

# 2002-2007 Program Review



**Professional, Technical, and  
Community Education Department  
(PTCE)**

**Instructional Program**

**FY 2007**

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**Hours of Operation**

Monday through Friday  
7:00am – 5:30pm

Weekends, Evenings, and Holidays based on program and class schedules

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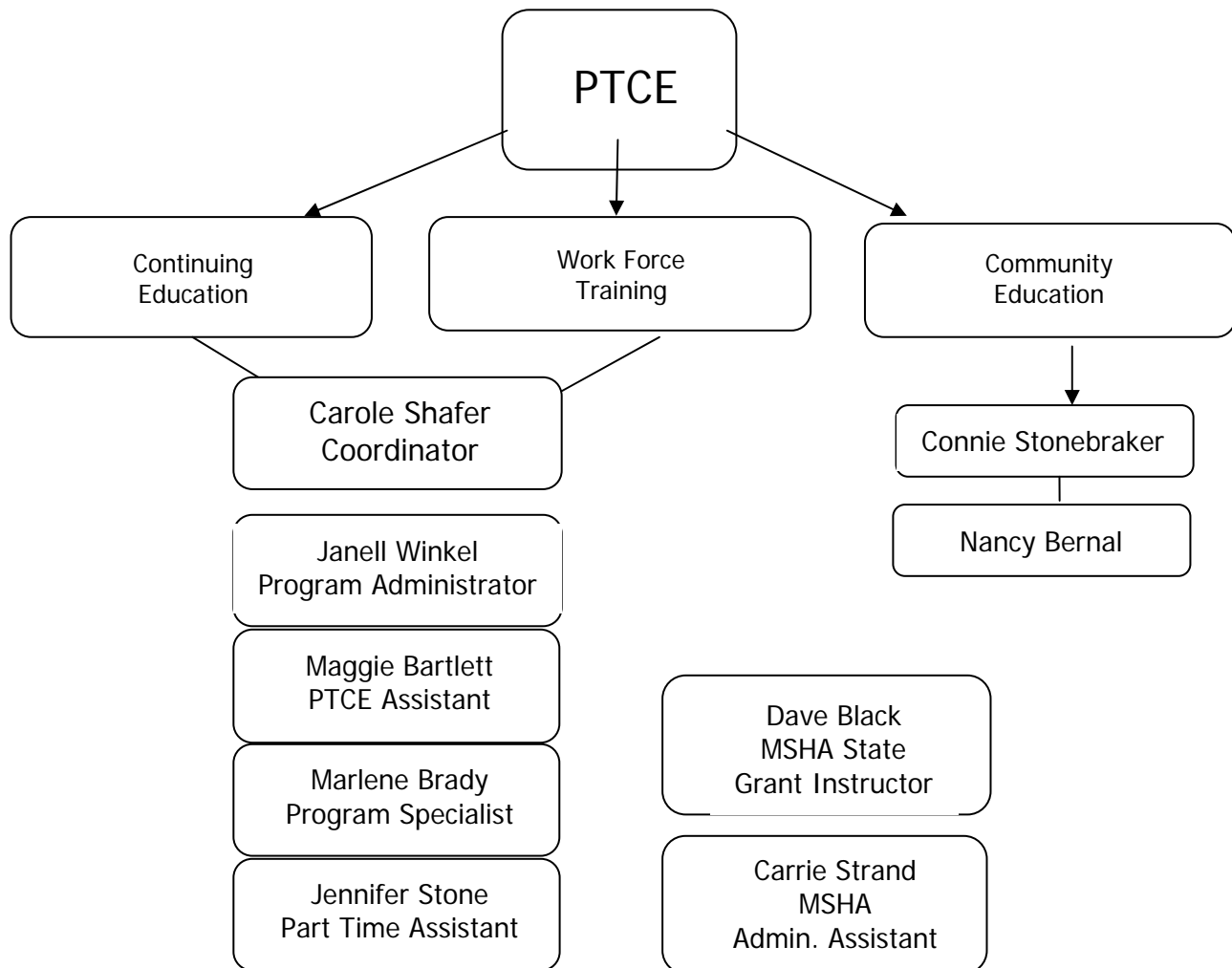
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# I. Program Purpose and Primary Learning Goals

History of the Program: The Professional, Technical, and Community Education (PTCE) Department, formerly known as Continuing Education, was renamed in January 2006 to better reflect the services the Department offers. The Department started 12 years ago as a result of requests from the industry for specified classes. Since then, the Department has continued to offer contract, public, and personal enrichment classes for both credit and non-credit.

The Department serves as one of the major connections to the community and wholeheartedly focuses on the Community College's charge to meet the needs of the community. The Department operates in the following manner:



The Continuing Education/Workforce Training and Community Education Programs at Western Wyoming Community College (WWCC) embrace the mission of WWCC and the Guiding Principles as follows:

***Learning Is Our Purpose***

Learning is *the* focus of the PTCE Department. The Department offers classes designed for students to upgrade current or to learn new skills. Continuing Education is just the perpetuation of learning through the facilitation of life-long learning opportunities. Classes are offered to bridge over to degree-granting programs and as an opportunity for self improvement. To help facilitate learning, PTCE focuses on and meets the format and educational needs of all students. Community Education (CE) classes allow students the opportunity to learn or upgrade their personal skills through unique opportunities not otherwise offered to community members.

***Students Are Our Focus***

The courses offered are done so for the benefit of the students. The students have the opportunity to take classes they need in the format that works best for them. Classes are offered in Green River, Rock Springs, Pinedale, and various other locations throughout the region, including on-line, so students can take classes when and where they need them. All decisions made on classes offered, format, schedule, and location are made with all considerations given to the best interest and preferences of our students. The Community Education classes are also offered in both Rock Springs and Green River to assist in meeting the needs of all students in the WWCC service area.

***Employees Are Our Most Important Resource***

When classes require creation, instruction, certificates, registrations, grades, handouts/paperwork, and coordination, people are essential. The PTCE Team

works collaboratively to facilitate the needs of the office, classes, and students. Professional development is an integral part of building a stronger resource in our team and all team members are encouraged to attend professional development functions as they see valuable for their jobs. The Department employs 5 full-time employees, four part-time employees, 1 student worker as needed, and 83 faculty members. As a team, all members are involved in the decisions of the office, programs, and courses. Communication among the team members is facilitated through consistent e-mail, close working space, and a weekly staff meeting. The team also works closely with the Green River Center staff and administration through participation in monthly building meetings. The team is valued by the entire campus and has been recognized with a nomination every year and as the Extra Mile Group Award winner once in the last five years.

### ***Community Is Our Partner***

Workforce training is like an onion – the best one has several layers. The community, industry, staff, faculty, and advisory board members are integral in building a great program and it is imperative that the team is involved in the community. Members of the staff are involved in both the Green River and Rock Springs Chambers of Commerce; Sweetwater Economic Development Association (SWEDA); Wyoming Business Council (WBC); Wyoming Department of Workforce Services (DWS); Wyoming Economic Development Association (WEDA); Rocky Mountain Health, Safety, and Environment Council (RMHSE); American Petroleum Institute (API); Rockies Alliance for Process Technology (RAPT); Rockies Energy Workforce Collaborative (REWC); Southwest Wyoming Workforce Alliance (SWWA); Sweetwater Leadership Development Institute; Business Day at the Legislature; Wyoming Mine, Safety, and Health Administration (MSHA) Grant Collaborative; and the Wyoming Workforce Alliance.

In addition to the community involvement, the Department also facilitates advisory groups and industry training meetings to evaluate and meet the needs

in the community. By partnering with industry, we have discovered new training opportunities and have been able to work together with the community partners to offer several trainings including driver training and the Contractor Expectations Safety Orientation (CO) course.

Through the collaboration of the Southwest Wyoming Workforce Alliance (SWWA), and in partnership with the Sweetwater Events Complex, PTCE was able to expand the program offerings to industry to include driver training. Industry expressed to the WWCC Administration the urgent need for this course. This collaboration was honored by winning the Governor's Workforce Partnership in 2007 for creating a community partnership project that met a pressing workforce need.

Upon the request of Wyoming Governor Dave Freudenthal, the PTCE Department is partnering with the community, industry, and governmental agencies in the southwest region of Wyoming to create a workable timeline for workforce solutions. This partnership includes the facilitation of meetings and interaction with the Department of Workforce Services on both the local and State levels.

The Community Education program partners with the community to locate instructors, gather course ideas, and serve the needs. The partnership with the community and the opportunity to serve the needs of the community are integral parts of the charge of the Community Education program. Without the partnership, the CE program would be limited in offerings and attendance.

### ***Adapting To Change Defines Our Future***

It is imperative that education move at the same speed as industry in order to meet their needs effectively and efficiently. Meeting these needs means changing our course offerings, timing, schedule, format, and crediting. The Department works to offer short-term courses in evening, on-line, one day, one week, and

weekend formats. The Department also works to move most courses which qualify to a credit offering option - including fitting classes into some degree-granting programs. This was a change in philosophy for the Department, but we have adapted and contributed to the greater good of the institution by adapting to the changes of the State, industries, and institution.

The Community Education program has also adapted to the growing needs of the community by offering classes in both Rock Springs and Green River, as well as changing the format of their publication and to whom they were distributing their advertising.

The Department has changed locations within the Green River Center and increased the number of classes offered in Rock Springs.

The Department has also adapted by offering classes in Pinedale, Wyoming and through Memorandums of Understanding (MOUs) in six other locations in the Rocky Mountain Region.

In an effort to better serve the community, PTCE has also offers credit and non-credit courses on-line in the same format as the traditional credit courses. The last five years have brought a steady increase in enrollment, doubling headcount from 2005 to 2006, resulting in the need for additional faculty and staff.

### ***Ethics Guide Our Actions***

Ethics are of the utmost importance when dealing with public service. We pride ourselves on professionalism, following all policies and procedures of the college, and all laws. With expanding our offerings to credit courses, we have added measures to ensure compliance with the Family Educational Rights and Privacy Act (FERPA). We have maintained compliance with the City of Rock Springs Building Regulations when adding the Driver's Training Program. As we have

continued to facilitate more communication with several employers at one time, we have begun to include communication about the American Petroleum Institute Federal Anti-Trust Regulations in order to remain in compliance with federal law. We hold the confidentiality of all of our students, employers, and clients to the utmost importance. Also, in our commitment to serve and care for our clients, we have included emergency procedures and evacuation information in our meetings and courses.

**Audience:** Professional, Technical, and Community Education (PTCE) classes are open to all students. The students in PTCE classes are as diverse as the courses we offer. The students are traditional and non-traditional age students who come from industry to take classes to upgrade job skills, from the traditional education system at WWCC to receive certifications needed to obtain employment, employees searching for skills to change careers, or upgrade for career advancement.

The courses are offered for either professional Continuing Education Units (CEUs) or WWCC credits. Classes also qualify for specified continuing education and recertification hours by the State of Wyoming Emergency Response Office, State of Wyoming Board of Nursing, State of Wyoming Peace Officers Standards and Training (POST), State of Wyoming Department of Environmental Quality (DEQ), and State of Wyoming Professional Teaching Standards Board (PTSB).

The Community Education program students range in age from 5-84. The students are coming through classes to learn skills for life. Most students are seeking a particular skill such as ballet or hunter's education, while other students are looking to increase their quality of life through dance, computer, core conditioning, or financial planning courses.

As we strive to work with all of the populations in our community, we are guided by the principles of Learning Is Our Purpose, Students Are Our Focus, and Community Is Our Partner. The students also develop new life skills through our courses.

Services: The Department has offered close to 1,000 different course titles in the last 5 years. Courses offered in PTCE fall into eleven major categories:

1. Professional Development,
2. Driver Training,
3. Medical/Health,
4. Computers/Technology,
5. Mine Safety and Health Administration (MSHA),
6. Industrial Applications,
7. Safety,
8. On-Line (Ed2Go),
9. Occupational Safety and Health Administration (OSHA),
10. Law Enforcement (POST recertification), and
11. Video-Based training.

The Department also offers customized and pre-employment testing for industry.

We continue to focus on the wide variety of courses that we offer. We are guided by Students Are Our Focus, Learning Is Our Purpose, and Adapting To Change Guides Our Future. We have continued to add classes as the local community and economy have grown and developed. The students in our program are developing new skills, learning how to view issues from multiple perspectives, and developing problem solving skills.

Partnerships: The PTCE Department works in conjunction with industry, community, advisory boards, and the WWCC community to provide training that meets the needs of these groups. PTCE offers classes during the day, in the evenings, on the weekends, in condensed formats, on one of the WWCC campuses, or on the training partner's site.

Classes are offered both on a regular schedule and on a contract basis. In order to ensure that the needs of industry are being met in the entire service district and throughout the State, PTCE works closely and partners with the other six community colleges to offer trainings. In addition, PTCE offers training in cooperation with the Board of Cooperative Education Services (BOCES) in Rock Springs, Big Piney, Pinedale, Evanston, and Rawlins. Currently, WWCC PTCE has active Memorandums of Understanding for in-state training with the following Wyoming Training Partners: Central Wyoming College and Wyoming Contractors Association. PTCE also has active Memorandums of Understanding with the following out-of-state training partners: Uintah Basin Applied Technology College in Vernal, Utah; Western Colorado Community College in Grand Junction, Colorado; Front Range Community College in Thornton, Colorado; and San Juan Community College in Farmington, New Mexico. Due to space restrictions in Pinedale, Wyoming, PTCE has also partnered with the Amerihost Inn to offer training space, equipment, and lodging each month.

Partnerships are key in our Department. Without the support of the community and industry, we would not have many of the programs we have. We also are guided by Adapting To Change To Guide Our Future, and Learning Is Our Purpose. The partnerships have been key in seeing issues from multiple perspectives.

**Funding:** The Department operates on current fund, mill fund, and 13-fund. The Department is charged with the mission to be self-sufficient on current fund. Although the Department is given a budget, we must in turn raise that budget through course fees. Money received from credit courses are placed in the WWCC credit fee fund and PTCE course fees are placed in the PTCE fees budget. The money received from the non-credit course fees are placed in the PTCE Continuing Education Fees budget line item. Most credit and all non-credit faculty are paid from these budgets. The full-time administrative assistant is paid seventy-five percent from the credit budget and twenty-five percent from the non-credit budget. The part-time administrative assistant is paid

fully from the credit budget. The part-time professional is paid fifty percent from both the credit and non-credit budgets. Both full-time professionals are fully paid from the one-mill or 11-fund. All other Departmental expenses are also paid from the collected fees. The twenty percent in salaries and benefits that are paid for the Mine Safety and Health Administration (MSHA) instructor and administrative assistant come from the PTCE credit budget.

The Community Education program salary funding is provided to the program through the WWCC general fund. The CE class fees are used to cover all direct costs of the program. Those costs include the instructor, equipment, supplies, and a thirty-five percent administrative fee. The administrative fee covers the costs for printing the publications and other items not included in CE fees. At the end of the year, the CE budgets need to show a balanced even budget.

Community Is Our Partner is essential when we look at our funding. We are partially funded through the assessed mills in our local community. Without this support, our students would not have as many opportunities to develop life skills.

### **A. Primary Program Goals**

The goals of the Professional, Technical, and Community Education Department are as follows:

1. Students obtain the skills, abilities, knowledge, and personal growth that meet their needs to improve their job skills upon successful course completion.
2. Create retention opportunity through course exploration from non-credit (both community education and workforce training) to credit or short-course training to a degree program.
3. Provide quality instruction that meets the format and timelines for industry with the most updated education, equipment, and materials.

4. Create a more college-community-wide knowledge of PTCE programs, functions, and staff through representing the college at pertinent college and community functions - thus, creating collaboration of classes and additional cross-curricular marketing.
5. Expand the Community Education classes offered in Sweetwater County.
6. Expand promotion of Community Education classes in Sweetwater County.

We conducted a confidential electronic survey through the web-based tool surveymonkey.com in order to evaluate how we were or were not meeting the needs of our industry partners. We sent out 193 surveys and received 61 back – yielding a 32% return. Upon reviewing the results, the committee set 80% as an acceptable pass rate on any item in the results. The results of the survey with pass/fail ratings follow. From our failing ratings, we have created action plans to move forward in achieving these goals.

**A. Assessment of Program Goals**

**Goal #1:** Students obtain the skills, abilities, knowledge, and personal growth that meet their needs to improve their job skills upon successful course completion.

Item	Percent Agreement	Pass/Fail
After training, the employee demonstrates improvement in job performance?	90.8	Pass
After training, the employee performs the skills necessary to function in the job setting?	90.7	Pass
After training, the employee improved critical thinking in an organized systematic fashion?	89.1	Pass
The employee received the training expected?	90.9	Pass

With a focus on training to meet the needs of industry, it is very important for us to evaluate whether or not the training is offered in a format, timeframe, and with content that meets the needs of industry. As we asked this question, we were very pleased to see that we are, in fact, meeting these needs. After all, Community Is Our Partner, Learning Is Our Purpose, and our students are Developing Life Skills, Seeing Issues from Multiple Perspectives, and Solving Problems through the skills, abilities, knowledge, and personal growth learned in our classes.

**Goal #2:** Provide a recruitment and retention opportunity through course exploration from non-credit to credit or short course training to a degree program.

Item	Percent Agreement	Pass/Fail
Do you plan to use WWCC PTCE Department again for training?	84	Pass
Overall have you been satisfied with your company's experience with the PTCE Department?	100	Pass
Do you consider WWCC PTCE Department to be your "local training source"?	86.3	Pass

The transition from non-credit to credit has been gradual yet effective for the institution as a whole. With this additional dynamic to our office, we wanted to focus on the greater good of both the student and the institution by offering this opportunity for the student and their employers. We have had some difficulty assessing this goal due to the limitations of the DEC/Colleague system. Students Are Our Focus and the Community Is Our Partner and without both, our Department would not exist.

**Goals #3:** Provide quality instruction that meets the format and timelines for industry with the most updated education, equipment, and materials.

Item	Percent Agreement	Pass/Fail
The WWCC PTCE Department provides an adequate variety of training?	93.2	Pass
Course advertising provides adequate time to plan for attendance?	94.8	Pass
Course scheduling and frequency meets your training needs?	96.5	Pass
WWCC has the most updated teaching tools and equipment?	90.9	Pass
WWCC provides a high quality teaching/learning environment?	96.4	Pass
WWCC faculty members are effective instructors?	94.3	Pass
Was information provided to you in a timely manner?	90.7	Pass

Our diverse programs and students raise the challenge to ensure industry needed classes are offered and are done so when it works for the students. As a training institution, it's imperative that we have an advanced facility with appropriate equipment in working condition for students to learn. These results show the industry who responded to this survey feel as if we are meeting their needs in these areas. Community is our Partner, Students are our Focus, and Learning is our Purpose all guide the actions that we take in these areas. The variety of times that we offer classes allows students to also Develop their Life Skills as it works best for them both as a student and an employee.

**Goals #4:** Represent the college at pertinent college and community functions in order to create a more college-community-wide knowledge of PTCE programs, functions and staff - thus, creating collaboration of classes and additional cross-curricular marketing.

Item	Paraprofessionals (Correct Answers)	Pass/Fail
What does PTCE stand for?	70	Fail
Name three classes PTCE offers:	61	Fail
Where is PTCE Located?	76	Fail
Name three people who work for PTCE:	65	Fail
What was PTCE's prior Department name?	54	Fail

Item	Professionals (Correct Answers)	Pass/Fail
What does PTCE stand for?	75	Fail
Name three classes PTCE offers:	69	Fail
Where is PTCE Located?	84	Pass
Name three people who work for PTCE:	66	Fail
What was PTCE's prior Department name?	72	Fail

Item	Faculty (Correct Answers)	Pass/Fail
What does PTCE stand for?	50	Fail
Name three classes PTCE offers:	40	Fail
Where is PTCE Located?	60	Fail
Name three people who work for PTCE:	40	Fail
What was PTCE's prior Department name?	40	Fail

Employees are our most valuable resource at WWCC and word-of-mouth is our most popular form of advertising for PTCE; so, for employees to have a basic understanding of who we are and what we do is important to us. We surveyed the employees during in-service with a 5-question paper questionnaire. We had an 86% response rate that yielded the above results. As we reviewed the results, the committee felt that these numbers were very low, so we will work with Joanna Fritz to create an internal campaign to help the WWCC employees understand what we do and how we fit into the institution.

Community Is Our Partner and we spend about 10 hours a month at meetings in the community and State to help educate the community about everything that WWCC provides, not just the programs of the PTCE Department.

**Goals #5:** Expand Community Education classes offered in Sweetwater County.

Academic Semester	Number of Classes Offered	Headcount	# of Courses by Academic Year
Spring 2002	37	458	
Summer 2002	5	54	42
Fall 2002	38	505	
Spring 2003	63	769	
Summer 2003	15	168	116
Fall 2003	55	568	
Spring 2004	65	670	
Summer 2004	8	104	128
Fall 2004	57	528	
Spring 2005	59	621	
Summer 2005	10	125	126
Fall 2005	55	370	
Spring 2006	56	468	
Summer 2006	15	116	126
Fall 2006	58	544	
Spring 2007	64	637	
Summer 2007	10	110	132

Community Education (CE) (formerly Community Service) is committed to expanding the number of classes offered in Sweetwater County and has successfully done so over the last few years. This is very remarkable considering the office relies on skilled members of the community to serve as instructors. That can be a difficult task due to the minimal pay and busy nature of our community. Community Is Our Partner in our faculty and student base, Learning Is Our Purpose in our classes and the subjects we are teaching, and Students Are Our Focus in the classes that we are offer. Students in CE courses are developing life skills through their classes.

**Goals #6:** Expand promotion of Community Education classes in Sweetwater County.

Prior to Fall 2006, CE used a black and white tri-fold brochure that was mailed to the Green River Community. Also, most of the classes were in Green River; now, there are classes in both Green River and Rock Springs. CE has also created a new full-size brochure with a full-color cover. This new publication has given a new breath to the program and created a wonderful piece to use in publicizing CE classes.

The EXPLORE brochure is a wonderful start as an expanded publication distributed to all Postal Patrons in the County. As we move forward with new class opportunities, there will always be additional opportunities for promotion. For example, options include television (Channel 13), chamber newsletters in the county, the local newspapers, the local BOCES publication, or other similar options.

## **II. Assessing Student Learning with the Goals for Student Success**

With over 700 PTCE courses, we have broken them down by subject area and included a chart showing which Goals for Student Success and Vital Few are met in each of the areas based on the courses taught in each. We feel we are meeting the expectations of WWCC and the Goals for Student Success in most areas. As for the Vital Few, we do have some work to do in implementing those. At this point, the implementation will take some creativity with the diverse classes that are offered through the Department.

<b>Credit Course</b>	<b>Goals for Student Success</b>	<b>Vital Few</b>
CDL/Driving	Retrieve Information, Solve Problems, Develop Life Skills	
Safety/Environmental	Communicate Competently, Retrieve Information, See Issues from Multiple Perspectives, Solve Problems, Develop Life Skills	
Health	Communicate Competently, Retrieve Information, Solve Problems, and Develop Life Skills	Writing Across the Curriculum, Computer Competency
MSHA	Communicate Competently, Retrieve Information, Solve Problems, and Develop Life Skills	
Industrial Applications	Retrieve Information, Solve Problems, Develop Life Skills	Word Processing
On-Line	Retrieve Information, See Issues from Multiple Perspectives, and Develop Life Skills	Computer Competency, Writing Across the Curriculum
Professional Development	See Issues from Multiple Perspectives, Develop Life Skills, Solve Problems, and Communicate Competently	
Testing- All Types	Solve Problems, Develop Life Skills, Retrieve Information, and Communicate Competently	Writing across the curriculum
Technology Training	Communicate Competently, Retrieve Information, Solve Problems, and Develop Life Skills	Word Processing, Computer Competency
Video Based Group Training	Communicate Competency, Retrieve Information, See Issues from Multiple Perspectives, Solve Problems, and Develop Life Skills	

### **III. Analyze the Program's Enrollment and Audience**

The PTCE Department has grown since the last program review in staff, office space, course offerings, course types, and headcount. In addition to headcount, PTCE has also begun offering classes for credit *and* non-credit yielding full-time enrollment (FTE) numbers for the greater good of the institution.

In 2003-2004, PTCE had 1,544 duplicated headcount. In 2004-2005, the duplicated headcount nearly doubled to 3,036. In 2005-2006, the duplicated headcount nearly doubled again to 5,809. The 2006-2007 year yielded a 5,377 duplicated headcount. Although there was a slight drop in headcount, the rapid rise in duplicated headcount as indicated in these trends is extraordinary. Given the size of our staff, this is an extremely commendable feat!

<b>2003-2005 Running Headcount</b>	<b>CE Credit Headcount 2003-2004</b>	<b>CE Non-Credit Headcount 2003-2004</b>	<b>CE Credit Headcount 2004-2005</b>	<b>CE Non-Credit Headcount 2004-2005</b>
Customized/Contract Training	43	117	29	271
CDL/Driving	0	0	190	112
Safety/Environmental	0	0	874	147
Health	0	114	0	114
MSHA	168	231	365	187
Industrial Applications	125	108	190	95
On-Line	0	140	0	208
Professional Development	0	89	0	49
Testing- All Types	0	28	0	5
Technology Training	0	381	0	200
Video Based Group Training	0	0	0	0
<b>TOTALS</b>	<b>336</b>	<b>1208</b>	<b>1648</b>	<b>1388</b>

<b>2003-2005</b>	<b>TOTAL</b>	<b>1544</b>	<b>TOTAL</b>	<b>3036</b>
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<b>2005-2006 Running Headcount</b>	<b>CE Credit Headcount 2005-2006</b>	<b>CE Non-Credit Headcount 2005-2006</b>	<b>PTCE Credit Headcount 2006-2007</b>	<b>PTCE Non-Credit Headcount 2006-2007</b>
Customized/Contract Training	191	333	76	178
CDL/Driving	26	386	39	71
Safety/Environmental	2372	363	2618	635
Health	610	54	14	381
MSHA	73	185	565	34
Industrial Applications	171	116	233	196
On-Line	0	230	0	125
Professional Development	0	61	0	227
Testing- All Types	0	281	0	94
Technology Training	0	211	0	242
Video Based Group Training	0	146	0	59
<b>TOTALS</b>	<b>3443</b>	<b>2366</b>	<b>3545</b>	<b>2242</b>
<b>2005-2006</b>	<b>HEADCOUNT TOTAL</b>	<b>5809</b>	<b>HEADCOUNT TOTAL</b>	<b>5787</b>

The PTCE Department currently has two full-time professionals, one full-time administrative assistant, one part-time professional, and two part-time administrative assistants. At this current staffing, the PTCE Department is looking to increase the duplicated headcount to 6,000 through additional safety, medical, and professional

development classes. With the current staffing, 6,000 would be the maximum duplicated headcount the Department could handle. It is important to note there has been a 62% increase in contract classes in the last three years which requires additional staff hours in personalized customer service and course coordination.

**IV. Review the Recommendations Noted in the Previous Program Review**

The 1998-2002 Program Review for Continuing Education (now, Professional, Technical, and Community Education) was completed in conjunction with and as part of the Green River Center Non-Instructional Program Review. The Recommendations listed in that Program Review were:

<b>Facility Recommendations from 2002 Program Review</b>	<b>Actions</b>
Provide Storage Space with Cabinets	Issue eliminated with 2007 relocation of PTCE offices
Eliminate Wires running across the offices to the data ports	Issue eliminated with 2007 relocation of PTCE offices
Timely equipment updates	PTCE is included in the IT computer rotation and we have used our budget to update additional equipment
Replace ceiling tiles	Issue eliminated with 2007 relocation of PTCE offices
Remove carpet stain or replace carpet	Issue eliminated with 2007 relocation of PTCE offices

<b>Future Direction Recommendations from 2002 Program Review</b>	<b>Actions</b>
Purchase a portable computer lab with a remote network hub	No longer needed
Develop Certificate programs	In the process
Offer Conferences	Offered the Meth Awareness Conference in 2006 and partnered with the Red Desert Trauma Conference
Offer on-line registration	Needs to be completed – Colleague/DEC program limitation

Have Coordinator attend Program Management Institute	Programs Administrator and Department Assistant have successfully completed the training and National Certification Test
Survey Community at large	Needs to be accomplished
Conduct LERN Review, Audit, and Certification	Done every year for PTCE and Community Education brochures
Create Instructor Guidebook	Created, but not used due to change in adjunct training programs
Create Staff Handbook	In process
Complete Action Plan listed in Review	In process
Create Credit and non-credit programs and one new direction per year	Mine Maintenance, CDL, Phlebotomy, Oil and Gas, Compression, Medical, and Safety courses.
Explore new ways of promoting our programming that targets our resources with a 65% participant repeat	Opportunity – Unable to get repeat rates out of DEC for multiple years
Operate a customer oriented program that is focused on speed, flexibility, service, quality, cost and innovation.	Complete – See industry survey results
Generate 10% surplus funds that can be used to improve and expand programs	Not Possible due to WWCC budgeting policies
Be a leader at the college and in the community – respected and supported for what the office does.	In process – survey showed need to improve on campus.

## **V. Evaluate the Facilities and Equipment**

We used a randomizer selection tool to identify a random set of PTCE classes from the last 3 years to review the facility and equipment comments listed on the course evaluations completed by students.

We also took this opportunity to seek facility and equipment input from our adjunct faculty. Those results follow:

Equipment	Functional?	Helpful?	Need Replaced?	Need New Parts?
<b><u>MEDICAL:</u></b>				
CPR Annies (2)	1	Yes	1	n/a
Mega Code Kelly (2)	Yes	Yes	No	No
Vital Sim Baby (2)	Yes	Yes	No	No
AED/EKG Trainer (2)	Yes	Yes	No	Printer paper
AED/CPR Trainer (2)	No	When Functional	Batteries	Batteries
CPR Heads (24)	Yes	Yes	No	No
Bloodborne Pathogens Overview (VHS)	Yes	Yes	Upgrade to DVD	n/a
First Aid For Bleeding (VHS)	Yes	Yes	Upgrade To DVD	n/a
CPR Babies (10)	Yes	Yes	No	No
Infant CPR Anytime	Yes	Yes	No	2009
Pediatric Advanced Life Support (DVD)	Yes	Yes	No	2009
BLS for Healthcare Providers (VHS)	Yes	Yes	No	2009
BLS for Healthcare Providers Manuals	Yes	Yes	No	2009
AHA Instructor Information Kit	Yes	Yes	No	2009
Heartsaver First Aid Book	Yes	Yes	No	2009
Standard First Aid, CPR and AED – Provider Manual	Yes	Yes	No	2009
Advanced Cardiovascular Life Support – Provider manual	Yes	Yes	No	2009
Pediatric Advanced Life Support – Provider Manuals	Yes	Yes	No	2009
<b><u>SAFETY:</u></b>				
Harnesses (2)	Yes	Yes	No	No
Self Contained Breathing	No (on purpose)	Yes	No	No

Apparatus				
Slings	Yes	Yes	No	No
Fall Protection Lanyards (2)	Yes	Yes	No	No
Lock-Out/Tag-Out Equipment	Yes	Yes	No	No
NATCO Box	Yes	Yes	No	No
Self Retracting Lifelines	Yes	Yes	No	No
Hard Hats	Yes	Yes	No	No
Safety Glasses (18)	Yes	Yes	No	No
Goggles (12)	Yes	Yes	No	No
Instructor PPE/FRCs	Yes	Yes	No	No
<b><u>COMPUTER:</u></b>				
3-in-1 Stand	Yes	Yes	No	No
Computer Speakers in Well Site	No	When working	Yes	n/a
Quickcam computer Camera	Yes	Yes	No	No
Card Printer (2)	Yes	Yes	No	no
<b><u>VIDEOS:</u></b>				
Environmental Impacts	Yes	Yes	No	n/a
DBI SALA Fall Protection	Yes	Yes	No	n/a
Arctic Survival	Yes	Yes	No	n/a
Hypothermia and Frostbite	Yes	yes	No	n/a
Dirty Jobs (Drilling)	Yes	Yes	No	n/a
Oil Well Fire Fighting	Yes	Yes	No	n/a
Remember Charlie	Yes	Yes	Yes	n/a
Piper Alpha: Spiral to Disaster	Yes	Yes	Yes	n/a
Introduction to Wireline Rigging	Yes	Yes	No	n/a
Fall Protection	Yes	Yes	No	n/a
Judge, Jury and Executioner	Yes	Yes	No	n/a
Well services Orientation	Yes	Yes	Yes	n/a
ESSO videos	Yes	Yes	No	n/a

<b><u>BOOKS:</u></b>				
Avoiding Trips, Slips, and Falls	Yes	Yes	Upgrade to DVD	n/a
One Step Beyond	Yes	Yes	Upgrade to DVD	n/a
Chemical Hazard Information	Yes	Yes	Upgrade to DVD	n/a
A Shocking Experience	Yes	Yes	Upgrade to DVD	n/a
Tag – You’re It	Yes	Yes	Upgrade to DVD	n/a
Sorry, I didn’t Hear That	Yes	Yes	Upgrade to DVD	n/a
Just Say No to Anything that Glows	Yes	Yes	Upgrade to DVD	n/a
Outdoor Safety	Yes	Yes	Upgrade to DVD	n/a
Safetyman (CH2)	Yes	Yes	Upgrade to DVD	n/a
The Big Chill	Yes	Yes	Upgrade to DVD	n/a
Sharing the Road w/ Rolling Rigs	Yes	Yes	Upgrade to DVD	n/a
Permit Required – Confined Space	Yes	Yes	Upgrade to DVD	n/a
Lockout/Tagout	Yes	Yes	Upgrade to DVD	n/a
Power Tools:General Safety	Yes	Yes	Upgrade to DVD	n/a
Be Here Now – Power Process #2	Yes	Yes	Upgrade to DVD	n/a
Hapless Hal and the Temple of Doom	Yes	Yes	Upgrade to DVD	n/a
“Fall Protection” Systems Overview	Yes	Yes	Upgrade to DVD	n/a
Road Rage	Yes	Yes	Upgrade to DVD	n/a
Heat Illness	Yes	Yes	Upgrade to DVD	n/a
Driver Safety Begins W/ Attitude	Yes	Yes	Upgrade to DVD	n/a
Hand Safety	Yes	Yes	Upgrade to	n/a

			DVD	
Listening Under Pressure	Yes	Yes	Upgrade to DVD	n/a
Fire Extinguishers – Safe Use	Yes	Yes	Upgrade to DVD	n/a
<b><u>BOOKS:</u></b>				
13 Professional Developments Books	Yes	Yes	No	n/a
<b><u>PROFESSIONAL DEVELOPMENT VIDEOS:</u></b>				
Courage To Coach	Yes	Yes	No	n/a
It's Your Call	Yes	Yes	No	n/a
The Attitude Virus	Yes	Yes	Upgrade to DVD	n/a
Supervising and People Problems	Yes	Yes	No	n/a
Getting Things Done Through People	Yes	Yes	No	n/a
A Positive Approach to Discipline	Yes	Yes	No	n/a
Telephone Customer Service	Yes	Yes	No	n/a
Creating the Repeat Customer	Yes	Yes	No	n/a
An Introduction to Customer Service	Yes	Yes	Upgrade to DVD	n/a
Beyond the Glass Ceiling	Yes	Yes	Upgrade to DVD	n/a
FISH!	Yes	Yes	Upgrade to DVD	n/a
Bear Essentials	Yes	Yes	Upgrade to DVD	n/a
Give 'em the Pickle	Yes	Yes	Upgrade to DVD	n/a
Dealing with Irate Customers	Yes	Yes	Upgrade to DVD	n/a
Student Sharing and Conversation	Yes	Yes	Upgrade to DVD	n/a
<b><u>INSTRUCTIONAL KITS:</u></b>				

The Abilene Paradox	Yes	Yes	No	n/a
The Magic of We	Yes	Yes	No	n/a
Listening Under Pressure	Yes	Yes	No	n/a
Fun is Good	Yes	Yes	No	n/a
FISH!	Yes	Yes	No	n/a
The Power of Customer Service	Yes	Yes	No	n/a
Customer Service Activities for Training	Yes	Yes	No	n/a
Telephone Courtesy Pays	Yes	Yes	No	n/a
Jukebox Journey With Heart	Yes	Yes	No	n/a
Analysis of Change	Yes	Yes	No	n/a
Dealing with the Irate Customer	Yes	Yes	No	n/a
Time Challenged	Yes	Yes	No	n/a
Jukebox Journey with Vibes	Yes	Yes	No	n/a
Jukebox Journey with Soul	Yes	Yes	No	n/a
Who Moved My Cheese?	Yes	Yes	No	n/a
<b><u>COMMUNITY EDUCATION:</u></b>				
Youth Theater Kit (more supplies than equipment)	Not currently offering class			
Yoga mats, blocks, straps, bolsters	Yes	Yes	No	No
Stain Glass Equipment – Grinders, soldering irons, etc.	Yes	Yes	No	Not currently, but possibly within the year
Ballet bars	Yes	Yes	No	No
Core Boards	No, I believe these have been replaced with new			

	ones from credit			
VHS tapes	Yes	Some	No	No

Our facilities and their use are as diverse as the programs and classes we offer. We utilize instructional space in both Green River and Rock Springs; as well as heavy users of the WWCC Well Site. Each time an instructor teaches for us, we survey him/her about their facility use experience. We have listed a random generated list of facility items from the **instructor** evaluation sheets as they relate to facilities. The equipment evaluation for each instructor is listed above.

Facility	Positive	Negative
Room 200 - GRC		<ul style="list-style-type: none"> <li>- Students complain chairs are uncomfortable.</li> <li>- Room is VERY cold in the winter.</li> </ul>
Computer Labs – GRC	<ul style="list-style-type: none"> <li>- Upgraded programs.</li> <li>- Computers are newer.</li> </ul>	<ul style="list-style-type: none"> <li>- Deep freeze was not taken off when software was loaded and interfered with class.</li> </ul>
Room 115 – GRC	<ul style="list-style-type: none"> <li>- Good teaching environment.</li> </ul>	<ul style="list-style-type: none"> <li>- Room is cold.</li> <li>- Room is too hot; had to use fans and they were too noisy to teach over.</li> <li>- Chairs are small for bigger guys.</li> </ul>
JWP – GRC	<ul style="list-style-type: none"> <li>- Nice large screen.</li> </ul>	<ul style="list-style-type: none"> <li>- Room is too large for instruction.</li> <li>- COLD!</li> <li>- Hard to hear students.</li> </ul>
Room 207/211 – GRC	<ul style="list-style-type: none"> <li>- Comfortable chairs.</li> </ul>	<ul style="list-style-type: none"> <li>- Room too hard to move for class needs.</li> <li>- Air conditioner is LOUD.</li> </ul>
Room 1328 – RS	<ul style="list-style-type: none"> <li>- Tables and chairs are good for instruction.</li> </ul>	<ul style="list-style-type: none"> <li>- Carpet is torn and needs to be replaced with heavy duty carpet.</li> <li>- Chairs are too low for the tables.</li> <li>- Instructor chair is not ergonomically sound.</li> </ul>
Room 1302 – RS	<ul style="list-style-type: none"> <li>- Tiered instructional space is effective.</li> <li>- Good AV equipment when it works.</li> </ul>	<ul style="list-style-type: none"> <li>- Projector never works.</li> <li>- Poor lighting for teaching and testing.</li> <li>- Poor lighting outside room</li> </ul>

		for registration.
Well Site – RS	- Great facility	- Heater too loud to teach over. - HOT in the summer! - Well site is not being cleaned so getting dirty fast.
Computer Labs – RS	- Good computers and all software was loaded for class.	- Not ideal for catering.

Below are the comments from our **students** about our facilities and equipment. These student evaluations are credit and non-credit selected using [www.randomizer.org](http://www.randomizer.org). Fifty evaluations were selected. The information included on these evaluations follows:

<b><u>FACILITY:</u></b>	<b><u>POSSITIVE FEEDBACK</u></b>	<b><u>NEGATIVE FEEDBACK</u></b>
Room 1328	- Excellent facility and equipment - Everything was very nice - Couldn't be better - Beautiful facility - Very impressed with cleanliness - Perfect! Nice and Clean - Good and Clean - This is by far the best college I have been in - The facility was great and so was the equipment	- Chairs are too short for tables - Need wider tables - Need better tables and chairs - Tables need to be lower - Softer chairs
Room 115	- Nice small atmosphere - Facility was very clean and people were nice - Very nice facility and equipment - College is nice	- Construction next door was very loud - Drinking fountain water not cold enough - Room is very stuffy - Room too hot
Well Site	- Nice facility	- Get a crane - Nicer chairs - Cold - Building is very hot
JWP	- Nice facilities - Facilities are very good at WWCC - Very accommodating facility - Facility in great shape - Well maintained facility	- Vending machine steals money - Chairs are uncomfortable for 8 hour class
Room 107		- Need better TV - Poor lighting

Room 200	<ul style="list-style-type: none"> <li>- College is very nice</li> <li>- Bathrooms were clean</li> </ul>	<ul style="list-style-type: none"> <li>- Chairs are uncomfortable</li> <li>- Room very cold</li> <li>- Chairs are hard</li> <li>- Need new chairs</li> </ul>
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Overall, it appears as if everyone reported that the college was a wonderful place and was well kept. We need to evaluate a few items about facility that can be included in our action items as well as carry-over requests.

<b>EQUIPMENT:</b>	<b>POSSITIVE FEEDBACK</b>	<b>NEGATIVE FEEDBACK</b>
ESSO Videos		- Update videos
Computer		- Need remote to change PowerPoint slides
Forklift	- Forklift was good	- Need different types of forklifts
CPR Annies		- Annies need real hair
CDL Videos		- Need to update Videos

Although people did comment on the equipment used in the classes, it was few.

Overall, we took “no comment” to mean that there was no problem during their time in class. We will include some of these items in our action plans.

## **VI. Review Printed Materials and Website**

PTCE has several publications that, in most cases, are the initial “face” of WWCC to PTCE clients. Given the high level of importance, we took this opportunity to have Anna McClure, Joanna Fritz, Gena Moser-Clark, and Carol Petty review all of our publications and websites. Their comments on each publication and the changes we will make to each publication follows:

<b><i>Document</i></b>	<b><i>Comments/Recommendations</i></b>
FOCUS on Training Brochure	<ul style="list-style-type: none"> <li>- Update the AA/EO statement on the front cover</li> <li>- Evaluate the spacing of bullet points</li> <li>- Ensure photos are updated and not grainy</li> <li>- Use the word FREE rather than \$0</li> <li>- Correct plurals vs. possessive</li> <li>- Eliminate the use of jargon abbreviations and use the spelled out version of the term</li> <li>- Add more testimonials in the publication</li> <li>- Have an outside person review and proof the publication</li> </ul>
Monthly Calendar	<ul style="list-style-type: none"> <li>- Spell technical correctly in the logo</li> <li>- Have an outside person review and proof the publication</li> </ul>

Class Thank You Sheets	<ul style="list-style-type: none"> <li>- Expand to include all courses offered</li> <li>- Remove underlines from e-mail and web addresses for easier readability and trends</li> <li>- Ensure photos and logos are updated and not grainy</li> </ul>
Course Flyers	<ul style="list-style-type: none"> <li>- Evaluate the use of additional colors to coordinate categories</li> <li>- Update logos and photos</li> </ul>
Welcome to the Neighborhood Letters	<ul style="list-style-type: none"> <li>- Change "the community" to "our community"</li> <li>- Remove the underline from e-mail and web addresses for easier readability and trends</li> <li>- Change mail merge to use only first name in greeting line</li> <li>- Add two sentences expanding on the services PTCE Offers</li> </ul>
Red Desert Trauma Conference Brochure	<ul style="list-style-type: none"> <li>- Correct the WWCC PTCE logo</li> <li>- Get better pictures of speakers</li> <li>- Insert a more user friendly registration form</li> </ul>
Phlebotomy Flyer (used primarily for the nursing waitlist students)	<ul style="list-style-type: none"> <li>- Review class photos to see if actions photos could be incorporated into flyer</li> <li>- Explain didactic</li> </ul>
DDI Flyers	<ul style="list-style-type: none"> <li>- Expand what DDI is or means</li> <li>- Clarify one-day, non-credit, and timelines for each course</li> <li>- Remove registration sheet if flyer doesn't include course numbers to register</li> <li>- Add color to headline box</li> </ul>
PTCE Contracted Training Agreement	<ul style="list-style-type: none"> <li>- Update cover letter merge to not include the line "referred to as company from this point forward"; only include that information on the first page of the training agreement</li> <li>- Remove underline from website and e-mail addresses</li> <li>- Use consistency in the capitalization of Company and College throughout the document</li> </ul>
PTCE Folder	<ul style="list-style-type: none"> <li>- Need to have information on front centered and all on one line</li> </ul>
Explore Brochure	<ul style="list-style-type: none"> <li>- Label course numbers for easy registration like the location and other information are labeled in the descriptions</li> <li>- Try to dedicate more space to the theatre trips to explain if they can be registered for individually or if you have to go to all and so on</li> </ul>
PTCE Website	<ul style="list-style-type: none"> <li>- Add some indicator that the titles are drop down menus for more information</li> <li>- Work with webmaster to update pages and ensure information is consistent with the WWCC website brand</li> </ul>
Community Education Website	<ul style="list-style-type: none"> <li>- Work with webmaster to update pages and ensure information is consistent with the WWCC website brand</li> <li>- Add action photos from classes</li> <li>- COMMENT: these classes are typically looked for more in flyers than on the website</li> </ul>

## **VII. Summarize Strengths, Limitations, and Opportunities**

### **STRENGTHS**

- **Quality Instructors:** All of our instructors have experience in their industry; that qualification allows the students to feel an instant connection to the faculty. This is valuable for our industry partners who are requesting training from our Department.
- **Responsive to Industry:** We actively seek input from industry and immediately work with industry to make changes, add programs, or expand training to meet their needs. Community Is Our Partner and this is one strength we have in PTCE.
- **Equipment:** The equipment we do have for our classes is state-of-the art with few exceptions. PTCE has been diligent in ensuring we have the needed equipment and that it remains in working order. This goes from Technology and Industry programs through Medical and Professional Development courses.
- **Facilities:** WWCC is blessed to have the most modern Well-Site facility right on campus. The laboratory space far exceeds the normal expectations as well. These are an attraction for industry, the community, and students. WWCC also has clean facilities that are in good working order. When facilitating larger classes, we have large lecture halls as well as small meeting spaces as needed. In addition, our facility is easy to locate, has comfortable seating, and a relaxing environment to facilitate learning.
- **Credit and certificate options:** Typically, students in workforce training classes take classes because they need the course for their job. It is very rare of students to be able to find options that offer credit and a pipeline into a degree program. Not only do our credit students have the option to earn credit, they can earn a certificate on their way to their Associates Degree. This allows for life-long learning and flexibility.
- **Quality Advertising:** The FOCUS, Calendar, and EXPLORE brochures are quality branded WWCC pieces that offer the public a positive image of WWCC. They are easy to read and provide good information. There are some changes listed above to

make to these publications and there have been some timing issues, but we feel we have worked these out.

- **Contact with WWCC for CE students of all ages:** For students who are in WWCC 's CE classes, they are exposed to education and the college at a very early age. This hopefully helps students look to WWCC for their education needs when college arrives. Also, as CE begins to align their non-credit life-long learning classes with credit classes, students are exposed to the possibility of continuing their education at WWCC.
- **Revenue:** The PTCE department as whole has increased their revenues in the last five years to cover the costs of the program, equipment, and operations. This allows other money at the college to be allocated and in the case of credit, increases the revenues to the institution as a whole.

#### LIMITATIONS

- **Getting information out of DEC/Colleague:** Although the system is working better, we are unable to retrieve retention information from multiple years. We have worked to better utilize this system and eliminate double entry; however there are issues with the quires not identifying classes that are contracted. So, all of our numbers are skewed in our reports and it is still time intensive to go back to double check their accuracy.
- **Understanding of the PTCE Department by WWCC Faculty and Staff:** As word-of-mouth from WWCC employees is one of our most valuable tools, the employee's response numbers reflecting a limited understanding of PTCE programs was disheartening. Also, as a college community, it is imperative that we work together to build the institution as a whole and not just one department over another. As we continue to build our reputation and presence on campus, it will also increase the customer service of employees who may meet a wayward student in the hall.
- **On-Line Registration:** In the age of technology, students would like to completely register on-line (including payment). At this point, when students register on-line,

we have to contact the student to receive payment and hand key the registration information into the Colleague/DEC system. This wastes time for both the student and the staff members.

- **Staffing:** All of the programs in the PTCE Department are in need of additional faculty and staff. With the expectation to continue to grow programs, PTCE needs additional staff to work with clients, process paperwork, and assist in the function of the classes. CE continues to need additional staffing in the main office to work on brochures, contact instructors, schedule classes, register students, and greet the public. Faculty/Instructors are also a concern in our programs. We need skilled community member with the time and certifications to teach our Community Education classes as well as experienced instructors in our other technical and professional training programs.
- **Industry pays more than WWCC:** As we search for qualified staff, we continually hit roadblocks in way of payment. This is a limitation in recruiting faculty as well as finding faculty to work on an adjunct basis.
- **Space:** As we continue to expand our programs and equipment, space becomes a limitation. We are in need of additional space for storage, classrooms, laboratories, and offices. In our CE program, we offer a large number of physical activity classes, however, we only have one gymnasium in Green River and only limited access to the gymnasium in Rock Springs. This is one example of a limitation of classes due to space. Although PTCE and Technology and Industry have new office space, the location of their office space is not customer friendly; however we understand placement due to the use of what space was available at the time.
- **Maps to Facility:** As of yet, the WWCC maps have not been updated to include the WWCC Well-Site. When students come to the information desk, it becomes difficult to attempt to explain how to get to the facility. Also, there are no maps from the Rock Springs Campus to the Green River Center. For students attending a time sensitive class who have inadvertently arrived on the wrong campus, this would be a great customer service and an easy option for employees to help direct students.

- **High School Con-Current Enrollment Recruitment and the Technical Education Connection:** While working with admissions to recruit in the high schools, there is still a stigma on technical programs. We are limited in our students we can recruit into our AAS and Certificate programs by these stigmas. This is a greater issue, as it is also impacting the number of individuals available in the workforce.

### OPPORTUNITIES

- **Begin offering the core courses of the statewide Essentials of Leadership Certificate of Completion:** In an effort to continue to collaborate with the State wide training initiative for workforce, WWCC agreed to offer an Essentials of Leadership Certificate. At this point, we have only done limited work on this program and need to focus on this program as a priority to benefit many facets of our State.
- **Professional Development for Adjunct Faculty:** Although the college offers funds for adjunct faculty to attend training, it is not usually feasible for the faculty to attend such trainings. Thus, we need to begin offering on-campus opportunities for professional development. Also, in the spirit of development, the adjunct faculty needs to be evaluated at least one time per year by the PTCE Coordinator. This will give an opportunity for feedback outside the student evaluations that each faculty member receives.
- **Create a Safety, Allied Health, and Supervisory Certificate:** As we continue to offer several classes for credit at WWCC, we need to continue to build the option for those classes to be part of a certificate program for participants. At this point, these are the three that have been most requested.
- **Post-Boom Retraining:** Oil and Gas extraction is a very unpredictable. As PTCE has created several programs focused on oil and gas with an unsure future, we need to work to create programs that will assist these employees being able to easily be retrained into new career paths when their current jobs are finished. Although we do not see this as an emergent need, it is something to note.

- **Computer Licenses for Programs in Rock Springs:** There are several computer programs that only the Rock Springs campus has the license to use. With the limited availability for our classes in Rock Springs, we would like to see the college purchase Green River and Rock Springs licenses when purchasing computer software that could be used for workforce training, professional development, or community education.
- **Company Pre-Registration:** We need to create a plan to educate our training partners on the importance of pre-registration for PTCE classes. We have limited spaces in most classes and some classes will cancel without minimum numbers registered. This issues has become a problem and it needs to be addressed. There have been a few times that we have cancelled classes because no one was registered, we cancelled the class, and students showed up the day of the class. We have also experienced the reverse where we run out of seats in a class.
- **Add facility and equipment question to non-credit evaluation:** In our PTCE program we ask all credit students to comment on the condition of the facility and the equipment used for the class. We need to take this opportunity to expand that question onto the non-credit student evaluation as well.
- **Add “How did you find out about this class” and residency questions to non-credit registration forms:** To avoid future errors, it would behoove us to add the residency questions to the non-credit registration form. Also, for marketing purposes, we would like to ask how the student found out about the class.
- **Additional Equipment for classes:**

Item	Cost	Program
19 CD ROMS	\$9500	Compression
10 digital multi-meters	\$1000	Compression/Oil and Gas
Heat Stress: Don't Lose Your Cool DVD	\$495	SMART School
Wildcatters DVD (not out yet)		SMART School
Makin' Hole: How Oil Wells are Drilled	\$289	Contractor Orientation
Oil, Sweat, and Rigs DVD Set	\$73	Contractor Orientation
10 Quickbook Licenses	\$275	Computers

2 Quiet Space heaters for GR Lab	\$50	Computers
Splint Board	\$500	First-Aid
Laptop Computer	\$1500	Advanced Diesel
Outside Storage for Forklift	\$5500	Safety Classes
Roto-Align	\$30,000	Mine Maintenance
Air Conditioning at Well-Site	\$5000	Safety/Oil and Gas
Closet for Janitorial supplies at Well-Site	\$100	Safety/Oil and Gas
Directional Signs from Skyline to Well-Site	\$100	Safety/Oil and Gas
Add Well-Site to College Maps	\$50	Safety/Oil and Gas
Wind Sock on Condensate Tank	\$50	Safety/Oil and Gas
Screen at Well-Site	\$500	Safety/Oil and Gas
Phone at Well-Site	\$3000	Safety/Oil and Gas
Internet at Well-Site	\$3000	Safety/Oil and Gas
Student and Instructor Lockers at Well-Site	\$400	Safety/Oil and Gas
Instructor Desk and Chair at Well-Site	\$500	Safety/Oil and Gas
Blood Borne Pathogens kit at Well-Site	\$100	Safety/Oil and Gas
New Computer at Well-Site	\$1000	Safety/Oil and Gas
Monthly Orkin Man visit at well-site	\$1500	Safety/Oil and Gas
Dry Erase Markers for Well-Site	\$10	Safety/Oil and Gas
Snow shovel for Well-Site	\$25	Safety/Oil and Gas

## **VIII. Action Plan for 2007-2012**

<b>2007-08</b>		
<b>Task or Action</b>	<b>Purpose &amp; Measure of Success</b>	<b>Who is Responsible?</b>
Make Changes to the publications as listed in this Program Review on Page 28	1 year follow-up review with limited to no suggestions	Janell Winkel

Continue to expand the CE program class offerings	2% increase in Sweetwater County	Connie Stonebraker, Nancy Bernal, and GRC Director of Instructional Support
Create WWCC In-House Advertising and Media plan	Improved survey results in 5 years	Carole Shafer and JoAnna Fritz
Increase Instructor Base in all PTCE Programs	All classes covered	Janell Winkel and Connie Stonebraker
Increase number of students going from non-credit to credit students	1% increase each year	Carole Shafer
Create Safety Certificate, get approved through Wyoming Community College Commission	Approval	Carole Shafer/Sandy Caldwell
<b>Tasks Dependent on Increased Funding (Provide estimated cost)</b>	<b>Data to Justify Need, and Consequence of Not Funding,</b>	<b>Who is responsible?</b>
On-Line Registration Module for Colleague/DEC		Kay Leum
Move CE position to Full-Time		GRC Director of Instructional Support
\$10,000 worth of new or updated equipment and videos each year (see pages 22-26, 34-35)	Utilize a budgeted amount to purchase or upgrade needed equipment each year. Without these upgrades, our programs will become substandard.	Carole Shafer
Offer on-site adjunct faculty training	If our faculty are not current on their certifications or up on the latest trends, industry will view our training as substandard.	Carole Shafer
Add facility questions to non-credit evaluation forms	As we continue to strive to be the best, we have to know how we are viewed by the public. This would be a simple addition.	Kay Leum
Purchase a crane	This is a high demand class that we currently do not have the equipment to offer. Without a crane, we are not fully meeting the needs of industry.	Sandy Caldwell
Replace the Chairs in the MSHA Classroom (GRC 200)	The Chairs are not comfortable for the length of class for which they are used. They need to be replaced.	Carole Shafer/GRC Director of Instructional Support
PowerPoint remotes for faculty in computer labs (one for each lab)		Maggie Bartlett

<b>2008-09</b>		
<b>Task or Action</b>	<b>Purpose &amp; Measure of Success</b>	<b>Who is responsible?</b>
Create Allied Health and Supervisor Certificates, get approved through Wyoming Community College Commission	Approval	Carole Shafer/Sandy Caldwell
Survey Community about Workforce Training and Community Education Needs	Complete survey	Carole Shafer/GRC Director of Instructional Support
Create a PTCE Staff Handbook	Completed Book	Carole Shafer
Begin thinking about Post-Boom retraining classes and options	At least one plan created at end of the year	Carole Shafer
<b>Tasks Dependent on Increased Funding (Provide estimated cost)</b>	<b>Data to Justify Need, and Consequence of Not Funding,</b>	<b>Who is responsible?</b>
Build a storage facility for the forklift that is easily assessable for faculty.	We currently do not have a suitable location to store the forklift without disrupting classes. Without proper care of the forklift, it will break easily and need to be replaced sooner.	Sandy Caldwell
\$10,000 worth of new or updated equipment and videos each year (see pages 22-26, 34-35)	Utilize a budgeted amount to purchase or upgrade needed equipment each year. Without these upgrades, our programs will become substandard.	Carole Shafer

<b>2009-10</b>		
<b>Task or Action</b>	<b>Purpose &amp; Measure of Success</b>	<b>Who is Responsible?</b>
<b>Tasks Dependent on Increased Funding (Provide estimated cost)</b>	<b>Data to Justify Need, and Consequence of Not Funding,</b>	<b>Who is responsible?</b>
\$10,000 worth of new or updated equipment and videos each year (see pages 22-26, 34-35)	Utilize a budgeted amount to purchase or upgrade needed equipment each year. Without these upgrades, our programs will become substandard.	Carole Shafer