

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

The Spring of 2010 has been an active and exciting period of time with respect to our continuous improvement activities within the College. The Academic Quality Improvement Program (AQIP) Committee and the Emerging Issues Committee (EIC) met jointly twice this spring as the Quality Improvement Steering Committee (QISC). Three major action items were pursued at these joint meetings.

First, QISC initiated the process for developing our “Systems Portfolio” that will summarize our AQIP journey at WITC. The Systems Portfolio (see more details on page 6) is an important milestone in our ongoing accreditation effort and describes WITC’s processes, how we accomplish distinctive objectives, how we strive to understand student and stakeholder needs, how we value people, how our leadership and communication mechanisms work, how our support for learning is integrated into our operational practices, how we measure effectiveness, how our planning supports continuous improvement, and how we build collaborative relationships. As you can see these categories provide a very comprehensive overview of how WITC operates. We are creating a team to assist with pulling together a description and narrative of how we address each of these nine categories. Each team will have a member of the President’s Cabinet, a faculty member co-chair, and additional key staff members. A great deal of information will be compiled to create the Systems Portfolio. Be prepared, if called upon, to assist with this worthwhile quest to “tell our story”!

Second, with assistance from two Board members (Carolyn Milbrath and Chairperson Jim Beistle), QISC reviewed the planning process used to create our 2009-2012 Strategic Plan for the purpose of refining our approach in the future. Believe it or not, we will be initiating activities in the fall of 2010 in support of creating our next strategic plan (for 2012-2015)! A subgroup of QISC will be meeting over the summer to complete the refinement of our strategic planning process at WITC. The subgroup’s members are:

Shawnda Schelinder
Emilie Bailkey
Kim Olson
Mark Kearns
Craig Fowler
Diane Vertin
Bob Meyer

The AQIP Categories Cont...

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

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

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

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.

If you have suggested ways to improve the process, please do not hesitate to share your ideas with members of this group.

Third, QISC reviewed a number of emerging issues that have been submitted by staff via *The Connection* for consideration and follow-up. These issues include:

1. Multi-campus extracts
2. Car Pooling Made Easy
3. Proctored Testing
4. Intake Assessment – Computer Literacy
5. Increased Down Payment
6. Safety Issues on All Campuses

More information regarding the status of these issues is available on the Connection at [the Emerging Issues Library](#).

As you can see, members of QISC have committed a great deal of effort towards improving the College this spring. I am extremely grateful to the members of QISC for their dedication and hard work, and appreciative of all their contributions to the College! These efforts help make the College more effective and also assist with making it an even better place to work!



Action Project Team Updates

The WITC Emerging Issues Committee Members

Co-Chairs:

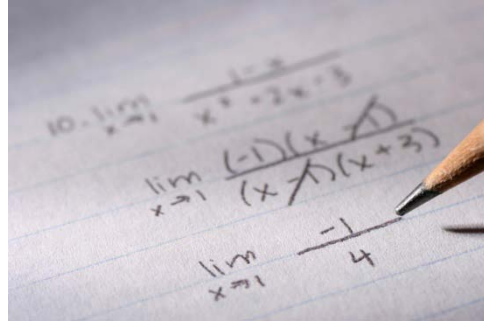
Mark Kearns, New Richmond
Bob Meyer, Shell Lake

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

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



- ❖ The Assessment Team will host and facilitate a third Assessment Day (of the 09-10 academic year) for faculty on Monday, May 17th. The faculty will be able to attend hands-on workshops including:
 - Assessment Software Demo
 - I have this Data, now what?
 - Assessment Toolbox
- ❖ As part of the Collegewide Outcome Assessment Plan the team will meet on May 20th to:
 - Evaluate communication artifacts (oral and written) gathered from graduating students
 - Evaluate the artifacts gathered from the pilot math assessment
- ❖ The Assessment Team will meet for a second annual summer retreat on June 14th and 15th to review accomplishments from this past year and develop short and long range plans; analyze the processes related to assessment of the College Wide Outcomes.
- ❖ Assessment Team members, Barb Williams, Leslie Bleskachek and Wendy Dusek presented an Information session at the annual HLC Assessment Academy at Chicago on April 17th.

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

Since January, the team has shared their action project progress at the February Inservice and has met once to share outlines and draft plans for projects that sub-groups are working on based on YOUR feedback from the communication survey taken last year. The team will be coming together on May 18 and 19 to finalize the draft project recommendations, determine what actions are necessary, who will be involved, who will be accountable, what training is needed, and what the mechanisms options are.

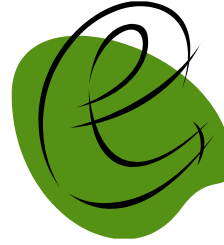
Following is a list of the projects the team is working on.

- Part-time, adjunct, continuing education part-time staff, & outreach center staff – how to develop mechanisms & relations to address issues
- Work from home review
- Travel & Safety & time away from home related to productivity
- Creating a resources guide (who to contact for what) – communication handbook
- Mechanism/process to document preferred method & frequency for supervisor & supervisee. (Coordinate with current evaluation system.)

Remember...

*Our ability to **communicate** in many different ways is a great asset for our college. The technological aspect gives us that flexibility.*

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



Online Career Services Available Soon!

Student Affairs will soon be providing WITC students access to an online career assessment. Recently, WTCS made the Career Clusters Assessment available to all Wisconsin Technical Colleges and WITC felt this was a perfect tool for our students seeking online career services. Students will be able to complete a 10-15 minute assessment and receive their results within minutes. They will also have the opportunity to research careers at WITC that match their results or obtain additional information from the Admissions Advisors, Career Specialists, or Counselors. This career assessment will be one option of several for students interested in career exploration. Linda Hines and her team have been working hard to customize the information onto a webpage that would best reflect the personality of WITC and we are getting close to a final product. Check it out at <http://witcwebdev.wilmc.com/career/index.php>

Moving Forward with Bookstore Technology

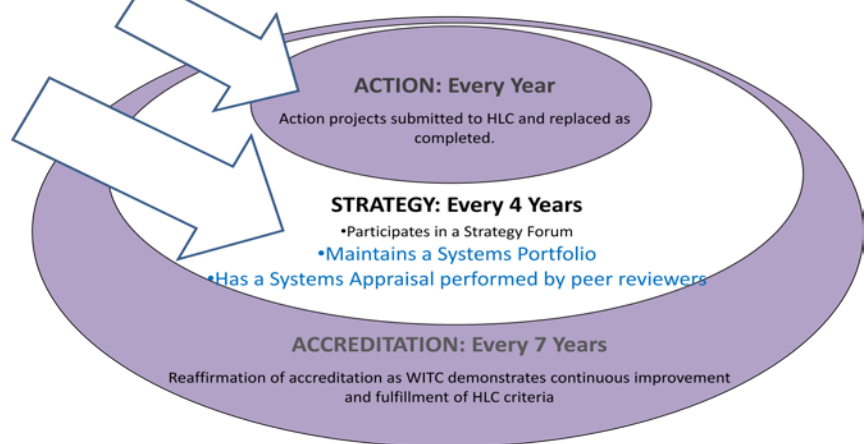
The new Point of Sale/Textbook Management System has been purchased and the implementation timeline has been developed. All of the bookstores will be going “live” with the new system this summer. The Bookstore Technicians have been going through training on all of the different aspects of the new system in preparation for the changeover and are working hard to enter inventory and get their stores set up. The next step will be to set up our online “store” to allow for a true online shopping experience for our students. There will be many challenges throughout this transition period, but everyone is looking forward to tremendous benefits that this new technology will provide to our students. Besides online shopping, these benefits include opportunities for reducing the cost of textbooks in such forms as rentals, buy backs, and used books as well as textbook inventory capabilities that will help us reduce the number of books we run out of at the beginning of the term.

The upgrade in our technology presented us with an opportunity to provide bookstore services directly to our Superior campus students rather than have those students purchase their books from the University of Wisconsin Superior bookstore. The entire leftover inventory from UWS has been transferred to WITC and we will begin selling books to students on the Superior campus this summer. The bookstore will be temporarily housed in the back of Student Services.

AQIP Systems Portfolio Information

ACADEMIC QUALITY IMPROVEMENT PROGRAM


- cycles of continuous improvement -



The following timeline has been set for completion of WITC's Systems Portfolio that is due to the Higher Learning Commission November 1, 2011:

WITC AQIP JOURNEY

Next Steps



Ongoing
Annual Updates
Summer 2010 to November 2011
Systems Portfolio compiled/completed

As an AQIP institution, we are required to assemble our first *Systems Portfolio* during our first four years of AQIP participation. Crafting the *Systems Portfolio* will be an enlightening activity, an opportunity for WITC to look at our systems and processes in new and revealing ways.

To present our systems, we will answer specific questions for each of the nine AQIP Categories.

Once assembled, our *Systems Portfolio* will serve as an always up-to-date account of our key systems and processes. The completed *Systems Portfolio* should effectively supply WITC with a credible, ready-to-use accountability report for all constituencies interested in institutional performance - specialized accrediting agencies, state regulators, funding and grant agencies, voters, legislators, and various public groups.

The *Systems Portfolio* will paint an accurate, vivid, unifying portrait of WITC's operations that will serve as a common ground for internal discussions of where and how to best direct efforts for improvement.

Spring 2010	<ul style="list-style-type: none"> • Category champions/leads determined <ol style="list-style-type: none"> 1) Helping Students Learn, Diane Vertin-VP Academic Affairs 2) Accomplishing Other Distinctive Objectives, Bob Meyer-President 3) Understanding Students and Other Stakeholders Needs, Steve Bitzer-VP Student Affairs 4) Valuing People, Joe Huftel-VP Instructional Technology 5) Leading & Communicating, Craig Fowler-VP Continuing Education 6) Supporting Organizational Operation, John Will-VP Administrative Services 7) Measuring Effectiveness, John Will-VP Administrative Services 8) Planning Continuous Improvement, Joe Huftel, VP-Instructional Technology 9) Building Collaborative Relationships, Craig Fowler, VP-Continuing Education
Summer 2010	<ul style="list-style-type: none"> • Category writing teams organized • Orientation to portfolio process held
Fall 2010	<ul style="list-style-type: none"> • Category writing teams draft responses to category questions. • e-Folio system design and set-up begins • Category drafts are submitted and feedback solicited
Spring 2011	<ul style="list-style-type: none"> • Category writing teams revise based upon feedback • Category final drafts submitted • e-Folio design continues

Assembling WITC's *Systems Portfolio* will involve everyone in exploring critical questions about key institutional objectives and operations:

- **How do we do this now?**
- **What results are we getting?**
- **How can we improve our performance?**



Summer 2011	<ul style="list-style-type: none">• Systems Portfolio compiled into one document• Final review process completed• e-Folio information entry begins
Fall 2011	<ul style="list-style-type: none">• Systems Portfolio finalized• e-Folio finalized• Systems Portfolio submitted to Higher Learning Commission• Higher Learning Commission begins Systems Appraisal
Spring 2012	<ul style="list-style-type: none">• Systems Appraisal Report provided to WITC from Higher Learning Commission