

Administrative Services Services Review 2003-2004

I. Mission Statement

Foundation

The statement of Purpose for the Foundation of WCC is to broaden the base of community support in order to promote the educational development of Wayne Community College. The Foundation seeks to achieve this mission through the solicitation of private gifts of money and property and the investment, management and disbursements of such assets to enhance the educational programs and services offered by the College.

Planning and Research

The mission of Planning and Research is to provide college wide support in planning, research, program review, services review, grant writing, report tracking, surveys, accreditation, Retired and Senior Volunteer Program and Volunteer Wayne.

Public Information

The mission of the Public Information office is to manage the public's knowledge and image of the College, its programs, personnel and the students.

Business Affairs

The Office of Business Affairs is responsible for all financial activities at the college.

Personnel Office

The mission of the Personnel Office is to assist the president by coordinating and administering routine activities of the WCC personnel office required by college policies and procedures and by state and federal regulations. This also includes the management of employee benefits, employee files, employee recruitment and counseling, and other assigned personnel and administrative duties.

II. Staffing

Department	Full-Time	Part-Time
Business Affairs	9	0
Foundation	1	1
Personnel	1	1
Planning and Research	4	1
Public Information	1	1

III. Facilities

The Business Office is not adequate for the number of personnel assigned, however, with the renovation of the Dogwood Building in 2005-2006, this should provide adequate office space. Adequate office space exists for all of the other departments.

IV. Student Evaluation

Graduate Survey – Student Satisfaction

Survey Question	#	% (Satisfied/Very Satisfied)
Overall quality of the college	374	99%
Helpfulness/availability of instructors	384	98%
Business Office transactions	368	90%
Availability of scholarships	364	77%

Source: 2003-2004 Graduate Survey

Non-Completer Survey – Student Satisfaction

Survey Question	#	% (Satisfied/Very Satisfied)
Overall quality of the college	153	96%

Source: 2003-2004 Non-Completer (Exit) Survey

Evening Student Services Survey

Survey Question	#	% (Satisfied/Very Satisfied)
<u>Foundation / Financial Aid</u>		
I am aware of various student scholarships available to students.	163	80% (Yes)
<u>Public Information</u>		
Is WCC's advertising in print adequate to inform the public about registration and courses available?	151	85% (Yes)

Source: Fall 2002 Evening Student Services Survey

V. Faculty and Staff Evaluation

WCC Services Survey

Survey Question	#	2002-2003	1999-2000
<u>Business Office</u>			
Present methods for distributing the mail are effective	137	98%	98%
Purchase orders/requests are processed within a reasonable time	119	96%	98%
Travel reimbursements are made in a timely manner	122	98%	99%
<u>Foundation</u>			
The Foundation is supportive of the needs of the college	134	97%	100%
I am aware that I may apply for Foundation Mini-Grants and Contingency Funds	133	97%	NA

<u>Personnel Office</u>			
The Personnel Office provides adequate information on employee benefits	138	93%	94%
I participate in the WCC Wellness Program and, as a result, have benefited from the program's activities and information	117	92%	90%
<u>Planning and Research</u>			
The budget/planning process is understandable	132	88%	94%
The Strategic Plan identifies major issues, priorities, and directions for the institution	126	97%	99%
Data, reports, and publications published by this office are helpful	130	95%	99%
<u>Public Information Office</u>			
I notice regular college announcements in print and on the air	136	95% (Yes)	85%
Public Information Office services help to promote a positive image of this institution	138	100%	98%
The Public Information Officer maintains excellent contact/visibility with the public/community	132	98%	94%

Source: 2002 WCC Services Review Survey

VI. Departmental Objectives

Annual planning objectives are on file in the Strategic Plan

VII. Analysis of Current Status and Future Opportunities

1. Trends

The Administrative areas will continue to do more with less. The aging population of existing employees will require cross training and development of replacements over time.

2. Strengths

Dedicated, hardworking, and loyal staff focused on exceptional customer service outcomes for students and faculty.

3. Weaknesses

Foundation needs part-time secretary promoted to full-time. In Planning and Research a need exists for a full-time research assistant to support the Lumina and Quality Enhancement Plan data collection and analysis process.

Educational Support Services Services Review 2003-2004

I. Mission Statement

The Educational Support Services Division takes pride in its mission of providing quality environmental and support services to the college faculty and staff in the delivery of instruction and services to our students, business and industry, and the community.

Educational Support Technologies

The mission of Educational Support Technologies Department is to provide quality academic and administrative support to distance education, video production, instructional design, photography and audio-visual materials production, audio-visual equipment dissemination and maintenance, graphics production, printing, multimedia, web design and maintenance and instructional resource planning.

Information Systems

The mission of the Information Systems Department is to direct, coordinate, and administer the activities of the academic and administrative information systems infrastructure through the development, revision, training, daily maintenance and security of the college computer systems and programs.

Campus Information Services

The mission of Campus Information Services is to act as the first point of contact to the public in providing friendly and accurate information on college academic and administrative programs and services, routing telephone calls to college employees, provide daily information notices through CAMNET and provide customer service training to college employees.

Maintenance and Facilities

It is the mission of the Maintenance and Facilities Department to provide an attractive, flexible, and accessible educational facility that enhances the quality of life in the community.

Campus Security

The WCC Campus Security Department's mission is to provide the safest, educational environment possible for all faculty, staff, students, and visitors at all WCC campus locations.

II. Staffing

Department	Full-Time	Part-Time
Campus Information Services	1	3
Educational Support Technologies	7	0
Information Systems	7	0
Maintenance and Facilities	17	51
Security	4	5

III. Facilities

Facilities are adequate in all Educational Support Services departments.

IV. Student Evaluation

Graduate Survey – Student Satisfaction

Survey Question	#	% (Satisfied/Very Satisfied)
Overall quality of the college	374	99%
Campus Security	373	94%
Open Computer Lab services	377	90%

Source: 2003-2004 Graduate Survey

Non-Completer Survey – Student Satisfaction

Survey Question	#	% (Satisfied/Very Satisfied)
Quality of Campus Security	155	87%
Overall quality of the college	153	96%

Source: 2003-2004 Non-Completer (Exit) Survey

Evening Student Services Survey

Survey Question	#	% (Satisfied/Very Satisfied)
<u>Security</u>		
Traffic and parking enforcement on campus is adequate	151	89% (Yes)
Security measures such as lighting, campus patrol, etc. are adequate	150	83% (Yes)
Requests for security assistance is handled appropriately	142	94% (Yes)
The security personnel are friendly, helpful, and professional	151	94% (Yes)

Source: Fall 2002 Evening Student Services Survey

V. Faculty and Staff Evaluation

WCC Services Survey

Survey Question	#	2002-2003	1999-2000
<u>Campus Information Services</u>			
Switchboard calls are routed appropriately	139	96%	93%
The room reservation/scheduling system is effective	122	92%	90%
CAMNET information is timely and informative	137	99%	98%
<u>Maintenance</u>			
Maintenance work orders are completed within a reasonable time	130	96%	92%
Daily housekeeping is adequate	139	86%	75%
The campus grounds are well maintained	141	98%	99%
I am familiar with the campus Hazardous Communication Program	135	94%	96%
<u>Security Office</u>			
Traffic and parking enforcement on campus	138	91%	96%

is adequate			
Security measures such as lighting, campus patrols, etc., are adequate	137	95%	96%
I feel safe at Wayne Community College	139	96%	NA
<u>Information Systems</u>			
<u>Basic Service Information</u>			
Adequate information is provided on departmental policies and procedures	132	90%	94%
Requests for information and assistance are handled in a timely manner	132	96%	94%
I have used the documentation in Shared Documents	133	94% (Yes)	76% (Yes)
Information Systems personnel are helpful, friendly, and professional	137	96%	97%
<u>Internet Services Information</u>			
I find the WCC internal information page useful	135	99%	95%
Additions or changes to departmental web pages are handled in a timely manner	111	93%	92%
<u>Open Computer Lab</u>			
I'm aware that the Student Open Computer Lab is also available to faculty and staff	129	93%	93%
I have used the Open Computer Lab	124	47%	29%
The hours of operation are satisfactory	104	96%	95%
<u>General PC Use</u>			
I know the procedure for hardware and software purchases and approval	114	87%	78%
<u>Telephone and Voicemail</u>			
I know who to contact with telephone and/or voice mail problems	140	96%	90%
Adequate information is provided on dialing local calls, Raleigh calls, long distance calls and accessing directory assistance	134	96%	97%
<u>Media – Production Offices</u>			
Requests for graphics, videotapes, multimedia, and audiovisual materials are completed within a reasonable time	113	98%	99%
Audiovisual equipment is made available where and when it is needed	117	99%	96%
<u>Print Shop</u>			
Printed materials produced by the Print Shop have a professional appearance	126	98%	95%
Printing Requests are completed in a timely manner	128	98%	97%

Source: 2002 WCC Services Review Survey

VI. Departmental Objectives

Annual planning objectives are on file in the Strategic Plan.

VII. Analysis of Current Status and Future Opportunities

1. Trends

Campus expansion in accordance with the WCC Master Plan will present numerous challenges in providing adequate services for all departments.

2. Strengths

Dedicated, hardworking, and loyal staff focused on exceptional customer service outcomes for students and faculty.

3. Weaknesses

High turnover of part-time personnel makes it difficult to maintain an adequate cadre of housekeepers. The technology budget is insufficient to cover the growing demands to maintain pace with the changes in technology, consequently, somewhat impeding the colleges' ability to use state-of-practice equipment in curriculum and continuing education programs.

Student Services Services Review 2003-2004

I. Mission Statement

The mission statement of the Division for Student Development Services is to assist students and the community in developing and achieving life-long goals through services and programs providing the greatest assurance of success.

Admission and Records

The mission of the Office of Admissions and Records is to provide assistance with the admission and registration processes, and to maintain accurate and secure student records.

Counseling Services

The mission of Counseling Services is to provide comprehensive counseling services, leadership and personal development programs and career information services to enhance student success, foster student growth and development, and facilitate student goal attainment.

Financial Aid/Veteran Affairs Office

The mission of the Financial Aid/Veteran Affairs Office is to provide a comprehensive program of financial assistance for students seeking federal and state grants, work-study, loans, scholarships, veterans' benefits, and child care, and to make referrals in order for students to attain their educational goals.

Workforce Investment Act / Job Link Center

The mission of the Workforce Investment Act/Job Link Center is to improve the local workforce and strengthen the economy by providing integrated services that offer labor market information, access to career training and job placement services.

Student Activities

The mission of Student Activities is to enhance student growth through intramural programs, developing leadership and teambuilding skills through the Student Government Association, and sportsmanship.

Recruitment Office

The mission of the Recruitment Office is to inform and facilitate high school students and the community to take advantage of the opportunities and services available at Wayne Community College.

II. Staffing

Department	Full-Time	Part-Time
Admissions and Records	9	0
Counseling (Career, Disabilities, College Transfer)	5	1
Financial Aid	4	0
Workforce Investment	4	0
Recruiting	2	0
Student Activities	2	0

III. Facilities

The Student Services Offices is not adequate for the number of personnel assigned; however, with the renovation of the Dogwood Building in 2005-2006, and the subsequent remodeling of the first floor of the WLC Building this should provide adequate office space.

IV. Student Evaluation

Graduate Survey – Student Satisfaction

Survey Question	#	% (Satisfied/Very Satisfied)
Overall quality of the college	374	99%
Academic Advising	383	97%
Registration	387	97%
Admissions	385	98%
Student Activities	375	90%
Student Counseling services	363	89%
Availability of scholarships	364	77%
Availability of financial aid	372	79%

Source: 2003-2004 Graduate Survey

Non-Completer Survey – Student Satisfaction

Survey Question	#	% (Satisfied/Very Satisfied)
Quality of Academic Advising	154	93%
Quality of Registration	155	98%
Quality of Admissions	155	98%
Quality of Student Activities	154	84%
Quality of Campus Security	155	87%
Quality of Student Services/Counseling	152	91%
Overall quality of the college	153	96%

Source: 2003-2004 Non-Completer (Exit) Survey

Student Services Survey

Survey Question	#	% (Excellent/Above Average/Average)
<u>Admissions & Records</u>		
How would you rate your first contact with the Admissions Office at WCC	173	92%
Was the WCC application easy to complete	168	95% (Yes)
Was the correspondence you received concerning your admission to WCC clear and easily understood	159	94% (Yes)
If you have ever dropped or added a course, how would you rate the service and/or procedures	103	94%
How would you rate the service you received when requesting an official transcript	81	96%
<u>Career Information Center</u>		
Have you ever used the services offered by the Center?	172	44% (Yes)
Assistance Received was:	84	93%
<u>Student Development</u>		

Are counselors generally accessible at a time that is convenient to you?	174	82% (Yes)
Do you feel the counselors are well-informed about our curriculum programs?	173	82% (Yes)
When talking with a counselor, did you feel comfortable and free to verbalize your feelings?	171	85% (Yes)
Do you feel that the counselor's assistance met your need(s)?	173	87% (Yes)
<u>Financial Aid / Veterans Affairs</u>		
Do the personnel effectively communicate the current, available student aid information to you (loans, grants, scholarships, workstudy, V.A., etc.)	166	58% (Yes)
Are the personnel pleasant and helpful toward your concerns?	164	63% (Yes)
<u>Student Activities</u>		
Do you know what role the Student Government plays at WCC?	175	39% (Yes)
Do you participate in extracurricular activities?	172	14% (Yes)

Source: Fall 2002 Student Services Survey

Evening Student Services Survey

Survey Question	#	% (Satisfied/Very Satisfied)
<u>Registration</u>		
Current registration procedures are adequate	167	89% (Yes)
<u>Admissions & Records</u>		
I am aware of current admissions policies and procedures	169	88% (Yes)
I am aware the Admissions & Records office is open on Thursday evening	169	54% (Yes)
<u>Financial Aid / Scholarships</u>		
I am aware of various student Financial Aid / Veterans Affairs and Scholarship programs available for WCC students	163	80% (Yes)
Did you know the Financial Aid office is open Tuesday evenings	169	41% (Yes)
<u>Student Development</u>		
I am aware of the counseling services available at WCC	169	70% (Yes)
I am aware of the Career Center and what is available to students	168	73% (Yes)
I would use the Career Center if available during the evening	161	74% (Yes)
I would participate in student activities if available during the evening	164	55% (Yes)
I am aware counseling services are available on Monday and Wednesday evening	169	39% (Yes)

Source: Fall 2002 Evening Student Services Survey

V. Faculty and Staff Evaluation

WCC Services Survey

Survey Question	#	2002-2003	1999-2000
<u>Admissions & Records Office</u>			
Current admissions policies and procedures are adequate	125	87%	91%
Current registration procedures, in the departments, are adequate	119	71%	91%
<u>Financial Aid Office</u>			
I am aware of various student Financial Aid/Veterans Affairs programs	123	89%	87%
Adequate assistance is received from Financial Aid Office personnel when needed	113	97%	97%
<u>Recruiting Office</u>			
The amount of advertising the college provides for its programs and services is adequate	124	80%	76%
I have requested a list of prospects for my program area	54	48%	62%
<u>Student Activities</u>			
Student Health Services meet the needs of our students	79	80%	80%
The Student Government Association operates in a professional manner	93	77%	89%
<u>Student Development</u>			
Special Needs students have access to adequate support	105	93%	94%
Counselors are well-informed about current program offerings	102	90%	94%
The Career Center is responsive to my requests for assistance	86	97%	98%
Placement tests are offered at sufficient intervals and at convenient times	98	91%	89%

Source: 2002 WCC Services Review Survey

VI. Continuous Improvement Projects

The following Continuous Improvement Projects are also included as part of the Student Services Review and in most instances, are works in progress.

Title	Start/End Date	Issue(s)	Results	Follow-Up Remarks
Matriculation (Student Development)	January 20, 1998	Examine the matriculation process from initial contact with a 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: availability of online registration and payment, new fall and spring semester schedules, telephone reminder system, extended advisor coverage during registration, departmental registration, establishment of college transfer advising center.	Two separate subcommittee teams examining enrollment management model and advising/registration process. This is a work in progress project.
Retention (Student Development)	July 24, 2000	Examine programs, activities and processes put into place as a result of the 2000 and 2001 CIP.	1) All high-risk developmental students must take ACA 118 (study skills course). 2) Mid term notification letters for low performing financial aid students were implemented in Fall 2000. 3) Developmental students must meet a 90% attendance policy. 4) Additional Co-Op programs were developed. 5) Pre-placement test preparation program was put into place. 6) Late registration days were eliminated. 7) Additional student clubs were 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.

Low Enrollment Programs (Student Development and Academic Affairs)	March 12, 2000	Increase fall and spring enrollment in programs experiencing a decline in enrollment.	1) The college applied for a NCCCS Student Grant. 2) Established Top 10 Scholarship Program for high demand areas of employment. 3) Marketed the program in Wayne County.	Initially only six students have taken advantage of the program. Three graduated, and three more are scheduled to graduate in 2005. The program was re-instituted in Fall 2004 and is being monitored by Student Development. This is a work in progress project.
Tabloid (Student Development)	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 schedule of courses 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 three 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 (Student Development)	September 4, 2003 December 9, 2004	Improve the WCC Marketing Plan.	1) The Marketing Plan schedule was updated. 2) The WCC website was remodeled. 3) A marketing cd and video were developed and distributed. 4) A new WCC logo and motto were developed.	Feedback from the CIP Committee indicated students, employees, community members, and other educational institutions were very 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.
Recruiting Plan (Student Development)	September 26, 2003	Improve the Recruiting Plan by examining, evaluating, and assessing WCC's current recruiting process to focus on what we are doing and what we should do to increase student enrollment.	1) New phone system was installed to remind registered students to pay their tuition before the deadline. 2) Additional financial aid workshops are being done out in the community. 3) An annual recruiting plan is being developed. 4) The Top 10 Program was re-instituted.	1) The Phone Master automated phone system was used during Fall 2004 and Spring 2005 registration. The phone system has had 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) Another financial aid counselor was hired to accommodate the increase in financial aid applications. 3) The Top 10 Program enrolled 12 students in Fall 2004, with 7 reenrolled in Spring 2005. This is a work in progress project.

Source: Continuous Improvement Projects (CIP) 1996-2004

VII. Departmental Objectives

Annual planning objectives are on file in the Strategic Plan.

VIII. Analysis of Current Status and Future Opportunities

1. Trends

Increase in student enrollment will continue to place a burden on an already over tasked department.

2. Strengths

The Datatel system is providing the necessary student data collection for admissions, registration, counseling, and financial aid processes. The division personnel are dedicated, hardworking, and loyal focused on exceptional customer service outcomes for students and faculty.

3. Weaknesses

Inadequate office space to accommodate the increase in student enrollments.

Academic Services Services Review 2003-2004

I. Mission Statement

Academic Skills Center

The mission of the Academic Skills Center is to provide academic assistance to college students, prospective college students, and the general public. The Center offers one-on-one instruction, small group instruction, and computer-assisted instruction. Professional educators are available to assist students in reading, English, mathematics, and the sciences. The Center also offers a peer-tutoring program. The peer-tutoring service gives students the opportunity to be tutored by other students who have been successful in their classes. The staff in the Center and the instructors of the college courses work together to coordinate and provide supplementary materials which facilitate learning and provide students with the maximum opportunity to succeed.

Library

The purpose of the Library is to support the basic mission of the College. To achieve this purpose, the library acquires, organizes, and circulates a collection of print and non-print materials; provides instruction in basic library skills including searching the automated catalog, the Internet and other electronic resources; and assists patrons in identifying and locating materials in many formats.

Cooperative Education and Job Referral

The mission of the Cooperative Education and Job Referral Office is to assist students in developing, evaluating and effectively initiating and implementing career plans, and to assist employers in finding qualified candidates and in arranging training programs for their employees.

Writing Center

The purpose of the Writing Center is to offer individual assistance in the writing process to curriculum students of all programs. The Writing Center works individually with students on a first-come, first-serve basis or by appointment. The Center attempts to help students improve their critical thinking and writing skills.

II. Staffing

Department	Full-Time	Part-Time
Academic Skills Center	3	1
Cooperative Education	3	0
Library	4	1
Writing Center	2	0

III. Facilities

The Academic Skills Center, Library, and Writing Center is located on the 3rd and 4th Floors of the Wayne Learning Center Building. The Cooperative Education / Job Referral Office is located on the 1st Floor of the Dogwood Building. The facilities are adequate to support student learning.

IV. Student Evaluation

Graduate Survey – Student Satisfaction

Survey Question	#	% (Satisfied/Very Satisfied)
Learning Center Resources (Library)	379	97%
Academic Skills Center services	373	91%
Writing Center services	368	84%
Cooperative Education and Job Placement services	345	65%

Source: 2003-2004 Graduate Survey

Non-Completer Survey – Student Satisfaction

Survey Question	#	% (Satisfied/Very Satisfied)
Overall quality of the college	153	96%

Source: 2003-2004 Non-Completer (Exit) Survey

Evening Student Services Survey

Survey Question	#	% (Satisfied/Very Satisfied)
<u>Library</u>		
I use the library on a regular basis	158	41% (Yes)
Adequate assistance is given to my requests	137	91% (Yes)
Personnel are helpful, friendly and professional	136	93% (Yes)
Hours of operation are adequate to meet my needs	141	90% (Yes)
Off-campus access is adequate to meet my needs	130	77% (Yes)

Source: Fall 2002 Student Services Survey

V. Faculty and Staff Evaluation

WCC Services Survey

Survey Question	#	2002-2003	1999-2000
<u>Academic Skills Center</u>			
My students received satisfactory instruction in the Academic Skills Center	81	98%	98%
ASC Staff provided adequate monitoring and security for instructor's tests.	80	96%	100%
Study areas are satisfactory (quiet, comfortable, well-lighted, etc.)	87	91%	96%
<u>Library Services</u>			
Library staff members are helpful in providing assistance in researching, locating, reviewing, selecting, ordering, and cataloging materials	122	100%	98%
Library staff members are helpful in providing instruction for using the automated catalog, electronic indexes, the Internet, NC Live, and other electronic resources	110	99%	99%
Library staff members are courteous and responsive	123	99%	99%

to my requests			
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Source: 2002 WCC Services Review Survey

VI. Departmental Objectives

Annual planning objectives are on file in the Strategic Plan.

VII. Analysis of Current Status and Future Opportunities

1. Trends

Continue to be large portion of students requiring assistance in the Writing Center and Library. Cooperative Education will continue to experience growth in finding employers willing to partner with the college.

2. Strengths

Dedicated, hardworking, and loyal staff focused on exceptional customer service outcomes and committed to student success.

3. Weaknesses

Inadequate funding as a result in the downturn of the economy over the past three years.