

# Chancellor's Weekend Memo



May 27- June 2, 2017 Number 1089



Christy McDonald from Detroit Public Television's show MiWeek was the moderator for a "live stream" conversation with myself and Rose Bellanca, President, Washtenaw Community College.



Panel discussion titled "Creating the Talent Pipeline for the Mobility Workforce" with Rose Bellanca, President, Washtenaw Community College, and Roger Curtis, Director, Michigan Department of Talent and Economic Development. Paul Krutko, President and CEO of Ann Arbor SPARK served as the moderator.



Radio Interviews with Bankole Thompson and Karen Dumas



Mike Duggan  
Mayor, City of Detroit



Scott Holiday  
WCCCD Board of Trustee Member



Dr. James Sawyer  
President, Macomb Community College



U.S. Senator  
Debbie Stabenow



Chuck Stokes  
Editorial Director  
WXYZ-TV/Channel 7



Edward Clemente  
Former WCCCD  
Board of Trustee Member



Tiffany Gunter  
Interim CEO  
Regional Transit Authority



William Wild  
Mayor, City of Westland



Debbie Dingell  
U.S. Congresswoman



Shawna Forbes, WCCCD Vice Chancellor, School of Continuing Education and Workforce Development and Former City of Taylor Mayor Gregory Pitoniak



Michael Reddy  
Deputy Mayor, City of Westland



James Robinson, WCCCD Workforce Development and Dr. Ken Harris, CEO, Michigan Black Chamber



Ronnie Peterson  
Michigan State Representative



Jacqueline Wilson  
First Lady, Wayne State University



Marvin Beatty  
Vice President, Community and Public Relations  
Greektown Casino



Shawna Forbes and  
Scott Benson, Detroit City Council



### Taylor Dance featuring Ballet Americana

The Heinz C. Prechter Educational and Performing Arts Center hosted two weekends of recitals by students from Taylor Dance. The annual dance recitals feature ballet, plus upbeat jazz and tap routines, performed by area students and dance company members.





## Michigan Philharmonic “Konzert for Kids”

The Heinz C. Prechter Educational and Performing Arts Center also hosted a pair of “Konzerts” by the Michigan Philharmonic Orchestra for elementary students from Summit Academy in Flat Rock and Taylor Public Schools.





## Induction Ceremony

Students were inducted into the Beta Beta Beta (TriBeta) honor society for biological sciences.





## Outreach and Recruitment



The Division of Student Services participated in the Charity Hall Annual Career Day “YES YOU CAN” program at the Focus Hope Conference Center. This event was open to the public and provided resource and information regarding career pathways, certificates, apprenticeships, short-term workforce training and entrepreneur programs.

### Community Outreach

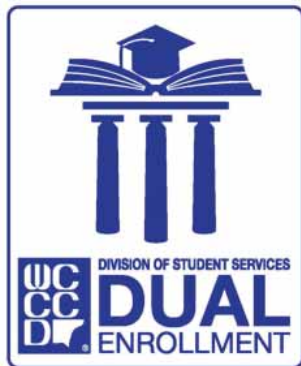


Detroit communities had an opportunity to learn about WCCCD’s career programs at the “No Family Left Behind” program. More than 200 Detroit residents were in attendance.

### Financial Aid Partners with Bank Mobile



The Financial Aid Communications Center handles thousands of calls a month. Our financial aid refund disbursement partner, Bank Mobile, has recently contracted with Financial Aid TV (FATV), to handle the many calls received inquiring about refunds.



## Division of Student Services

### Early College Program

Brian Singleton, Tony Arminiak, and Mike Dotson met with Dr. Serena Shivers, Superintendent of Redford Union Schools and Judy Nachman, Principal of Redford High School to make plans for Fall 2017 classes. Redford Union will be starting a new Early College Program this fall.



### *In the Mail...*

The following note came from Professor Tamara Wright, professor for the American Sign Language (ASL) Program:

“I have great news regarding the Dual Enrollment Program! The students are learning the language and have been very active and engaged during class. John Glenn High School also has a student who is profoundly deaf. I invited her along with her interpreter to my class and introduced her to the ASL students. She was happy to have

peers that could communicate with her and the students were thrilled to meet their Deaf peer. She has been an unexpected blessing in my classroom. I couldn't have asked for a better scenario. I am pleased with the students embracing her and not wanting her to be lonely. I am happy!!”





# Division of Educational Affairs

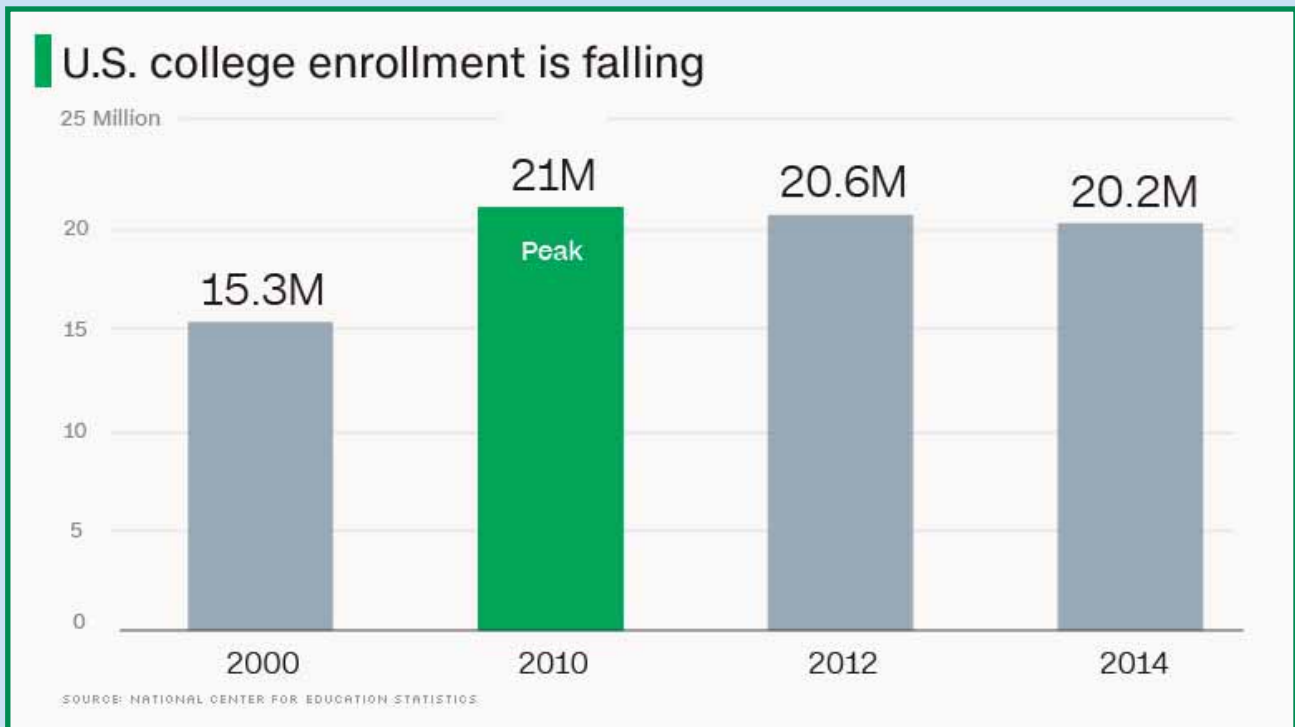
## Enrollment Trends

According to the American Association of Community Colleges enrollment continues to decline across the nation. WCCCD practices are in alignment with national, regional, and state programs in an effort to recruit, retain, and graduate our students. Some of the initiatives that WCCCD is involved in include:

- Achieving the Dream
- Michigan Center for Student Success
- Complete College America

## Faculty Efforts in Student Retention

Nationally, college enrollment is on a continuous decline (Sources: AACC, Inside Higher Education.com, Fortune Magazine, CNN-Money) and colleges are redirecting efforts to turn the tide and turn things around. Select faculty throughout the District are assisting with retention and completion efforts on campuses for Summer 2017.



# Division of Educational Affairs



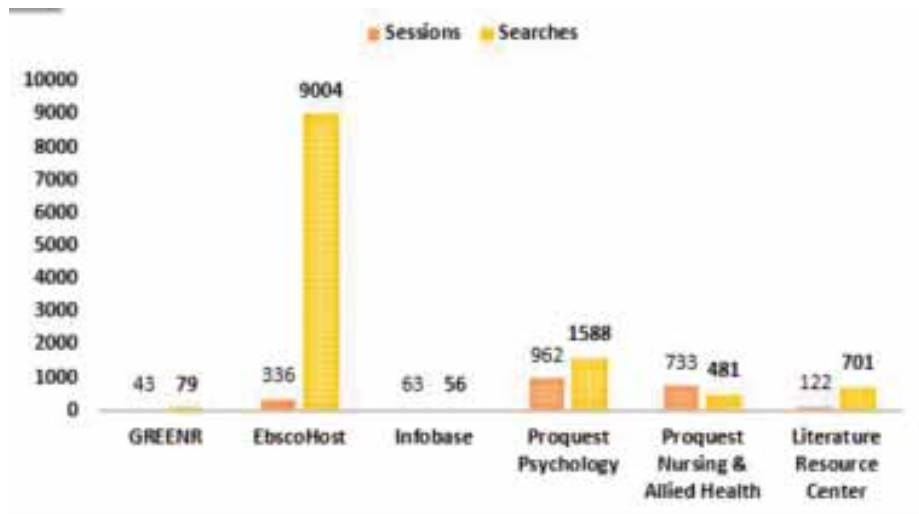
## Faculty Support with Faculty Hotline

The Faculty Hotline is one of the many resources used by WCCCD to assist with questions and inquiries. The hotline is a resource that helps faculty navigate how to contact the college president's office where they instruct and is a web-related resources such as the Scholars Corner for adjunct faculty, and a toll free number to ask questions and receive feedback on general instructional related concerns at the District.

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## Learning Resource Center

The Learning Resource Centers across the District provides physical and electronical journals and databases online. Some of these include EbscoHost, Infobase, Proquest for Psychology, Nursing and Allied Health, and Literature Resource Center, which are most commonly used databases.





## Out-of-School Youth Collaborative Program Orientation

The Out-of-School Youth Collaborative participants kicked off a foundational development training with an orientation welcoming them into the program. During the orientation, participants received an overview of the six-week Foundational Training and Career Readiness Program that will help build the necessary skills needed to enter the workforce.





# Division of Institutional Effectiveness

## Benchmarking Performance and Student Success

The Division of Institutional Effectiveness (IE) maintains a collaborative planning network to help the District evaluate institutional processes, services, and programs. Recently, IE met with members from the Student Success Center to participate in a demonstration by the National Community College Benchmark Project. This project will allow the District to conduct peer comparisons on leading measures of effectiveness, student success and student satisfaction.



### CREDIT GRADES: ENROLLEE SUCCESS RATE



INSTITUTION	BENCHMARK
A	85.29%
B	82.31%
C	82.17%
D	78.53%
Your College	75.65%
E	74.60%
F	74.39%
G	74.09%
H	73.67%
I	71.53%
J	71.28%
K	70.96%

# Division of Human Resources



## HR Compliance: Year-End Assignment Audit

It is that time of year again to prepare for the annual closing of the fiscal year. The objective of the year-end closing is to create an accurate record of financial activity for the entire fiscal year. In preparation of the 2016/17 year end activities, the Human Resources Department is working closely with the Division of Information Technology and the Payroll Departments to ensure that all employee assignments are “rolled over” to the new budgeted fiscal year accurately.





# Office of Accountability and Transparency

## Distribution Center Begins Year-End Inventory Closeout

The Office of Accountability and Transparency is working closely with the Distribution Center to ensure all purchase orders for fiscal year 2017 are closed out prior to June 30, 2017. A review of each purchase order is being conducted not only to maintain data integrity, metrics and service quality, but also ensure District-wide operational efficiency.



## Distribution Center Inventory Closeout Process



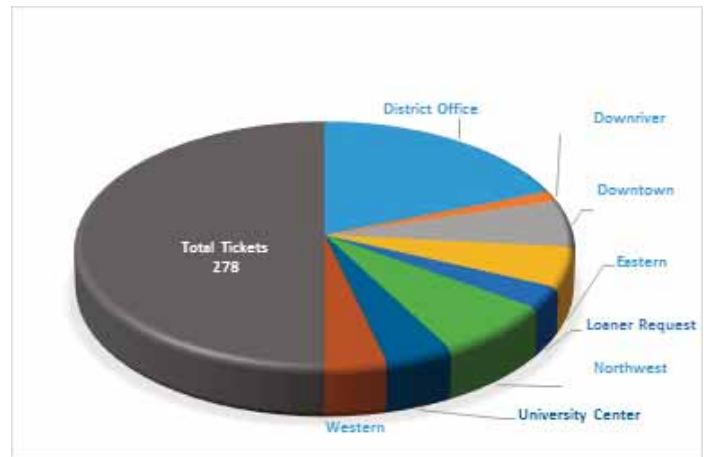


## District Information Technology Helpdesk Technical Assistance Dashboard *May 2017*

The Division of Information Technology (IT) utilizes the Symantec Service Desk solution to oversee desktop and telephone support throughout the District. The automated incident feature tracks data which allows the division to generate monthly, weekly, or daily reports. These reports give IT staff insight into the number of open and closed tickets according to each campus.

The chart shows the reconciliation of Service Desk tickets for May 2017.

LOCATION	Open Tickets	Closed Tickets
District Office	69	37
Downriver Campus	23	15
Downtown Campus	19	16
Eastern Campus	27	2
Northwest Campus	16	25
University Center/CLT	13	10
Western Campus	14	7
Loaner Request	9	7



HELP DESK CALL SUMMARY				
TOP 5 CALLS				
256	134	93	97	76
Password Resets <i>(Staff/Faculty)</i>	Transferred Calls <i>(District-wide)</i>	Ad Hoc Requests <i>(Miscellaneous)</i>	Webgate Password Resets <i>(Student)</i>	Technical Assistance <i>(Staff)</i>

### VoIP WebEx Meeting

In an effort to provide continuous quality improvement of VoIP's functionality District-wide, the Phone Support Team attended a WebEx meeting with Cisco Technical Team representatives. Several topics were addressed including:

- Holiday Greetings/Schedules
- Line, Hunt and Pickup Groups



# District Police Authority

## Honor Guard at Detroit City Hall



The District Police Authority Honor Guard presented the colors at the 3rd Annual City of Detroit Naturalization Ceremony at the Coleman A. Young Municipal Center.





# Division of Administration and Finance

\* **Deferred/Preventative Maintenance**



**Downtown Campus**  
Davenport Project Update



**Downtown Campus**  
Entrepreneurial Resource Center



**Northwest Campus**  
Masonry Repair Project



# TECH TIPS!

## Tips for Creating Secure Passwords

- Use a combination of six or more uppercase and lowercase letters, plus punctuation and numbers.
- Never use the same password twice.
- Do not use common information in your password such as birthdates, your phone number, or other information directly related to you.
- Passwords comprised of characters rather than proper words are more secure.
- Remember to change your passwords frequently. The more important the account, the more frequently the password should be changed.
- Never communicate a password to anyone, especially via e-mail or instant messenger.

[http://www.webopedia.com/DidYouKnow/Internet/hacker\\_proof\\_passwords.asp](http://www.webopedia.com/DidYouKnow/Internet/hacker_proof_passwords.asp)



The Website Committee met with Adrian Philips to discuss the virtual tour on the website. The committee also discussed website update requests and current projects.

## WEBSITE WEEKLY FAST FACTS

The WCCCD website had 88,624 page views for the week of May 21-27, 2017!

### Top Five Countries

United States  
Canada  
India  
Nigeria  
Philippines

### Top Ten Most Viewed Pages

Homepage  
Distance Learning  
Academic Programs  
Faculty and Staff Resources  
Academic Schedules  
School of Continuing Education  
Northwest Campus  
Course Syllabi  
Student Services  
Financial Aid

### Devices Used to Access Website

Desktop – 62.33%  
Mobile – 34.43%  
Tablets – 3.23%



# Health Science Center

## Pharmacy Technology

Ashley Howard is doing her clinical rotation at Detroit Receiving Hospital, pictured with her preceptor, Ms. Lam. Ms. Howard will learn the operations of a retail pharmacy and the roles and responsibilities pharmacy technicians play in a retail setting.



## Health Profession Opportunity Grant

Staff met regarding the recruitment and enrollment of qualified participants receiving assistance from the Health Profession Opportunity Grant (HPOG). HPOG provides training, education and supportive services to eligible Wayne County residents.



## Admissions Committee Meeting



The committee began reviewing the completed Pharmacy Technology, Dental Assisting and Dental Hygiene applications to determine who will be in the Fall 2017 cohort.

# Information Technology Institute



## Program Completion

Staff from the Information Technology Institute visited Computer Information System (CIS) classes to conduct hands-on training on how to use DegreeWorks and select career paths in CIS.





# Michigan Institute for Public Safety Education

## Trauma Certified Registered Nurse Review Course

The Michigan Institute for Public Safety Education (MIPSE) hosted Henry Ford Wyandotte Hospital's Trauma Certified Registered Nurse Review Course. This course was a review of emergency trauma nursing designed to assist the participant to be successful in obtaining certification.



## Fermi 2 Fire Brigade Training

MIPSE hosted operators of the Detroit Edison Fermi 2 Plant in Monroe County as they attended fire brigade training. They refreshed their training in fire extinguishers, foam application and fire extinguishing including the burn room and shipboard simulator.

## Emergency Response Training

MIPSE also hosted BASF for Emergency Response Incident Command Training. This course showed participants how to develop a contingency-plan with tabletop exercises designed to enhance their skills in planning and managing an emergency response utilizing an incident command structure.





# Multi-Campus District

## Downtown Campus

### Summer Water Research Project

The 2017 Water Analysis Research Project has begun. Students will record findings of microbial and heavy metal levels found in the Detroit River. At the end of the eight-week project, presentations will be completed by students listing data findings and recommendations.





# Multi-Campus District

## Downriver Campus



EcoWorks held a Energy Saving Program at the Downriver Campus. This workshop focused on assisting local residents receive energy assistance for their utility bills. Participants also were shown “low cost no cost” energy saving tips.



Wayne Metropolitan  
Community Action Agency

Wayne Metropolitan Community Action Agency’s Senior Leadership Retreat was held at the Downriver Campus.



The Downriver Campus hosted the Southern Wayne County Regional Chamber’s Chamber Connections Networking Group workshop.



The Downriver Campus hosted Wayne RESA MISTAR. The MISTAR reporting system contains demographics, scheduling, grade reporting, attendance, graduation requirements, medical records, point of sale of food services, Medicaid service tracker, parent connection, and student connection.

### Taylor Substance Abuse Task Force, Entrepreneur Spotlight

The Downriver Campus hosted the Taylor Substance Abuse Task Force, Entrepreneur Spotlight. This workshop provided entrepreneurs the tools to start their own business.



# Multi-Campus District

## Eastern Campus

### Young Men for Education Advocacy

The Eastern Campus hosted the Young Men for Education Advocacy Group. Topics of discussion included educational, career and personal goals and how to succeed in completing these goals.



## Mary Ellen Stempfle University Center



### Community Outreach

The Full Circle Foundations held their monthly Board of Directors meeting at the Mary Ellen Stempfle University Center - Center for Learning Technology. Full Circle is an organization in Grosse Pointe dedicated to serving students with disabilities by providing diverse training experiences and independent living skills in preparation for employment.





# Multi-Campus District

## Northwest Campus

### Promoting Our Summer Camps

Staff from the Northwest Campus spanned out into the community to visit elementary and middle schools to talk about the upcoming summer camps.



### Movie Night at the Northwest Campus

The Northwest Campus hosted a film viewing of the Oscar/Academy award nominated movie “Hidden Figures” which portrays African American women who broke barriers at NASA by becoming engineers that worked on the first launch to the moon in the late 1960s.



# Multi-Campus District

## Western Campus

### Environmental Awareness

The Western Campus, in partnership with U.S. Ecology hosted an Environmental Awareness workshop to provide information about steps that are being taken to assure that the waste we produce is handled responsibly. Community members learned about safety features of land fills and the many processes used to convert waste to energy.



### Students on the Move...

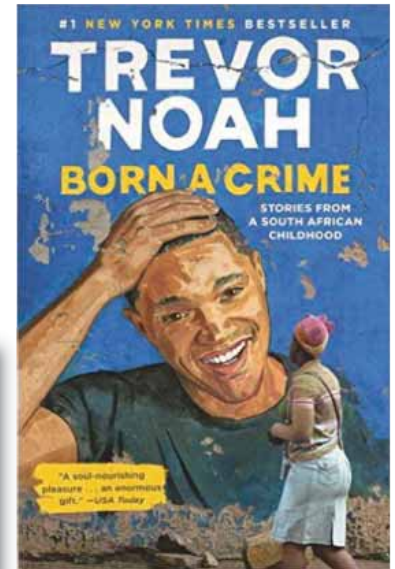
Students from Professor Kulick's Renewable Energy class RET210 visited Cresit Energy to see first hand how solar panels are installed for residential and commercial applications.





## Intercultural Conversations

This week's conversation focused on the introduction of the Spring 2017 book for the Culture Book Club. Participants will be reading "Born a Crime" by Trevor Noah. Jacob Keli led a discussion on a chapter from "Journeys of Conscience" by Dr. Curtis L. Ivery which spurred rich conversations on the democratic civic right to vote and the need to encourage early voting. There was also engaging dialogue on the Islamic practice of fasting during Ramadan.





Jeanne Bodenmiller



Farooq Arif

## Employee Recognition

*Congratulations to our recipients as Employee of the Month!*



Karow Gordon



Tynisha McGee



Oluwatosin Balogun



Norman McRae



Sandra Thompson

# Community College 101

The Community College 101 Leadership Class focused this week on the completion agenda and cited examples of ways we are working to ensure our students can accomplish their goals. Attendees also participated in a team building exercise, reviewed the latest data for high school graduates who go on to college, and discussed the strong job market.



# PROFESSIONAL DEVELOPMENT

Professor Emmanuel Njoku (pictured on the right) attended the National Institute for Staff and Organizational Development (NISOD) International Conference on Teaching and Leadership Excellence. The conference is an annual gathering of community and technical college educators.



Five staff members from the School of Continuing Education received their certification in the Microsoft Imagine Academy. This certification allows staff to earn the nationally recognized credential for Microsoft Office Specialist.



Dr. Wanda Hudson, Asia Browner, and Monica Wiggins attended the Executive Connection Summit. The summit brought together more than 900 technology leaders, professionals, students and technologists from a wide range of industries.



Ladasha Luckett represented the District at the Safety and Security Seminar.

# Professional Development Etiquette Workshop “Where’s my Fork?”



Facilitator: Tameka Mongo



# Professional Development



Monica Wiggins and Blane Hailemichael attended the Michigan Council of Women in Technology Conference.



Kristal Owens, Tonya Trotter, and Sydney Alston attended the annual Michigan Association of Student Financial Services Administrators Conference.



Dr. Abby Freeman joined Reverend Jim Holley at Hello Detroit Talk Show WHPR TV 33 and Radio Station. Dr. Freeman spoke about WCCCD's allied health programs.

## On the Move...



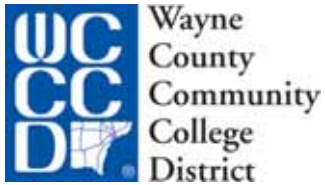
Carolyn Carter attended the National Park Service Underground Railroad committee meeting.



Rosita Thompson, Lonnie Peek, Jr. and Janice Green met to discuss strategies for the Chancellor's Leadership Institute collaborating with the Morris Hood, Jr. program "Moving Forward."



# Chancellor's Weekend Memo



**EDITOR:** Julie Figlioli

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## **Mission**

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

## **Vision Statement**

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



**One Vision, One District, One College**