Western Staff Honored for Service

Western honored 80 employees at the 33rd annual SPA service awards luncheon in June for their combined 1,025 years of service. The annual celebrations have honored 2,939 people for giving 25,353 years of service to WCU.

“That says a lot about how people feel about this university,” said Chancellor John W. Bardo at the luncheon on Wednesday, June 28.

Bardo presented the Judy H. Dowell Outstanding Support Staff Award to Irene Welch, an administrative officer in the Office of the Provost. Bardo said Welch’s colleagues describe her as a master of multitasking with a strong work ethic and a person whose broad experience has benefited university leaders. Welch, who has more than 17 years of service at Western, joins Scott Philyaw, associate professor of history and director of the Mountain Heritage Center, and Fred Hinson, associate vice chancellor for academic affairs, as Western’s nominees for the Governor’s Award for Excellence.

Recognition also went to Richard Littrell (Residential Living), who received an award for 35 years of service. Employees with 25, 20, 15, 10 and five years of service also received awards.

New Strategic Plan Wins Trustees’ Approval

What may have seemed like “mission impossible” when the process began more than 14 months ago became “mission accomplished” earlier this summer, as the Western Carolina University board of trustees adopted an updated strategic plan, including a significantly revised mission statement designed to more accurately describe the current activities of the university.

The new plan provides a five-year look at the challenges the university faces as it responds to changes in regional and global conditions and as it prepares students to live and succeed in the new millennium, said WCU Provost Kyle Carter.

“Much has changed at Western over the last several years, and we have needed our strategic plan to catch up to where we currently are,” Carter said. “We believe this plan does that, and that it presents a succinct vision for the future.”

Steve Warren, chairman of the board of trustees, thanked members of the strategic planning committee for their hard work.

“This is a critical document for the university,” Warren said. “We realize that it takes a lot of people, a lot of time, and a lot of give and take to get it to this point.”

Among the changes are new requirements that link budgets to the planning process to provide better use of resources including time, money, facilities and personnel; a vision statement that reflects Western’s growing emphasis on assisting in regional economic development initiatives; and a dramatically shortened mission statement that incorporates teaching, research and service to “improve individual lives and enhance economic and community development in the region, state and nation.” The mission statement now goes to the University of North Carolina Board of Governors for approval.

Adoption of a new strategic plan comes as the university is in the midst of seeking reaccreditation from the Southern Association of Colleges and Schools. Other ongoing steps in the accreditation process are the development of a quality enhancement plan and certification of university compliance to SACS standards.

“The strategic plan is an extremely important document for our Continued on page 4
Staff Service Awards  continued from page 1

Honorees for 20 years of service include, from front to right, Shirley Moore (Facilities Management), Debbie J. West (Residential Living), Loretta Adams (Public Relations), Judy Hale (Psychology) and Peggy Eidson (Facilities Management). Not pictured: Terry Ashe (Mail Operations), Dewayne West (Facilities Management) and Michael Wheatley (Food Services).

Honorees for 25 years of service include, from left to right, Richard Littrell (Residential Living) has dedicated 35 years to WCU, Shirley Moore (Facilities Management), Debbie J. West (Residential Living), Patti Johnson (Information Technology), Nancy K. Carden (Office of the Provost) and Linda S. Shuler (Printing Services) and back, from left to right, J.B. Farmer (Facilities Management), Linda Fiskeaux (Facilities Management), Chancellor John W. Bardo (awards speaker), Jeff Hagberg (Ramsey Regional Activity Center), Jim Culp Jr. (Facilities Management), Andy DeGrove (Facilities Management) and David Hilton (Ramsey Regional Activity Center).

Western employees honored for 25 years of service join Chancellor John W. Bardo, center, for a photo. They are, from left to right, Pat Baker (Controller’s Office), Loretta Adams (Public Relations), Judy Hale (Psychology) and Peggy Eidson (Facilities Management). Not pictured: Terry Ashe (Mail Operations), Dewayne West (Facilities Management) and Michael Wheatley (Food Services).

Chancellor John W. Bardo, second from right, stands proudly with retirees, from left, Ronald Deitz (Facilities Management), Richard Littrell (Residential Living), Michael Farmer (Facilities Management), Cindy R. Parker (Payroll Office) and Eugene Wiggins (University Police). Not pictured: Mary S. Buchanan (Educational Leadership and Foundations), Steve Collins (University Police), Frances Conley (Public Relations), Donald Cope (Controller’s Office), Perry C. Cowan (Facilities Management), Edith Crawford (Facilities Management), Charles Crisp (University Police), John Douglass (Facilities Management), Pryde Farmer (Facilities Management), Billy Ham (Facilities Management), Donna Hogsed (University Police), Clara Mathis (Residential Living), Clifton McGinnis (Facilities Management), Karen Perry (Dean’s Office, Applied Sciences), Jerry Phillips (Facilities Management), Harry Speissegger (Facilities Management), Brenda Wike (Education and Allied Professions) and Marvin A. Wilkes (Facilities Management).

Gary Jones, associate professor of business communication at Western, compares his summer teaching experience at the Sadat Academy for Managerial Science in Cairo, Egypt, to the movie “To Sir, With Love.”

Jones said success in a classroom that featured a simple whiteboard required intense planning and weaving in stories that would capture the attention of the students, whether they applied directly to the course material or not. “My classroom technology concerns shifted from, ‘Will all 24 computer stations be up today?’ to ‘Will my whiteboard marker run out of ink today?’ which was a surprisingly frequent occurrence,” said Jones. “This was teaching in the trenches, and I loved it.”

In one case, two students who were talking in the back of a room on the first day of class caught his attention. “After class, I quietly said a few words to them about this problem but without much hope,” Jones said. “They were Ahmed and Mohamed. The next day they shocked me by sitting in the front of the class and, during a break, hunted down a cup of fresh coffee for me. It was a verifiable ‘To Sir, With Love’ moment as far as I was concerned.”

Those same students joined him later on one of his adventures, riding on horseback on the Giza plateau with the Great Pyramids in the background. Of course, Jones says, the story did not quite have a Hollywood ending. “They still talked in class,” he said.
**July**

**Monday, July 24—Friday, July 28**
Youth Soccer Day Camp — ages 5-12. S. CAC. (227-2025 or tdecesare@wcu.edu)

**Tiny Tot Swim Program** — ages 6 months through 5 years. $: 5:15–6:05 p.m., ages 1–3; 6:10–7 p.m., ages 3–5. Reid Gym. (227-7397)

**Tuesday, July 25**
Festival performance — Folkmoor USA. $: 7 p.m. FAPAC. (828-452-2997)

**Wednesday, July 26**
Workshop — “Introduction to Adobe Acrobat Professional.” 10 a.m.–noon. Room 156, Hunter Library. (http://www.wcu.edu/it/workshops/workshops.asp)

**Thursday, July 27**
Summer Concerts @ the UC — Brooke Campbell, acoustic coffee house rock. 7 p.m. Lawn, UC. (227-7206)

**Friday, July 28—Saturday, July 29**
Summer Movies at the UC — “Madea’s Family Reunion” (PG-13). $: 2:30–3:30 p.m. MHC. (227-7129)

**Saturday, July 29—Wednesday, August 2**
Junior/Senior Elite Soccer Camp — girls ages 10–18. $: (227-2025 or tdecesare@wcu.edu)

**Sunday, July 30**
Gallery talk — museum staff share information about artists of works in Western’s permanent collection. 2 p.m. FAPAC. (227-3591)

**Monday, July 31—Friday, August 4**
Tiny Tot Swim Program — ages 6 months through 5 years. $: 5:15–6:05 p.m., ages 1–3; 6:10–7 p.m., ages 3–5. Breese Gym. (227-7397)

**August**

**Wednesday, August 2**
Golf Tournament — annual Western Open and Preseason Social. $: Tournament, noon; porch social, 6 p.m.; dinner 7 p.m. Waynesville Country Club, Waynesville. (227-7335)

**Friday, August 4**
Summer commencement. 7 p.m. RRAC. (227-7495)

**Sunday, August 6**
Arti-Facts! — “Spinning Yarns.” Reservations required. 2:30–3:30 p.m. MHC. (227-7129)

**Monday, August 7–Friday, August 11**
Tiny Tot Swim Program — ages 6 months through 5 years. $: 5:15–6:05 p.m., ages 1–3; 6:10–7 p.m., ages 3–5. Reid Gym. (227-7397)

**Tuesday, August 8—Wednesday, August 9**
Camp — “My Buddy and Me.” Adults participate with children or youth exploring non-Western art and artists. $: 9 a.m.–4 p.m. Room 104, FAPAC. (227-3688)

**Thursday, August 10—Friday, August 11**
Orientation — new faculty. Times and locations vary. (227-7495)

**Thursday, August 10**
Staff Forum — 8:30–10:30 a.m. Cardinal Room, UC. (227-2412)

**Sunday, August 13**
Crafts at the Center — basketworking demonstration, Sherry Keene. 2:30–4 p.m. MHC. (227-7129)

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**Key:** $—Admission fee; BB—Belk Building; CAC—Catamount Athletic Center; CAT—Center for Applied Technology; CSC—Catamount Softball Complex; FAPAC—Fine and Performing Arts Center; FFR—H.F. Robinson Administration Building; HSCF—Hennon Stadium/Childress Field; MHC—Mountain Heritage Center; NSA—Natural Sciences Auditorium; RH—Recital Hall, Coulter Building; RRAC—Ramsey Regional Activity Center; UC—A.K. Hinds University Center; UOC—University Outreach Center; WSS/BW—Whitmore Stadium/Bob Waters Field.

**Exhibits**

**Mountain Heritage Center**

**Gallery A:**
“Migration of the Scotch-Irish People.” Includes text panels, illustrations, artifacts and vibrant murals that trace the Scotch-Irish Appalachian settlers from Ulster to Pennsylvania, through the Shenandoah Valley, and into Western North Carolina. Permanent exhibit.

**Gallery B:**

**Gallery C:**
“After the War: Conflict and Domestic Change in the North Carolina Mountains.” Portrays how wars and their aftermath have shaped the lives of people and communities in Western North Carolina. Through May 2007.

**Lobby:**
“People of the Land.”

**Slideshow Spotlight**

**FOR JULY:** “Migration of the Scotch-Irish People” traces this group of Appalachian settlers from Ulster to Pennsylvania, the Shenandoah Valley and into Western North Carolina.

**FOR AUGUST:** “Stream of Life” traces the natural and cultural history of Hazel Creek, an Appalachian watershed, from prehistory to the Tennessee Valley Authority.

**Mountain Heritage Center hours:**
8 a.m.–5 p.m. Monday–Friday; and 2–5 p.m. Sunday. (227-7129 or www.wcu.edu/mhc)

**Fine Art Museum**

**Fine and Performing Arts Center**

“WORLDVIEWS. Selections from Western Carolina University’s Permanent Collection and New Acquisitions.” Continuing exhibit.

“Lasting Impressions.” Print portfolio of nine lithographs and one woodcut, featuring 10 distinguished Native American artists. Through September 2.

**Thesis exhibitions** of Western’s Department of Art’s first graduation class of the new fine art degree program. Through July 29.

**Fine Art Museum hours:**
Tuesday–Saturday, 10 a.m.–4 p.m. (227-3591 or http://fapac.wcu.edu)

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**Submit items for the university’s online calendar at least one week prior to the event.**

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**Submissions:** Send news items and calendar notices to WCU Calendar, 1601 Ramsey Center, Western Carolina University, Cullowhee, NC 28723 or e-mail to Reporter@email.wcu.edu.

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SACS Compliance Certification Due September 8

As members of the technology and edit committee place the final touches on university responses to the “75 Principles of Accreditation” required as part of the Southern Association of Colleges and Schools reaccreditation process, several institutional issues remain in need of attention.

More than 80 percent of the responses have been developed, reviewed and posted to the SACS Web site. “That is great progress with about two months remaining before the submission deadline of Sept. 8,” said Carol Burton, director of Western’s SACS review effort.

About 7 percent of the required responses are in need of further drafting and are in the final stages of completion, while about 8 percent of the responses still lack documentation and are receiving significant attention from responsible units.

“In some cases, it is just a matter of documenting that our actual practices reflect our procedures and policies. In other cases, we are revising policies to be more in line with what is considered best practice, or we simply need to reflect the University of North Carolina system’s revised policies,” Burton said. “At the very least, we are continuously improving WCU as a result of this internal examination—that is the best any institution can hope for as it progresses through this rigorous process.”

The two principles that remain a high priority for the institution are based on institutional effectiveness (and the relationships between strategic planning, institutional research, mission and budgeting), and assessment practices for all major divisions.

Writing Western’s response to the new SACS standards in these areas are Melissa Wargo, director of assessment, and Ray Barclay, director of university planning, with assistance from representatives of the divisions of Student Affairs, Administration and Finance, and Advancement and External Affairs.

Western’s responses to the SACS principles can be viewed online at http://bannerportal/sites/SACS/default.aspx, only from on-campus computers.

New Strategic Plan  continued from page 1

SACS accreditation,” Carter said. “That should not be the only thing that drives a new strategic plan, but it certainly doesn’t hurt.”

The strategic plan includes a revamped university description, lists its core values, outlines strategic directions that are the heart of the plan, catalogs specific goals, and spells out the strategic initiatives that will help the university meet those goals. The eight strategic directions—which are general statements of planned action consistent with the core values, vision and mission of the university—are:

• Advance institutional quality with a special emphasis on academic excellence.
• Advance academic engagement inside and outside the university as a central educational strategy.
• Meet the expectations, challenges and opportunities of a focused growth institution.
• Respond to regional needs and opportunities.
• Enrich the student experience.
• Prepare students to succeed in an increasingly diverse, interrelated global society.
• Enhance the effectiveness of management processes.
• Create expanded funding opportunities that support university priorities.

Each of the eight strategic directions has its own set of defined strategic goals, which also are key parts of the written plan. A complete copy of the plan can be found online at http://www.wcu.edu/strategicplanning/.

The Reporter is published by the Office of Public Relations.

Mail faculty/staff notes, events, notices, and changes of address to: The Reporter, 1601 Ramsey Center, or send them via e-mail to: Reporter@email.wcu.edu.

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