Wayne County Community College District is committed to supporting students through the Student Success Hotline

The Division of Student Services supports students by being available remotely amid Governor Gretchen Whitmer's Executive Order. Staff from student services and financial aid were available to answer calls about registration, class selection, financial aid awards and student loans.

Division of Educational Affairs

As higher education campuses across the country have become off-limits to students and staff, the District has activated its remote management process. This process allows the District's leadership team to come together in a systematic way to provide leadership and oversight to a complex multi-campus system.

The Division of Educational Affairs has been working closely with faculty in transitioning Spring 2020 face-to-face courses to an alternative instructional delivery model. An alternative instructional delivery model could include a variety of innovations such as:

- Email
- Phone call and teleconference
- Video conference
- Texting
- Independent study
- Phone office hours
- Weekly learning packages

WCCCD has further deployed the faculty hotline system that uses both voice and electronic technologies to provide the faculty with a resource to stay connect and troubleshoot faculty issues. Instructional administrators, who staff the hotline, have been able to connect faculty members to resources, answer questions regarding teaching strategies, and/or troubleshoot issues.

Emergency Medical Technician

Division of Administration and Finance

Finance Functional Critical "Business Continuity Remote Operations"

Staff from the Division of Administration and Finance are working
diligently to ensure implementation of remote critical business functions.

Bursar/Student Finance
Student Refund Checks
File Transfers to Bank Mobile

Payroll Department
Staff/Faculty Compensation
Reporting
Liabilities Processing
Bank File Transfers

FAOC
Vendor Payments
Reporting

Remote finance operations for continuing critical business continuity

Compliance Reporting
IPEDS

Procurement
Purchase Order Processing
Reporting

Banking
Bank File Transfers
Investment Banking
Funds Transfers

Requisition Processing
FOAPAL Coding
Budget Checking
Budget Transfers
Requisition Entry
Requisition Approvals

Career Programs
Training our First Responders

Anesthesia Technology Program

Managing the COVID-19 in Real Time

- Spring 2020 semester completion and delivery
- Summer and Fall contingencies
- Urgent day-to-day decisions

Addressing Challenges of Alternative Instructional Delivery Method

- Preparation for remote delivery
- Support for students, faculty, and staff
- Technology readiness and systems development

Digital Communications Strategy

- Implement a communications process for all stakeholder groups
- Centralize messages
- Speak with one public voice

Remote Function

- Implement the Coronavirus Response Management Team
- Daily functioning of administrative offices and related support staff
- Mail processing and payroll

Human Resources

- Processes to support staff and families impacted by the virus
- Anticipated absencesr
- Other human resources issues related to crisis

Safety

- Cleaning and disinfecting of buildings
- No access or extreme limited access to the buildings

The Michigan Institute for Public Safety Education and District Police Authority are coordinating efforts to ensure the District buildings have limited or no access during Governor Gretchen Whitmer's Stay at Home Executive Order. Working together, they have been successful in only allowing prior approved and extreme limited access to the buildings and have coordinated the cleaning and disinfecting of those limited use areas. This coordinated intense and highly regulated access and cleaning/disinfecting of the buildings will continue until the District is able to return to full operational status.

Career Programs
Training our First Responders
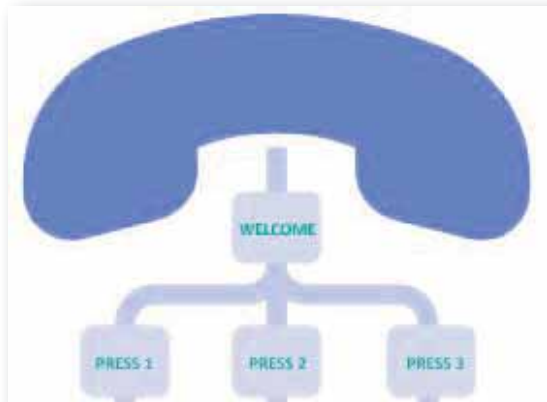
Fire Technology Program

Remote Access Preparedness

In an effort to ensure that the District end users experience a seamless transition from on-site to remote computer access for essential staff to perform critical functions during the COVID 19 pandemic, the Division of Information Technology (IT) performed several tasks including:

- Provided training
- Provided hardware
- Remote access setup and configuration
- Assisted staff with troubleshooting access if necessary

District-wide Communications Support

With the rapidly changing COVID 19 pandemic, the District's Communication Management team and staff from IT implemented an updated and responsive Interactive Voice Response (IVR) for the District. In addition to providing callers with new menu prompts, the team established the following hotlines:

- Student Success
- Faculty Hotline
- Financial Aid
- IT Help Desk

Staff Meeting

The Division of Information Technology conducts daily meetings via conference call to continue business operations by discussing several critical matters including:
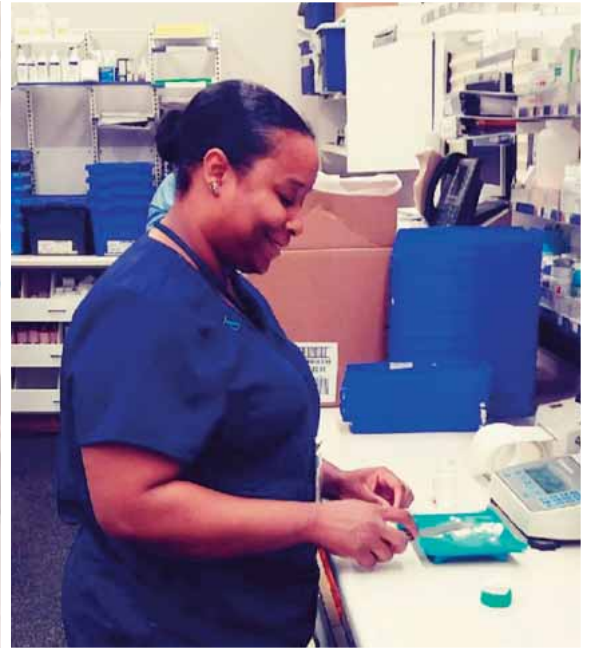
- Software renewals
- VPN access
- System updates

WCCCD Thanks all
Healthcare and First Responders!

Career Programs
Training our First Responders

Pharmacy Technology Program

Division of Administration and Finance

Surgical Technology Program

Wayne County Community College District

MEMORANDUM

TO: All Users

From: Curtis L. Ivery, Chancellor

Subject: Letter to Faculty, Students, and Staff

Date: March 31, 2020

WCCCD Students, Faculty, and Staff,

On Friday, April 17, WCCCD will restart the spring semester using an alternative instructional delivery model for face-to-face courses. The spring semester will be extended by four weeks with a completion date of June 9. For courses that include a lab or accredited programs, some variation may be necessary; these variations will be communicated to students and faculty by the program leaders. If lab or clinical completion must be extended into the summer, this will be done on a no-tuition and fees basis.

With the health and safety of our students, faculty, and staff as our highest priority, we have decided that face-to-face or in-class instruction for the remainder of the spring semester is ill advised. As of now, Michigan Governor Whitmer's "Stay at Home" order, which includes the closure of schools and colleges, is in force through April 13. Given the expansion of cases of this novel virus throughout Michigan, it is quite likely that the "Stay at Home" order will be extended into late April or even later. For this reason, we have decided that, in spite of the challenges involved, we will complete the spring semester with an alternative instructional delivery model.
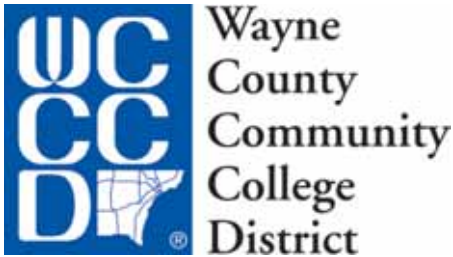
The alternative instructional delivery model presents many options for creativity on the part of faculty members and students. An alternative instructional delivery model could include a variety of innovations, such as email, teleconference, video conference, texting, independent study, phone office hours, and weekly learning packages. Educational Affairs staff, Student Services staff, and program leaders will be reaching out to students and faculty to provide support services. We are committed to enabling our students to complete their spring semester classes with quality in spite of the unprecedented challenges that we face.

We share a deep empathy for those in the communities we serve and throughout the world who are suffering. I am deeply appreciative of all of those who are leading and serving WCCCD in these hard times with courage, resilience, and sound decision-making. Together, we can create a renewed sense of community, belonging, and hope for the future.

With warm regards,

Dr. Curtis L. Ivery, Chancellor

Chancellor's
Weekend Memo

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Mission

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

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.

DOWNRIVER CAMPUS | CURTIS L. IVERY DOWNTOWN CAMPUS | EASTERN CAMPUS | NORTHWEST CAMPUS | TED SCOTT CAMPUS | MARY ELLEN STEMPFLE UNIVERSITY CENTER