Recommendations:

1. TCTC will maintain flexibility and act as a key contact to HCC for local employers and the business community.

   **Status:** In progress

   TCTC is working with TBWA and HCC Career Centers to identify local employers to participate in HCC hosted Job Fairs.

2. Eliminate duplication of efforts by encouraging collaboration.

   **Status:** In progress

   On July 1, 2008, TCTC and the Continuing Education Department merged. The realignment of the units collectively called “Centers for Continuing Education” enable TCTC and ConEd to function more effectively and efficiently and improve services to the College and community.

3. Increase TCTC visibility and awareness to internal constituents by 1) Provide learning programs during lunch hour. 2) Offer standardized discounts for training. 3) Conduct Board, Cabinet and In-service training presentations. 4) Utilize TCTC’s instructors to teach mini-courses during All College Day.

   **Status:** In progress

   TCTC offered several FREE “Lunch & Learn” training workshops to college employees and provided four workshops for 2008 ALL College Day.

4. Have a fixed icon on the homepage of the HCC website.

   **Status:** Completed

   TCTC has a visible icon on the homepage of HCC website. Placement of this icon has increased “TampaTraining.com” website visits for HCC site.
5. Establish an Advisory Board to make recommendations for improvement.

   **Status:** In progress

   TCTC/ConEd is working on developing a Baby Boomer’s Advisory Council which will consist of HCC staff member and external partners.

6. Solicit HCC’s faculty and staff for recommendations or suggestions for new programs and courses.

   **Status:** On-going

   A Coordinator’s Council was established to make recommendations on development of new non-credit courses and programs.

7. Conduct a yearly survey for the purpose of evaluating client needs by using HCC’s Snap Survey Software.

   **Status:** On-going

   TCTC’s corporate clients were surveyed last year. The purpose of the survey was to evaluate the customer experience and determine future training needs. Snap Survey software was initially used; however, Survey Monkey provided more flexibility and ease of use.

8. Negotiate with the City of Tampa to permit paving of the north parking lot.

   **Status:** In progress.

   The City of Tampa recently removed two dead trees and trimmed three larger trees. Rob Wolf and Facilities will continue to discuss alternative options with the City to improve the lot condition.