

*Western Wyoming
Community College*

Green River Center

PROGRAM REVIEW

FY2007

Table of Contents

INTRODUCTION	1
I. OVERVIEW	2
II. ASSESSMENT RELATED TO PROGRAM GOALS AND GOALS FOR STUDENT SUCCESS	9
III. ASSESSMENT: REGULATIONS COMPLIANCE.....	20
IV. ASSESSMENT: STAFF DEVELOPMENT	22
V. ASSESSMENT: PROGRAM FACILITIES AND EQUIPMENT	23
VI. REVIEW OF PRINTED MATERIAL AND WEB SITE	24
VII. RECOMMENDATIONS FROM PREVIOUS PROGRAM REVIEW.....	25
VIII. SUMMARY OF STRENGTHS AND LIMITATIONS	27
IX. FUTURE DIRECTIONS	28

INTRODUCTION

The Western Wyoming Community College Board of Trustees adopted the following mission statement for the Green River Center on February 2, 1988:

1. To serve non-traditional and part-time students who attend primarily evening and/or weekend classes;
2. To provide Green River High School students, who wish to “try” college, the opportunity to concurrently take one or two college courses;
3. To provide basic skills training to those persons who wish to achieve basic literacy, complete a high school equivalency diploma (GED), or to improve upon study skills before enrolling in credit courses;
4. To provide continuing education units (special interest, retraining, upgrading skills) and non-credit courses (recreational, enrichment, leisure time) upon adequate demand; and
5. To provide facilities for community service programs and activities; also other approved and appropriate community use.

Although the Mission Statement was updated after the Program Review in 2001, it would appear that a more appropriate Mission Statement addressing the current mission of the Green River Center needs to be developed and adopted based on the outcome of this program review.

I. OVERVIEW

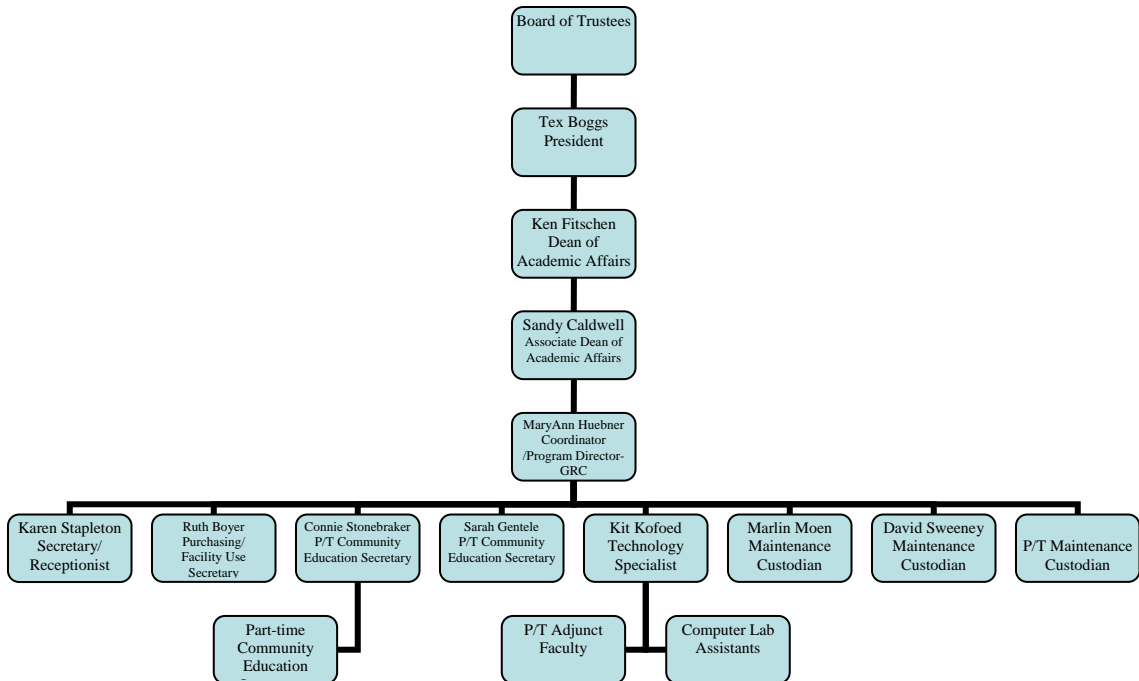
OVERVIEW OF PROGRAMS

The Green River Center Administration functions as an extension of the Rock Springs Campus. The Green River Center offers a variety of college services to the people in Green River. The staff at the Green River Center administers the county-wide Community Education program. The Green River Center also administers a facility use program which maximizes the use of the Green River Center and encourages industry and business in Sweetwater County to utilize both the Green River Center and the Rock Springs Campus. A variety of weekend and evening credit classes are also administered by the staff at the Green River Center. The College Learning Center and the Professional, Technical & Community Education departments offer comprehensive programs and services based at the Green River Center.

OVERVIEW OF THE FACILITY AND STAFF

The Green River Center opened to the public in spring of 1985. The Center has 32,000 square feet of space and includes eight regular classrooms, two computer labs, a biology lab, two classrooms with audio teleconferencing equipment, three industry training rooms, a Mine Safety Health Administration (MSHA) training room, an executive conference room, a small meeting room, a multi-purpose room, an auditorium, a room for the Learning Center program, an administration office area, office space for the Professional, Technical & Community Education program, and a staff exercise room.

As of July 2005, the Coordinator of the Green River Center reports to the Vice President for Student Learning. The administration staff reports to the Coordinator of the Green River Center.



Program Objectives

In order to meet the overall goals of the Green River Center as outlined in the mission statement, the specific objectives change regularly. The current objectives were developed in 2006.

1. To provide a well-maintained functional facility that attracts industry, organizations and community groups.
2. To provide a well-maintained functional facility which supports both the student and the staff needs of the Learning Center and the Professional, Technical & Community Education programs.
3. To provide a welcoming environment to all people especially those who are using a college for the first time.
4. To develop a staff that is knowledgeable and well-trained in current technology, college processes and customer service.
5. To complement the recruitment and retention efforts of the Rock Springs Campus by offering credit and non-credit classes, workshops and activities for people of all ages designed to encourage an interest in a college education.
6. To provide open communication among administration staff members, people using the facility and college staff on the Rock Springs Campus, the Green River Center and the College Outreach areas.
7. To serve as a concurrent class contact for the Green River High School and to develop, promote and market dual credit options for Green River High School students.

WWCC GUIDING PRINCIPLES

Learning Is Our Purpose

The Green River Center enables students to complete and/or begin their college education while also working a full-time job. Classes are offered in the evening, on the weekend and over compressed video. The computer lab is open in the evening and on weekends to give students access to on-line classes, exams and homework assignments which require the use of a computer. Additionally, members of the Green River Center staff contribute to student learning by teaching a variety of classes and presenting workshops.

Students Are Our Focus

Students are the reason for the existence of the Green River Center. Every service offered by the Green River Center exists, in one way or another, to meet customer needs. The Green River Center assists the college's goal of serving diverse student populations by focusing on the needs of adult students. Equipment and furnishings at the Green River Center are constantly updated in an effort to provide a comfortable learning environment.

Employees Are Our Most Important Resource

Employees at the Green River Center are encouraged to continue their education and develop professionally by attending work-related conferences, trainings and staff retreats. The classified staff employees are strongly encouraged to participate in the

Western Wyoming Community College Classified Staff organization. Regular performance evaluations are conducted for full-time employees and the results shared with the employees to enhance performance and job satisfaction. Employees attend weekly staff meetings and take part in decision making. Employees are encouraged to participate in committees and social events held on the Rock Springs Campus.

The Community Is Our Partner

The Green River Center provides quality educational opportunities for people of all ages and levels of education residing on the western side of Sweetwater County. Additionally, the Green River Center encourages community groups, local business and industry to utilize the college for meetings and trainings. For example, the Green River Center works with the Sweetwater County Performing Arts Guild to provide a facility for rehearsals for productions such as “The Nutcracker” and “Peter and the Wolf.” The coordinator of the Green River Center serves on Community Activities Advancement Alliance committee and the Architectural Review Committee for the City of Green River. The Green River Center is a member of the Green River Chamber of Commerce and the Sweetwater Economic Development Association and works closely with the Senior Citizen Center in both Green River and Rock Springs in an effort to address the needs of the local senior citizens in our programs. The Green River Center houses the Professional, Technical & Community Education program which provides county-wide programs for local businesses, organizations and industries and the Learning Center which provides basic education programs for adults in and around the Green River Community.

Adapting to Change Defines Our Future

Change has become the norm at the Green River Center. As the needs of our students and programs change, so does the Green River Center. Since 2001, it has become necessary to adopt the following facility, program and staff changes in an attempt to meet the mission of the Green River Center, accomplish the objectives, and to better serve the people who utilize it.

Facility Changes

- A compressed video system has been added at the Green River Center.
- The Green River Center was made a wireless facility.
- A storage shed was erected.
- An executive meeting room has been added.
- An industry training room exists in place of the bookstore.
- A small exercise room with a tread mill and exercise bikes is in place.
- The audio conference room has been converted into a classroom used mostly for industry training.
- The furnishings in Room 105 and 115 have been updated to desks and/or tables with larger more comfortable chairs.
- Space was renovated for new offices for the Professional, Technical and Community Education program.
- Equipment that makes snow removal safer for everyone and easier for the staff has been acquired.

Program and Staff Changes

- The Continuing Education program was renamed the Professional, Technical and Community Education program.
- The Community Service program was renamed the Community Education program.
- The MSHA grant program now reports to the Professional, Technical and Community Education program Coordinator.
- The Professional, Technical and Community Education program now reports directly to the Assistant Vice President for Student Learning.
- The Assistant Coordinator position was changed to a Technology Specialist position.
- The Director of the Green River Center now operates under an 11 month employment contract.

Ethical Standards Guide Our Actions

Members of the Green River Center staff are held to the highest ethical standards. The staff treats each individual with respect and works diligently to respond to every concern and request.

- The staff visits classes to insure that students are properly registered.
- The staff pays close attention to proper use of copyrighted material including computer software.
- Confidentiality is a high-priority at the Green River Center. This applies to ADA services, registration, faculty/student issues, testing, and business and industry issues such as labor/management negotiations.

- The Green River Center is committed to fairness in the administration of the college policies as they apply to students, staff, and all customers.

II. ASSESSMENT RELATED TO PROGRAM GOALS AND GOALS FOR STUDENT SUCCESS

- A. Customers/clients include Western Wyoming Community College students, staff, and faculty served by the Green River Center. This group also includes local and state non-profit organizations, local school districts, individual members of the community from age three through the senior citizens, Wyoming businesses and out-of-state businesses operating in Wyoming.
- B. The Green River Center contributes to student learning:
- By providing services such as registration, scheduling classes, coordination with Rock Springs Campus and technical assistance to students who primarily live in Green River, the Green River Center saves students time and travel and makes learning accessible to those who might be unable to travel to Rock Springs.
 - By providing services such as scheduling of rooms, ordering textbooks, ordering supplies/equipment, submitting adjunct faculty approvals and reviewing course syllabus, the Green River Center assist the adjunct faculty in preparing and presenting class materials which allows the students learning opportunities equal to those on the Rock Springs Campus.
 - By providing building maintenance and a safe clean facility the Green River Center provides a positive learning environment.

C. Customer/Client Survey Results

Three surveys were conducted as part of this program review.

1. Local industries/users of the Green River Center facility
2. Division Chairs on the Rock Springs Campus
3. Western Wyoming Community College employees on both the Rock Springs Campus and at the Green River Center.

The surveys for this Program Review were conducted in the late summer of 2006 when the number of students at the Green River Center is very low and the committee felt that it would be difficult to obtain a meaningful response. Students are given an opportunity to evaluate every class offered at the Green River Center. Results of the evaluations for the Professional, Technical & Community Education classes are included in their program review. Results of the evaluations for the credit classes offered at the Green River Center are compiled on the Rock Springs Campus and sent to the Division Chairs for inclusion in the appropriate program review. Any concerns expressed in the evaluations for all these classes are addressed as they surface.

The purpose of the surveys given as part of program review is to determine whether or not the Green River Center is meeting the program objectives and the mission, to measure the level of satisfaction, and to solicit ideas for improving the services offered from the three different perspectives. (See Appendix "A" for copies of the surveys)

Results of the Local Industries/User Survey

This survey was done as a telephone survey in August 2006. Eighty-one organizations were contacted and 45 organizations responded. The official response rate was 56%.

- 75% of the users were from Sweetwater County.
- 50% used the facility for meetings
- 55% used it for training purposes.

Criteria for Success:

- Keep the number of Sweetwater County users at or above 75% while increasing the total number of facility users.
- Increase the number of people using the facility for meetings to 75%.
- Increase the number of people using the facility for training purposes to 80%

These statistics will be useful as we continue to expand our marketing efforts to increase the use of the Green River Center facility.

Criteria for Success Met/Not Met:

The Criteria for Success is Not Met in this area and Action is Needed.

The chart below indicates the satisfaction level of the facility users:

Facility User Survey				
	AGREE	DISAGREE	CRITERIA FOR SUCCESS	CRITERIA FOR SUCCESS MET? NOT MET?
PROCESS:				
Reserving Rooms	40 (100%)	0	90% of all respondents "Agree"	Met: No action needed
Room set up as requested	39 (98%)	1 (2%)	90% of all respondents "Agree"	Met: No action needed
Equipment set up / assistance	30 (75%)	10 (25%)	80% of all respondents "Agree"	Not Met: Action needed
Refreshments set up	22 (88%)	3 (12%)	80% of all respondents "Agree"	Met: No action needed
Fees are reasonable	28 (70%)	12 (30%)	70% of all respondents "Agree"	Met: No action needed
Billing is timely	28 (70%)	12 (30%)	70% of all respondents "Agree"	Met: No action needed
Cleanliness of Facility	35 (88%)	5 (12%)	80% of all respondents "Agree"	Met: No action needed
Sufficient signage inside	35 (88%)	5 (12%)	95% of all respondents "Agree"	Not Met: Action needed
Information available	27 (68%)	13 (32%)	95% of all respondents "Agree"	Not Met: Action needed
Emergency procedures posted	24 (60%)	16 (40%)	95% of all respondents "Agree"	Not Met: Action needed
Sufficient signage outside	39 (98%)	1 (2%)	95% of all respondents "Agree"	Met: No Action needed
Maintenance of exterior	39 (98%)	1 (2%)	95% of all respondents "Agree"	Met: No Action needed
STAFF:				
Courteous and helpful	39 (98%)	1 (2%)	95% of all respondents "Agree"	Met: No action needed
Knowledgeable / accurate	39 (98%)	1 (2%)	95% of all respondents "Agree"	Met: No action needed
Problem solving support	28 (70%)	12 (30%)	75% of all respondents "Agree"	Not Met: Action needed
COMPUTER LABS:				
Assistants are knowledgeable	5 (72%)	2 (28%)	70% of all respondents "Agree"	Met: No Action needed
Assistants are courteous / helpful	5 (72%)	2 (28%)	95% of all respondents "Agree"	Not Met: Action needed

Note: The number of total responses varies for the different services because not all facility users request every service listed.

Strengths: 98% of the respondents said they were satisfied with the usage of the Green River Center, plan to use the Center in the future and would recommend use of the Green River Center to other groups. The comments show that the Green River Center staff is helpful and courteous and that the facility is clean and well-maintained. Several respondents noted the location and convenience as positive qualities.

Improvement: Problems with the heating/air-conditioning systems were listed as needing the most improvement. Also listed were better directional signs.

Comments: One local industry summed up the comments by stating: "...enjoys using the facility because we can count on our needs being met. I believe we have a good working relationship with the staff. A nice sign in the lobby indicating the different types of meetings (or company holding the meeting) for each day and the meeting room numbers would be helpful."

Analyze findings and summarize results in terms of program goals: This survey clearly shows that the Green River Center is providing a well-maintained functional facility that attracts industry, organizations and community groups and that the facility users are satisfied with the environment at the Green River Center. The survey also shows that the facility users feel the staff is knowledgeable and well-trained in technology, college processes and customer service.

Use of results: The results of this survey will challenge the Green River Center staff to continue to provide exceptional services and suggestions for improvement will be incorporated into the Future Directions section of this review. The results of this survey refer to Program Objectives No. 1 and No. 4.

Results of the Division Chair Survey

The official response rate for this survey is 83%.

- 60% indicate that they visit the GRC once a semester or more often
- 40% indicate they visit the Green River Center rarely or never
- 60% of the respondents indicate at least monthly contact with the Green River Center
- 40% indicate contact once per semester or less

Criteria for Success:

- 100% of the Division Chairs visit the GRC once a semester or more often.

Criteria for Success Met/Not Met:

The Criteria for Success is not met in this area and action is needed.

Strengths: The comments indicate that the expertise of the staff and a nice facility are the strengths of the Green River Center.

Improvements: The comments indicate that more could be done to complement the recruitment and retention efforts of the Rock Spring Campus and that working on open communication in a timely manner is a continuing challenge.

Comments: One respondent indicated that “the management of the Green River Center should be located on the Rock Springs Campus.”

Analyze Findings and Summarize the Results in Terms of Program Goals: The responses to this survey indicate that about half of the Division Chairs do not visit the Green River Center regularly and that they feel little or no responsibility for the success of the program.

The chart below indicates the responses from the Division Chairs regarding their interaction with the Green River Center.

DIVISION CHAIR SURVEY				
	AGREE	DISAGREE	CRITERIA FOR SUCCESS	CRITERIA FOR SUCCESS MET? NOT MET?
COMMUNICATION WITH STAFF:				
Sufficient Interaction	2 (40%)	3 (60%)	80% of all respondents "Agree"	Not Met: Action needed
Include classes in Program Review	3 (60%)	2 (40%)	100% of all respondents "Agree"	Not Met: Action needed
Scheduling classes together	3 (60%)	2 (40%)	100% of all respondents "Agree"	Not Met: Action needed
Involved in recruiting adjunct faculty	3 (60%)	2 (40%)	100% of all respondents "Agree"	Not Met: Action needed
Refer students	5 (100%)	0 (0%)	100% of all respondents "Agree"	Met: No Action needed
Good teaching learning environment	4 (80%)	1 (20%)	80% of all respondents "Agree"	Met: No Action needed
Good instructional areas/materials/support	4 (80%)	1 (20%)	80% of all respondents "Agree"	Met: No Action needed
LEVEL OF SERVICE:				
Knowledgeable staff	3 (60%)	2 (40%)	80% of all respondents "Agree"	Not Met: Action needed
Responsive and efficient staff	3 (60%)	2 (40%)	80% of all respondents "Agree"	Not Met: Action needed
Courteous staff	3 (60%)	2 (40%)	100% of all respondents "Agree"	Not Met: Action needed
Requests handled in reasonable time	3 (60%)	2 (40%)	80% of all respondents "Agree"	Not Met: Action needed
Appropriate office hours	4 (80%)	1 (20%)	80% of all respondents "Agree"	Met: No Action needed
FACILITY:				
Entrance, sidewalks, parking lots maintained	4 (80%)	1 (20%)	80% of all respondents "Agree"	Met: No Action needed
Clean and comfortable	4 (80%)	1 (20%)	80% of all respondents "Agree"	Met: No Action needed
GRC is appealing	4 (80%)	1 (20%)	80% of all respondents "Agree"	Met: No Action needed
Sufficient signage	4 (80%)	1 (20%)	100% of all respondents "Agree"	Not Met: Action needed

Use of Results: The challenge for the Green River Center will be to continue utilizing the expertise of the staff and to continue working on communication and clearly defined program responsibility between the Rock Spring Campus and the Green River Center. Suggestions for improvement are incorporated into the Future Directions of this review. The results of this survey refer to Program Objectives # 5 and #6.

Results of Western Wyoming Community College Employees Survey

This survey was conducted using SurveyMonkey.com. It was sent to full-time and part-time employees on the Rock Springs Campus and at the Green River Center. A total of 169 college employees responded to the survey for a response rate of 62%.

- 46% of the respondents indicate that they visit the Green River Center regularly.
- 59% of the respondents feel the Green River Center has an adequate teaching/learning environment.

Criteria for Success:

- 75% of the respondents indicate that they visit the Green River Center regularly.
- 80% of all respondents indicate they believe the Green River Center has an adequate teaching/learning environment.

Criteria for Success Met/Not Met:

The Criteria for Success is not met in this area and action is needed.

Strengths: The staff and the facility were mentioned as the greatest strengths. The location, serving the Green River Community, convenience and giving the college a presence in Green River were also listed.

Improvements: Underutilization is the area that received the most comments as needing improvement. Other comments included more signage, updated equipment, more advertising/marketing, better communication, eliminating the automated phone, easier access for the elderly, more participation in college activities by the Green River Center staff, temperature control, and additional maintenance/custodial staff.

Comments: The comments range from “The staff is committed to serving the community and industry, and is highly responsive to community and industry needs. The staff has bent over backwards to assist me when asked. The people are warm and friendly, and the facility is beautiful and inviting.” to “I think it should be closed. Certainly, students can easily come to the RS campus. If the GRC is only used for the plants and CDL training, should the college support it?”

Analyze Findings and Summarize the results in terms of the Program Goals: 95.5% of the respondents said they would refer the Green River Center to students, groups, and organizations. Though this specific question was not asked in the last program review (2002), response to a similar question indicated that 64% of college employees responding indicated a favorable image of the Green River Center. This shows that progress has been made in the last five years with regard to improving the image of the Green River Center.

The chart below indicates the responses from the Western Wyoming Community College Employee Survey.

WESTERN WYOMING COMMUNITY COLLEGE EMPLOYEE SURVEY				
	AGREE	DISAGREE	CRITERIA FOR SUCCESS	CRITERIA FOR SUCCESS MET? NOT MET?
LEVEL OF SERVICE AT THE GREEN RIVER CENTER:				
Knowledgeable Staff	115 (68%)	54 (32%)	80% of all respondents "Agree"	Not Met: Action Needed
Responsive and Courteous Staff	114 (68%)	55 (32%)	90% of all respondents "Agree"	Not Met: Action Needed
Requests handled in reasonable time	99 (59%)	70 (41%)	90% of all respondents "Agree"	Not Met: Action Needed
Appropriate Office Hours	102 (61%)	67 (39%)	75 % of all respondents "Agree"	Not Met: Action Needed
GREEN RIVER CENTER FACILITY:				
Appealing	146 (87%)	23 (13%)	85% of all respondents "Agree"	Met: No Action Needed
Clean and comfortable	138 (82%)	31 (18%)	85% of all respondents "Agree"	Not Met: Action needed
Sufficient signage	91 (54%)	78 (46%)	95% of all respondents Agree	Not Met: Action needed
Drive, parking lots, and sidewalks maintained for safety	119 (71%)	50 (29%)	90% of all respondents "Agree"	Not Met: Action needed
Emergency procedures and route posted	57 (34%)	112 (66%)	95 % of all respondents "Agree"	Not Met: Action needed
Conveniently located	90 (54%)	79 (46%)	50% of all respondents "Agree"	Met: No Action needed
Sufficient maintenance/custodial staff	58 (35%)	111 (65%)	80% of all respondents "Agree"	Not Met: Action needed

Use of Results: The comments about underutilization of the Green River facility deserve the most attention. Those who work at the Green River facility and/or those who visit the Green River facility on a regular basis frequently comment that they find it difficult to secure a classroom and/or find an available room to conduct a meeting and/or to find a parking space. Additionally, the utilization chart below shows that a significant

number of people use the Green River Center each year. One might conclude that underutilization is merely a perception problem. However, the comments cannot be discounted as perception is the reality and therefore this is an issue and that must be addressed. The Green River Center has tremendous potential not only as a source of revenue for Western Wyoming Community College but also as a recruitment tool and a champion for the college on the western side of Sweetwater County. The results of this survey question relate to Program objectives 4, 5, and 6.

CHART SHOWING FACILITY UTILIZATION OVER PAST FIVE YEARS			
FISCAL YEAR	TYPE OF ENTITY	NUMBER OF DAYS FACILITY USED	APPROXIMATE NUMBER OF PEOPLE SERVED
FY 05-06	Industry / Business	80	7,544
	Gov't / Schools	44	
	Non-Profit	103	
	WWCC Related	77	
FY 04-05	Industry / Business	136	5,746
	Gov't / Schools	54	
	Non-Profit	79	
	WWCC Related	46	
FY 03-04	Industry / Business	130	5,208
	Gov't / Schools	62	
	Non-Profit	86	
	WWCC Related	33	
FY 02-03	Industry / Business	101	5,123
	Gov't / Schools	40	
	Non-Profit	57	
	WWCC Related	15	
FY 01-02	Industry / Business	189	7,217
	Gov't / Schools	58	
	Non-Profit	84	
	WWCC Related	13	

NOTE: Persons attending WWCC and UW sponsored credit and non-credit classes are not included in these numbers.

Use of Results: The Green River Center can maximize support for the mission of the college through its contacts with the industries on the western side of Sweetwater County and through its contact with School District No. 2. The chart shows that utilization of the facility in FY 05-06 was at an all time high. It is interesting to note that the number of days the facility is used by the various entities fluctuates each year depending on the amount of training that is required and the size of their annual budgets. This chart addresses Program Objective No. 1.

III. ASSESSMENT: REGULATIONS COMPLIANCE

The Americans with Disabilities Act

The Green River Center works closely with the Student Development Center to comply with the Americans with Disabilities Act. Students who may qualify under ADA are referred to the Student Development Center on the Rock Springs Campus for evaluation. The Green River Center then works with the Student Development Center to provide all accommodations. The Green River Center staff respects the confidentiality of the ADA documents.

Occupational Safety and Health Act (OSHA)

The Green River Center complies with OSHA requirements with regard to working conditions. All chemicals at the Green River Center are included on a Materials Safety Data Sheet (MSDS) as required by OSHA. The maintenance staff at the Green River Center attends yearly OSHA trainings to maintain proper certifications.

Federal Education Right and Privacy Act (FERPA)

Once each year the Registrar attends a Green River Center staff meeting to update the staff on any and all changes with regard to this Act. The adjunct faculty teaching at the Green River Center are reminded of the FERPA regulations during the semester Adjunct Faculty In-Service.

Building Inspections and Fire Code

The Green River Center complies with building and fire code regulations as outlined by the State of Wyoming. In many instances these are more restrictive than the local building and fire codes. All structural changes are made with the approval of the City of Green River building inspector and the Western Wyoming Community College Physical Plant Director. Room capacities are not exceeded. Fire safety drills are conducted once a semester to help ensure that Green River Center staff is aware of the proper handling of an emergency. Additionally, there is an up-to-date Emergency Procedures booklet available in each office.

College Policies and Procedures

All college policies and procedures apply to the Green River Center. The Coordinator administers these policies and procedures.

IV. ASSESSMENT: STAFF DEVELOPMENT

Administration Paraprofessional Staff

Any specific training with regard to such items as new processes, change in procedures, and/or additional software applications is conducted by the Rock Spring Campus staff for the Green River Center staff. In addition to this specific training, the paraprofessional staff at the Green River Center has attended the Women's Fair, Student Development Center workshops on stress, Reading Dynamics, FERPA, Blood borne pathogens, Civitas, an extensive Photoshop seminar, Administrative Assistant's Conference, Skill Path Seminars, Green Cleaning and various DDI trainings. In order to maintain coverage in the office and the building, it is not possible for all the classified staff to attend all of the workshops. The people most directly affected by the subject matter attend first and then others who wish to attend do so on a rotating basis. This system seems to work out well.

Administration Professional Staff

The Green River Center Professional Staff has participated in Making Effective Decisions workshops, various computer workshops, technology workshops, and the faculty in-services scheduled at the beginning of each semester. It would be helpful if the professional staff had more opportunities to attend regional and/or national conferences. It is not that the employees and/or the college are unwilling to participate, rather that appropriate conferences are difficult to find. More effort needs to be directed in this area.

V. ASSESSMENT: PROGRAM FACILITIES AND EQUIPMENT

A. Facilities:

The surveys show that the Green River Center is an up-to-date and properly maintained facility and that it is appropriate for the programs that it offers. There are several comments on the surveys indicating that the heating/cooling system at the Green River Center does not adequately meet the needs of the people who use the facility. In addition, several survey responses indicate that additional signage is needed.

B. Equipment

The surveys indicate that the Green River Center is well equipped and that the equipment is up-to-date and properly maintained.

VI. REVIEW OF PRINTED MATERIAL AND WEB SITE

The review of the printed materials was completed by the Green River Center staff.

Explore Brochure: It was found that the Explore Brochure is appropriate and current for the target audience. It was agreed that the appearance of the Explore Brochure does represent the college in a professional manner. This brochure has undergone significant change. Additionally, this brochure is now the responsibility of the Community Education program.

Options Brochure: The review of the Options brochure found that the appearance of the document does represent the College in a professional manner. The appearance and information contained in the Options brochure has been updated to more accurately address the concerns of the part-time students. It was felt that the Options brochure would make an excellent brochure for the part-time degree seeking student. Part time students can be served in multiple venues which is what the Options brochure works to address. It was felt that another brochure more focused on high school seniors, on those who already have a college degree, and on getting people interested in becoming a degree seeking student would be more appropriate for the Green River Center and a better usage of marketing dollars.

Green River Center Facility Brochure: The staff feels like a brochure explaining the facility and the fee structure would be a worthwhile investment of time, money and energy.

Website: A review of the college website showed that the Green River Center page is located on the Distance Education web page and that the page was very inaccurate. It was found that there are just four links on it and it is visually unappealing. The links are

active and work, however, there is no information and therefore, it is not a useful place. The design was found to be flat and “blah.” We therefore designed a new format for the Green River website. It is similar to the Western Wyoming Community College web page design, so visitors will know they are navigating within the same site. Much more information is presented. However, the Green River Center is difficult to find since it is accessed through the Outreach Site link and not only is the Green River Center not an Outreach Site, it is not thought of as an Outreach site. It was strongly felt that more people would access the site if a new link was incorporated as “Green River Center” on the pull down menu of the Courses & Programs link on the Western Wyoming Community College home page and also a separate link to the Green River Center on the Distance Education Home Page.

VII. RECOMMENDATIONS FROM PREVIOUS PROGRAM REVIEW.

Non-fiscal

1. **Green River Center mission statement approved by College Board.** The Green River Center mission statement has been approved by Executive Council in 2001.
2. **Credit classes at Green River Center included in appropriate division review.** Three of the five division chairs who responded to the survey indicated that they are including the credit classes offered at the Green River Center in the appropriate division review.
3. **One academic council meeting at the Green River Center per semester to encourage better communications.** From time to time academic council

meetings have been held at the Green River Center. This has not been done within the past couple of semesters.

Fiscal

1. **Improve facility heating system.** The facility heating system has been improved by the replacement of the boiler and the temperature control at the RS Campus is being closely monitored. If the administration staff becomes aware that a temperature adjustment is required, it is taken care of. Although the problem has not been completely eliminated, it is being addressed and progress has been made.
2. **WWCC video class originating at Green River Center.** The Green River Center now has the Polycom video conferencing equipment which allows video classes to originate at the Green River Center. The system has been in use since Fall of 2003.
3. **A four-wheel drive vehicle for Green River Center Staff.** The old Dodge truck was replaced with a 1996 ¾ ton 4 wheel drive Ford truck. This vehicle is easy enough for the Green River Center staff to drive if weather conditions dictate such use.
4. **Credit card for the Green River Center.** The Green River Center has a credit card which makes purchasing supplies an easier process.
5. **Renovate bookstore into a seminar room.** The bookstore has been renovated into a seminar room.

6. **Information Center in lobby.** There is an information desk placed in the lobby. However, without additional staffing or placement closer to the Administration Office, the information desk is of little benefit to the public.
7. **Large sign at bottom of hill.** There is a large sign at the bottom of the hill.
8. **Storage shed.** The Green River Center has a storage shed.
9. **1-800 number for prospective students and clients.** The feasibility of a 1-800 number was studied and it was decided that the idea was cost prohibited.
10. **New facility brochure.** A facility brochure has been revised and is ready for another revision due to the changes in the rooms available for usage, the new fee schedule and the renumbering of rooms at the Green River Center.

VIII. SUMMARY OF STRENGTHS AND LIMITATIONS

A. Strengths

- Staff is courteous, knowledgeable and helpful
- Facility is clean and well maintained
- Location and convenience
- Satisfaction and appreciation of the people who utilize the facility
- Ability of staff to adapt to change
- Green River Center provides a WWCC presence in Green River

B. Limitations

- Only periodic surveys serve as assessments
- Lack of interest and support from Rock Springs faculty
- Perception of under utilization

- Administration Office is not easily accessible
- Building temperature
- Limited course offerings with responsibility for success not clearly delineated
- Website information difficult to find
- Insufficient custodial/maintenance personnel
- Mission Statement needs to be addressed and updated

IX. FUTURE DIRECTIONS

A. Recommendations for Improvement

1. Non-fiscal:

Short Term goals:

- Work with appropriate personnel on the Rock Springs Campus to make the web site easier to navigate.
- Increase the number of students in the credit classes by working with the Green River school district to provide a variety of college credit classes both as concurrent classes and as dual credit classes.
- Update and revise the Mission Statement to accurately reflect the mission of the Green River Center.
- Develop assessment strategies and tools to better measure objectives.

Long Term Goals:

- Encourage participation and visitation from the Rock Springs campus faculty and staff in an effort to improve the communication and understanding of how the

Green River Center contributes to the overall success of Western Wyoming Community College.

- Utilize the Green River Center staff in recruiting efforts directed at the Green River High School and Expedition Academy.
- Develop well-defined lines of responsibility for the scheduling, development and marketing of the credit class between the faculty on the Rock Spring Campus and the Green River Center staff.
- Develop a rotating noncompeting schedule of credit classes between the Rock Spring Campus and the Green River Center in an effort to offer a balanced and attractive evening/weekend college credit program for part-time students in Sweetwater county.
- Analyze best use of facility based on community needs.
- Meet the Criteria for Success as outlined in the Facility User Survey, the Division Chair Survey and the Western Wyoming Community College Employee Survey.

2. Fiscal:

Short Term Goals:

- Develop and distribute a brochure specially designed to increase enrollments at the Green River Center.
- Develop and distribute a brochure designed to increase facility usage.
- Hire a part time benefited maintenance/custodian

Long Term Goals:

- Move and renovate the Administration Office area so it includes the reception area in the lobby making the Green River Center more welcoming and easier to navigate.
- Continue to provide administrative and support services for departmental and instructional programs using the Green River Center such as the Learning Center and the Professional Technical and Community Education program by providing well-equipped and sufficient classroom space in a well-maintained facility.
- Continue to work on the heating/air conditioning system to provide a uniform comfortable temperature throughout the building.

B. Vision for the Future

In the past five years, the Green River Center has made great strides in becoming more integrated into the activities and programs offered at the Rock Springs Campus. The bridge is being built on a strong foundation and is the work of staff, administration and faculty. With an updated Mission Statement and well-developed assessment strategies, the Green River Center will have a clear idea of how to remain “future focused.” In our dream, Green River would not always be the location where classes are cancelled because of a lack of an instructor or because instructors prefer to teach during regular working hours. Our dream would include every classroom/lab at the Green River Center utilized in a manner that adds significant student enrollment (FTE) without utilizing college housing that is desperately needed for the full-time college students on the Rock Springs campus. In our dream, every person who uses the Green River Center will have a memorable experience because our vision for the future includes

providing up-to-date classroom equipment and furniture that is comfortable and suitable for adults and while providing exceptional customer service that meets the needs of the people who choose to use the Green River facility and then continue their education at the Rock Spring Campus.