

2010 Forum Themes

(Revised by the Quality Improvement Steering Committee on 12/15/10)

Category	QISC Participants	Themes
<p align="center">1 Student Focused</p>	<p>Bruce Davenport Wendy Dusek Shane Evenson Barb Landstrom Diane Vertin</p>	<p>1. Clarify the Role of Online Delivery (3-1)(4-6)(5-6)</p> <ul style="list-style-type: none"> a. Flexible option b. Training and support for faculty and students (3.1d) c. Determine the role of online d. Increase the percentage and options of online courses
	<p>Leslie Bleskacheck Ellen Hauser Kim Olson</p>	<p>2. Expand the Preparedness for Student Success (2-1)(6-2)(6-5)</p> <ul style="list-style-type: none"> a. Soft skills (interpersonal, reading, writing, math, communications, and critical thinking) <ul style="list-style-type: none"> ➤ <i>How to facilitate learning soft skills in an online environment?</i> b. Technical skills (up front remediation and support of technical skills) c. Remediation (Special Populations) d. Veteran services e. At-Risk populations <ul style="list-style-type: none"> ➤ <i>GED/HSED</i> ➤ <i>our own students</i> f. Community g. Aging demographic h. Students with childcare needs i. International students (Student Life) j. Healthier food choices k. Greater access to food services l. Maintain a quality environment outside of the classroom <ul style="list-style-type: none"> ➤ <i>computers</i> ➤ <i>lighting</i> ➤ <i>noise</i> ➤ <i>study areas</i> m. Student support <ul style="list-style-type: none"> ➤ <i>writing lab</i> ➤ <i>technology</i> ➤ <i>LRC</i>

2010 Forum Themes

(Revised by the Quality Improvement Steering Committee on 12/15/10)

Category	QISC Participants	Themes
		<p>3. Increase Academic Support (5.2)(6.2) (6.5)</p> <ul style="list-style-type: none">a. Tutoringb. Childcarec. Flexible delivery (Flex Labs)d. Support servicese. Remediationf. Writing labsg. Schedulingh. Affordability <p>(Special Populations)</p> <ul style="list-style-type: none">i. Veteran servicesj. At-Risk populations<ul style="list-style-type: none">➤ <i>GED/HSED</i>➤ <i>our own students</i>k. Communityl. Aging demographicm. Students with childcare needsn. International students <p>(Student Life)</p> <ul style="list-style-type: none">o. Healthier food choicesp. Greater access to food servicesq. Maintain a quality environment outside of the classroom<ul style="list-style-type: none">➤ <i>computers</i>➤ <i>lighting</i>➤ <i>noise</i>➤ <i>study areas</i>r. Student support<ul style="list-style-type: none">➤ <i>writing lab</i>➤ <i>technology</i>➤ <i>LRC</i>

2010 Forum Themes

(Revised by the Quality Improvement Steering Committee on 12/15/10)

Category	QISC Participants	Themes
		<p>4. Increase Programming/Partnerships (2.2)(2.3)(2.5)(5.3)(6.4)</p> <ul style="list-style-type: none"> a. Clinicals (more sites needed) b. Externships c. Lifelong learning d. Increase health care programs e. Increase experiential learning (Programming) f. Soft skills/Interpersonal skills g. Current h. Convenient <ul style="list-style-type: none"> ➤ <i>variety of offerings</i> ➤ <i>variety of delivery modes</i> i. Input from Business/Industry
<p>2 Partners and External Stakeholders</p>	<p>Emily Bailkey Craig Fowler Scott Kupferschmidt Bambi Pattermann Shawnda Schelinder</p>	<p>1. Training (1.2)(5.3)(5.4)</p> <ul style="list-style-type: none"> a. Short-term training opportunities <ul style="list-style-type: none"> ➤ <i>responsive via customized training and others</i> b. Soft skills training (1.2) c. Basic skills d. Technology
		<p>2. Internships (1.2)(1.4)</p> <ul style="list-style-type: none"> a. Provide additional “real world” job experiences for our students <ul style="list-style-type: none"> ➤ <i>job mentoring and shadowing (short term)</i> ➤ <i>credit-based internships (long term)</i> ➤ <i>service learning</i> b. Strengthen ties for job placement <ul style="list-style-type: none"> ➤ <i>networking between students and employers</i>
		<p>3. Business and Industry/Community Partners (1.4)(4.3)(5.3)</p> <ul style="list-style-type: none"> a. Increase connections and collaboration with area employers b. Mutual resources <ul style="list-style-type: none"> ➤ <i>content experts, etc.</i>
		<p>4. K-12 (4.2)(4.5)</p> <ul style="list-style-type: none"> a. Articulation agreements b. Preparing high school students for WITC c. Strengthening ties between K-12 and WITC d. Promoting what WITC has to offer

2010 Forum Themes

(Revised by the Quality Improvement Steering Committee on 12/15/10)

Category	QISC Participants	Themes
		<p>5. Health (1.4)(4.3)</p> <ul style="list-style-type: none"> a. Additional continuing education for health care b. Expanding credit programming and clinical sites
		<p>6. Higher Education (4.2e)(4.5)</p> <ul style="list-style-type: none"> a. More transfer opportunities
3 Staff Support and Development	Becka Cusick Jim Dahlberg Joe Huftel Laura Wassenaar	<p>1. Staff Development (1.1)(1.2)(5.4)(5.6)</p> <ul style="list-style-type: none"> a. Generally increase opportunities b. Funding/Increased opportunities c. Efficiencies/Timing/Timeliness d. Online (faculty development) e. Overall technology training/tools f. Staff/Technical support g. Broad-based inservice planning h. Overall collegewide planning (divisional – employee group) <p>(Customer Service)</p> <ul style="list-style-type: none"> i. Focus on/maintain j. Improve
		<p>2. Workload and Balance (4.4)</p> <ul style="list-style-type: none"> a. Staffing ratios/Resources b. Essential meetings only c. Role clarification – too many hats? (4.1) d. General lack of time to complete job responsibilities
		<p>3. Staff Communications/Climate</p> <ul style="list-style-type: none"> a. 360 degree evaluations b. Employee Assistance Program c. Improve evaluation of performance of managers d. Staff input on manager evaluations <p>(Customer Service)</p> <ul style="list-style-type: none"> e. Recognize/Reward

2010 Forum Themes

(Revised by the Quality Improvement Steering Committee on 12/15/10)

Category	QISC Participants	Themes
<p align="center">4 Leadership and Communication</p>	<p>Steve Bitzer Luci Gunderson Dean King</p>	<p>1. Organization Effectiveness (2.4)(3.2c)</p> <ul style="list-style-type: none"> a. Divisional silos – improve collaboration between divisions b. Balance between one-college concept and campus cohesiveness c. Value positive professional leadership d. Honor excellence e. Keeping staff informed f. Improve communications g. Trust-Respect-Support h. Staff input/Involvement i. Balance between “one college” and campus environment (Internal Communication) j. Improve across divisions k. Improve across campuses l. Improve with all stakeholders (students, staff) m. Improve between management and staff

2010 Forum Themes

(Revised by the Quality Improvement Steering Committee on 12/15/10)

Category	QISC Participants	Themes
		<p>2. Marketing Strategies (2.4)(5.5)(6.1)(6.6)</p> <ul style="list-style-type: none"> a. Continue to market the value of WITC (i.e. 6th ranking) b. Use multiple communication channels (You tube, ads, paper, media, etc.) c. Benefit of 2-year technical education <ul style="list-style-type: none"> ➤ <i>cost</i> ➤ <i>employability</i> ➤ <i>need</i> ➤ <i>etc.</i> d. Focus on community, K-12, and businesses e. Promote technical education to parents (transfer opportunities, articulation agreements, graduation rates, new programs) <p>(Strengths)</p> <ul style="list-style-type: none"> f. Affordable g. Convenient h. Quality i. Personal Service <ul style="list-style-type: none"> ➤ <i>caring faculty/staff</i> ➤ <i>small class sizes</i> j. Good reputation k. Positive environment <p>(Positives)</p> <ul style="list-style-type: none"> l. Close to home m. Affordable n. Good reputation o. Atmosphere <ul style="list-style-type: none"> ➤ <i>friendly</i> ➤ <i>comfortable</i> p. Great staff are employed q. Staff are student focused r. Community asset s. Excellent learning environment t. <i>The Connection</i> (Intranet) is a good communication tool
		<p>3. Business and Industry Partnerships and Communication (2.3)(2.5)</p> <ul style="list-style-type: none"> a. Continue to build relationships/partnerships and communication with businesses b. Encourage feedback and input c. Staff involvement and visibility in community d. Explore entrepreneurship with area businesses

2010 Forum Themes

(Revised by the Quality Improvement Steering Committee on 12/15/10)

Category	QISC Participants	Themes
		<p>4. Resources (3.1)(3.2)(5.1)</p> <p>a. Fiscal responsibility and utilization of limited resources</p>
		<p>5. Educational Partnerships (2.4)(2.6)</p> <p>a. Change/improve perception of technical college</p> <p>b. Partnership opportunities with K-12 and postsecondary schools</p>
		<p>6. Online (1.1)(3.1d)(5.6)</p> <p>a. Communication of online programming decisions, strategies, and philosophy</p> <p>b. Evaluate positives and negatives</p>
<p>5 Planning and Implementation of Continuous Improvement</p>	<p>Jennifer Kunselman Bob Meyer Mary Ann Pebler</p>	<p>1. Continue to Improve WITC Decision Making (4.1)(4.4)</p> <p>a. Decision based data and stake holders</p> <ul style="list-style-type: none"> ➤ <i>staff</i> ➤ <i>students</i> ➤ <i>employers</i> ➤ <i>use forums</i> <p>b. Make decisions that are fiscally sound and well communicated</p> <p>c. Allocate resources effectively (3.1, 3.2, 4.4, 5.1)</p> <ul style="list-style-type: none"> ➤ <i>staffing</i> ➤ <i>facilities</i> ➤ <i>programming</i>
		<p>2. Reducing Student Barriers to Student Learning (1.3)</p> <p>a. Childcare</p> <p>b. Housing</p> <p>c. Quiet space for studying</p> <p>d. Transportation</p> <p>e. Financial/Affordability</p> <ul style="list-style-type: none"> ➤ <i>waive fees for the “needy”</i>
		<p>3. Explore New Training Opportunities Responsive to Stakeholder Needs (1.4)(2.1)(2.3)</p> <p>a. Aging workforce</p> <p>b. Training tracks (Continuing Ed)</p> <p>c. Continuing Ed healthcare occupations</p>

2010 Forum Themes

(Revised by the Quality Improvement Steering Committee on 12/15/10)

Category	QISC Participants	Themes
		4. Keep Pace and Balance with Technology (2.1d)(3.1) a. Instruction b. Curriculum c. Administrative
		5. Capitalize our Washington Monthly 6th Ranking (4.2) a. Strive to be #1 b. Market accomplishments (excellence)
		6. Improve Online Learning and Other Delivery Methods (1.1)(4.6) a. More support with technology (i.e. help desk, technical support, uptime) b. Improve student/instructor interaction

12-15-10 Reviewed by Board