CRITERION FIVE: ENGAGEMENT AND SERVICE

As called for by its mission, the organization identifies its constituencies and serves them in ways both value.

The Monroe County Community College Mission Documents establish a clear direction for the institution to maintain a strong commitment to engagement and service through the development of programs which benefit both the institution and the community.

The College has a deep appreciation for the diverse community to which it belongs and has a solid understanding of the needs of its constituents. For nearly 45 years, MCCC has proven itself capable of meeting the needs of those it serves. MCCC strives to be an inclusive institution and regards input from all of its constituents as important, not only for the future of the institution but for the good of all of its constituents. Additionally, staff members are involved in a variety of community organizations and activities.

By partnering with area business and industry, MCCC has proven itself ready to respond when industry foresees a rising need for field-specific employees. While building these strong partnerships, MCCC has gained valuable insight into the evolving characteristics of the 21st century workforce and has structured its instructional programs to better prepare that workforce. MCCC’s ability to provide training and retraining to these partners has helped employers stay competitive and profitable in today’s global marketplace.

MCCC provides many benefits for the community. Since the opening of the La-Z-Boy Center, the Meyer Theater has hosted numerous events that bring culture and entertainment into a common center within the community. Many of these events are staffed by MCCC personnel who volunteer their time. Rooms in the La-Z-Boy Center are often reserved for special meetings of area businesses and community groups.

Monroe County Community College also holds special events that help guide potential students through the admission, registration, and financial aid processes in order to get those potential students started in the right direction without missing any of the steps necessary to become a student at the College. MCCC’s One-Stop Registration Day is a particularly busy day with many first-time College applicants taking advantage of the helpful service and guidance that is offered.
The Foundation at Monroe County Community College works to provide scholarships and grants that allow many students the opportunity to attend college to fulfill their dreams of a more successful future.

The evidence demonstrates that Monroe County Community College is a multi-faceted institution capable of engaging its constituents in a way that is mutually beneficial to both.

**CORE COMPONENT 5A**

The organization learns from the constituencies it serves and analyzes its capacity to serve their needs and expectations.

Monroe County Community College utilizes a variety of methods to analyze the needs and expectations of its constituencies. The College analyzes input from advisory committees, the Lifelong Learning Student Survey, and the Employee Climate Survey. The Director of the Office of Workforce Development administers the Graduate Follow-up Survey to graduates and employers of graduates. A training evaluation-form survey is used as the assessment tool for customized training through the Corporate and Community Services Division. The Program Review of Occupational Education (PROE) is completed on a five-year cycle for all state-approved programs.

Through surveys, business and community connections, advisory committees, and educational partnerships, MCCC learns from its constituents in order to understand and meet their educational needs. Examples of recent surveys and studies include the following: the ACT Faces of the Future Survey, the Branding Survey, and the CC Benefits Economic Impact Survey. MCCC continually re-evaluates itself to ensure that its diverse instructional programs meet the needs of the community and constituents it serves. In doing so, MCCC has proven it is capable of delivering a quality education that is beneficial to both the employer and employee of the 21st century.

**Commitment to Mission**

As stated in the College’s Mission Documents adopted by the Board of Trustees in December 2008, the mission of the College is as follows: “Monroe County Community College provides a variety of higher education opportunities to enrich the lives of the residents of Monroe County”.

MCCC admits students with a variety of backgrounds to its diverse instructional programs. With the help of the counseling staff at MCCC, students become better decision makers, formulate realistic educational and vocational goals, and develop more effective personal skills. The College supports a counseling program that is comprehensive in its service and is staffed by licensed professional counselors.

Prior to the first session of classes, new students are given the opportunity to be introduced to the College through an orientation program. During this program,
students are acquainted with the philosophy of the College, its facilities, educational opportunities, administrative procedures, student services, and co-curricular activities. All students attending MCCC for the first time are encouraged to attend a new-student orientation program.

Monroe County Community College endeavors to serve the community by gathering appropriate data that is used to modify or add programs that meet the needs of business and industry in an effort to help prepare MCCC students to compete in a global marketplace.

Serving Community Needs

MCCC has formed Baccalaureate Completion Agreements (commonly known as 2+2 and 3+1 agreements) with four-year colleges and universities. These bachelor completion agreements are designed for direct transfer into a particular program after earning a specific Monroe County Community College degree. Central Michigan University, Eastern Michigan University, Siena Heights University, Lawrence Tech University, and the University of Michigan-Dearborn are just a few of the universities with which MCCC has these agreements.

Siena Heights University and Eastern Michigan University have offices on the MCCC campus. Both institutions offer a variety of bachelor’s degree completion programs on the MCCC campus. Some courses are also offered at the Monroe County Intermediate School District building located next to the College.

At MCCC, students can earn the first two or three years of a bachelor’s degree by selecting courses that transfer to four-year institutions. MCCC works closely with four-year colleges and universities to develop transfer guides which explain what courses can be taken at MCCC. These transfer guides are available online at the College’s website. Students are urged to identify a transfer college or university and major as soon as possible, consult with an advisor, and follow the selected transfer guide to increase the likelihood of their courses transferring to the college of their choice.

MCCC offers one- and two-year occupational and career programs for students preparing for employment in technical, business, or health-related fields. The programs of study are designed to provide the educational outcomes and competencies necessary for students to obtain immediate employment or to further their education.

MCCC also provides general education courses and experiences integrated throughout the curriculum that will enable students to write and communicate effectively, utilize mathematics, and employ appropriate methods of critical thinking and problem solving.

Attention to Diversity

In order to better understand the needs of the community, the dean of Corporate and Community Services (CCS) arranges and coordinates meetings with area
business leaders to cultivate stronger ties with the private sector and build relationships with new and existing companies. This activity provides an opportunity for the College to meet many new company executives and discuss the services, programs, and resources available at MCCC. Among the companies contacted through this effort are Global Engine Manufacturing Alliance, The Spiratex Company, Meijer, Inc.-Newport Complex, Monroe County Home Builder’s Association, Monroe County Community Credit Union, Visteon Automotive-Monroe, Sygma Foods, and Delta USA. 

MCCC’s Corporate and Community Services Division also plays a significant role in economic development activities throughout Monroe County by providing training programs designed to maintain a competitive workforce. Through contract education with area business and industry, specific training programs may be offered onsite at the workplace. CCS personnel are regularly involved in county-wide programs with the Monroe County Chamber of Commerce, Monroe County Industrial Development Corporation, and a variety of local and state agencies and organizations dedicated to economic development activities. The College is also active in the Michigan Economic Development Corporation’s Economic Development Job Training Program and the Incumbent Worker Training Program, which provide grant funds for employee training programs.

The Corporate and Community Services staff at MCCC is part of Monroe County’s economic development team consisting of the Monroe County Industrial Development Corporation, Monroe County Chamber of Commerce, Monroe County Employment and Training, Monroe County Planning Department, and MCCC. Many new and expanding businesses in the area turn to MCCC for help in training employees, recruiting potential employees, assessment of employee skills, and training and retraining of new and existing workers. The dean of Corporate and Community Services is the economic development officer for the College and, as such, can help businesses develop a training plan and, if appropriate, prepare grant applications for funding under the Economic Development Job Training Program.

MCCC’s Corporate Community Services Office is also responsible for maintaining and developing working relationships and partnerships with area businesses. Campus and on-site visitations are regularly scheduled with company representatives to learn how MCCC can assist new and existing businesses in Monroe County. MCCC also maintains close ties with local, county, and state offices and departments that can assist with business concerns.

Many companies have assisted the College in upgrading and acquiring equipment and appropriate software to maintain state-of-the-art technology which MCCC has used to deliver customized training programs for companies as well as training students in preparation for the world of work.

The library provides students with services, print materials, and online resources selected to support the College curricula and promote independent research and
lifelong learning. The following are a few of the services offered in the Learning Resources Center:

- The Learning Assistance Lab provides academic support services as well as services to students with disabilities.
- Tutoring is offered for most MCCC courses either in one-on-one or in group sessions.
- The Writing Center assists students with all stages of the writing process from pre-writing to revision and editing.
- Supplemental Instruction provides group study sessions led by trained student leaders for selected courses.
- The First Steps for Classroom Success Workshop is a workshop that highlights study skills and other “success strategies.”

Disability Services (classroom and instructional accommodations, as well as access to all College facilities and programs) are available for students with documented disabilities. Accommodations are intended to “level the playing field” as much as possible, so students with a documented disability have an equal opportunity to succeed. Through these programs, access is provided while maintaining high academic standards.

**Outreach Programs**

Through the Lifelong Learning Office, MCCC provides educational opportunities for adults in a wide range of noncredit, non-degree programs utilizing instructors from the community. Through the Lifelong Learning schedule of classes, a variety of classes and programs are offered for professional development in business, computers, construction and real estate, industrial technology, medical skill training, and professional re-licensure. Personal interest, crafts and hobby, sports and recreation, and health and wellness classes are also offered for individuals seeking personal development and leisure activities.

Each year the Monroe County Community College Office of Workforce Development conducts a follow-up survey of the previous year’s graduating class. The target population for this survey includes all students receiving either an associate degree or certificate at one of the four completion points throughout the year: August, December, April, and June.

This survey is conducted by emailing a web-based questionnaire to all the graduates in October and then following that with several email reminders, and finally a pen-and-paper survey is mailed to all graduates who have not responded to the web questionnaire. During the month of January, a phone survey campaign to contact all non-respondents is conducted to attempt to contact as many of the graduates as possible. Compilation of the data is completed during the spring with a report being prepared by the first of April. The surveys also include the employer follow-up report. The most recent graduate survey is included in the resource room.
Demographics such as undergraduate students by class levels, degree seeking and non-degree seeking status, age range (24-and-under/25-and-older), and numbers of credit-seeking students by residency status are just a few of the ways MCCC tracks the needs of those the College serves.

**Programs Serving External Constituencies**

The College responds to the needs of its external constituencies through a variety of ways.

**Office of Workforce Development**

The College’s Office of Workforce Development provides information regarding available part-time, full-time, permanent, and temporary positions in a wide variety of areas. Student assistant positions are also available. Job seekers can register for this service through the online candidate-registration form. Once registered with the Workforce Development Office, job seekers can obtain job information, referrals, request mailing of credentials packets to potential employers, and have access to a variety of job-seeking-skills seminars and reference materials. Employee assistance statistics are referenced in Table 7.4.

Area employers can use the Office of Workforce Development free of charge to post available jobs and access qualified candidates registered with the office. Employers can easily post a job by using the job posting form.

**The Foundation at Monroe County Community College**

Another way MCCC reaches out to the needs of the community is through its foundation. The Foundation at Monroe County Community College is a non-profit organization established on April 27, 1998, by the MCCC Board of Trustees as the development and enrichment organization of the College. The Foundation at Monroe County Community College is a community-based, charitable organization dedicated to the educational, cultural, and financial enhancement of the College. The vision of The Foundation at Monroe County Community College is to be the premier philanthropic organization for improving the educational and cultural quality of life for citizens of Monroe County. Examples include The Foundation’s Enhancement Grants Program, sponsorship of cultural and arts events at the La-Z-Boy Center, and scholarships.

**Whitman Center**

Another example of how MCCC reaches out to the community is through its Whitman Center. Designed to serve the residents of southern Monroe County and northern Toledo, the Whitman Center in Temperance offers a wide range of credit courses applicable toward an associate degree as well as many Lifelong Learning classes. Most student services are available at the Whitman Center, including placement testing (COMPASS), academic advising, and career counseling. Students may also purchase textbooks at the beginning of each semester and buy school supplies from the office throughout the year. The staff is available to provide the services that MCCC students need throughout their educational experience.
The Whitman Center has also hosted several educational displays for students and the community. National projects such as the AIDS Memorial Quilt, Clothesline Project, and Silent Witness—which brings awareness of domestic violence—have been displayed recently. Installations from museums have included African American Women’s Achievements and Frederick Douglas, From Slavery to Freedom.

**Community Outreach**

Reaching out beyond its campus has always been a hallmark of Monroe County Community College. The College's outreach is the result of many people working together to support the events and partnerships that define MCCC as a community-focused institution.

The College provides a variety of services to improve its community outreach:

**One-Stop Registration**

MCCC is focused on making the enrollment process easier for students. The College’s annual One-Stop Registration Day generated 114 registrations for fall 2008. In addition, more than 40 percent of course registrations were completed online.

**College Goal Sunday**

MCCC once again hosted College Goal Sunday on February 8, 2009, a statewide initiative coordinated by the Partnership for Learning, which resulted in 123 families completing the Free Application for Federal Student Aid (FAFSA) form on the Web.

**Online Courses**

MCCC offered 71 online credit courses in 2009, the largest number in College history. (See Table 5.5)

**Health Curriculum**

In the last five years, MCCC launched a licensed practical nursing program and a certified nurse aide program; achieved full state board approval for its LPN to RN online program through the Michigan Community College Virtual Learning Collaborative; added an additional phlebotomy certification in the winter and spring semester clinical; introduced the electrocardiography technician certification, pharmacy technician certification, and medical billing and coding noncredit programs; and doubled the registered nursing program enrollment and added a second entry point for the program.

**Wireless Access**

MCCC provides support through the addition of new technologies. In 2007, the College completed the installation of wireless Internet capabilities throughout its Main Campus and the Whitman Center. All practical interior spaces, such as classrooms and other public areas, now have wireless access. MCCC was also awarded a $35,500 grant from the DTE Energy Foundation to fund the purchase of
video over IP equipment necessary to offer a Nuclear Engineering Technology (NUET) program through a partnership between Monroe County Community College and Lakeland Community College (near Cleveland, OH). Video over IP allows people in two locations to see and hear each other as if they are participating in a face-to-face conversation. The program began in the winter 2008 semester.

Upward Bound
In 2007, MCCC received a $1 million Federal grant to establish an Upward Bound Program at Monroe High School in partnership with Monroe Public Schools. The U.S. Department of Education grant is designed to help academically-at-risk students from low-income families and/or families in which neither parent holds a bachelor's degree make their dreams of going to college come true.

Scholarships

By establishing many learning relationships that contribute to the College’s success on and off campus, Monroe County Community College offers a multifaceted educational experience.

CORE COMPONENT 5B
The organization has the capacity and the commitment to engage with its identified constituencies and communities.

Connections with the Community
Whether it is in a classroom, theater, or rented room space, MCCC has shown its versatility to the community. MCCC has shown through its Meyer Theater that the fine arts have an important role on campus and in the community. The business community makes good use of the spaces in the La-Z-Boy Center and the Warrick Student Services/Administration Building for various meetings and other activities in a neutral environment.

The College engages the community through various committees when planning for the future. By engaging and listening to all of its constituents, Monroe County Community College has proven to be a diverse and community-oriented organization.

As part of its mission, MCCC is committed to providing lifelong experiences for its students, faculty, and staff with a variety of activities. The learning experiences extend beyond the boundary of the College and allow MCCC’s students to gain experiences as members of the greater community. Administration, faculty, and
community members work together to ensure that MCCC’s academic offerings are current and aligned with the changing needs of the community.

MCCC’s commitment to promote engagement for constituencies is evidenced in The Foundation's Enhancement Grants Program. The grants assist faculty, staff, and students by providing funding for the development and implementation of innovative projects that support the MCCC mission and enrich or improve the quality of education for students. Among other things, the projects include class trips to educational and cultural destinations, participation in conferences and competitions, educational events, and mentoring programs.

**Co-Curricular Activities**

**Youth for Understanding**

Student engagement reaches across borders with Youth for Understanding, an international student group that promotes cultural awareness. Students visit museums and zoos, plays and concerts, community events, and sporting events. International students have spoken about their culture at various schools in Monroe County as well as speaking at the Monroe Women's Club. These students bring global awareness directly to the community.

**Humanities/Social Sciences**

As they discover the humanities, students learn about their community. Faculty members, community leaders, and students take part in live performances, field trips, and guest lectures. Students have attended race-relations lectures and have visited an Arab community to gain a greater understanding of their culture. Criminal justice students have attended law enforcement classes at county jails, the federal prison, and government agencies. Every year the students from the International Studies Club hold a speech-a-thon where they read political speeches publicly to obtain pledges and donations for a trip to the United Nations in New York. These trips also involved lectures and guided sessions from members of the community.

**Archaeology**

MCCC’s archaeology students have spent time volunteering at the Monroe County Historical Museum cataloging archaeological collections. The archeology faculty, along with two students, built a wigwam, a Native American replica house, for the Museum at their Navarre Anderson Trading Complex as part of a Foundation grant. The Museum wanted this house so that they could better present the history of the area to the Monroe County public. In addition to the students directly involved, Eastern Michigan University North American archaeology classes (about 40 students) spent class time manufacturing replica artifacts that may be used at the house site in the future.

**Drama**

MCCC’s drama classes provide students with a variety of theatrical experiences. A general introduction to theater history, an introduction to acting and directing, and opportunities for student productions are routinely offered. During the winter term,
either a lab performance or a major production is presented. It is not unusual for the casts to contain students, community members, and College staff. A drama scholarship is also awarded annually. Every fall 35 or more students travel to Stratford, Ontario, to see two plays at the Shakespeare Festival. These students are usually from the Introduction to Theater classes and the Introduction to Humanities classes. They are required to attend one live theatrical production and write a critical review.

**Michigan Student Scholars**

MCCC is very active in promoting the Michigan Student Scholars competition. Every year since the competition’s inception (1996), the College has had students present research papers as part of the competition, and MCCC has had at least one winner every year.  

**Society of Automotive Engineers**

An Automotive Engineering Technology faculty member works with students from across the campus on the Formula One Society of Automotive Engineers (SAE) car. Monroe County Community College is justifiably proud of its students who involve themselves in the Formula SAE (FSAE) chapter. Students of all majors volunteer their time and knowledge to the MCCC FSAE program. They not only learn the design, technological, and construction processes involved in building a racing vehicle, but are also exposed to the over-all manufacturing and fabrication process used in component construction. This exposure in industrial machining and welding opens avenues that might have been previously unknown to them. SAE asks students to design and manufacture a prototype car for evaluation as a production car.

**Michigan Undergraduate Mathematics Conference**

MCCC students and mathematics faculty members attended the Michigan Undergraduate Mathematics Conference (MUMC) 2001 at Grand Valley State University. The MUMC conference gives undergraduate students the opportunity to share their interests in mathematics with others and to learn about current research in the field of mathematics. Students and faculty from all Michigan universities and colleges are invited to attend the conference, to meet other mathematicians (both faculty and students), and to get a glimpse of the tapestry that makes up the field of mathematics.

**Respiratory Therapy Student Club**

Students in the sophomore Respiratory Therapy Student Club have been active in both community service and fundraising activities. Community activities have included staffing an educational booth at Family Fun Night 2005 that showed kids and adults about respiratory health through interactive displays and activities. In addition, the club has organized a number of activities around heart and lung demonstrations to grade school and high school students in the area. In addition, a number of members have been active in teaching heart and lung dissections to all fifth grade students at the Raisinville Elementary School and have volunteered at a
Better Breathers Club for emphysema patients through Mercy Memorial Hospital.

Twelve members of the sophomore Respiratory Therapy Student Club participated in an ongoing project to provide instruction to new and returning students in the Registered Nursing Program, LPN program, Nurse Aide program, Phlebotomy program, ECG Technician program, and the Respiratory Therapy Program. In the spring of 2006, the 12 students took a 16-contact-hour Basic Life Support (BLS) Instructor course from the Mercy-Memorial Hospital Training Center (MMHTC), associated with the American Heart Association. After completing the 16 hours of instruction, students were then required to "student-teach" by assisting the Respiratory Therapy Program Director teaching a live CPR course. Students not only completed their credentials for the BLS instructor, but they went on to assist in a total of nine classes, lasting six hours each and involving nearly 125 health students.

**The Agora**

Another avenue for student engagement is through *The Agora*, MCCC’s student newspaper, which is published approximately 10 times during the fall and winter terms. The paper is produced by MCCC students enrolled in journalism classes under the guidance of a faculty advisor and student editors. Often the recipient of state awards, *The Agora* reports on school events and other issues of interest to the College community. *The Agora* is a student-managed publication. The staff brainstorms, reports, writes, illustrates, and copyedits the stories. They are also responsible for designing the pages and distributing the newspaper. Moreover, they critique the paper in order to make improvements from issue to issue.

*The Agora* faculty advisor and the various staffs of *The Agora* have attended national and state media conventions in recent years in New York, Washington D.C., New Orleans, Dallas, Nashville, Kansas City, and St. Louis. MCCC hosted the Michigan Community College Press Association statewide conference in 2008. While attending these conventions, students have explored the cities, toured various media operations within them, attended learning sessions with teachers and students from different communities, and had valuable experiences beyond the classroom.

**Programs of Engagement and Service**

MCCC employees engage with the community and help enrich it in many ways.

**Campus Community Events** sponsored 27 events during the 2007-2008 academic year. The events ranged from band and choir concerts, to art exhibits and lectures, children’s programming (open to all K-12 schools in the County), and two theater productions by the College’s own QuagMeyer Productions. The committee, with representation from College staff, faculty, and community members, is devoted to bringing a diverse schedule of events to the College and its community. While supported by College personnel, the committee depends on dedicated volunteers to host and usher at each program, and it continues to search for the correct mix of events including music, theater, comedy, and art that will appeal to the College and its community.
The Diversity Committee has embarked on several initiatives to help the College’s employees learn about diversity both on campus and within the community. Activities include diversity training for all employees and formation of an external advisory committee that includes representation from College staff, faculty, and community members.\(^{7.36}\)

The Institutional Staff Development Committee plans Blue Jean Fridays, monthly events where staff may wear blue jeans to work if they make a small donation (usually $3). The committee selects a charity, from nominations made by the faculty and staff, as the recipient for the donations. These events offer employees the opportunity to support several organizations and individuals. Among the organizations that have benefited from Blue Jean Fridays are the American Heart Association, Monroe Humane Society, Heartbeat for Monroe, United Way, and the Autism Society of Michigan.\(^ {7.37}\)

MCCC Support Staff also engage and enrich the community with the GIFT program (Giving Individuals Finding Time). This program provides an opportunity for support staff to engage in community service activities and earn release time. Since the inception of the program in 2004, support staff members have volunteered over 423 hours of their time to work for community events and projects.\(^ {7.38}\)

Programs supported by support staff volunteers include the following:
- MCCC Auto Show
- Antiques in April
- QuagMeyer Productions Dinner Theater, Comedy in the Meyer Theater
- Family Fun Night
- Tall Ship Niagara
- X-Tech, an open-house for the Industrial Technology Program\(^ {7.39}\)

Planning for Ongoing Engagement and Service

MCCC uses several avenues to enhance continued engagement with the community. Many College committees include community members. This allows the College to gather input in planning. Surveys and evaluation forms are also a large part of how the College engages the community. Workforce Development engages business and industry to plan educational opportunities for the community, which enhances the community’s workforce. The Five-Year Master Plan addresses the physical aspects of the College and the planning process that allows continued engagement.

A sample of the committees that engage the community includes the following:
- The Institutional Plan Coordinating Committee embarked on a large endeavor in the 2006-2007 academic year. The committee’s charge is to coordinate an evaluation of the mission statement and revise where needed, coordinate the development of a vision statement, and review the MCCC planning process to a data-driven strategic plan. After writing and implementing a Request for Proposal (RFP), and with the help of a consultant, the committee hosted several meetings with staff and the community-at-large to gather input for this task.\(^ {7.40}\)
• Program advisory committees include community members who help guide the College’s academic and vocational offerings to better meet the needs of the community. Divisions that have established advisory committees are Business, Humanities/Social Sciences, Science/Mathematics, Health Sciences, and Industrial Technology.

• The ad hoc Economic Development Committee was developed to “coordinate training and retraining programs, state and federal training grants, and related economic development activities for business and industry in conjunction with the Corporate and Community Services Division.”

The Five-Year Master Plan for physical facilities serves as a living document that provides the College opportunities to analyze, plan, and implement changes in the physical aspects of the College based on changes in education, information, and College and community goals. The document addresses many of the physical needs the College will encounter in the future and allows for proper planning to meet the needs of the community. The plan identifies a Technology Center, a modern state-of-the-art technology facility, as the College’s top State capital outlay project priority.

The College uses surveys and evaluation forms to engage the community in ongoing planning for enhanced community engagement. Some examples include the following:

• **ACT Alumni Survey**
  In 2005, 168 alumni responded to a survey regarding their MCCC educational experience, their continuing education attainment, and employment history.

• **ACT Faces of the Future Survey**
  This survey provided 34 pages of data to the College relating to students’ general, employment, and educational background, as well as their overall college experience.

• **Branding Survey**
  In 2005 the Institutional Advancement Department conducted this survey to include students, non-attendees who requested information, Monroe County residents, alumni, and high school juniors and parents. Over 1,000 interviews were conducted that asked about the positive features of the College, what could be improved, the image of the College, ratings on specific criteria about Monroe County Community College, and demographic details.

• **Business-Industry Focus Group**
  The Business-Industry Focus Group was conducted by Hart Associates to include dialogue between Monroe County Community College and business and industry in the Monroe County area, including Tailor Welded Blanks, Monroe Bank & Trust, Mercy Memorial Hospital, Delta USA, La-Z-Boy, Spiratex Company, Visteon, Sunrise Windows, and Monroe Public Schools. The dialogue addressed workforce development, training needs, and how the College is doing as it addresses company needs.

• **Customized Training Evaluation Form**
  The Training Evaluation Form provides the opportunity for customers who have used the College’s customized training program to provide input that the College
can use to evaluate their course content, instructor knowledge, and facilities. This input drives the Corporate and Community Services’ program offerings.

- **Facilities Usage Evaluation**
  CCS sends the Facilities Usage Evaluation to both internal and external customers who have rented College facilities. The evaluation covers a wide range of topics, including College staff, AV equipment, room cleanliness, room set-up, rest rooms, parking, and security. The information is used to improve the overall rental experience for customers. A wide range of events take place on campus, including community-based plays, dance recitals, business meetings, business and campus training, Lifelong Learning classes, sporting events and practices, and non-profit fundraisers. In October of 2007, this survey was developed into an online survey to allow customers immediate access to the evaluation process.

- **The Foundation Strategic Renewal Survey**
  This survey included stakeholders such as donors, Board of Trustees, Foundation Board, alumni, faculty/staff, current students, business partners, donation advisors, and advisory committees. Current initiatives and development of possible initiatives were rated to give The Foundation direction for the future.

- **Lifelong Learning Evaluation**
  The Lifelong Learning Evaluation form is used to improve the overall lifelong learning experience for customers. It addresses, among other things, course content, instructor knowledge, and the office staff.

Departments across campus are continually upgrading current processes with technological tools to provide easier access and expanded services to constituents. In October 2006, the Maintenance Department instituted a Maintenance Direct web-based program to allow staff and faculty the opportunity to inform the Department of work projects or materials needed in their area. This new work-order system has increased the productivity of the Department by providing the tools needed to manage the work and resources most effectively. The new system allows the Maintenance Department to quickly process customer work requests and to easily identify and prioritize routine and preventive maintenance.

**Table 7.1 Work Orders Completed**

<table>
<thead>
<tr>
<th>Work Order Type</th>
<th>2008</th>
<th>2007</th>
<th>2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive Maintenance</td>
<td>1,510</td>
<td>1,246</td>
<td>577</td>
</tr>
<tr>
<td>General Maintenance</td>
<td>1,428</td>
<td>1,079</td>
<td>616</td>
</tr>
<tr>
<td>Corrective Maintenance</td>
<td>295</td>
<td>306</td>
<td></td>
</tr>
<tr>
<td>General Grounds</td>
<td>216</td>
<td>275</td>
<td>28</td>
</tr>
<tr>
<td>Temperature Adjustment</td>
<td>95</td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>Renovations</td>
<td>59</td>
<td>77</td>
<td></td>
</tr>
<tr>
<td>Emergency Repair</td>
<td>10</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>Administration</td>
<td>5</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Vandalism</td>
<td>4</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>3,624</td>
<td>3,123</td>
<td>1,221</td>
</tr>
</tbody>
</table>

*Prior to 2007 the work order system was paper based and tracked by fewer categories.*
WebPAL is an online system that allows students to access records, register for classes, pay fees, and complete a number of other processes through a secure Web server. WebPAL is upgraded annually and has expanded options for students. For example, students can now add their name to a waitlist to allow them the opportunity to enter a class that may be full when they initially register.

An Academic Forgiveness policy was initiated in 2005. The purpose of this policy is to provide a “fresh start” to students who performed poorly in the past, yet have since demonstrated an ability to succeed in their academic courses at MCCC. Students can petition to have failing grades removed from their GPA calculation—even though the original grades remain on the students’ transcripts. Table 7.2 summarizes the number of petitions processed under this new procedure over the past three years.

Table 7.2 Academic Forgiveness Petitions

<table>
<thead>
<tr>
<th>Year</th>
<th>Approved</th>
<th>Denied</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td>2005-2006</td>
<td>26</td>
<td>11</td>
<td>146</td>
</tr>
<tr>
<td>2006-2007</td>
<td>27</td>
<td>20</td>
<td>133</td>
</tr>
<tr>
<td>2007-2008</td>
<td>34</td>
<td>21</td>
<td>185</td>
</tr>
<tr>
<td>Total</td>
<td>87</td>
<td>52</td>
<td>464</td>
</tr>
</tbody>
</table>

Since winter 2008, students have been able to order their textbooks online and then pick them up at the bookstore on MCCC’s Main Campus or at the Whitman Center. Table 7.3 summarizes the number of online text book orders processed through this new system over four semesters.

Table 7.3 Online Textbook Orders

<table>
<thead>
<tr>
<th>Semester</th>
<th>Main Campus</th>
<th>Whitman Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter 2008</td>
<td>70</td>
<td>14</td>
</tr>
<tr>
<td>Spring 2008</td>
<td>32</td>
<td>8</td>
</tr>
<tr>
<td>Summer 2008</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Fall 2008</td>
<td>119</td>
<td>35</td>
</tr>
</tbody>
</table>

Patrons wishing to order tickets for events at the Meyer Theater and conferences at MCCC are now able to do so online. This online purchasing option was instituted for the fall 2007 season. It has been a model for other community colleges in the state of Michigan wishing to reach a wider audience and simplify the process for purchasing tickets.

CORE COMPONENT 5C

The organization demonstrates its responsiveness to those constituencies that depend on it for service.

Monroe County Community College has shown in many ways its responsiveness to its students and to the community and businesses with which it shares strong partnerships. MCCC has designed its instructional programs to provide its students an advantage in the global workforce, and it has played a large part in ensuring that
area businesses are able to train and retrain their workforce in order to stay competitive and profitable in the global marketplace. MCCC offers its services to every student, business partner, and member of the community in an effort to enrich the lives of all of its constituents.

MCCC is aware that the College must be part of the larger community if it is to have a significant impact on the lives of its constituents. The College understands that in order to be part of the larger community, it must be open to ideas from its constituents. Consequently MCCC vigorously seeks members from every constituent group to be part of the College's advisory committees, and the College enlists their help and expertise in guiding MCCC forward.

**Collaborative Ventures and Mobility of Learners**

Monroe County Community College has formed several collaborative ventures that demonstrate its responsiveness to community needs. These collaborative efforts include Lifelong Learning courses, apprenticeship training, children’s summer camps, articulation agreements, dual enrollment, assisting the IHM (Servants of the Immaculate Heart of Mary) with re-certification of their nurse aides, and a Nuclear Engineering Technology program.

Other collaborative ventures include the following:

- Apprentice training at MCCC works with businesses to create programs to train its employees for positions such as welders, machinists, electricians, and die makers. The College has worked with various companies to create programs that fit a particular employer’s needs.

- Nuclear Engineering Technology (NUET) is a new program implemented at MCCC. It combines the efforts of DTE Energy, MCCC, and Lakeland Community College. This partnership occurred because the industry estimates there will be a shortage of nuclear energy professionals, and the energy industry requires a highly educated workforce. The students will earn this degree from Lakeland Community College; however, the first 48 hours of credit can be earned from MCCC, and another 24 credit hours using distance learning from LCC may be completed on the MCCC campus.

- MCCC has had the opportunity to partner with a local community agency to provide needed education for the agency’s staff. The IHM, Servants of the Immaculate Heart of Mary, located in Monroe, had a need to provide a state-recognized Nurse Aide course for some of their current employees. Since MCCC already had such a course, the College was able to add a second section to provide training to meet the agency’s needs. The Michigan Nurse Aide Training Curriculum Model, 2006 (revised in 2007), meets minimum Federal/State Requirements for a Nurse Aide Training Program. MCCC’s Nurse Aide Practice course follows this curriculum, and once students complete the course at MCCC, they are eligible to take the state test to become a Certified Nurse Aide.

- In cooperation with businesses, MCCC offers customized training or retraining programs. MCCC delivers these courses on campus or on site. The types of programs include CAD, MIOSHA training, leadership, lean manufacturing,
Microsoft Office, and first aid. These customized training programs are shorter than a standard semester and are noncredit. However, credit classes can also be offered at the company’s request.

- The Upward Bound Program, funded by a grant from the U.S. Department of Education, is a recent addition to the MCCC Main Campus. The program targets 50 students, usually freshmen and sophomores, from Monroe High School who are considered at-risk, low-income students, and/or whose parents do not hold a college degree above an associate degree. These students participate in the program for four years, which also includes courses and activities each summer. Students receive career and personal counseling, tutoring, mentoring, a stipend, assistance with applying for financial aid, and assistance in applying for college. The goals of the program for these students are to provide them with the skills needed to be successful in high school and to enroll in and graduate from college.

Building Effective Bridges

MCCC demonstrates its responsiveness to its constituents by inviting community members to take part in the College’s advisory committees. Advisory committees are made up of a group of community business leaders selected for their expertise and specialized knowledge in a specific occupation. Individual advisory committees provide an important link between MCCC and the working community. They advise in the development of the instructional program, make recommendations in planning, developing, and establishing requirements for new and existing programs and courses, and they make recommendations on equipment needed to run the program.

MCCC’s advisory committees are active, meeting at least twice each school year. Their input is vital to keeping the College’s programs current and relevant. Following are some examples of how the work of the advisory committees is used:

- Recently the Business Management Advisory Committee recommended that the Cost Accounting course be removed as a requirement, making it an elective and making Microeconomics a required course. This helps MCCC’s students because many times the Cost Accounting course will only transfer to a four-year school as a general elective and the Microeconomics would transfer toward a bachelor of business degree.

- The Business Management Advisory Committee also made a recommendation on a prerequisite change for the International Business course.

- The advisory committee for the Electronics Program advised that the electronics labs were in extreme need of renovation. Acting upon this recommendation, MCCC renovated the electronics lab with new paint, casework, and lab tables. In addition new basic equipment was purchased as part of “phase one” of the renovation.

- Other advisory committees in the Industrial Technology Division have commented on the lack of space in MCCC’s current facilities. They have indicated that, in order to keep up with advanced and current technologies, space must be provided for items such as alternative energies and a chassis.
dynamometer that is capable of measuring specifications of Electric/Hybrid vehicles

Advisory committee members are a source for class fieldtrips, and they attend specific classes as guest speakers.

All occupational programs have active advisory committees. The following is a list of advisory committees broken down by division:

Business Division
- Accounting
- Administrative Professional and Medical Office
- Business Management
- Computer Information Systems
- Culinary Skills and Management

Humanities and Social Sciences
- Criminal Justice
- Media

Industrial Technology
- Automotive Engineering Technology
- Construction Management
- Electronics Technology
- Manufacturing Technology
- Mechanical Design Technology
- Metrology Technology Quality Systems
- Welding Technology

Science and Mathematics
- Early Childhood Development

Health Science
- Registered Nursing
- Respiratory Therapy
- Licensed Practical Nursing

MCCC also strives to develop connections among diverse communities and constituencies through the following activities:
- In September 2003, an ad hoc Diversity Committee was formed to bring diversity awareness to the College. A Diversity Climate Study was completed by consultant Clarence Smith. As a result of this study, the ad hoc committee became a standing committee in fall 2007. The committee membership includes faculty, administrators, staff, and community members.
• The purpose of the Diversity Committee is to strengthen the College’s awareness and to help fulfill MCCC’s educational and community responsibilities regarding diversity. Future activities will include short- and long-term goals in diversity training and developing diversity plans for all functions of the College, including personnel and curriculum development.

• A Diversity Advisory Committee was also established. Membership includes a cross-section of the community and College representatives. The purpose of the advisory committee is to advise the College on matters involving diversity and to facilitate community involvement.

Shared Educational, Economic, and Social Goals

The following are among the partnerships focusing on shared educational, economic, and social goals:

• MCCC has participated in the Youth for Understanding program since January 2006. This is an international program to provide students from around the globe with the opportunity to pursue college-level academic studies while living with a carefully selected host family in a community, such as Monroe, reflecting American values.

• The MCCC Math and Science Society (MASS) student group was started in 1999. In the winter semester of 2004, MASS collaborated with Lincoln Elementary School, an at-risk school in Monroe, to create an after-school program for a select number of children. Due to the success of the program, it has been continued every year since its inception. MASS has developed a fun and educational program for the students, many of whom come from lower-socioeconomic backgrounds. This experience allows MCCC students to apply their education in ways that benefit the community and also provides them with valuable teaching experience.

• MCCC has a large transfer population, and in order to meet the needs of that population, MCCC is a member of the Michigan Association of Collegiate Registrars and Admissions Officers (MACRAO). The MACRAO Transfer Agreement is a collaborative agreement among 57 two-year and four-year public and private colleges and universities in Michigan to help students transfer their coursework in general education. Completion of the MACRAO agreement requires the student to complete 30 credit hours consisting of six credits in English Composition, eight credit hours in Science and Math, eight credit hours in Social Science, and eight credit hours in Humanities.

• MCCC is also a member of the MACRAO initiative, the Michigan Transfer Network, which allows students to accurately check the transferability of courses at all participating colleges and universities.

In order to better serve the College’s constituents, MCCC has two campuses which are geographically located within 35 miles of Eastern Michigan University, the University of Toledo, Wayne State University, the University of Michigan, and Siena Heights University, as well as several other two- and four-year public and private colleges and universities.
CORE COMPONENT 5D

Internal and external constituencies value the services the organization provides.

Monroe County Community College goes to great lengths to ensure that the services it provides are beneficial to the constituents it serves. External constituents participate in College activities and co-curricular programs, and College facilities are available to and used by the community on a regular basis.

The use of online surveys, written evaluations, and follow-up telephone calls allows MCCC to carefully analyze the input and make necessary changes. Students are routinely asked to evaluate their instructor and the course in order to verify the quality of instruction. Often these evaluations help instructors make changes in their courses in order to fully engage students.

MCCC also takes an active role in the promotion of the College’s students to area employers who are searching for qualified employees. A variety of services are designed to help bridge the gap between an employer and the potential employee.

Workforce Development

The Office of Workforce Development at MCCC offers students, alumni, and Monroe County residents free assistance in locating employment opportunities in the Monroe area. The Office provides information regarding available part-time, full-time, permanent, and temporary positions in a wide variety of areas. Student assistant positions are also available through the office. All job seekers can register for this service by using the online candidate-registration form.

Upon registration with the Workforce Development Office, job seekers can obtain job information, referrals, request mailing of credentials packets to potential employers, and have access to a variety of job-seeking-skills seminars and reference materials.

Area employers can use the Office of Workforce Development free of charge to post available jobs and access qualified candidates registered with the office. Employers can post a job by using the job posting form.

WorkKeys

The Workforce Development Office can provide the services of a certified WorkKeys® job profiler. WorkKeys is a comprehensive system for improving the workforce and can serve as a rallying point for these efforts. WorkKeys is a tool for improving hiring decisions, reducing turnover, and improving employee satisfaction and productivity. MCCC’s WorkKeys Service Center offers testing, assessment, and training for workers in all types of organizations. WorkKeys helps companies and individuals identify and learn skills needed to fill specific jobs. The eight WorkKeys skills are these: reading for information, applied mathematics,
listening, writing, teamwork, applied technology, locating information, and observation.

One of the primary goals of the College's Workforce Development Office is to help employers hire and retain qualified employees and build a stronger workforce for Monroe County. The use of WorkKeys by businesses in hiring and training typically results in higher employee productivity, higher job satisfaction, reduced turnover, and improved quality.

Evaluation of Services

Evaluation of services occurs at all levels at Monroe County Community College in the academic and non-academic courses, both internally and externally (see Core Component 3A).

Class evaluations are completed by students at the end of every semester, while instructors are evaluated by division deans throughout the year (see Core Component 1D). MCCC’s Workforce Development Office uses evaluations for all of its customized training.

Volunteer Activities

Monroe County Community College has continued to provide valuable services to both its internal and external constituents for many years. Both groups continue to show that they value the programs and services that MCCC has to offer. The growth of MCCC sponsored activities provides an important indicator that the community values the College’s services, and their appreciation is communicated in a variety of ways.

Student Services

Monroe County Community College supports a number of student organizations and activities. It is believed that such programs contribute to the overall intellectual, social, and emotional development of students. Participation in campus-sponsored activities can be a source of opportunity for 1) leadership development, 2) cultivation of broader interests, 3) recognition of achievements, 4) encouragement of social skills, and 5) practice in the skills of citizenship.

Opportunities are available for individuals to participate in extracurricular student-sponsored organizations and activities and to help organize new programs or direct existing ones. Much of the responsibility for the types of student programs and their management rests with the students. However, all organizations and activities must have the support of a staff advisor. The following list represents some of the types of extracurricular student-administered activities available at the College:

- Student Government
- Student Clubs
- Academic Interest Groups
- Special Interest Groups
- Vocal and Instrumental Music
MCCC Service and Volunteer Activities

Monroe County Community College is greatly involved in community service and volunteer activities.

- Each year faculty and staff members provide many volunteers for Monroe County’s Relay for Life and Habitat for Humanity projects.
- Students in mechanical and electrical systems classes built solar panels that were taken to the University of Fondwa in Haiti. This was done in partnership with a community foundation and a local electrical contractor. A College administrator and faculty member traveled twice to Haiti to study the needs and to supervise the installation of the cells and computer lab.
- Students, staff, and community volunteers have participated in Project Ramp, which builds barrier-free ramps at no cost for Monroe County families in critical need of access to and from their home. Construction is made possible by Organized Labor’s Community Services/Community Action Liaison Program, in partnership with United Way of Monroe County, Monroe County Community College’s construction management technology faculty and students, the Department of Human Services and many businesses and health and human services providers. MCCC President David Nixon noted that the MCCC students who are participating from the college learn some of life’s lessons on this project. “They’ll learn how good it feels to use what you’ve learned in the classroom to help someone,” he said. “It’s another way of ‘paying it forward’ – for a lifetime” E7.72.
- The College’s website provides links to several community-service opportunities. Links are provided to Monroe’s Mercy Memorial Hospital Volunteer Services, which provides opportunities throughout the hospital system: Guild, Hospice, Hospital, and Nursing Center. The College site also provides a link to Heartland Hospice Services, whose mission is to provide quality hospice care in five counties in Southeast Michigan E7.73.

MCCC’s Student Clubs and Organizations

The Agora

The Agora student newspaper is published approximately 10 times during the fall and winter terms. The paper is produced by MCCC students enrolled in the journalism classes under the guidance of a faculty advisor and student editors E7.74.

International Studies

The MCCC International Studies Club promotes the study and awareness of other countries and cultural issues. Members hold fundraisers, social events, awareness events, and go on field trips. Recent club activities involve raising money for Swazi AIDS orphans, attending a lecture by the Dalai Lama, and visiting the United Nations in New York City E7.75.

Math and Science Society

The Math and Science Society (MASS) is open to students with interests in astronomy, biology, chemistry, ecology/environmental science, mathematics, physics, and general science. MASS is a very active group on campus with
sponsored field trips, community activities, and campus speakers. The group holds fundraisers and has an ongoing recycling program, has sponsored out-of-state field trips, and offers a club scholarship. They have established a science odyssey program with students at a local elementary school.

Phi Theta Kappa

MCCC’s Phi Theta Kappa Tau Omicron Chapter of the International Honor Society has taken part in a number of service projects. Society members have held drives to benefit the community’s local crisis-pregnancy center: collecting clothing, diapers, food, and baby items. Other projects have included providing child ID’s for MCCC’s Family Fun Night, organizing an Easter Egg Hunt to raise money for scholarships, and creating a gift drive for needy Monroe families.

Student Government

The MCCC Student Government provides an opportunity for students to have their voice heard around the campus. By supporting student organizations and planning campus activities, MCCC Student Government works to create an atmosphere that fosters a community feeling among students. Participation in these types of organizations and activities can be a great way to develop leadership skills and enhance the college experience.

Upward Bound

The MCCC Upward Bound program utilizes community service as a tool to strengthen students’ sense of civic engagement. A recent community services project involved packaging fruit and candy for the senior citizens in the Monroe area. Studies show that students who are active in community service are more likely to succeed and have a higher GPA than students who don’t participate.

Faculty, Staff, and Student Community Service

College faculty and administrators are committed to community service and are members and active participants in a variety of organizations throughout Monroe County and the surrounding areas.

- A recent survey of all full-time employees at MCCC revealed that of the 96 respondents, 84 percent have done some volunteer work within the past 12 months.
- More than 29 percent (21 employees) of those responding completed more than 41 hours of volunteer service. Service areas include local community organizations, health associations, and churches.
- More than half of the respondents volunteered at MCCC during the past year.

Although the survey provided information regarding the volunteerism of a portion of the MCCC staff during the past year, an ongoing vehicle should be developed to capture this information on an annual basis.
Student Government also encourages and promotes interaction with various groups and service organizations for the benefit of the community. Two examples include the following:

- The annual Fall Blood Drive held in conjunction with the Red Cross
- A toy drive for the Toys for Tots program

Students, faculty, and staff also volunteer their time and talent for a variety of community projects. Examples include:

- Assisting with the design and construction of a public pavilion located in downtown Monroe
- Design and construction of a barrier-free ramp for a resident in Bedford Township
- Assisting with construction of homes in Monroe County for Habitat for Humanity of Monroe

**Economic and Workforce Development Activities**

A major goal of the Office of Workforce Development is to provide services and information to area employers as they attempt to locate qualified candidates. This office is also responsible for assisting job seekers as they attempt to find employment. General services provided by the office include the following:

- Posting and displaying job openings from employers throughout the region: jobs range from entry-level, part-time, to full-time professional positions. Positions are posted on Main Campus, at the Whitman Center, and on MCCC’s website.
- Maintaining credential packets for job seekers: packets may include a résumé, recommendation letters, references from faculty members, college transcripts, and any other information which might impress potential employers. These packets are mailed or faxed upon an employer’s request.
- The College participates in The Collegiate Employ-Net Virtual Job Fair which is held each spring in Northwest Ohio.

The Office of Workforce Development statistics for the past three fiscal years reveal a decline in employment assistance. As evidenced in the table 7.4, there has been a 55 percent decrease in the number of credential packets sent to employers. This presents a challenge for the Office of Workforce Development to be more aggressive in assisting both job seekers and local employers.

**Table 7.4 Employee Assistance Statistics**

<table>
<thead>
<tr>
<th>2004-2005 Fiscal Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of jobs received and posted</td>
</tr>
<tr>
<td>Number of candidates referred for posted positions</td>
</tr>
<tr>
<td>Number of referrals hired for these jobs</td>
</tr>
<tr>
<td>Number of new registrants</td>
</tr>
<tr>
<td>Number of credential packets sent to employers</td>
</tr>
</tbody>
</table>
### Availability and Use of MCCC Facilities

MCCC takes pride in offering a great variety of College-sponsored cultural events. These events educate MCCC’s constituents about the world around them and encourage the College’s students to see themselves as members of the larger global community. MCCC understands that technology is making the world a smaller place with more interaction among people of different cultures, and the College can foresee the need for those cultures to be able to interact for global benefits. By hosting exchange students, MCCC helps local students and exchange students develop a better understanding of their similarities and differences.

### La-Z-Boy Center

Since the opening of the La-Z-Boy Center in 2004, the number of public events and the increase in attendance demonstrate that MCCC’s internal and external constituents use and appreciate the events offered at Monroe County Community College. In September 2008, the College noted that after being open for only four years, the La-Z-Boy Center has become a vital part of Monroe County:

- Monroe County Community College’s La-Z-Boy Center and Meyer Theater has drawn nearly 150,000 people since opening in October 2004.
- Since opening, the Meyer Theater has held 2,103 events with a total attendance of 142,908.
- In addition to the 574-seat capacity theater, the La-Z-Boy Center houses the offices of the Division of Corporate and Community Services, a rehearsal hall, dressing and makeup rooms, a scene shop, six multi-use training rooms, and a computer room.

### Campus/Community Events

MCCC’s Campus/Community Events Committee continues to offer a wide variety of theatrical productions, musicians, comedians, and children’s performances. The following 2008-2009 schedule is typical of each year’s events:

- Sunday, September 28: *Antiques and Autos* (Main Campus)
- Friday, Saturday, Sunday/October 3, 4, 5: *Doubt: A Parable* (Meyer Theater)
- Monday, October 20: *Band and Chorale Concert* (Meyer Theater)

In addition, the Meyer Theater is often rented to the general public for historical events, dance troupes, local theater, and various fundraisers.

**Adapting to Changing Needs**

Throughout its history Monroe County Community College has maintained the goals stated in its mission statement, while at the same time adapting to the changing needs of the constituents it serves.

MCCC realizes that the bridge between education and industry is important, and building that bridge makes MCCC a leader in the community. Whether training the next generation of skilled employees or retraining present employees, MCCC’s commitment to high educational standards helps ensure that industry can remain competitive and profitable well into the 21st century with the help of a well-educated workforce.

MCCC provides an educational experience that goes beyond traditional classroom lectures and examinations. As illustrated in Chapter Six, Core Component 4C, the College takes pride in offering students a wide variety of educational experiences outside of the classroom.

MCCC’s graduates, if they choose to do so, are prepared to further their education when transferring to a four-year college or university. MCCC has developed
articulation agreements and transfer guides with colleges and universities in order to offer the College’s students alternative choices for their educational goals. Students often report back through surveys that the experiences gained at MCCC have been a tremendous advantage in acclimating to the four-year college.

Monroe County Community College understands that education is a lifelong experience. Twice a year MCCC’s Lifelong Learning Schedule is distributed to the community. These offerings include a wide variety of classes for personal enrichment, as well as classes for those wanting to enhance their job skills or change careers.

The College continues to be a viable resource for its constituents. MCCC’s future plans take into account the need for accessibility for diverse individuals, and the College welcomes everyone who has the desire to learn.

**Continuing Education for Licensed Professionals**

Monroe County Community College provides programs to meet the needs of licensed professionals. The state of the economy in the area has increased the need for customized training and retraining programs. Through collaboration with businesses in the area, customized training and retraining programs are created to fit local needs. As a result, a number of individualized programs have been designed for businesses in the area.

The College has administered grants awarded by the Economic Development Job Training Grant Program. These funds are awarded by the Michigan Economic Development Corporation on a competitive basis to provide employee training for new and expanding businesses in the state. State and Federal grant funds have also been obtained to support economic growth and employer needs within the county and surrounding area.

A partnership with ED2GO, a nationally recognized deliverer of web-based courses, has been established to offer a variety of online courses. Classes in business administration, computers, and classes for teaching professionals are just a few of the ED2GO options. These can be completed at times convenient for working students.

MCCC now offers several new noncredit health-care programs. These were launched to meet the increasing demands for health-care professionals. Among the programs offered are the EKG Technician Certification, EMT, First Aid, CPR/AED training, Pharmacy Technician, and Veterinarian Technician. (See Table 7.5)
### Table 7.5 Noncredit, Health-Care Programs

<table>
<thead>
<tr>
<th>Semester</th>
<th>Course Prefix</th>
<th>Credit Hours</th>
<th>Section</th>
<th>Location</th>
<th>Course Title</th>
<th>Number Enrolled</th>
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</thead>
<tbody>
<tr>
<td>FL02</td>
<td>MEDCL</td>
<td>702</td>
<td>81</td>
<td>MC</td>
<td>Emergency Medical Technician</td>
<td>19</td>
</tr>
<tr>
<td>FL03</td>
<td>MEDCL</td>
<td>702</td>
<td>81</td>
<td>MC</td>
<td>Emergency Medical Technician</td>
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<tr>
<td>FL03</td>
<td>MEDCL</td>
<td>797</td>
<td>82</td>
<td>MC</td>
<td>Adult CPR and AED Training</td>
<td>12</td>
</tr>
<tr>
<td>FL03</td>
<td>MEDCL</td>
<td>797</td>
<td>86</td>
<td>MC</td>
<td>Adult CPR and AED Training</td>
<td>12</td>
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<tr>
<td>FL03</td>
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<td>797</td>
<td>87</td>
<td>MC</td>
<td>Adult CPR and AED Training</td>
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<tr>
<td>FL04</td>
<td>MEDCL</td>
<td>799W</td>
<td>41</td>
<td>INT</td>
<td>Become a Veterinary Assistant</td>
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</tr>
<tr>
<td>FL04</td>
<td>MEDCL</td>
<td>702</td>
<td>81</td>
<td>MC</td>
<td>Emergency Medical Technician</td>
<td>15</td>
</tr>
<tr>
<td>FL04</td>
<td>MEDCL</td>
<td>770</td>
<td>82</td>
<td>MC</td>
<td>Adult CPR/AED Recertification</td>
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<td>MEDCL</td>
<td>797</td>
<td>81</td>
<td>MC</td>
<td>Adult CPR and AED Training</td>
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<tr>
<td>FL05</td>
<td>MEDCL</td>
<td>702</td>
<td>81</td>
<td>MC</td>
<td>Emergency Medical Technician</td>
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<tr>
<td>FL06</td>
<td>MEDCL</td>
<td>806</td>
<td>81</td>
<td>MC</td>
<td>First Aid &amp; CPR/AED w/child</td>
<td>5</td>
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<tr>
<td>FL06</td>
<td>MEDCL</td>
<td>806A</td>
<td>81</td>
<td>MC</td>
<td>First-Aid CPR/AED</td>
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<td>81</td>
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<td>MEDCL</td>
<td>812</td>
<td>44G</td>
<td>INT</td>
<td>Pharmacy Tech</td>
<td>2</td>
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<td>MEDCL</td>
<td>810W</td>
<td>44G</td>
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<td>Veterinary Assistant</td>
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<td>INT</td>
<td>Admin. Medical Specialist</td>
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<tr>
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<td>INT</td>
<td>Become a Vet Assist. II</td>
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<tr>
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### Summary of Findings

Today MCC has an ever-expanding opportunity to lend itself to the needs of business and industry. In a world of changing economies and resources, business and industry are in a race to keep up with the demands of an ever-changing world. On numerous occasions, MCC has proven itself capable of retraining personnel quickly to help an industry keep its competitive edge.

Monroe County Community College has been a mainstay in the community for nearly 45 years. The College has worked diligently to demonstrate its effectiveness and the benefits that come through dedication and hard work. MCC has opened doors for numerous individuals to achieve their goals. The face of the institution has changed over the years, but MCC’s dedication to higher education continues to fit the needs of its community.

### Strengths

- One of MCC’s greatest strengths is the partnerships it has developed with other colleges and universities, business and industry, and the community.
- Employees and students are actively engaged in enriching the community via volunteerism.
- MCC analyzes and evaluates its value to the constituents it serves through the use of advisory committees, surveys, and other data collection tools.
- MCC strives to improve its services and effectiveness as a community asset.

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**TOTAL STUDENTS ENROLLED**: 464

*MC* - Main Campus

*INT* - online class
• The College gains the knowledge that it needs to be able to better prepare its students for the jobs of tomorrow by engaging members of the community and leaders of business and industry.

• Instructional programs are developed that coincide with the needs of business and industry.

• MCCC understands that through its partnerships, it will make sound decisions for its constituents.

**Opportunities/Challenges**

• The College’s current technology education buildings are no longer adequate to house the newest technologies.

• The College is challenged to provide facilities that meet contemporary program needs and accommodate record enrollment growth.

• MCCC will need to secure funding to support a new career technology building that will house current and future high-tech, high-skill, high-demand programs.

• MCCC has no mechanism for annually collecting employee volunteerism data. This information could be collected by the Human Resources Department via the annual employee-performance evaluation.

• The current Michigan economy requires the Office of Workforce Development to be aggressive in assisting both job seekers and local employers.

• A low percentage of graduates respond to the Graduate Follow-up Survey item regarding the Office of Workforce Development. It was the lowest rated service in the ACT Alumni Survey. Faculty, staff, and students need to be better educated regarding the services of the Office of Workforce Development.