Williamsburg Technical College

Institutional Effectiveness Summary Report
July 2005

Introduction

Williamsburg Technical College is a public, two-year college which grants associate degrees, diplomas, certificates, and continuing education units. Its purpose is two-fold: to provide quality, affordable, and accessible opportunities for students to acquire the knowledge and skills to achieve their educational goals and to provide a fiscally, administratively, and academically sound and supportive environment in which these educational goals may be achieved.

Williamsburg Technical College is committed to serving every citizen, business, industry, and organization in Williamsburg County. While no two educational and training needs may be the same, we strive to meet all needs, no matter how short or long term; basic or advanced; or low or high tech based. We are here to enhance the economic development of Williamsburg County.

Full and Interim Reports 2005

As required by the South Carolina General Assembly and the South Carolina commission on Higher Education's Effectiveness Program, Section 101-350 (formally known as ACT 255), and the requirements of section 59-103-30 through 45 (formally known as ACT 359), Williamsburg Technical College submits reports on the following components according to a staggered matrix developed by the State Board for Technical and Comprehensive Education: Library Resources, Majors or Concentrations, Alumni/Placement Survey, and Providing a Technologically Skilled Workforce.

Library Resources

The Williamsburg Technical College Learning Resource Center (LRC) is a multimedia library housing a videotape distribution center, closed circuit television programming, and wireless Internet connectivity. Television sources include the S.C. Educational Television Commission (SCETV) system and a television receive-only satellite dish with both C and KU bands. The Learning

Resource Center maintains collections of over 26,000 printed volumes, 109 periodicals and a wide variety of audiovisual materials such as compact discs, filmstrips, kits, audiocassettes and videocassettes. Numerous magazines and newspapers provide up-to-date information about events in communities surrounding Williamsburg Technical College and the region in general. LRC computers are available for word processing and Internet access.

The Learning Resource Center is a member of the South Carolina Information and Library Services Consortium (SCILS). SCILS is made up of ten technical college libraries from around the state that share expertise, expenses, and information resources to better serve students, faculty, and their broader communities. The LRC is also a member of PASCAL, Partnership Among South Carolina Academic Libraries, which is comprised of all private and public two and four year college libraries around the state. The WTC online catalog can display its library holdings as well as holdings from other libraries within the consortium.

During the 2004-05 academic year, the Learning Resource Center's average gate count was 998 for a typical week. This was a 28% increase from the 2001-02 academic year. Reference transactions during a typical week increased from 24 to 54; a 55% increase during the same three-year period. In 2002, the LRC only had four public access computers for patron use. In 2005, we have 13 computers available, a 69% increase. The library's interlibrary loan department has experienced a significant increase in activity during the past three years. Borrowed volumes increased by 73% and volumes loaned increased by 75%.

In 2002, the Learning Resource Center implemented a continuous point-of-service evaluation instrument to supplement the periodic Student Opinion Survey, Student-Faculty Survey, and Graduate Survey. The 2004-05 point-of-service evaluation results indict a 94% overall satisfaction rate with the LRC services. In terms of resources and services being adequate in fulfilling student needs, 80% *agreed* or *strongly agreed* that the library filled those needs. Ninety-three percent of the responses rated the helpfulness and responsiveness of the LRC staff as good to excellent. Results of the Student Opinion Surveys, Student-Faculty Surveys, and Graduate Surveys affirm the results of the point-of-service surveys with an average variance of less than three percent.

Majors or Concentrations

Williamsburg Technical College assesses specific majors on a five-year cycle through a Program Evaluation process. The effectiveness of programs is assessed by program review, surveys of students and employers, and by advisory committee recommendations. Factors examined include enrollment, retention, placement, number of graduates, and student satisfaction. The following programs

were reviewed during 2004-2005: Office Systems Technology, Machine Tool, and Welding.

Office Systems Technology

The Associate in Office Systems Technology degree program is designed to prepare students to seek jobs in various types of office settings. Since success in the business world requires general knowledge as well as experience with changing technologies, the curriculum requires courses in General Education, humanities, economics, and computer technology, as well as courses in specific skills needed in an office, including keyboarding, machine transcription, filing, touch ten-key calculating, accounting, math, personal relations, and office administration. Graduates are prepared for employment in an office environment, in positions ranging from entry-level clerk, receptionist, and secretary to word processing specialist.

As part of the General Business Department, Office Systems Technology is nationally and internationally accredited by ACBSP (Association of Collegiate Business Schools and Programs). Williamsburg Technical College was approved for an initial 7-year period in 1998 and has been renewed without reservation each year since that time. After submission of the 2004 ACBSP Renewal Report, the college received unqualified approval from the association. This accreditation reflects properly certified instructors and acceptable class loading along with sufficient administrative and financial support.

On student surveys, students continually express satisfaction with the courses they have completed and with their advisors. One hundred percent of the respondents agreed or strongly agreed that the instructors knew the subject matter being taught, presented the subject in a practical, understandable way, communicated on the students' levels when explaining new concepts, and were willing to listen when students had problems in the course. Employers responding to WTC employer surveys report 98% satisfaction with the WTC graduates hired. Based upon responses to the graduate surveys, the Office Systems Technology program had a 100% placement rate for 2004.

In spite of the impressive ratings from students and graduates, advisors of the Office Systems Technology program have sought to further improve the program by heeding advice from the Business Advisory Committee. The committee is comprised of community business and industry leaders who meet at least annually to review the courses and procedures and to make recommendations. As a result of these annual reviews, the college has strengthened the content of the Office Procedures and Professional Development courses, re-vamped the Office Communications course, added a required fine arts course to the curriculum, and installed two "Smart" classrooms for course delivery. In addition, student

computer labs are constantly upgraded to the latest software versions and provide wireless Internet connections.

Machine Tool Technology Certificate

The Machine Tool Technology Certificate program offers state-of-the-art training in a variety of machine tool functions, including computer numeric control (CNC) tooling and milling. The program has established internships that allow students to get first-hand experience in machine tool techniques in an industrial environment. Students in the certificate program have the option to expand and customize their training by transitioning from the Machine Tool Technology Certificate to the Associate Degree in Occupational Technology with Machine Tool as the primary specialty.

The Machine Tool Technology program was developed and implemented as a cooperative effort between Williamsburg Technical College and local industry leaders. Beyond the initial DACUMs and curriculum development workshops, local industry leaders continue to provide valuable guidance and support through participation in the Industrial Technology Advisory Committee.

Based upon responses to the graduate surveys, the Machine Tool Technology program has had a 100% placement rate for the years 2002 through 2004. Faculty evaluation results for the academic year 2004-05 were combined for Machine Tool courses, and students were found to have very positive opinions of the instructors' knowledge, competence and fairness. One hundred percent (100%) agreed or strongly agreed that the instructors knew the subject matter, presented it in an understandable way, and applied grades fairly.

Welding Certificate

The Welding Certificate program provides state-of-the-art training in the three most common forms of welding: gas metal arc welding, commonly used in high production manufacturing and construction; gas tungsten arc welding, which includes high precision welds found in the food, aerospace, and nuclear industries; and shielded metal arc welding, commonly used for repairs.

The program's advisory committee includes representatives from Andrews Fabrication, BE&K Construction, Carolina Machine, Peddinghaus, and Watford's and helps keep our program current as changes take place in the welding field. As a result of the Industrial Technology Advisory Committee's recommendations, the welding program recently acquired five new Gas tungsten arc-welding machines, a Plasma cutting machine, an ABB Welding Robot, welding test jigs for all welding stations, and upgrades to the welding exhaust system. Members of

the Industrial Technology Advisory Committee have further demonstrated their commitment to the welding program by providing both scholarship funds and equipment, including a new iron-working machine with punches and dies.

Based upon the annual Program Evaluations, the 2004 enrollment in the welding program more than doubled the 2003 enrollment. The placement rate has been exceptional, with 6 welding students placed in area welding jobs this year before completing the course. Student evaluations for 2004-05 welding courses indicate a 100% satisfaction rate with the instructors' knowledge of the subject matter and presentation of course material.

Commitment to Providing a Technologically Skilled Workforce

Williamsburg Technical College is committed to insuring that academic programs support the economic development needs in the State by providing a technologically skilled workforce. From its mission statement to its strategic plan to its policies and procedures, Williamsburg Technical College has incorporated a consistent goal of support and alignment with local business and industry in the development and enhancement of the technological skill level of the workforce in Williamsburg County.

Local business/industry leaders are involved in all aspects of academic program identification, development, and review. Williamsburg Technical College utilizes periodic county-wide business/industry surveys to identify training needs, graduate performance ratings, and changing technology requirements. Through academic advisory committees, DACUMs, and curriculum development workshops, local business/industry leaders work directly with the Dean of Instruction, department heads, and faculty in defining and continually assessing workforce competencies and skill levels essential to meeting industry standards.

Williamsburg Technical College has committed its resources to providing a technologically enhanced environment for training the workforce in Williamsburg County. This is evident in almost every instructional area of the college, including smart classrooms, an enhanced distance learning classroom, state-of-the-art computer labs, programmable logic robotics for welding and machine tool shops, and wireless internet connections in all areas of the college. Assisted by industry donations and grants, the industrial technology labs provide students the opportunity to gain practical experience with industry standard machinery.

The Center for Accelerated Technology Training (CATT) in conjunction with Williamsburg Technical College provides pre-employment training for new and existing local business and industry in the areas of insurance sales agent, computer technician, and production technician. These training classes are customized and developed to meet the both the specific job competency and technology skill level identified by the individual employer.

In addition to efforts focused at training the adult population of Williamsburg County, Williamsburg Technical College in partnership with the Tech-Prep Program provides an outreach program targeted at the youth of Williamsburg County. Technologically gifted county 8th graders, accompanied by a parent, can attend the WTC Techno-Camp. Eighth graders recommended by their school guidance counselors participate in mini courses from two areas: Cosmetology, Industrial Maintenance, Machine Tool Technology, or Criminal Justice. Hands-on activities provide campers and parents direct technological experience.