

Standard Eight: Physical and Technological Resources

The institution has sufficient and appropriate physical and technological resources necessary for the achievement of its purposes. It manages and maintains these resources in a manner to sustain and enhance the realization of institutional purposes.

DESCRIPTION

WCCC occupies a picturesque 400-acre site overlooking the St. Croix River located in Calais, Maine. Of the total acreage, 41 acres are maintained and used to house the seven campus buildings (see Table 8.1). On the remaining acreage, there are two towers, one for Instructional Television and the other for commercial use. Students and members of the community use the remaining 359 acres for recreational purposes.

Table 8.1 College-owned buildings

Building	Area (sq ft)	Originally Constructed
Administration/Classroom/Shop Building	57,390	1970
Addition to Administration/Classroom/Shop Building	17,500	2002
Lower Dormitory	23,268	1973
Upper Dormitory	23,184	1978
Harold Howland Building	13,380	1974
St. Croix Hall	18,800	1993
River Residence Property	1,500	2000*
Maintenance Storage	1,500	2002
Hovey Trailer Park	2,500	2000*
Total Square Feet	156,272	

*Acquired

The facilities are subject to local, state, and federal regulations governing the routine inspection of fire extinguishers, emergency lighting, and elevators, as well as compliance with fire and building codes. The College buildings, grounds, and vehicles are insured by the State of Maine, Risk Management Division.

WCCC solicits the expertise of Risk Management, Maine Municipal Association (MMA) and the Maine Occupational Safety and Health Department (MOSHA) to meet compliance, safety, and environmental standards. The College's Safety committee under the direction of the College Safety Officer also provides oversight in these areas.

Physical resource planning at WCCC is accomplished as part of the overall planning and evaluation process. Department managers prepare budgets and maintenance requests for their areas of responsibility. The Campus Master Plan was updated in August 2005.

Campus Facilities and Equipment

Buildings

WCCC's Administration/Classroom/Shop Building, originally constructed in 1970, and updated in 1974, 1986, and 2002, consists of 74,890 square feet and contains 17 classrooms and 8 specialized shop areas and laboratories. Also included in this building are the Library, Bookstore, Snack-Bar and dining area, Student Senate Office, offices for Student Services, Admissions, Registrar, Financial Aid, and Continuing education, President and Academic Dean Offices, Business and Maintenance Offices, Information Technology Offices and storage, various full-time and adjunct faculty offices, and the TRiO offices and Study Center computer labs and study areas. Offices are also provided for the University Of Maine Machias - Calais Center, the Department of Labor Career Center, the Maine Center for Women, Work, and Community, and Early College for ME.

The College residential life facilities, constructed in 1974 and 1978 contain 39 apartment style units, designed to house 195 students, 5 to each apartment. The independent living style provides each unit with its own kitchen, living/study area, bathroom facilities and three bedrooms. The general use areas include: a student lounge, an exercise room, laundry facilities, and a resident assistant office.

Apartments are provided for the Director and Assistant Director of Residential Life. In addition, the College presently has four apartments occupied by; the WCCC Outdoor Adventure Recreation Center and the Child and Family Opportunities Center, a facility for the day care of infants and toddlers.

The Harold Howland Building was completed in fall 1974, providing classroom, shop, office, and storage space for the Heavy Equipment Operation Program (HEO) and the Heavy Equipment Maintenance (HEM) program. There is also space designated for the Small Engine Maintenance and Repair classes, as well as, three classrooms currently used for academic subject classes and faculty offices.

St. Croix Hall was completed in 1993 and is a multi-purpose building that presently houses our Food and Hospitality program, as well as classroom space for academics. St. Croix Hall has a lecture hall that can seat 140 people and a gym that functions as a multi-use space and hosts a wide array of events. It also features a dining room, used as a student lab, which overlooks the St. Croix River and Canada. The gymnasium houses a large rock climbing wall, which is incorporated into the Adventure Recreation and Tourism program and the College's Outdoor Adventure Center programs and services.

The River Residence property contains a home originally purchased to serve as the president's residence; however, the property is currently unoccupied. Future plans for this property includes expansion and upgrading. The maintenance storage building and Hovey Trailer Park are used for storage of maintenance grounds equipment and equipment used in the Heavy Equipment Operations and Heavy Equipment Maintenance programs. Parking lots are conveniently located around the existing buildings. Security lighting illuminates all 350 parking spaces, 11 handicap parking spaces and all walkways. Internal and external campus signage was expanded and improved in 2006.

In June 2008, the property located in Eastport, Maine was transferred to the City of Eastport via legislative decree. This property was the campus housing the College's Marine Technology Center and Boat School programs.

Recent renovations include:

- Classroom and Shop Laboratories:
 - Install air conditioning in ten classrooms and the Nursing laboratory (2006-2008).

- Created Gas Laboratory for the Heating Program (2007).
- Replaced boiler in Harold Howland Building with two new energy efficient boilers (2007).
- Remodeled the Building Construction program shop area, classroom, and office (2008).
- Installed energy efficient lighting in Automotive shop, Building Construction shop, and HEO shop (2008).
- Calibrated exhaust fans in Welding shop for improved ventilation (2008).
- Administration
 - Acquired an independent mobile generator for temporary power in case of long term electrical outage. Also installed electrical connections for the generator in all buildings (2006).
 - Installed energy efficient lighting in Assembly room (2008)
- Dormitories
 - Replaced existing 7 boilers with 4 new energy efficient boilers in lower dormitory (2004)
 - Replaced existing 5 boilers with 4 new energy efficient boilers in upper dormitory (2005)
 - Renovated kitchens with new cabinets, countertops, sinks, and flooring (2005).
 - Renovated bathrooms with new shower stalls, water closets, sinks, countertops and exhaust fans (2005).
 - Installed all new vinyl siding and entrance doors (2005).
 - Replaced all old crank-out windows with new double hung vinyl clad windows (2005).
 - Replaced living room furniture (2006).
 - Renovated student lounge, laundry room, bathroom, and exercise room with new windows, flooring, painting, installed new wanes coating, new exterior doors and jambs, new lighting and motion detection light switches. Installed rubber flooring in exercise room, created unisex ADA bathroom with new bathroom fixtures, centralized laundry room with new washers and dryers, and upgraded student lounge gas fireplace (2007).
 - Installed new security lighting to increase visibility for the residence hall students (2007).
 - Replaced 19 existing fire alarm bells for improved notification (2008).
- General
 - Repaved lower and upper dormitory parking lots and Gatcomb Drive (2006).

- Installed guard rails in several locations to better identify parking facilities (2008).
- Installed speed bumps to improve safety for our pedestrian traffic (2007)
- Installed energy efficient lighting and motion detector in various locations throughout the campus (starting in 2008 and continuing into 2009).

Due to a major rewiring project in 1999, most of the classrooms, labs, and dormitory apartments and general use areas have been wired for voice and data transmission. In 2007, limited wireless access was made available in the Administration/Classroom/Shop Building, Harold Howland, Building, and St. Croix Hall.

The Assistant Dean of Enrollment/Registrar schedules all instructional facilities ensuring that there is adequate space to accommodate course enrollments. Classrooms are equipped with tables and chairs (as opposed to chairs with tablet arms) to accommodate students with various physical characteristics.

Physical resource planning at WCCC is accomplished as part of the overall planning and evaluation process. On a working level, department chairpersons and cost center managers prepare budgets and schedule maintenance for their areas of responsibility. At the college-wide level oversight committees have developed the Campus Master Plan (workroom document), and the College executive officers budget the monies required for the day-to-day maintenance and capital needs of the College.

Equipment

All equipment with a cost exceeding \$1500 is recorded as inventory. A list is maintained in the business office. Each year department chairpersons and cost center administrators account for the inventoried items in their area. Any changes identified are reflected in the book inventory. Annually capital equipment needs are reviewed and a budget is developed to accommodate purchases.

WCCC maintains a vehicle fleet for the maintenance department to properly care for the campus grounds. The vehicles include 1 tractor, 2 pick-ups, 1 one-ton rack body, 3 riding lawn mowers, and one shared forklift. There are 3 vans and 2 automobiles available for general faculty and staff travel.

With the rapid change in technology, equipping the classrooms, labs & shops with up-to-date equipment is an ongoing endeavor. In adhering to WCCC's mission statement, WCCC is committed to offering state of the art equipment and computers throughout the campus. Campus communications are facilitated with a phone system that provides voice mail and remote access for all faculty and staff. Likewise, an email system with remote access is available for all faculty and staff. Microsoft licensing agreements allow faculty and staff to have use of Microsoft products on home computers.

The College has 165 PC desktop computers, 31 laptops, and 9 servers. In 2007, the college installed terminal servers in 3 computer laboratories in order to better utilize information technology staff resources and to reduce the cost to upgrade the computer laboratories. In 2008, instructional consoles were installed in 4 classrooms which included computers and ceiling installed LCD projectors. Portable LCD projectors are also available. PolyCom systems are installed in the Nursing laboratory and one of the computer laboratories. There is also one floating PolyCom unit available. Efforts are made to ensure that classes are scheduled in rooms that are appropriately equipped.

In 2005, WCCC formed a partnership with our sister college, Northern Maine Community College (NMCC) in the utilization of NMCC's AS400 (student information system). WCCC student data is retained on a separate server. Data in the Student Information System is protected by two separate firewalls; one located at each campus. Firewall and security logs are monitored on a daily basis by NMCC IT services to safeguard against unauthorized intrusions. NMCC maintains and upgrades the AS400 system and the WCCC portal for a reasonable service fee. The College's Student Information System allows students to view unofficial copies of their academic record, view account balances, and view and print class schedules. Faculty can view student transcripts, and check and print class lists.

The College's web site provides access to the catalog, course schedules, library resources, WebCT, College applications, and Community Education and Industry Services offerings. The site is ADA compliant, and is currently undergoing a redesign and upgrade. This project will be complete by April 2009. Outside of classroom situations, students have access to computers in the Library, student lounge areas, and the TRiO lab. Wireless Internet access is available throughout the College. Residence hall students have access to an Internet connection

separate from the one used for instruction and administration. Faculty members have individual desktop or laptop computers. An office with a computer is set aside for adjunct faculty computer needs. Data related to personnel and payroll records are housed at the Maine Community College System Office (MCCS). College access is obtained via a remote connection. Security of this data is provided by Business Office staff and the Information Systems Specialist at the MCCS.

Operations and Maintenance

WCCC's maintenance staff is comprised of seven full-time employees divided into two shifts, providing day and evening coverage Monday through Friday and daytime coverage Saturday and Sunday. The maintenance staff report to the Manager of Facilities, who coordinates activities with the President and the Dean of Finance. The Manager of Facilities, Dean of Finance and the President work cooperatively in facilities planning and budgeting, as well as the supervision of capital projects.

At least annually, or more often if needed, the Maintenance Department and outside contractors, clean, set-up and calibrate our heating and ventilation equipment. All boilers and underground storage tanks are annually inspected per State of Maine compliance. Regular inspections of our dormitories by the Director of Residential Life and Residential Assistants help the College identify any safety, mechanical and housekeeping needs. One maintenance staff has been assigned to the resident halls and works cooperatively with the Director of Residential Life and Residential Assistants to develop a repair schedule. Supplies and equipment request forms have been developed and are used by all maintenance employees to prevent down time for lack of materials. When more expertise is needed for maintenance and facility work outside contractors are hired.

The Maintenance Department has developed manual and email request forms for maintenance, custodial and safety concerns that are used by all faculty, staff and students. The resultant requests are prioritized according to health and safety concerns to be handled on an appropriate basis.

At times, various technology programs have supplemented the work of the Maintenance Department. Technology programs are often able to incorporate a live project into their curriculum, providing hands-on experience to students and

reducing the costs to the College. Projects have included installation of new toilets and sinks in the multi-unit restrooms, carpentry shop entryway, electrical ballast work, and catch basin and drainage work.

Health and Safety

WCCC strives to maintain a safe and healthy campus for all students, employees, and visitors. Through both self and independent audits, WCCC consistently works to meet all accommodations required to comply with State and federal regulations concerning fire, health and safety, and the Americans with Disabilities Act. WCCC solicits the expertise of the MOSHA department to meet compliance, safety and environmental issues. To further enhance the College's health and safety program, the College hired a College Safety Officer in September 2008, who is responsible for the implementation, development and maintenance of safety and security procedures and guidelines, in accordance with federal, State, and MCCS policies.

As part of the College's governance structure, there is a Safety Committee, headed by the College Safety Officer. The Committee is to identify, evaluate, and recommend control measures for safety problems on campus. A comprehensive health and safety plan, reviewed annually, has been developed for the campus. The Safety Committee is comprised of employees and students and is representative of all departments. Monthly meetings are held during the academic year with minutes and attendance taken and distributed to the College President and Management Team. The College Safety Officer and Committee address safety, health, and security issues and take steps to resolve any issues. A safety budget is available for necessary repairs or renovations. While this budget is limited, instructional or administrative departments are often able to complete projects out of their respective budgets.

The safety committee annually sponsors seminars for faculty and staff in Blood Borne Pathogens, Lock-Out/Tag-Out, CPR, office ergonomics, and motor vehicle safety. Maintenance staff receives additional training on the following topics: Basic Fire Safety, Respiratory Protection, Personal Protective Equipment, and Fire Extinguishers. Special programs are designed for shop faculty. Some of the topics covered include: Back Injury Prevention, Slips, Trips, and Falls, and Confined Spaced Entry. Outside vendors also provide training in areas such as proper floor and rug maintenance; proper use of maintenance equipment (floor machines,

burnishers, carpet extractors; and air quality. The expertise of maintenance department staff has been used to provide training in Confined Space, Fall Protection, and Hazardous Materials Handling. Three of the maintenance employees now have their Boiler Operation License. The College Safety Officer reviews all Material Safety Data Sheets and assures that the instructional shops and other areas maintain the proper records.

The College's workers compensation carrier, MMA, provides in depth safety inspections on an annual basis. The institute also uses self-studies and employs professional audits to ensure compliance with health and safety standards. The Calais Police Department patrols the campus on a routine basis. The College also contracts with the Calais Police for additional intensive patrols. Maine law gives community college presidents the same authority as city councils in establishing rules for the movement and parking of vehicles on the campus.

The College has contingency plans for incidents including fire, student incidents, bomb threats, elevator emergencies and other emergencies. The plans have been reviewed by Calais Police, Calais Fire and the State Police. All College building plans are carried in police and fire command vehicles so that arriving incident commanders can plan deployment of personnel and vehicles.

Emergency medical care is provided by the Manager of Facilities and the Safety Officer who are both licensed EMT Basics. In addition, the Calais Regional Hospital is located just minutes away. Students who need medical attention are transported to the hospital by the Student Services Counselor or designee during the day, the Director of Resident Life during evenings or weekends unless, of course, an ambulance is needed.

The College has prepared an easy-to-use booklet that provides guidance for faculty and staff to respond to all emergency situations. Automatic external defibrillator units are located in the Administration/Classroom/Shop building and in the Resident Assistants Office. The maintenance staff has been provided a cell phone for evening emergency contact. This number has been distributed throughout the campus.

The residence halls are under the supervision and management of the Director of Residential Life who reports to the Assistant Dean of Students. Resident Assistants (students) provide additional residential life support and services. The Residential

Life Director, Assistant Director and Residential Assistants are trained in health and safety procedures.

The Department Chairs promote an environment of safety within their department by working with management, faculty, the Safety Committee and the College Safety Officer to ensure safety in the work place. Safety is a priority concern at WCCC. The Safety Committee conducts periodic inspections, both announced and unannounced, to check on safety and housekeeping. Each lab and shop area has its own individual safety rules that are strictly enforced by instructors. Instructors periodically check equipment to assure that it is in safe working

WCCC has made all reasonable accommodations to comply with the Americans with Disabilities Act and Life Safety Codes. The Maine Occupational Health and Safety Program is a significant resource in all safety and health areas and assists the Safety Committee with compliance issues and safety training. Hazard communication, blood borne pathogen, lock-out/tag-out, and video display terminal training is available for all faculty and staff. Additionally, emergency evacuation procedures are in place, and drills are performed each semester with the assistance of the Calais Fire Department.

Facilities Planning

Under the direction of the Board of Trustees, the MCCS focuses its budget planning and control activities on the biennial budget that is divided into three parts:

1. Continuation of Current Services – Part I
 2. New and Expanded Services – Part II
 3. Requests for Capital Construction and Improvements – Part III
- The biennial budget for Fiscal Year 2010 and 2011 was submitted in June 2008. The Part III Budget, capital construction and improvements, requested funding to support numerous projects totaling over \$2.8M.

The College completed a Campus Master Plan in August 2005 with the assistance of Harriman Associates. This plan envisioned further expansion of the Administration/Classroom/Shop building to include a new Mechanical and Construction Technology (MCT) wing. This MCT wing would house the HEO/HEM, Engine Specialist, Welding, and Plumbing and Heating program. To the degree

feasible, these projects will be accomplished in 2009 with \$1.2 million in funding provided by a bond issue approved in 2007. Included in the plan are interior and exterior renovations to the Engine Specialist, Welding, and Plumbing and Heating shop and classroom areas. New electrical, HVAC, and lighting systems are to be installed.

The planning of facility renovations begins at the College level. An engineering/architectural firm is hired, if necessary, to work with the College Leadership on the development of the plan. The Maine Bureau of General Services monitors the planning process and makes comments. The bureau does not actually approve the plan, but does approve all new construction and major renovation as required by State law.

The Dean of Academic Affairs works with the Assistant Dean of Enrollment/Registrar, Department Chairs, and faculty on a continuing basis to review the use of classroom and lab use to insure efficiency and appropriate use of instructional facilities. Program advisory committees assist instructors in reviewing present instructional equipment and facilities, surveying equipment currently in use by industry and suggesting a schedule for replacement of equipment. The program advisory committees assist in seeking equipment donations. Advisory committees assess program and course offerings, placing an emphasis on tools, equipment, facilities and environmental conditions.

APPRAISAL

WCCC takes great pride in the beauty of its campus. This pride is reflected in the condition of the buildings and land. As the buildings continue to age, some deficiencies are encountered. When problems do emerge, the Maintenance Department responds by promptly taking care of the deficiencies with limited or no disruption to the day-to-day operation of the College. The College has relied heavily on its biennial Part III Budget, Capital Construction and Improvements, and its Campus Master Plan to keep classroom, laboratory and administrative areas up to date. As a technology intensive institution, WCCC will always have pressure to upgrade and expand technology. While all priorities cannot be accomplished at once, the College has managed to maintain quality operations and facilities. In addition to upgrading labs in the technologies, there is a pressing need to upgrade additional classroom technology with LCDs, computers, visualizers and smartboards.

In addition to a Mechanical and Construction Technology wing, there is a need to expand laboratories and classrooms for increased science and academic offerings. Expanded utilization of current facilities as well as plans to add facilities for science and liberal studies will require additions to the maintenance staff. The employment of a HVAC/plumber on staff will decrease the need for utilizing outside contractors.

The addition of the College Safety Officer has improved documentation related to emergency planning and safety compliance. The recent addition of the Honeywell Alert Plus system has expanded the College's emergency communication capability with its community. The College maintains clear and well thought out facilities planning and is forward thinking in its requests via the Part III Budget and future bond requests. In the current economy and with the limitations of State funding, the most critical projects that effect health, safety, or student life, are projects that receive priority.

PROJECTIONS

1. Passage of the recent bond issue is providing the College with \$1.2 million in renovation money. This will mean that some of the renovation projects called for in the Campus Master Plan can be completed over the next year. Completion of these projects will significantly enhance the appearance and functionality of the interior of the buildings, and make them safer. The planned renovation of the mechanical and construction shop and classroom areas will greatly enhance the attractiveness and efficiency of those areas and should serve as a great recruiting tool while providing an updated and quality facility. The College will begin to more actively and purposefully market its facilities as a recruiting tool.
2. The College has an increasing interest in reducing its environmental footprint through the use of energy conservation, recycling and environmentally friendly technology. The cost of these enhancements has not been considered in the planning processes, but they have been given consideration in future bond requests and our Part III Budget. The College will explore ways to lessen its environmental footprint. Additionally, the College is part of a System-wide bond proposal currently pending with the Governor's Office.
3. Recent changes to Perkins legislation means the College will refocus funding for classroom and laboratory technology. Concurrent with the 2009-2010 budget

planning process, the College will update the Part III, Capital Construction and Improvements, to consider the implications of Perkins funding and to incorporate funding needs that have developed since the plan was developed.

INSTITUTIONAL EFFECTIVENESS

The College uses several sources of information to evaluate institutional effectiveness in the areas of facilities and technology. College-wide assessment instruments such as Noel-Levitz and the Survey of Student Engagement provide an overview of student perceptions and needs. The Personal Assessment of the College Environment (PACE) survey provides similar information from faculty and staff. The Envision the Future process brought specific focus on physical facilities and technology and is an additional long range planning process to address the physical facilities and technology.

In addition to the above College generated assessments, external entities provide continuing information concerning effectiveness. Periodically, the College's insurance carriers, the Department of Environmental Protection, and other State agencies conduct safety inspections of the campus. The Maine Department of Education schedules reviews every five years to assess methods of administration pertaining to students with disabilities. By far the most valuable assessment is the annual budget review, when faculty and administration can present specific evaluations, and anecdotal information concerning program needs.