

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

### **The Nine AQIP Categories**

-- the key processes for measuring and analyzing our performance within AQIP

- 1) ***Helping Students Learn***
- 2) ***Accomplishing Other Distinctive Objectives***
- 3) ***Understanding Students' and Other Stakeholders' Needs***
- 4) ***Valuing People***
- 5) ***Leading and Communicating***
- 6) ***Supporting Institutional Operations***
- 7) ***Measuring Effectiveness***
- 8) ***Planning Continuous Improvement***
- 9) ***Building Collaborative Relationships***

### **A NOTE FROM THE PRESIDENT**

Our continuous improvement efforts at the College did not slow down a bit over the summer. On the Strategic Planning front, we continued progress on our action items identified in the current (2009-2012) plan (please refer to the following link for more details: <http://www.witc.edu/survey/planning-09.htm>). As mentioned in the last AQIP Newsletter, we are also going full steam into creating our next Strategic Plan (2012-2015). Members of the Quality Improvement Steering Committee poured over nearly 1,400 comments generated by over 500 participants at our forums and from the online input received through our Web survey to identify major themes and five goals for 2012-2015. Each Division in the College is now in the process of developing detailed action steps that directly address these goals. This Fall we can expect some exciting ideas to emerge from this inclusive process. I look forward to sharing more about that in our next AQIP Newsletter! If you don't want to wait until the next newsletter however, you can learn more about our progress on the 2012-2015 Strategic Plan at the following link: <http://www.witc.edu/planning/index.htm>. I am grateful to the many staff members who offered ideas at the forums and via the Web page that helped shaped these relevant goals. I am also indebted to the QISC committee for their thoughtful consideration of this feedback toward developing responsive strategic goals for 2012-2015!

We've also made some excellent progress on our AQIP activities over the summer. Thanks to our AQIP Category Teams, we developed nine "draft" sections of our AQIP Systems Portfolio this past spring. Our AQIP Writing Team has taken these nine drafts and combined them into a streamlined version of our portfolio. This document will be further refined in the months ahead but is on schedule for submission to the Higher Learning Commission in November. In addition, our AQIP Action Projects have also advanced over the summer months and you'll find information regarding their status in the pages that follow. All of this progress reflects the dedicated, collaborative efforts of many staff from across the College. A heartfelt **THANK YOU** to all of you for your impressive and inspiring commitment to continuous improvement!

## Accreditation and Students

There are several reasons accreditation is important besides assurance of quality and adherence to academic standards. Accreditation determines a school's eligibility for student participation in federal (Title IV) and state financial aid programs. Proper accreditation is also important for the acceptance and transfer of college credit.

The Higher Learning Commission (HLC) of the North Central Association of Colleges & Schools (NCA) is WITC's accrediting agency. WITC has chosen to follow the Academic Quality Improvement Program (AQIP) pathway to accreditation.

If you'd like to view WITC's official Statement of Affiliation Status (SAS) that is on file with the Commission, go to:

[http://www.ncahlc.org/component/com\\_directory/Action,ShowBasic/Itemid,93/institid,1864/](http://www.ncahlc.org/component/com_directory/Action,ShowBasic/Itemid,93/institid,1864/).



### The Systems Portfolio Writing Team

**Chair:**

Ellen Riely Hauser, Ashland

Becka Cusick, Shell Lake

Jennifer Kunselman, Shell Lake

Kathy Maas, Shell Lake

Tim McRaith, Rice Lake (& Scotland!)

Barb Williams, Superior

## Systems Portfolio Update

WITC's *Systems Portfolio* is now going thru review by internal and external reviewers. Revisions will be made and the portfolio will be available to WITC staff for final comment in October. The portfolio will be submitted to HLC by November 1, 2011.



## HLC Annual Conference WITC Presentation Summary

On April 9<sup>th</sup> at the 2011 HLC Annual Conference in Chicago, Laura Sullivan and Kathy Maas presented WITC's new online student orientation during the Academic Quality Improvement Program pre-conference workshop. The online orientation was developed by WITC as an AQIP continuous improvement initiative and was selected to demonstrate how to "innovate and strengthen quality in a challenging environment." "This was an incredible experience," stated Laura. "Please consider presenting at the conference. Conference attendees are seeking presentations from technical colleges." For more information about the HLC Annual Conference or to submit a proposal, please go to <http://annualconference.ncahlc.org/>. Also in attendance at the 2011 annual conference were Bob Meyer, Dave Minor (WITC Board Chair), Larry Gee, and Ellen Riely Hauser.

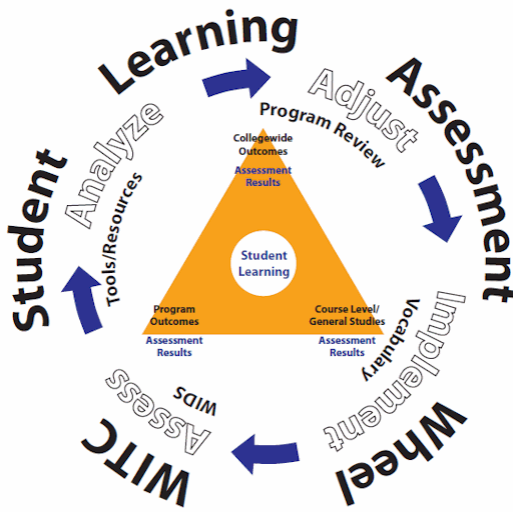


## Action Project Team Updates

**Assessment** – Barb Landstrom  
(Director of Academic Advancement)

- In Spring 2011, written artifacts and oral rubrics were collected from 14 WITC programs – 127 oral rubrics were tallied and 82 written artifacts were reviewed by a team. The overall averages for both written and oral were charted and shared with the faculty and deans at the August 2011 Fall Faculty inservice and the results are available on the WITC Assessment website at <http://www.witc.edu/staff/assessment/index.htm>
- A pilot of the Critical Thinking CWO assessment took place in Spring 2011. Four programs participated and as a result, the rubric to assess Critical Thinking and the parameters are being further refined. Professional Development related to Critical Thinking took place at a faculty break-out session at the August 18 Fall Inservice and will continue to take place throughout the coming year. Thank you to all those that were involved!
- The final year of the Communicate Effectively CWO assessment will take place in Spring 2012. As a result of the 3 year assessment process, all programs will have embedded assignments related to written and oral, in which they can continue to assess their program student's Communication Skills each year. The Assessment Team will do an in-depth review of the Spring 2011 assessment results and determine possible improvement strategies to implement to help with continuous improvement of student Communication Skills.
- All programs will participate in the Critical Thinking assessment in Spring 2012. The Assessment team is working with each program to identify an embedded assignment/activity related to assessment of Critical Thinking. Professional Development activities for faculty related to Critical Thinking have been implemented and further training opportunities are being planned.
- A Math Subcommittee has been diligently working to refine the Math CWO indicators, rubrics and assignment parameters. A second pilot is being planned for Spring 2012 to determine if the improvements have been successful. Watch for a full assessment process planned for Spring 2013.

The pilot processes for each CWO assessment continue to be an invaluable step in assuring that the actual assessment processes go smoothly. Again, thank you to all staff that have been involved in the assessment process.



### The WITC Assessment Committee

**Chair:**

Barb Landstrom, Shell Lake

Jodi Karr, Ashland

Ted May, Ashland

Alex Birkholz, New Richmond

Nancy Cerritos, New Richmond

Larry Gee, New Richmond

Brian Jerry, Rice Lake

Andrea Schullo, Shell Lake

Cate Edlebeck, Superior

Steve Miller, Superior

### The AQIP e-Learning Resources for Faculty and Staff Team

**Co-Chairs:**

Matt Rosendahl, Superior  
Amy Pozniak, Superior

Shawna Benish, New Richmond  
Adam Brisk, Superior  
Keith Hasart, Ashland  
Justin Johnson, New Richmond  
Karen Lutz, Rice Lake  
Dori Marty, New Richmond  
Ted May, Ashland  
Jim Monson, New Richmond  
Sarah Noreen, New Richmond  
Tom Richie, Rice Lake  
Bunni Haslerud, Superior  
Val Smith, Shell Lake

### The Web Based Student Services Task Force Members

**Co-Chairs:**

Steve Bitzer, Ashland  
Laura Sullivan, Ashland

Benita Allen, Ashland  
Jim Dahlberg, Shell Lake  
Shane Evenson, Shell Lake  
Terry Klein, Shell Lake  
Lenore Knock, New Richmond  
Kathy Maas, Shell Lake  
Todd Solberg, New Richmond  
Kris Vesel, Superior

### Communication – E-Learning Training Resources for Faculty and Staff – Matt Rosendahl (Director, Learning Resource Center) and Amy Pozniak (Instructor, Superior)



The recently formed AQIP e-Learning Resources for Faculty & Staff Action Project Team is moving forward quickly with their goals that include:

- 1) Complete the strategy for providing access to part-time staff on The Connection.
- 2) Include training resources & materials for all staff on The Connection.

The new [Training and Support](#) Connection site is packed full of wonderful training resources. Check this new site out for all your training and support needs.

**Thank you** to all staff, **especially Shawna Benish**, for creating, planning and continuing to update this new site!

### Technology – Enhance and Implement Web-Based Student Services - Laura Sullivan (Director of Enrollment) and Jim Dahlberg (Senior Director, Information Systems)



The Web-Based Student Services AQIP Action Project team has partnered with the Online Learning Taskforce Process Team and together they are working on projects that will greatly improve the overall experience for online learners at WITC. The following projects are scheduled to go live this fall:

- ✓ Create a new “virtual campus” location code for admission to online programs.
- ✓ Create a new communication flow specific to our online program students giving them better, more accurate information targeted to the online learner.
- ✓ Implement centralization and staffing assignment changes for the behind-the-scenes workflow of online program admission data tracking and monitoring. While invisible to the student, these changes will greatly improve the efficiency of our business processes and improve workflow distribution.

### Save the Date



**October 10, 2011**  
**Collegewide Inservice**

### WITC's AQIP JOURNEY Next Steps



#### Sept 2011

- ❖ Annual Action Project Updates
- ❖ EIC Meeting (tentative)

#### October 2011

- ❖ Systems Portfolio submission

#### March 2012

- ❖ Systems Appraisal received

#### 2012-2013

- ❖ Attend Strategy Forum

#### 2013-2014

- ❖ HLC Quality Check-up Visit

#### 2014-2015

- ❖ Reaffirmation of Accreditation

### Enhance and Implement Web-Based Student Services cont...

- ✓ Create an online student services desk or “SOS” link on the web that will allow students the option of contacting a non-location specific Student Services front desk.
- ✓ Enhance and supplement our print student communication flows with email communications.
- ✓ Improvements to TechConnect: The WTCS college members of Wisconsin [TechConnect](#), will be having students self-register in the job search website. We are currently starting implementation and plan to offer this service to all currently enrolled program students and we are looking at availability for continuing education students as well. Additionally, the TechConnect functionality will be improved to include uploading resumes over this academic year. We continue to promote Interview Stream to prepare students in building resumes and practicing interviews online.

Also new this fall, the college opened new “[Learning Commons](#)” at each campus! The Learning Commons combines the resources and services students need to interact with technology, collaborate with one another, and find support for their academic efforts outside of the classroom. It is a one-stop shop that connects the Learning Resource Center (library), an Educational Technology Center (ETC), and the Student Success Center all supporting on-campus and online students. Specifically, the brand new ETC’s have a mission to assist students with not only the hardware and software, but also the expertise they need to succeed with online learning. A huge **THANK YOU** to all those involved in planning, implementing and making the Learning Commons a success!

### The WITC AQIP Committee

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