

No.	Input Format (V-verbal, W-written, E-electronic)	Forum Loc (A, H, L, N, R, SL, S; O - online)	2010 Date	Forum Type (Stakeholders: B, E, S, C)	Category (see Key)	<h2 style="text-align: center;">2010 Employee Comments/Input</h2> <p>Q1: What does WITC do well in serving communities, area businesses, and our students? Q2: What improvements can WITC make to better serve the community, area businesses, and our students? Q3: What does WITC do well in service our staff? Q4: What improvements can WITC make to better serve our staff?</p> <p><i>Category Key: 1) Student focused, 2) Partners and External Stakeholders, 3) Staff Support and Development, 4) Leadership/Communication, 5) Planning and Implementation of Continuous Improvement, 6) Other/Unknown</i></p> <p>* signifies that the input received applies to more than one category</p>
1	V	A	9/30	E	1	(Mission, Vision, Values/One-College Concept issue) There is a concern with class size requirements - students were told a class was canceled or eliminated as a face-to-face offering; things should come out in the wash; staff haven't had the opportunity for input. We need to give more local authority to the campus and outreach locations and use a decentralized approach. *
2	V	A	9/30	E	3	(Mission, Vision, Values/One-College Concept issue) There is a concern with class size requirements - students were told a class was canceled or eliminated as a face-to-face offering; things should come out in the wash; staff haven't had the opportunity for input. We need to give more local authority to the campus and outreach locations and use a decentralized approach. *
3	V	A	9/30	E	4	(Mission, Vision, Values/One-College Concept issue) There is a concern with class size requirements - students were told a class was canceled or eliminated as a face-to-face offering; things should come out in the wash; staff haven't had the opportunity for input. We need to give more local authority to the campus and outreach locations and use a decentralized approach. *
4	V	A	9/30	E	4	Management by exception is needed instead of broad-based decisions.
5	V	A	9/30	E	3	Ashland will never get the numbers that Rice Lake and New Richmond have, but the same level of service is expected from our community...we are getting choked a little.
6	V	A	9/30	E	4	Communication is needed regarding class size, mode, and resource availability at the smaller locations (Ashland, Hayward, Spooner, and Ladysmith).
7	V	A	9/30	E	4	We need a forum specifically for online learning.
8	V	A	9/30	E	1	Don't change the delivery method to online once a student has signed up.
9	V	A	9/30	E	1	Incorporate free dental clinics as part of the Dental Assistant program.
10	V	A	9/30	E	2	Would like to see the Dental Assistant program expanded to the Ashland Campus. [Bob Meyer noted that the demand for the Dental Assistant program is greatest in RL and NR.]
11	V	A	9/30	E	1	Nursing students - would like to see us offer an evening program for potential students in the area.

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12	V	A	9/30	E	2	There is a huge need for continuing education in expanded roles in healthcare. WITC needs to partner with healthcare facilities. The hospitals can't afford to do what is needed and recent graduates need this support.
13	V	A	9/30	E	1	Nursing Assistant program - would like to see one full-time faculty member that can run the program rather than having several adjuncts. This will keep the continuity and quality improvement of the program. *
14	V	A	9/30	E	5	Nursing Assistant program - would like to see one full-time faculty member that can run the program rather than having several adjuncts. This will keep the continuity and quality improvement of the program. *
15	V	A	9/30	E	1	Not all students are going to be successful at online learning; however, students need to know when they come into a program what they are getting in to. What we promise our students up front is what we need to stick to. *
16	V	A	9/30	E	4	Not all students are going to be successful at online learning; however, students need to know when they come into a program what they are getting in to. What we promise our students up front is what we need to stick to. *
17	V	A	9/30	E	4	We need to balance the collegewide approach and the campus approach. Some of the changes coming about are not helping the Ashland Campus (ex. changes in the Flex Lab and requiring students to take classes online). It's being seen as a threat and is not a benefit to the Ashland Campus. We have to remember our tax payers and the quality services they expect. Ashland doesn't have the geographic numbers that Rice Lake has. We need to look at where it is appropriate to have a collegewide approach versus a campus-based approach to things.
18	V	A	9/30	E	1	Students are expressing their concerns about being online for some very difficult classes. Their concerns are over whether or not they will be successful (they have never been an online learner).
19	V	A	9/30	E	3	The operational tools that frontline staff have been used to (Ex. scheduling grids) and that give them the quality of service they need to work with students are no longer accessible to them.

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20	V	A	9/30	E	4	The community has a right to partake in our WITC electronic equipment cast outs. Could we use volunteers (or interns) to scrub the computers so that we can provide them to our community as it would improve their quality of life as they could spend more time at home and with their children? Sometimes we need to do things that have a somewhat higher cost because it benefits the social good. *
21	V	A	9/30	E	6	The community has a right to partake in our WITC electronic equipment cast outs. Could we use volunteers (or interns) to scrub the computers so that we can provide them to our community as it would improve their quality of life as they could spend more time at home and with their children. Sometimes we need to do things that have a somewhat higher cost because it benefits the social good. *
22	V	A	9/30	E	1	There is a need for more time and additional support for online courses. It was suggested we might look at a Course Manager (it's like an online peer tutor) where that person would be in charge of the technical and content issues of the course.
23	V	A	9/30	E	1	There needs to be more short-term programs (training) for students in other populations (Ex. those who are academically at a lower level, childcare helpers, or for those people who don't have a lot of time and need to get in and out quickly). We need to fill the gap between community support and associate degree programs.
24	V	A	9/30	E	1	We need to model healthier foods that we serve.
25	V	A	9/30	E	1	Could we provide Basic Education online instruction as part of how students prepare for the GED?
26	V	A	9/30	E	3	Improved communication and clarification of the roles of the on-site and off-site supervisors of staff are needed. One employee has one on-site and three off-site supervisors. Is there something in place on the need for all of them to be communicating together about the employee they all supervise? [It was noted that this will be part of the employee performance evaluation] *

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27	V	A	9/30	E	4	Improved communication and clarification of the roles of the on-site and off-site supervisors of staff are needed. One employee has one on-site and three off-site supervisors. Is there something in place on the need for all of them to be communicating together about the employee they all supervise? [It was noted that this will be part of the employee performance evaluation] *
28	V	A	9/30	E	6	A student stopped back and wanted to let staff know how much he missed WITC-Ashland. He has moved on to another College and he noted that they don't make eye contact there.
29	V	A	9/30	E	3	There is redundancy of OTS and all-staff inservice agenda items and we need to avoid duplication. We need representation from all groups on the inservice planning committees. *
30	V	A	9/30	E	5	There is redundancy of OTS and all-staff inservice agenda items and we need to avoid duplication. We need representation from all groups on the inservice planning committees. *
31	V	A	9/30	E	3	We need to consider more efficient and timely training sessions for staff (to be done right before the training is needed and not months ahead of time).
32	V	A	9/30	E	1	Refund policy - it is not customer friendly to our students. Is the policy developed by the state or WITC? Not giving a 100% refund after the first class is not customer friendly.
33	V	A	9/30	E	1	Drop dates (based on percentage of class completion) - we don't have firm drop dates and it can be a muddy process to determine what the refund is. We are sometimes not able to tell students what their refund is until after they drop the class. It's not customer friendly.
34	V	A	9/30	E	1	Books - options for lower book costs for students.
35	V	A	9/30	E	1	Books for Certified Nursing Assistants - streamline the process for having the same books at each location (right now they have to order books from another campus).
36	V	A	9/30	E	1	Continuing Education class costs for seniors - it was noted that seniors are no longer getting a break on the costs of classes. Is there a scholarship for these people to help them with the higher cost of the classes?

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37	V	A	9/30	E	1	Online classes and Flex Labs - some students won't take these classes because they don't have the confidence; whereas, they get confidence from their instructors.
38	W	A	9/30	E	2	(Q1) Advisory committee meetings are well attended. I'm hopeful that the management listens to members and implements those ideas that are feasible. *
39	W	A	9/30	E	4	(Q1) Advisory committee meetings are well attended. I'm hopeful that the management listens to members and implements those ideas that are feasible. *
40	W	A	9/30	E	2	(Q2) Maybe respond a bit more quickly to affect change with programs and shorter-term certificates, etc. *
41	W	A	9/30	E	4	(Q2) Maybe respond a bit more quickly to affect change with programs and shorter-term certificates, etc. *
42	W	A	9/30	E	3	(Q3) We are treated with respect and are listened to. *
43	W	A	9/30	E	4	(Q3) We are treated with respect and are listened to. *
44	W	A	9/30	E	4	(Q4) Maybe get paid the same...just paid every week instead of every other week???)
45	W	A	9/30	E	3	Empowerment should not just be directed toward our students as independent learners, but incorporate this management philosophy as a management tool and morale motivator for our staff as well. *
46	W	A	9/30	E	4	Empowerment should not just be directed toward our students as independent learners, but incorporate this management philosophy as a management tool and morale motivator for our staff as well. *
47	W	A	9/30	E	3	Excellence - we should do more to honor excellence by having management teams and other staff help identify and acknowledge such leadership within the college thru specific venues as the WACTE Awards Program and other ways which would be appropriate. *
48	W	A	9/30	E	4	Excellence - we should do more to honor excellence by having management teams and other staff help identify and acknowledge such leadership within the college thru specific venues as the WACTE Awards Program and other ways which would be appropriate. *

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49	W	A	9/30	E	1	Innovation should go beyond the use of technology. It should stimulate and integrate innovative thinking, resource development and synergy through looking at things from different perspectives and incorporating such things as developing intrapreneurs within our college and supporting entrepreneurship for students that have achieved relevant training in a given program or certificate and have a viable vision, resources and potential for success. *
50	W	A	9/30	E	4	Innovation should go beyond the use of technology. It should stimulate and integrate innovative thinking, resource development and synergy through looking at things from different perspectives and incorporating such things as developing intrapreneurs within our college and supporting entrepreneurship for students that have achieved relevant training in a given program or certificate and have a viable vision, resources and potential for success. *
51	W	A	9/30	E	4	Integrity - by continuing such forums as this. *
52	W	A	9/30	E	5	Integrity - by continuing such forums as this. *
53	W	A	9/30	E	2	Achieving further collaboration through community, educational, business and professional organizations, as well as education associations such as WACTE/ACTE that can help us continue to be the leader in NW WI in career and technical education. *
54	W	A	9/30	E	4	Achieving further collaboration through community, educational, business and professional organizations, as well as education associations such as WACTE/ACTE that can help us continue to be the leader in NW WI in career and technical education. *

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55	W	A	9/30	E	1	<p>In the President's Blog, President Meyer referred to one of the two key issues facing Career and Technical Education throughout the country is "accountability". The area of student placement, this should definitely be included in one of our components of measuring our performance and accountability. Unfortunately we are now in one of the worse economic recessions our region and country has faced since the Great Depression era. While this is good for attracting larger numbers of students as Instructors and Staff we are justifiably concerned about current and future employment/placement for our students. Last year about this time an Emerging Issue regarding "Jobs and Related Employment Opportunities" was submitted. It was based on the concern for our economy, increased enrollments, expectations that students will get jobs after they graduate and that placement rates were and may continue to go down. Thus, having long range effects on marketing (which utilize placement statistics for promoting programs), our reputation, continued support from various funding sources, critiques by legislators, etc. It is critical that we need to enhance and in some case reassess employment related resources and services to our students. *</p>

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56	W	A	9/30	E	4	In the President's Blog, President Meyer referred to one of the two key issues facing Career and Technical Education throughout the country is "accountability". The area of student placement, this should definitely be included in one of our components of measuring our performance and accountability. Unfortunately we are now in one of the worse economic recessions our region and country has faced since the Great Depression era. While this is good for attracting larger numbers of students as Instructors and Staff we are justifiably concerned about current and future employment/placement for our students. Last year about this time an Emerging Issue regarding "Jobs and Related Employment Opportunities" was submitted. It was based on the concern for our economy, increased enrollments, expectations that students will get jobs after they graduate and that placement rates were and may continue to go down. Thus, having long range effects on marketing (which utilize placement statistics for promoting programs), our reputation, continued support from various funding sources, critiques by legislators, etc. It is critical that we need to enhance and in some case reassess employment related resources and services to our students. *
57	W	A	9/30	E	2	As a question from a quality improvement perspective regarding this issue could you please elaborate on what our college is doing currently, what you would like to achieve and hope to plan to achieve in the future to help foster economic development in our region?
58	W	A	9/30	E	1	The centralized approach of a one-college is an excellent concept, but should still acknowledge and embrace various de-centralized operating procedures that can address such things as; maintaining each location's local autonomy. Like having the ability to make the decision of how we can best serve our local markets or how we choose to operate a Flex Lab, or which specific services, classes and programs should be kept in place and/or in some cases expanded to serve such needs. *

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60	W	A	9/30	E	1	Currently Ashland, Hayward, Ladysmith and Spooner locations are very vulnerable because of policies put in place recently regarding students enrolled in smaller class sizes and lower enrollment. Students in Ashland are having their classes canceled or the face-to-face classes being canceled and for efficiency students are moved to online class sections. Management by exception should be applied in such situations that limit services to our students and the potential of losing future FTE's in the name of efficiency. *
61	W	A	9/30	E	4	Currently Ashland, Hayward, Ladysmith and Spooner locations are very vulnerable because of policies put in place recently regarding students enrolled in smaller class sizes and lower enrollment. Students in Ashland are having their classes canceled or the face-to-face classes being canceled and for efficiency students are moved to online class sections. Management by exception should be applied in such situations that limit services to our students and the potential of losing future FTE's in the name of efficiency. *
62	W	A	9/30	E	1	I teach in a variety of delivery methods and work with students throughout the college. The feedback which I have received from a many of my students is that their most preferred method of learning and typically like the best, is in the following order 1) face-to-face, 2) IVP/ITV with limited locations, 3) Online. Work-based and Service Learning are also very effective and underutilized instructional delivery resources for our college. Our class offerings and schedules should reflect such concerns and multiple choices for our students. *

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64	W	A	9/30	E	1	Our guiding direction for decision making and strategic planning should always take into consideration “what affect will this decision, policy or plan have on our students”. Our goal is and should continue to be to provide quality customer service. I am very concerned that our college is losing sight of this philosophy. Ashland has always applied this applied this, and as a result we have been extremely effectively for doing so, but through a centralized approach to operations and fragmenting the use of a participative management style is making a lot of us very concerned. *
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66	W	A	9/30	E	2	To help achieve various goals and objectives of the new Strategic Plan, an entrepreneurial culture (both internally and externally) for WITC should be better communicated and further embraced. As an example see the proposal which was presented at the August 5, 2010 Lake Superior Wisconsin Innovation Network Business & Technology Conference and at their follow-up Board of Directors Meeting. *

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68	W	A	9/30	E	2	As a professional organization serving career and technical education (within our District, WI and Nationally) WACTE/ACTE is very willing to be more active and a stronger partner to help contribute as effectively as possible to attain specific and relevant strategic planning items that are created thru these forums and online surveys, as well addressing other key issues facing our country in education. Which as stated in President Meyer's blog now focus on 1) accountability and 2) funding. *
69	W	A	9/30	E	4	As a professional organization serving career and technical education (within our District, WI and Nationally) WACTE/ACTE is very willing to be more active and a stronger partner to help contribute as effectively as possible to attain specific and relevant strategic planning items that are created thru these forums and online surveys, as well addressing other key issues facing our country in education. Which as stated in President Meyer's blog now focus on 1) accountability and 2) funding. *
70	W	A	9/30	E	6	I would like to thank all of you that were involved for taking and making the time to provide these listening sessions (throughout the college) and opportunity for input (via face-to-face, online, etc). It is greatly appreciated, an excellent management practice and should be continued.