

Wayne Community College
Curriculum Committee Meeting
May 5, 2003 2:30 p.m.

Minutes

The Curriculum Committee met on May 5, 2003 at 2:30 p.m. in WLC 137.

Present for this meeting were: Dr. Kay Albertson, Dr. Cindy Archie, Ralph Benedetto, Faye Best, Ray Burrell, Paul Compton, Dot Elledge, Yvonne Goodman, Sherry Granberry, Martha Herndon, Hal Kilpatrick, Anne Millington, Ron Prince, Yvonne Robbins, Susan Sasser, and Dr. Ron Taylor. Leasa Holmes recorded the minutes.

The meeting was called to order by Dr. Albertson.

The minutes from the March 24, 2003 meeting were accepted as presented.

Dr. Albertson indicated that this meeting is the last Curriculum Committee meeting for the 2002-2003 academic year.

Ray Burrell presented the new concentration to the Business Administration degree program, Operations Management. The purpose of the addition is to provide managers, supervisors, and employees with the education, training, and skills needed to function effectively and efficiently in today's workforce environment. The program of study, degree plan, and curriculum standard was discussed and is attached. After discussion, Mr. Burrell requested approval for this program of study be forwarded to the Curriculum Committee of the Board of Trustees and then to the full Board at the May 27, 2003 Board meeting for action. There is a June 15, 2003 deadline to get this package to the system's office for approval. The projected effective date of implementation of the Business Administration /Operations Management Program (A2512G) is Fall 2003.

A motion was made by Ralph Benedetto and seconded by Paul Compton to accept the new concentration to the Business Administration degree program, Operations Management, (A2512G) as presented. All were in favor. The motion carried.

Sherry Granberry gave an update of the Articulation Agreement for Early Childhood between Wayne Community College and North Carolina Central University. Once WCC Early Childhood courses are completed, AAS graduates would move to their junior year at the university level.

Without further discussion, the meeting adjourned at 3:00 p.m.

Respectfully submitted,

Dr. Kay Albertson,
Curriculum Committee

Leasa Holmes,
Recording Secretary

MINUTES

THE TRUSTEES OF WAYNE COMMUNITY COLLEGE

TUESDAY, MAY 27, 2003

A. Opening Prayer

Chairperson Rouse presided and called the meeting to order. Roy White opened with a prayer.

B. Pledge of Allegiance

Bill Thompson led the group with the Pledge of Allegiance.

C. Conflict of Interest Statement

The meeting was opened by Chairperson Rouse with the following statement: "All members of this board are reminded of their duty to avoid conflicts of interest and appearances of conflict. Are there any known conflicts of interest or appearances of conflict of interest with respect to any matters that appear on today's agenda?" There were no conflicts of interest or appearances of conflict of interest by the Trustees.

D. Roll Call

The following Trustees were in attendance:

Ray Rouse, Chairperson	Bobby Rex Kornegay
Tommy Jarrett	Randy McCullen
Tim Haithcock	Tommy Cox
Bea Lamb	Keith Stewart
Gwyn Wilson	Cleve Paul
Al King	

The following staff members were in attendance:

Dr. Edward H. Wilson, Jr.	Ken Ritt
Jack Kannan	Bill Thompson
Yvonne Goodman	Tara Humphries
Robin Smith	Alice Wadsworth
Roy White	Dan Krautheim
Kay Albertson	

The following people were also in attendance for a portion of the meeting:

Phyllis Moore, Goldsboro News Argus

Ms. Shelia Hamilton & her husband

Mr. & Mrs. Malcolm Shearin

Ms. Lisa Cordell

Mr. Gaston Dell'Oca

E. Presentation of Resolutions

Resolutions for retirement were presented to the following employees:

Shelia Hamilton, a retired Dental Secretary and Malcolm Shearin, retired Director of Media.

Dr. Wilson then recognized Ms. Lisa Cordell a 2003 WCC Nursing Graduate. Ms. Cordell recently received the New Century Scholarship for North Carolina at the AACC Annual Meeting.

F. Consideration and Disposition of Minutes

Upon a motion by Tommy Jarrett and seconded by Tim Haithcock of the March 25, 2003 Board of Trustees meeting were approved as submitted.

G. Special Presentation - Gaston Dell'Oca

Mr. Gaston Dell'Oca presented an informative report on the Adult Education Program Study of the Basic Skills Program at WCC.

H. Report of Executive Committee

Mr. Rouse reported that the Executive Committee met on May 20, 2003 to review the agenda for this board meeting. There was no further report from that meeting. Mr. Rouse requested that Tim Haithcock and Bobby Rex Kornegay serve on the nominating committee for presenting the 2003-2004 slate of officers at the July Board Meeting.

I. Report of Curriculum Committee - Keith Stewart

Keith Stewart reported on behalf of the curriculum committee. Mr. Stewart presented the attached Curriculum Program Terminations and the attached Curriculum Program Application.*

Upon a motion by Keith Stewart and seconded by Al King, the Terminations and Program Application were approved as submitted. *Application was for Business Administration-Operations Management curriculum

J. Report of the Building Committee - Cleve Paul

Mr. Cleve Paul presented the attached Facilities Update. Mr. Paul reported to the board that the Building Committee met on May 13, 2003. Mr. Paul brought the following items to the board

for approval as a result of the May 13 Building Committee meeting:

1) Naming of the buildings: The Childcare Center will be named Oak, the Continuing Education Building will be named Walnut and the Building 1 (multi-purpose building) will be named Spruce). Upon a motion by Bobby Rex Kornegay and seconded by Gwyn Wilson these building names were approved as submitted.

2) Upon a motion by Tim Haithcock and seconded by Randy McCullen the board unanimously approved authorization of the college to advertise for architectural services for the renovation of the Wayne Learning Center (WLC), Dogwood and Pine Buildings.

3) Upon a motion by Tommy Cox and seconded by Keith Stewart, the Board of Trustees unanimously approved the authorization of the Board Chairperson to sign construction change orders upon recommendation of the Building Committee. The Building Committee will report on approved change orders at the next board meeting. Change Orders exceeding available contingency will require full board approval.

Upon a motion by Bobby Rex Kornegay and seconded by Randy McCullen the attached Change Orders were approved as submitted.

K. Report of the Finance Committee

Gwyn Wilson reported on behalf of the Finance Committee. Ms. Wilson presented the attached Summary of Financial Reports which included the County and State Expenditures, Institutional Funds with Individual Balances and Changes and Transfers through April 30, 2003 and a summary of Expenditures from Discretionary Funds. Upon a motion by Gwyn Wilson and seconded by Tim Haithcock, the Summary of Expenditures from Discretionary Funds (Attachment No. 5 of the Financial Report) in the amount of \$1,030.26 was unanimously approved as submitted.

Ms. Wilson also reviewed the Update of Activities and Events of the Foundation of Wayne Community College.

L. Trustee Comments and Concerns - Bobby Rex Kornegay questioned Dr. Wilson regarding the problem previous problems with mowing on campus and Dr. Wilson informed him that those problems were resolved when the college was able to purchase a new tractor.

Cleve Paul questioned the possibility of WCC supporting the Biotechnology Programs Initiatives of the State. Dr. Wilson responded that planning was in process to prepare WCC for training employees for these companies.

M. Report of the President on Special Items

Dr. Wilson began his report by reviewing the attached Personnel Report indicating five new employees, three resignations and thirteen new position vacancies.

Dr. Wilson presented the attached Enrollment Summary for Curriculum. This report indicated an overall increase in headcount.

Dr. Wilson then presented the attached letter regarding our recent Financial Audit. This audit

showed no instances of noncompliance and no weaknesses in internal control considered reportable under professional standards for audits. He complimented Ms. Wadsworth and her staff.

Dr. Wilson presented the attached contract between Wayne Community College and Mitchell's Academy. Upon a motion by Gwyn Wilson and seconded by Tommy Cox, the contract was approved as submitted.

Dr. Wilson presented the attached letter from the Department of Veterans Affairs from the recent May 8, 2003 VA audit. No discrepancies were found in these records. Dr. Wilson complimented Ms. Goodman and her staff.

Dr. Wilson then presented the attached Cooperative Program Agreement with Wayne Community College and the Wayne County Public Schools. Upon a motion by Tommy Jarrett and seconded by Cleve Paul, this Cooperative Program Agreement was approved as submitted.

Dr. Wilson presented the Tech Prep Agreement. This is an Agreement reviewed and presented annually to the board. Upon a motion by Randy McCullen and seconded by Keith Stewart, the Tech Prep Agreement was approved as submitted.

Dr. Wilson presented the attached Tech Prep Articulated Credit Agreements between WCC and Brunswick County Schools, Currituck County Schools and Wayne County Schools for the Automotive Technology Programs. Upon a motion by Tim Haithcock and seconded by Randy McCullen the Agreements were approved as submitted.

Dr. Wilson then reminded the Board that there was a copy of the Renaissance 2003 and Campus Voice available on the table if anyone would like one. Dr. Wilson also informed the Board that the By-Laws and Policies Manual was complete and everyone had a copy to take with them. Dr. Wilson reminded the Board of the upcoming National Association of Community College Trustees Meeting to be held September 17-21, 2003. Anyone interested in attending should contact Dr. Wilson, Joy or Robin as soon as possible.

Dr. Wilson also announced the Dental Hygiene graduates received a 100% passing rate on the National Board Exams.

N. Closed Session - Accordance with G.S. 143-318-11(6)

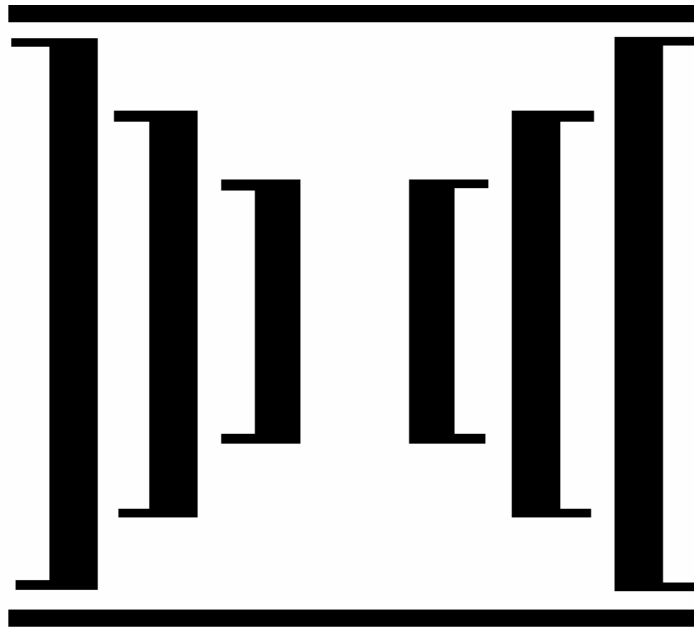
Upon a motion by Keith Stewart and seconded by Tim Haithcock it was unanimous to meet in closed session for the purpose of considering the qualifications, competence, performance, character, fitness, conditions of appointment of public officer or employee.

The meeting returned to open session and there was no further business, the meeting adjourned at 7:30 p.m.

RAY N. ROUSE, III
CHAIRPERSON

EDWARD H. WILSON, JR.
SECRETARY

North Carolina Community College System



CURRICULUM PROGRAM APPLICATION PROCEDURES

(includes Procedures for Concentration Program Applications)

(Associate in Applied Science, Diploma, and Certificate)

Approved by the State Board of Community Colleges

July 18, 2003

North Carolina Community College System

CURRICULUM PROGRAM APPLICATION PROCEDURES
(includes Procedures for Concentration Program Applications)

(Associate in Applied Science, Diploma, and Certificate)

Approved by the State Board of Community Colleges
July 18, 2003

The State Board of Community Colleges is authorized in 23 2E.0200 of the *North Carolina Administrative Code* (NCAC) to approve programs consistent with the System's mission and to outline procedures for colleges to follow when applying for program approval.

The mission of the North Carolina Community College System, as stated in 23 2B.0100 of the NCAC, is to provide adults in North Carolina with learning opportunities consistent with identified student and community needs. Colleges in the System plan, develop, and implement curriculum programs consistent with their local mission to provide learning experiences for adults and ultimately enhance the workforce of North Carolina.

Colleges seeking curriculum program approval should submit an application using the attached procedures. ***All items must be completed and documented as indicated before the program can be considered for approval by the State Board.*** Colleges are encouraged to contact the appropriate program coordinator at the System Office in the completion of this application.

Program applications may be submitted at any time. Completed applications received by the first working day of the month will be processed within 90 days. The approval process for applications which are received after the first working day of the month, are incomplete, or require further analysis may exceed this 90-day schedule. Since the State Board normally does not meet in August or December, application processing schedules which include these months may also exceed 90 days.

Three copies of the application with original signatures on each copy should be submitted to:

Vice President for Academic and Student Services
North Carolina Community Colleges System Office
5016 Mail Service Center
Raleigh, North Carolina 27699-5016

North Carolina Community College System

CURRICULUM PROGRAM APPLICATION

Each credential granting college must complete this application

College: Wayne Community College Date: February 28, 2003

Program Code A2512G (Not applicable for programs new to the System)

Program Title: Business Administration

Concentration Title: Operations Management (If applicable)

Credential (Indicate the highest credential to be awarded) XX AAS Diploma Certificate

Proposed Semester and Year of Implementation: Fall 2003

Contact Person for the Application: Ray Burrell

Phone (919) 735-5152 Extension 342 E-mail: rayb@waynecc.edu

Institutional Certification

This curriculum program will enhance the workforce of North Carolina, will provide educational and training opportunities consistent with the mission of the college, and will not duplicate the opportunities currently offered.

Wayne Community College

(Community College Name)

has assessed the need for this program and the resources required to maintain a viable program and certifies that the college can operate this program efficiently and effectively within the resources available to the college.

*Signed copies on file in President's Office

Signature, President Date

Signature, Board of Trustees Chair Date

Is this a collaborative program application? Yes No For collaborative programs, please submit the attached Collaborative Agreement Plan Signature Page (see Attachment 1).

NCCCS Office Use Only

Date Received Date Logged in

Date to Coordinator Coordinator

CURRICULUM PROGRAM APPLICATION PROCEDURES

(includes Procedures for Concentration Program Applications)

All items must be completed and documented as indicated before the program can be considered for approval by the State Board.

I. Program Planning (Required for Concentration Program Applications)

- A. Identify the planning area for the proposed program.

The planning area for the proposed program is Wayne County

- B. Discuss the purpose of the proposed program and how it relates to the mission, workforce training, and Institutional Effectiveness Plan of the applying college(s).

The purpose of this program is to provide managers, supervisors, and employees with the education, training, and skills needed to function effectively and efficiently in today's workforce environment. This program will allow individuals and organizations to facilitate organizational change, promote teamwork and visionary leadership, and to use continuous process improvement and problem-solving skills to improve a company's product delivery and customer satisfaction. In today's competitive business environment, companies need a well-educated and trained workforce in order to maintain their competitive advantage in the global economy.

Referring to the Mission Statement and Wayne Community College Goals, this program will:

- **Achieve purposes (a), (c), and (e) by providing students with marketable skills in Operations Management and by meeting the needs of local business and industry for qualified personnel in services, manufacturing, and industrial operations.**
- **Achieve goal (2) to provide accessible education programs allowing for excellence in learning.**

Mission Statement

Wayne Community College is a student-centered, public, two-year college with an open-door admissions policy. The college serves individuals, business and industry, and other organizations with quality, economical, and convenient learning opportunities.

In order to fulfill our mission most effectively, the college strives to:

- a. Develop both personal and marketable skills in all students.
- b. Develop basic learning skills in all students.
- c. Enable students to continue their education at other institutions.
- d. Increase the global and cultural awareness of students and community.
- e. Provide for the training needs of local business and industry.
- f. Enhance the quality of life in the community.

WAYNE COMMUNITY COLLEGE GOALS

1. **STUDENTS** - Enhance student success through college-wide programs and services.
2. **EDUCATIONAL PROGRAMS** - Provide opportunities for excellence in learning through accessible, high-quality educational experiences.
3. **FACULTY AND STAFF** - Enhance the performance of faculty and staff through opportunities and incentives.
4. **ADMINISTRATION AND FINANCE** - Improve productivity and responsible use of all available resources through a comprehensive planning and management system.
5. **FACILITIES** - Provide an attractive, flexible, and accessible educational facility that enhances the quality of life in the community.
6. **INSTITUTIONAL DEVELOPMENT** - Enhance the effectiveness of the college through appropriate planning, research, marketing, and resource development.
7. **COMMUNITY** - Strengthen the partnership between the college and the community through programs and services.
8. **TECHNOLOGY** - Integrate technology in all aspects of the college's operations.
9. **DIVERSITY** - Encourage an appreciation and understanding of diversity by providing programs and services that respond to the diversity within the college and community.

The enclosed surveys show:

- **There is a demand from employers for employees with training in this area.**
 - **The Business and Computer Technologies/Agricultural and Natural Resources Division surveyed 258 students that are currently pursuing a degree either in Business Administration, Marketing and Retailing, Office Systems Technology, Information Systems Technology and support concentration courses at Wayne Community College. Approximately 40 percent of the students surveyed indicated that this degree would meet their demands for careers in services, operations, production, manufacturing, quality, and industrial management.**
 - **The survey data indicated that there are approximately 18 jobs available in the Wayne County area. The survey data validates the demand of employers for employees that have received training in quality management, problem-solving skills, operations management, industrial management, environmental health and safety, and teamwork.**

- C. Notify all community college presidents and the System Office Vice President for Academic and Student Services that the college intends to apply for the proposed program. In the notification, please indicate the intended area to be served by the program, as well as the anticipated starting semester. Allow a two-week response time for those colleges interested in participating in the planning process for this program. Attach a copy of the notification documentation. **Attachment 2** is an example of the notification format that should be used.

The following notice was sent by electronic mail to all presidents in the community college system on December 12, 2002.

Wayne Community College intends to initiate a planning process for Business Administration, Operations Management Concentration (A2512G). The planning process is expected to be completed by March 15, 2003, with program implementation in Fall 2003. The anticipated area to be served by this program is Wayne County. Any college interested in participating in the feasibility study and the planning process should respond to Ray Burrell, rayb@waynecc.edu by December 31, 2002. Invitations to a planning meeting will be sent to all responding colleges.

A separate notification is required for each program application.

Note: This notification of the intent to apply for the proposed program does not imply or give proprietary right to any college to offer the proposed program.

- D. Invite representatives of all colleges expressing an interest to a planning meeting. List the colleges involved and document the outcome of the meeting.

Sampson and Randolph Community Colleges were the only two colleges that expressed an interest in the feasibility study and planning process. The College used their Interactive Television (ITV) site to conduct the feasibility study and planning meeting between Wayne, Sampson, and Randolph Community Colleges. Copies of the college's proposed Operations Management program of study were e-mailed to the Sampson and Randolph Community Colleges' representatives. During the ITV meeting, representatives exchanged their views about the proposed Operations Management curriculum and program of study. The ITV meeting was held on February 6, 2003. Sampson and Randolph representatives indicated that their application process would be independent of Wayne Community College application process.

- E. For the purposes of this program, complete the table below to indicate the **reasonable commuting distance** for your community. Justify your response.

Note: *Reasonable commuting distance* is defined as the number of miles and the amount of time that a majority of students would consider feasible to travel to receive training in the proposed program. This distance and time are determined by individual colleges for each proposed program.

Reasonable Commuting Distance for <u>Operations Management</u> <i>(program title)</i>		
Location of Program	Est. Mileage	Est. Travel Time
Wayne Community College-main campus Goldsboro, North Carolina 27533-8002	30 miles	45 minutes

The distance and time would be sufficient from any location in Wayne County. Source of students in the Operations Management concentration and other support concentration programs at Wayne Community College are from Wayne County and a few surrounding counties.

<i>Post Office</i>	<i>Count</i>
Anson	1
Bladen	1
Cabarrus	1
Caldwell	2
Catawba	2
Cumberland	7
Davidson	1
Duplin	14
Durham	1
Edgecombe	2
Greene	11
Hoke	1
Iredell	1
Johnston	3
Lenoir	8
Mecklenburg	4
Moore	1
Nash	1
New Hanover	1
Pitt	1
Robeson	1
Rockingham	1
Rutherford	1
Sampson	2
Wake	1
Wayne	399
Wilson	2
TOTAL	471

- **Student enrollment statistics for Business Administration, Marketing and Retailing, Accounting, Information Systems, and Office Systems Technology were compiled to determine the travel distance and time of potential students seeking to enroll in the Operations Management concentration. The enrollment statistics indicated that 399 of 471 students (84.17%) are from Wayne County addresses. Forty-one of the remaining 72 students are from counties within 10 miles of the Wayne County line. Because of the distance education opportunities that are available within the community college system today, students across the state will be able to register, take, and complete the Operations Management concentration program online.**

F. Complete an Employment Availability Survey to determine the job opportunities available for graduates of the first two classes from this program. Indicate in the table below the tabulated results of the survey. Indicate in the table below the entry-level salary range for graduates that complete this program.

Tabulated Results of Employment Availability Survey (Includes part-time and full-time)				
	Currently Available	1st Graduating Class	2nd Graduating Class	Entry-Level Salary
Within Planning Area	18	18	17	\$20,000 to \$60,000
Within Service Area	18	18	17	\$20,000 to \$60,000

1. Attach a copy of the Employment Availability Survey that was used.

See attachment 7—Employment Availability Survey

2. Consolidate the results of the survey and attach a page using the format as indicated below. List the company name, contact person, address, phone number, and the number of current and projected job openings for each of the companies that completed the Employment Availability Survey.

See attachment 8—Employment Availability Survey Results

3. Attach other sources of data that were used to support the employment openings identified in the table.

- G. Attach a list of program planning/advisory committee members or key industry representatives involved in the planning of this program. Indicate each member's title, place of employment, address, phone number, and, if applicable, credentials (RN, CPA, PE, RLS, etc.). **Document the role of the committee in the development of this program application.**

An overview of the proposed Operations Management degree program was presented to the Wayne County Human Resources Association on November 19, 2002. A follow up e-mail was sent to each Human Resource director, manager, and other business leaders along with the proposed program of study/curriculum plan for their review, input, and feedback. As a result of the feedback, the program of study was changed to reflect specific business needs in Wayne County. Courses that provided company employees with more leadership, management, and supervisory skills in the workplace were integrated into the program of study.

Refer to Attachment 6 for a list of the advisory committee members and minutes of the advisory committee meeting. This meeting was called specifically to review and discuss the proposed Business Administration degree with a concentration in Operations Management and course competency statements and to validate the Employment Availability Survey results.

II. Impact of the Proposed Program on Other Programs in the System
(Required for Concentration Program Applications)

- A. List the community colleges (*including off-campus centers and multi-campus sites*) which offer the same or similar training programs and which are located ***within a reasonable commuting distance***. Attach documentation of planning efforts with these colleges.

Same or Similar Programs Offered Within a Reasonable Commuting Distance	
College Name	Location
Johnston Community College	Smithfield, North Carolina
Fayetteville Community College	Fayetteville, North Carolina

All of the adjacent colleges were contacted. None expressed an interest in joint planning efforts.

- B. Describe the applying college's perceived impact of implementing the proposed program on **all same or similar programs already being offered in the System** (even if the colleges are outside of the reasonable commuting distance). If applicable, specifically address the potential impact on learning experiences (such as clinical) required at sites that must be shared by colleges throughout the System.

We believe that the proposed program will have minimal impact on similar programs in the North Carolina Community College System. Most of the students coming for an Operations Management concentration degree at Wayne Community College are from the Wayne County area. The demands for Operations Management related jobs are widespread. Individual colleges should be able to support this degree in their own counties.

- C. Using the *Impact Assessment Survey Format (Attachment 3)*, survey all colleges identified in IIA and IIB. Attach a copy of the signed Impact Assessment Survey from each responding college. Include any additional pages that contain assessment information or comments from the responding college.

See Attachment 3 for a copy of the signed Impact Assessment Survey from Fayetteville and Johnston Community Colleges. Fayetteville and Johnston Community Colleges are the only two colleges that are in a reasonable commuting distance that are offering the same or similar program.

- D. If the applying college receives any negative responses (original notification or Impact Assessment Survey) include further justification for implementing the proposed program. Attach documentation describing how the issue has been resolved.

No negative responses were received.

III. Feasibility Plan (Not Required for Concentration Program Applications)

Document sources for responses to items in this section. (Examples - business and industry surveys, newspaper surveys, high school aspiration surveys, minutes of meeting with college personnel, etc.).

- A. Document the number of **potential students** (both full-time and part-time) in the proposed program obtained through a feasibility study. Describe how the survey was distributed and collected (by mail, in high school or college class, distributed by employer). Report the results of the survey respondents who indicated an interest in the new program in the table below. Attach a copy of the sample surveys with tabulated results. **All surveys should be program specific.**

Not Applicable:

Name of Group	Number Surveyed	Number of Positive Responses	
		Full-time	Part-time

- B.** Based on the information obtained in IIIA, project the full-time and part-time enrollment and enter the projected enrollment for two classes in the table below. (Due to classroom and laboratory restrictions, the numbers in the tables in IIIA and IIIB will not typically be the same.) Describe any restrictions on the enrollment for this program (faculty/student ratio, limited laboratory space, clinical positions, etc.).

	Program Enrollment Capacity	
	1st Class	2nd Class
Full-time		
Part-time		

- C.** Describe the availability of appropriate facilities to house the proposed program, including off-campus (*i.e., industry*) facilities. Document that these are available.

- D.** Attach a list of equipment required to support this program.

- E.** Describe specific requirements for the proposed program. Indicate if any of these items are not applicable.

1. **Admission requirements** (as related to the specific program): Not Applicable
2. **Accreditation/special approval requirements:** Not Applicable
3. **Clinical site requirements** (if applicable): None are required.
4. **Faculty requirements:** Not Applicable
5. **Library Resources:** Not Applicable
6. **Other (as related to the specific program):** No additional requirements.

- F.** Estimate the institutional costs associated with the proposed program and indicate the totals of both start-up and ongoing costs for equipment, maintenance, and instructional costs. This should include the costs for the instructor(s).

Estimated Costs	
Start-up <i>(include instructor costs)</i>	Not Applicable
Ongoing <i>(projected yearly costs)</i>	Not Applicable

- G. Given the estimated start-up costs and projected ongoing costs, describe the applying college's plan for obtaining the necessary funds to initiate and maintain a viable program over a three-year period. Indicate sources of revenue (State, Federal, special grant) equivalent to the summary of costs that will be used to support the proposed program.

Not Applicable

- H. Provide documentation if the program is justified by other data.

Not Applicable

IV. Implementation of Collaboration Plan

(Required for Concentration Program Applications)

- A. If the applying college intends to collaborate with one or more colleges to offer this program, describe in full the implementation plan. The plan must include operating guidelines for all participant colleges, the location(s) of the program, the method of guaranteeing entry of qualified students from participating colleges, and the designation of cost sharing (start-up and ongoing). If applicable, include a plan for sharing all outside agencies needed to provide students with the necessary work or clinical learning experiences. Document agreement with the collaboration plan by **original** signatures of Presidents and Board of Trustees Chair of participating colleges.

NOTE: A collaborative agreement must be approved by the North Carolina Community College System President prior to implementation.

No Collaboration Agreements are planned.

- B. Collaborative Agreements must include all items from 23 2E.0604 of the NCAC.
1. *Specify the curriculum program(s) to be shared.*
 2. *Define the plan for sharing the curriculum program(s), including who will earn the FTE and grant the award(s).*
 3. *Certify that appropriate and adequate resources are available at each participating college. Where feasible, the joint utilization of physical facilities, equipment, materials, and instructional faculty should be considered.*
 2. *Certify that the curriculum program(s) meets the standards of the appropriate accrediting agency.*
 3. *Be signed by the president and approved by the board of trustees of each participating college (see Attachment 1).*

Attachment 1 is not applicable

Note: If a collaborative agreement becomes inactive, a letter of termination must be submitted by the college president to the Vice President of Academic and Student Services at the System Office.

V. Curriculum Design (Required for Concentration Program Applications)

- A. **List the major job competencies used to design the curriculum.** Job competencies describe the performance skills required to perform the tasks or duties identified for the curriculum. If the curriculum is either a multi-level or multi-credential program, list the job competencies for each level. Describe the process used to identify the job competencies (DACUM, advisory committee, etc.).

The Operations Management advisory committee reached consensus on the competencies listed below. Available courses in the Common Course Library were selected for the job skills needed for a graduate with an Operations Management degree in the Wayne County area.

Graduates of the Operations Management concentration in the Business Administration program will have the traditional competencies of a Business Administration graduate and will also have an additional skill set associated with an Operations Management degree. The graduate will be able to:

- **Apply quality control tools and techniques for measuring and monitoring critical processes**
- **Understand the components of strategic planning for organizational effectiveness—organization decision making, vision, goals, and performance management**
- **Demonstrate interpersonal, human relations, leadership, and supervisory skills**
- **Perform effectively in a team environment**
- **Utilize workplace communications skills—verbal, nonverbal, and listening skills**
- **Adapt personally and organizationally to change in an organization**
- **Apply ethical standards and ethical leadership practices**
- **Demonstrate analytical and critical-thinking skills**
- **Understand the financial components of an organization**
- **Apply continuous improvement processes**
- **Apply the skills and tools for a safe and secure working environment**
- **Apply current workplace legal practices**
- **Use problem-solving and statistical process control techniques for measuring effectiveness of continuous improvement activities**
- **Demonstrate the impacts of globalization on an organization**
- **Interact with customers in a positive manner.**

- B. If this application is for a curriculum program that is on the **current list of program titles** approved by the State Board, please attach the following:

1. the currently approved Curriculum Standard;
2. the college's proposed Program of Study; and,
3. the college's proposed Curriculum Model.

The Program of Study (Attachment 4) and the Curriculum Model should be designed using the appropriate courses listed in the Common Course Library (CCL). Refer to Section 9 of the **Curriculum Procedures Reference Manual** for guidelines in completing a Program of Study. If the application contains courses new to the CCL, please submit a copy of Attachment 6 for each course. The Curriculum Model should

list all courses in the Program of Study sequenced by semester and include the course prefix, number, title, contact and credit hours.

Attachment 6—Request for New CCL Course Format is not applicable

See Attachment 4 for the Curriculum Standard, Program of Study, and Curriculum Model.

- C. If this application is for a curriculum program that is **new to the System**, please attach the following:

Not applicable

1. the proposed Curriculum Standard;
2. the proposed Program of Study;
3. course descriptions new to the CCL; and,
4. the proposed Curriculum Model.

Note: The creation of a new curriculum does not necessarily justify the creation of a new prefix and/or courses.

Curriculum Standard

The proposed Curriculum Standard should be developed following the format of Attachment 5 including:

Not applicable

- **Curriculum Description.** The curriculum description should briefly describe the training program, including statements concerning the purpose of the curriculum, subject areas or types of courses offered, and special features associated with the program.
- **Core Courses.** List all the courses that must be included in the core. Include course credit hours and the total number of credit hours for the core. ***A minimum of 12 semester credit hours is required in the core.***
- **Concentrations** (if applicable). List all courses required for the concentration under the proposed curriculum program. Identify those courses that are unique to the concentration and may not be offered except in the concentration. Include credit hours for the courses and total hours for the concentration. ***A minimum of 12 semester credit hours is required in the concentration. The majority of the credit hours must be unique to the concentration.***
- **Other Major Hours.** List all other major hours courses and/or prefixes used to complete the local Program of Study.

Program of Study

The proposed Program of Study should be designed using the appropriate courses listed in the CCL (see Attachment 4). Refer to Section 9 of the **Curriculum Procedures Reference Manual** for guidelines in completing a Program of Study.

See Attachment 4

New Course Descriptions

If the application contains courses new to the CCL, please submit a copy of Attachment 6 for each course.

Attachment 6 is not applicable—A request for a new CCL course format.

Curriculum Model

The Curriculum Model should list all courses in the Program of Study sequenced by semester and include the course prefix, number, title, contact and credit hours.

See Attachment 4

Program Planning Process Notification Format

(A separate notification is required for each program application.)

December 12, 2002

Wayne Community College intends to initiate a planning process for Business Administration, Operations Management Concentration (A2512G). The planning process is expected to be completed by March 15, 2003, with program implementation in Fall 2003. The anticipated area to be served by this program is Wayne County.

Any college interested in participating in the feasibility study and the planning process should respond to Ray Burrell, rayb@waynecc.edu by December 31, 2002.

Invitations to a planning meeting will be sent to all responding colleges.

See the attached e-mail that was sent to all community college presidents, 12/12/02 @ 4:24PM, by Dr. Dan Krautheim, Vice President for Academic Affairs and Student Services.

ATTACHMENT 2

MEMO

To: Dr. Dan Krautheim, Dr. Kay Albertson, Yvonne Robbins, Ron McCarthy, Waymon Martin, Patsy Burgess, Sue Miller

CC: Ray Burrell, John Stiles, Malcolm Shearin, Michelle Turnage

From: Norm Crumpacker

Date: February 24, 2005

Re: Operations Management Planning and Feasibility Meeting

An Operations Management feasibility study and planning meeting was held on February 6, 2003, with representatives from Sampson, Randolph, and Wayne Community Colleges. The meeting was conducted between Sampson and Wayne Community Colleges using Interactive Television (ITV). The representative from Randolph Community College attended the meeting at Wayne Community College.

Following the introductions, Ray Burrell stated the purpose of the meeting, which was to discuss short and long-range plans and the feasibility of implementing the Operations Management program concentration at Wayne Community College. The following individuals attended the meeting: Waymon Martin, Randolph Community College; Ron McCarthy, Sampson Community College; and Yvonne Robbins, Norm Crumpacker, John Stiles, and Ray Burrell from Wayne Community College. Additionally, an open invitation was explicitly made to Waymon Martin and Ron McCarthy to join WCC's application planning endeavor.

Once the Curriculum Program Application process is completed (needs assessment and curriculum design), the application will be reviewed and submitted through the appropriate organizational channels to the WCC Curriculum Committee. The application will be submitted to the WCC Curriculum Committee for review and approval on February 17, 2003. If the Curriculum Committee approves the new program, the college's President will submit the application to the Board of Trustees for their approval. If the Board of Trustees approves the application, it will be submitted to the State Board of Community Colleges for final approval.

The proposed Operations Management Program of Study was discussed. Specifically noted was:

- Attendees of the meeting discussed that the program of study and curriculum plan would be submitted as an AAS degree program;
- The number of hours needed to graduate has been reduced from 75 to 69 based on recommendations from the Assistant to the Director of Admission and Records;
- Principles of Accounting II was added to the core curriculum in order to provide students additional background into managerial accounting concepts;
- ISC 128: Industrial Leadership was added as a major elective based on the recommendations of the Curriculum Advisory Committee;
- The Curriculum Advisory Committee also recommended that ISC 131 should be offered on a regular basis;
- Making courses available online. Ray Burrell acknowledged that the scheduling of the program's specific course offerings (fall, spring, summer) would need to be updated prior to the final program proposal.

There were some reservations about the program's viability. The major concerns raised were:

1. There is a general public misperception that Operations Management is exclusively a manufacturing curriculum but there is an ever increasing movement to service industries
2. Staying within budgetary constraints
3. Marketing the program to elicit the necessary enrollment needed to perpetuate the program
4. Having qualified faculty to teach some of the proposed offerings (e.g. ISO 9000).
 - In response, Ray Burrell assured the panel that WCC currently has the personnel with the necessary qualifications to teach all proposed courses, which helped to calm one budgetary concern.
 - Ray Burrell also addressed the marketing of the program, which, in addition to informing the public of the new program, would serve to inform the public of the essence of Operations Management; that is, Operations Management is equally applicable to service industries. Essentially, in-person presentations, which are relatively inexpensive from a budgetary standpoint, would be the primary marketing approach employed.

Ray Burrell presented the results of the Feasibility Survey. Fifteen of 63 surveys (23.8%) sent to community businesses were returned and results compiled. Approximately one half of the survey responders volunteered to serve on the Operations Management Advisory Committee. The first Operations Management Advisory Committee meeting was held on Thursday, January 31, 2003.

Two hundred and fifty eight students completed the interest survey, the results of which was somewhat more encouraging as the student population expressed considerable interest in the Operations Management Degree program (39.9%) as well as Certificate program (35.4%).

Following round-table closing comments, Ray Burrell thanked those in attendance and adjourned the meeting.

Attachment 3

**Impact Assessment Survey
Format**

_____ intends to apply for approval to offer
Applying College *Program Title/Concentration Title/ Code*

The college has determined that _____ is within a reasonable
College with Same or Similar Program

commuting distance from the proposed program and/or is currently offering the same or similar

program entitled and coded as _____.

_____ has assessed the impact of the proposed program on same or similar programs in the
Applying College

community college system. Our college's assessment of the impact on your program is identified below:

Signature of President of Applying College *Date*

Please indicate your response to this assessment within two weeks of the date of this survey. (Failure to respond ~~within two weeks may be construed as concurrence with the impact assessment.~~)

____ Yes, I agree with the impact assessment.

____ No, I do not agree with the impact assessment.

____ Explanation (attach additional comments on other pages): _____

Signature of President of College with Same or Similar Program *Date*

Attachment 4
Program of Study

College Approved or Applying to Offer Program: Wayne Community College **Date:** February 24, 2005

Program Code: A2512G *(Not applicable for programs new to the System)*

Program Title: **Business Administration**

Concentration Title: **Operations Management**

(If applicable)

Credential *(Indicate the highest credential to be awarded)*

XX AAS _____ Diploma _____ Certificate

Proposed Semester and Year of Implementation: **Fall 2003**

Contact Person for Program of Study

Phone: (919) 735-5152 **Extension:** 342 **E-mail:** rayb@waynecc.edu

Curriculum Description

Operations Management is a concentration under the curriculum title of Business Administration. This curriculum is designed to educate individuals in the technical and managerial aspects of operations for manufacturing and service industries.

Emphasized are analytical reasoning, problem solving, and continuous improvement concepts required in today's dynamic business and industry environments. Concepts include quality, productivity, organizational effectiveness, financial analysis, and the management of human, physical, and information resources.

Graduates should qualify for leadership positions or enhance their professional skills in supervision, team leadership, operations planning, quality assurance, manufacturing and service management, logistics/distribution, health and safety, human resources management, and inventory/materials management.

Attachment 4 CURRICULUM STANDARD

Effective Term
Fall 1998
*[1998*03]*

Curriculum Program Title	Business Administration	Code	A2512G
Concentration	Operations Management		

Curriculum Description

Operations Management is a concentration under the curriculum title of Business Administration. This curriculum is designed to educate individuals in the technical and managerial aspects of operations for manufacturing and service industries.

Emphasized are analytical reasoning, problem solving, and continuous improvement concepts required in today's dynamic business and industry environments. Concepts include quality, productivity, organizational effectiveness, financial analysis, and the management of human, physical, and information resources.

Graduates should qualify for leadership positions or enhance their professional skills in supervision, team leadership, operations planning, quality assurance, manufacturing and service management, logistics/distribution, health and safety, human resources management, and inventory/materials management.

*Curriculum Requirements**

- I. General Education.** Degree programs must contain a minimum of 15 semester hours including at least one course from each of the following areas: humanities/fine arts, social/behavioral sciences, and natural sciences/mathematics. Degree programs must contain a minimum of 6 semester hours of communications. Diploma programs must contain a minimum of 6 semester hours of general education; 3 semester hours must be in communications. General education is optional in certificate programs.
- II. Major Hours.** AAS, diploma, and certificate programs must include courses which offer specific job knowledge and skills. Work experience, including cooperative education, practicums, and internships, may be included in a degree or diploma program up to a maximum of 8 semester hours and in a certificate program up to a maximum of 2 semester hours. *(see back of page for Major Hours requirements)*
- III. Other Required Hours.** A college may require other subjects or courses to complete graduation requirements. These requirements may include electives, orientation, study skills courses, or other graduation requirements.

	AAS	Diploma	Certificate
Minimum General Education Hours	15	6	0
Minimum Major Hours	49	30	12
Other Required Hours	0-7	0-4	0-1
Total Semester Hours Credit in Program	64-76	36-48	12-18

Attachment 4 Major Hours

- A. Core.** The subject/course core is comprised of subject areas and/or specific courses which are required for each curriculum program. A diploma program offered under an approved AAS program standard or a certificate which is the highest credential level awarded under an approved AAS program standard must include a minimum of 12 semester hours credit derived from the subject/course core of the AAS program.
- B. Concentration (if applicable).** A concentration of study must include a minimum of 12 semester hours credit from required subjects and/or courses. The majority of the course credit hours are unique to the concentration. The required subjects and/or courses that make up the concentration of study are in addition to the required subject/course core.
- C. Other Major Hours.** Other major hours must be selected from prefixes listed on the curriculum standard. A maximum of 9 semester hours credit may be selected from any prefix listed, with the exception of prefixes listed in the core or concentration. Work experience, including cooperative education, practicums, and internships, may be included in associate in applied science degree and diploma curriculum programs up to a maximum of 8 semester hours credit and in certificate programs up to a maximum of 2 semester hours credit.

Business Administration/Operations Management A2512G

	AAS	Diploma	Certificate
Minimum Major Hours Required	49 SHC	30 SHC	12 SHC
A. CORE <i>Courses required for the diploma are designated with *</i> Required Courses: * ACC 120 Principles of Accounting I 4 SHC * BUS 115 Business Law I 3 SHC * BUS 137 Principles of Management 3 SHC * MKT 120 Principles of Marketing 3 SHC Required Subject Area: *Economics. Select one: ECO 151 Survey of Economics 3 SHC ECO 251 Principles of Microeconomics 3 SHC ECO 252 Principles of Macroeconomics 3 SHC *Computer Applications. Select one: CIS 110 Introduction to Computers 3 SHC CIS 111 Basic PC Literacy 2 SHC OST 137 Office Software Applications 2 SHC	18-19 SHC	18-19 SHC	
B. CONCENTRATION <i>Courses unique to a concentration are designated with **</i> ** OMT 112 Materials Management 3 SHC ISC 121 Environmental Health and Safety 3 SHC ** ISC 210 Production and Operations Planning 3 SHC ** OMT 260 Issues in Operations Management 3 SHC Quality. Select one: ISC 130 Introduction to Quality Control 3 SHC ISC 131 Quality Management 3 SHC ISC 132 Manufacturing Quality 3 SHC ISC 221 Statistical Quality Control 3 SHC	15 SHC	15 SHC	
C. OTHER MAJOR HOURS <i>To be selected from the following prefixes:</i> ACC, AIB, BAF, BPR, BUS, CIS, COE, CSC, CSV, DFT, ECM, ECO, HRM,INT, ISC, LOG, MKT, OMT, OST, and PAD			

ATTACHMENT 4
Program of Study
Business Administration/Operations Management Concentration (A2512G)

Course Number/Title	Class Hours	Lab Hours	Clinic /Exp	Credits
I. GENERAL EDUCATION				
1. Required Courses				
ENG 111 Expository Writing	3	0	0	3
ENG 114 Professional Research and Reporting	3	0	0	3
MAT 115 Mathematical Mode	2	2	0	3
2. Required Subject Area				
Humanities/Fine Arts Elective	3	0	0	3
Social/Behavioral Science Elective	3	0	0	3
General Education SHC Sub-Total				<u>15</u>
II. CORE				
A. Core				
1. Required Courses				
ACC 120 Principles of Accounting I	3	2	0	4
BUS 115 Business Law I	3	0	0	3
BUS 137 Principles of Management	3	0	0	3
MKT 120 Principles of Marketing	3	0	0	3
2. Required Subject Area				
ECO 252 Principles of Macroeconomics	3	0	0	3
CIS 110 Introduction to Computers	2	1	0	3
Core SHC Sub-Total				<u>19</u>
B. Concentration				
1. Required Courses				
ISC 121 Environmental Health and Safety	3	0	0	3
ISC 210 Production and Operations Planning	3	0	0	3
ISC 221 Statistical Quality Control	3	0	0	3
OMT 112 Material Management	3	0	0	3
OMT 260 Issues in Operations Management	3	0	0	3
				<u>15</u>
2. Required Subject Area				
<i>Concentration SHC Sub-Total</i>				
C. Other Major Hours				
1. Required Courses				
ACC 121 Principles of Accounting II	3	2	0	4
BUS 135 Principles of Supervision	3	0	0	3
BUS 240 Business Ethics	3	0	0	3
OMT 110 Intro to Operations Management	3	0	0	3
Other Major Hours SHC Sub-Total				<u>13</u>
2. Required Subject Area				
Major Electives				
			3	<u>3</u>
COE 111 Co-op Work Experience I				
COE 112 Co-op Work Experience II				
COE 113 Co-op Work Experience III				
ISC 128 Industrial Leadership				
ISC 130 Introduction to Quality Control				
ISC 131 Quality Management				
ISC 132 Manufacturing Quality				
Other Major Hours SHC Sub-Total				<u>16</u>
<i>Major Hours SHC Sub-Total</i>				
				<u>65</u>
III. OTHER REQUIRED COURSES				
1. Required Courses				
ACA 111 College Student Success	1	0	0	1
Other Required Courses SHC Sub-Total				<u>1</u>
Total Semester Hours Credit in Program				
				<u>66</u>

ATTACHMENT 4
Business Administration—Operations Management
AAS Degree Program (A2512G)

	Contact Hours	Semester/ Credit Hours
FIRST SEMESTER		
ACA 111 College Student Success	1	1
BUS 135 Principles of Supervision	3	3
BUS 137 Principles of Management	3	3
CIS 110 Introduction to Computers	4	3
ENG 111 Expository Writing	3	3
OMT 110 Intro to Operations Management	3	3
		16
SECOND SEMESTER		
ACC 120 Principles of Accounting I	5	4
ENG 114 Professional Research and Reporting	3	3
MAT 115 Mathematical Model	4	3
OMT 112 Material Management	3	3
*Major Elective (Select one)	3	3
		16
THIRD SEMESTER		
ACC 121 Principles of Accounting II	5	4
ISC 121 Environmental Health & Safety	3	3
ISC 210 Production and Operational Planning	3	3
ISC 221 Statistical Quality Control	3	3
Social/Behavior Science Elective	3	3
		16
FOURTH SEMESTER		
BUS 115 Business Law I	3	3
BUS 240 Business Ethics	3	3
ECO 252 Principles of Macroeconomics	3	3
MKT 120 Principles of Marketing	3	3
OMT 260 Issues in Operations Management	3	3
Humanities/Fine Arts Elective	3	3
		18
Total Credit Hours		66

*Select Major Elective from the courses below:

- At least 3 semester hours of Major Elective must be completed.
- COE 111 and COE 112 must be completed in sequence in order to meet the Major Elective requirement.
- The Department Head for Business Administration and Accounting must approve Cooperative Education courses in advance as Major Elective

COE 111 Co-op Work Experience I	10	1
COE 112 Co-op Work Experience II	20	2
COE 113 Co-op Work Experience III	30	3
ISC 130 Introduction to Quality Control	3	3
ISC 131 Quality Management	3	3
ISC 128 Industrial Leadership	3	3
ISC 132 Manufacturing Quality	3	3

Attachment 5

Interest Survey for Proposed Business Administration Degree Program With a Concentration in Operations Management

Name: _____ Your name will be used only for tracking.

Please do not fill out this survey if you have already completed it in another class.

This survey is for informational purposes only. It does not obligate you to take the programs described, nor does it guarantee that Wayne Community College will offer the programs as described.

Please review the two attached program descriptions and check the appropriate columns for the following questions.

Circle your Major	Business Administration	Accounting	Marketing and Retailing	Office Systems Technology	Other	
Check under Yes, No, Unsure				Yes	No	Unsure
I would like to pursue the Business Administration/Concentration in Operations Management degree if offered.				60	112	86
I would like to pursue the Business Concentration/Concentration in Operations Management Certificate if offered.				48	120	78
Please offer any suggestions you may have for these proposed curricula in the space below. (Attach extra paper if desired)						

*** Thirteen students who responded to questions regarding the degree did not respond to certificate questions, and 1 student who responded to questions regarding certificate questions did not respond to degree questions.**

Business Administration/Concentration in Operations Management – Curriculum Description

The Business Administration/Operations Management curriculum is designed to educate individuals in the technical and managerial aspects of operations for manufacturing and service industries.

Emphasized are analytical reasoning, problem solving, and continuous improvement concepts required in today’s dynamic business and industry environments. Concepts include quality, productivity, organizational effectiveness, financial analysis, and the management of human, physical, and information resources.

Graduates should qualify for leadership positions or enhance their professional skills in supervision, team leadership, operations planning, quality assurance, manufacturing and service management, logistics/distribution, health and safety, human resources management, and inventory/materials management.

ATTACHMENT 6

OPERATIONS MANAGEMENT ADVISORY COMMITTEE

NAME	EMPLOYMENT	ADDRESS	PHONE #
Mr. Jim Oxenford	Textilease Corporation	P.O. Box 2087 Goldsboro, NC 27533	(919) 734-5341, Ext. 252
Ms. Nancy Grigsby	Waukesha Electric System	2701 U.S. Hwy 117 S. Goldsboro, NC 27530	(919) 734-8900
Mr. Rick Roberson	City of Goldsboro	P.O. Drawer A Goldsboro, NC 27530	(919) 580-4358
Mr. Joe McMichael	Turner Equipment Company	P.O. Box 1260 Goldsboro, NC 27533	(919) 734-2351
Mrs. LeeAnn R. Loreman	Anchor Coupling, Inc.	106 Industry Court, Goldsboro, NC 27530	(919) 739-8006
Mr. Vince Watson	Impulse NC, Inc.	P.O. Box 889 Mt Olive, NC 28365	(919) 658-2200
Ms. Christine Watson	Cooper Standard Automotive	308 Fedelon Trail Goldsboro, NC 27530	(919) 735-5395
Ms. Kim Bowers	Sonoco Products Company	P.O. Box 669 Mt Olive, NC 28365	(919) 658-6791

Attachment 6A

memo

Date: January 30, 2003
To: Operations Management Advisory Committee Members
Cc: Dr. Ed Wilson, Dr. Dan Krautheim, Dr. Kay Albertson, Yvonne Robbins
From: Norm Crumpacker
RE: Operations Management

A meeting of the Operations Management Advisory Committee was held on Thursday, January 30, 2003, at 3:30 p.m., in room WLC 131. The purpose of the Advisory Committee meeting was to review and discuss the curriculum program application, course competency statements, and to validate and solicit additional input for the need for a Business Administration degree program with an Operations Management concentration at Wayne Community College.

The following Advisory Committee members attended the meeting: Ms. Jerilyn J. Lee, Textilease; Ms. Kim Bowers, Sonoco; Ms. Leeann Loreman, Anchor Coupling, Inc.; Nancy Grigsby, Waukesha Electric Systems; and Ray Burrell, Norm Crumpacker, and John Stiles from Wayne Community College.

Following the welcome and the introductions, Ray Burrell provided an overview of the meeting agenda along with some background information. Ray Burrell further stipulated the responsibilities of the Advisory Committee:

- To assess the demand of an Operations Management degree program in area businesses and the community in general.
- To receive feedback, validation, and approval regarding the proposed program of study.
- To receive committee member's commitment to actively support the program and engage in recruitment.

After Ray Burrell reviewed the proposed program of study, he opened up the floor for discussion by the committee members. The following insights were offered:

- To add Managerial Accounting or Principles of Accounting II to the program of study.
- To add both Microeconomics and Macroeconomics to the program of study. However, because we do not want to exceed 75 semester hours for the degree program, it was suggested that we keep Principles of Macroeconomics in the program of study but encourage students to take Principles of Microeconomics as their Social/Behavior Science elective.
- It was recommended that more courses emphasizing leadership and supervision responsibilities and skills be included in the program. It was suggested that such courses be included as major electives.
- The Customer Satisfaction course should include both external and internal customers.

Ray Burrell expressed his appreciation for the feedback and acknowledged that he would take each point into consideration when he revises the program of study, course content, as appropriate, to meet state-mandated requirements.

Ray Burrell presented the results of the Feasibility Survey. Sixteen of 58 surveys (27.6%) sent to community businesses were returned and results compiled. He requested some feedback on how we could improve our rate of return on our Feasibility Surveys. It was recommended that the Wayne County Human Resource Association and EDC might be avenues by which the Operations Management program could be efficiently and effectively communicated to area businesses. Moreover, it was suggested that WCC might have an open invitation, have an ad hoc/member-at-large chair, or both on the Board of each of the aforementioned agencies. Ray Burrell stated that he would be following up on these marketing opportunities.

Ray Burrell agreed to consider modifications to the proposed program of study and to submit a copy of the revised program to each business member in attendance for further feedback. After closing remarks by each of the meeting attendees, the meeting was adjourned.

ATTACHMENT 8

Consolidated List of Employment Availability Survey Results				
Respondent Information	Number of Positions Available		Salary	
a. Textilease Corporation b. Mr. Jim Oxenford c. P.O. Box 2087 Goldsboro, NC 27533 d. (919)734-5341, Ext. 252	2	6	\$50,000	\$60,000
a. Waukesha Electric System b. Ms. Nancy Grigsby c. 2701 U.S. Hwy 117 South Goldsboro, NC 27530 d. (919) 734-8900	1	0	\$45,000	\$50,000
a. Impulse NC, Inc. b. Mr. Vince Watson c. P.O. Box 889 Mt. Olive, NC 28365 d. (919) 658-2200	1	1	\$37,500	Varies on position
a. City of Goldsboro b. Mr. Rick Roberson c. P.O. Drawer A Goldsboro, NC 27530 d. (919) 580-4358	4	0	Low \$40's	\$40's
a. Cooper Standard Automotive b. Ms. Christine Watson c. 308 Fedelon Trail Goldsboro, NC 27530 d. (919) 735-5395	4	0	Not Disclosed	Not Disclosed
a. Cooper Bussmann b. Mr. David Hunter c. 210 Dixie Trail Goldsboro, NC 27530 d. (919) 734-3900	1	2	Not Disclosed	Not Disclosed
a. Waste Industries b. Mr. Bil Hammond c. 330 Westbrook Road Goldsboro, NC 27530 d. (919) 736-7370, Ext. 24	0	1	\$35,000	\$41,000

ATTACHMENT 8
Consolidated List of
Employment Availability Survey Results

Respondent Information	Number of Positions Available		Salary	
a. Goldsboro Milling Company b. Mr. J. Marcus Lynch Jr. c. P.O. box 10009 Goldsboro, NC 27532 d. (919) 778-7889	2	4	\$28,000	Not Disclosed
a. Anchor Coupling, Inc. b. Mr. Ben Garza c. 106 Industry Court, Goldsboro, NC 27530 d. (919) 739-8006	1	2	\$30,000	\$36,000
a. Mt Olive Pickle Co., Inc. b. Mrs. Chris Martin c. P.O. Box 609 Mt. Olive, NC 28365 d. (919) 658-2535	0	0	Not Disclosed	Not Disclosed
a. Turner Equipment Company b. Mr. Joe McMichael c. P.O. Box 1260 Goldsboro, NC 27533 d. (919) 734-2351	0	0	\$20,000	\$30,000
a. Sonoco Products Company b. Ms. Kim Bowers c. P.O. Box 669 Mt. Olive, NC 28365 d. (919) 658-6791	1	0	\$50,000	\$60,000
a. Pittard Perry & Crone, Inc b. Ms. Elizabeth A. Geers c. 2805 North Park Dr. Goldsboro, NC 27534 d. (919) 751-8297	0	0	Not Disclosed	Not Disclosed
a. Barnes Foods b. Mr. Tony Lozano c. 701 South John Street Goldsboro, NC 27530 d. (919) 778-7889	0	0	Not Disclosed	Not Disclosed

Not Applicable--Attachment 5A

CURRICULUM DESCRIPTION WORKSHEET

Intent of the Curriculum utilizing terms such as:

This curriculum (is designed to..., prepares individuals..., provides..., etc.)

Up to three sentences with a maximum of 40 words for the paragraph.

Curriculum Content utilizing statements such as:

Course work includes..., Students will..., etc.

Up to three sentences with a maximum of 40 words for the paragraph.

Graduates should qualify for or accomplish (Include certifications, licensure examinations, employment opportunities, etc.)

Up to three sentences with a maximum of 40 words for the paragraph.

Not Applicable--Attachment 5B

CONCENTRATION DESCRIPTION WORKSHEET

_____ is a concentration under the curriculum title of _____.
(concentration title) (curriculum title)

Intent of the Curriculum utilizing terms such as:

This curriculum (is designed to..., prepares individuals..., provides..., etc.)

Up to three sentences with a maximum of 40 words for the paragraph.

Curriculum Content utilizing statements such as:

Course work includes..., Students will... , etc.

Up to three sentences with a maximum of 40 words for the paragraph.

Graduates should qualify for or accomplish (Include certifications, licensure examinations, employment opportunities, etc.)

Up to three sentences with a maximum of 40 words for the paragraph.

REQUEST FOR NEW CCL COURSE FORMAT
(page 1 of 2)

Name of College _____

Chief Academic Officer _____
Last Name First MI (print or type)

Chief Academic Officer _____
Signature Date

1. **Please justify the need for the addition of this course to the CCL. Describe the process and indicate the results of your collaboration, if any, with colleges approved to offer curriculums in which this course will be taught.**

Note: The creation of a new curriculum does not necessarily justify the creation of a new prefix and/or courses.

2. **New Course Information**

Proposed Three-Letter Prefix: _____ Proposed Three-Digit Number: _____

Course Title: _____
(25 characters maximum including spaces)

Hours: Classroom _____ Lab/Shop _____ Clinical _____ Work Experience: _____ Total Credit _____

Prerequisites: _____ Corequisites: _____

Course Description:

- a. **A sentence summary of the course using a maximum of 25 words** (*This course provides/introduces/covers/is designed to/includes:*)
- b. **A sentence listing the major components of the course using a maximum of 25 words** (*Topics include/Emphasis is placed on:*)
- c. **A sentence listing the competencies of the course using a maximum of 25 words** (*Upon completion, students should be able to:*)

REQUEST FOR NEW CCL COURSE FORMAT
(page 2 of 2)

d. Identify the curriculum(s) which this course is intended:

e. Check the appropriate box to indicate the area where this new course will be offered:

General Education

- Communications
- Mathematics and Natural Sciences
- Humanities/Fine Arts
- Social/Behavioral Sciences

Major Hours

- Core
- Other Major Hours

Other

Please specify

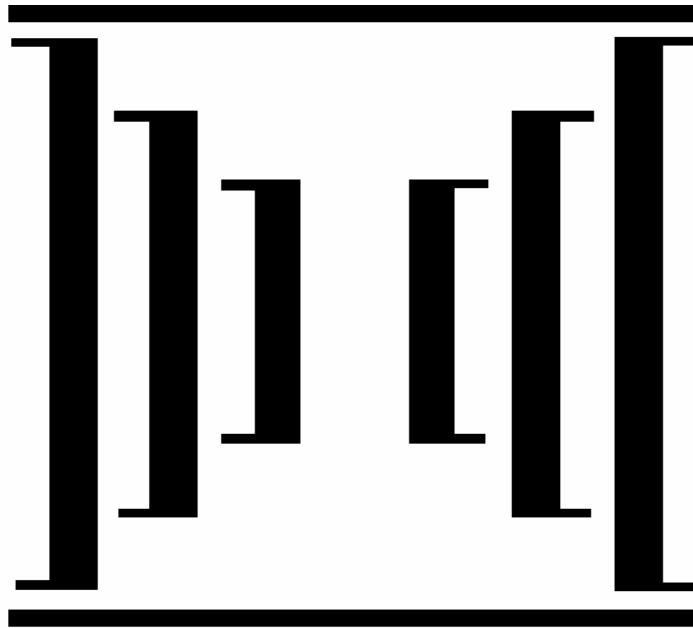
f. Identify all the credential levels for which this course is intended:

- AAS
- Diploma
- Certificate
- AA
- AS
- AFA

If approved by the Curriculum Review Committee (CRC), courses requested for AA, AS, and AFA curriculum programs will be forwarded to the Transfer Advisory Committee for consideration as electives for transfer through the Comprehensive Articulation Agreement.

Optional Cover Page

North Carolina Community College System



CURRICULUM PROGRAM APPLICATION

Community College Name

Program Title

Concentration Title (if applicable)

Date

Advisory Input from the Curriculum Application Package:

An overview of the proposed Operations Management degree program was presented to the Wayne County Human Resources Association on November 19, 2002. A follow up e-mail was sent to each Human Resource director, manager, and other business leaders along with the proposed program of study/curriculum plan for their review, input, and feedback. As a result of the feedback, the program of study was changed to reflect specific business needs in Wayne County. Courses that provided company employees with more leadership, management, and supervisory skills in the workplace were integrated into the program of study.

Refer to Attachment 6 for a list of the advisory committee members and minutes of the advisory committee meeting. This meeting was called specifically to review and discuss the proposed Business Administration degree with a concentration in Operations Management and course competency statements and to validate the Employment Availability Survey results.

ATTACHMENT 6

**OPERATIONS MANAGEMENT
ADVISORY COMMITTEE**

NAME	EMPLOYMENT	ADDRESS	PHONE #
Mr. Jim Oxenford	Textilease Corporation	P.O. Box 2087 Goldsboro, NC 27533	(919) 734-5341, Ext. 252
Ms. Nancy Grigsby	Waukesha Electric System	2701 U.S. Hwy 117 S. Goldsboro, NC 27530	(919) 734-8900
Mr. Rick Roberson	City of Goldsboro	P.O. Drawer A Goldsboro, NC 27530	(919) 580-4358
Mr. Joe McMichael	Turner Equipment Company	P.O. Box 1260 Goldsboro, NC 27533	(919) 734-2351
Mrs. LeeAnn R. Loreman	Anchor Coupling, Inc.	106 Industry Court, Goldsboro, NC 27530	(919) 739-8006
Mr. Vince Watson	Impulse NC, Inc.	P.O. Box 889 Mt Olive, NC 28365	(919) 658-2200
Ms. Christine Watson	Cooper Standard Automotive	308 Fedelon Trail Goldsboro, NC 27530	(919) 735-5395
Ms. Kim Bowers	Sonoco Products Company	P.O. Box 669 Mt Olive, NC 28365	(919) 658-6791

Attachment 6A

memo

Date: January 30, 2003
To: Operations Management Advisory Committee Members
Cc: Dr. Ed Wilson, Dr. Dan Krautheim, Dr. Kay Albertson, Yvonne Robbins
From: Norm Crumpacker
RE: Operations Management

A meeting of the Operations Management Advisory Committee was held on Thursday, January 30, 2003, at 3:30 p.m., in room WLC 131. The purpose of the Advisory Committee meeting was to review and discuss the curriculum program application, course competency statements, and to validate and solicit additional input for the need for a Business Administration degree program with an Operations Management concentration at Wayne Community College.

The following Advisory Committee members attended the meeting: Ms. Jerilyn J. Lee, Textilease; Ms. Kim Bowers, Sonoco; Ms. Leeann Loreman, Anchor Coupling, Inc.; Nancy Grigsby, Waukesha Electric Systems; and Ray Burrell, Norm Crumpacker, and John Stiles from Wayne Community College.

Following the welcome and the introductions, Ray Burrell provided an overview of the meeting agenda along with some background information. Ray Burrell further stipulated the responsibilities of the Advisory Committee:

- To assess the demand of an Operations Management degree program in area businesses and the community in general.
- To receive feedback, validation, and approval regarding the proposed program of study.
- To receive committee member's commitment to actively support the program and engage in recruitment.

After Ray Burrell reviewed the proposed program of study, he opened up the floor for discussion by the committee members. The following insights were offered:

- To add Managerial Accounting or Principles of Accounting II to the program of study.

- To add both Microeconomics and Macroeconomics to the program of study. However, because we do not want to exceed 75 semester hours for the degree program, it was suggested that we keep Principles of Macroeconomics in the program of study but encourage students to take Principles of Microeconomics as their Social/Behavior Science elective.
- It was recommended that more courses emphasizing leadership and supervision responsibilities and skills be included in the program. It was suggested that such courses be included as major electives.
- The Customer Satisfaction course should include both external and internal customers.

Ray Burrell expressed his appreciation for the feedback and acknowledged that he would take each point into consideration when he revises the program of study, course content, as appropriate, to meet state-mandated requirements.

Ray Burrell presented the results of the Feasibility Survey. Sixteen of 58 surveys (27.6%) sent to community businesses were returned and results compiled. He requested some feedback on how we could improve our rate of return on our Feasibility Surveys. It was recommended that the Wayne County Human Resource Association and EDC might be avenues by which the Operations Management program could be efficiently and effectively communicated to area businesses. Moreover, it was suggested that WCC might have an open invitation, have an ad hoc/member-at-large chair, or both on the Board of each of the aforementioned agencies. Ray Burrell stated that he would be following up on these marketing opportunities.

Ray Burrell agreed to consider modifications to the proposed program of study and to submit a copy of the revised program to each business member in attendance for further feedback. After closing remarks by each of the meeting attendees, the meeting was adjourned.

ATTACHMENT 4
Program of Study
Business Administration/Operations Management Concentration (A2512G)

Course Number/Title Credits	Class Hours	Lab Hours	Clinic /Exp	
I. GENERAL EDUCATION				
1. Required Courses				
ENG 111 Expository Writing	3	0	0	3
ENG 114 Professional Research and Reporting	3	0	0	3
MAT 115 Mathematical Mode	2	2	0	3
2. Required Subject Area				
Humanities/Fine Arts Elective	3	0	0	3
Social/Behavioral Science Elective	3	0	0	3
General Education SHC Sub-Total				15
II. CORE				
A. Core				
1. Required Courses				

ACC 120	Principles of Accounting I	3	2	0	4
BUS 115	Business Law I	3	0	0	
3					
BUS 137	Principles of Management	3	0	0	3
MKT 120	Principles of Marketing	3	0	0	3
	2. Required Subject Area				
ECO 252	Principles of Macroeconomics	3	0	0	3
CIS 110	Introduction to Computers	2	1	0	<u>3</u>
	B. Concentration				
	1. Required Courses				
ISC 121	Environmental Health and Safety	3	0	0	3
ISC 210	Production and Operations Planning	3	0	0	3
ISC 221	Statistical Quality Control	3	0	0	3
OMT 112	Material Management	3	0	0	3
OMT 260	Issues in Operations Management	3	0	0	<u>3</u>
15					
	2. Required Subject Area				
	<i>Concentration SHC Sub-Total</i>				
	C. Other Major Hours				
	1. Required Courses				
ACC 121	Principles of Accounting II	3	2	0	4
BUS 135	Principles of Supervision	3	0	0	3
BUS 240	Business Ethics	3	0	0	3
OMT 110	Intro to Operations Management	3	0	0	
3					
	Other Major Hours SHC Sub-Total				<u>13</u>
	2. Required Subject Area				
	Major Electives				<u>3</u>
COE 111	Co-op Work Experience I				
COE 112	Co-op Work Experience II				
COE 113	Co-op Work Experience III				
ISC 128	Industrial Leadership				
ISC 130	Introduction to Quality Control				
ISC 131	Quality Management				
ISC 132	Manufacturing Quality				
	Other Major Hours SHC Sub-Total				<u>65</u>
16					
	<i>Major Hours SHC Sub-Total</i>				<u>65</u>
	III. OTHER REQUIRED COURSES				
	1. Required Courses				
ACA 111	College Student Success	1	0	0	<u>1</u>
	<i>Other Required Courses SHC Sub-Total</i>				<u>1</u>
1					
	Total Semester Hours Credit in Program				<u>66</u>
66					

**WAYNE COMMUNITY COLLEGE
SUPERVISOR EVALUATION FORM**

Name of Supervisor: _____

Please rate your supervisor on the items listed below and forward to your supervisor's manager. The ratings and comments will remain confidential. Please rate your supervisor by placing a letter in the blank to the left of each item according to the following scale.

E - Exceeds Expectations
N - Needs Improvement

NA - Not Applicable

M - Meets Expectations
U - Unsatisfactory

- _____ 1. Helps create an environment in which people effectively work together.
- _____ 2. Helps maintain the flow of necessary information throughout the college.
- _____ 3. Encourages innovative and creative activities.
- _____ 4. Supports the goals and objectives of the college.
- _____ 5. Involves appropriate personnel in the planning process.
- _____ 6. Demonstrates the ability to comprehend and evaluate fiscal and budgetary matters.
- _____ 7. Makes tough and sensitive decisions in a timely manner.
- _____ 8. Involves appropriate individuals or groups in the decision-making process.
- _____ 9. Maintains an open administrative style and is accessible to faculty, staff, and students.
- _____ 10. Provides for clear and accurate communications among division members and between division members and relevant others.
- _____ 11. Maintains efficiency of operation by delegating responsibility and commensurate authority.
- _____ 12. Relates well with other administrators, faculty, staff, students and the public.
- _____ 13. Communicates effectively, both orally and in writing.
- _____ 14. Accepts constructive criticism in a positive manner.
- _____ 15. Encourages and supports professional development activities.

Please comment on how your supervisor can help you do your job better:

General Comments:

(Use back if more space is needed.)