage speakers of Spanish. The Latino population in Lee, Chatham, and Harnett Counties. (“Native” refers to those who grew up in a non-English speaking country. “Heritage” refers to those second generation children of immigrants who grow up in America in a non-English speaking home.)
2. English speakers who desire bilingual skills.
3. CCCC students and staff and the community.
4. Employers who desire to employ a multicultural workforce and/or operate sites multinationally.
5. Professionals such as teachers and nurses certified in other countries could get English language training and certification at CCCC. Fields where there are labor shortages would benefit by increasing the labor pool with qualified professionals.
6. Members of the Latino communities who are starting their own businesses.
7. Child Care providers in the Latino communities in Lee, Chatham, and Harnett Counties.

4. COLLABORATIVE EFFORTS

(Will any other agency(ies) or organization(s) be involved in collaboration or partnership in this initiative?)

1. Student services and continuing education faculty and staff need to coordinate efforts to reach appropriate students.
2. CCCC should advertise what it is doing in Global Education. Coordinate service providers with marketing efforts to emphasize the importance of global education and how CCCC is meeting the new demands of the global economy.
3. Develop positive relationship with Hispanic Task Forces in our counties, Hispanic churches, and other organizations serving Hispanics (Partnership for Children, Smart Start, Boys and Girls Club, the YMCA, and Civic Clubs like the Rotary).
4. Chamber of Commerce, sister colleges and universities, public schools, and area businesses and industries.
5. NC REAL Enterprises and Small Business Centers in Harnett, Lee, and Chatham Counties.
6. CCCC SGA, Alumni Association, and student clubs.
7. Private and Public Agencies with similar interests (Department of Commerce, Lee, Chatham, Harnett Co. Economic Development, Visiting Fulbright Scholar Program, and Exploris Center).

<p>5. OBJECTIVES <i>(What are the specific and measurable ends to be achieved by the proposed project? These should be related to the needs identified in Section 1.)</i></p>		
Task	Completion Date	Responsibility
1. To inventory all current CCCC Global Education Activities.	December, 2001	Exec VP
2. To design and implement brochures and presentations which will promote all CCCC programs targeted to non-native population, and to make these presentations to Hispanics across the service area.	Spring 2002	Exec VP & Administrative Staff
3. To develop and implement a CCCC Speakers Bureau (Dept. Chairs, Lead Instructors, SDS, Deans, Distance Ed Coordinator, Director of Instructional Technology, President, etc.) to address the ESL classes on a regular basis.	Spring 2002	PIO & Dean of Continuing Educ.
4. To develop a College Intranet site that lists Global Ed resources.	Summer 2002	PIO & Global Ed Committee
5. To replicate in Spanish all signage on all sites maintained by CCCC. Existing signs will be replaced as funds are available, and all new signs will be bilingual.	Fall 2005	VP of Admin Services & Hispanic Recruiter
6. To implement an online REAL course with an emphasis on Childcare for the Hispanic population.	Fall 2002	Dean of Bus, Info, Media, Dean of Univ Trans and Public Services, & REAL instructor
7. To provide training in Childcare certifications with instructional material translated into Spanish.	Fall 2002	Dean of Univ Trans and Public Services

<p>Objectives continued ... page 2 of 3</p> <p>8. To provide bilingual training in other specialized areas such as computer skills, nursing assistant, BLET, etc.</p>	<p>Fall 2002</p>	<p>Curriculum Deans & Dean of Continuing Educ.</p>
<p>9. To offer a distance education course, SPA 120, Spanish in the Workplace.</p>	<p>Spring 2003</p>	<p>Dean of Bus, Info, Media, Dean of Univ Trans and Public Services, & Spanish Instructor</p>
<p>10. To send President Joyner to Mexico to visit the locales from which many of our Hispanic population originates.</p>	<p>Fall 2001</p>	<p>President & N.C. Center for Cultural Understanding</p>
<p>11. To design and implement a cultural exchange between the Latino population and the College non-Latino community.</p>	<p>Fall 2002</p>	<p>Hispanic Businesses, Civic Organizations, & CCCC Cultural Diversity Committee</p>
<p>12. To incorporate global education in the CCCC mission statement.</p>	<p>Fall 2001</p>	<p>I.E. Officer & President</p>
<p>13. To continue to develop appropriate business and industry training for supervisors of non-native and ESL employees.</p>	<p>Fall 2002</p>	<p>Small Business Director, Ind. Relations Officer, & Dean of Continuing Educ.</p>
<p>14. To survey the multi-national employers in our service area to identify their education and training needs.</p>	<p>Spring 2002</p>	<p>I.E. Officer, Ind. Relations Officer, & Small Business Director</p>
<p>15. To increase publicity and offerings of <i>Workplace Spanish</i> and <i>Relating to Hispanics in the Work Place</i>.</p>	<p>Summer 2002</p>	<p>Dean of Continuing Educ., PIO, & Hispanic Recruiter</p>
<p>16. To develop a system by which foreign degrees, certifications, and courses may be approved.</p>	<p>Spring 2002</p>	<p>VP of Students, Dean of Human Resources, & Exec VP</p>

<p>Objectives continued ... page 3 of 3</p> <p>17. To determine if a need exist for a developmental EFL (English as Foreign Language) course. A step above ESL. If needed, to implement EFL.</p>	<p>Fall 2002</p>	<p>Dean of Bus, Info, Media</p>
<p>18. To report the current non-English speaking student enrollment in ESL, GED, and AHS, and to increase the future enrollment of non-English speaking students in these programs.</p>	<p>On-going</p>	<p>Dean of Continuing Educ., & Basic Skills Coordinators, Hispanic Recruiter</p>
<p>19. To implement a staff development program designed to increase the awareness of all CCCC personnel on how to assist with non-English speaking immigrants attending the college.</p>	<p>Summer 2002 On-going</p>	<p>Staff Devel. Coordinator</p>
<p>20. To improve recruitment of people who are non-native speakers of English into curriculums by coordinating Jim Wright's activities with SDS and Media activities.</p>	<p>Summer 2002 On-going</p>	<p>VP of Students, PIO, & Hispanic Recruiter</p>
<p>21. To consider a salary addition to base salary for any employee having or achieving a measurable level of bilingual skills.</p>	<p>Fall, 2001</p>	<p>President & Vice Presidents</p>
<p>22. To incorporate a global perspective into the curriculum that is designed to prepare our students to enter into a global workforce. (Students should expect to work with people of other languages, nationalities, cultures, and attitudes toward the workplace.)</p>	<p>Fall, 2003</p>	<p>Exec VP, Curriculum Deans, & Department Chairpersons</p>

6. PROCEDURES

(How will the objectives be met? What activities or experiences will be provided and how are these expected to accomplish the stated objectives?)

Each team assigned to complete an objective will develop its own procedures. (see section 5. Objectives)

7. EVALUATION

(By what means will it be possible to determine the extent to which initiative objectives have been accomplished? What criteria will be used for evaluation?)

The CCCC Global Education Committee will call for quarterly reports from each team that was responsible for an objective. Since all objectives are written with measurable outcomes, the Global Education Committee will be able to monitor to what extent the objectives are being achieved.

8. BUDGET and
9. COMMITMENT

(Give some general idea of the commitment—**money, time, space, etc.**— the institution is willing to make toward implementation of the initiative?)

CCCC views Global Education as a component of the college's overall mission, not as a separate initiative... The college has committed the necessary resources for accomplishing the objectives in this document. The college will not create separate line items in the budget for Global Education, but will instead use existing employees and funds to expand and improve our Global initiatives. Accomplishing our objectives will probably cost about \$10,000 per year for the next two years.