

**2010 Forum Themes**

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

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

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		<p>3. <b>Increase Academic Support (5.2)(6.2) (6.5)</b></p> <ul style="list-style-type: none"><li>a. Tutoring</li><li>b. Childcare</li><li>c. Flexible delivery (Flex Labs)</li><li>d. Support services</li><li>e. Remediation</li><li>f. Writing labs</li><li>g. Scheduling</li><li>h. Affordability</li></ul> <p><b>(Special Populations)</b></p> <ul style="list-style-type: none"><li>i. Veteran services</li><li>j. At-Risk populations<ul style="list-style-type: none"><li>➤ <i>GED/HSED</i></li><li>➤ <i>our own students</i></li></ul></li><li>k. Community</li><li>l. Aging demographic</li><li>m. Students with childcare needs</li><li>n. International students</li></ul> <p><b>(Student Life)</b></p> <ul style="list-style-type: none"><li>o. Healthier food choices</li><li>p. Greater access to food services</li><li>q. Maintain a quality environment outside of the classroom<ul style="list-style-type: none"><li>➤ <i>computers</i></li><li>➤ <i>lighting</i></li><li>➤ <i>noise</i></li><li>➤ <i>study areas</i></li></ul></li><li>r. Student support<ul style="list-style-type: none"><li>➤ <i>writing lab</i></li><li>➤ <i>technology</i></li><li>➤ <i>LRC</i></li></ul></li></ul>

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

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

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

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

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

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

12-15-10 Reviewed by Board