

August 15, 2014

Number 948

## **Wayne County Community College District Hosts Dottie Deremo**

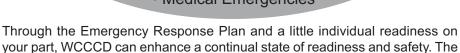
WCCCD hosted a special luncheon for our partners in the clinical training programs which featured Dottie Deremo, a principal partner of the Deremo Group. The subject of Ms. Deremo's speech was on "Thriving in a Health Care VUCA World: Volatile, Uncertain, Chaotic, and Ambiguous."



## **District Police Authority**

Personal safety is top priority at WCCCD. With that said, the Office of District Police Authority has developed the Emergency Response Plan to explain the necessary procedures to take in the event of an emergency. Emergencies most often arrive without warning and each individual should know, before an emergency occurs, the proper procedures to follow to enhance their continual safety. This guide includes the following emergency scenarios:

- Earthquake
   Explosion
- Fire• Severe Weather
- · Snow, Ice or Flooding
  - Chemical Spill
  - Utility Failure
- Suspicious Packages and Letters
- Armed Assailants and Shooting Incidents
  - Lockdown Procedures
  - Medical Emergencies



Emergency Response Plan may be found at http://www.wcccd.edu/WCCCDcampus/MIPSE/pdfs/District%20Emergency%2 0Response%20Full%20Plan%2012-15-09.pdf





#### **WCCCD Bike Patrol**

As part of the District's efforts to provide high level police services, the WCCCD Police Authority increased its bike patrol unit. Officers on bikes are highly visible, highly mobile, and committed to fostering positive relationships with the public. Bike patrol officers provide a level of service which bridges a gap between police officers on foot and in marked police cars.

To be assigned to bike patrol, every officer must complete the 40-hour Law Enforcement Mountain Bicycle Patrol course. Officers who complete the course are capable of a vast array of maneuvers on a mountain bike. Our bike patrol officers have a strong working relationship with the Wayne County Sheriff and the Detroit Police Department.





Officers Sandra Lewis, Dzenis Saric and DaJuan Dickerson will be attending the Macomb Police Academy, also known as the Police Officer Basic Training Academy. This 17-week program is designed for individuals who have made the career decision to be police officers in the State of Michigan. In addition to the State mandated MCOLES curriculum, students participate in specialized training to enhance their background and provide greater career opportunities. The officers upon successfully completing the Police Officer Basic Training Academy will have full police authority at WCCCD campuses and adjacent streets and highways, and may conduct temporary questioning and may make arrests in any jurisdiction.

## **Deferred Maintenance**

Repair of Exterior Stairs at the District



Eastern Campus Learning Resources Center Updates







Window Cleaning at the Downtown Campus



New Berm at the Northwest Campus





New Carpet in the Eastern Campus Atrium



## Division of Student Services

As part of the Division of Student Services Assessment Plan, the Division is currently engaged in a project of metric assessment and tracking. The metrics provide a numerical snap shot of some of the ways that the Division is supporting the priorities of the Division of Student Services District Strategic Plan and the current Academic Plan. The metrics are categorized to reflect contributions to the Division of Student Services strategic priorities.



## Strategi@riorities

#### Student Engagement

The Division of Student Services will provide programs, services, and activities that enhance student learning, engage students in their academic experiences, and prepare students for the world of tomorrow.

#### Effectiveness and Service Delivery

The Division of Student Services will support the District's goals through a quality portfolio of services based on the principles of reliability, evidence based decision making, and effectiveness.

#### Advising.

The foundation of the Division of Student Services rests on the ongoing individual advising that routinely students receive. Advising involves assessing students' individual needs to determine the type of level of support they receive, establishing annual goals and strategies to reach those goals and discussing and monitoring progress.

#### Orientation\_

WCCCD's Student Orientation Program is your first opportunity to experience life at WCCCD as a student! WCCCD will help you to become familiar with the academic and co-curricular opportunities, learn about campus traditions, understand how to access District resources and support services.

#### Diversity\_

The Division of Student Services will foster a District community that provides a welcoming environment, attracts and supports a diverse student body and staff, promotes a diverse culture in which students live and learn, and prepares students to succeed in a diverse global environment.

## Community Engagement and Service

The Division of Student Services will provide opportunities for engagement between the District and the community that enhance learning, promote student engagement, foster connections with the District, and provide services to the community.

### Pay As You Earn Repayment Plan

The new option complements similar repayment plans available to help borrowers manage their debt, including Income-Based Repayment, which caps monthly loan payments at 15% of a borrower's discretionary income. Borrowers who don't qualify for a Pay As You Earn may still qualify for an Income-Based Repayment, which more than 1.3 million borrowers already use.

## Student Loan Management



#### Standard Repayment

Everyone is on this repayment plan when they enter repayment, unless they request another plan. The repayment term is 10 years. This plan is good for those who want to pay their loans quickly and pay relatively little interest.

#### **Graduated Repayment**

under this pian, you will pay as lower amount at first and your payment will rise every two years. The repayment term is 10 years. This plan is good if you need a smaller payment at first but you will be able to handle a larger payment.

#### Extended Repayment

This repayment plan is for those triat mose more man Source in student loan aeat. The repayment term is 25 years. This plan is good if you need a lower payment on a high-balance loan. You will pay more interest over the life of the loan than with the standard or graduated plans.

#### Income-Contingent Repayment

The income-Contingent Repayment (LCR) plan is designed to make repayment easer by basing your monthly payment on your income and student-ban debt. This repayment plan is intended to help students who pursue careers with lower salaries, including careers in public service.

#### Income-Based Repayment

Under Income-Based Repayment (IBR), your monthly payment is calculated on your income and family size. It is meant to help make your student loan payments more affordable. Your payment is capped at 15% of the difference between your income and 150% of the poverty level for your state and family size.

#### Pay As You Earn

Like 1BR, this plan limits your monthly payments to an affordable amount based on your income and family size. 1SV your payment is capped at 10% of the difference between your income and 150% of the poverty level for your state and family size. The maximum repayment plan is 20 years, if your loans are not repaid after 20 years, the remaining balance will be forgiven.

## **Division of Human Resources**

## DISTRICT-WIDE EMPLOYEE ATENDANCE DASHBOARD EXAMPLE

	S	M	Т	W	Т	F	S	S	M	Т	w	Т	F	S	S	M	Т	W	Т	F	S	S	M	Т	١
January								1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	1
February				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	2
March					1	2		4	5		7	8	3	7		1	13	4	17	10	7	18	19	20	:
April								1	2	3	4	5	6	1	ò	4	10	11	12	13	14	15	16	17	1
May			1	2	3	4	5	6	7	3	9	10	11	12	13	14	15	16	17	18	19	2.0	21	22	
June								Vá	4		-	7		9	0	1	2	15	1	3	11	7	18	19	
July								1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
August				1	2	3	4	E	6	3	5	9	-0	17	12	12	14	15	**	4	18	19	20	21	
September							4	3.0	3	Ç	5	6	,	2	)	10	1'n	12	13	14	<b>T</b> 5	16	17	18	
October		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
November					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
December							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	



## **Cost Containment**

The Division of Human Resources is utilizing a holistic approach to review cost containment measures. The cost containment process is an important management function that helps keep costs in check not only for the District but, as in the case of employee health care benefits.

We continue to explore options that would result in a reduction in health care costs, while maintaining a range of plan choices and coverage options. Several health care providers are being consulted, and the District intends to evaluate them and their proposals and take any recommendations forward as appropriate.

## **Division of Educational Affairs**



## Office of Career Education

The Office of Career Education, in a continuing effort to promote new and existing career programs, has provided new program sheets to each campus and our University Center. More than 10,000 copies have been disseminated, extolling new career opportunities for our students which are available for the Fall 2014 term.

## **Academic Program Planning**

This Fall 2014 a number of new courses are being offered to support career programs that started this term. A review of the enrollment numbers each day indicates that business analytics, digital photography, railroad rules and safety are off to an excellent start. In addition, two of our substantially modified programs, food service management and heating, ventilation and air conditioning (HVAC) are attracting new registrations as well. Also, one our existing programs, paralegal technology, has benefited from increased marketing exposure and registration is looking good.

#### **Emergency Medical Technology Report Card**

As part of the process of evaluating programs, many requests are submitted for review by Educational Affairs to gather data to inform planning, measure student outcomes, and determine program performance. Critical program activities such as program development, program reviews, annual planning, schedule development, and catalog updates require data and information from Institutional Effectiveness upon request. Institutional Effectiveness provides the required program performance data in the form of program report cards such as the one below.

#### PROGRAM DEMOGRAPHICS

Status	Fall 2013	Fall 2012	Fall 2011
Part-time (11 or less registered credits)	55.1%	67.3%	65.2%
Full-time (12 or more registered credits)	44.9%	32.7%	34.8%
Average registered credits	11	10	10

Gender	Fall 2013	Fall 2012	Fall 2011
Female	53.1%	52.3%	53.8%
Male	46.9%	47.7%	46.2%

Age	Fall 2013	Fall 2012	Fall 2011
Traditional (24 years and younger)	51.0%	50.5%	51.5%
Non-traditional (25 years and older)	49.0%	49.5%	48.5%
Average Age	28	28	28

#### PROGRAM ENROLLMENT

	Fall 2013	Fall 2012	Fall 2011
Course Enrollment (Duplicated)	295	356	285
Number of Course Sections	24	27	22
Course Fill Rate	72.8%	75.0%	80.2%
Average Class Size	12	13	14

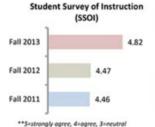
<sup>\*</sup>This program enrollment report is based on a count of all students registered in EMT courses for the semester. As a result, this data may represent a duplicated headcount for students in these courses.

#### AWARDS CONFERRED

Status	2012-13	2011-12	2010-11
Degree (A.A.S.)	11	3	3
Degree (Certificates)	106	53	17

#### LICENSURE EXAM PASS RATES

Year	# of Test Takers	# of Test Takers Passed	% Passed	
2010-11	70	45	64.3%	
2011-12	35	28	80.0%	
2012-13	45	27	63.4%	





Great Standing

Needs Minor
Improvements

Attention Required



Report Card Evaluation Legend

## Division of



## **Administration and Finance**

## **Energy Systems Group**

Kim DiCaro and Jacob Keli met with representatives from Energy Systems Group to discuss energy performance contracting opportunities. Many educational institutions are utilizing this innovative financing structure to fund capital improvements through improved sustainability.





## In the News...

An article in *Business Officer*, February 2014 entitled "Regroup from Square One," detailed that perhaps because the definitions haven't changed in years, colleges and universities have developed their own ideas of how to group and report functional expenses. That creativity has led to an inconsistency throughout higher education.

For example, similar types of expenses may be reported by one institution as academic support and by another as instruction.



# Financial Reporting and Management

Telling the Higher Education Story

Accurately categorizing the purpose of higher education expenses is an inconsistent process across institutions—is both an art and a science. For those who want their financial statement to clearly show the costs of fulfilling their institution's mission, it may be time to rethink what higher education functional expense definitions should convey.





## Michigan Institute for Public Safety Education

The Michigan Institute for Public Safety Education (MIPSE) hosted several organizations this week:

Members of the Detroit Fire Department's Training Division attended Hazardous Material (HazMat) training.



Healthlink Medical Transportation held their Coaching the Emergency Vehicle Operator (CEVO): Ambulance training. The goal of the CEVO course is to facilitate the student's knowledge of the laws involving the operation of an emergency vehicle.

MIPSE hosted A Community CPR (Cardio Pulmonary Resuscitation) Day for staff, students and members of the community.





The Downriver Campus hosted Wayne Metropolitan Community Action Agency's first Financial Opportunities Fair. The fair focused on the private sector clients of Wayne Metro that provide home buying services to the public, information on home buying assistance and financial planning workshops.

Keith Binion, Associate Dean of Pharmacy Technology from the Northwest Campus, met with advisors as well as students to discuss the Pharmacy Technology Program that is now being offered. Information was provided as well as program requirements.



Members of Wayne RESA attended a three-day workshop for teaching professionals. The workshop identified strategies that address student learning.



<u>Campus Facilities</u>
Facilities Sprinkler Head Repair



## International Tastefest

































During the week of August 4-9, 2014, the District served 213 participants by partnering with eight community organizations.

Downriver - 193 Downtown - 20

Eastern - no report Northwest - 0 Western - no report

## **Serving our Students**

In the February 2014 edition of the *University Business*, an article was featured entitled "The Continuing Ed Chang Up" that tied into a new approach to serve part-time and adult students. It further stated that CE offers an untapped opportunity to drive revenue, boost enrollment and further an institutional mission by serving such population of students.



#### Fall 2014 Semester Readiness

The School of Continuing Education (CE) held the CE Instructor Orientation for Fall 2014. Instructors were provided an overview of processes and procedures. The primary focused centered around classroom readiness and the importance of leadership. Discussions focused on various topics including understanding standards and what resources are available to support teaching these standards as well as best practices in instruction.



## Professional Development



Muna Khoury	Elected to serve as a member of the Alumna Society Board at University of Michigan-Dearborn
Dr. Ron Harkness	Occupational Administrator's Meeting in Ludington, MI
Denis Karic	Professional Development Workshop titled "Just be Fearless and Free" on time and task management
Orlando Wilkins	MACRAO New Professionals Conference in Lansing, MI
Dr. Sandra Robinson	Metro Bureau's Board of Director's Meeting
Shawna Forbes	Michigan Association of Continuing Education and Training Conference on Mackinac Island, MI
Brian Singleton	Site Visit to Erie Community College in New York
Dr. Stephanie Bulger	Representing District as Treasurer of the Executive Board for the MI- ACE Network

## **Division of Institutional Effectiveness**

The Division of Institutional Effectiveness and Research is currently collecting data and information from members of the District and the community to refine the goals and objectives for the upcoming 2015-2020 Strategic Plan. The strategic plan serves as a blueprint to support the District's efforts in accomplishing its mission and vision. It will focus on transparency, inclusion, and evidence-based efforts to achieve a comprehensive five year plan.

Below represents a summary of findings from the Strategic Planning Survey and how it aligns with the 2015-2020 Strategic Directions.



## **Division of Information Technology**



## **Information Technology Transformation Plan**

As part of the Information Technology Transformation Plan (ITTP), the Division of Information Technology (IT) is currently working to implement a ServiceDesk solution to automate incident response and problem resolution solution for quick, effective remediation of end-user incidents, systemic problems, and management of essential changes.

ServiceDesk offers rapid installation and configuration through a wizard-driven user interface and integrates directly with a centralized management suite to help reduce service interruptions, accelerate service restorations, correct systemic issues, and reduce downtime - saving valuable IT resources and expenses while improving end user satisfaction. ServiceDesk solution delivers faster incident logging, increases first contact resolution, accelerates service restorations, and improves service continuity—while helping to minimize recurring incidents, multiple staff interventions, and costly escalations.



## **Student Kiosks**



Student kiosks serve students in a campus setting to provide quick access to:

Webgate
Financial Aid
Class Schedule
Events
Information
News

Kiosks are also designed to serve a dual purpose. They have a scroll functionality to post information on the screen when it is not being used. The first phase of the student kiosk project has been implemented at Northwest Campus. The second phase of the project to implement at all campuses is in the works.



#### For the week of August 4 - 10, 2014

- \*26,171 people visited our website
- \*Visits came from 59 countries
- \*64.4% were female
- \*35.6% were male
- \*14,390 visits from mobile device
- \*2, 966 visits from tablet

#### **Top 5 Content Views**

Financial Aid- 14,530 Student Services- 12,381 Academic Programs- 8,984 Distance Learning- 5,893 Northwest Campus- 5,120

## Fifth Annual Celebrating a Healthier Detroit Expo

In partnership with the McKinney Foundation, the Fifth Annual "Celebrating a Healthier Detroit" Expo was held at Belle Isle. The expo provided informational seminars, special speakers, and exhibitors targeting health, wellness and faith issues relevant to our community. A special thanks to our dental hygiene students for volunteering.











## Re-Use, Re-Cycle

LEED for Existing Buildings addresses whole-building cleaning and maintenance issues (including chemical use), recycling programs, exterior maintenance programs,

and systems upgrades. The Northwest Campus recently received delivery of recycling bins that were placed throughout the campus grounds with the goal of maximizing operational efficiency while minimizing environmental impact.







Tyrone Collins from Ferris State University sponsored the Metro Youth College Access Network workshop at the University Center. Ivory  $Ferris\ State\ {}^{\text{Davis provided an update on university partner programs.}}$ 



## **University Center-West**

The expansion of the University Center to the new University Center – West site continues!

Furniture has been moved in, carpets are being cleaned and signs indicating the new use on the Western Campus are being developed. Look for more announcements and photos soon!



In partnership with the U.S. Coast Guard Auxiliary, the Western Campus hosted a Boating Safely Workshop. The 8-hour workshop was designed to educate the boating enthusiast in skills required for a safe voyage on a variety of waters and boating conditions were discussed.





## Detroit Regional Pre-Apprenticeship Program

Staff at the Western Campus conducted a tour for representatives from Detroit Employment Solutions Corporation (DESC). The tour provided an opportunity for DESC to evaluate the areas designated for the upcoming Detroit Regional Pre-Apprenticeships Program that is scheduled to begin later this month. Upon completion of pre-apprenticeship program, participants will be placed into an apprenticeship program with a partner employer where they will gain hands-on experience and an opportunity to earn a competitive wage.

## **Campus Improvements**

Facilities staff worked diligently to put the finishing touches on the campus in preparation for the start of classes next week. Ceiling tiles were replaced, the floors were stripped and waxed and a new Multi Learning Lab area for the students was put into place.





#### **Buddies in Business**

In conclusion of their six-week summer program, Mack Alive in the partnership with the Eastern Campus hosted the Buddies in Business Presentation Day. Participants presented their final business plans and how to execute that plan based on what they have learned. Each participant was awarded a Certificate of Completion and also given an Eastern Campus t-shirt and notebook for successfully completed the course.

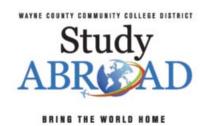






## The Eastern Campus and Kelley Brothers Partnership

Mawine Diggs and Professor Gerard Hightower met with Clinton Morris of Kelley Brothers to finalize employment opportunities for five recent graduates of the HVAC Program. In addition to employment opportunities, this new partnership will include internship opportunities for students currently enrolled in the program.



# Study Abroad and Get Cross Cultural Training

**Did you know?** Large and even thoroughly-planned projects can suffer from poor performance and even

total failure because of subtle and never-detected cultural differences and misunderstandings'?

Source: http://www.woburn.co.nz

Short-term study abroad experiences—those in which students are engaged for fewer than eight weeks—are the most common type of study abroad in the United States.

# Duration of Study Abroad Short-term (summer or eight weeks or less)

There is a misconception that there are not enough jobs in Michigan. The truth is there are jobs in Michigan but there are a lack of workers skilled enough to fill these jobs. Michigan community colleges are stepping up to the plate to help fill this void. The Michigan New Jobs Training Program has been created to allow community colleges to provide free training for employers that are creating new jobs and expanding operations in Michigan.

**Primary Election:** The primary election saw 1.32 million people- roughly 18% of registered voters- turn out to decide a number of very close elections. Proposal 1, which implements personal property tax reforms and which the Michigan Community College Association strongly supported, passed overwhelmingly.

**State to Hold Veterans Expo:** The Michigan Veterans Affairs Agency is hosting two 2014 Michigan Veteran Expos; September 5-6 in Grand Rapids and November 7-8 in Detroit. The Michigan Verterans Affairs Agency is seeking employers, colleges and universities, health care providers, benefit counselors, community resources, service organizations and others to attend and connect with veterans.

## egislative Corner



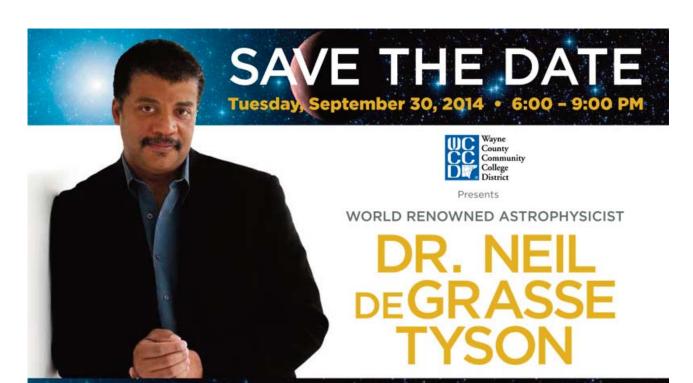
## Young Men's Guide to Everyday Etiquette

The School of Continuing Education and Workforce Development presented "Charmed: A Young Man's Guide to Everyday Etiquette" with Tameka Mongo, Executive Project Manager, William Middlebrooks, Author and Community Leader, Karen Dumas, Communication Specialist, Chuck Bennett, FOX 2 Style File Contributor and Marci Lash, Etiquette Instructor. The presentation focused on the importance of proper behavior and being your best to an audience of young men aged 10 – 17.









Please join Wayne County Community College District as we celebrate nearly two decades of student success at the Chancellor's Banquet with an outstanding presentation from

WORLD RENOWNED ASTROPHYSICIST

DR. NEIL

DEGRASSE TYSON

The banquet will be held on

Tuesday, September 30, 2014
at the Detroit-Marriott-Renaissance Center.

We hope you will be able to join us for this very exciting banquet. All proceeds will go to the WCCCD Student Scholarship Fund.

Tickets at \$150 each will be distributed on a first come first serve basis.

To reserve your seat now call: 313-496-2510.