College, Community Celebrate Opening of Student Success Center

Back in 2004 during a board retreat, College Commission members and Dr. Booth discussed the need for a Student Success Center that would be open and accessible and dedicated to student support, engagement, and learning.

Fourteen-plus years later (January 12, 2018), they gathered with faculty, staff, students, and community leaders to cut the ribbon and celebrate the opening of a three-story, 75,000-square-foot facility dedicated to student success.

“This is a milestone date in our history,” said Dr. Booth. “We started with the end in mind—student success.”

The Student Success Center is the first new building on the Pendleton Campus in 20 years.

“It’s been a long time coming,” said Dr. Booth, who thanked the County Councils for “making this happen. On behalf of the students today and the future, thank you for making a dream come true.”

The new structure houses a Learning Commons designed with technology and group study spaces to help facilitate the development of 21st-century workplace skills. It also houses flexible meeting spaces, computer labs, group study areas, tutoring spaces, the College Café, Campus Store, Printing Services, IT, Service Desk, and Student Development.

The next phase of the project is a complete renovation of Ruby Hicks Hall during 2018 and the installation of a central chiller plant and chilled water loop.

The project is a key component of the College’s strategy to increase student success, reduce long-term maintenance costs, and address double-digit enrollment growth, said Dr. Booth.

Mar’Keese Rayton, a 2016 graduate of Crescent High School, Engineering Design major at Tri-County, and president of the Student Government Association, said, “We are thrilled the College and community are willing to invest in a facility that provides space for students to work in teams and do research. There is also space for events and activities. I know the Student Success Center will go a long way in helping students to learn, access resources, and develop a sense of belonging at Tri-County.”

“The Student Success Center is designed to help students to develop a comprehensive skill set that the workplace demands in the 21st century. This facility is an (additional photos on pages 4–5; article continued on page 10)
Ribbon Cutting Begins New Chapter in Student Success

On January 12, students and employees gathered with business, industry, and community leaders for a ribbon cutting and dedication ceremony for our long-awaited Student Success Center, the first new building on the Pendleton Campus in more than two decades.

During the ceremony, County Council and Legislative Delegation members, along with Congressman Jeff Duncan, spoke about the important role Tri-County plays in higher education and economic development in Anderson, Oconee, and Pickens counties.

For years I have justified the need for this facility by citing double-digit enrollment increases, aging facilities, energy costs, and decaying infrastructure. I have shared how students sit in the halls to study, find corners where they can work on group projects, and eat in a small, overcrowded Café that was cobbled together from existing structures during the eighties. I pled our case for spaces for tutoring, academic assistance, and group study where students can learn and develop 21st-Century workforce skills, such as teamwork and collaboration.

It was Mar’Keese Rayton, our SGA president, who articulated our needs best in his remarks during the ceremony: “I believe this new Student Success Center will go a long way in helping us to learn, grow, and—just as importantly—develop a sense of belonging at Tri-County Technical College.”

To Mar’Keese and other students, this new Center represents something that is difficult to achieve on a commuter campus—a sense of belonging, which is strongly tied to student success, particularly for academically-capable students from under-resourced backgrounds. In addition to functional and beautiful spaces where students can study, collaborate, and research, we have created an environment where they can enjoy socializing and participating in student activities.

To us and to our partners, the Student Success Center symbolizes an investment in the success of our current and future students. Because each partner was willing to share in this investment, we were able to accomplish more as a team than we could ever accomplish individually.

As we stood together, shoulder to shoulder, symbolically cutting the ribbon, I could feel the true strength of our partnership with the community and the power of our vision to transform lives and build strong communities—one student at a time.”

—Dr. Ronnie L. Booth
Expanded Duty Dental Assisting Program Director Mandy Hanks has been teaching for nine years in clinical and classroom settings, but last year was the first time she engaged in and completed the Academic Program Review process.

From April until November of last year, she was knee deep in the process that allows faculty to examine, assess, and ultimately strengthen their programs through a self-study process involving information gathering, data analysis, and program improvement in a systematic way.

The Academic Program Review is an opportunity for faculty to reflect on and identify the strengths of their programs, as well as the areas for improvement, to determine current needs, and plan for the future of the program, said Margaret Burdette, coordinator of SACS COC accreditation and assessment.

Admittedly, Mandy was uneasy at first, considering her full teaching load, weekly HIPs classes, and preparing for a program reaccreditation site visit in May. At the same time, she also was excited to dive into the data and develop a plan to improve student learning and success.

She says the support she received from Margaret and her cohort partner, Administrative Office Technology Program Director Pam Goodman, during the six month process, made juggling her priorities last semester much easier.

The outcome was a well-received presentation to the Academic Leadership Team that resulted in budgetary approval for three requests that will enhance the Expanded Duty Dental Assisting program. The funding requests made during the program review will become part of the campus planning and budgeting process.

Every improvement request she made was funded by the College, said Galen DeHay, senior vice president.

The Expanded Duty Dental Assisting program will purchase equipment, including replacing an ultrasonic unit with an instrument washer, along with two new pieces—a digital scanner that takes impressions, and a NOMAD portable x-ray machine, over the next three years.

Another funded request was a marketing initiative to attract more individuals to the program. “The current enrollment is 18, but the program can accept 24. We have good enrollment trends and want to continue that,” said Mandy.

The department also will receive professional development money for full-time faculty to attend State and national dental meetings and to attend teaching methodology seminars.

“Technology changes so quickly—it is imperative that we stay current.”

Margaret’s role in this process is to help them develop and plan and assist in following through with the process. “I read drafts, supply data, and make sure meetings are set up. I attend these meetings to offer input. It’s a
Learning Commons Features Automated Book Retrieval System

Tri-County’s Library is the first and only in the State of South Carolina to have an automated book retrieval and storage system. S.C. is one of 12 states in the country with libraries who have them.

We have condensed our library book storage and automated our book retrieval system, saving 1,400 square feet and creating more student space and efficiency, said Mary Orem, director of the Learning Commons.

“The retrieval system is where we keep publications with copyright dates more than six years old, such as the Dictionary of American Art or the Encyclopedia of Medieval History,” said Mary. “This gives us more real estate for students to collaborate and study,” she added.

“We do still have a browsing section to give students a serendipitous experience of the library,” she said.

How are materials retrieved? Students search an online public access catalog. When they see a link to the item that is located in the Automated Retrieval System, they request the book by clicking on the link, logging in, and sending the request to the Circulation Desk.

The student will receive a message that he or she may pick up the item(s) at the Circulation Desk within 15 minutes.
above, left: The plaza level features the Café, which has 75 percent more seating capacity than the former Café. It offers à la carte items, such as freshly-made salads, sandwiches, pizza by the slice, and Starbucks coffee, along with hamburgers, chicken fingers, meat-and-two specials, and a breakfast bar. There is a downstairs kitchen for cold prep and storage, along with refrigeration and dry storage.

above, right: The Tutoring Center, located within the Learning Commons, is an integral resource to help students improve their academic skills and build confidence in their abilities to achieve their educational goals. Here, Clemson graduate Zach Lindower tutors Precious Custodio, of Clemson, a University Transfer student.

left: Students are seen studying in the spacious areas of the Student Success Center. From left are Gabbie Seigler, of Six Mile, and Katie Lee, of Pickens, both associate degree nursing students; Kristen Starnes, of Seneca, and Richey Baker, of Easley, both University Transfer students.

above, left: Mary Dusenberry, former commissioner from Pickens County who served from 1984–1993, left, attended the event and reunited with Commissioner Helen Rosemond Saunders.

above, right: Michael Fee, representing our Foundation Board as well as Reliable Automatic Sprinkler Company, right, is pictured with Grayson Kelly, executive director of the Foundation, and Courtney White, director of development. Reliable Automatic Sprinkler Company was the first industry partner to designate a gift, $100,000 for the Student Success Center and donated the sprinkler system.

left: Students are seen studying in the spacious areas of the Student Success Center. From left are Gabbie Seigler, of Six Mile, and Katie Lee, of Pickens, both associate degree nursing students; Kristen Starnes, of Seneca, and Richey Baker, of Easley, both University Transfer students.
Our College Family

Our College Family

in transition

William Oates joined the Engineering and Industrial Technology Division this semester as an Industrial Electronics Technology instructor. He has been an adjunct instructor since 2011. He earned Industrial Electronics (2010) and Radio and TV (2007) degrees from Tri-County. He has worked as a technician at Duke Energy, Apple, Inc., and Charter Communications. He and his wife, Amber, live in Belton.

Beth Gray is the new Training Coordinator for the Corporate and Community Education (CCE) Division’s Center for Workforce Excellence. She spent the most of last year working as a One Stop Specialist in TC Central before joining the CCE team in November. From 1994 until 2016, she taught in elementary and middle schools in the Atlanta area and Anderson School District Four. Beth earned a B.A. in Studio Art from the College of Charleston and earned a non-degree teacher’s certification from Clemson University in 1993. She received a master’s in Education from Southern Wesleyan University in 2005. She and her husband, Eddie, live in Pendleton.

Glenn Idell is the Sales Associate for the Campus Store located in the new Student Success Center. Since 2012 he has worked in our Bookstore, Café, and Shipping and Receiving through staffing agencies. Glen lives in Seneca.

Chris Maddox is the Coordinator for the Bridge to Clemson program. She comes to us from Anderson University where she was a Journey Coach. She taught Secondary History at Anderson Christian School for seven years. She earned a B.S. in Multidisciplinary Studies (Education and Psychology) and an M. Ed. in School Counseling from Liberty University. She is a member of Revive Church in Piedmont. She and her husband, Michael, live in Anderson. They have an adult son, Chase.

William Mullen is the Business Analyst for our IT Department. Since 2011 he has been self employed as a freelance IT Consultant and worked in database application development for the legal industry insurance subrogation. Prior to that, he was an IT Professional Specialist for the University of Georgia’s Registrar’s Office. He holds a B.S. in Computer Science and a B.S. in Electrical Engineering from Virginia Military Institute. He is a third degree in the local Knights of Columbus Council, a 25-plus year member of the International Trumpet Guild, and a former USAH Registered Official and licensed professional engineer. He lives in Martin GA.

Elizabeth Anderson is a Student Data Analyst for the Student Data Center. For the past year, she was a Projects Assistant for Dining for Women, a global organization that promotes gender equality. Prior to that, she was a Gifts Processing Coordinator for the International Justice Mission in 2016. She earned a B.A. in Christian Ministry from Anderson University. She lives in Anderson.

Karen Culp-Linscott has been appointed the new Program Director for Pre-Pharmacy.
Three Honored as Educators of the Year

Three faculty/staff members have been honored as Tri-County Technical College’s Educators of the Year and will be recognized at the South Carolina Technical Education Association (SCTEA) meeting in February.

Glenn Hellenga, director of Career Services, is the College’s outstanding administrator; Timeko McFadden, Spanish instructor, is the outstanding instructor; and, Dr. Amoena Norcross, curriculum consultant, is the outstanding staff nominee.

SCTEA is a professional association of technical education personnel and others interested in post-secondary technical education. The group will be recognized at an awards luncheon at the SCTEA conference February 15-17.

A. Wade Martin Award Nominees Named

Jennifer Hulehan, Comprehensive Studies Department Head, and the team responsible for developing the new Michelin Manufacturing Scholars (MMS) program, are the College’s nominees for the A. Wade Martin Individual and Team Innovation awards.

These awards are presented each year during the annual SC Technical Education Association (SCTEA) Conference. The awards recognize innovative approaches to meet changing needs of technical college education at the college and/or System levels.

The awards are named for A. Wade Martin, who was the first Executive Director of the SC Technical College System. Nominees will be recognized at the SCTEA’s annual conference February 15-17, 2018, in Myrtle Beach, SC, at which time State winners will be named.

Jennifer Hulehan is the College’s nominee for the A. Wade Martin Innovator of the Year Award. Jennifer was nominated by the College to honor her innovative work in redesigning developmental course offerings to improve student success. Since 2012, the Comprehensive Studies Department has introduced Fast Track and Express Track programs, both of which have resulted in significant increases in student success in the developmental courses and subsequent credit courses. In 2017, Jennifer was recognized with the Outstanding Service to Students Award by the S.C. Association for Developmental Education (SCADE).

The Michelin Manufacturing Scholars (MMS) team is the College’s nominee for the A. Wade Martin Team Innovation Award. A first-of-its-kind initiative in the State, MMS was designed to recruit, screen, and educate entry-level workers in basic manufacturing processes for the Michelin plant in Sandy Springs. MMS creates a credit pathway beginning at the basic operator level through the associate degree leading to future growth and advancement within the company. Already other technical colleges and Michelin plants have adopted and now are adapting the model for use in their areas.

Michelin Manufacturing Scholars Team members are (seated, left to right) Melinda Hoover, Manufacturing Pathways instructor; Maren Reaves, Curriculum Developer, Technical Skills for Success; Jenna McCullough, Post-Traditional Recruiter; Cheryl Garrison, Employability Programs Coordinator; Courtney Embler, Operations Assistant; Mandy Orzechowski, Dean, Engineering and Industrial Technology; Cathy Strasser, I-BEST Program Resource Assistant. (Back row, standing) Galen DeHay, Senior Vice President; Tiffany Blackwell, Admissions, Recruiting, and Orientation Director; Jenni Creamer, Dean, College Transitions; Cindy Mobley, I-BEST Coordinator, Tiffany Carpenter, I-BEST Support Specialist; Tonia Fauling, Comprehensive Studies Mathematics Coordinator; Cyndy Watts, Senior Student Data Analyst; and Sarah Shumpert, Director, Curriculum and Instructional Support.

Not pictured: Gayle Arries, Marketing Director; Cathy Cole, Assistant Director of Registrar’s Office/Student Data Center; Julianne DiCicco Wiles, I-BEST coordinator; Diana Walter, Director, Technical Skills for Success; and Jennifer Hulehan, Department Head, Comprehensive Studies.
Longtime Campus Safety Officer B.J. Ellis Retires

Officer B.J. Ellis, who retired January 2, 2018, worked in Campus Safety since January 1, 1989.

Her smile was the first thing you saw and the last thing you remembered when meeting longtime Campus Safety Officer B.J. Ellis, who retired January 2 after 29 years of service.

Since 1989, she has been the epitome of professionalism as she carried out the responsibilities of her profession and is admired and respected by all who know her.

“It was harder than I thought to leave after being there nearly 30 years,” said B.J. “I’m a people person. Customer service was my main goal every day. I miss the interaction with visitors, students, faculty, staff, and Commissioners,” she said.

“The last day was emotional for me,” added B.J.

But the best part of retirement is “sleeping in and being available for my great-grandson, who is nearly four years old. He is my top priority,” she said.

“I also look forward to engaging in community service. I haven’t picked my give-back project yet.”

Bidding farewell was emotional for co-worker and good friend Officer Elaine Alexander, who worked with B.J. for 18 years. “She was my mentor. We ended up being sisters of the heart. We became very close,” she said.

Elaine says what stands out is B.J.’s willingness to do every aspect of the job. “No task was too good for her. She was right in the middle of everything. Her aura of positive energy just radiates.”

Although she admires her work ethic, Elaine added that B.J.’s strong suit is her honesty. “If you didn’t want to know what she thought, you had better not ask her. She was very truthful, but she always said ‘take this in the loving spirit that it is meant.’”

B.J. joined Tri-County in 1983 as a Second Shift Officer until 1986 when she began working in security at AnMed. She returned to Tri-County in 1989 and served as Chief of Security for several years.

She constantly worked at building strong relationships with the community, focusing on community service projects that included collecting clothing donations for charity and participating in the Build-a-Bike charity.

Along the way, she earned a certificate in Law Enforcement and Correctional Services in 2003, and in 2007 she earned a Criminal Justice degree.

B.J. always took things a step further at every opportunity striving to better the safety and security of the College and the community. She was honored with the Presidential Medallion for Staff Excellence in 1994.

She also was singled out and spotlighted in the “Campus Safety” magazine in 2016. The “Campus Safety” magazine recognized B.J. as one of its ‘Campus Safety Heroes’ in its April edition. Among her accomplishments was a crime prevention assessment of the campus that resulted in Crime Prevention through Environmental Design concepts being applied.

B.J. plans to stay in touch with folks she worked with, like fellow retirees James Canty and Tracy Lee. “We met at I-Hop for breakfast recently, and we are going to try to meet once a month. We weren’t just co-workers. We are lifelong friends.”
Claudia Poore Retires from Library


Since 1982, Claudia Poore has traveled daily to Tri-County Technical College, in various capacities. From 1980–82 she was a single parent studying Secretarial Science (now Administrative Office Technology) and employed as a work study for the Library. In 1983 she was hired part time for the evening shift and in 1984 was offered a full-time position to manage the Library’s Circulation Desk.

Thirty-four years later, she is retiring. January 31 was her last day at the College, and friends and family gathered to wish her well. “It will be a big adjustment,” she said. “I’ve made lifelong friends with faculty, staff, and students. I will miss everybody, especially our work study students whom I worked with closely. I really love them. My fondest memories are the friendships I’ve built with them. They come back to see me after graduation and let me know what they are doing, and I frequently get reference calls about them. I enjoy supporting our students on a daily basis, but as I worked with them and listened to the hurdles they have overcome to be at Tri-County, I know that their needs go beyond the things they have come to the Library for. They need scholarship assistance, state-of-the-art equipment to train on, and faculty who have been trained in the latest technologies.”

Those are reasons she chose to support the Foundation over the years through her annual contributions.

“I remember Claudia jumped right in and was willing to help with the campaign,” said Courtney White, director of development. “Her friendliness and approachability, as well as her being a donor herself, made her a great ambassador for the College and the Foundation. Not only is she a co-worker, she is a friend and travel partner (they attended the 2016 Clemson national championship game in Arizona). I will miss seeing her on campus, but I know she will be back to visit. She is dedicated to continuing her support of the College.”

In April of 2011, she served as a co-chair during the Foundation’s Employee Division of the Major Gifts Campaign.

Claudia plans to spend retirement with husband, Cal, who is retired from Michelin, and her adult children and grandchildren. She’s also an avid Clemson fan and will continue to follow Tiger football. She plans to volunteer “anywhere I can be of service.”

“I want to thank my co-workers, especially Mary Johnston, who worked tirelessly to plan my retirement party. Everyone has been so good to me,” she said.

College Hosts State of Pendleton

The new Student Success Center was the site of the annual State of Pendleton reception January 25. More than 150 community members attended the event presented by the Clemson Area Chamber of Commerce and sponsored by Tri-County. Dr. Booth; Frank Crenshaw, mayor of Pendleton (standing); and Dr. Joanne Avery, superintendent of Anderson County School District Four, spoke about progress made during the previous year and future plans for the Pendleton community.
example of forward-looking vision and skillful leadership,” said Tommy Dunn, chairman of the Anderson County Council.

“The Student Success Center is an integral part of enabling students to gain technical expertise and/or to prepare them to go to a four-year college. Tri-County is the real cog for economic development in our area,” said Rep. Gary Clary.

“This is a great facility, and I’m excited for Dr. Booth, faculty, and staff but, most importantly, the students,” said Congressman Jeff Duncan.

“I’m thrilled as an alumnus of this school that we got students involved in the planning,” Commission Chair John Powell, a 1972 Business Technology graduate said. “I’m really proud of this—it’s a wonderful thing.”

“We all are excited to be working in this fantastic new learning environment and look forward to having our students and colleagues share in making the Student Success Center a TCTC destination,” added Linda Jameison, assistant vice president for student support and engagement at the College.

Spotlight on Academic Program Review

flexible process that allows modification in timelines based on a circumstances. It gives faculty ownership and input and allows them to be creative. It also gives them the opportunity to think deeply about their programs. We are improving the process each year based on faculty driven input,” said Margaret.

Executive Staff Summary

• **INSTITUTIONAL CLIMATE SURVEY:** The College partnered with Hanover Research to administer a survey to better understand student, faculty, and staff perceptions about the extent to which the campus environment creates a sense of belonging and an understanding of our similarities and differences. The survey is tied to our strategic initiative to develop a diversity and inclusion framework.

• **MASTER FACILITIES PLAN:** The College is working with a third party firm to update the master facilities plan for all campuses.

• **OLD STUDENT CENTER:** The old Student Center area, including the cafeteria, will now be part of Anderson Hall. Rooms have been renumbered. The cafeteria will be used for Bridge to Clemson orientations and eventually be refurbished for other gatherings, including a catering kitchen.

• **RUBY HICKS HALL:** Renovations are underway in Ruby Hicks Hall and expected to be completed by late 2018 or early 2019.

• **OTHER:** Project update schedule; enrollment updates; inclement weather issues; FY 19 budget planning; strategic planning.
Pathways Student and Commissioners Meet with Legislators

Michael Cothran, Mechatronics major and Technical Career Pathways participant (left), accompanied members of the Tri-County Technical College Commission and Dr. Booth to meet with members of the legislative delegations from Anderson, Oconee, and Pickens Counties. He is pictured here at the State Capital with (from left) Al Young, vice chair, Anderson County; Helen Rosemond-Saunders, Oconee County; Butch Harris, Anderson County; John Powell, chair, Oconee County; and Ham Hudson, Oconee County. Michael entered Tri-County through the Technical Career Pathways program and now is participating in the BMW Scholars program. He spoke with legislators about his experience as a student and how Tri-County is helping him to reach his goals.

President’s List Recipients Recognized at Reception

“You make us all proud,” Dr. Booth, front, center, told the President’s List recipients (who earned all As for Fall Semester 2017) at a reception January 23. To be eligible for the President’s List, a student must be classified as a degree, diploma, or certificate-seeking student; earn at least 12 credit hours in courses numbered 100 or above; attain a GPR of 4.00; cannot earn an “F”, “WF”, or “U” grade for courses numbered 100 or below, or MAT 150 or ENG 150.
HAAS Foundation Supports Scholarships for CNC Students

The Haas Foundation made a $10,000 donation to the Foundation to support scholarships for CNC students this fall. Pictured from left are Courtney White, director of development; Daniel Harbin, CNC program director; Gordon Eargle, sales engineer for HAAS; Grayson Kelly, executive director of the Foundation; Gerald Maxie, CNC Programming and Operations instructor; and Paul Phelps, department head for CNC and Welding.

Javon Johnson Conducts Acting Workshop

Students gathered to participate in Javon Johnson’s acting workshop January 31 in the Marshall Parker Auditorium. An Anderson native, Johnson is known for his work in television (“Prison Break”) and film (“Tyler Perry’s Daddy’s Little Girls”). He currently has recurring roles on BET’s “The Quad” and Fox’s “Shots Fired.”