



October 29, 2014

Dr. Ray Perren
President
Lanier Technical College
2990 Landrum Education Drive
Oakwood, GA 30566

Dear Dr. Perren:

Thank you for your letter and prospectus dated May 6, 2014, notifying SACSCOC of your intention to implement a Bilingual Customer Service TCC program, effective January 2015. The program will be offered on the Oakwood Campus using a combination of methods including face-to-face, web-enhanced, and online delivery. The institution is approved to offer 50% or more of the credits for a degree program via electronic distance learning. The degree program was approved by the State Board of the Technical College System of Georgia on March 3, 2014.

The Bilingual Customer Service certificate program prepares people for work in business and service environments by training individuals both in English and in Spanish with an understanding of customer service, Hispanic culture and etiquette, and personal growth and development in the context of constant change. This certificate program fits well into the workforce development mission of the College. Research and planning indicates a significant need for personnel in this area who have bilingual training in customer service.

The certificate program requires the completion of 13 to 14 credit hours which can be accomplished in one semester. The two courses in Spanish, SPAN1101 and SPAN1102, will be offered in two eight week parts of the one semester. Program oversight will be provided by the Coordinator of Business Programs along with the Dean of Business and Computer programs.

The Faculty Roster Form indicates that two qualified individuals will be teaching in the program, one full-time and the second part-time. The Business coursework will be taught by a full-time faculty member with an M.B.A. in Finance and Marketing, and the Spanish courses will be taught by a part-time instructor with a M.Ed. in Foreign Language Education and a B.S. in Spanish.

Library and learning resources are adequate for the certificate program. The Lanier Technical College Library holds approximately 15,000 volumes with several hundred titles relating to discipline-specific resources including Spanish language and culture, customer service, and business management. Faculty and students also have access to GALILEO which provides over 10,000 full text journals via 100 databases. Library staffing and other resources are also adequate.

The prospectus does not provide a description of the student support services available to students. **Please provide a description of the student support programs, services, and activities—general as well as specific—in place to support this initiative.**



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Physical resources and financial support are adequate for the new certificate program. Existing classrooms at the Oakwood Campus will be used for the coursework. The classrooms are equipped with comfortable seating, computer resources, and projection systems. Distance education courses will be delivered using ANGEL, the LMS which is a robust system for delivering distance education across a wide range of disciplines. Tuition revenues are expected to exceed expenses during the start-up of the program.

Lanier Technical College assesses overall institutional effectiveness using a wide range of reviews, including Strategic Plan Reviews, Annual Unit Plans, Student Learning Outcomes Assessment Reports, Georgia's Performance Accountability System, and numerous other indirect assessments. The primary tools of assessment for the new program will be a part of the annual SLO Assessment Reports completed by faculty members teaching in the program.

We defer action concerning the Bilingual Customer Service TCC program pending review of the above requested information. Please provide this information by December 8, 2014.

Enclosed is an invoice for \$300 to help defray the cost of reviewing the prospectus.

Best regards,

A handwritten signature in cursive script that reads "Belle S. Wheelan".

Belle S. Wheelan, Ph.D.
President

BSW/LCS:efk

Enclosure

cc: Dr. Joanne Tolleson, Vice President of Institutional Effectiveness
and Operations at Forsyth Campus
Dr. Steven M. Sheeley