Letter from
Dr. Curtis L. Ivery, Chancellor

I’m very proud to introduce you to new student service offerings we’ve put in place at Wayne County Community College District as part of our comprehensive high-touch, high-tech student services network.

Wayne County Community College District is the largest urban community college district in the State, serving more than 72,000 credit and noncredit students across five campuses. To help our students achieve their goals, we’ve worked to provide rich information sources that our students can access whenever and however they wish.

Our Financial Aid TV and data analysis efforts described in this newsletter are a vital part of that process, and they are added to a range of service outlets we’ve added for our students. During the past 18 months, we’ve expanded WCCCD student service call centers; created a financial aid hotline for students with unique or complex inquiries; created a student solutions team for one-on-one help and expanded our online services.

We hope you’ll visit one of our campuses and discover the expanding investments WCCCD is making in providing the best possible service to our students. At WCCCD, learning truly does lead to a better life.

Wayne County Community College District has rolled out the latest of a series of new student service programs precisely where many of its more than 72,000 students look first – their smartphones and other mobile devices.

The new online service allows current and prospective students, parents, community and staff to find accurate answers to financial aid questions through an extensive searchable video library.

Trying to navigate the federal financial aid system? There’s video for that. Want to know how the application process works? There’s one for that too. Even subjects such as financial literacy are covered in the series.

The idea, said WCCCD Chancellor Dr. Curtis L. Ivery, was to get accurate financial aid information in the hands of students precisely when they needed it so that they could focus on achieving their goals, instead of paperwork.

“Our goal is to help everyone who comes through our doors create a better life,” Ivery said. “Providing accurate information and the most efficient service possible only helps them, and us, realize that goal.”

The new online self-service tool is the latest in a series of student service initiatives the District has rolled out during the past 18 months as student enrollment has increased to nearly 73,000 credit and non-credit students.

The District last year introduced its Student Solutions Team and a Financial Aid Hotline. The Student Solutions Team visits each of the District’s five campuses weekly to provide a face-to-face, one-stop option for students to get financial aid and administrative information, as well as help finding that information online. District call centers were expanded to provide fast information on financial aid and things like book vouchers to students who called the District hotline.

“We wanted to make sure that students could access the information they need in ways that are comfortable to them,” said WCCCD Vice Chancellor of Student Services Brian Singleton.

Another benefit of the new services the District anticipates is lower call volumes to its financial aid and administrative offices, freeing staff to spend more time with students who need extra resources.

WCCCD is the largest urban community college district in the State. Providing resources to answer basic questions while freeing staff to tend to those students that need more in-depth attention means all of its students will be better served.

The District is providing consistent training for administrators and staff to make sure the new programs integrate smoothly with existing services, and tracking its progress to make sure all services are consistently improving.

“We’re tracking student satisfaction with our overall service periodically to make sure we’re providing the best platforms available to serve their needs,” Singleton said. “We view student service as something that we will consistently improve upon to make sure everyone who comes through our doors is having the best experience possible.”
High-Tech Analysis Fuels High Touch Service, Continuous Improvement

Behind the scenes of Wayne County Community College District service initiatives are streams of data that all flow to the Continuous Quality Improvement (CQI) Center, located in the District’s Office of Accountability and Transparency. The CQI Center collects data across campuses and administrative offices for monthly analysis from a multidisciplinary team of administrators.

Monthly analysis helps the District track successes of its programs, and helps the District determine where to allocate its resources.

“We take our mission very seriously,” said WCCCD Chancellor Dr. Curtis L. Ivery. “Our CQI Office enables us to make data driven decisions as to where we need to allocate resources to allow all who come through our doors to achieve a better life.”

WCCCD’s mission is to empower individuals, businesses and communities to achieve their goals through excellent and accessible services, culturally diverse experiences, and globally competitive higher education and career advancement programs.

Collaboration Agreements Create New Pathways to Advanced Degrees

A collaboration agreement signed Feb. 6 by Western Michigan University (WMU) and Wayne County Community College District (WCCCD) creates new pathways for students to earn advanced degrees close to home.

The new agreement allows students to complete their general education requirements in a variety of subjects at WCCCD’s University Center (Harper Woods) and transfer seamlessly to WMU to complete their bachelor’s degree. The convenient eastside location provides students an easier way to take courses towards a WMU degree and expands WMU’s presence in southeast Michigan.

The initial WMU offerings will be courses that lead to a bachelor’s degree in university studies as part of a “two plus two” arrangement. The program will see WCCCD students complete their associate degree and then transfer seamlessly to WMU for the final two years of study. The WMU courses will be a combination of online and face-to-face courses.

WMU joins University of Detroit Mercy, University of Michigan – Flint, Walsh College, Ferris State University and Michigan State University in offering classes towards advanced degrees – including master’s degrees and other professional degrees – at WCCCD’s University Center.

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