

North Carolina Community College System Global Education Action Plan

College Name: Wayne Community College

Date: June 4, 2001

Name of College President: Dr. Edward H. Wilson, Jr.

Name of Campus Global Education Director: Ray Burrell

Names of Global Education Committee/ Team Members:

Dr. Dan Krautheim

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1. NEED

(What conditions or circumstances exist which need improvement? Identify the needs.)



Task	Responsibility	Completion Date	Verification
1. Meet the educational/training needs of Wayne County's growing international population through expansion, enhancement of offerings in both curriculum and occupational extension areas and small business assistance center	Vice President Academic and Student Services; Vice President Continuing Education and Workforce Preparedness	Spring, 2003	Course offerings in the college catalog, tabloid, pamphlets, flyers, etc.
2. Graduate students who are prepared to work in an international and intercultural world by integrating global education concepts/skills in all curricular areas	Division Heads; instructors in each curricular area	Spring, 2003	Global/International and Intercultural concepts and requirements integrated into syllabi and competency statements.
3. Offer efficient/effective college services in all areas (communication, bookstore, admissions/registration, etc.) to the international community	Staff Development Committee; all college service providers	Spring, 2003	Educational and training opportunities/services in international/intercultural areas will be evaluated as meeting student/customer needs
4. Enter into partnerships with local schools, agencies and businesses to consolidate global education efforts for Wayne County and the surrounding region	Administrative Council; Global Education Steering Committee	Fall, 2001	Wayne County Global/International and Intercultural Education Steering Committee and partnerships formed.

2. RELATED EFFORTS
(To your knowledge, what has this institution done previously to satisfy these needs?)

Task	Responsibility	Completion Date	Verification
<ol style="list-style-type: none"> 1. WCC international students, faculty and staff members serve as interpreters for various businesses/industries, professional business and agencies 2. Offers English as a second language (ESL) 3. Provides classes in conversational Spanish in the workplace, e.g., nursing, paramedics, EMTs, banking, law enforcement, etc. 4. Provides classes for Japanese in the workplace. The classes expose students to a basic business vocabulary, and to cultural and political factors impacting business 5. Provides computer classes in Spanish, (e.g., word, windows, etc.) 6. Offers Distance Education programs to students who find it difficult to attend classes on campus 7. Provided assistance to Japanese, Chinese, Latinos, and Koreans in small business start-ups 8. Provides survival/emergency Spanish/programs for English speaking non-Spanish speaking students, organizations agencies, business and industries, (e.g., various law enforcement and public safety agencies, public and private schools, professional businesses, hotel and restaurant personnel, banking and retail establishments, etc.) 9. Offers various Arts and Humanities and Distance Education courses and programs to increase cultural awareness and educational opportunities 	<p>WCC Steering Committee</p>	<p>April, 2001</p>	<p>List of Best Practices on record in Director of Planning and Research Office.</p>

<p>10. WCC International Student Club members serve as translators/interpreters for Chinese, French, Japanese, German, Korean, Indian, Dutch, Philippine, Vietnamese, etc.</p> <p>11. Active College Diversity Committee that provides the WCC community with opportunities to expand on its cultural awareness</p> <p>12. Provides students ID cards in Spanish</p>			<p>List of Best Practices on record in Director of Planning and Research Office.</p>
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3. CLIENTELE
(What group or groups are the intended beneficiaries of this initiative?)

Task	Responsibility	Completion Date	Verification
<ol style="list-style-type: none"> 1. Identify all campus and community groups who will benefit from WCC's international /intercultural efforts including the 35 representative nations in the WCC International Club. 2. Survey Community Groups to help identify the international population, to include Seymour Johnson Air Force Base, international organizations, etc. 	International Club Advisors; Admissions staff; counselors; continuing education staff	Fall, 2001	Groups identified by name or organization Survey results on file in the office of the Director, Planning and Research

5. OBJECTIVES

(What are the specific and measurable ends to be achieved by the proposed project? These should be related to the needs identified in Section 1.)

Task	Responsibility	Completion Date	Verification
1. Identify and evaluate current best practices in Global/ International and Intercultural Education at WCC.	Global/International and Intercultural Education Steering Committee	Current	Current list of global practices on file in Director of Planning and Research Office and provided electronically to entire campus.
2. Expand/enhance educational and training offerings/services to meet the growing international needs in the college and community	Administration; Instructors; Divisions; Small Business Center; Continuing Education, Workforce Preparedness and Basic Skills	Ongoing	Educational and training opportunities/services in international/intercultural areas will be evaluated as meeting student/customer needs
3. Graduates of WCC will be prepared to meet international/intercultural workplace procedures/practices related to their specific area of study	Academic and student service faculty/staff		Graduates and employers will report satisfaction with WCC graduates' workplace preparation related to international/intercultural issues
4. Develop a Global/International and Intercultural Education Steering Committee and subsequent Wayne County Steering Committee which will coordinate international/intercultural activities in the community.	WCC Steering Committee	Summer, 2001- - - - Summer 2003	Committee formed and active

6. PROCEDURES

(How will the objectives be met? What activities or experiences will be provided and how are these expected to accomplish the stated objectives?)

Task	Responsibility	Completion Date	Verification
1. Form a Global International/Intercultural Steering Committee that will lead all global efforts including identifying current practices	VP of Academic Affairs/Student Services; Director of Planning and Research	April 2001	The WCC Steering Committee formed . Secured information from all college personnel on global education related practices. Current global practices list published and on file.
2. Develop strategies to collaborate with foreign investors in existing/start-up business/industry in Wayne County	Steering Committee	Spring, 2003	Published agreements, minutes of meetings and reports
3. Identify and offer appropriate coursework, training opportunities, incubator possibilities, etc. for international business/industry in the area	Steering Committee; WCC Advisory Committee	Ongoing	Survey of businesses education and training needs and results/outcome of endeavor.
4. Review existing college curricula for purposes of integrating international and intercultural concepts	College divisions and division chairs; VP of Academic Affairs; VP of Continuing Education, Workforce Preparedness and Basic Skills; Curriculum Committee	Ongoing	Curricular changes evident in course syllabi, college publications
5. Identify and implement professional/staff development plan activities for WCC faculty/staff dealing with international/intercultural issues	Steering Committee; WCC Staff Development Committee	Ongoing	Scheduled/completed results.
6. Identify and implement appropriate hardware and software applications to facilitate communications/admissions/registration/etc., information needed to service our international students and community customers	WCC Administration and Administrative Council	Fall, 2002	Some publications and computer applications/ instructions in appropriate languages.

7. EVALUATION

(By what means will it be possible to determine the extent to which initiative objectives have been accomplished? What criteria will be used for evaluation?)

Task	Responsibility	Completion Date	Verification
<ol style="list-style-type: none"> 1. The global practices list will be reviewed for gaps in programs, services and operations to include expanding bilingual instruction and services 2. The College Business and Industry Center, in collaboration with the Chamber of Commerce and the Economic Development Commission will assist international companies that are located in or interested in coming to Wayne County 3. Identify courses and integrate them into existing curriculum 4. Identify and publish in the college catalog courses that will help us prepare our graduates for the international/intercultural marketplace 5. The Wayne County Global/International and Intercultural Steering Committee will be formed and active 6. WCC Global/ International and Intercultural Education Steering Committee will have membership and planning objectives in place 	<p>Global/International/ Intercultural Education Steering Committee</p>	<p>Fall, 2001</p> <p>Spring, 2003</p> <p>Fall, 2002</p> <p>Spring, 2002</p> <p>Summer 2001----- Summer 2003</p> <p>Spring, 2003</p>	<p>A plan for addressing the gaps will be published.</p> <p>Specific improvement and planned improvement will be documented in meeting minutes.</p> <p>Integration of the International/ intercultural components into the college catalog</p> <p>Courses identified. International/intercultural components integrated into course syllabi and competency statements.</p> <p>Committee formed.</p> <p>Activities and initiatives resulting from partnerships will be published in the News Argus to inform Wayne County residents of the importance of international/intercultural integration in the community.</p>

8. BUDGET

(List an estimated total cost for the initiative and give some general idea of the major categories of funds, for example, personnel, travel, supplies, etc., that will be needed. A highly detailed budget is not necessary, as this will be developed later.)

Task	Responsibility	Completion Date	Verification
<p><u>Three Year Plan</u></p> <ol style="list-style-type: none"> 1. Staff Development: (\$40,000) 2. Personnel: (\$100,000) 3. Marketing and Advertising: (\$3,000) 4. Supplies and Materials: (\$5,000) 	<p>Administration</p> <p>Administration</p> <p>Public Information and Global/International and Intercultural Education Steering Committee</p> <p>Global/International and Intercultural Education Steering Committee</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Participants will indicate satisfaction with professional development activities. Results reported from staff development activities.</p> <p>Contract for instructors/trainers.</p> <p>News Argus, PACC 10, and other media. Posters, brochures, handouts, etc., developed and disseminated.</p> <p>Materials, supplies purchased and applied to objectives/tasks</p>

10. ADDITIONAL INFORMATION OR COMMENTS:

Task	Responsibility	Completion Date	Verification

Abstract:

College name: Wayne Community College

Date: June 4, 2001

Wayne Community College's Global/International and Intercultural Education Committee identified four priorities that it will focus its Global Education efforts on over the next three years.

- 1. Continue to meet the educational/training needs of our growing international population.**
- 2. Expand our partnerships with local schools, agencies and businesses to address international/intercultural issues affecting the community.**
- 3. Develop strategies in a collaborative effort to work with existing foreign businesses and industry.**
- 4. Expand the college's professional faculty/staff development plan to encourage employee training in international/intercultural issues.**

We project the cost over this three-year period to be \$150,000 for faculty/staff development, part-time faculty employment to meet the additional training and educational needs of full time employees, along with expenses for marketing, advertising, supplies and materials.

To kick-off WCC's Global Education initiatives, the Committee identified the College's global education best practices. This process was necessary in order to help us focus and subsequently, expand on what we are already doing in the global education community. Here are some examples of our best practices: 1) WCC international students, faculty and staff serve as translators/interpreters in Chinese, French, Japanese, German, Korean, Indian, Dutch, Philippine, and Vietnamese for various Wayne County businesses/industries, professional organizations and agencies, 2) We provide classes in conversational Spanish in the workplace, (e.g., nursing, paramedics, EMTs, banking, law enforcement, etc.), and 3) We provide survival /emergency Spanish/programs for English speaking and non-Spanish speaking students, organizations agencies, business and industries, (e.g., various law enforcement and public safety agencies, public and private schools, professional businesses, hotel and restaurant personnel, banking and retail establishments, etc.).

Continue to meet the educational/training needs of our growing international population.

The Committee's first priority is to continue to meet the educational/training needs of our growing international population. To achieve this goal, we will review existing college curricula for the purpose of expanding and enhancing our course offerings in curriculum, occupational extension, and small business/industry areas and for the purpose of integrating international and intercultural concepts in the classroom. The integration of global education concepts/skills in all curricular is necessary in order to prepare our students for employment in an international and intercultural environment. In addition, we will continue to offer some special college services, (e.g., communication, bookstore, admissions/registration, etc.) in an effort to accommodate our international student population.

Expand our partnerships with local schools, agencies and businesses to address international and intercultural issues affecting the community.

Over the next eighteen months, we will reexamine our partnerships with local schools, agencies and businesses with the goal of aligning our Global/International and Intercultural Education efforts for Wayne County and the surrounding region. The Committee will seek to integrate the Wayne County Economic Development Commission, city and county governments, and the Small Business Center into the Wayne County Global/International and Intercultural Education Steering Committee. We will also partner/collaborate with the World View organization by sending faculty and staff to World View symposiums and seminars while sending at least two people from our faculty and staff to study abroad.

Develop strategies in a collaborative effort to work with existing foreign businesses and industry.

Beginning in the summer of 2001, we will develop strategies in a collaborative effort with foreign investors in existing/start-up business/industry. This effort will help our foreign investors identify their employees' training and educational needs and requirements. Wayne Community College will then offer appropriate coursework, training opportunities, incubator possibilities, etc., for international business/industry in the area.

Expand the college's professional faculty/staff development plan to encourage employee training in international/intercultural issues.

It is also important that we develop and implement a professional/staff development plan for WCC faculty/staff in order to give the faculty/staff the tools and skills necessary for dealing with international/intercultural issues. To help facilitate the integration of our Global/ International and Intercultural Education into the College's administrative processes, we will identify and install appropriate hardware and software applications to help facilitate communications, admissions, registration, and the information flow that is needed to better serve our international students and community customers.