

Chancellor's Weekend Memo



Week of November 9-13, 2015 Number 1011

Board of Trustees Meeting- November 11, 2015



The Eastern College celebrates Veteran's Day

November 11, 2015





ALUMNI AND FRIENDS SOCIETY

November 12, 2015





Professional Development

The Professional Training Corp (PTC)/Ignition! Design Team met with senior administrators to review progress and discuss the next steps in developing two programs that will advance WCCCD's diversity, equity, and multiracial commitments. Both the PTC program and the Ignition! (Men of Color) programs are designed to close the opportunity gap for persons from low-income, underserved, and underprepared populations. The PTC program provides career education and work experience opportunities for minority youth and involves partnerships with corporate, philanthropic, and community stakeholders. The Ignition program is designed to provide a welcoming and nurturing environment for African American males, thereby increasing recruitment, retention, and graduation rates for this population of WCCCD students.



Division of Educational Affairs

10th Annual Academic Assessment Awareness Day at the Downtown College

Administrators, faculty and staff learned effective assessment strategies, how to design assessments based on student learning outcomes, as well as how to use assessment to improve teaching and learning.



Division of Educational Affairs

Education Technology of Michigan

Dr. Patrick McNally attended the 2015 Education Technology of Michigan (ETOM) conference. The

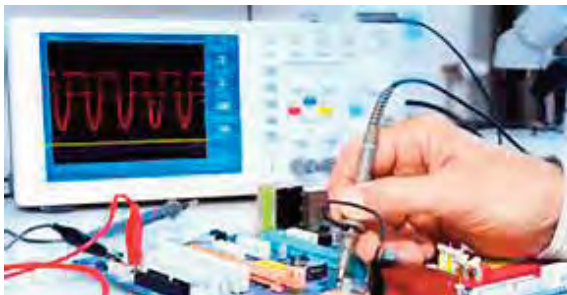
conference focused on the latest teaching technologies that faculty from across Michigan and the Great Lakes Region are using to engage students in the learning process.

Center for Learning Technology

WCCCD participates with the Michigan Colleges Online (MCO) along with the other 27 community colleges within Michigan. The MCO offers students the opportunity to take classes online that may not be available at their home college for in-district tuition rates. The Center for Learning Technology is currently working to have WCCCD online courses listed on the MCO website for Spring 2016.



Did You Know?



According to the U.S. Department of Education, three-quarters of the fastest-growing occupations require more education and training than a high school diploma. Yet, among low-income students, less than one in 10 complete a college degree.



In an effort to educate the community and all employees about the many career opportunities at WCCCD, an informational publication is under development. This publication will showcase our numerous certificate, and associate degree career programs.

Division of Student Services



Vice Chancellor at Lunch with Students



Brian Singleton, Vice Chancellor of Student Services had lunch with several students at the Downtown College to discuss student groups. Students were excited to create new groups focused on animation and strategic gaming.

Outreach at the Considine Center



Students involved in the Outreach Program at the Considine Center are thinking ahead. They read an article entitled “10 Keys To College Success” published in the November 2015 edition of BLAC magazine. The article featured Brian Singleton and Mawine Diggs.

Financial Literacy



The TRIO-SSS Department invited Jackie Davis to conduct financial literacy workshops for members. Her sessions provided interactive tools and resources to empower students to make informed decisions regarding their personal finances.

Division of Student Services



Project Degree Advantage

The District Command Center is currently contacting students who are very close to graduation yet may be unaware of how close they were to graduating from WCCCD. This initiative has been met with great enthusiasm from students who welcomed the opportunity to complete their degrees.

Students Get a Lesson in History



Dr. Ella Davis' history class and the genealogy class took a historical bus tour through the streets of downtown Detroit, where they learned about Detroit's rich Underground Railroad history. Students are pictured pointing at the companion statue on the riverfront in Canada.

WAYNE COUNTY COMMUNITY COLLEGE DISTRICT

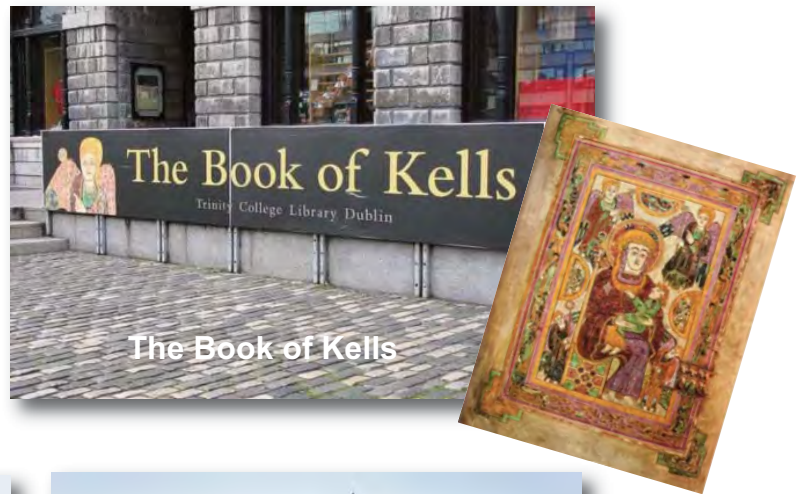
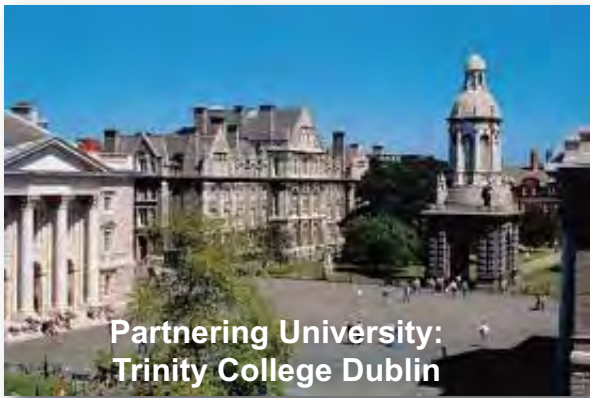


BRING THE WORLD HOME



**Days Until
Departure to
Dublin, Ireland!**

Cultural and educational sites in Dublin





Health Science Center

Great News!

We are pleased to announce that 88% of the August 2015 pharmacy technology graduating class were hired immediately upon placement into their clinical assignments.



Mock Zombie Apocalypse

Students from the Health Science Center programs participated in a mock Zombie Apocalypse activity. Students were asked to properly administer the skills and techniques that they have learned during class on patients while being cautious of their surroundings within the workplace and working in a chaotic environment.



Student Success!

Brittany Waters, a recent graduate of WCCCD's Surgical Technology: Central Service Technician Program has been hired in a full-time position by Beaumont Hospital of Royal Oak as a central service technician.

Colors Detroit Advisory Board Meeting

Dr. Abby Freeman attended the Colors Detroit Advisory Board Inaugural Meeting. The center promotes opportunities for advancement for low-wage restaurant workers through entry level and advanced customer service job training and placement in food service. WCCCD continues to have an articulation agreement with the Restaurant Opportunities Center (ROC) as part of our Foodservice Management Program.



Health Science Center



Certified Nursing Assistant Lab Session

This week, the Certified Nursing Assistant (CNA) students skills lab included care for patients that have recently had strokes. Students learned how to properly maneuver patients that have been bedridden.



New Nitrous Oxide administration units

Dental Clinic Improvements



New ADA approved X-ray chair



Old Redford Academy Tour

The Health Science Center hosted more than 200 students from Old Redford Academy. The students toured the Health Science Center and explored the various career programs and labs the District offers.



The Heinz C. Prechter Educational and Performing Arts Center presented All About the Arts with the Michigan Opera Theatre's "The American Songbook" at the Mary Ellen Stempfle University Center. This lively and entertaining revue of songs from the American Musical Theatre was performed by Michigan Opera Theatre vocalists Maria Cimarelli and Mark Vondrak. The audience enjoyed a musical stroll down memory lane as they were treated to the music of Irving Berlin, George Gershwin and more.

Division of Human Resources



Last Call For Changes!

Open Enrollment Employee Benefits
November 2-16, 2015

Affordable Care Act Webinar



Administration and Finance



Preventing Check Fraud

To lower the risk of check fraud, the Fiscal Accountability Operation Center works continuously to minimize fraud occurrences by implementing different procedures and controls.

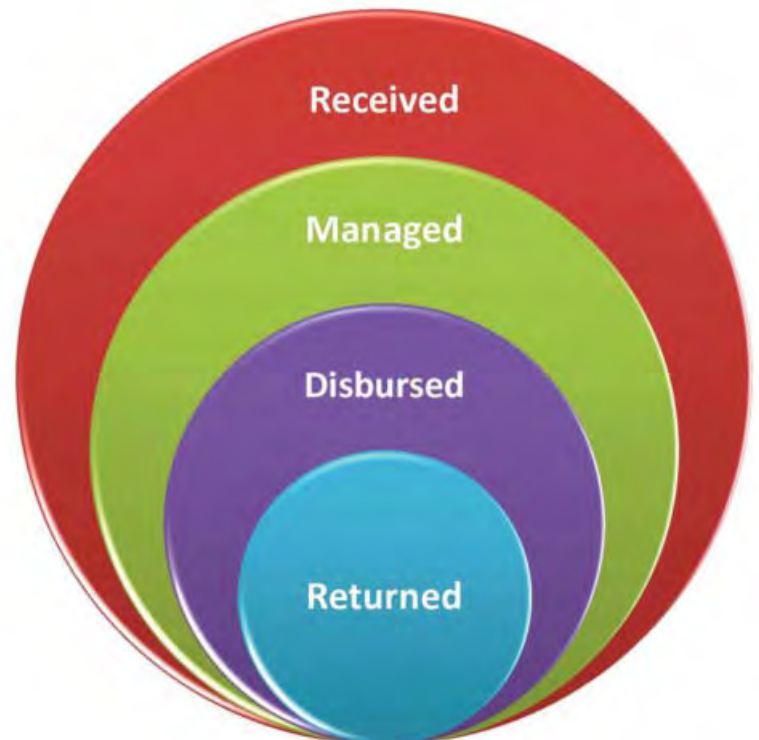
- ✓ Use of high-quality, blank check stock with built-in security features, which may include fluorescent fibers, watermark, chemical resistance, bleach-reactive brown stain, photocopy avoid pantograph, endorsement backer, thermo-chromic ink, micro-printing, warning band border, laid lines or non-negotiable marks
- ✓ Securely stores check stock and canceled checks
- ✓ Follows a secure process for financial document destruction in accordance with Board of Trustees policy
- ✓ An established and secure order/reorder policy for check stock
- ✓ Purchasing of check stock from established, secure, specialized vendors

These control features and processes help mitigate the District's exposure to check fraud.

General Accounting

Reconciliation: The process by which a comparison of records from one system are compared to the records from another system at a specific point in time.

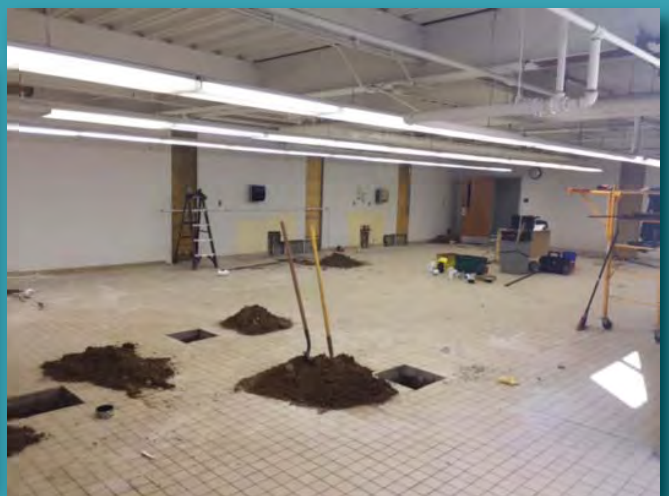
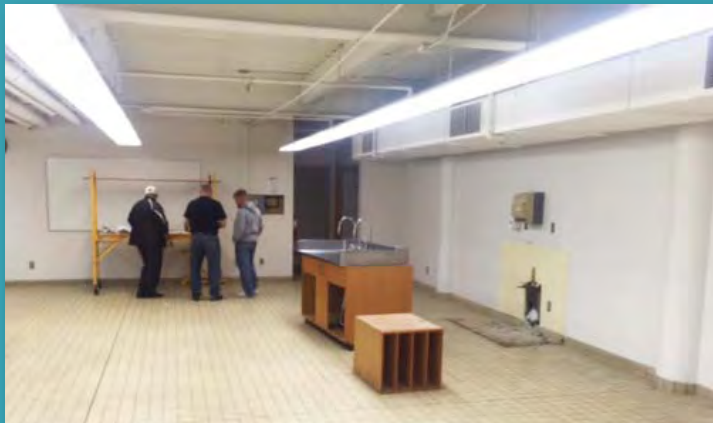
The General Accounting Department is responsible for conducting monthly reconciliations on all student loan accounts. The goal of these reconciliations is to identify, analyze, document, research and resolve any discrepancies. Monthly reconciliations ensure funds are received, managed, disbursed and/or returned in accordance to state and federal regulations.



Administration and Finance Deferred Maintenance



Inspire Lab Construction- Northwest College



Administration and Finance

Deferred Maintenance *continued*



District Police Authority



COMMUNITY POLICING

Members of the District Police Authority participated in community policing by volunteering with the Toys for Tots Foundation as they assisted the U.S. Marine Corps in providing a tangible sign of hope to children this holiday season.



DISPATCH TRAINING



Captain Bahrija Livadic presented certificates of training to Sergeant Keiara Cosby and Corporal Ladasha Lockett for their participation in Power Phone 911 training.



Office of Accountability and Transparency

The Office of Accountability and Transparency has begun reviewing the District supply needs for Spring 2016. All college locations should begin their inventory review process and loading requisitions into banner for their instructional and campus operational needs.

Colleges will review their inventory and submit their requisitions into Banner and submit them to the provost of campus operations. Requests will be reviewed and completed as necessary. The following are career programs that the District will be looking at:

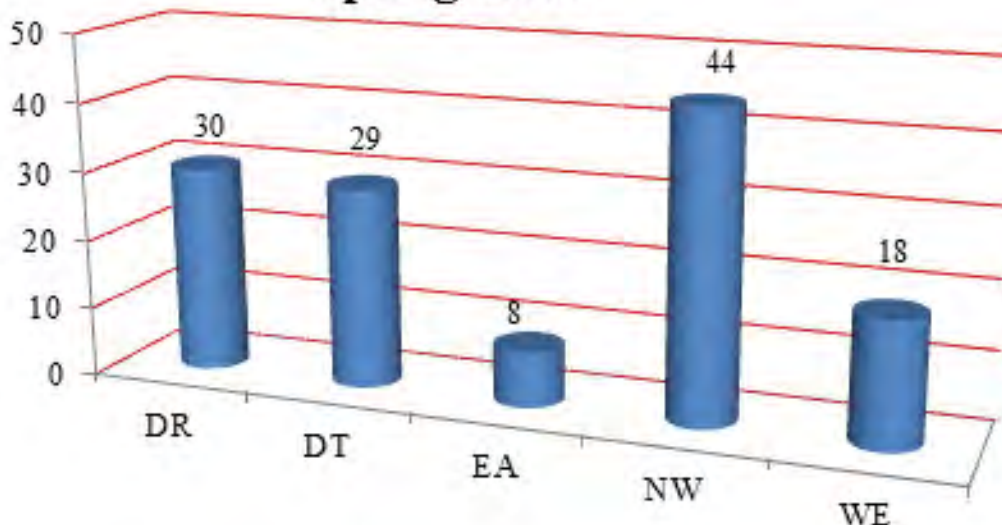
- Health Sciences
- Dental
- Nursing
- Surgical Technology
- Craft Brewing
- EMT
- CIS
- Automotive
- Auto Body Technician



Continuous Quality Improvement

The Continuous Quality Improvement Audit Center reviews all instructional and college supply orders on a continual basis. The data collected at the end of each semester helps predict future semester budgets. This also supports inventory control, receipt and the distribution of all supply orders.

Instructional Requests by Campus Spring 2015



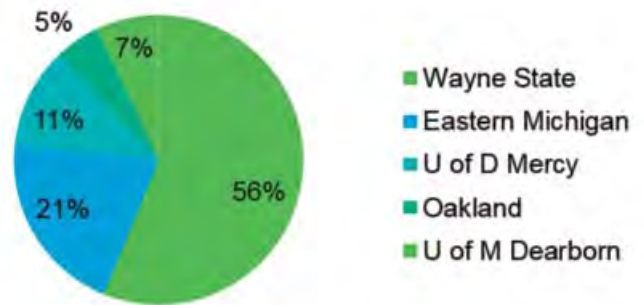


What's Trending in IE: Popular Fields of Study at WCCCD

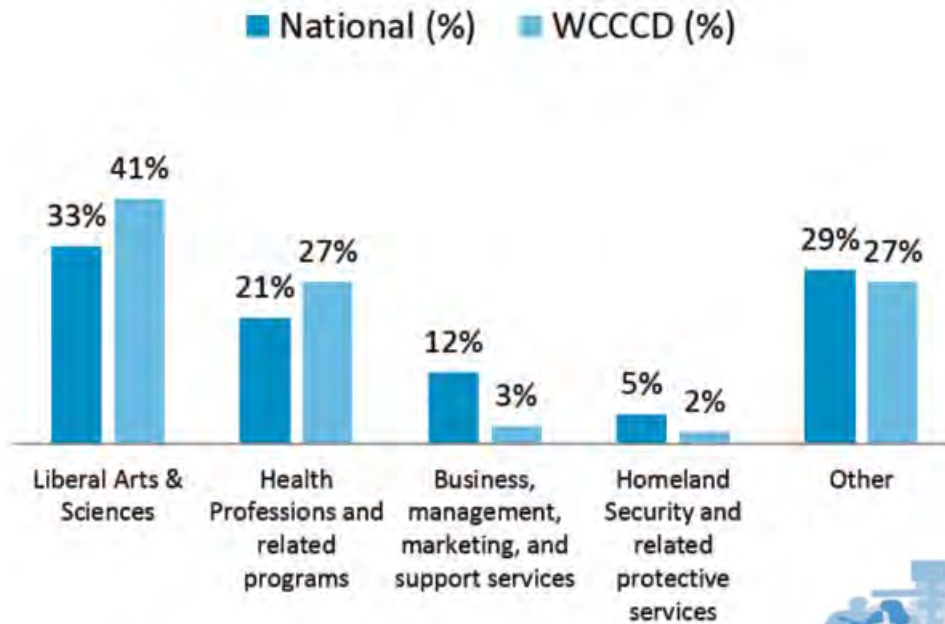
The Division of Institutional Effectiveness (IE) conducts research and scans on fastest growing industries in the workforce as well as what types of majors students are completing awards in to better understand education demands. According to the Digest of Education Statistics analysis of Associate's degrees conferred by postsecondary institutions, liberal arts and health professions are among the popular disciplines/majors for students that complete associate's degrees.

Liberal arts and sciences are most often selected by WCCCD students to transfer to four-year colleges.

TOP FIVE TRANSFER OUT COLLEGES AND UNIVERSITIES



What are WCCCD Students Majoring in?



WEEKLY UPDATE

VoIP Benefits

The District's new VoIP call center software helps us service callers more efficiently while providing improved customer service. The software monitors the status of each extension, now call center operators can see if an extension is available or busy, before transferring a call. Call center operators also have a real-time view into the call queue, they can see how many calls are in the queue and the amount of time they've been waiting.

The screenshot displays a software interface for call center management. It features a sidebar on the left with a tree view of agents and departments. The main window shows a detailed table of call queue data. The table has columns for 'Status', 'Service', 'WTR (Waiting Time)', 'Activity', 'Adherence', 'Forecasted', 'Actual', 'Break/Break', 'Est. Leave', and 'QA'. The rows list various agents and their current call status, such as 'Service', 'Break', or 'HKA' (Hold/Keep Available).

The system also has a very sophisticated Interactive Voice Response (IVR) system. The IVR system will allow the District to create caller self-service menus. Callers will be able to select specific departments and campuses, reducing wait times and transfers. Frequently sought information will also be automated and provided as an option for callers through self-service. The IVR system can also be used to conduct surveys, all data collected through surveys is saved and can be used for reports.

Interesting Email Facts

- ✓ Some 190 billion emails are sent daily, 97% of them are spam - more than two million per second - by 1.2 billion email senders. There are about 1.4 billion registered email addresses. Spam Facts
- ✓ Spam generates 33bn KWh-hours of energy every year enough to power 2.4 million homes, producing 17 million tons of CO2. Spammers get one response to every 12 million emails they send (yet it still makes them a small profit).

User Facts

- ✓ The average business user receives 25 email messages per day; increasing 10% per year.
- ✓ The average business user spends 2.6 hours per day reading and responding to email.
- ✓ 38% of employees have sent an e-mail without the required attachment.



Workforce Development and Adult Education

Preparing for Careers Through Internships - Healthcare

The Adult Education Program partnered with Detroit Receiving Hospital to offer students internships, as part of our Learning Through Internship (LTI) Program. Students attended an orientation with Christine Johnson, from Detroit Receiving Hospital. By utilizing the LTI learning model students are placed with mentors in real world internships. This semester we will have 14 students interning at the hospital.



In the mail...

The School of Continuing Education and Workforce Development received a note in the mail from Dennis Clark, Chair, Board of Directors and Dierk Hall, President and CEO of City Connect Detroit that I thought I would share with you:



City Connect Detroit

Building new links to community solutions

“This marks the 7th year of Grow Detroit’s Young Talent program. With supporters like you, each year we have been able to provide increasingly more Detroit youth ages 14-24 with work readiness training and a carefully matched paid summer work experience. This means your financial support is helping launch the careers of tomorrow’s workforce talent!”

The District is proud to be a part of initiatives such as this that paves the way for so many youth and untapped populations within the City.

The School of Continuing Education



Downriver College

Wayne County Regional Educational Service Agency



Wayne RESA Classroom Management Institute Cohort II

Program Objective: Participants learned classroom management strategies that will maximize teaching and learning opportunities.

Total Continuing Education Student Participation: 11

Wayne RESA New Teacher Academy Elementary

Program Objective: The New Teacher Academy supported teachers in a six-day training series held throughout the school year. Topics focused on establishing classroom cultures of high performance professionalism in the classrooms.



Total Continuing Education Participation: 55



Wayne RESA Public School Academy Updates

Program Objective: This workshop addressed three public school academies mission and discussed how to provide high quality, diverse educational alternatives to meet the needs of the students they serve.

Total Continuing Education Participation: 22

Wayne RESA Beginning Bus Drivers Training

Program Objective: All new school bus drivers must have a minimum of 18 hours of classroom instruction time to receive their driving credentials from the Michigan Department of Education. Wayne RESA is one of the 15 training agencies in the State of Michigan that can issue these credentials.



Total Continuing Education Participation: 20

The School of Continuing Education



Michigan Institute for Public Safety Education

U.S. Border Patrol - Active Shooter Training

Program Objective: The U.S. Border Patrol held a three-day Law Enforcement Active Shooter Emergency Response course. This course addressed technical aspects of planning and implementing a rapid law enforcement deployment to an active shooter incident through classroom presentations, hand-on performance-based field training, and scenario-based practical exercises.

Total Continuing Education Participation: 13

Wayne County Sheriff's Training Unit – 2015 Legal Update for Law Enforcement

Program Objective: This course provided law enforcement personnel with an update on the most important changes to Michigan criminal law. The speaker was Wayne County Assistant Prosecuting Attorney Emily Wolfe, who is the Wayne County Prosecutor's Office Director of Recruitment, Training, and Continuing Legal Education.

Total Continuing Education Participation: 21

AWR-160 WMD Awareness-Level Training Course

Program Objective: This course was developed by the National Domestic Preparedness Consortium. It was a six-hour training program that provided emergency responders with awareness-level instruction on recognition, avoidance, isolation, and notification techniques in a weapons of mass destruction (WMD) environment.

Total Continuing Education Participation: 9

Coaching Emergency Vehicle Operations (CEVO)

Program Objective: 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.

Total Continuing Education Participation: 26



The School of Continuing Education

Western College

Michigan Green Industry Association (MGIA) Pesticide Use and Safety Workshop

Program Objective: In partnership with the MGIA, this workshop provided landscapers and other professionals in the gardening and landscape industry, valuable information on the safe and effective ways to use various forms of pesticides.

Total Continuing Education Participation: 95



Heinz C. Prechter Educational and Performing Arts Center Showcase

The Office of Institutional Advancement is highlighting upcoming performances at WCCCD's Heinz C. Prechter Educational and Performing Arts Center (EPAC) in the new EPAC display case on the first floor of the District Office Building.

Kudos to Maliha Khan and Shumana Khalique for all their hard work in making this showcase.



Multi-College District

Downtown College

Shield Student Deputy Program

Students pursuing a degree in the Criminal Justice and Corrections Programs had the opportunity to apply for the Students Harnessing Investment in Education, Law Enforcement and Diversity (SHIELD) Student Deputy Program. This program is an opportunity for students to earn an Associate's Degree, work, and receive paid on the job training with the Wayne County Sheriff's Office.



Men's Advocacy Group

Participants in the Men's Advocacy Group spoke on the topics of self-help, behavioral change, tough love, empathy, personal growth and responsibility. Dwight Vaughter, CEO of SHAR spoke on ways men can continue to be good role models in their community and families.



ARISE Detroit Summit

This summit supported the organization's mission to promote volunteerism and community activism to improve the quality of life for all Detroiters.



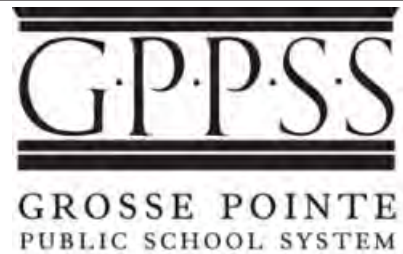
Multi-College District

University Center Community Outreach



Pictured: Professor Beverly Green speaking to the students

Dr. Sandra Robinson gave an overview of WCCCD's admissions process for students at the Detroit International Academy of Young Women. WCCCD professors Beverly Green and Charmaine Johnson also attended the orientation.



Dr. Julie Corbett and Dr. Sandra Robinson were asked to serve on the advisory board for the TV Production Program at the Grosse Pointe Public Schools' North and South High Schools.

Rev. Frank Raines invited Rev. Dr. Nathaniel Bishop, Director of the Southern Baptist Detroit Region, and Pastor Matthew Vroman, Pastor of Eastside Community Church in Harper Woods, to visit and tour the centers to discuss educational and training opportunities.



Denis Karic represented the District at the monthly meeting of the Beaumont Community Health Coalition. The guest speaker was Keith Howell, Director of Pre-K Elementary Instruction for Grosse Pointe Public Schools.

University Center- West: Northwood University - DeVos Graduate School



Staff at the Northwest College attended a presentation to learn about various program opportunities at Northwood University through The University Center – West. Allison Gorman, Graduate Admissions representative from Northwood University was the presenter. Northwood University, DeVos Graduate School has partnered with WCCCD to offer a Master of Business Administration.

Website Committee

This week, the Website Committee met with Annette Black and Roger Turner to discuss strategies for promoting WCCCD's athletics programs and student organizations. The committee convenes weekly to analyze website traffic, page content and update requests to ensure information is accurate and current.



Website Fast Facts

Week of November 1 – 8, 2015

109,775 hits
 67.5% returning visitors
 32.5% new visitors
 Average session 4:07 minutes

Top Five Countries Visited

United States
 Canada
 India
 Germany
 Nigeria

New Allied Health Programs Page

Last week, the Academic Programs page on the website had 7,113 hits. Demand for training in the allied health professions continues to rise and WCCCD is proud to of its' students remarkable licensure/certification pass rates in this field.

In response to this trend, the Website Committee is pleased to announce an Allied Health Programs page on the website. The page may be accessed by selecting the "Allied Programs" option located under the Programs button on the homepage or by visiting http://www.wcccd.edu/academic/Allied_Health_Program.html.

The screenshot shows the WCCCD website homepage with the slogan "ONE DISTRICT: SIX LOCATIONS" and a "HOME" button. Below the header is a navigation bar with "Allied Health Programs" highlighted. The main content area features a large image of the Health Science Center building. Below this are five small images representing different allied health programs: Dental Assisting, Dental Hygiene, Nursing Assistant Training, Pharmacy Technology, and Surgical Technology. The bottom section of the page lists "Allied Health Programs" with a list of options including:

- Assistive Technology
- Dental Assisting
- Dental Hygiene
- Foodservice Systems Management
- Nursing Assistant Training
- Pharmacy Technology
- Phlebotomy Technician
- Surgical First Assistant
- Surgical Technology
- Surgical Technology - Accelerated Alternative Delivery
- Surgical Technology - Central Service Technician

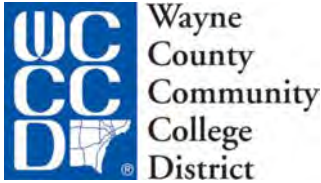
 There are also links for "Allied Health Program Application", "Dental Assisting Program Handbook", "Dental Hygiene Clinic Brochure", and "Dental Hygiene Patient Brochure".



Blast from our past!



Chancellor's Weekend Memo



Wayne
County
Community
College
District

EDITOR: Julie Figlioli

CONTRIBUTING EDITORS

David C. Butty

Carolyn Carter

Stephanie Gilliard-Sheard

Aracely Hernandez

Tameka Mongo

Priscilla Rodgers

Susan Wiley



Mission

WCCCD's mission is to empower individuals, businesses and communities to achieve their goals through excellent and accessible services, culturally diverse experiences and globally competitive higher education and career advancement programs.

Vision Statement

Wayne County Community College District will be recognized as an institution that has achieved national and international recognition for enduring excellence as a comprehensive multi-campus community college district. WCCCD will focus on continuous self-evaluation and improvement; preparation of a highly skilled workforce in support of the Wayne County economy; student academic and career success, and leadership in strengthening the open door philosophy of educational opportunity.

SEVEN LOCATIONS • ONE COLLEGE DISTRICT



DOWNRIVER CAMPUS



DOWNTOWN CAMPUS



EASTERN CAMPUS



NORTHWEST CAMPUS



WESTERN CAMPUS

MARY ELLEN STEMPPLE
UNIVERSITY CENTER



MARY ELLEN STEMPPLE
UNIVERSITY CENTER
CENTER FOR DISTANCE LEARNING



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