WILLIAMSBURG TECHNICAL COLLEGE

EXECUTIVE SUMMARY

2011 WTC NEEDS ASSESSMENT

CONDUCTED BY SYSTEM OFFICE ACADEMIC AFFAIRS DIVISION

REPORT FOR THE STATE BOARD OF TECHNICAL AND COMPREHENSIVE EDUCATION

Testimonial

At least three times a week, John Doe walks to Williamsburg Technical College (WTC). He wants desperately to become a nurse, but is stuck in developmental courses and unable to progress to the next level of nursing study. Still he continues to persevere, utilizing his limited amount of work study funds to help with the costs of living. His mom, who recently passed away, serves as his motivation. He knows that she would be proud of the fact that he obtained his GED and is now enrolled in college. He will complete his Nursing degree, no matter how long it takes. He wants everyone to know that WTC is an essential part of the community and has helped him to survive life in Kingstree, SC. These stories and countless other are a testament to the role of WTC in the college's service area.

Introduction

During the spring 2011 semester, eight members from the System Office Academic Affairs Division conducted a needs assessment of WTC. The purpose of this study was to assess the needs of WTC, specifically in the industrial and occupational program areas. The assessment included both quantitative and qualitative data, through the use of surveys, interviews, and focus groups designed to capture the college's operations and culture as well as the experiences of the administrators, faculty, staff, and students.

Two general questions guided the assessment process.

1. What are the most immediate needs of administrators, faculty, staff, and students in the following areas: academic services, industrial/occupational programs, student services, and institutional effectiveness?
2. What recommendations can the System Office offer to address these needs?

As noted above, several data collections methods were involved in the three-month assessment process. This time period was chosen in order to provide sufficient time for the team to collect and analyze the data. The timeline below outlines how the data were collected.

- March 16, 2011   Meeting with WTC President
- March 28, 2011   Campus visit to include interviews/focus groups with faculty, staff, administrators, and students.
- April 26, 2011   Subsequent visit to campus to review industrial and occupational programs
- May 25, 2011   Conference call with Library Director to discuss library needs
- May – June 2011   Online opinion survey administered to faculty, staff, and administrators (anonymous)

Additionally, the assessment team reviewed documents to include program advisory committee meeting minutes, faculty satisfaction survey results, and the college's recently submitted SACS compliance report.

The interviews, focus groups, and document analysis were supplemented by a review of the demographics and economic development data in Williamsburg County. Data show that Williamsburg County has experienced a decreasing trend in population, industrial development and job growth. For example, between the years 2000 and 2009, there was a 7.5% decrease in population in comparison to a 13.7% increase for the state of South Carolina. Unemployment for March 2011 stood at 12.7% in Williamsburg County with the average annual job growth rate from 2000-2008 at -7%. Undoubtedly, the economic situation in Williamsburg County has impacted the college.

The data collected during this assessment serves as the basis for a series of findings and recommendations for the following functional areas – Academic Services, Industrial, and Occupational Programs, Student Services, Library, and Institutional Effectiveness/Institutional Research Management. A collective list of the recommendations including estimated costs associated with these recommendations is included in this executive summary. Additional details for each functional area are available in subsequent narrative sections.

Consideration of Recommendations

The primary mission of the S.C. Technical College System is to provide "...relevant and effective programs that advance workforce development, promote economic development and ensure attainment of student learning goals." The citizens of Williamsburg County and students of Williamsburg Technical College voiced a strong desire for the college to successfully fulfill this mission as they understand that a college education is the key to a better future. This comprehensive report captures those sentiments and serves as a guide to assist the college as it makes strides to meet the educational and workforce needs of the community. The recommendations in this report should be favorably considered.

Summary of Recommendations

Organizational Structure/Climate
- Hire part-time administrative support for student services offices.
- Hire one additional part-time librarian or library staff person.
- Hire additional staff to support information technology and institutional effectiveness functions to include a user support technician, systems technician, and Director of Institutional Effectiveness.

Infrastructure
- Upgrade facilities/classroom to increase overall efficiency in college operations. Upgrades should include the purchase of new classroom furniture, additional computer lab space, and expanded storage areas for industrial programs. Upgrades should also address the removal of dated or inoperable equipment, and the proper inspection of electrical systems and campus lighting to ensure safety.
- Purchase new equipment and furniture for the science lab.
- Purchase updated lab equipment for industrial and occupational programs that align with industry standards (i.e., HVAC, Welding, Automotive, and Cosmetology).
- Conduct a facilities audit to determine whether there are underutilized rooms that could be converted to lounges, recreation areas, meeting rooms, and additional open computer labs.
- Reassess library security systems to ensure patron safety and deter theft.
- Reconsider the location of current library security camera monitors.
- Install basic library security system to indicate when patrons are trying to leave the library with resources that have not been checked out.
- Remodel library floor plan to accommodate additional space for private study rooms and space for bibliographic instruction.

Resources
- Increase professional development opportunities for faculty and staff to include memberships to professional organizations that provide no-cost or low-cost webinars.
- Provide train-the-trainer sessions for Moodle and Datatel.
- Increase integrated access to technology and technology training.
- Research new grant opportunities and leverage current Perkins IV funding to support new programs and enhance current programs.
- Assess campus services and resources to ensure compliance with Methods of Administration Audit.

- Implement campus-wide email addresses to include accounts for students and adjunct faculty.
- Allocate funding for new library resources to include current books, *LibGuides*, eReaders, and a properly outfitted accessibility workstation.

Services

- Utilize online student service applications for admissions, orientation, advising, and registration.
- Establish a student activity fee.
- Explore the possibility of bringing a vending service to campus that could provide sandwiches, salads, soups, etc.
- Conduct campus-wide survey to solicit additional student feedback.
- Increase marketability of library resources among faculty, staff, and students.
- Purchase survey processing software to improve classroom assessment procedures.
- Upgrade the college's website.

Cumulative Recommended Costs List
TOTAL COST ESTIMATES: $10 million (distributed over ten years)

PHASE ONE ESTIMATES (YEARS 1-3): $331,720

ADMINISTRATIVE SUPPORT

Moodle Training	$5000
Classroom Assessment Software (e.g., SNAP)	12000

Sub-total: $17,000

AUTOMOTIVE PROGRAM

EVAP Trainer Faulted/Courseware	$4,800
Injector/Fuel Pump System Courseware	2,850
Lighting System Trainer Courseware	5,525
GM Direct Ignition System Trainer Faulted/Courseware	2,875
GM Specialized Electronic Trainer (5)	9,000

Sub-total: $25,050

COSMETOLOGY PROGRAM

Shampoo Chairs w/tilt bowls (3)	$2,550
Pedicure Station	3,500
Smart Board	1,200
LCD Projector	800
Computers with color printers (3)	6,000
Hydraulic Facial Chair	775
Skin Cleaning System	3,150
Digital Time Clock	500
Flat Screen TV	900
DVD/CD Player	200
Current Power Point Presentation	1,250
Imaging Computer Software & Camera	750
Manikin Dryer Cabinet	950
Dispensary Double Sink & Cabinet	500

Sub-total: $23,025

HVAC PROGRAM

Split system 3.5 ton AC System with Electric Heat	$2,965
Package 4.0 ton 13 SEER Gass R410a	4,185
Package Heat Pump (cooling BTU 24,600)	3,220
Ductless Heating & Cooling	3,825
Package Unit w/Gas Heat	2,950
Package Unit w/Electric Heat	2,625
Lab/work tables (2)	600
Simulation Software	8,775

       Air conditioner, Supermarket Refrigeration
       Gas Furnace, Oil Furnace, Hot Water Boiler

Sub-total: $29,145

LIBRARY

Disability/Accessible Workstation	$5000
eReaders (10 @ $150)	1500
LibGuides	1500
Security System	10000

Sub-total: $18,000

MACHINE TOOL PROGRAM

Surface Grinder	$15,000
Metal Lathe (2)	56,000
Milling Machine	22,000

Sub-total: $93,000

PERSONNEL

PT Administrative Assistant for Student Services	$15,000
PT Librarian	20,000
Systems Support Technician	35,000

Sub-total: $70,000

WELDING PROGRAM

Plate Beveller	$2,350
CNC Plasma/Plasma CAM Torch & Table	10,000
Press Brake	6,000
Mandrel Part and Tube Bender	2,500
Shear	2,500
Bend & Tensile Testing Equipment	7,700
Jib arm crane over saw	3,200
Outdoor pipe simulator w/portable welding machine	5,250
Enclosed and covered outdoor steel rack & cutting area	2,000

Sub-total: $41,500

OCCUPATIONAL/INSTRUCTIONAL CLASSROOM EQUIPMENT

Tables (26)	$7,500
Chairs (52)	7,500
Additional Storage Space & System Renovations (e.g., Fire/Electrical)	150,000

Sub-total: $165,000

PHASE TWO ESTIMATES (YEARS 4-6): $473,800
Science Lab, Classroom, and Library upgrades

CLASSROOM FURNISHINGS (10)

300	Chairs 19" Virco SG419 Sage Series – Many Colors ADA Compliant	$23,700
100	Classroom Tables Virco Lunada Series Rectangular 60"x36"x29" ADA Compliant	45,000
12	Office File Credenza Virco Plateau® Series. 20"x 62"x 29	16,000
10	Best-Rite Porcelain 5x16 Projection Plus™ Multimedia Board	10,000
12	Office Desks Virco Plateau® Series. 84"x 44" x29	10,000
10	Epson PowerLite 905 LCD Projectors	10,000
10	Elmo Classroom Doc-Tor Document camera	12,000

Sub-total: $126,700

CLASSROOM SUPPLIES

100	X-ACTO Heavy-Duty Electric Pencil Sharpener Black	$3,500
50	14" Round Atomic Wall Clock	2,500
	Assorted classroom needs	5,000

Sub-total: $11,000

COMPUTER LABS (2)

22	Computer Tables. Virco TEXT™ Series. 30" x 72" ADA Compliant	$12,000
42	Computer Chairs. Virco SGTASK18 Sage Series. Adj. 16" to 20-1/2	5,500
42	Computer Table Accessories. Virco CPU Holder	4,500
2	Epson PowerLite 905 LCD Projectors	2,000
2	Elmo Classroom Doc-Tor Document camera	2,400
42	Computers (Tower, Monitor, Keyboard)	63,000
42	Software License (Office, Antivirus, Learning)	12,600
2	Best-Rite Porcelain 5x16 Projection Plus™ Multimedia Board	2,000

Sub-total: $104,000

INDUSTRIAL CLASSROOM INFRASTRUCTURE (4)

8	All Purpose Tool Storage Cabinet. 48"x 22"x 84	$14,000
8	General Shop Tool Storage Cabinet. 60" x 22"x 84"	14,000
4	Acid & Corrosive Storage Cabinets. 43"x 18" x 65"	6,000
4	Flammable Liquid Storage Cabinets. 31-1/4" x 31-1/4" x 65"	6,000
8	Wall Cabinets Glass Doors 42" x 30" x 12" Adj. Shelves & Locks	2,800
8	Wall Cabinets Solid Oak 48" x 30" x 12" (2) Solid Oak Doors.	2,800

Sub-total: $45,600

LIBRARY FURNISHINGS $25,000

Includes comfortable seating for patrons as well as furnishings for two smaller study rooms. Current lounge furnishings date to the early 70s.

2	Loveseat	
2	Lounge Chair	
2	Sofa	
8	Padded Chair	
2	End Table	
1	Coffee Table	
	Study Carrels (Quantity to be determined)	

LIBRARY HARDWARE

2	19 inch LCD monitors with DVD players for study rooms - mounted	$600
2	42 inch LCD monitors for campus public relations in the library - mounted	$1,000
2	HP LaserJet Color printer	$2,000

Sub-total: ***$3,600***

LIBRARY SOFTWARE/RESOURCES

3	WYNN Wizard (literacy software)	$3000
10	Zoom Text 9.1 (Magnifier/Reader software stations)	6,000
1	ProQuest Nursing database (based on FTE)	8,500
1	Films on Demand subscription *OR* additional funding for purchase of additional AV materials in various disciplines	7,000
1	NBC Learn subscription	1,500
	Assortment of Printed Resources & Tandberg Support	20,000

*Sub-total: **$46,000***

SCIENCE LABS (2)

2	Instructors Desks. 8' x 30" x 34". 1" Solid Epoxy Resin Work surface	$5,000
4	Microscope Storage Cabinets. Solid Oak. Recharges 16. ADA Compliant	8,000
10	Workstations. 4-Student. Forward Vision I Series. 8'x 50" x 34" 1" Solid Epoxy Resin Work surface ADA Compliant	30,000
2	Best-Rite Porcelain 5x16 Projection Plus™ Multimedia Board	2,000
12	Science Lab Accessories. Fixtures. Multi-Service Fixture	3,200
4	Wall Storage Cases. Solid Oak. Science Lab. Glass Doors. 4'x22"x 84" 3/16" tempered glass and a three-point locking system ADA Compliant	5,200
2	Eye-Wash & Shower. 4' x 22" x 84". ADA Compliant	3,500
20	Science Tables. 2-Student. Storage Cabinets. 66"x 24"x30" 1" Solid Epoxy Resin Work surface. ADA Compliant	18,000
42	Lab Stools. Virco Sage Series. Adjustable 19-1/2" to 27"	6,700
2	Ductless Mobile Fume Hood Station	18,000
2	Epson PowerLite 905 LCD Projectors	2,000
2	Elmo Classroom Doc-Tor Document camera	2,400
6	Wall Cabinets. Double Glass Door. 42" x 30" x 12" Adj. Shelves & Locks	1,750
6	Wall Cabinets. Solid Oak. 48" x 30" x 12" (2) Solid Oak Doors	1,750
22	Teaching Microscopes and accessories Packages	4,400

Sub-total: ***$111,900***

PHASE THREE ESTIMATES: (YEARS 7-10): $9 MILLION
Physical Plant/Building Upgrades

Note: The assessment team can further analyze estimated costs for phase three as deemed appropriate by the college in subsequent fiscal years.

CAMPUS PICTURES
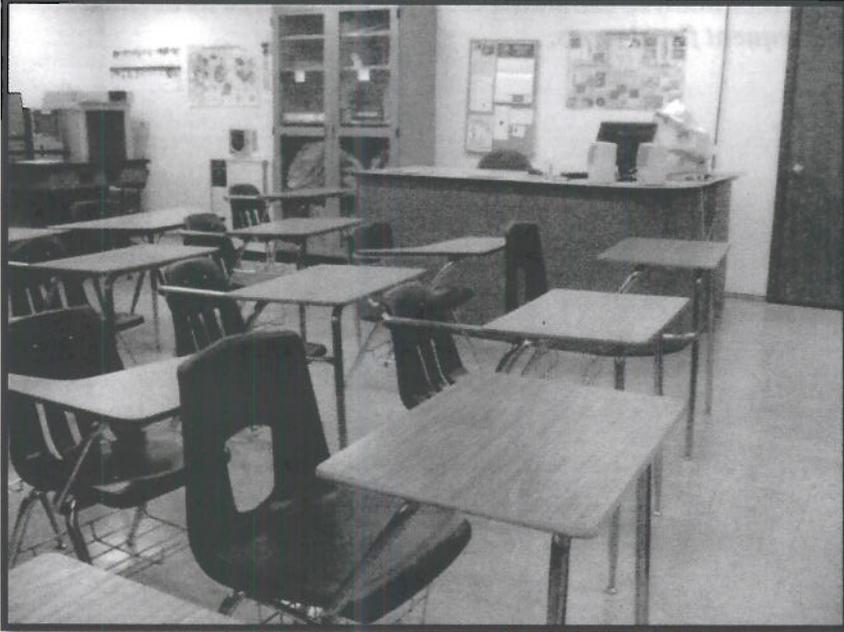
Desks and Furniture

Faculty, staff, and students constantly expressed the need for new desks and furniture. One survey response accurately summarizes the comments received:

"The college's basic office and classroom furniture and other "hard" equipment all date from the 1970s. The first impression one gets when walking in the door is that we are old and out dated. Most comes from the state disposal office when someone else gets rid of it. We don't look like an institution of higher learning."
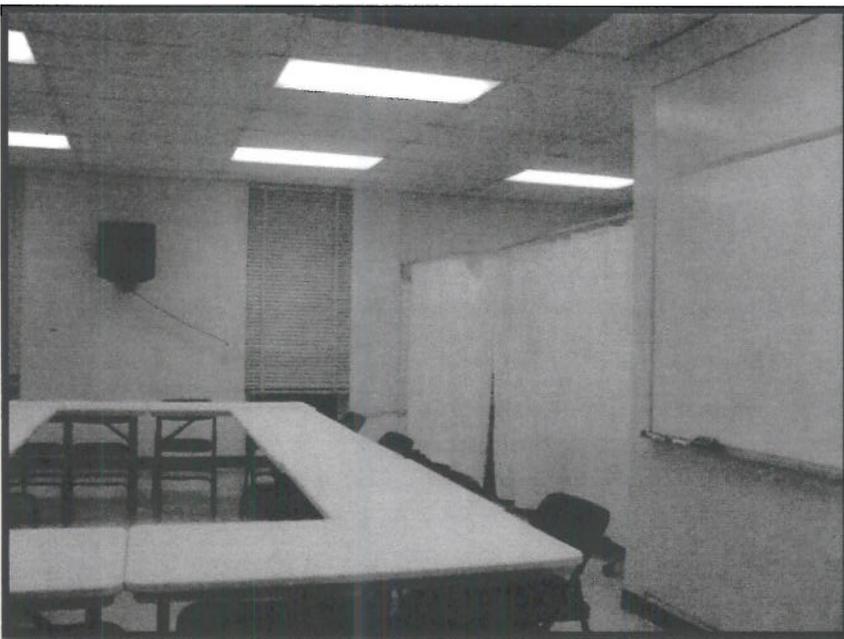
The room pictured in the bottom left is part of the Health Sciences Program. Faculty and students note that this is one of the most up-to-date rooms on campus, equipped with table and chairs that accommodate persons of "all shapes and sizes," unlike the desks pictured above.

Recommendation: Develop a strategic plan to replace classroom furniture over the next two to three years. Costs will vary depending on the selected items.
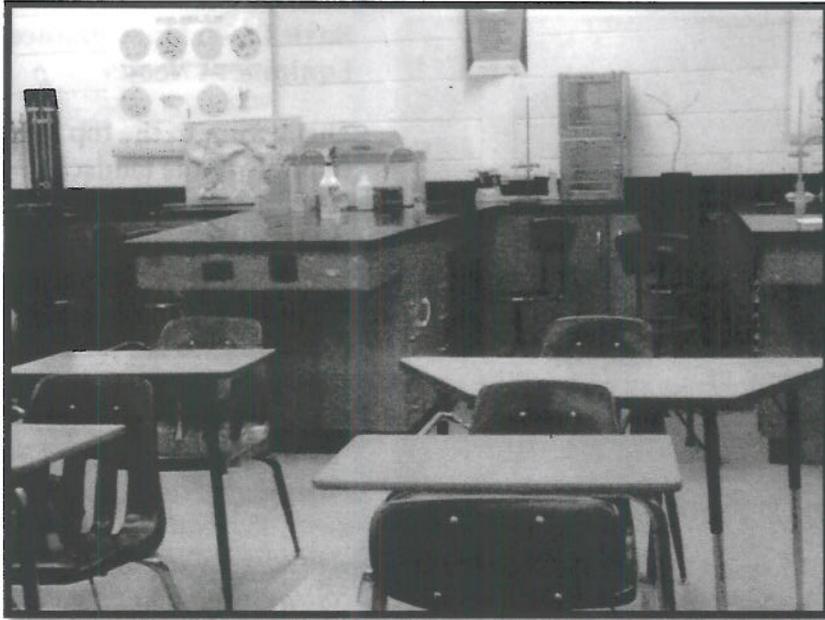
Science Lab

Faculty, staff, and students referenced the need for a new science lab that is up-to-date.

"The science lab is woefully inadequate," one staff member explained. "We have one lab for the entire college. It's vintage and has been here since probably 1969. It is equipped for 20 students. That may have been appropriate when the school first opened, but the space is not enough for the class sizes that we have now. An anatomy class, for example, has 25-30 students enrolled. We need updates, desperately, but the money's just not there!"
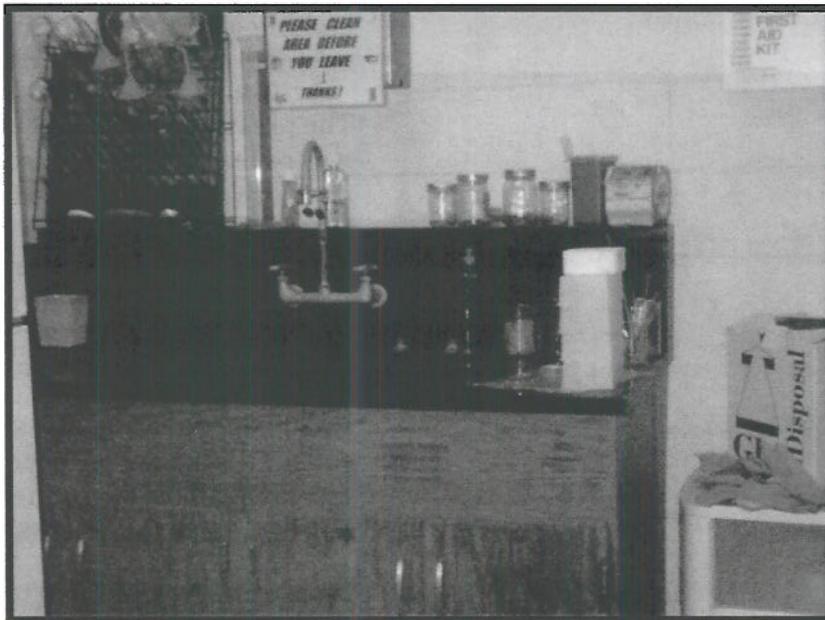
Recommendation: Purchase new equipment and furniture for the science lab.

Basic Lawn Maintenance and Equipment Needs

The picture to the top left is an example of the landscaping concerns discussed among faculty and students. There are areas that are very well kept. However, some areas do not present the best image to the public. One student explains:

"If I were trying to come [to WTC], I'd probably turn around and walk away. I've had an opportunity to visit some of the other technical colleges. You don't see pine trees and pine cones and leaves everywhere. We just need major updates. We need to be proud of our school before we can ask others to be."
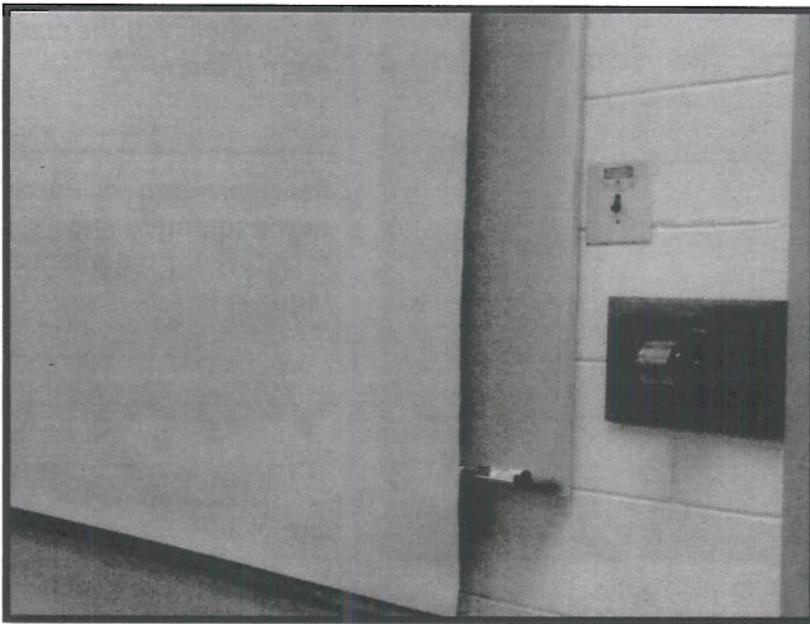
The presence of dated equipment was repeatedly mentioned. The pencil sharpener pictured in the bottom left is an example of basic equipment that could be replaced with something more current.

Recommendations: Assess college's landscaping needs and research quotes for proper upkeep and maintenance.

Develop a strategic plan to replace classroom equipment over the next two to three years.

Welding Lab

This grinding table to the top left is located outside of the college's rear entrance. There is no covered area to place he table so during inclement weather the table must be moved inside the lab, created an undesirable environment with the dust from grinding metal.

The small covered area pictured on the left below is the only outside storage area for metal stock used in the welding courses. Storage space is very limited, making it difficult to accept donations of large amounts of scrap metal that save the college funds.
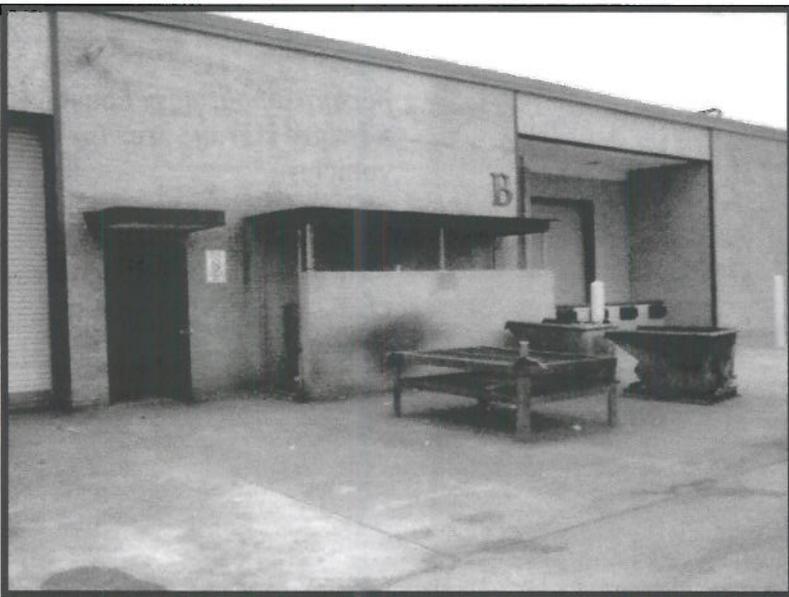
Recommendations: Extend the covered area out far enough to provide adequate covered storage for metal stock and also provide a covered area for the grinding table.

Construct a covered area to shield the table (and students) from the elements.

Automotive Lab

These two college vehicles pictured to the left above must be stored at night/weekends for security reasons. Because there is no other facility large enough to accommodate them, they are stored in the automotive lab. This decreases the lab space available for use in the evening automotive program.

The donated engines pictured on the bottom left are used for instruction in the automotive technology program, but because of a lack of storage facilities, they must be stored on the lab floor.
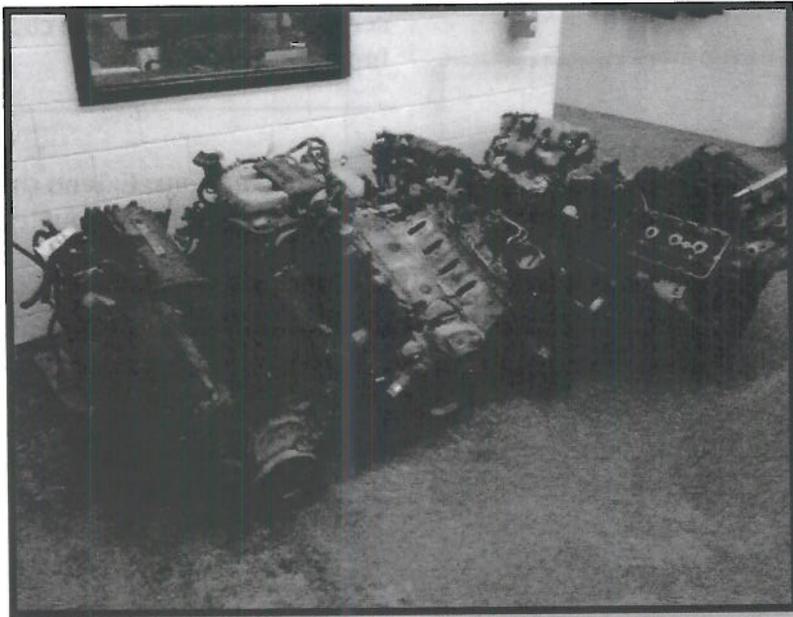

Recommendations: Construct a secure storage area for the vehicles.

Provide a separate storage facility for lab equipment to free up lab floor space.

Cosmetology Lab

The cosmetology lab pictured to the left needs many upgrades primarily to the areas used for storage.

Recommendation: Replace current old and dysfunctional storage bins with new cabinets. Also, install additional storage cabinets should to allow the program to accommodate additional students, as well as enhance the overall appearance of the facility.
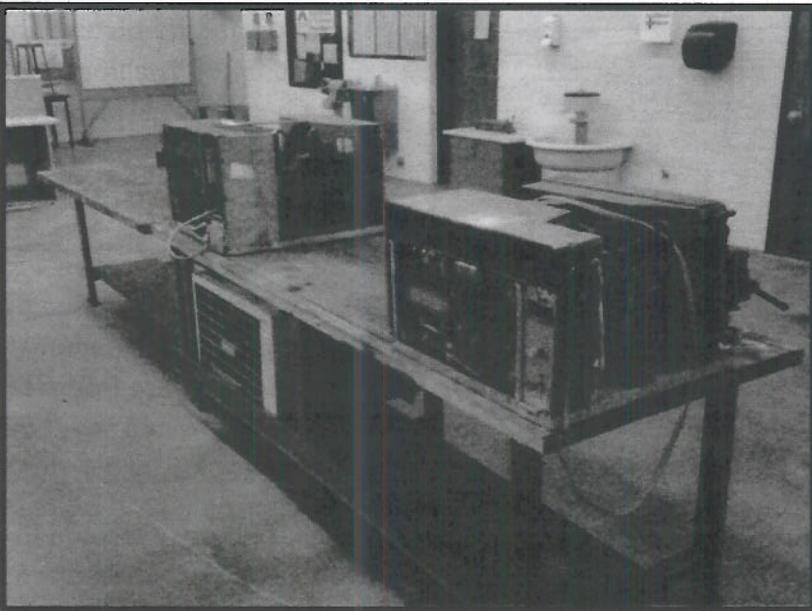
HVACR Lab

Like many of the other occupational programs, the HVACR program suffers from dated equipment for student training.

*Recommendation:* Upgrade the training equipment so that is more closely aligns with equipment being used in the industry.
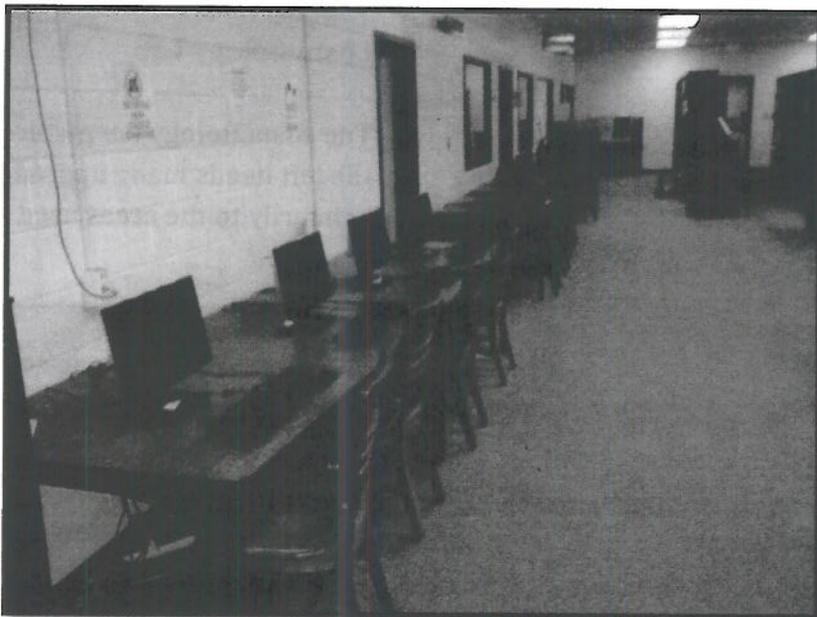
Library

The library was described as the "crown jewel" of the campus. It is used by WTC students, and is also open to community patrons including students from the local high school.

Pictured at the top left are student workstations, which include dated tables and chairs. The library has 25 desktop computers and 5 wireless desktops available for patron use.
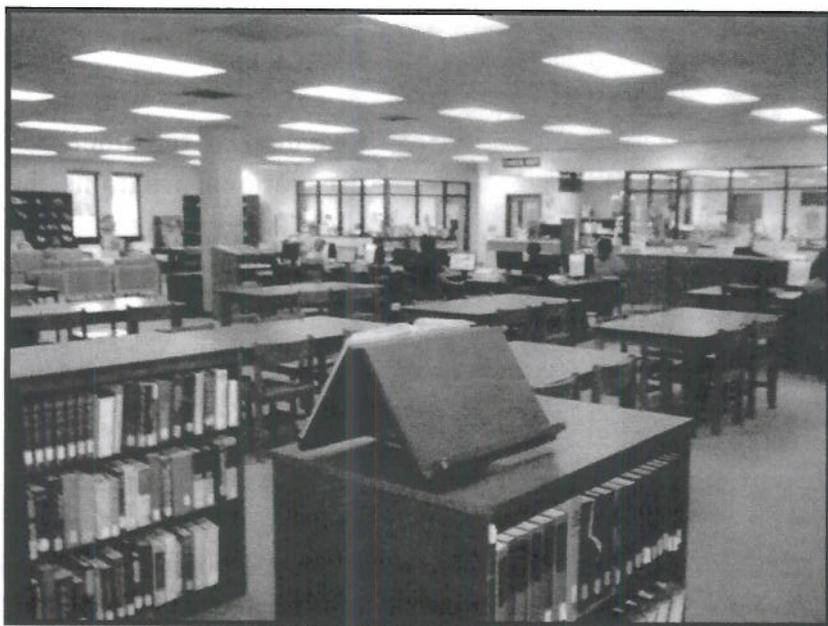
Student study areas and workspace are pictured at the bottom left. The library does not have any private area available for study or for bibliographic instruction.

Recommendations: Remodel floor plan to accommodate additional space for private study rooms and space for bibliographic instruction.

Ensure library includes accessibility workstation for disabled students.
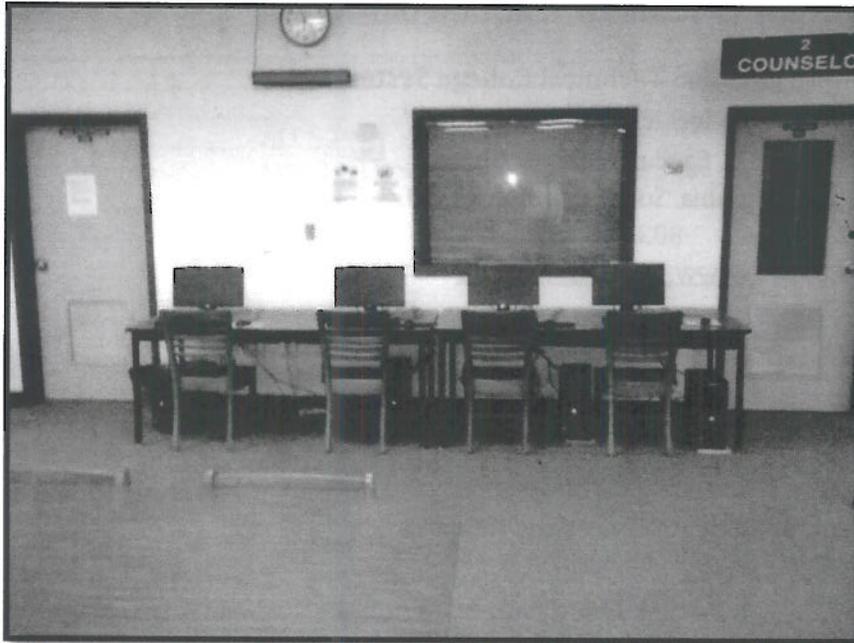
Library cont'd

Pictured at the top left are more student workstations, which include dated tables and chairs.

The library checkout area is pictured at the bottom left. An electronic checkout system is in place. However, note that there are no security gates installed, leading to high amounts of theft and loss of equipment.

Recommendations: Reassess library security systems to ensure patron safety and deter theft.

Allocate funding for the purchase of new and/or updated resources.

SYSTEM OFFICE ASSESSMENT TEAM CONTACT INFORMATION

South Carolina Technical College System
Academic Affairs Division
111 Executive Center Drive
Columbia, South Carolina 29210
803.896.5361
www.sctechsystem.edu

- **Dr. Hope E. Rivers**
  Vice President for Academic Affairs

- **Dr. Russ Bumba**
  Associate Vice President for Student Services and Research

- **Ms. Stephanie Frazier**
  Associate Vice President for Curriculum and Instruction

- **Ms. Christina Stiles**
  Research and Planning Administrator

- **Mr. Bill Bradberry**
  Special Projects Coordinator

- **Ms. Maria Swygert**
  Grants Administrator

- **Ms. Whitney McWhorter**
  Program Assistant

- **Ms. Betty Dixon**
  Administrative Assistant