

**Continuous Improvement Projects
Progress Schedule and Report**

Title	Start/End Date	Issue(s)	Results	Follow-Up Remarks
Printing Cost	May 24, 1995 March 27, 1997	No mechanism in place to monitor printing costs.	1) A new multi-copy printing request form was created. 2) Notifications of completed print jobs done by email. 3) Monthly printing cost reports provided by Business Office to departments.	Follow-up report completed March 27, 2000. Overall the feedback for the CIP Team indicated very high satisfaction with the revised form and the process.
Matriculation	January 20, 1998	Examine the Matriculation Process from initial contact with prospective student and what happens to that prospect. (Recruitment, admissions, testing, enrollment, advising, program selection, etc.)	Since the introduction of the WCC Enrollment Management Model the following is a summary of enhancements: online registration and payment available, new fall and spring semester schedules, telephone reminder system, advisor coverage extended during registration, departmental registration, college transfer advising center established.	Two separate subcommittee teams examining enrollment management model and advising/registration process. This is a work in progress project.
Room Scheduling	March 4, 1999 September 23, 1999	Too many people involved in room scheduling.	1) Room divided into categories and assigned to certain individuals. 2) Room reservation forms are required.	Ninety percent of the 112 respondents (faculty and staff) indicated that they agreed that the revised room reservation system was effective.
Book Ordering	March 3, 1999 August 25, 2004	1) Insufficient numbers of textbooks available for students at the beginning of the semester. 2) Overstocked and outdated books. 3) Long lines.	1) Book ordering system revised which should eliminate overstocked books. 2) Longer bookstore hours during registration.	The 2003 Services Review Survey indicated: 1) 87% satisfied with quantity of current books (this was a 14% increase over the 2000 Services Review Survey). 2) Just over 90% satisfied with hours of operation at the beginning of the semester for 2000 and 2003. 3) In 2002 the Bookstore was contracted to an outside vendor. Feedback from students in Fall 2004, ACA 111 classes, indicate a high degree of satisfaction with the private vendor. Bookstore lines have been significantly reduced based on installation of the bookstore point of sale system.

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Business and Industry	July 10, 2000 December 15, 2001	Ensure the college is providing sufficient support to the Wayne County business and industry community.	Establish a universal database, needs assessment survey to area employers, and establish an outreach plan of action.	The needs assessment survey completed Fall 2001. Employer database periodically updated. This is a work in progress project.
Retention	July 24, 2000	Examine programs, activities and processes put into place as a result of the 2000 and 2001 CIP.	1) All developmental high risks students must take ACA 118 (study skills course). 2) Mid term notification letters for low performing financial aid students implemented Fall 2000. 3) Developmental students must meet a 90% attendance policy. 4) Additional Co-Op programs were developed. 5) Preplacement test preparation program was put into place. 6) Late registration days eliminated. 7) Additional student clubs established.	There has been a 6% (61% to 67%) increase in student retention as a result of these enhancements. This is a work in progress project.
Distance Education	December 11, 2000	Distance Education CIP is a follow-up to the October 1999 SACS Substantitive Change for Distance Learning.	Substantitive Change approved by SACS July 3, 2001. Additional enhancements by the CIP Committee include: 1) Specified distance education courses in semester course schedules. 2) Distance education students required to complete placement tests. 3) Online financial aid advisory for distance education students. 4) Track distance education stats. 5) Develop projected growth of distance education courses. 6) Training program for online instructors conducted by Educational Support Technologies.	This is a work in progress project.

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Low Enrollment Programs	March 12, 2000	Increase fall and spring enrollment in programs experiencing a decline in enrollment.	1) Applied for a NCCCS Student Recruitment Grant. 2) Established Top 10 Scholarship Program for high demand areas of employment. 3) Market the program in Wayne County.	Initially only 6 students have taken advantage of the program. Three graduated and three more are scheduled to graduate in 2005. The program was reinstated in Fall 2004 and is being monitored by Student Development. This is a work in progress project.
Tabloid	March 17, 2003 March 1, 2004	Improve the utility of the semester course schedule.	The tabloid was completely revised and published in Spring 2004. The revised publication is now referred to as the WCC Schedule of Courses.	After the introduction of the catalog in Spring 2004, an informal survey of students, faculty, and staff by the CIP members revealed a very high rate of satisfaction with the new format. President's visit with the Spring Semester ACA 111 classes received positive comments on new semester schedule format.
Advising (Academic Affairs and Student Development)	February 4, 2003	Examine the process of advising by Student Development, Academic Affairs, and other areas of the college. Propose suggestions for improvement and implement those suggestions.	A dedicated Advising Center for college transfer plan was approved for implementation beginning in Fall 2004. A separate Advising Center was established in the Wayne Learning Center with a director and 3 lead advisors. Other college transfer faculty are required to dedicate 12 hours of volunteer time in the Advising Center per year.	The Center staff advised 970 students in Fall 2004. The requirement for college transfer faculty to dedicate 12 volunteer hours a year is being revisited and may be revised. This is a work in progress project.
Marketing Plan	September 4, 2003 December 9, 2004	Improve the WCC Marketing Plan.	1) The Marketing Plan schedule was updated. 2) The WCC website remodeled. 3) A marketing cd and video was developed and distributed. 4) A new WCC logo and motto was developed.	Feedback from the CIP Committee indicated students, employees, community, and other educational institutions were very satisfied and impressed with the products developed by Student Development and Educational Support Technologies department. It was the overall consensus of the committee that this was a very worthwhile and successful project.

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Recruiting Plan	September 26, 2003	Improve the Recruiting Plan by examining, evaluating, and assessing WCC's current recruiting process and to focus on what we are doing and what we should do to increase student enrollment.	1) New phone system for reminding registered students to pay their tuition before the deadline. 2) A college-wide recruiting fair is planned for the Spring 2004 in the local mall. 3) Additional financial aid workshops are being done out in the community. 4) Proposed WCC Recruiting Plan was presented. 5) Annual college Recruiting Plan being developed. 6) Top 10 Program reinstated.	1) The Phone Master automated phone system was used during Fall 2004 and Spring 2005 registration. The phone system has made a major impact on reducing the numbers of student registration purges. The system is also used to welcome students to the college with a message from the President. 2) Mall recruitment scheduled for March 4-5, 2005 . 3) Another financial aid counselor was hired to accommodate the increase in financial aid applications. 4) Top 10 Program enrolled 12 students in Fall 2004 with 7 reenrolled in Spring 2005. This is a work in progress project.
Minutes are on file in the Office of Planning and Research.				