

CHANCELLOR'S WEEKEND MEMO

August 10, 2012
Number 846

Chancellor Ivery Delivers Great Customer Service!

Chancellor Ivery takes his turn at the First Floor Information Desk as part of the District's "excellent customer service" initiative launched for the upcoming Fall semester.



In an effort to address the heightened needs of students during this exciting and hectic period of registration, an "all hands on deck approach" has been taken within the District Office to address all student phone inquiries regarding financial aid. In collaboration with District Financial Aid, staff members throughout the District Office are returning calls to students "within the hour" to address inquiries they have submitted. This initiative demonstrates a truly collaborative effort which seeks to provide 100% student satisfaction and highlight WCCCD's continuous commitment to student success.



In the Mail....

We received the following letter from a parent of one the kid's summer camp participants and I thought I would share it with you:

"I am the parent of one of the participants from the 3-D art class this summer. Just wanted to drop a line of thanks for such a wonderful camp! My son really enjoyed the camp as well as the instructor Donald Calloway. What a great treat it was for him and me. I was so pleased with the projects, I absolutely love art! Not only was this camp very affordable, it was therapy for my son. My husband passed in 2007, it has not been easy. My son had a very rough school year dealing with bullying. During the camp he was able to bond with some very cool children. I believe it really helped him to build some great social skills. I would also like to mention Ms. Burnette. She was outstanding! Always cordial and willing to assist with any issues. We're really looking forward to next summer!"

Financial Aid, Information Technology and Finance Weekly Meeting



FOR MORE INFORMATION,
CONTACT THE OFFICE OF THE
CHANCELLOR: (313) 496-2510

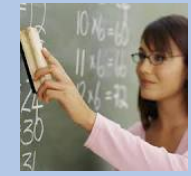
DOWNRIVER CAMPUS
DOWNTOWN CAMPUS
EASTERN CAMPUS

NORTHWEST CAMPUS
WESTERN CAMPUS
UNIVERSITY CENTER

Where learning leads to a better life!



EDUCATIONAL AFFAIRS



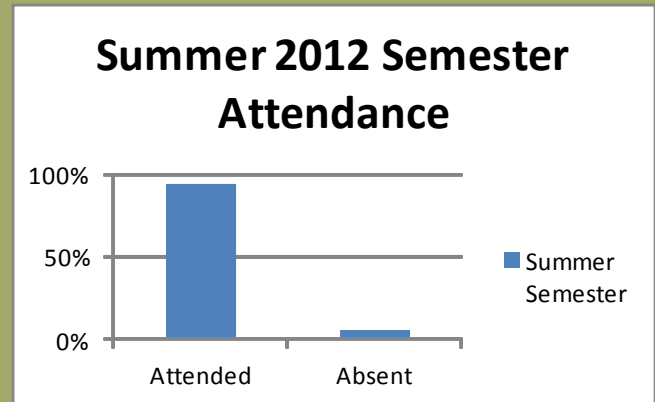
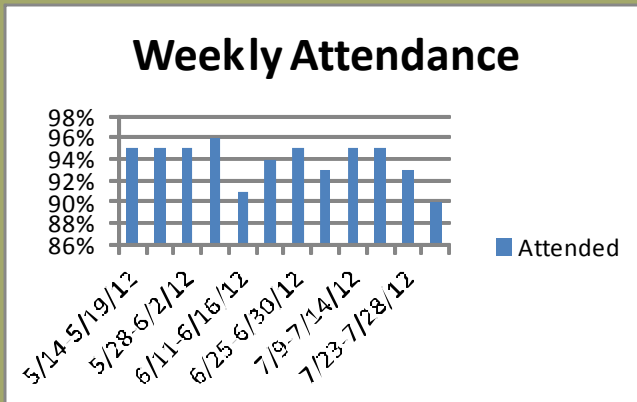
Faculty Organization Day

Saturday, August 18, 2012
Downriver Campus- 9:00 a.m. - 2:00 p.m.
Theme: "Using Innovative Methods to Inspire Student Success"



Summer 2012 Faculty Attendance

Over the course of the summer semester, the Division of Educational Affairs continues to monitor faculty absences and temporary replacements for the District. The information presented reflects both weekly faculty accountability and the overall attendance for the semester.



Faculty Mentoring Program



The goal of the Faculty Mentoring Program is to be a vehicle for helping part-time faculty adjust to the community college and facilitate an overall connection to the District. Below is an excerpt from a letter we received from Barbara Tunstall supporting this important initiative:

"I am writing this letter on behalf of Beverli Varner in the role as my mentor. Mrs. Varner, a colleague in the Psychology Department, has served in a mentoring role for me in various ways such as providing instructional support, helping with curriculum development, resource sharing, professional advice and assistance on how to navigate the process for grading and attendance reporting. Mrs. Varner's support and guidance has been invaluable to me as I continue to acclimate and integrate into the environment of WCCCD as an adjunct professor. It has been a pleasure being a participant in the mentoring program and I look forward to Mrs. Varner's continued support and encouragement. Thank you for offering this service."



TEXTBOOK PROCESS

The Division of Educational Affairs reviewed the textbook recommendation process with chief academic officers and discipline facilitators to ensure that appropriately approved textbooks are available in the book store for the fall semester. The process promotes timely acquisition of textbooks by the bookstore as well as campus acquisition of reference materials for the Learning Resource Centers in support of an excellent learning environment.

COMMUNICATION AND INSTITUTIONAL ADVANCEMENT

As WCCCD continues to focus on Continuous Quality Improvement (CQI) through excellent customer service, we are working on maintaining and fostering a valuable reputation for dependability and quality performance. Part of the District's excellent customer service initiative includes enhancing our understanding of our customer's expectations by being engaged and playing a significant role in the needs of our customers, making a good impression, engaging the customer, and listening. One of the CQI tools is for senior staff to meet and greet our constituents and students in the lobby of the District's Administrative Office. We are looking forward to implementing this initiative throughout the District.

DISTRICT PUBLIC SAFETY



Lieutenants Bahrija Livadic, Alexis Townsend, Vanessa Liddell and Aziz Faison attended a Terrorism Trends and Tactics Workshop conducted by the U.S. Secret Services. The workshop covered various topics such as concealed explosives, chemical/biological threats, and Vehicle Borne Improvised Explosive Devices (VBIEDs).

LEADERSHIP TRAINING

The command staff has been engaged in leadership training conducted by Dawud Muhammad. This training is designed to prepare law enforcement administrators for senior positions by combining principles with practical applications. The most recent session included a discussion on the book Effective Police Leadership by Thomas E. Baker and a lecture on professional ethics.



INFORMATION TECHNOLOGY

“Not Just Big Data – Fast Data “



A quick revolution has started in higher ed. The back end of this revolution is the “Big Data – Fast Data” technology and involves premier universities like Massachusetts Institute of Technology and Harvard. The real power of these systems lies in how fast they can compute and retrieve data. The goal is to improve student learning. One of the examples is to automatically notify staff advisers when individual students need help through an analytically driven alert system. This would be able to pin point when exactly the students need intervention, send alerts to specific faculty and advisers and make escalation and follow-up easier. (Source :[Campus Technology](#))

THE SCHOOL OF CONTINUING EDUCATION AND WORKFORCE DEVELOPMENT

CONTINUING EDUCATION INSTRUCTOR ORIENTATION

The School of Continuing Education (CE) and Workforce Development held the CE Instructor Orientation for the Fall 2012 semester. Instructors were provided an overview of The School of Continuing Education’s processes and procedures as well as a professional development program addressing customer service.



YOUTH FEST “LIVE IN DETROIT”

The School of Continuing Education and Workforce Development partnered with the Northwest Campus and Paving the Youth Global, Inc. to present Youth Fest Live! held at Belle Isle. The program was a wonderful time for youth and their families to engage in a number of physical activities to encourage healthier lifestyles and family fun.



STUDENT SERVICES

Michigan College/University Partnership Update



Modou Gaye, WCCCD MICUP student was invited to be an undergraduate research assistant under the Physics Department faculty at Michigan Technological University this summer. He has finished his research on "Understanding the Electronic Structure of Different Calcium Silicate Polymorphs." Mr. Gaye didn't stop there. He is now at the University of Oklahoma doing another research assistantship in chemistry and biochemistry.



ACHIEVING THE DREAM

Dr. Ella Davis, Discipline Chair of the English Department, provided certification training to the new Learning Community instructors for the Fall. Learning Community teachers work together in their linked classes by sharing a common syllabus. Teaching techniques were discussed and instructors took away from the training a heightened understanding of how students benefit from this coordination of teaching.

TRANSCRIPT EVALUATION PROCESS

The Admissions and Records Office met with representatives from Hyland Software to explore methods of improving and speeding up the incoming transfer credit evaluation process. The office is seeking ways to post transfer credit more quickly in response to the high demand for immediate evaluations for graduating students, financial aid recipients, military education benefit users and students applying for admittance to select programs.



Global Conversations Speaker Series

Carli Lloyd
2012 U.S. Women's Soccer Team Olympian
Wednesday, August 15, 2012
6:00-8:00pm
Western Campus



REVISED SUBMISSION FROM LAST WEEK OFFICE OF VETERAN AFFAIRS

Congress passed, and the President has signed into law, the VOW to Hire Heroes Act of 2011. Included in this new law is the Veterans Retraining Assistance Program (VRAP). VRAP offers up to 12 months of training assistance to unemployed Veterans. The program has been very widely advertised and has significantly increased the numbers of veterans using benefits at WCCCD. Key members of the Veterans Office attended the Association of Veterans Education Certifying Officials Conference in St. Louis to interact with colleagues across the country and explore best practices in order to better assist the growing numbers of military veterans attending WCCCD.

ADMINISTRATION AND FINANCE

Fall Instructional Supplies

The Fiscal Accountability Operations Center (FAOC) is working diligently to ensure that instructional supplies are on hand for the Fall semester. Instructional supplies are very important in the teaching and learning process. More than 150 instructional supply requests for Fall 2012 have been identified to be processed and completed. Approximately 134 of these requests have been reviewed and completed by budget for processing.

INSTITUTIONAL EFFECTIVENESS

Did you know?

- ◆ 81% of WCCCD New Entering Students who participated in the Entering Student Experience Survey indicated that their goal for attending college was to improve their academic skills before going to a large university? The Entering Student Experience Survey gathers information such as a student's previous academic background, academic goals and expectations they have upon entering WCCCD.
- ◆ A national research report by Noel Levitz, "2012 National Freshman Attitudes Report", findings indicate a high value in higher education? Nearly, 94% of community college freshmen express a strong desire to continue their education and a determination to finish their degree.

THE MICHIGAN INSTITUTE FOR PUBLIC SAFETY EDUCATION

- ◆ The Michigan Institute for Public Safety Education (MIPSE) hosted Healthlink Medical Transportation for a Train the Trainer: An Instructors Course in Coaching the Emergency Vehicle Operator (CEVO): Ambulance workshop. The goal of the CEVO course was to facilitate the student's knowledge of the laws involving the operation of an emergency vehicle with practical hands-on opportunities to evaluate each student's driving abilities.



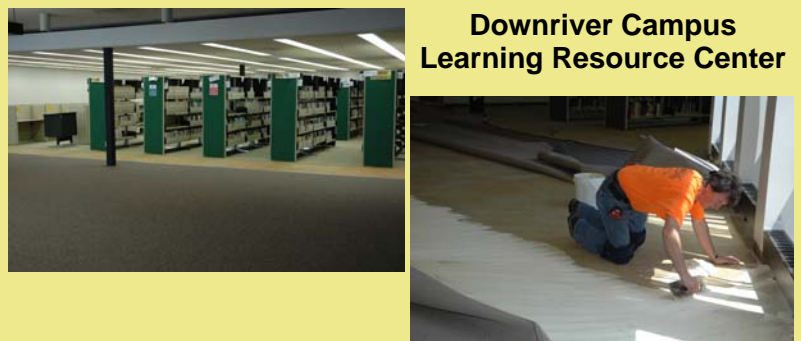
- ◆ MIPSE, in conjunction with District Public Safety Department held a bomb threat training workshop at the Northwest Campus. The bomb threat procedure within the District Emergency Response Plan was reviewed with emphasis placed on receiving a threat via the telephone as well as how to determine if the threat is credible.

DISTRICT BEAUTIFICATION

Western Campus



Downriver Campus Learning Resource Center



Downriver Campus Bookstore



Downtown Campus Restrooms



CAMPUS PRESIDENT'S CORNER



THE GREENING OF DETROIT

The Greening of Detroit presented a "Community Conversations" event at the Downtown Campus. The goal of program was to elicit input about the future of public education from current students, and their role and perception.

GRADUATING LOGISTICS STUDENTS HONORED

The Western Campus is proud to honor the graduating students from our Logistics Program, under the dedicated and dynamic instruction of Professor Del Johnson. The students shared how the program has substantially enhanced their marketability and skill level on their current jobs and in the industry of logistics/supply chain management.



POWERING A HEALTHIER COMMUNITY FORUM

The Downtown Campus welcomed the Detroit Community Health Connection to present a "Powering Healthier Communities" forum. The event included a panel discussion from governing legislators and representatives from health insurers, health systems, and community wellness coordinators. The program was geared to heighten awareness of the challenges that face the medically underserved.



THE 6TH ANNUAL ARISE DETROIT! NEIGHBORHOODS DAY

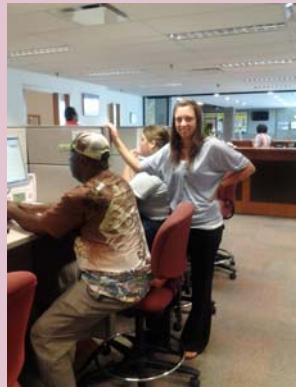
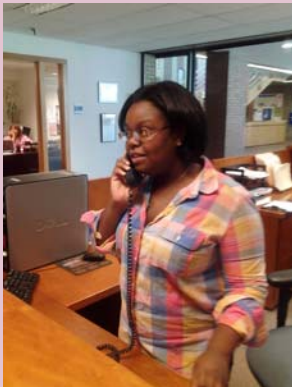
Nursing and dental students, faculty, staff, and family members from the Northwest Campus volunteered for the 6th Annual ARISE Detroit!

Neighborhoods Day. ARISE Detroit partnered with several DPS school sites with local businesses, community organizations and volunteer groups to beautify school grounds, clean and paint the interior of school buildings, and create safe pathways to schools. WCCCD adopted the Foreign Language Immersion Academy and Brewer Academy in working with projects to improve neighborhood and schools across Detroit.



OUTSTANDING STUDENTS!

The Division of Student Services at the Western Campus is fortunate to have Roneisha Gale and Sara Nabozny as the 2012 Study Abroad work assignment program. They have been a wonderful addition to the department dedicating their time assisting students during the busy registration period.



CONGRESSMAN DINGELL HOSTS ROUNDTABLE AT THE DOWNRIVER CAMPUS

The Downriver Campus hosted Congressman John D. Dingell Police and the Fire Chief Round Table meeting. The focus of the meeting was to promote and make more accessible grant opportunities for police and fire departments.



CORPORATE COLLEGE AT THE EASTERN CAMPUS



- ◆ The Entrepreneurial Institute and Resource Center was proud to host Diana Cannon of Cannon's Realty. Ms. Cannon is a real estate broker and spoke about investing and careers in real estate.



- ◆ The art class (ART 101) made a mural on canvas which is on the wall outside of E-104. Pictured to the left is Mike Rogers one of the students from Sara Slobodzian's class who worked on the project.

On the Move

- ◆ Lina Warra completed on-site advising sessions with Faurecia, (auto supplier) employees to distribute admissions and financial aid information to students who have a desire to attend WCCCD.
- ◆ Daniel Saunders attended MIOSHA training on Job Safety Analysis (JSA). The training described what a JSA is and the purpose, introduced some basic skills in the recognition and control of occupational hazards, introduced techniques, created simple and effective JSA, and identified how to use the analysis within safety and health systems.
- ◆ Dr. Ron Harkness represented the District at Michigan Occupational Deans Administrative Council Meeting held in Escanaba, Michigan.

6th Annual International Tastefest at the Downtown Campus



DEFERRED MAINTENANCE



Wayne
County
Community
College
District



1 College District • 5 Campuses

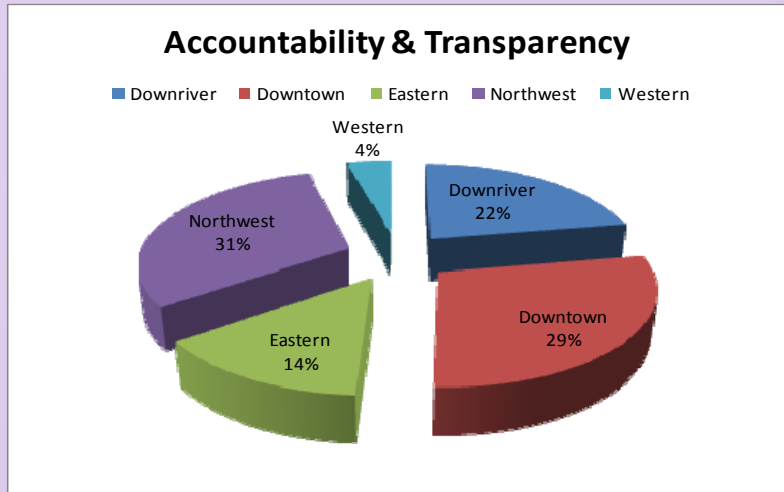
Deferred Maintenance: At a Glance

Accountability & Transparency District-wide Deferred Maintenance

****CAMPUS NEEDS AS OF August 9, 2012**

Downriver

- ◆ LRC renovation, new carpet (85% complete)
- ◆ Marquee out front not working, (scheduled to be done 7/20, 8/15)
- ◆ Sidewalk repair to campus entrances and parking lots (In process).
- ◆ EPAC landscaping (New contractor awarded and on the job)
- ◆ HVAC energy upgrade project (In process)
- ◆ EPAC Main stage floor needs to be repaired/replaced (In process)
- ◆ Replace non-functioning emergency lights (In process)
- ◆ Replaced burned out lights throughout campus (In process)



Downtown

- ◆ Bathroom renovation project (44% complete)
- ◆ Concrete walls inside campus need power cleaning (In process)
- ◆ Downtown parking lot replacement project (In procurement)
- ◆ New furniture and ceiling in the library (No update)
- ◆ New receptionist cubicles in the One Stop Shop (No update)
- ◆ New receptionist cubicles in the learning lab (No update)
- ◆ Remodeling of counter in the instructions office, room 221 (In process)
- ◆ Elevator lights (In process)

Eastern

- ◆ Security cameras (90% complete)
- ◆ Electrical connections for advanced manufacturing equipment

University Center

- ◆ Handicap door upgrade
- ◆ Expand stage in auditorium
- ◆ Marquee
- ◆ Security cameras

Northwest

- ◆ Backup generator for the welcome center is in need of service. (work in process)
- ◆ Elevator doors need to be replaced in administration and welcome center buildings (in bid process)

Western

- ◆ Soccer field project (in process)
- ◆ Nursing lab move (sink replacement, cabinet replacement, curtain install)(In process)
- ◆ Marquee needs repair/replacing
- ◆ Sprinkler heads need adjusting

Downriver Campus	
Total	\$627,954.94
*Projects Pending	
Downtown Campus	
Total	\$807,016.31
*Projects Pending	
Eastern Campus	
Total	\$350,964.28
*Projects Pending	
Northwest Campus	
Total	\$877,960.77
*Projects Pending	
Western Campus	
Total	\$117,488.00
*Projects Pending	