

Real College. Real World. Real You.
The Wisconsin Indianhead Technical College
AQIP Newsletter

The Nine AQIP Categories

*Category One, **HELPING STUDENTS LEARN***, focuses on the design, deployment, and effectiveness of teaching-learning processes that underlie our credit and noncredit programs and courses, and on the processes required to support them.

*Category Two, **ACCOMPLISHING OTHER DISTINCTIVE OBJECTIVES***, addresses the key processes (separate from instructional programs and internal support services) through which we serve our external stakeholders — the processes that contribute to achieving our major objectives, fulfilling our mission, and distinguishing us from other educational organizations.

*Category Three, **UNDERSTANDING STUDENTS' AND OTHER STAKEHOLDERS' NEEDS***, examines how we actively work to understand student and other stakeholder needs.

*Category Four, **VALUING PEOPLE***, explores our commitment to the development of faculty, staff, and administrators.

*Category Five, **LEADING AND COMMUNICATING***, addresses how leadership and communication processes, structures, and networks guide us in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions to internal and external stakeholders.

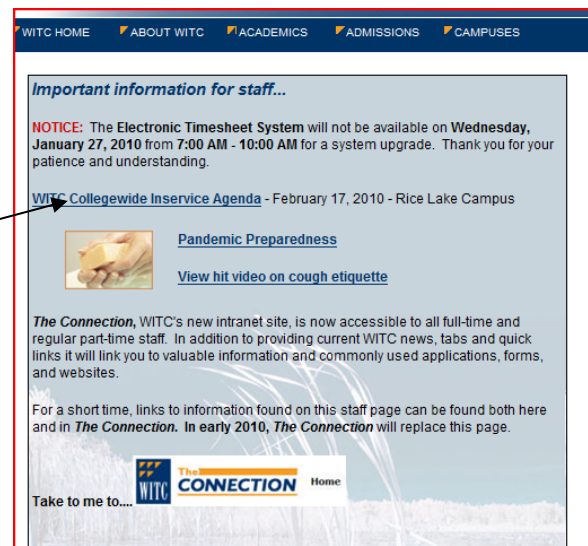
A NOTE FROM THE PRESIDENT

WITC's AQIP efforts continue to be a successful vehicle for achieving the College's continuous improvement goals! We continue to make excellent progress on our three active Action Projects which address several critical areas: 1) Communications, 2) Assessment, and 3) Technology. You can learn more about these action projects in this newsletter, or at the upcoming inservice, "Our Future Is In Your Hands", on Wednesday, February 17, 2010.

I am extremely pleased with and proud of the progress all of our AQIP Action Project Teams and our Emerging Issues Committee is making towards continuous improvement. I am also tremendously grateful to all of our staff members that are exemplifying servant leadership through their participation with these vital continuous improvement efforts!

Collegewide Inservice Information

Go to WITC.edu/staff to view the agenda and more information about the February 17th all-staff inservice.



The screenshot shows the WITC website's staff page. At the top, there is a navigation bar with links for WITC HOME, ABOUT WITC, ACADEMICS, ADMISSIONS, and CAMPUSES. Below the navigation bar, there is a section titled "Important information for staff..." containing a notice about the Electronic Timesheet System being unavailable on Wednesday, January 27, 2010, from 7:00 AM to 10:00 AM for a system upgrade. Below the notice, there is a link to the "WITC Collegewide Inservice Agenda - February 17, 2010 - Rice Lake Campus". An arrow points to this link. Further down, there is a section titled "Pandemic Preparedness" with a link to "View hit video on cough etiquette". Below that, there is a section titled "The Connection" which is WITC's new intranet site, accessible to all full-time and regular part-time staff. At the bottom, there is a "Take me to..." section with a link to "The CONNECTION Home".

The AQIP Categories Cont...

*AQIP Category Six, **SUPPORTING INSTITUTIONAL OPERATIONS,*** addresses the institutional support processes that help to provide an environment in which learning can thrive.

*AQIP Category Seven, **MEASURING EFFECTIVENESS,*** examines how we collect, analyze, distribute, and use data, information, and knowledge to manage and to drive performance improvement.

*AQIP Category Eight, **PLANNING CONTINUOUS IMPROVEMENT,*** examines our planning processes and how our strategies and action plans help us achieve your mission and vision.

*AQIP Category Nine, **BUILDING COLLABORATIVE RELATIONSHIPS,*** examines our relationships – current and potential – to analyze how they contribute to accomplishing our mission.

These nine categories are the key processes for measuring and analyzing our performance within AQIP.

Emerging Issues Committee Update

Update by Bob Meyer

I mentioned in a previous AQIP Newsletter that we have created an “Emerging Issues Committee” (EIC) to help identify and elevate areas of challenge within the College. EIC is a cross-functional team with representation that spans the College and it has made some exciting progress towards achieving its primary objectives (see below). Information regarding this progress will also be presented to you at one of the February 17th inservice breakout sessions. See you at the inservice!

AQIP Committee Update

Updated by Diane Vertin

The **AQIP Committee** oversees the Academic Quality Improvement Program (AQIP) Process at WITC.

The committee has been meeting and discussing the overall AQIP process at WITC. In order to best coordinate the process at the college, Ellen Hauser, Executive Dean, has been added to the committee. Currently, Ellen serves as the Executive Dean of Academic Affairs and as part of her duties will be overseeing the College’s accreditation process. We are very excited to have Ellen as part of the team. She brings a wealth of knowledge and creative ideas. Welcome Ellen!!!

More details to come at the collegewide inservice. See you there!

Action Project Team Updates

Assessment – Wendy Dusek (New Richmond faculty) and Barb Landstrom (Director, Assessment & Tech Prep)



The WITC Emerging Issues Committee Members

Co-Chairs:

Mark Kearns, New Richmond
Bob Meyer, Shell Lake

Emilie Bailkey, Rice Lake
Alex Birkholz, New Richmond
Steve Bitzer, Ashland
Bruce Davenport, Rice Lake
Shane Evenson, Shell Lake
Craig Fowler, Rice Lake
Luci Gunderson, Superior
Paul Haugen, Ashland
Joe Huftel, New Richmond
Dean King, Rice Lake
Scott Kupferschmidt, Rice Lake
Barb Landstrom, Shell Lake
Kim Olson, Shell Lake
Bambi Pattermann, Ashland
Chris Saxild, Rice Lake
Shawnda Schelinder, Ashland
Diane Vertin, Superior
Laura Wassenaar, Superior
John Will, Shell Lake

Students:

Callie Geving, New Richmond
Sarah Miller, New Richmond

- The Assessment Team updated our action project at the HLC assessment academy web site.
- We just held our 2nd assessment/program review day on January 8th for faculty. We hosted guest keynote speaker Sue Stenerson, Vice President at Lake Superior College (also our assessment academy mentor) and then held assessment related breakouts, in addition to program review work sessions.
- We are working with program faculty in program review years one and two on assessment of the Communication and Math Collegewide Outcomes.
- The Online Learning Taskforce recently approved the purchase of EdAssess which is an application that will provide assessment tools to integrate with the Blackboard Learning Management System. The assessment tool can integrate with Blackboard courses to apply test or survey assessments and can then be accessed in a very intuitive reporting system.
- **The team is a great team and has been working hard to improve student learning!**

Communication – Mark Kearns (New Richmond faculty) and John Will (Vice President, Administrative Services)



**The WITC AQIP Committee
Members**

Chair:

Diane Vertin, Superior

Steve Bitzer, Ashland
Leslie Bleskachek, New Richmond
Becka Cusick, Shell Lake
Jim Dahlberg, Shell Lake
Wendy Dusek, New Richmond
Ellen Hauser, Ashland
Joe Huftel, New Richmond
Jennifer Kunselman, Shell Lake
Mary Ann Pebler, Rice Lake
Laura Sullivan, Ashland
John Will, Shell Lake
Barb Williams, Superior

Recorder:

Mary Peters, Shell Lake

At its May 2009 two-day meeting, the Communication Action Project Team reviewed the “one college definition” survey data that was collected in February 2009 to determine next action steps related to communications at WITC. Certain themes were apparent from the survey feedback and thus required more detailed data to get to specific actions for the team to work on. A survey was created by a sub-group of the Communication Action Project Team and conducted during the August 2009 inservice. A big THANK YOU to the Research & Planning Department Team (Jennifer, Karla & Tina) on their expert advice, creating the survey online, and making it happen! The survey was a HUGE success. We had over 95% of our full-time staff complete the survey, giving excellent detailed feedback.

Since then the team members have met twice to learn about a communication & collaboration tool, *The Connection*, and to evaluate the survey data for specific action plans. The team is now categorizing roles, responsibilities, communication, and expectations based on the survey feedback and determining what actions are necessary, who will be involved, positive impacts, who will be accountable, what training is needed, and what the mechanism recommendations are. More updates to come at the February 17th inservice. See you there!

Technology – Laura Sullivan (Director of Enrollment) and Jim Dahlberg (Director, Instructional Technology)



Web-Based Student Services Project:

The new online Student Orientation is now available on the WITC.EDU website. You can find it at <http://www.witc.edu/orientation/>. The completely video-delivered orientation describes the many services that WITC offers our students. Please take a few minutes to view the orientation.

Todd Solberg and the Bookstore Team (Kim Terry, Mae Osterbauer, Norma Scheurer & Kris Vesel) have recently completed a Request For Proposal (RFP) process to select a new college Bookstore System. Nebraska Bookstore Company will provide a new application for the bookstores to help manage the operations. A point-of-sale, inventory, merchandising and book purchase/buy-back all will be included in the new system.

- Students will be able to purchase and sell textbooks online.
- Faculty will be able to adopt textbooks for courses.
- State-of-art POS and inventory control systems.
- Integration with PeopleSoft and WITC.EDU to facilitate textbook ordering and buy-back.
- Ability to search for textbooks of over 200,000 titles.

The team participated in several vendor application demos, interviewed WTCS and UW colleges, and defined a set of requirements for a solid system that would improve services to our students. The new system will also address the recently approved Higher Education Opportunity and Affordability Act as well as improve textbook affordability. Look for the new system to go live Fall 2010.

WITC AQIP JOURNEY

Next Steps



Ongoing

Annual Updates

2008-2012

Systems Portfolio compiled/completed

2013-2014

AQIP Quality Checkup Visit

2014-2015

Reaffirmation of accreditation

AQIP Systems Portfolio Information



Mark Your Calendars



February 17, 2010 –
Collegewide Inservice
See your e-mail for registration
and details!

One of the steps for continued accreditation is to provide written documentation of our systems, processes, and performance. The Portfolio (report) includes data showing strengths, opportunities and changes we have made based on data collected since our last accreditation. The Portfolio also provides information and updates on our current and retired action projects and our overall quality systems. The portfolio consists of an Institutional Overview (strengths, ambitions, challenges, competitors, and conflicts) along with documentation on how we are meeting the criteria for accreditation by providing process, results and improvements for each of the nine AQIP Categories: *Helping Students Learn, Accomplishing Other Distinctive Objectives, Understanding Students' and Other Stakeholders' Needs, Valuing People, Leading and Communicating, Supporting Institutional Operations, Measuring Effectiveness, Planning Continuous Improvement, and Building Collaborative Relationships.*

WITC's Portfolio is due November 2011. A team of AQIP Systems Appraisers will read the Portfolio between November 2011 and February 2012 and provide a report with expert, objective feedback on our strengths and opportunities for improvement.