

**A Study of the
Haywood Community College
Regional High Technology Center**

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Prepared for the
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Executive Summary

The General Assembly of North Carolina, during the 2002 session, directed the State Board of Community Colleges to "study the operations of the Haywood Regional High Technology Center, the economic impact of the Center on the region, and the costs of the Center to determine whether similar centers should be created in other regions of the State." The State Board must report the results of the study to the Joint Legislative Education Oversight Committee prior to March 1, 2003.

During the 1980s and 1990s, various studies reported on the changing workplace and pending changes in North Carolina. Technology and global competition were predicted to have serious impacts on the state's relatively high proportion of manufacturing jobs. During those years, North Carolina led the nation in the percentage of manufacturing jobs in its workforce. In the early 1980s, the proportion of manufacturing to total employment was about 22 percent for the nation, 32 percent for North Carolina, and about 40 percent in western regions of the state. By the end of 2001, the change had been dramatic. The manufacturing percentage of total jobs had plummeted to approximately 13 percent for the nation, 18 percent for North Carolina, and 22 percent in Western North Carolina.

In 1983, the Research Triangle Institute was commissioned by the Tennessee Valley Authority to study the current and future training needs of manufacturers in Western North Carolina. The RTI study, titled "New Directions in Automated Manufacturing: Skill Needs of Employers," involved an extensive review of national and state trends in automated manufacturing

In 1985, leaders at Haywood Community College and regional partners used the findings of this study to seek funds to plan, design, and construct a state-of-the-art technology center, with the facility to be located in a new county industrial park. This initiative eventually led to funding from the federal Economic Development Administration, the Appalachian Regional Commission, the Tennessee Valley Authority, and the General Assembly of North Carolina. The then Speaker of the North Carolina House of Representatives was a strong advocate of the technology center and for locating it in Haywood County.

The Haywood Community College Regional High Technology Center (RHTC) opened its doors in 1986. Since that time, it has received special appropriations from the legislature to operate the Center.

The RHTC is a valuable asset to the college and to Haywood County. Based on the findings of this study, it is concluded that the regional impact of the Center is not as great as in the early years of its operation. This is no fault of the RHTC. Due to large investments by the state and local governments in new buildings, technology infrastructure, and equipment, community colleges have become more technologically sophisticated than they were 15-20 years ago.

The two main recommendations of this study are:

- (1) The legislature should continue to support the Regional High Technology Center. Losing this support would be devastating

to the college and Haywood County, and it would negatively impact several collaborative and worthwhile initiatives in which the Center is involved. Every opportunity should be used, particularly those that involve support of specific programs offered across the system, to use the RHTC as a test bed of new ideas and program innovations. Though not centrally located, it has the infrastructure to easily communicate and interact with other colleges by using the Internet and the latest in telecommunications technology.

- (2) Considering how community colleges have become more technologically sophisticated in the last 15-20 years and the financial condition of the state for at least the next several years, there does not appear to be justification for starting similar regional high technology centers in other parts of the state.

Legislative Mandate

The General Assembly of North Carolina, during the 2002 session, directed the State Board of Community Colleges to “study the operations of the Haywood Regional High Technology Center, the economic impact of the Center on the region, and the costs of the Center to determine whether similar centers should be created in other regions of the State.” The State Board must report the results of the study to the Joint Legislative Education Oversight Committee prior to March 1, 2003.

This report presents the results of the study.

Creation of the Regional High Technology Center

During the 1980s and 1990s, various studies reported on the changing workplace and pending changes in North Carolina. Technology and global competition were predicted to have serious impacts on the state’s relatively high proportion of manufacturing jobs. During those years, North Carolina led the nation in the percentage of manufacturing jobs in its workforce. In the early 1980s, the proportion of manufacturing to total employment was about 22 percent for the nation, 32 percent for North Carolina, and about 40 percent in western regions of the state. By the end of 2001, the change had been dramatic. The manufacturing percentage of total jobs had plummeted to approximately 13 percent for the nation, 18 percent for North Carolina, and 22 percent in Western North Carolina.

In 1983, the Research Triangle Institute was commissioned by the Tennessee Valley Authority to study the current and future training needs of manufacturers in Western North Carolina. The RTI study, titled “New Directions in Automated Manufacturing: Skill Needs of Employers,” involved an extensive review of national and state trends in automated manufacturing. A total of 214 manufacturing firms in a 26-county region of Western North Carolina were surveyed.

This study concluded that there were definite needs in many areas of advanced technology, including automated manufacturing, robotics, and electronics.

A majority of the respondents indicated support for the concept of a “regional high technology center” that would disseminate information and provide training and technical assistance. Specifically, five classes of activities were proposed for such a center—short-term training activities, two-year curriculum programs, space for exhibitions for manufacturers and vendors, an information clearinghouse function, and workshops and conferences geared to manufacturers’ needs.

The RTI study drew attention to the relatively high proportion of manufacturing jobs in western North Carolina that were susceptible to the impact of automation (e.g., textiles and apparel jobs). Though not specifically

mentioned, the last two decades have demonstrated that these same jobs were susceptible to being eliminated by being moved out of the country to areas with lower operating costs. The study noted the need would probably be great for retraining existing workers.

In 1985, leaders at Haywood Community College and regional partners used the findings of this study to seek funds to plan, design, and construct a state-of-the-art technology center, with the facility to be located in a new county industrial park. This initiative eventually led to funding from the federal Economic Development Administration, the Appalachian Regional Commission, the Tennessee Valley Authority, and the General Assembly of North Carolina. The then Speaker of the North Carolina House of Representatives was a strong advocate of the technology center and for locating it in Haywood County. The amounts provided by the above agencies were:

Economic Development Administration	\$950,000
Appalachian Regional Commission	\$280,000
Tennessee Valley Authority	\$200,000
General Assembly of North Carolina	\$1,970,000
Total Funding	\$3,400,000

The Haywood Community College Regional High Technology Center opened its doors in 1986. For two years prior to opening, the Center received modest legislative appropriations to assist the college with administrative expenses (see Table 2 in the Appendix).

Facilities

The Regional High Technology Center (RHTC) is located in the Waynesville Industrial Park, about three miles from the main campus of Haywood Community College. This 41-acre industrial park was created in 1985 in conjunction with planning for and constructing the RHTC. At that time, it was envisioned that the presence of this training facility would be a major incentive for attracting industries to the industrial park, in addition to its regional economic development services.

The RHTC is slightly over 25,000 square feet in size, with about 17,000 square feet of this area being assignable space (i.e., labs, classrooms, offices, etc.). Table 1 in the Appendix gives a detailed listing of the building's specifications. A floor plan is also presented.

The single-level building, now 17 years old, was designed for flexibility and multiple uses. The center of the building has a large lobby that also serves as a multi-purpose area. It can be used for exhibits, receptions, and other uses requiring a significant amount of open space. Classrooms, labs, offices, a 125-seat auditorium, and various support areas are located around the lobby. Though planned and constructed prior to the current emphasis on broadband telecommunications, the Center had this capability incorporated into its initial design and construction. It has good telecommunication capabilities. It has three computer labs and a state-of-the-art interactive video conferencing room (part of the North Carolina Information Highway).

Computers and related equipment are up-to-date and very suitable for training students in college programs and for special training projects for industry.

Funding and Budgets

Table 2 in the Appendix lists special funding the General Assembly has appropriated for the RHTC since its creation. Aside from the capital funds used to help construct the Center, the first major special appropriation of state funds came during the 1986 legislative session when \$282,500 was earmarked for operating the newly created robotics program. Along with the administrative appropriation that had been received during the previous two fiscal years, this brought total special funding for the 1986-87 fiscal year to \$336,300.

It should be noted that these funds and all subsequent RHTC appropriations have been lump sums to be used to operate the Center and are not based on the number of enrolled students, as are regular allocations to Haywood Community College and all other community colleges. It is not, however, the only special funded program in the Community College System. The legislature has appropriated funds for special and high cost programs for many years.

In 1987-88, total special funding for the Center increased to \$553,000 and remained at or above this level for the next 13 fiscal years. The peak funding that has been appropriated by the General Assembly, \$622,994, was in fiscal year 2001-02. Over the past two fiscal years (including the current year), the special appropriation to operate the RHTC has decreased by 24.2 percent.

Table 3 gives operating budgets for the RHTC for the past two fiscal years and estimates for the 2002-03 fiscal year. Haywood Community College has used regular college funds and other funds to supplement the special appropriation during each of these three years: \$85,812.69 in 2000-01, \$96,352.12 in 2001-02, and \$73,172.00 in 2002-03. In addition, the college pays half of the salaries of the director of the RHTC and a secretary out of regular college funds.

As will be evident in the section of this report that describes programs and partnerships that operate from the Center, other special funding has supported services that are operated in the facility or use it as a home base.

Operation of the Center

There is no special legislation concerning the creation or the operation of the Regional High Technology Center, other than the language in the 1983 appropriations legislation (S.L. 1983, Chapter 761, Section 103) and 1987 legislation concerning the Center's appropriation of \$553,000 (HB 1537). As pointed out previously, the 1983 Research Triangle Institute study laid out the case for creating a special high technology training facility. As far as could be determined in this study, the impetus for creating the RHTC at Haywood Community College was the need identified by the RTI study, leadership at the college that advocated what eventually became the RHTC, and support in the legislature. The State Board of Community Colleges and the System President

were not involved in any significant way in planning the facility or advocating for its funding.

The General Assembly created the RHTC during the 1983 session by appropriating construction funds for the 1984-85 fiscal year. Opening in 1986, the Center is now in its 17th year of operation.

The education, training, and other services that occur at the RHTC can be grouped into three broad categories: (1) curriculum instructional programs (i.e., for students enrolled in credit classes); (2) continuing education or non-credit instructional offerings; and (3) other services and activities.

Curriculum Programs

Several of Haywood Community College's curriculum programs operate out of the RHTC. For most of these programs, students take general education courses on the college's main campus, with the more specialized second-year courses being offered at the RHTC.

- Manufacturing Engineering Technology

This five-semester, 75-semester hour program prepares students for various jobs in manufacturing technology. The curriculum emphasizes the theory and training required to effectively augment manufacturing engineers in industry. Graduates are qualified as engineering technicians, with responsibilities in drafting, process specification, tooling selection, automation programming, project facilitation, and supervision.

- Electronics Engineering Technology

This five-semester, 76-hour program prepares students to become technicians in a wide array of jobs in industry. Emphasis is placed on developing a student's ability to analyze and troubleshoot electronic systems. Graduates are qualified to become engineering assistants or electronic technicians.

- Information Systems Technology

This program is five semesters in length and includes 73 semester hours. It is designed to prepare graduates for employment with organizations that use computers to process, manage, and transmit digital information. Graduates are qualified for a wide variety of computer-related, entry-level positions such as systems maintenance and troubleshooting, support and training, and business applications design and implementation.

- Information Systems—Network Administration and Support

This program is a concentration under the Information Systems curriculum title. It is five semesters in length and requires 74-75 semester hours. Students are prepared to install and support

computer networks. The development of strong analytical skills and an extensive knowledge of computers are major objectives of the program. Graduates should be qualified for positions such as LAN administrators, computer support specialist, network consultant, and information systems specialist. Graduates should also be prepared to sit for certification exams that can result in industry-recognized credentials.

- Telecommunication and Network Engineering Technology

This curriculum (five semesters and 75 semester hours) prepares individuals for positions in the telecommunication networking industry. It develops the knowledge to design, build, install, test, troubleshoot, repair, and modify telecommunication and network systems. Graduates should qualify for employment as engineering assistants or electronic technicians, with job titles such as engineering technician, network system technician, network administrator, etc.

- Office Systems Technology

This five-semester (72-73 semester hours) program prepares students for positions as administrative support careers. It equips office professionals to respond to the demands of a dynamic, computerized workplace. Courses cover integrated software, oral and written communication, analysis and coordination of office duties and systems, and other support topics. Students completing the program should qualify for employment in a variety of positions in the private sector and with governmental agencies.

College officials have stated that three of the above programs—Information Systems Technology, Network Administration and Support Technology, and Office Systems Technology have in the past been offered on the main campus. Starting with the Fall 2002 semester, these programs are slated to be gradually moved to the RHTC. These moves will be completed by the end of the Summer 2003 semester. After these relocations, four teachers associated with the programs and who are not paid with RHTC special appropriation funds will work out of the RHTC.

Continuing Education/Non-credit Programs and Services

- Occupational Extension Training: Some of the college's occupational extension courses are offered at the RHTC. College officials indicate that in 2001-2002 approximately 18 percent of the college's occupational extension FTE (25 FTE of a total FTE of 140) was earned for classes taught in the RHTC. (Note: During the same time period, about 3 percent of the college's total curriculum FTE was generated from credit classes taught at the RHTC—41 FTE of a total FTE of 1,402. Therefore, during 2001-2002, about 4 percent of the college's FTE was generated as a result of instruction that occurred at the RHTC.)

- Small Business Center: Haywood Community College's Small Business Center is located at the RHTC. It is a part of the Community College System's Small Business Center Network. Like its 57 counterparts at the other colleges, it provides various services to small businesses in Haywood County, including business counseling, seminars and workshops, and access to vital resources and information in its library.
- New and Expanding Industry Training: The provision of training for new and expanding industries in Haywood Community College's service area is administered from the RHTC.
- Special Initiatives: One of the unique initiatives offered by the RHTC has been the Business and Financial Literacy Program. Using a Focused Industry Training (FIT) grant and matching private sector funds, a position was created to work with community colleges and their local industries across the state in teaching employees to think like owners—learning to measure goals and accomplishments the same way the financial world does. The Great Game of Business Program is used for this instruction. This program started in April 2000 with the FIT grant and matching funds from Blue Ridge Paper. College officials indicate this program may be ending after this fiscal year due to financial constraints.

Other Services, Activities, and Projects

The RHTC has used of its staff and facilities to develop partnerships in the region that are involved in education, training, and economic development. In addition, several other activities and projects reach outside the region and state.

- North Carolina Industrial Extension Service: The Industrial Extension Service, a program of North Carolina State University, brings process, production, and management technology to bear on problems and opportunities facing small and medium-sized manufacturers. Lean manufacturing, ISO 9000 training and certification, and other technologies help North Carolina firms be more competitive. Faculty and staff are located at 10 locations across the state. One of these locations is the RHTC.

Office space, clerical support, and a conference room are provided for this program. In addition, telephone, Internet and network access is provided. The RHTC partners with this program for many activities.

- NCCCS – Western Regional Office of Economic and Workforce Development: Up until this year, the RHTC has provided office and support services for the Western Regional Office. This is one of the seven regional offices in the System's Economic and Workforce Development Division. Recently, this office was relocated to the Enka Campus of Asheville-Buncombe Technical Community College due to a change in residence of the director.

- Other Agencies: Office and other space is made available, when needed, to various regional workforce agencies, such as the local Workforce Development Board and its staff and the North Carolina Department of Commerce.
- Regional and Local Conferences: The RHTC has facilities and support services that make it a very desirable place to have meetings and conferences. Its auditorium, conference rooms, and multi-purpose rooms make it an ideal location for such meetings.
- North Carolina Information Highway: The RHTC was one of the original sites for the North Carolina Information Highway, which provides high-speed, interactive video services. It is now the only site in Haywood County. Currently, nine of the 11 community colleges in the 23-county AdvantageWest region have sites on the NCIH (NCIH Web site information). Though not as important on a regional basis as in the early years of this initiative, the RHTC site is still frequently used by many outside groups and agencies, particularly those in the college's service area.
- FutureWork Project: In recent months, the RHTC staff has led an effort to create a special initiative to build a partnership among public and private entities to develop a program for improving the workforce in Haywood County. The county has experienced a significant loss of manufacturing jobs in recent years, with dislocated workers moving, commuting to other parts of the region, or taking predominately lower-skill and lower-paying jobs. Two other colleges in the region are also working on this initiative (Blue Ridge Community College and Southwestern Community College).
- Incumbent Worker Research Project: Through a grant from the North Carolina Rural Economic Development Center, RHTC staff recently led a regional research project that surveyed employers in the 23-county region about various employee issues—type of training employers provide or require, the match of worker skills with requirements of jobs, satisfaction with services of workforce training entities, etc. Results of this survey will be used by community colleges and other agencies in the region to provide better services to employers.
- L-SITES Project: The RHTC is one of six United States community colleges and three international colleges participating in this National Science Foundation-funded project. Regional Technology Strategies, a North Carolina non-profit, provides leadership for this initiative. Colleges working on this initiative, Learning Through Simulated Information Technology Enterprises (L-SITES), will develop simulated learning materials that can be used as capstone courses in information technology programs.
- Trans-Atlantic Technology and Training Alliance (TA³): This alliance of Haywood Community College's RHTC and about 14 other community colleges from the United States and several colleges from Europe has worked collaboratively for several years to share

information on how to increase business opportunities and competitiveness for small- to medium-sized companies. Best practices are shared among member colleges.

Utilization and Services Provided by the RHTC

College officials provided summary usage information for the RHTC for the past three calendar years. Table 4 in the Appendix summarizes usage in two broad categories. The information in the table represents a duplicated headcount. The college has not kept detailed records on daily usage of the RHTC, so the information that is provided was reconstructed by the college from various records.

In addition, college officials provided detailed information for RHTC's operations for the past three years services provided to Haywood County clients and to clients located outside of Haywood County. This information was requested in order to determine how much of an impact the RHTC had outside its service area—in the region and in other parts of the state. Table 5 (Appendix) provides information for operations within the county and Table 6 (Appendix) provides information on activities provided for clients that are outside of Haywood County.

Other Community Colleges in the Region

As noted earlier in this report, the Regional High Technology Center was conceived to serve, in cooperation with other community colleges, a multi-county region in Western North Carolina. There are eleven community colleges in this region. Table 7 (Appendix) lists the colleges and the service areas that are assigned by the State Board of Community Colleges. As noted, three colleges have one-county service areas, including Haywood Community College; four colleges have two-county service areas; and four colleges have three-county service areas.

Haywood County has six contiguous counties and three of these counties have community colleges—Asheville-Buncombe Technical Community College in Buncombe County, Blue Ridge Community College in Henderson County, and Southwestern Community College in Jackson County. The other three counties have dedicated satellite campuses—Asheville-Technical Community College in Madison County, Blue Ridge Community College in Transylvania County, and Southwestern Community College in Swain County. All six contiguous counties have either a main community college campus or a dedicated satellite campus of another college.

Economic Impact of the Center

As noted at the beginning of this report, the State Board of Community Colleges was directed by the legislature to "study the operations of the Haywood Regional High Technology Center, the economic impact of the Center on the region, and the costs of the Center to determine whether similar centers should be created in other regions of the State." Studying its operations and determining the cost of operating the Center are relatively straightforward. Determining "economic impact" is more difficult.

There are a number of ways one can attempt to measure economic impact and the literature is replete with such studies. Any educational institution has both qualitative and quantitative impacts on the area it serves. Some studies have focused on quantifying economic impact by using multipliers based on expenditures for salaries, supply and equipment purchases, and services—thus deriving a total or overall fiscal impact on the region served by the college.

In many cases, impacts described in qualitative terms have, at some level, quantitative dimensions—impacts to which it is difficult to assign numerical values. An example would be, in the context of the Regional High Technology Center, the increase in productivity experienced by a company after some of its employees receive training on how to use a new piece of equipment or receive training in the area of financial literacy from a corporate viewpoint. Due to the number of variables involved and the difficulty of separating out the impact of each, most studies of this type are much beyond the scope of this study.

Another complicating factor in determining the economic impact of the RHTC on the region is the large number of institutions and agencies whose mission is to, either directly or indirectly, promote economic development. In the 23-county AdvantageWest region (the region supported by the RHTC and on which funding was obtained for its establishment), there are many “players” that have a significant impact on the economy. These include at least the following:

- Eleven community colleges (referred to elsewhere in this report)
- Three regional universities—Western Carolina University, UNC-Asheville, and Appalachian State University
- North Carolina State University’s Industrial Extension Service
- AdvantageWest—one of North Carolina’s seven Regional Partnerships for Economic Development
- North Carolina Department of Commerce’s Western Regional Office
- Local economic development commissions
- Local chambers of commerce

Findings

The purpose of this study was to “study the operations of the Haywood Regional High Technology Center, the economic impact of the Center on the region, and the costs of the Center to determine whether similar centers should be created in other regions of the State.” The operations of the Center (RHTC), its funding, and its operational costs have been discussed in previous sections of this report.

As discussed earlier, determining the RHTC’s economic impact on the region in specific or quantifiable terms would involve many agencies, activities, and variables and is beyond the scope of this study. Like the other education, training, and economic development agencies in the region, the RHTC undoubtedly has economic impact. The largest impact is in Haywood County and it diminishes with distance as one moves into other parts of the region and the state.

The most significant findings of this study are given below.

1. The impetus for creating the Regional High Technology Center involved a combination of factors. In the early- to mid-1980s several forces converged to help create the RHTC. Looming manufacturing changes were predicted to have huge impacts on jobs, employers, and the economy in general. The Tennessee Valley Authority, which has a significant presence in Western North Carolina, was interested in and willing to assist regional leaders with strategic planning.

A TVA-funded study was performed by the Regional Triangle Institute that concluded a regional high technology center, with education, training, and support for manufacturers, was needed. The focus would be on assisting manufacturers and workers make the transition to automated manufacturing processes. Powerful legislators from Western North Carolina were in a position to persuade the General Assembly to appropriate \$1,970,000 to match funds from several other sources—and the RHTC was created as an extension of Haywood Community College. It became operational in 1986.

2. The RHTC's mission, as planned and implemented, was to provide training and education in the area of automated manufacturing processes. As noted in the study leading to the creation of the Center, this would include processes that have some form of electronic controls such as programmable controllers, computer numerical controlled machines, computer-aided manufacturing operations, and robotics. These technological advances have occurred over the past two decades and have had dramatic impacts on manufacturers and workers.
3. Twenty years ago, community colleges, particularly those in rural North Carolina, were just beginning to incorporate training for automated manufacturing processes and other technologies into education and training programs. Asheville-Buncombe Technical Community College was beginning to do more in this area than the other Western North Carolina colleges, but it too had fiscal and space constraints.

The education and training landscape has changed significantly since the creation of the RHTC, now almost 20 years ago. There have been large infusions of facility and equipment funds into community colleges, including all of those in Western North Carolina. Today, most community colleges are much more able to meet the needs of businesses and industries—including manufacturers—than they were 15-20 years ago.

In addition, Asheville-Buncombe Technical Community College has recently opened a new campus that is about 20 miles from the RHTC. This campus, created through the donation to the college of 37 acres of land and three corporate buildings with 277,000 square feet of space, will function as a comprehensive technology center to serve the needs of business and industry in Western North Carolina. Though a major thrust of this new campus will be services to emerging biotechnology industries, due to its size, proximity, and potential for growth in

programs and services, it could have a negative impact on the demand that is made in the future for services from the RHTC.

4. The RHTC has a very dedicated and competent staff that makes every effort to accommodate requests for education and training services.
5. The RHTC is well equipped and has space and services that make it a desirable place for meetings, conferences, and seminars. It was one of the first facilities in Western North Carolina to have high-speed, interactive video capabilities (part of the North Carolina Information Highway). As noted in the information presented in the Appendix, this service of the RHTC is frequently used. Most of the other community colleges, along with many other agencies, now have this capacity.
6. Staff at the RHTC spend considerable time and energy working on collaborative activities and projects. There is a wide range of such work, from those that are local (in Haywood County) to those that are regional, statewide, national, and international. Almost all of this work would fall into the area of non-FTE generating and is thus very dependent on the special funding provided by the legislature.
7. One partnership in particular has regional impact. For many years, the North Carolina Industrial Extension Service has housed its Western Regional Office in the RHTC. In addition to the office and support space, training services to industry are jointly sponsored and many are held at the RHTC.
8. Based on feedback from industry representatives, the Business and Financial Literacy Program has been very successful. This has been offered across the region and in several locations outside the region. This program was started with a special grant from the Focused Industry Training Program and may end when special funding stops.
9. Since its creation, the RHTC has received a special appropriation of state funds, over and above the regular, enrollment-driven funding received by Haywood Community College. Funding for the RHTC has been significantly reduced over the past two fiscal years. Its highest level of funding was in 2000-01 when \$622,994 was appropriated by the legislature. The special appropriation for the current fiscal year is \$472,208, but is almost 25 percent below the funding of two years ago.
10. A few of the industry representatives that were interviewed felt the RHTC could do more to market its services. Some indicated this situation may be caused by concerns other colleges would have if the RHTC were to market services in their service areas. It should also be noted that the RHTC and its services are not presented in any significant depth on the college's Web site.

Recommendations

Based on the findings of this study, it is recommended that additional technology centers not be established in other parts of North Carolina, at least not in the near future. With that said, this study concludes that the Haywood

Community College Regional High Technology Center is a valuable asset to the college and its service area and special legislative support should be continued. If it ceased, it would be a critical blow to the college and to Haywood County.

In addition, many of the partnerships and services described in this report are dependent on the special funding received by the RHTC. Though some of these could be operated and provided from other locations, RHTC and the major investment made by the State of North Carolina is in place, has operated for almost 20 years, and every effort should be made to maximize its use in the coming years. Every opportunity should be used, particularly those that involve support of specific programs offered across the system, to use the RHTC as a test bed of new ideas and program innovations. Though not centrally located, it has the infrastructure to easily communicate and interact with other colleges by using the Internet and the latest in telecommunications technology.

Appendix

Table 1	Technical Specifications—Regional High Technology Center
Table 2	Legislative Appropriations—1983-Present
Table 3	Operating Budget—Last Three Fiscal Years
Table 4	Utilization for Years 2000-2002
Table 5	Services for Haywood County Agencies and Clients—2000-2002
Table 6	Services for Agencies and Clients Outside Haywood County—2000-2002
Table 7	Community Colleges and Service Areas

Table 1
Technical Specifications
Regional High Technology Center

The Regional High Technology Center is a 25,000 square-foot building, with about 17,000 square feet of assignable space. The single-story building has the following assets.

- Lobby/display area with audiovisual and electrical capabilities for vendor displays, receptions, etc.
- 125-seat auditorium with stage and audiovisual support
- Interactive video conference room (part of North Carolina Information Highway)
- Multi-purpose classroom with seating for 40
- Classroom with seating for 18
- Combination classroom/computer lab with 15 stations
- Two computer labs—15 and 21 stations
- Two conference rooms
- Manufacturing-oriented lab with robotics emphasis
 - Machining center
 - Coordinate measuring machine
 - Hydraulic/pneumatic trainers (4)
 - Instrumentation trainers (3)
 - Robotic extruder
 - Training robots
- Electronics lab
 - Programmable logic controller trainers (6)
 - Computer workstations (10)
 - Digital trainers (10)
 - Microprocessor trainers (10)
 - Teaching conveyors (4)
 - Motor control trainers
 - Electronic workstations with oscilloscopes (24)
- Telecommunications lab
 - Fiber optic communication trainers (3)
 - Cabling trainers (3)
 - Class II lasers (10)
 - Workstations (7)
- Laser lab
 - Class IIIb lasers (5)
 - Class II lasers (3)
 - Class IV laser
 - Laser applications class IV laser
 - Argon class IV laser

The following page gives a floor plan for the Regional High Technology Center.

Floor Plan Regional High Technology Center

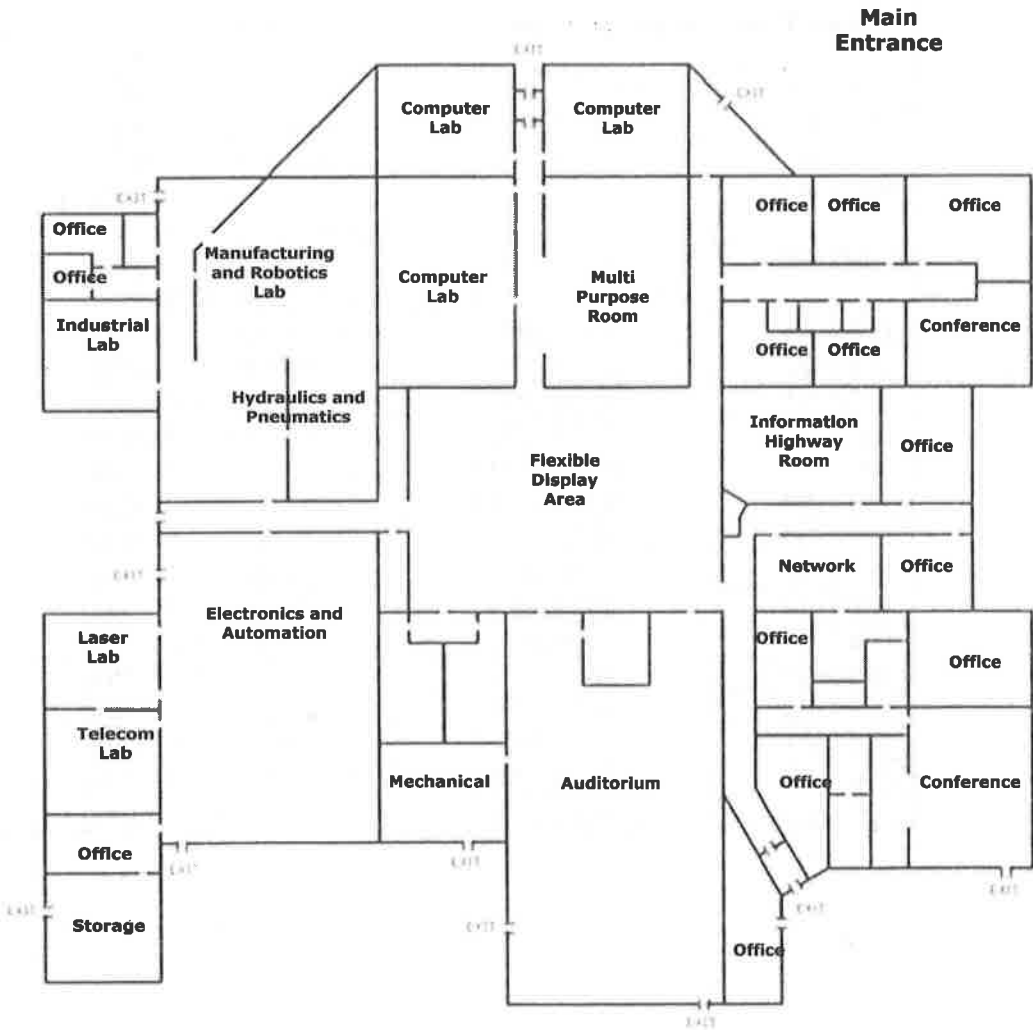


Table 2
Legislative Appropriations
Regional High Technology Center
1983 – Present

Fiscal Year	Appropriation	Purpose
1984-85	\$1,970,000	Construction of RHTC
1984-85	\$50,000	Administration of RHTC
1985-86	\$53,800	Director of RHTC
1986-87	\$336,300	Director of RHTC and for operating the robotics program
1987-88	\$553,000	Continuation of above plus \$216,700 for instructional funds
1988-89	\$553,000	Continuation funding
1989-90	\$553,000	Continuation funding
1990-91	\$553,000	Continuation funding
1991-92	\$553,000	Continuation funding
1992-93	\$553,000	Continuation funding
1993-94	\$553,000	Continuation funding
1994-95	\$553,000	Continuation funding
1995-96	\$548,023	Continuation funding
1996-97	\$573,295	Continuation funding
1997-98	\$596,227	Continuation funding
1998-99	\$613,849	Continuation funding
1999-00	\$614,704	Continuation funding
2000-01	\$622,994	Continuation funding
2001-02	\$509,168	Continuation funding (18.3% decrease)
2002-03	\$472,208	Continuation funding (7.3% decrease)

Table 3
Operating Budgets
Regional High Technology Center
Last Three Fiscal Years

Line Item	2000-01	2001-02	2002-03
Salaries and benefits	\$552,229.32	\$463,287.58	\$467,902.00
Contracted services	2,123.50	0	0
Instructional supplies	19,420.93	49,569.97	11,800.00
Office supplies	8,066.93	3,843.50	3,500.00
Printing and binding	11,467.65	4,539.41	4,428.00
Advertising	486.00	6,910.85	8,000.00
Professional development	8,152.84	3,249.45	1,550.00
Audio-visual supplies	31.75	157.57	500.00
Institutional memberships	2,149.00	2,149.00	3,000.00
Equipment repairs	862.66	0	1,500.00
Books and journals	702.39	169.19	1,200.00
Equipment	103,145.47	71,643.60	42,000.00
TOTAL	708,806.69	605,520.12	545,380.00
Legislative appropriation for RHTC	622,994.00	509,168.00	472,208.00
Difference between operating budget and legislative appropriation—amount covered with other college funds	\$85,812.69	\$96,352.12	\$73,172.00

Note: Figures for 2002-03 are estimated amounts.

Table 4
Utilization for Years 2000 - 2002
Regional High Technology Center Year

Activity	2000	2001	2002
Classes & Training	1,747	2,175	2,252
Meetings and Events	4,680	4,721	4,568
Total Served	6,427	6,896	6,820

Table 5
Services for Haywood County Agencies and Clients
Regional High Technology Center

Organization	Location of Organization (Town)	Type of Activity	Location	No. Served	Year
Natural Resources Community Service	Clyde	Meeting	RHTC	40	2000
Blue Ridge Paper	Waynesville	Meeting	RHTC	152	2000
Blue Ridge Paper	Canton	Excel	RHTC	15	2000
Blue Ridge Paper	Canton	Excel	RHTC	8	2000
Boy Scouts	Waynesville	Meeting	RHTC	120	2000
Brown, Queen, Patten Atty.	Waynesville	Integrating MS Office	In-Plant	5	2000
Census Bureau	Waynesville	Meeting	RHTC	30	2000
Central Elementary Leadership Team	Waynesville	Meeting	RHTC	15	2000
Central Haywood High School	Clyde	Graduation	RHTC	120	2000
Century South Bank	Waynesville	Advanced Excel	RHTC	5	2000
Century South Bank	Waynesville	Integrating MS Office	RHTC	6	2000
Charles Taylor	Waynesville	Public Forum	RHTC	75	2000
CPA Group	Waynesville	QuickBooks	RHTC	13	2000
Economic Development Commission	Waynesville	Meetings	RHTC	149	2000
GED Testing	Clyde	Testing	RHTC	341	2000
Haywood Co. Get Out & Vote Committee	Waynesville	Meeting	RHTC	200	2000
Haywood County Chamber of Commerce	Waynesville	Meeting	RHTC	5	2000
Haywood County Department of Social Services	Waynesville	Meeting	RHTC	50	2000
Haywood County Health Department	Waynesville	Meeting	RHTC	65	2000
Haywood County Schools	Waynesville	Meetings	RHTC	402	2000
Haywood County Toastmasters	Waynesville	Meeting	RHTC	25	2000
Haywood Regional Fitness Center	Clyde	Meeting	RHTC	25	2000
Haywood Regional Medical Center	Clyde	Meetings	RHTC	285	2000
Haywood Savings Bank	Waynesville	Excel	RHTC	8	2000
Hometown Bank	Clyde	Word	RHTC	12	2000
Hometown Bank	Clyde	Excel	RHTC	4	2000
Hometown Bank	Clyde	Excel	RHTC	9	2000
IFLOWS	Waynesville	Meeting	RHTC	185	2000
Investigative Reporting	Waynesville	Meeting	RHTC	30	2000

Organization	Location of Organization (Town)	Type of Activity	Location	No. Served	Year
Pathways	Waynesville	Access	RHTC	4	2000
Pathways	Waynesville	Word	RHTC	3	2000
Pathways	Waynesville	Internet	RHTC	6	2000
Pathways JobLink	Waynesville	Internet	RHTC	5	2000
Pathways Job Link	Waynesville	Excel	RHTC	4	2000
Project SOAR	Waynesville	Meeting	RHTC	62	2000
	Waynesville	Meeting	RHTC	55	2000
Ray, Bumgardner & Kingshill	Waynesville	Seminars	RHTC	200	2000
Small Business Center	Waynesville	Meeting	RHTC	65	2000
Smokey Mt. Development Corp.	Waynesville	Meeting	RHTC	100	2000
Soil Conservation	Waynesville	Meeting	RHTC	20	2000
TEO	Waynesville	Testing	RHTC	150	2000
Tuscola High School	Canton	Meeting	RHTC	189	2000
Western RESA	Canton	NEIT and IES/RHTC partnership	In-plant	174	2000-01
Commercial Vehicle Systems					
Lea Industries	Waynesville	IES/RHTC Partnership Consultations	In-plant		2000-01
Haywood Vocational Opportunities	Waynesville	IES/RHTC Partnership Consultations	In-plant	300	2000-02
Giles Chemical Corp	Waynesville	Automation and safety training	In-plant	28	2000-03
Oaks Unlimited	Waynesville	IES/RHTC Partnership Consultations	In-plant	30	2000-03
Blue Ridge Paper Products (BRPP)	Waynesville	Great Game of Business (GGOB) Open-book Mgt.	RHTC	1400	2000-1
2001					
Adult Home Medical Providers	Waynesville	Meeting	RHTC	30	2001
Alpha Environ.	Waynesville	Training	RHTC	1	2001
Ann Boyton Skin Care	Waynesville	Training	RHTC	1	2001
Apple Realty	Waynesville	Training	RHTC	1	2001
Association of Arson Investigators	Waynesville	Meeting	RHTC	35	2001
Blue Ridge Paper	Waynesville	Meetings	RHTC	225	2001
Blue Ridge Paper	Canton	Training	RHTC	6	2001
Blue Ridge Paper	Canton	Meeting	RHTC	1	2001
Bus Drivers – Haywood County Schools	Waynesville	Meeting	RHTC	50	2001

Organization	Location of Organization (Town)	Type of Activity	Location	No. Served	Year
Citizens in Action	Waynesville	Meeting	RHTC	50	2001
Clarketon Motel	Maggie Valley	Training	RHTC	1	2001
Clarketon Motel	Maggie Valley	Attaining Merchant Status	RHTC	1	2001
December Diamonds	Maggie Valley	Training	RHTC	1	2001
Department of Community Colleges – Pat Freeman	Waynesville	Meeting	RHTC	50	2001
Division of Community Creations	Waynesville	Meeting	RHTC	50	2001
Dozer Nightcrawlers	Waynesville	Training	RHTC	1	2001
EMS Advisory Board	Clyde	Meeting	RHTC	10	2001
GCT Jewelers	Waynesville	E-Commerce	RHTC	1	2001
Giles Chemicals	Waynesville	Training	In-Plant	1	2001
Hammett Clinic	Waynesville	Training	RHTC	1	2001
Hay. Co. EMS	Waynesville	Training	RHTC	1	2001
Haywood County Public Information	Waynesville	Meetings	RHTC	100	2001
Haywood County Schools	Waynesville	Meetings	RHTC	275	2001
Haywood EDC	Waynesville	Meeting	RHTC	1	2001
Haywood Regional Health & Fitness Center	Clyde	Meeting	RHTC	20	2001
Haywood Regional Medical Center	Clyde	Meetings	RHTC	210	2001
HCC – Strategic Planning Session	Waynesville	Meeting	RHTC	12	2001
High Country Signs	Waynesville	Training	RHTC	1	2001
Hillside Services	Waynesville	Training	RHTC	1	2001
HRMC	Clyde	Training	RHTC	1	2001
Human Resource Development – HCC	Clyde	Meeting	RHTC	6	2001
Investigative Reporters	Waynesville	Meeting	RHTC	50	2001
Karl Lanier Weavers	Waynesville	Training	RHTC	1	2001
Lee Architectural	Waynesville	Training	RHTC	1	2001
Mimis Fabrication	Waynesville	E-Commerce	RHTC	1	2001
Mountain Federal Credit Union	Waynesville	Meeting	RHTC	50	2001
Mtn. Brook Cottages	Maggie Valley	Training	RHTC	1	2001
Mtn. View Nursery	Clyde	Training	RHTC	1	2001
NC State University – IES	Waynesville	Meeting	RHTC	5	2001
NEO	Waynesville	Training	RHTC	1	2001
Nursing Assistants Graduation	Clyde	Meeting	RHTC	75	2001
Oaks Unlimited	Maggie Valley	Training	RHTC	1	2001
Palmer's Perm	Waynesville	Internet Marketing		1	2001
Paxar A S L Group	Canton	IES/RHTC Partnership	In-plant	10	2001

Organization	Location of Organization (Town)	Type of Activity	Location	No. Served	Year
Pioneer Realty	Waynesville	Consultations	RHTC	1	2001
Plus Uniforms	Canton	Training	RHTC	1	2001
Probation Office	Waynesville	Meeting	RHTC	15	2001
Project SOAR	Waynesville	Meeting	RHTC	40	2001
Public (2)	Haywood Co.	7 Habits of Highly Effective People (7H)	RHTC	18	2001
Ramcell	Waynesville	Training	RHTC	1	2001
Ramsack Studio	Waynesville	Attaining Merchant Status	RHTC	1	2001
Ramsack Studio	Waynesville	Training	RHTC	1	2001
Saint & Scholars	Waynesville	Training	RHTC	1	2001
Smokey Mtn. Outpost	Waynesville	Training	RHTC	2	2001
The Tourist News	Maggie Valley	Training	RHTC	2	2001
Thru the Lens	Waynesville	Training	RHTC	1	2001
Town of Way	Waynesville	Training	RHTC	1	2001
Town of Waynesville	Waynesville	Meeting	RHTC	125	2001
Town of Waynesville	Waynesville	Training	RHTC	1	2001
Trail Realty	Waynesville	Web page Design	RHTC	1	2001
Trickett, LLC	Waynesville	OSHA Record keeping Update	RHTC	1	2001
Tuscola High School	Waynesville	Testing	RHTC	128	2001
Waynesville Mountaineer	Waynesville	Meeting	RHTC	30	2001
Whitewoven	Waynesville	Training	RHTC	1	2001
2002					
Alpha Environmental	Waynesville	Training	RHTC	1	2002
Associated Packaging APT	Waynesville	Kepner-Tregoe Analytic Troubleshooting	APT	10	2002
Associated Packaging Enterprises, Inc.	Waynesville	IES/RHTC Partnership Consultations	In-plant	10	2002
Associated Packaging (APT)	Waynesville	Kepner-Tregoe Analytic Troubleshooting	RHTC	12	2002
Basic Skills	Clyde	Reception	RHTC	50	2002
Blue Ridge Paper	Waynesville	Testing	RHTC	325	2002
Blue Ridge Paper	Canton	IES/RHTC Partnership Consultation	In-plant	13	2002
Blue Ridge Paper	Canton	Meeting	In-Plant	3	2002
Blue Ridge Paper	Waynesville	Business Literacy	RHTC	15	2002

Organization	Location of Organization (Town)	Type of Activity	Location	No. Served	Year
Chamber After Hours	Waynesville	Meeting	RHTC	50	2002
December Diamonds	Maggie Valley	Photoshop	In-Plant	2	2002
Economic Development Commission	Waynesville	Meeting	RHTC	15	2002
EET Advisory Board	Waynesville	Meeting	RHTC	10	2002
First Citizens Bank	Waynesville	Windows	RHTC	14	2002
FutureWork	Waynesville	Meeting	RHTC	40	2002
GED Testing	Waynesville	Testing	RHTC	755	2002
Get Out & Vote	Waynesville	Meeting	RHTC	100	2002
Haywood County Manager Meeting	Waynesville	Meeting	RHTC	30	2002
Haywood County Schools	Waynesville	Meeting	RHTC	300	2002
Haywood Regional Medical Center	Clyde	Meeting	RHTC	45	2002
HCC Staff	Waynesville	GroupWise	RHTC	7	2002
High School Testing	Clyde	Testing	RHTC	191	2002
Incentives For Excellence	Waynesville	IES/RHTC Partnership Consultations	In-plant	2	2002
Inco Inc.	Haywood Co.	Business Literacy	RHTC Info Hwy Room	16	2002
Rocky Mount, NC	Waynesville	Meeting	RHTC	50	2002
Leadership Haywood	Waynesville	Meeting	RHTC	10	2002
MET Advisory Board	Waynesville	OSHNC Record keeping	RHTC	1	2002
NEO	Waynesville	QuickBooks	In-Plant	3	2002
Peppertree Resort	Maggie Valley	IES/RHTC Partnership Consultations	In-plant	7	2002
Plus Linen	Canton				
Powell Lumber	Waynesville	Water Quality/Harvesting	RHTC	4	2002
Ted Mann Logging, Inc	Waynesville	Training	RHTC	1	2002
Tom Alexander	Waynesville	Meeting	RHTC	100	2002
Tuscola High School Testing	Waynesville	Testing	RHTC	120	2002
Waynesville Middle School	Waynesville	Meeting	RHTC	125	2002
Wellco Enterprises Inc	Waynesville	IES/RHTC Partnership Consultations	In-plant	20	2002
Alltec Corporation	Canton	IES/RHTC Partnership	In-plant	4	2002-03

Table 6
Projects for Clients Located Outside Haywood County
2000 - 2002

Company or Organization	Location	Name of Class or Activity	Location	No. Served	Year	Associated College (if any)
A&M Thermometer	Buncombe Co.	IES/RHTC Partnership ISO 9000 Training	In-Plant	7	2000	
ABB Combustion Engineering	Cleveland Co.	IES/RHTC Partnership LEAN Training	In-Plant	122	2000	
Allegiance Healthcare	Buncombe Co.	IES/RHTC Partnership DOE On-Sight Training	In-Plant	130	2000	
Asset Protection Network, Inc.	Buncombe Co.	Merchant Status On-line	RHTC	1	2000	
Baity's Precision Machining	Buncombe Co.	IES/RHTC Partnership SO 9000 Training	In-Plant	11	2000	
Blue Ridge CC	Henderson Co.	IES/RHTC Partnership LEAN Training	In-Plant	15	2000	
Borg-Warner Automotive	Buncombe Co.	IES/RHTC Partnership Kaizen Event	In-Plant	50	2000	
Branford Wire & Manufacturing	Henderson Co.	IES/RHTC Partnership ISO 9000 Update	In-Plant	90	2000	
Bromley Plastics Corporation	Buncombe Co.	IES/RHTC Partnership Material Testing	In-Plant	42	2000	
Brown Woodworking	Franklin Co.	Business Literacy - Open Book Management	On Site	50	2000	Southwestern CC
Byers Precision Fabricators	Henderson Co.	IES/RHTC Partnership ISO 9000	In-Plant	45	2000	
Carolina Mold Works	Henderson Co.	IES/RHTC Partnership ISO 9000	In-Plant	6	2000	
Charlotte Region	Union Co.	Business Literacy Train the Trainer	On Site	20	2000	South Piedmont CC
Clear Defense	Yancey Co.	IES/RHTC Partnership Technical Information	In-Plant	10	2000	
Cleveland Vocational Ind., Inc.	Cleveland Co.	IES/RHTC Partnership LEAN Training	In-Plant	60	2000	
College Foundation of NC	Wake Co.	Website Training	RHTC	10	2000	
Consumer Lighting Products	Buncombe Co.	IES/RHTC Partnership Finalize Marketing & NASA Technology Transfer Agreement	In-Plant	18	2000	
Continental Teves	Buncombe Co.	IES/RHTC Partnership LEAN Training	In-Plant	250	2000	
Continental Teves	Henderson Co.	IES/RHTC Partnership LEAN Training	In-Plant	155	2000	
Continental Teves	Henderson Co.	E-Commerce	RHTC	2	2000	

Company or Organization	Location	Name of Class or Activity	Location	No. Served	Year	Associated College (if any)
Crane Resistoflex Co.	McDowell Co.	IES/RHTC Partnership Value Stream Mapping	In-Plant	150	2000	
Cutler-Hammer	Buncombe Co.	IES/RHTC Partnership LEAN Training	In-Plant	100	2000	
Day International, Inc.	Buncombe Co.	IES/RHTC Partnership Eng. Based Ergonomic Analysis	In-Plant	25	2000	
Department of Transportation	Wake Co.	Training	RHTC	50	2000	
Dept. of Public Instruction	Wake Co.	Training	NCIH Room	182	2000	
Dept. of Transportation	Wake Co.	Training	NCIH Room	29	2000	
Economic Development Commission	Wake Co.	Training	RHTC	149	2000	
Elkay Mfg	Roberson Co.	Business Literacy – Open Book Management	On Site	300	2000	Robeson CC
Fieldco Machining, Inc.	Henderson Co.	IES/RHTC Partnership ISO 9002	In-Plant	12	2000	
Genie Products	Pennsylvania Co.	IES/RHTC Partnership ISO 9000	In-Plant	19	2000	
Governor Morehead School for the Blind	Wake Co.	Training	NCIH Room	21	2000	
GTP/NE Region	Lenoir Co.	Business Literacy Train the Trainer	On Site	12	2000	Lenoir CC
Harris/Welco	Cleveland Co.	IES/RHTC Partnership LEAN Training	In-Plant	100	2000	
IFLOWS	Wake Co.	Training Session	RHTC	85	2000	
Levi Tool & Mold Corporation	Henderson Co.	IES/RHTC Partnership ISO 9000 Documentation Review	In-Plant	12	2000	
Logistics	Cleveland Co.	IES/RHTC Partnership ISO 9000	In-Plant	550	2000	
Mayland Enterprises	Rutherford Co.	IES/RHTC Partnership Material Analysis	In-Plant	8	2000	
Metal Industries, Inc.	McDowell Co.	IES/RHTC Partnership ISO 9000	In-Plant	35	2000	
Miller Heading & Wire Forming		IES/RHTC Partnership ISO 9000	In-Plant	7	2000	
Milligan Consulting, Inc.	Jackson Co.	E-commerce	RHTC	1	2000	
Mills Manufacturing Corporation	Buncombe Co.	IES/RHTC Partnership ISO 9000	In-Plant	180	2000	
Mountain Brook Cottages	Jackson Co.	Merchant Status On-line	RHTC	1	2000	
NCSU - IES	Wake Co.	IES/RHTC Partnership LEAN Training	NCIH Room	20	2000	NC State University
NC Div. of Water Quality	Wake Co.	Training	RHTC	50	2000	

Company or Organization	Location	Name of Class or Activity	Location	No. Served	Year	Associated College (if any)
NC Information Technology Services	Wake Co.	Training	NCIH Room	36	2000	
NC School of Math and Science	Durham Co.	Training	NCIH Room	214	2000	
NC Vet. Association	Wake Co.	Training	NCIH Room	10	2000	
NCSU – Ag Bio	Wake Co.	Training	NCIH Room	5	2000	NCSU
NCSU – IES	Wake Co.	Training	RHTC	4	2000	
NCSU – School of Forestry	Wake Co.	Training	NCIH Room	30	2000	NCSU
NC Community College System – System Office	Wake Co.	Training	NCIH Room	12	2000	
Nursing Consortium	Cherokee Co.	OB/GYN Class	NCIH Room	360	2000	Tri-County CC
Parker Hosliery Co., Inc.	McDowell Co.	IES/RHTC Partnership Bravo Programming	In-Plant	240	2000	
Piedmont/Triad Region	Guilford Co.	Business Literacy Train the Trainer	On Site	10	2000-02 [3 times]	Guilford TCC
Pitt Community College	Pitt Co.	Training	NCIH Room	15	2000	Pitt CC
Plastics US	Cleveland Co.	IES/RHTC Partnership DSC – Material Analysis	In-Plant	45	2000	
RubberMaid	Pitt Co.	Open Book Management(OBM)/Business Literacy	On Site	200	2000-01	Pitt CC
Sampson CC	Sampson Co.	OBM Seminar for multiple employers	On Site	20	2000	Sampson CC
NC School of Math & Science	Durham Co.	Testing	RHTC	50	2000	
Scott Vending	Rutherford Co.	Business Literacy – Open Book Management	On Site	50	2000-present	Isothermal CC
Shelby Elastics, Inc.	Cleveland Co.	IES/RHTC Partnership ISO Standard	In-Plant	100	2000	
Spectrum Textured Yarns	McDowell Co.	IES/RHTC Partnership ISO 9000	In-Plant	825	2000	
TDP Electronics	Buncombe Co.	IES/RHTC Partnership ISO 9000 Calibration	In-Plant	20	2000	
Tektone Sound & Signal Mfg., Inc.	Macon Co.	IES/RHTC Partnership Sampling Plan Reference Material/AQL Web Search	In-Plant	100	2000	
TLF Inc.	Buncombe Co.	IES/RHTC Partnership Info On Specification	In-Plant	125	2000	
Triangle Region	Durham Co.	Business Literacy Train the Trainer	On Site	12	2000	Durham TCC
UNC-CH School of Public Health	Orange Co.	Training	NCIH Room	13	2000	UNC Chapel Hill
UNC-CH School of Nursing	Orange Co.	Training	RHTC	170	2000	

Company or Organization	Location	Name of Class or Activity	Location	No. Served	Year	Associated College (if any)
UNC-Wilmington	New Hanover Co.		NCIH Room	12	2000	UNC-W
United Southern Industries, Inc.	Rutherford Co.	IES/RHTC Partnership LEAN 100	In-Plant	235	2000	
USI	Rutherford Co.	Business Literacy – Open Book Management	On Site	150	2000-present	Isothermal CC
Western RESA	Buncombe Co.	Training	RHTC	189	2000	
WNC Safety Council	Buncombe Co.	Training	RHTC	100	2000	
Woodchuck Chipper, Inc.	Cleveland Co.	Training	In-Plant	50	2000	
2001						
Appalachian State University	Watauga Co.	Training	NCIH Room	14	2001	Appalachian State University
Asheville Chapter of American Society of Quality	Buncombe Co.	Business Literacy – Open Book Management	On Site	25	2001	A-B Technical CC
Biogen	Henderson Co.	Business Literacy	On Site	2	2001	Wake TCC
Blue Ridge CC	Henderson Co.	Training	NCIH Room	7	2001	
Blue Ridge Metals Corporation	Henderson Co.	IES/RHTC Partnership LEAN Training	In-Plant	100	2001	
Borg-Warner Automotive	Buncombe Co.	IES/RHTC Partnership DFMA Overview/Seminar	In-Plant	35	2001	
Buncombe Co. Juvenile Detention Center	Buncombe Co.	Training	RHTC	50	2001	
Carolina Morning Designs	Yancey Co.	IES/RHTC Partnership LEAN Training	In-Plant	4	2001	
Central Piedmont CC	Mecklenburg Co.	Business Literacy – Open Book Management	On Site	25	2001	Central Piedmont CC
Central Piedmont CC	Mecklenburg Co.	Business Literacy Seminar	On Site	20	2001	Central Piedmont CC
Central Piedmont CC	Mecklenburg Co.	Business Literacy – Open Book Management	On Site	15	2001	Central Piedmont CC
Cleveland CC	Cleveland Co.	IES/RHTC Partnership Kaizen Event	In-Plant		2001	
College Foundation of NC	Wake Co.	Website Training	RHTC	12	2001	
Commonwealth Aluminum	Cleveland Co.	IES/RHTC Partnership Plexus APQP Course	In-Plant	30	2001	
Cutler-Hammer	Buncombe Co.	IES/RHTC Partnership LEAN Technical Assistance	In-Plant	20	2001	

Company or Organization	Location	Name of Class or Activity	Location	No. Served	Year	Associated College (if any)
Department of Corrections	Lenoir Co.	Intro to Computers	RHTC	9	2001	
Department of Corrections	Lenoir Co.	GroupWise	RHTC	25	2001	
Department of Corrections	Lenoir Co.	Intro to Computers	RHTC	9	2001	
Department of Corrections	Lenoir Co.	Internet	RHTC	10	2001	
Eaton/Cutler-Hammer	Buncombe Co.	Web-Design Seminar	RJTC	1	2001	
E-commerce Grant	Various	Dreamweaver	RHTC	30	2001	E-commerce Consortium (11 colleges)
E-commerce Grant	Various	Photoshop	RHTC	20	2001	E-commerce Consortium (11 colleges)
General Electric	Henderson Co.	IES/RHTC Partnership Inventory Control Consultation	In-Plant	10	2001	
Glaxo-Wellcome	Henderson Co.	Business Literacy	On Site	3	2001	
Governor Morehead School for the Blind	Wake Co.	Training	NCIH Room	43	2001	
IFLOWS	Wake Co.	Training	RHTC	175	2001	
Industrial Commission	Wake Co.	Public Hearing	RHTC	185	2001	
Kangaroo Products Co.	Polk Co	IES/RHTC Partnership Atriles/Papers on Coloration of SS Metals	In-Plant	30	2001	
KEMET Electronics, Corp.	Cleveland Co.	IES/RHTC Partnership Web Site for Static Control	In-Plant	25	2001	
Legal Resources, Inc	Buncombe Co.	Internet Marketing	RHTC	2	2001	
Legal Resources, Inc.	Buncombe Co.	Web-Design Seminar	RHTC	1	2001	
Mauney Hosiery Mills, Inc.	Cleveland Co.	IES/RHTC Partnership Website Development	In-Plant	180	2001	
McDowell Tech	McDowell Co.	Business Literacy – Open Book Management	On Site	30	2001	McDowell TCC
Medical Action Industries, Inc.	Buncombe Co.	IES/RHTC Partnership TSSC Follow-Up	In-Plant	140	2001	

Company or Organization	Location	Name of Class or Activity	Location	No. Served	Year	Associated College (if any)
Molding Dynamics, Inc.	Rutherford Co.	IES/RHTC Partnership ISO 9000	In-Plant	50	2001	
NC State University – IES	Wake Co.	IES/RHTC Partnership LEAN Training	NCIH Room	4	2001	NC State University
NCSU	Wake Co.	IES/RHTC Partnership LEAN Training	NCIH Room	22	2001	NCSU
Nursing Consortium	Jackson Co. Cherokee Co.	OB/GYN Class	NCIH Room	40	2001	Tri-County CC & Southwestern CC
Printpack, Inc.	Henderson Co.	IES/RHTC Partnership Kaizen	In-Plant	180	2001	
Rural Internet Access Authority	Wake Co.	Training	RHTC	125	2001	
Seelee Corporation	Henderson	IES/RHTC Partnership Kaizen	In-Plant	250	2001	
SEI	Buncombe Co.	OBM/Business Literacy	On Site	150	2001	A-B TCC
Shelby Elastics, Inc.	Cleveland Co.	IES/RHTC Partnership ISO Standard	In-Plant	100	2001	
Sonopress, Inc.	Buncombe Co.	IES/RHTC Partnership LEAN Training	In-Plant	825	2001	
Sunray, Inc.	Rutherford Co.	IES/RHTC Partnership ISO 9000 Standards	In-Plant	23	2001	
The Herman Group	Guilford Co.	Business Literacy – Open Book Management	On Site	10	2001	Guilford TCC
Vance-Granville CC	Henderson Co.	Business Literacy Seminar for Biotech	On Site	20	2001(2 times)	Vance-Granville CC
W.P. Hickman Co.	Buncombe Co.	IES/RHTC Partnership LEAN Training	In-Plant	55	2001	
Western Carolina University	Jackson Co.	Meeting	RHTC	100	2001	
Wyeth	Henderson Co.	Business Literacy	On Site	10	2001	Central Carolina CC
Zickgraft	Franklin Co.	Business Literacy – Open Book Management	On Site	125	2001	Southwestern CC
2002						
A-B TCC	Buncombe Co.	IES/RHTC Partnership LEAN Training	In-Plant		2002	
Allegiance Healthcare	Buncombe Co.	IES/RHTC Partnership LEAN Training	In-Plant	130	2002	
Annie's Bakery	Jackson Co.	Business Literacy	On Site	8	2002	Southwestern CC
Blue Ridge CC	Henderson Co.	IES/RHTC Partnership LEAN Training	In-Plant		2002	
Blue Ridge Metals Corporation	Henderson Co.	IES/RHTC Partnership LEAN Training	In-Plant	100	2002	
Bombardier	Mitchell Co.	Time Mgt, Leadership, Problem Solving/Decision Making, Business Literacy	On Site	125	2002-present	Mayland CC
Bombardier	Cherokee Co.	Time Mgt, Leadership, Problem Solving/Decision Making, Business Literacy	On Site	150	2002-present	Tri-County CC

Company or Organization	Location	Name of Class or Activity	Location	No. Served	Year	Associated College (if any)
Carolina Morning Designs	Yancey Co.	IES/RHTC Partnership LEAN Training	In-Plant	4	2002	
Central Piedmont CC	Mecklenburg Co.	Business Literacy Seminar for CC Directors & Instructors	On Site	20	2002	Central Piedmont CC
Chimney Rock Park	Rutherford Co.	Business Literacy – Open Book Management	On Site	100	2002-present	Isothermal CC
Cleveland CC	Cleveland Co.	IES/RHTC Partnership ISO 9001	In-Plant		2002	
College Foundation of NC	Wake Co.	Website Training	RHTC	14	2002	
Columbia Carolina Corporation	McDowell Co.	IES/RHTC Partnership LEAN Training	In-Plant	125	2002	
Consolidated Metco, Inc.	Swain Co.	IES/RHTC Partnership LEAN Training	In-Plant	135	2002	
Curtiss-Wright Flight Systems, Inc.	Cleveland Co.	IES/RHTC Partnership NCAFE Project	In-Plant	265	2002	
Department of Transportation	Wake Co.	Training	RHTC	135	2002	
East Carolina Chapter of ASTD	Pitt Co.	Business Literacy – Open Book Management	On Site	20	2002	Pitt CC
E-Commerce Grant	Various	CGI/Perl	RHTC	11	2002	E-Commerce Consortium (11 colleges)
E-Commerce Grant	Various	Access	RHTC	10	2002	E-Commerce Consortium (11 colleges)
Fletcher Limestone Co., Inc.	Henderson Co.	IES/RHTC Partnership Manufacturer/Trademark Search	In-Plant	10	2002	
Governor Morehead School for the Blind	Wake Co.	Training	NCIH Room	98	2002	
GTP/NE Region	Edgecombe Co.	Business Literacy Train the Trainer	On Site	5	2002	Edgecombe CC
IFLOWS	Wake Co.	Training	RHTC	50	2002	
NC Industrial Commission	Wake Co.	Public Forum	RHTC	100	2002	
Jackson Co. Child Support	Jackson Co.	Meeting	RHTC	50	2002	

Company or Organization	Location	Name of Class or Activity	Location	No. Served	Year	Associated College (if any)
Karpen Steel	Buncombe Co.	IES/RHTC Partnership Mfg. Principles	In-Plant	30	2002	
KEMET Electronics, Corp.	Cleveland Co.	IES/RHTC Partnership 2001-2002 Forum	In-Plant	65	2002	
Kendro Laboratory Products	Buncombe Co.	IES/RHTC Partnership LEAN Training	In-Plant	115	2002	
Kimberly Clark	Henderson Co.	RS View Software	RHTC	12	2002	
Kimberly Clark	Henderson Co.	Electricity & Motor Controls for Mechanical Training	RHTC	12	2002	
Madison County 911	Madison Co.	Meeting	RHTC	50	2002	
MAHEC	Buncombe Co.	Problem-Solving (Kepner-Tregoe) Multiple Employer Seminar	RHTC	50	2002	
Mecklenburg Industrial Council	Mecklenburg Co.	IES/RHTC Partnership ISO 9000	On Site	15	2002	Central Piedmont CC
Molding Dynamics, Inc.	Rutherford Co.	IES/RHTC Partnership LEAN Training	In-Plant	50	2002	
NC State University	Wake Co.	IES/RHTC Partnership 2001/02 Forum	NCIH Room	17	2002	NC State University
Northrop Grumman Poly-scientific	Cherokee Co.	IES/RHTC Partnership ISO 9001	In-Plant	140	2002	
Ohio Electric Motors, Inc.	Buncombe Co.	IES/RHTC Partnership 2001-02 Forum	In-Plant	180	2002	
Park Hannifin Corporation	Rutherford Co.	IES/RHTC Partnership ISO 9001 Training	In-Plant	175	2002	
Perfection Gear, Inc.	Buncombe Co.	Business Literacy	In-Plant	100	2002	
Pharmerica	Wake Co.	IES/RHTC Partnership Kaizen	RHTC	100	2002	
Print Pack	Henderson Co.	Business Literacy	On Site	8	2002	Blue Ridge CC
Printpack, Inc.	Henderson	Business Literacy	In-Plant	180	2002	
Rafitac	Henderson Co.	Business Literacy – Open Book Management	On Site	5	2002	
Saint-Gobain Abrasives, Inc.	Buncombe Co.	IES/RHTC Partnership LEAN Training	In-Plant	100	2002	Blue Ridge CC
Seelee Corporation	Henderson Co.	IES/RHTC Partnership Kaizen	In-Plant	250	2002	
Simula Safety Systems, Inc.	Buncombe Co.	IES/RHTC Partnership Implementation Planning	In-Plant	40	2002	
Sioux Tools, Inc.	Cherokee Co.	IES/RHTC Partnership LEAN Training	In-Plant	185	2002	
Southwestern Dev. Commission	Jackson Co.	Meeting	RHTC	30	2002	
Suite 1000	Mecklenburg Co.	Business Literacy – Open Book Management	On Site	30	2002	Central Piedmont CC
Torrington Company	Rutherford Co.	IES/RHTC Partnership LEAN Training	In-Plant	155	2002	
Tri-County CC	Cherokee Co.	IES/RHTC Partnership LEAN Training	In-Plant		2002	

Company or Organization	Location	Name of Class or Activity	Location	No. Served	Year	Associated College (if any)
United Southern Industries, Inc.	Rutherford Co.	IES/RHTC Partnership LEAN 100	In-Plant	235	2002	
Volvo Construction Equipment	Buncombe Co.	IES/RHTC Partnership LEAN Training	In-Plant	110	2002	
W.P. Hickman Co.	Buncombe Co.	IES/RHTC Partnership LEAN Training	In-Plant	55	2002	
WNC Safety Council	Buncombe Co.	Training	RHTC	125	2002	

Table 7
Community Colleges and Service Areas
23-County Region—Western North Carolina

College	Service Area Counties
Asheville-Buncombe Technical Community College	Buncombe and Madison
Blue Ridge Community College	Henderson and Transylvania
Caldwell Technical and Community College	Caldwell and Watauga
Haywood Community College	Haywood
Isothermal Community College	Rutherford and Polk
Mayland Community College	Mitchell, Avery, and Yancey
McDowell Technical Community College	McDowell
Southwestern Community College	Jackson, Macon, and Swain
Tri-County Community College	Cherokee, Clay, and Graham
Western Piedmont Community College	Burke
Wilkes Community College	Wilkes, Alleghany, and Ashe
Summary	
1-county service areas—3 colleges	<ul style="list-style-type: none"> ▪ Haywood Community College ▪ McDowell Technical Community College ▪ Western Piedmont Community College
2-county service areas—4 colleges	<ul style="list-style-type: none"> ▪ Asheville-Buncombe Technical Community College ▪ Blue Ridge Community College ▪ Caldwell Technical & Community College ▪ Isothermal Community College
3-county service areas—4 colleges	<ul style="list-style-type: none"> ▪ Mayland Community College ▪ Southwestern Community College ▪ Tri-County Community College ▪ Wilkes Community College

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