

Piedmont Community College
Occupational Extension & Community Service
Service Area Review
Executive Summary
June 2011

The Executive Summary for the Occupational Extension and Community Service Department's Service Area Review is submitted below. The report focuses on strengths, weaknesses, recommendations, and an action plan. Members of the committee were:

- *Phyllis Gentry – Director, Occupational Extension (Chair)
- *Doris Carver – Vice President, Continuing Education
- *Tracey Brandon – Business Development & Entrepreneurship Center Assistant
- *Wayne Wrenn - Battalion Chief, Roxboro Fire Department, PCC Part-time Instructor and Student
- *Alicia Ashley – Administrative Coordinator to the Vice President, Continuing Education

Strengths:

- Classes available to everyone either online or in a classroom setting
- Low cost of registration fees
- Convenient locations and schedules
- Courses are customizable
- Wide selection of course offerings

Challenges:

- Having sufficient funding for instruction, advertising, equipment, etc.
- Classroom space with needed technology especially in off-campus locations
- Students who have no or poor academic and computer skills
- Lack of financial aid for students
- Marketing/Advertising of classes
- Having a sufficient number of qualified and credentialed instructors
- Having a sufficient number of students enrolled in a course to offer courses cost effectively

Recommendations for Improving the Service Area:

- Develop and schedule more Occupational Extension online and/or hybrid courses
- Develop and offer bilingual classes, especially in the areas of Public Safety
- Partner with Adult Basic Skills program to provide academic assessments and needed instruction
- Partner with Human Recourse Development to provide financial and career counseling and employability skills instruction
- Develop new avenues for marketing classes
- Pay faculty equitable salaries as compared to curriculum faculty for same credentials
- Study the feasibility of establishing a Registrar's Department for centralization of registrations and records

ACTION PLAN

Occupational Extension & Community Service

Item	Plan	Responsibility	Timeline
Expand Occupational Community Service online, hybrid, and bilingual courses	Develop and schedule online and hybrid classes in Firefighter and EMS Education	Director, Occupational Extension and Coordinator, EMS Education	March 2012
Assure that the minimum passing rate of 70 percent is attained by first time test takers by EMT-Basic and Paramedic students	Hiring qualified instructors to teach the course material and providing sufficient supplies and equipment for student practice of skills	Coordinator, EMS Education	On-going
Continue to assure effective use of OE and Community Service Budgets	Insure that classes have adequate number of students enrolled for classes to be cost efficient.	Director, Occupational Extension and Coordinator, EMS Education and Law Enforcement	On-going
Develop web pages that market OE & CS programs on the College Website	Provide information to Website developer for publishing to the website	Director, Occupational Extension, Coordinator, EMS Programs, Law Enforcement, and others in Division who offer OC classes	January 2012
Assess the feasibility of centralizing Continuing Student Records and Registration	Visit community colleges with centralized registration and records to review their systems.	Director, Occupational Extension	March 2012