

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 College has been making solid progress on our AQIP projects and activities, as you'll be able to see in this newsletter. Over time, the Quality Improvement Steering Committee (QISC) has offered excellent leadership in collecting information and stakeholder feedback towards identifying candidate AQIP projects for the College. Consequently, QISC has been a critical communication conduit for the College and has also served in a professional development capacity by sharing knowledge of quality improvement tools (including the constellation survey process, brainstorming technique, Pareto analysis, fishbone diagramming, and precedence analysis) with faculty and staff. While these important roles will continue, QISC has now identified two major purposes looking forward.

First, as one of the College's key communication links to our campuses and our communities, a QISC subcommittee called EMIT (Emerging Initiative Taskforce) will assist in identifying emerging issues that need to be addressed by WITC. This group will also provide input regarding the College's strategic plan and goals. In addition, QISC/EMIT will identify ways to foster communication with respect to the strategic plan, its ongoing development, and its implementation.

Second, a subgroup of QISC referred to as TAP (Team Action Project) will monitor and communicate progress regarding the AQIP Action Projects. QISC/TAP will also provide leadership in documenting this progress by developing our AQIP Systems Portfolio.

More information regarding QISC/EMIT and QISC/TAP is provided in this newsletter as well as updates on our active AQIP Action Projects. As you have heard me state before, I am a true believer in collegewide involvement in continuous improvement and I continue to be extremely excited about what is being accomplished by QISC and our AQIP Action Project teams. I hope you agree and I enthusiastically encourage you to participate with our quality improvement efforts at WITC!

New QISC SubCommittees



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 Taskforce (EMIT)

Goals/Functions:

- Listening to campus & community - new ideas and emerging strategic issues
- Update and input on college strategic directions
- Gather and bring input to share to QISC at quarterly meetings
- Frame possible new action projects or take immediate action on operational issues for continued quality improvement
- Communicate updates of college directions back to campuses (closing the loop of **input – action – feedback**)

Team Action Project (TAP)

Goals/Functions:

- Provide leadership and oversight on systems portfolio
- Monitor AQIP action plan progress – accountability
- Communication on progress of AQIP to college constituents
- Provide leadership oversight for checkup visit from HLC
- Provide leadership oversight of reaffirmation/accreditation

More to come on the work of these subcommittees.

**The WITC Quality
Improvement Steering
Committee (QISC) Team
Members**

Chair:

Diane Vertin, Superior

Emilie Bailkey, Rice Lake

Alex Birkholz, New Richmond

Ann Charbonneau, Superior

Mimi Crandall, Ashland

Becka Cusick, Shell Lake

Jim Dahlberg, Shell Lake

Bruce Davenport, Rice Lake

Wendy Dusek, New Richmond

Shane Evenson, Shell Lake

Craig Fowler, Rice Lake

Paul Haugen, Ashland

Joe Huftel, New Richmond

Mark Kearns, New Richmond

Jennifer Kunselman, Shell Lake

Barb Landstrom, Shell Lake

Ted May, Ashland

Bob Meyer, Shell Lake

Kim Olson, Shell Lake

Bambi Pattermann, Ashland

Mary Ann Pebler, Rice Lake

Chris Saxild, Ashland

Tim Schreiner, Shell Lake

Laura Sullivan, Ashland

John Will, Shell Lake

Barb Williams, Superior

Recorder:

Mary Peters, Shell Lake

Action Project Team Updates

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



The action project for assessment has been submitted, and work continues related to pilot assessment of the communication outcome. The four programs involved are identifying embedded assignments that will be gathered and assessed using a rubric defined by communications faculty. The assignments will be gathered and assessed in the spring by the assessment team and willing communication faculty.

The team is also working on development of a survey related to assessment of student learning at WITC. The co-chairs will be arranging meetings with each program at WITC to sit down and discuss issues related to assessment of student learning at the course, program and institutional levels.

HOORAY for assessment of student learning at WITC! 😊

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



The Communications Action Project Team held its kickoff meeting on January 13. The meeting resulted in the submission of the AQIP Action Project Worksheet and a revision to the current draft of WITC's 2009-2012 Strategic Goals. The Strategic Goals document, presented at the February 18 in-service, in detail, reflects the following:

Goal 3: Create a Culture and Climate that Enhances Collaboration and Student Learning
Objective 2: Develop communication strategies at WITC

- 1) Define the one-college concept
- 2) Clarify roles and responsibilities
- 3) Revise or create effective communications mechanisms
- 4) Develop mechanisms for broad based input into decision making

The tangible next steps included a presentation of a definition of the one-college concept by President's Cabinet at the February in-service. Staff were encouraged to participate in a sectional with President Meyer and following the presentation all staff were encouraged to provide feedback via an online survey.

The Communication Action Project Team will meet in the early summer for several days to review and organize the feedback. The expected outcome is consensus on the definition of the one-college concept. In addition, the feedback will be used to determine which staff roles have been most affected by the one-college concept and other organizational changes, and how improved communication can help those areas be successful.

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



The Online Learning Taskforce has reviewed the original defined Action Project titled "Operationalize the 5th Campus Plan" and found it too large of a project to manage within a single action project. The 5th Campus Plan was broken down into four distinctive categories.

WITC AQIP JOURNEY

Next Steps



February 2009

Declaration of Action Projects to HLC

Ongoing

Annual Updates

2008-2012

Systems Portfolio compiled/completed

2013-2014

AQIP Quality Checkup Visit

2014-2015

Reaffirmation of accreditation



Q & As

If you have specific questions related to AQIP, please e-mail them to QISC@witc.edu.

1. Define a collegewide leadership model to oversee the expansion of online learning.
2. Define an approval process for submitting online programs.
3. Enhance and implement online student services.
4. Develop orientation for faculty and students that address online pedagogy, technical skills and assessment.

Academic Affairs is currently addressing items 1 and 2 and therefore we felt it best to introduce the 3rd item into the AQIP process “Enhance and implement online student services” as the official action project for the college.

A college-wide team is currently being formed to define the requirements, develop, and implement a plan to provide students with services they can access without having to come to WITC. Some of these services include: Career Services and Advising, Admissions, Financial Aid, Registration, Orientation, Bookstore, Tutoring, and Employment Services.

The goals of the Action Project are:

- Recognize and support that Web-based student services are increasingly mission-critical to the success of our institution, accreditation, and students.
- Identify opportunities to enhance and implement Web-based services that will ensure effective learning and learner support for all students.
- Prioritize actions central to our mission.
- Support the strategic goal of: ***Exemplify a Learning Environment That Promotes Accessibility and Success.***

Implementing Web-based student services will have broad impact throughout all divisions in the college. Primary impact will be within the Student Affairs, Academic Affairs, Administration, and Instructional Technology divisions. This will be a 3-year project with expected completion sometime in 2011. Laura Sullivan, Director of Enrollment and Jim Dahlberg, IT Director, will co-facilitate the Action Project. If you have any questions, please contact them.