

McKimmon Center for Extension & Continuing Education 2008-2009 Annual Report

Introduction

McKimmon Center for Extension & Continuing Education (MCE&CE) was established by NC State in 1924 to facilitate access to the University's intellectual and technical resources. Through its primarily self-support program and applied research units housed in the McKimmon Conference & Training Center (MCTC), partnerships and collaborations are initiated within the University as well as externally to be of greatest value to the diverse constituents served.

According to the "Lifelong Learning Trends, A Profile of Continuing Higher Education" by the University Continuing Education Association, "Educated, experienced workers are a key to competitiveness in our global knowledge economy, yet the impending exodus of large numbers of baby boomers from the workforce has many organizations scrambling". As a result, employers are spending more on workforce training and education because they want access to the best practices and talent to train their employees. The most common content areas for training are programs specific to a profession or industry such as engineering, science and liberal arts, management and supervision, business practices and mandatory and compliance programs. Other popular areas for continuing education programs are health care, information technology and systems, interpersonal skills, executive development, literacy skills and developing community volunteers involvement in outreach.

Demographic shifts resulting from varying birth rates in population groups, immigration patterns, longer career spans, and aging of the US population will impact the composition, age distribution and training needs of the workforce. People in the workforce and future entrants will need higher levels of education to enhance their employment options and their adaptation to a knowledge-based global economy characterized by rapid technological change, innovation, and entrepreneurship.

Personal enrichment needs of the 60-plus sector of our population cannot be neglected since retirees in general enjoy longer active lives. Focused learning experiences, study trips and special interest groups not only enhance their lives, but also stimulates them to continue to make overall positive contributions impacting others. An emphasis on sustainable development and "green" technologies have been implemented into many programs, curricula, student life, professional development, and community outreach initiatives in US higher education institutions. Statistics continue to reflect an alarming rate of high-school dropouts and lower than desired academic performance for certain subsets of students requiring the attention of educators, leaders and families. General K-12 initiatives, programs to enhance students' success in school as well as more stringent public school accountability measures are both important and necessary.

The MCE&CE professional staff members are committed to timely and effective responses to relevant unmet needs of our citizens, organizations, schools and communities through quality programs and services.

I. PROGRAMS: Scope of Activities, Volume of Activities

McKimmon Center for Extension and Continuing Education (MCE&CE)

- Through the McKimmon Conference & Training Center - Public Service & Community Outreach funds supported the facility room and/or equipment rental for the following programs:
 - Real Safety in a Virtual World - August 5, 2008
 - City of Oaks - October 31-November 1, 2008

- General Hugh Shelton Leadership Forum – November 7, 2008
 - A Toast to the Triangle fundraiser for the Tammy Lynn Center - March 9, 2008
 - Hispanic Educational Summit - March 27, 2009
 - Wake Up Wake County – May 13, 2009
 - Resource for Seniors – June 23, 2009
- The Twelfth Connecting in North Carolina (CINC) Faculty/Staff Development Tour was postponed due to budget constraints. Given a positive change in the economy as well as the lack of governmental constraints, the tour will be developed and implemented within two years.
 - Dr. Denis S. Jackson was recognized as the sixth recipient of the William L. Turner Award for Outstanding Contributions to Extension and Continuing Education. Dr. Yevonne S. Brannon was the fifth recipient of the Mary Frances Hester Service Award, established to annually recognize the dedication and quality performance of a selected member of the MCE&CE staff. Ms. Jo Anne W. Upchurch, Executive Assistant for the Office of the Assistant Vice Chancellor of the MCE&CE, was recognized as the winner of the 2008-09 Extension, Engagement and Economic Development (EE&ED) Awards for Excellence. Cooper Tools of Apex received the first Award for Excellence for Customized Corporate Education.
 - As of April 30, 2009, MCE&CE program units provided professional development events across the State of North Carolina. The following numbers represent Economic Development Regions with the number of non-credit events and participants for each area: 1) Research Triangle – 1,732 events |124,439 participants; 2) Southeastern – 5 events|387 participants; 3) Eastern – 9 events|231 participants; 4) Northeastern – 2 events|53 participants; 5) Piedmont Triad – 19 events|493 participants; 6) Carolinas – 20 events|593 participants; and 7) Western – 7 events|180 participants.

Assessment, Contractual Education and Partnership Development (ACEPD)

- Completed an extensive Business Plan that impacts the entire MCE&CE. The plan's focus is on how MCE&CE can grow its offerings by creating and launching new online programs for existing participants, while taking existing face-to-face programs to a new online audience. The vision for this new online curriculum focuses on targeted customer service, focused partnership development and capitalizing on the potential of Webinars and Webcasts:
 - Synchronous learning where students would participate online and view content, including streaming video of an instructor;
 - Asynchronous learning where students could participate based on their schedule and availability.
- Eight new Webinars/Webcasts were successfully initiated, laying the foundation for a new revenue stream for MCE&CE. They were done in partnership with the Academic Support Program for Student Athletes (2), the Crisis Prevention Institute (2), and the Shelton Leadership Center (2); plus two additional Webinars booked directly through Client Services.
- Customized, Contractual Education as of April 30 resulted in estimated revenues of \$224,124 serving a total of 887 participants between the Office of Professional Development and the Computer Training Unit. Specific companies served were Cooper Tools, Bosch Siemens (BSH Home Appliances Corporation), Carillion Clinics, Crisis Prevention Institute, Center for Urban Affairs and Community Services, North Carolina National Guard, Lenovo, US Job Corps, NC Department of Commerce, Raleigh ISSA Chapter, NC State/Industrial Extension Service and Delta Dental of Virginia.

- Passed along the Farm to Fork Summit lead from the Director of Economic Development, EE&ED, to the Client Relations Office of MCTC which was held on May 11-12, 400 participants and a revenue of \$9,700.

Center for Urban Affairs and Community Services (CUACS)

- Extensive work with the North Carolina Department of Instruction (NCDPI) statewide testing and accountability program to implement new and revised tests based on revised statewide curriculum and implement alternate assessments for students who are exempted from regular testing continued this year. We improved technology to communicate better between remote sites since we serve one hundred and fifteen school systems. We made significant progress in developing on-line testing for all high school testing. Similarly, we are proud of our continuing, growing work in the mental health and substance abuse research and evaluation area. We continue to develop and improve ways to measure program outcomes in terms of evaluating the effectiveness they have in serving mental health clients. Finally, we continue to provide hosting of web sites and hosted numerous surveys this year. Clients included are United Parcel Services, NC Department of Health and Human Services, NC Sea Grant, UNC-W and NC Department of State Treasurer. Revenue in 2008-2009 was as follows:

Projects	\$ 8,879,643
State Appropriated	\$ 149,132
Overhead	\$ 184,954
TOTAL	\$ 9,213,729

Continuing and Professional Education (CPE)

- Computer Training Unit (CTU)
- McKimmon Conference and Training Center (MCTC)
- Office of Professional Development (OPD)

Computer Training Unit (CTU)

- As the recession has deepened, CTU has seen a drop-off in registrations for traditional laboratory software competency classes. However, IT certification class participation has remained strong.

The unit experienced a very good year training students through the Webmaster Certificate Program (WCP). In the fiscal year of 2008-2009, 46 students took part in the program and thus far, 20 have completed their capstone project and have been awarded their certificate. It is anticipated that the majority of those who have not completed their requirements will do so within the allotted two-year time frame.

McKimmon Conference and Training Center (MCTC)

- MC&TC hosted 1,720 events in fiscal year 2008-2009 for a total of 184,365 people. These figures represent a significant drop-off from last fiscal year's record breaking results. The 1,720 events was an 18% decrease, while the 184,365 people represents a 14% decrease from 2007-2008. This can be explained both by the world-wide financial crisis that has impacted the economy of North Carolina and the fact that the new Raleigh Convention Center was opened for business early in the fiscal year providing new competition. Utilizing the Raleigh Convention and Business Bureau formula, the participants impacted the Raleigh/Wake County economy by approximately \$8 million dollars.

In 2008-2009, MC&TC served a wide variety of clients from the campus, non-profit, government and private sectors. Programmatic highlights for 2008-2009 included:

- On July 21-24, the NC State University 4-H Development Office hosted their Annual 4-H Congress. Over 800 youth and young adults participated in the four day event. The students participated in sessions that provided them knowledge in making career and life choices, connecting to communities, giving back, self-discipline and responsibility. In addition, they attended sessions on self esteem, becoming independent thinkers and developing life long relationships. This annual conference has been coming to MC&TC for over 18 years.
- The NC Department of Public Instruction (NCDPI) held an annual agency wide meeting on August 28, expecting over 700 agency members to attend. The agency is charged with implementing the State's public school laws and the State Board of Education's policies and procedures governing pre-kindergarten through 12th grade public education. The meeting allows all of the members to congregate in one location to be updated on new policies and procedures that will affect the upcoming school year.
- The Project Management Institute of North Carolina (PMI), held their annual event on September 2. The purpose of the event was to increase the ability of their members to engage and discuss issues and concerns. This year's meeting provided an opportunity for over 600 members to voice their opinions. The purpose of PMI is to establish and maintain an organization that will provide professional development, encourage participation and provide continuing education opportunities for its members.
- On September 12, NC State University Greek Life held their Panhellenic Open House for over 1,200 members. The event provides NC State sorority girls with the opportunity to develop leadership skills that will benefit them today and in their future endeavors. The annual event initiates camaraderie between the sororities and allows them to develop relationships that will last throughout their lives.
- The American Council of Engineering Companies of North Carolina (ACEC/NC) Department of Transportation (DOT) held their conference on October 6-7. The ACEC/NC is a professional association of over 210 member firms in North Carolina, employing over 8,000 professional engineers, technicians and scientists. Nearly 600 members attended this event to collaborate with others from across the state and to become better informed and up-to-date on any new policies or procedures affecting their businesses.
- The NC State University Water Resources Research Institute (NCSU/WRRI) hosted the WRRI Annual on October 8-9. Over 250 participants from around the state attended the event which focused on drought management and water conservation. Undergraduate and graduate students studying water-related issues, University and corporate researchers, environmental professionals, representatives from local, state and federal government agencies and other interested organizations were the target audience for this event. Abstracts for oral and poster presentations were accepted and displayed at the event.
- The NC Society of Hispanic Professionals (NCSHP), the Department of Public Instruction and the NC State University Office of Diversity and Inclusion co-sponsored the Hispanic Achievement Conference held on October 17. The event was planned in an effort to empower over 400 education leaders, teachers, counselors, social workers and community leaders with a better knowledge of the Hispanic student population and the factors that might potentially interfere with their educational performance.

Participants were exposed to effective methods and practices that help Hispanic students overcome barriers to academic success and promote their involvement in school life.

- On November 8, Wake Area Health Education Center (AHEC) hosted Pediatric Diabetes: Treatment, Devices and Resources for over 100 pediatric health care providers. Wake AHEC is a statewide program that meets the state's health workforce needs by providing educational programs in partnership with academic institutions, health care agencies and other organizations. Through these continuing education courses, many health care providers gain the necessary updates and certifications needed to stay aware of the ever changing needs of patients.
- The Wake County Public Schools System (WCPSS) hosted their annual career fair with more than 150 companies and agencies represented on November 21 entitled, 2008 Great Xplorations Career Fair. The annual event allowed 1,500 middle and high schools students from across Wake County to have an opportunity to explore career interests with companies representing all of the 16 career clusters recognized nationally. In addition, these students arrived prepared to discuss issues such as educational requirements for a specific career, how the company is dependent on the global economy and the hiring criteria for the company/industry, including evaluating character through background checks.
- The NC State University, College of Engineering (COE) held their bi-annual Career Fair on February 4. This popular event is hosted by the college each spring and fall, providing an opportunity for prospective employers to meet with engineering students interested in working for their companies. The Engineering Career Fair is one of the largest events of its type in the country held specifically for engineering students. This event had a record number of people in attendance, attracting over 2,500 students and over 200 employers.
- More than 250 representatives from small, minority and women-owned businesses attended the 2009 North Carolina Department of Transportation (NCDOT) Conference on February 10. The conference focused on learning how to do business with aviation, highway and transit authorities. It also provided attendees an opportunity to network with contracting officers from the N.C. Department of Transportation and other government agencies.

In addition to the conference, the Business Opportunity and Workforce Development Diamond Awards were also presented. These awards recognized organizations that increased the success of NCDOT programs aimed at developing small, minority and women-owned businesses, as well as exemplifying the purpose and spirit of the programs.

- The Capital Area Workforce Development held the Job Link Career Fair on March 11 for over 64 companies and agencies looking to hire new employees. With North Carolina unemployment reaching an unprecedented high, an explosion of interest was evident when during this half day career fair more than 1,600 job seekers had an opportunity to speak with potential employers. This event was seen as a great community service effort evident through the radio, newspaper and media coverage.

For fiscal year 2008-2009, the exam proctoring services of the Client Relations Office has continued to be a productive, new service by proctoring 775 exams with a total revenue of \$23,240. The institutions represented by the proctoring included East Carolina University, University of Maryland, Florida State and Brigham Young. We are also partnering with LaserGrade to offer proctoring of exams for students who are trying to attain or retain their state board license as psychologists.

Office of Professional Development (OPD)

In 2008-2009, OPD offered a total 461 programs serving 14,531 attendees during the past fiscal year. These figures represent a 13% increase in total number of programs, but a 19% decrease in total enrollment. As a receipts-supported unit, OPD depends on revenue generated through receipts and must produce an acceptable "Operating Margin" above direct costs in order to pay for indirect expenses such as staff salary and benefits, etc. Revenue is generated for OPD through both registration fees from students and from administrative fees from campus and non-campus clients for events management services. Collaboration between the MCE&CE OPD and various NC State academic and extension units resulted in joint programs and courses that serve diverse constituent needs while generating revenue to the partnering units as of May 28th of \$938,011.

OPD Programmatic Highlights for the Fiscal Year included programs on campus, in downtown Raleigh, all around the state, the region and even as far away as Lake Tahoe, CA. The following is a representative sample:

- NC State University hosted the 2008 Academic Consortium 21 (AC21) International Forum July 28-30; sponsored through NC State Japan Center. The theme for the Forum was "University Partnerships: Global Collaboration and Innovation for the 21st Century." Forum attendees received updated information in the following areas: International Student and Academic Exchange, Challenges for Global Higher Education and Innovation and Technology Transfer. Although the forum was based at the McKimmon Center, sessions were included on NC State's Centennial Campus. AC21 is an international network of educational, research and industrial organizations throughout the world. Member institutions are from Asia, Europe, Australia, and the US. For a list of AC21 members, view at www.ac21.org. Participant evaluations were handled separately by the Japan Center, the sponsoring department.
- The NC State Civil, Construction and Environmental Engineering sponsored the Nigel Priestley Symposium held on August 2-6. Family, friends, colleagues and former students of Professor Nigel Priestley of the University of California at San Diego gathered in Lake Tahoe, California to celebrate Nigel's immense technical contributions to the science and art of Earthquake Engineering as well as to pay tribute to the tremendous impact that he has had on many lives. The purpose of the symposium was to discuss areas of research that others are carrying on after Nigel Priestley's retirement. The Office of Professional Development (OPD) provided online registration services for the event. OPD was hired to provide services for the event as a result of the work we performed with Civil, Construction and Environmental Engineering for many of their programs.
- On September 28-October 1, NC State University hosted the 15th International Colloquium on Lung and Airway Fibrosis at Sea Trail Resort at Sunset Beach, NC. The Colloquium was sponsored by NC State College of Veterinary Medicine. The conference was heavily attended by international participants, which gave NC State University high visibility.
- North Carolina Community College Conference developed through a collaborative partnership with OPD was held on October 12-14. The Conference is the largest event that OPD has ever been coordinated, attended by over 2,600 people from across the state. This is the second time OPD has provided full conference services for the Conference at the new Raleigh Convention Center. The event was the first conference that occupied all of the meeting rental space at the convention center. This conference also used all of the meeting space at the Marriott and Sheraton Hotels next door. All of the office personnel were involved in its production with additional assistance during the conference by personnel of the Computer Training Unit and the Continuing and Professional Education Marketing

personnel. OPD is the financial owner of the conference, but all content decisions were made by the NC Community College System.

- The 2008 North Carolina Summit on Youth & Families was held on November 19-20 at the Sheraton Hotel, Raleigh, NC and sponsored by NC Cooperative Extension Service. This year's theme was "Creating the Future of North Carolina's Youth and Families: Advocacy, Leadership, and Collaborations for Positive Change".
- On December 1, the North Carolina Statewide Income Tax Schools began and was sponsored in conjunction with NC State Agricultural & Resource Economics. OPD held the Income Tax Schools for the 59th year in several cities in North Carolina. Sites included Asheville, Greensboro, Charlotte, Raleigh, Fayetteville, Winston-Salem, Greenville and Wilmington. Intermediate classes are offered at all locations while the advanced classes are offered at Fayetteville, Greensboro, Charlotte and Raleigh. These schools attracted a combined enrollment of 1,119.
- OPD provided registration services for the North Central Education/Extension Research Activity (NCERA-180) Site-Specific Management Annual Meeting that was sponsored by NC State Crop Science. It was held at the Renaissance Portsmouth Hotel & Waterfront Conference Center on January 7-9 in Portsmouth, Virginia. The annual meeting began on Wednesday, January 7 with a bus tour of the NASA Langley Research Center and, then the participants visited the James River Plantation that was using site-specific management practices. On Thursday, the committee heard presentations on various aspects of the role of site-specific management in improving water quality, mitigating climate change and improving conservation. On Friday, the committee discussed NCERA-180 business and reviewed accomplishments in 2008. The participants heard presentations by speakers representing the International Plant Nutrition Institute, the Virginia Grain Producers Association, Virginia Tech, NC State University, South Dakota State University, Veris Technologies, the University of Kentucky, the USDA, Colorado State University and the University of Illinois.
- The 28th Annual State Construction Conference in conjunction with NC State Construction Office was held on March 24 at the McKimmon Conference and Training Center. Over 1,000 attended this event. The purpose of the event was to expose the participants to the development and implementation of the state's capital improvement program, which is a costly and complex process. This conference brought together state agencies and institutions, architects, engineers, contractors and subcontractors to discuss mutual concerns related to the planning, design and construction of state projects. Marc Basnight, NC Senate President Pro Tempore, was this year's featured speaker. The general session topics included "Construction Economy," "Forecast for Construction" and "Energy-Efficient Buildings." Attendees learned about integrated design and building information modeling; bonding regulations and insurance requirements; HUB requirements/statewide certification; OSHA and construction; immigration and construction; new code changes in electrical, mechanical, building and fire; performance contracting - Lessons Learned; state environmental review and historic preservation. This conference is offered by OPD, but the content is developed and determined by the State Construction Office.
- The Sixth Annual North Carolina Sustainable Energy Conference sponsored by NC State Energy Office was held April 14-15 at the McKimmon Conference and Training Center. More than 700 people attended. This year's conference was entitled, "The New Reality: A Time to Act" and featured two new topics: consumer issues and linking investors to new projects. The conference was presented by the NC State Energy Office and coordinated OPD. With energy becoming tied to economic recovery and

environmental quality, attending this year's conference gave the participants insight into strategic opportunities unfolding in North Carolina.

- OPD has expanded its working relationship with Biomanufacturing Training and Education Center (BTEC). Until recently, OPD and BTEC have co-owned a seminar entitled "The Environmental Protection Agency's Workshop on Good Laboratory Practices". BTEC has hired OPD to provide events management services for seminars they own, three of which are offered in June: (1) Downstream Biopharmaceutical Process Development, June 16-18; (2) Bioreactors for Cell Culture, June 23-25; and (3) Biologic Formulation Science Fundamentals, June 30 - July 1.
- On May 31-June 4, 2009, OPD will work with NC State Plant Pathology department to host the 14th International Sclerotinia Workshop for those interested in basic and applied plant pathology, mycology, agriculture and all other aspects of the Sclerotinia fungus. The workshop will take place in Wilmington, NC.

Encore Center for Lifelong Enrichment

- Total Encore membership numbered 1,056 as of May 20, compared to 1,048 last year. Twenty-six percent of members were new to Encore, 62% were members the previous year, and 12% returned to Encore after a break of a year or more.
- Eighty-one short courses were taught, with a total enrollment of 3,013, a slight increase of one percent over last year's 2,980 and the largest enrollment ever. Fifty-two of the short courses were newly developed for the 2008-09 program year (64%). Thirty-five special events, study trips, and colloquia were offered, with a total enrollment of 2,685, a six percent increase over last year's 2,535. Seven courses were taught off-site in collaboration with campus and community partners, and four courses had a field trip component. Four courses were team taught by two or more instructors, and 18 courses featured multiple guest speakers.
- Fifty-seven NC State current and emeriti faculty, staff, and students from 29 different campus units taught courses or portions of courses, colloquia, or events. Nineteen Encore members, 16 current and emeriti faculty from other colleges and universities, and 74 individuals from the community taught or coordinated courses or colloquia.
- The Program Committee played an active role in developing new courses and finding ways to enhance the program. Guidelines for new Encore instructors were developed, and a class host evaluation was created so these valuable liaisons could play a greater role in giving classroom feedback. Innovative formats accommodated different programmatic or instructor needs. A special three-session course on Eat Local, Eat Healthy introduced participants to local and organic food producers and markets. The course was offered at restaurant and supplier sites, and each session featured presentations by food producers and suppliers followed by lunch at restaurants that used locally-produced food. A three-week mini-course on An Economic Outlook at Our Nation and State was taught by Michael Walden, NC State William Neal Reynolds Distinguished Professor.
- Several courses each semester kept Encore members current with trends and enhanced their engagement as citizens. Among these were courses and lectures on the 2008 election; digital photography; immigration trends; nano-technology; data mining; global environmental issues; changes in NC agriculture; new technology; and the culture, politics, and history of a variety of different countries. A course taught in conjunction with the National Veterans History Archival Institute gave

Encore members the opportunity to hear from World War II veterans who saw action in the war. All of these veterans had documented their oral histories for the Library of Congress' Veterans History Project.

- The average number of courses taken per member per semester was 1.8 in the fall and 2.0 in the spring. Seventy-one members chose membership-only, and did not enroll in any courses; 17 members enrolled in the gym program, but did not take any classes. Encore members ranged in age from 50 to 90+.
- Eighteen events and study trips were offered. Three specially-arranged tours, not available to the general public, were developed: Moving Midway gave Encore members the opportunity to view the documentary, visit the Midway plantation house, and hear about its history from family members; Officina Briani allowed members to learn about a small letterpress operation; and Zen and Zinnias gave members the chance to visit a Buddhist temple. Both because of a staff transition and the state of the economy, an additional domestic study trip was offered in lieu of an international study trip. Four multi-day study trips took members to Atlanta, Santa Fe, New England, and West Virginia. The trip to New England was preceded by a six-week course taught by Dr. Jim Clark on New England Writers Revisited.
- Encore's Fall Open House and Kick-off Colloquium featured News & Observer columnist Barry Saunders, and attracted 340 members and guests, the largest kick-off to date. The Spring Kick-Off Colloquium featured News & Observer columnist Rob Christensen, who spoke about Tarheel politics, and 170 attended.
- At the September Advisory Council meeting, a discussion about Encore's growth trends resulted in the decision to form an ad hoc committee on growth to examine this issue in a more deliberate way. This committee, comprised of representatives from all the standing committees, met throughout the program year and reported back to the Advisory Council at its April meeting. Among the issues studied were classroom space, instructor recruitment and retention, volunteer development, communications, special activities, and finances. There was consensus that the issue of communication should receive further attention in the near term. Now that Encore attracts over 1,000 members annually, there is a need to innovate better and different ways to communicate with members and maintain a sense of community.
- Encore members volunteered for four campus projects. Seven Encore members helped the Office of International Services with new international student orientation in August by providing short-term housing, picking students up at the airport, and assisting with orientation events (2nd year). Twenty-five members volunteered with the Stop Hunger Now food distribution project organized by the Center for Student Leadership, Ethics, and Public Service (2nd year). Nine Encore members volunteered with the Emerging Issues Forum, helping with check-in and other logistics (8th year). For the sixth year in a row, 23 members helped the NC State Forestry Department stuff seedling packets for the department's Annual Arbor Day giveaway. Additionally, in July, NC State Industrial Design graduate students recruited Encore members for studies that focused on universal design issues such as clamshell packaging, medical dose packaging, and grocery store hand basket design. Twenty members participated in this initial round of studies. The response was so good that one of the students followed up in March for additional help, and twelve Encore members volunteered to help with a study on Handgrip and Texture. The graduate student who served as liaison for recruitment of Encore members noted that "Encore members have really been a great help and we appreciate it so much." In September, Encore members and staff assisted a Malaysian graduate student pursuing a

master's degree in Adult and Community College Education. Her research focused on adult education programs "in practice," and she chose Encore to study. She interviewed Encore's director, eight Encore members, and one Encore instructor, and she also observed the course Election 2008. The student gained concrete information about how Encore members benefit from the program, and she stayed engaged with the program throughout the year, attending both the Seasonal Celebration and Instructor Recognition Luncheon.

In March, Encore assisted the NC State Solar Center and Waste Reduction Partners in their efforts to recruit retired engineers to conduct energy and environmental audits. Half of a dozen Encore members responded, which Waste Reduction viewed as a good response. They had asked Encore to help as they geared up to respond to projects funded by the federal Recovery and Reinvestment Act.

- Encore's extracurricular groups continues to provide an outlet for members' special interests:
 - A new group, the Encore Trailblazers, was formed in the fall. This group organizes weekly hikes on area walking trails and attracts 10-25 members each week. The Trailblazers promote exercise and provide another opportunity for members to socialize.
 - The Encore Writers Group meets monthly, with about ten members on average participating each month. Two Encore members keep the group on track.
 - The Encore Book Group meets monthly at Quail Ridge Books for discussions of fiction and nonfiction. The group provides two meeting times each month to accommodate demand, for a typical monthly total of about 25 participants.
 - The Encore Knitting Circle attracts an average of eight members for the informal weekly get-togethers at Bruegger's in the Ridgewood Shopping Center.
 - The Encore movie group provides monthly opportunities for members to get together and share a meal and go to the movies (usually of the art-house variety).
- Betty Singletary, chairman of the Activities and Services Committee, was the fourteenth recipient of the Betty Poulton Volunteerism Award, given in recognition of outstanding volunteer service. Betty has also served as a class host and as Encore's volunteer coordinator.

Encore Collaborative Efforts

Encore seeks collaborations with campus groups because they strengthen the bond between members and the university and directly benefit programming. In addition to the contacts noted elsewhere in this report, and the obvious strong support from the variety of campus units that provide instructors, the following are additional examples of how Encore worked with campus and community groups in 2008-09:

- For the sixth year, the Office of International Services (OIS) helped Encore organize a class, Postcards from around the World, in which international students gave overviews of their countries' history and culture. In the spring, Encore members and OIS developed a new class, Arts: A Multicultural Perspective, in which international students had the chance to showcase the arts and music from their countries. OIS also assisted with Encore's Seasonal Celebration by arranging for international students from India to provide musical entertainment. On Memorial Day, Encore members hosted a cookout at Pullen Park for 30 members and 50 international students. Given Encore members' life experiences and interest in the wider world, these collaborations with OIS have been a natural fit.
- For the third year, NC Museum of Natural Sciences staff has provided courses for Encore. These courses are offered onsite at the museum to take advantage of special exhibitions and other museum resources. Members of the Encore program committee work with museum staff to choose the topics. This year two classes, North Carolina Wildlife and the Environment and For the Birds were offered.

- Encore continued to offer one year of complimentary membership to NC State faculty and staff retirees. Five retirees took advantage of this offer this year, and two retirees from previous years returned in 2008-09. Encore partners with Human Resources in identifying who is eligible for this benefit. Human Resources also invited Encore staff to present information about Encore at two pre-retiree planning workshops.
- Encore members provided feedback about aging issues to the NC Center for Public Policy Research. As part of a colloquium on public policy issues affecting the aging in North Carolina, Mr. Ran Coble, director of the Center, enlisted Encore members to provide him with their views on the pressing issues facing older adults. The Center will use this feedback to help develop priorities for a forthcoming report on aging issues.
- The Encore affiliate, the B-Western Film Preservation Society, continues to offer monthly cowboy movies and serials to Encore members and other interested adults.

Encore staff helped Center Stage, the Retired Senior Volunteer Program and Big Sweep North Carolina publicize their need for volunteers. Again this year, Encore provided an Encore membership gift certificate for the Woman's Club of Raleigh's silent auction, a fundraiser benefitting Hospice of Wake County and other community organizations.

Encore Special Program Reviews

Forty-five instructors completed evaluations of their experience, and 43 of them stated they would consider teaching again. Among the comments made by instructors during the year were these:

- "Once again I had a wonderful time teaching and sincerely believe that Encore is a wonderful program!"
- From a first-time instructor: "It was fun. Thanks for the opportunity."
- Comment from Encore instructor and member: "Thanks for all you do – Encore plays a very important part in my life – both teaching and taking courses."
- From an Encore instructor and former college president: "In my 40 years of college teaching, these 10 years with Encore compete for first place (well, almost!)."
- "I truly enjoyed my class and the interactions with them. It was a beautiful learning experience for me as well."
- "Teaching at Encore is not really teaching. It's a discussion with wise and wonderful students."
- "Teaching in Encore is one of the highlights in my life."
- From a retiring NC State professor, who taught for Encore and was moving out of state: "My experiences in Encore have been highlights of the 20 years that I have spent at NC State, with the Great Decisions [foreign policy discussion] being the best. Thanks for all your encouragement and work. I hope that Encore continues to grow and flourish... Best to you as you ... deliver probably the best REAL educational experience and impact anywhere in North Carolina."

Encore Economic Impacts

- In 2006, NC State's Vice Chancellor for Extension, Engagement and Economic Development, James Zuiches, established a university-wide task force to find a way to better measure the economic impact of the university's many extension and engagement activities. This task force on Benchmarking Economic Development Impacts (BEDI) completed its initial work by 2008, and recommended the use of Logic Models to capture these impacts. In January 2009, Encore's director

agreed to work with a BEDI consultant in developing a logic model for Encore as BEDI II implemented its pilot phase. The resulting Encore logic model demonstrates the connection between Encore programs and positive economic impacts for the community (see Appendix).

- Encore's Special Programs Coordinator, Joan Hardman-Cobb, conducted a survey in February to gather member feedback as she plans for future study trips. Eighty-three members responded to the survey, which is a fairly good response rate given that the majority of Encore members enroll in the short courses only. The survey included a few questions on the impact Encore programs have made on members' travel and arts purchases. Thirty-nine of the 83 stated that they have returned to an arts venue after first going there with Encore; 24 stated they've made a season ticket purchase; 25 stated they've made a purchase from a store or other business after first becoming aware through Encore. Several also noted they have encouraged others to go to a performance venue, visit a site, or take a trip after participating with an Encore group.

II. COMPACT PLAN: Major Compact Initiatives.

Assessment, Contractual Education and Partnership Development (ACEPD)

Developed ACEPD business plan to assist MCE&CE to reach its goals for 2010 as follows:

- Designed procedures and took the lead role in the implementation of appropriate instruments for assessing impacts and outcomes of the various MCE&CE units. Outcome and impact assessments were more fully integrated online in order to better evaluate and document respective unit performance. Conducted continuous quality improvement reviews for each quarter from selected courses from the following units: Encore, Computer Training Unit, Customized Contractual Education, Office of Professional Development and Client Relations. They all generally indicated that efforts met and exceeded expectations. Results have been posted on a newly redesigned MCE&CE Assessments web site.
- Identified and solidified partnerships with the College of Education, Department of Social Work, Institute for Non Profits, and Academic Support Program for Student Athletes which all have the potential to result in ongoing programmatic or service opportunities and additional revenue for MCE&CE.
- Launched new navigable websites to attract new clients and to reach new markets in order for the programs to attain sustainability status and meet financial benchmarks. The Partnership Development and Assessment web pages were redesigned to include the following:
 - a) Welcome/introduction page about the mutual benefits of partnerships - <http://mckimmoncenter.ncsu.edu/acepd/partnershipDevelopment.html>
 - b) List of our most frequent partners, with hyperlinks, categorized by NC State University Partners,| State & Local Government Partners, US Government Partners, Business & Non Profit Partners and Featured Partner - <http://mckimmoncenter.ncsu.edu/acepd/partners.html>
 - c) List of 13 different partnership opportunities with hyperlinks to specific areas - <http://mckimmoncenter.ncsu.edu/acepd/partnershipOpportunities.html>
 - d) List of assessment results consisting of various participant responses from each unit - <http://mckimmoncenter.ncsu.edu/acepd/assessment.html>

Center for Urban Affairs and Center Services (CUACS)

- Continue to work to maintain a diverse workplace with highly skilled employees who have access to on-going staff development opportunities, to increase campus partnerships, to increase internal partnerships and to upgrade our technology infrastructure and capabilities.

Continuing and Professional Education

- Forged relationships and strengthened collaborative arrangements to improve operating efficiencies, enhance quality of services and reach a more diverse constituent base.

Computer Training Unit (CTU)

- Computer Training Unit delivered WolfWise training to the campus on May 27 and May 28 hosted by NC State Office of Information Technology (OIT). The sessions were 1/2 day for faculty and staff. Three more days were added (six more sessions) in June.
- The CPE Marketing Team has developed a new CTU E-Newsletter. It will be sent to the CTU past participants and inquiries. New subscribers will be solicited in various ways including through the catalog and on the web site. The E-Newsletter will promote various CTU classes and will provide other news and information of value to the CTU constituency. The Marketing Team is also exploring the possibility of using Facebook and other social networking resources to help promote CTU.

McKimmon Conference and Training Center (MCTC)

- Maintained facilities, technical infrastructure and support systems in providing a learning conducive environment and safe workplace.
- Discussions are underway with campus facilities design and ADA compliance personnel to move forward with comprehensive renovations geared toward energy savings and full compliance for the facility regarding handicap access in restrooms. While funding questions still remain, planning to make this a reality continues.

Office of Professional Development (OPD)

- OPD has always maintained strong relationships on campus, throughout the immediate area, the state and the region. The diversity of these relationships has enabled OPD to remain strong organizationally and financially.
- As had been expected, due to the economy and deepening recession, overall OPD enrollments decreased in the last quarter of the fiscal year. While some programs such as The State Construction Conference and the Tax School series remained strong, other programs saw a decrease of as much as 50% from the previous year.
- Somewhat contrary to expectations, the 57th Annual Sport Fishing School filled this year. A unique program offering the NC State Sport Fishing School from May 31- June 4, 2009 offered not only a comprehensive learning experience for 45 people from all over the nation. It also provided a valuable economic stimulus to the community of Hatteras, NC and to Dare County.
- Meanwhile, the long running English as a Second Language (ESL) Symposium sponsored by the Foreign Languages & Literature department was forced to cancel this year due to state budget constraints on both spending and travel.

- OPD owns several successful non-credit diploma programs in place, including the Facilities Engineering Management (FEM), Energy Management (EM) and Project Management. Enrollments for these programs, while down, still remained solid this fiscal year. Meanwhile, a new diploma program was launched in conjunction with the Marshall Institute entitled Maintenance & Reliability Management (MRM). The MRM diploma is a three-week course of study modeled after the popular FEM and EM formats.
- OPD continued long-standing events management agreements with College of Textiles, Industrial Extension Service (IES), Civil, Construction & Environmental Engineering and various other campus colleges, schools and departments.
- For 2008-2009 – Of the 461 total programs; 288 or 62% were client events management.

Encore Center for Lifelong Enrichment

- Enrollment grows at 2% annually: Membership was flat; short-course enrollment grew one percent; study trips, events and colloquia grew six percent.
- Minority enrollment keeps pace with growth (3-4%): Minority enrollment was 3% of membership and has kept pace with growth.
- Minimum membership renewal rate of 65%: The renewal rate was 74%.
- Minimum of 90% of Encore members who return end-of-course evaluations and study trip evaluations rate courses/trips and instructors as “excellent” or “very good.” 100% of evaluations rated the instructors as excellent or very good (4.7 on a five-point scale) and 99% of the evaluations rated the courses as excellent or very good (4.7 on a five-point scale).
- Impact statements from participant evaluations demonstrate Encore's value in their lives:
 - “Since I retired, I find that ‘staying in touch’ has become a primary concern. Encore is a primary factor in doing that.”
 - “This is an election year. I have tried to take courses over the past year that would enable me to better understand the issues. In this context, Encore has been extremely important and helpful to me.”
 - “Encore continues to help keep me in touch with world developments as well as contributing to my staying mentally alert. It also provides an activity that I can do with my husband which stimulates discussions outside of class.”
 - “I like to brag to my friends far and wide about how NC State has the fantastic Encore program with so many interesting subjects taught by talented and varied instructors.”
 - “My life is better than ever before. Over my retirement years, Encore has become – next to my family – the focus of my time. The benefits have been real, mental and physical. Thank you.”
 - “Encore is good for my activity level and physical health – it gets me out of the house and thinking about different topics.”

•“We have met wonderful, interesting people and gone to places we never would have gone to on our own.”

•“Encore helps me rebuild stamina from long-term health problems. It currently gives me a sanity break from my husband being in the hospital and other family crises. It gets me more completely informed about today's news – finance, economics, politics, science, technology, international news, healthcare ... and more. Encore helps make it come alive.”

•“The very existence of Encore enriches the community at large and the university in particular!”

•A former Encore member who moved to Houston four years ago sent the Encore staff an email that included this comment: “Actually, the reason that I am writing is just to let you know that we miss the entire Encore program so much. There is nothing here that resembles the program in any way. I am starving for such a program and think that most of your participants don't realize just what a wonderful program they have, as I didn't when I was there.”

- End-of-course evaluations rated 79% of Encore instructors as excellent and 21% as very good (overall rating on a five-point scale was 4.7). Seventy-eight percent of the evaluations rated Encore courses as excellent, 21% as very good, and 1% as good (overall rating on a five-point scale was 4.7) On average, 53% of course registrants completed course evaluations. Headcounts taken in final class sessions showed that approximately 78% of registrants were still attending.
- Evaluations of the multiple-day study trips also registered a high degree of satisfaction. On a five-point scale, participants rated the Atlanta trip as a 4.6, the trip to Santa Fe as a 4.9, and the trip to New England as 4.8. All these evaluation data met established quality benchmarks.
- Minimum 90% of evaluations from instructor's state satisfaction with Encore experience: 43 of 45 instructors stated they would teach again for Encore and expressed satisfaction.

III. DIVERSITY: Initiatives and Progress

- MCE&CE and its units adhere to the policies of Human Resources and the University in acquiring new staff and by advertising in publications that are active in the minority community.
- MCE&CE encourages staff to become fully engaged in the challenging issues of diversity within the unit and broader university community.

- The current permanent employee mix for MCE&CE is 141 total employees with approximately 20 percent minority representation as follows:

2008-09			
	White	African American	Other
Male	49	11	2
Female	59	12	2
SPA Total	108	23	4
	White	African American	Other
Male	2	1	0
Female	3	0	0
EPA Total	5	1	0
EPA/SPA Total	113	24	4

- MCE&CE currently has 67 temporary employees who work on a routine basis throughout the various units in McKimmon Center as well as the Blue Ridge Road and Ligon facilities.
- The 2008 MCE&CE In-Service Workshop was held in September to promote an understanding and appreciation for "Teamwork: The Secret of Our Success". The workshop featured a MCE&CE specific activity facilitated by Debbie Reno entitled: "Know They Neighbor". The workshop was well attended by the MCE&CE employees and received many compliments for its content, activity questions and the delicious lunch.

Assessment, Contractual Education and Partnership Development (ACEPD)

- The Director of ACEPD was appointed and served on the inaugural NC State Urban Advisory Council. The purpose was to help create even more successful partnerships with the state's rapidly developing urban environment and to engage our partners and neighbors in planning for continued success.
- The Director also assisted with the campus Man 2 Man Initiative coordinated by Thomas R. Easley, Director of Community Diversity, Dean's Office, College of Natural Resources. The purpose was to connect students of under-represented racial-ethnic groups with faculty/staff to provide them with authentic encouragement, timely support, and needed resources so they may have a greater chance of persisting and graduating from college when they are connected to individuals and/or groups that can help.

Center for Urban Affairs & Community Services

- Twenty one percent of our permanent staff members are classified as minorities. We adhere to the policies of Human Resources and the University in acquiring new staff. We advertise in publications that are active in the minority community.

Continuing and Professional Education

- CPE encourages staff to become fully engaged in the challenging issues of diversity within the units and broader university community.

Encore Center for Lifelong Enrichment

- Minorities comprised approximately three percent of Encore's 1,056 members.

- Encore continued its partnership with Glenaire Retirement Community to use their multipurpose room for courses. This provides additional space for Encore to hold classes for its members, but it also allows Glenaire residents who are hesitant to travel to the McKimmon Center to access Encore programming, thus providing additional outreach to the community.
- In keeping with the philosophy that diversity enhances the educational experience for all, seven courses, five lectures, and four special events and study trips dealt with diversity themes. The trip to Santa Fe and the Moving Midway event were notable examples.
- Encore's Annual Seasonal Celebration, held in December to mark the end of the fall semester, showcased the talents of Encore members, instructors, and friends. Among the highlights: The Voices Together Singers, a group of adults with developmental disabilities, received a standing ovation after performing their medley of seasonal songs. Two international students from India sang and played the guitar (this was arranged through the Office of International Services). Encore members also played instruments, sang seasonal songs and performed readings.
- Members with accessibility, distance and financial concerns comprised two percent of Encore's membership.
- Staff made accommodations for Encore members with vision and mobility issues, and other Encore members volunteered to provide transportation and other assistance for Encore members. Encore and McKimmon staff worked together to ensure members with handicap-parking permits were able to park in accessible spaces, even on busy days.
- Three Encore members received financial aid to take seven courses. Twenty-five Encore members contributed \$959 to the Encore course bank to offset the cost of this financial aid.
- Two courses that had been previously recorded were broadcast on Cooperating Raleigh Colleges (CRC) educational television channel: Retirement vs. Financial Independence – Moving Beyond the Numbers and Energy – Where are We Going?

IV. STAFF: Major new appointments, kudos, professional activities and Recognitions

- The Executive Assistant for McKimmon Center for Extension & Continuing Education, Ms. Jo Anne W. Upchurch, retired after thirty years of service to the University.
- Ms. Brenda I. Shelton became the Human Resources Representative for MCE&CE employees.
- Dr. Yevonne S. Brannon was recognized as the fifth recipient of the Mary Frances Hester Service Award.
- Mr. John M. Holloway was appointed Director of ACEPD.
- Andy E. Billingsley was recognized as Chair of the UCEA Workforce and Economic Development Community of Practice (COP) and Alice Warren as Chair of the Outreach and Engagement (COP).
- Alice S. Warren will serve as the UCEA South Regional Representative, and serving on the 2009-10 UCEA Board of Directors.

- Alice S. Warren co-presented with Pat M. Sobrero at the UCEA South Conference, October 24, 2008, in Blacksburg, VA on the finding of the Benchmarking Economic Development Impacts (BEDI) Task Force.

Assessment, Contractual Education and Partnership Development

- The Manager of Customized Contractual Education developed, designed and presented the McKimmon Center for Extension & Continuing Education Award of Excellence - Award of Excellence for Customized Corporate Education April 2009 to Cooper Tools – Apex, NC on April 20 at the EE&ED Awards Celebration.

Computer Training Unit

- Brenda L. Carnes was hired to manage IT certification training and other certificate programs.

McKimmon Conference and Training Center

- Jennifer L. Brown was hired to coordinate the exam proctoring initiative.

Office of Professional Development

- Sherrie D. Knott retired and was replaced by Shedrick J. Samuels on an interim basis.

Encore Center for Lifelong Enrichment

- Joan Hardman-Cobb joined Encore in August as Special Programs Coordinator, replacing longtime coordinator Betty Poulton, who retired in June 2008. Given that study trips and special events have become an integral part of Encore programming, this position was made permanent with benefits, and Joan was hired as a 10-month, 30-hour employee.
- Program Coordinator Lee-ann Courtney resigned December 2008, and Nancy Huber was hired as the new Program Coordinator.
- In October, Inlow-Hatcher was a symposium presenter at the 2008 North Carolina Conference on Aging held in Greenville, NC. The subject of the symposium was "How Lifelong Learning Programs Promote Thriving through Learning, Service, and Leadership in Life's Second Half." Co-presenters were the Director of Duke's Osher Lifelong Learning Institute and a member of UNC-Asheville's Center for Creative Retirement. Inlow-Hatcher's presentation focused on how Encore contributes to making Wake County a "senior-friendly community" (a conference theme) and the impact Encore makes on members and the community.

FIVE FOCUS AREAS

1. Producing leaders for the state, nation and the world

MCE&CE

- With the Base Realignment And Closure (BRAC) changes occurring in eastern North Carolina, MCE&CE has positioned itself to be a leader in connecting university resources and expertise to the military needs in the region impacted by these changes. In the 11 county areas, initiatives will be explored in population growth, family services, housing, sustainable foods, K-12 education, new innovations and technologies.

ACEPD

- Designed procedures, developed web site and took a lead role in the implementation of appropriate instruments for assessing impacts and outcomes of the various MCE&CE units. These efforts resulted in an improved MCE&CE that is better prepared to serve the needs of our clients that use our resources for the professional development and continuing education of leaders.

CPE

- On November 19-20, 2008, OPD worked with NC Cooperative Extension to host the NC Summit on Youth and Families. The 2008 North Carolina Summit on Youth & Families was held at the Sheraton Hotel, Raleigh, NC. This year's theme was "Creating the Future of North Carolina's Youth and Families: Advocacy, Leadership, and Collaborations for Positive Change".
- OPD, the Parks, Recreation and Tourism Management Department and the National Association of State Park Directors continues to educate future leaders through the State Park Leadership School each January at Oglebay Resort . The school provides State Park Managers a firm understanding of the core competencies needed and a thorough awareness of the traditions, trends and future challenges of their chosen profession, while providing an opportunity to network to exchange knowledge, ideas, information, and experiences with peers from across the country.

CUACS

- CUACS employs NC State University students throughout the year who work on various projects. It augments and supports the purpose of the University in that CUACS gives students work relevant/applied experience to help them in their careers after they graduate.

2. Creating educational innovation

ACEPD

- Developed new revenue stream for webinars & webcasts. Produced a live video streaming webinar on September 10 from McKimmon Center, Room 10 as a demonstration for the Academic Support Program for Student Athletes Office staff and the National Association for Academic Advisors for Athletics (N4A). Produced a second live video streaming webinar on September 23, demonstrating live video lectures, video conferencing from a remote location, integration of desktop applications, display of physical documents, classroom participants, all webcast to remote desktop computers via the newly created McKimmon Center video streaming web site.
- Produced a webcast on November 7 of key presenters at the Shelton Leadership Forum which included: Dr. Thomas Barnett and Cal Ripken, allowing additional leaders at the downtown Raleigh office of the NC Department of Public Instruction to participate live. On April 24 provided "Elluminate Live" services for out-of-town board members to view meeting presentations live during the Shelton Leadership Center Board Meeting.
- Produced two awareness webinars in partnership with the Crisis Prevention Institute. One targeting higher education and another targeting the corporate community. For the higher education webinar, 67 persons clicked the registration link and 19 persons actively participated as follows: NC State - 6; UNC-GA - 2; ECU - 3; NCCU - 1; UNC-W - 2; UNC-C - 2; UNCSA - 1; and ASU - 1. For the corporate webinar 28 persons clicked the registration link and 7 actively participated from the following locations: Catalent Pharma Solutions - Franklinton, NC; Berry Plastics - Edenton, NC; AECL - Mississauga, ON Canada; NC Board of Nursing - Raleigh, NC; University of KY - Lexington; FleetPride - Raleigh, NC; and Intuit - Apex, NC. Evaluations indicated that all of the participants agreed that the information presented was of value to them, except for one. The majority was interested in learning about future professional development opportunities and their understanding of campus violence and preparedness had increased.

- NC State's Academic Support Program for Student Athletes (in partnership with the National Association of Academic Advisors for Athletics) successfully completed the first billable webinar on February 24, serving 94 universities nationwide, impacting approximately 800 participants. Generated gross revenue of \$6,975 for client, with \$2,585.41 distributed between McKimmon Conference and Training Center and the Office of Professional Development. Seventy percent of the participants strongly agreed that overall they were satisfied; 92% either "strongly agreed" or "agreed" that it was well organized; 82% either "strongly agreed" or "agreed" that it maintained their interest; and 65% either "strongly agreed" or "agreed" that they will use the content in their work.

CPE

- On July 28-30, 2008, OPD was closely involved with the NC State University Japan Center offering the 2008 AC21 International Forum. The theme for the Forum was "University Partnerships: Global Collaboration and Innovation for the 21st Century." Forum attendees received updated information in the following areas: International Student and Academic Exchange, Challenges for Global Higher Education and Innovation and Technology Transfer.
- Although the forum was based at the McKimmon Center, sessions were included on NC State's Centennial Campus. AC21 is an international network of educational, research and industrial organizations throughout the world. Member institutions are from Asia, Europe, Australia, and the US.

CUACS

- CUACS has worked in the education field since 1982 when it received the first major grant from NC Department of Public Instruction (NCDPI). Partnering with NCDPI, CUACS serves in effect as a test publishing service which offers considerable innovative services (and cost effective services) for the state including online testing and a formative assessment system for classroom teachers.

3. Improving health and well being

Encore Center for Lifelong Enrichment

- Inherent in Encore's mission is the goal that participation in Encore will positively impact members' quality of life.
- Forty-five instructors completed evaluations of their experience, and 43 of them stated they would consider teaching again.
- "Special Program Reviews" are as follows:
 - "The courses are so delightful and stimulating and on such a variety of topics that I wouldn't ordinarily be able to explore on my own. I especially enjoy the insights and expertise of my classmates. I try new topics to expose myself to a wider variety of ideas and people unlike myself. Surely this is a prescription for mental growth and staying engaged and interested in life."
 - "Encore has had an impact on my quality of life because I'm more intellectually stimulated, I have something interesting to tell others at social functions, I'm meeting lots of new and interesting people, and it increases my personal body of knowledge."
 - "Encore keeps me informed about a changing world. It is great to have this kind of intellectual stimulation available. Keep up the good work."

OPD

- In 2008-2009, OPD has expanded its working relationship with Biomanufacturing Training and Education Center (BTEC). Until recently, OPD and BTEC have co-owned a seminar entitled "The Environmental Protection Agency's Workshop on Good Laboratory Practices". BTEC has hired OPD to

provide events management services for seminars they own, three of which are offered in June: (1) Downstream Biopharmaceutical Process Development, June 16-18; (2) Bioreactors for Cell Culture, June 23-25; and (3) Biologic Formulation Science Fundamentals, June 30 - July 1.

- From an Encore instructor and former college president: "In my 40 years of college teaching, these 10 years with Encore compete for first place (well, almost!)."
- "Encore members are self-motivated, eager, and a joy to teach."
- "Thanks for giving me the privilege of sharing in the excitement of Encore."

4. **Fueling economic development**

ACEPD

- Ongoing efforts to bring noncredit courses to the Gateway Technology Center in Rocky Mount continued through partnership efforts with East Carolina University. The following is a list of the total offerings that were considered for potential courses or certifications to fuel economic development in that four county eastern NC region:
 - NC State University - 1). Non Profits - The Institute for Nonprofits at NC State University (Fundraising); 2). Teacher/Educator National Standards (one general session, three professional development programs focusing on national standards for teachers and principals); 3). NC BBQ (The Pitmaster) - Ed Mitchell targeting "weekend warriors", chefs and farmers; 4). Veterinary Medicine; 5). Boating; and 6). Hospitality.
 - East Carolina University (ECU) - 1). Construction Management; 2). Basic Management Skills (conflict resolution, professionalism, negotiation, labor, 360 descriptions, presentation skills, workplace safety, ethical leadership, and cross cultural employees); 3). Manufacturing; 4). Conversational Spanish; 5). AutoCAD (industrial technologies); and 6). Boards of Education Boot Camp.
- Began work with Charlotte, NC based company to assist with the training of 150-800 newly hired employees to work in the mortgage Industry. Helped company connect to Tom White, Director, Economic Development, EE&ED to leverage resources in NC Department of Commerce for incentives, employee training, and locating business in NC.

OPD

- NC State Sport Fishing School that took place from May 31- June 4, 2009 offered not only a comprehensive learning experience for 45 people from all over the nation, it also provided a valuable economic stimulus to the community of Hatteras and to Dare County, NC.

5. **Driving innovation in energy and the environment**

Encore Center for Lifelong Enrichment

- Noted in "Review of Programs": In March, Encore assisted the NC State Solar Center and Waste Reduction Partners in their efforts to recruit retired engineers to conduct energy and environmental audits. Half dozen Encore members responded, which Waste Reduction viewed as a good response. They had asked Encore to help as they geared up to respond to projects funded by the federal Recovery and Reinvestment Act.

OPD/MCTC

- On April 14-15, 2009, OPD helped to offer The Sixth Annual North Carolina Sustainable Energy Conference sponsored by NC State Energy Office. More than 700 people attended at the McKimmon Conference and Training Center. This year's conference was entitled, "The New Reality: A Time to Act" and featured two new topics: consumer issues and linking investors to new projects. The conference is presented by the NC State Energy Office and coordinated by the Office of Professional Development. With energy becoming tied to economic recovery and environmental quality, attending this year's conference gave the participants insight into strategic opportunities unfolding in North Carolina.

V. RECOMMENDATIONS AND CONCERNS for the FUTURE:

MCE&CE operates in an extremely demanding customer-driven environment requiring knowledge of and effective responses to increasing educational and personal enrichment needs as well as significant public issues. Through partnerships, collaborative program agreements, grants, contracts and significant networking, the respective MCE&CE units have for 84 years served a diverse constituency through targeted, multifaceted services and programs accessible to individuals and larger entities.

Now more than ever, the challenge to accomplish MCE&CE's mission, while remaining financially stable in a world of changing trends, demographics, technology and drastically depleted State Appropriations is difficult. However, the fragile nature of these scenarios have provided opportunities to showcase the creative talent, business expertise, and quality customer service of MCE&CE employees and leadership in developing key partnerships, new programs, services, and measuring impacts as well as integrating efficiency measures and effective business practices to help ensure sufficient revenue flow to maintain our self-supported environment.

With new programming opportunities, increased customized, contractual education, and an attractive facility for extension, engagement and continuing education programs, the McKimmon Center for Extension and Continuing Education will continue to be recognized for its significant contributions to the NC State community and the communities across the State of North Carolina and beyond.

We will maintain our viability and credibility through high quality standards, dedicated staff, innovative strategies, good management practices, and a professional reputation with an entrepreneurial spirit.

As the business community continues to be impacted by the extreme recession and the global economic crisis, training dollars will continue to shrink. It will create a more intense need for customized training for the Contractual Education and Business/Program Development and Strategic Projects Manager who will seek innovative methods for developing customized deliveries. Through the efforts of the MCE&CE Leadership Team, we will continue to build new partnerships and seek educational opportunities for internal and external audiences.

Encore staff and members are concerned about accommodating growth and having the financial resources to effectively address that growth. Growth strains staff and space resources and requires a greater commitment from the membership to actively help plan and implement the program. Increases in room rental rates, administrative charges, printing costs, credit card fees, and cuts in McKimmon support will pose financial challenges into the future. The Encore staff will continue to explore ways to attract contributions to the Encore Endowment and other financial support. Encore Management must find ways to expand programming in a financially-sound manner that also maintains program quality.

LOGIC MODEL EXECUTIVE SUMMARY

Pilot study for Encore Center for Lifelong Enrichment

I. GENERAL INFORMATION:

Beneficiary institutional organization(s): McKimmon Center for Extension & Continuing Education

Beneficiary Agency: The Encore Center for Lifelong Enrichment

II. LONG TERM OUTCOMES: (IMPACT)

Encore members are motivated to stay healthy, engaged, and independent, and are therefore less likely to deplete the community's healthcare and other resources.

III. DESCRIPTION: (Central changes that will occur)

Encore serves over 1000 Triangle-area adults aged 50+ annually. As is the case with most lifelong learning institutes, Encore is intentionally organized so that its members help guide, promote, and develop the program. Currently there are five standing committees, two coordinators, a photo archivist, and five member-run special interest groups. Ad hoc committees are formed on a regular basis to address particular issues. All these committees and groups are staffed by members, with paid staff serving as liaisons. Overall, continual assessment of the program is developed, and recruiting of members to become more actively involved, results in a program that empowers and motivates its members to stay healthy, independent, and engaged. All of these are changes that have happened in the past and present and are expected to continue in the future.

IV. OUTCOME(S): (Measurable changes)

Encore members are motivated to stay healthy, engaged, and independent, and are therefore less likely to deplete the community's healthcare and other resources. **Survey results:** Encore comprehensive surveys (conducted every 3-4 years) will include questions related to member health and well-being. A survey conducted in 2007 asked specific questions related to health impacts. The survey was mailed to 941 members in March 2007 and had a response rate of 46%. 38% reported that Encore had a "significant positive impact" on their overall psychological well-being; 50% reported a "moderate positive impact." Twelve percent reported a neutral impact and less than 1% reported a negative impact. Similar numbers were reported regarding Encore's impact on overall physical health.

Outputs required:

1. Impact statements and surveys from members and instructors collected
2. Member involvement with program development and implementation nurtured and sustained.

1. Impact Statements from course evaluations

Sample impact statements related to health and wellness from course evaluations in the past 2 years:

- "My life is better than ever before. Over my retirement years, Encore has become – next to my family – the focus of my time. The benefits have been real, mental and physical. Thank you."
- "Encore helps provide the mental stimulation needed as I age."
- "Encore is good for my activity level and physical health – it gets me out of the house and thinking about different topics."
- "Taking Encore classes has definitely improved my health by getting me out of bed. Encore has expanded my realm of interests during my retirement years."
- "Being a recent widow, the stimulation and interest of the courses helped me personally to heal."

- “I cannot begin to express how positive Encore has been for me!” I am so grateful for the intellectual stimulation and the opportunity to interact with other bright, engaged people... Encore has been a significant blessing in ‘retirement’ (during which I otherwise might have gone insane)”
- “Encore has been great for me – I have a tendency to be reclusive, but Encore stimulates my curiosity and helps me to be social. So, I am healthier by staying out more often and talking with interesting people.”
- “The courses have helped with cognitive deficiencies following a left hemispheric stroke. Helps me to focus. Encore is stimulating and provokes thought and reading.”
- “As you age, many people talk of illness, doctors, pills and aches – this helps us make life and conversation more fun!”
- “I believe Encore has improved my physical problems. It helps motivate me to get out of the house.”
- “Everyone I meet these days say I look so well and happy. I say, ‘Take Encore classes.’”
- “Encore keeps me from getting depressed and isolated. Keeps my mind active and exciting.”

2. Level of engagement of members

- In a typical year, 55 members serve on standing committees.
- In a typical year, 70 members serve as class hosts (some multiple times).
- In a typical year, 15 members teach or coordinate a course for the program.
- Over the years, members have founded eight special interest groups: arts & entertainment group, movie group, book group, energy independence group, writers group, memoir-writing group, knitting group, hiking group; (the energy independence group, arts & entertainment group, memoir group have disbanded).
- Members serve on ad hoc committees: 15th anniversary planning committee, ad hoc committee on growth, ad hoc fundraising committee, strategic planning committees.
- In a typical year, 60-70 members make a contribution to the endowment.
- In a typical year, 25 members contribute to the “course bank” that provides financial aid to members.

Consumer vs. Contributor: This level of engagement is significant because it demonstrates a commitment to contribute to the program rather than simply enroll in courses and events. Members “invest” in the program and feel “empowered.”

V. ACTIVITIES:

- 80+ courses and multi-day study trips assessed through evaluations and program impact statements collected
- Comprehensive Member survey conducted in 2007
- Program marketed to community
- Members encouraged to become actively involved in the program
- Members trained and developed to serve on committees and be class hosts
- Members create programming (courses, special interest groups, etc.) to fulfill their needs
- Short-term group volunteer activities undertaken by the members

VII. RECOMMENDATION:

The designated team leader for the present project recommends the approval of this operation, and the use of resources appraised in order to execute the corresponding project.