

1-16-07 Revised:  
Action Item E-1  
Attachment added.

January 12, 2007

NOTICE TO RESIDENTS OF THE MILWAUKEE AREA  
TECHNICAL COLLEGE DISTRICT, WISCONSIN

A regular open meeting of the **EDUCATION, SERVICES, AND INSTITUTIONAL RELATIONS COMMITTEE** of the Milwaukee Area Technical College District Board, Wisconsin, will be held in the **BOARD ROOM (ROOM M210)** of the **MILWAUKEE AREA TECHNICAL COLLEGE**, 700 West State Street, Milwaukee, Wisconsin on **Tuesday, January 16, 2007**, beginning at **5:00 P.M.**\* The agenda\*\* for said meeting is presented as follows:

The agenda for said meeting is presented as follows:

**A. Roll Call**

**B. Compliance with the Open Meetings Law**

C. [Approval of Minutes – December 12, 2006 - Attachment 1](#)

**D. Comments from the Public**

**E. Action Items**

1. [Revisions to Policy A0109 – Public Records – Attachment 2](#)
2. [Resolution \(E0003-01-07\) to Approve Investigation Phase for Medical Coding Specialist Technical Diploma Program – Attachment 3](#)

**F. Discussion Items**

1. [Program Quality Review — BARCOS Apprenticeship – Attachment 4](#)
2. [Program Quality Review – Real Estate Brokerage – Attachment 5](#)
3. [Enrollment Update](#)

## **G. Information Items**

1. [List of Active Programs – Attachment - 6](#)

## **H. Miscellaneous Items**

1. Communications and Petitions
2. Information Items

## **I. Old Business/New Business**

1. Date of Next Meeting: **Tuesday, February 20, 2007**  
**Board Room (M210)**  
**Milwaukee Campus**

Committee Members: Baker, Wells, Wilson

\* **Other members of the MATC Board may be present, although they will not be participating as members of this committee. This meeting may be conducted in part by telephone. Telephone speakers will be available to allow the public to hear those parts of the proceedings that are open to the public.**

\*\* **Action may be taken on any agenda item, whether designated as an action item or not. Agenda items may be moved into Closed Session for discussion when it becomes apparent that a Closed Session is appropriate under Section 19.85 of the Wisconsin Statutes. The Board may return into Open Session to take action on any item discussed in Closed Session.**

*Reasonable accommodations are available through the ADA Office for individuals who need assistance. Please call 414-297-6221 to schedule services at least 48 hours prior to the meeting.*

**DRAFT**  
**Attachment ESIR - 1**

**MILWAUKEE AREA TECHNICAL COLLEGE DISTRICT BOARD**  
**Education, Services, and Institutional Relations Minutes**

<b>STAFF/ADMINISTRATION PRESENT:</b>	Theresa Barry	Gloria Pitchford-Trice
	Dan Burrell	Mike Sargent
	Janice Falkenberg	Dave Turner
	Deryl Davis-Fulmer	Jim Walsh
	Rob Hartung	Mike Walsh
	Dessie Levy	Karen Zwissler

**CALL TO ORDER**

The regular monthly meeting of the Education, Services, and Institutional Relations Committee of the Milwaukee Area Technical College District Board was held in open session on Tuesday, December 12, 2006, and called to order by Chairperson Baker at 5:06 p.m. in the Board Room, Room M210, at the Milwaukee Campus of Milwaukee Area Technical College.

**ITEM A: ROLL CALL**

**Present:** Lauren Baker, Lenard Wells and Anne Wilson

**ITEM B: COMPLIANCE WITH THE OPEN MEETINGS LAW**

The Education, Services, and Institutional Relations Committee meeting was noticed in compliance with the Wisconsin Open Meetings Law.

**ITEM C: APPROVAL OF MINUTES – November 21, 2006 – Attachment 1**

Motion: The minutes were approved without objection.

Action: **Motion approved.**

**ITEM D: COMMENTS FROM THE PUBLIC**

None

**ITEM E: ACTION ITEMS**

**E-1 Revisions to Policy A0109 – Public Records – Attachment 2**

Discussion: Ms. Janice Falkenberg, Assistant General Counsel, provided background information regarding changes made to Policy A0109-Public Records.

She requested the committee take action and the revisions be moved to the full Board.

**Motion:** It was moved by Director Wells, seconded by Director Wilson to move the Revision to Policy A0109, Public Records to the full Board for a First Reading.

**Action:** Motion Approved.

**ITEM F: DISCUSSION ITEMS**

**F-1 Program Quality Review – Dietetic Technician – Attachment 3**

Discussion: Mr. James Walsh, Interim Provost, reminded the Board members that the Dietary Manager diploma program was suspended last year. As a result the department is currently involved in the process of merging that program into the Dietary Technician program. Mr. Walsh introduced Ms. Dessie Levy, Dean of Health Occupations and Ms. Marian Benz, instructor, to present the program review.

Ms. Benz provided information on the focus of the action plan with respect to fusion of the two programs. She provided the status of the fusion, upcoming curriculum plans and evaluations.

Mr. Walsh stated that Ms. Benz was very helpful during the suspension of the Dietary Manager diploma program and during the merger with the Dietary Technician program. He also stated that there is only one other Dietary Technician program in the state. This program is located at Madison Area Technical College. Dialogue has been occurring between the two colleges to strengthen both programs through cooperative efforts.

Director Baker requested that costs associated with action plan items be provided for future presentations.

Further program information was highlighted in Attachment 3.

**F-2 Program Quality Review – Criminal Justice Law Enforcement - Attachment 4**

Discussion: Mr. James Walsh stated that Associate Degree program in Criminal Justice is a large program, but is only a part of the police science instruction at the college and a smaller piece of the entire protective services program.

Mr. Walsh introduced Dr. Dave Turner, Dean of the Technical & Applied Sciences Division and Mr. Vince Vitale, Associate Dean. Mr. Vitale introduced program faculty in attendance: Mr. Preston Baity, Mr. Paul Stuhmer, and Mr. James Daily. Mr. Vitale also introduced Mr. Mark Boggins, instructor, and Ms. Connie Prange, instructor to present the program quality review.

Ms. Prange and Mr. Boggins outlined the program review process conducted for the program. The action plan was discussed with specific mention of the need for online or blended courses and the plan to increase minority enrollments.

Mr. Walsh invited the Board committee to attend the Recruit School Graduation to get a sense of the nature of the program. Mr. Walsh also stated that, in response to Director Wells' concerns about the dual certification for teachers, processes to rectify the situation are being undertaken.

Director Baker suggested a change in wording in the program profile demographics. The item should be stated as an increase in females and not as a decrease in males which would keep the content in a positive framework.

Further information can be found on Attachment 3.

**F-3 Enrollment Update**

Discussion: Mr. James Walsh introduced Ms. Theresa Barry, Vice President Student Services, who provided information on enrollment. Ms. Barry stated that applications had increased due to a very successful open house which provided the college with over 500 applications.

Director Baker and the Committee requested that this subject become a regular agenda item.

**F-4 Academic Master Plan – Attachment 5**

Discussion: Mr. James Walsh outlined the basic structure of the plan and stated the plan builds from the Goals and Objectives of the Strategic Plan. The strategies are the long term means for accomplishing those objectives. Task and timelines are those items that are being done annually or specifically in any one year.

Mr. Walsh briefly described specific tasks for the 2007 academic year.

Further information can be found on Attachment 5

**ITEM G: INFORMATION ITEMS**

**G-1 Advisory Committee Quarterly and Equity Report – Attachment 6**

Discussion: Mr. Walsh provided information on the quarterly and equity reports for the Advisory Committees. He stated that minority members have been added to Nursing AD, Clinical Lab Technician, CUTEP, Human Services and Line Mechanic programs. Board members requested additional information with respect to activities undertaken to improve minority representation on the Advisory Committees.

Further information can be found on Attachment 6.

**ITEM H: Miscellaneous Items**

1. Communications and Petitions
2. Information Items

**ITEM I: OLD BUSINESS/NEW BUSINESS**

Date of Next Meeting: Tuesday, January 16, 2007  
Milwaukee Campus, Board Room (M210)

**ADJOURNMENT**

The Committee adjourned 6:35 p.m.

Respectfully submitted,

Sandra C. Webster  
Administrative Specialist to the Provost

*matc*

Milwaukee Area Technical College

**POLICY**

Title: PUBLIC RECORDS

Code:

A0109

Authority: Wisconsin Public Records and Property Law; Wis. Stats. § 19.21 et seq., 19.32(2); Board Minutes, 1/28/91; 3/28/94; 8/27/96; 11/18/97; 3/24/98; 9/28/99; 1/23/01

Original Adoption: 12/15/82  
 Revised/Reviewed: 4/15/03  
 Effective: 4/16/03

**1. Designation of Public Records**

The district board hereby reaffirms the public policy that all of its records as defined in Section 19.32(2), Stats., are public records subject to release, inspection, and reproduction, except as otherwise provided for by law.

**2. Designation of the Legal Custodian**

The district board hereby designates the President as legal custodian of the records.

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The President may designate duties and responsibilities of this district pursuant to the Wisconsin Public Records law to deputy legal custodians. The legal custodian or his/her deputy shall be responsible for the release of public records of the district, the conditions under which records may be inspected, and the collection of costs for the location and reproduction of records.

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**3. Powers of the Legal Custodian**

All requests for the inspection, release, and/or reproduction of the public records of the district shall be directed or referred to the legal custodian or his or her deputy. The legal custodian is hereby vested with full legal power to make decisions concerning the inspection, release, or reproduction of records as permitted under Wisconsin's Public Records and property law.

Any costs or fees incurred by the district in the conduct and implementation of this policy shall be indemnified by the district and will not be treated as a personal liability of the custodian, unless penalties are incurred on account of the legal custodian or deputy's act or omission which is willful and in bad faith.

**4. Procedure for the Inspection, Release, or Reproduction of Records and Property of the District**

The official notice of the procedures for release of public records shall be prominently displayed at all campus locations and made available on request to any member of the public upon demand. It is further directed that all employees of the district be informed of the requirements of the Wisconsin Public Records and property law and the provision of this policy.

5. **Preservation of Records** All public records of the district, as defined in Sec. 19.32 (2), shall be preserved in accordance with provisions of appropriate Wisconsin Statutes. Records of district board minutes and other documents are available in either hard copy or electronic record. The official record for any MATC board action is the hard copy version on file in the William F. Rasche Memorial Library located at 700 West State Street in Milwaukee. Additional copies are also available at the other MATC campuses and can be accessed through the Legal Custodian of Records.

## OFFICIAL NOTICE

### Procedures for Release of Public Records

THE FOLLOWING INFORMATION IS PROVIDED TO THE PUBLIC TO ASSIST THEM IN OBTAINING ACCESS TO AND COPIES OF RECORDS OF THE DISTRICT UNDER THE WISCONSIN OPEN RECORDS LAW.

Copies of this notice are available from the legal custodian of the records.

#### I. **LEGAL CUSTODIAN OF RECORDS**

The MATC District has designated the president as the legal custodian of the records of the district.

##### A. **Nonstudent Records**

The president has designated the responsibility for release of all nonstudent records to the Vice President, General Counsel. Any request for nonstudent records shall be routed to and handled by the Vice President, General Counsel. No nonstudent records may be released by anyone other than the Vice President, General Counsel, or in his/her absence, the Vice President, College Advancement. The Vice President, General Counsel can be contacted at:

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Vice President, General Counsel  
Milwaukee Area Technical College  
700 West State Street  
Milwaukee, WI 53233-1443  
(414) 297-6600

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In his/her absence: Vice President, College Advancement  
Milwaukee Area Technical College  
700 West State Street  
Milwaukee, WI 53233-1443  
(414) 297-6600

**B. Student Records**

The release of student records is made in accordance with the Family Educational Rights and Privacy Act of 1974 and applicable state law. The procedures governing the release of student records are detailed in Administrative Regulation and Procedure FF0100.

The President has delegated the responsibility for release of all student records to the Vice President, Student Services. Any requests for student records shall be routed to and handled by the Vice President, Student Services. No student records may be released by anyone other than the Vice President, Student Services, or in his/her absence, the Registrar. The Vice President, Student Services can be contacted at:

Vice President, Student Services  
Milwaukee Area Technical College  
700 West State Street  
Milwaukee, WI 53233-1443  
(414) 297-6600

In his/her absence:

Registrar  
Milwaukee Area Technical College  
700 West State Street  
Milwaukee, WI 53233-1443  
(414) 297-6600

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**C. "Public File" Television Records**

The President has delegated the responsibility for release of the public television records contained in the "Public File" under Federal Communication Commission regulations to the General Manager of Public Television, Channels 10 and 36. However, all Public Television records other than those in the "Public File" shall be requested and obtained only through Vice President, General Counsel (see A). Any request for "Public File" materials of the television station shall be routed to and handled by the manager of Public Television. No "Public File" records may be released by anyone other than the manager of Public Television, or in his absence the Manager of TV Administration and Planning. The General Manager of Public Television can be contacted at:

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**General Manager of Public Television**

Channels 10 and 36  
Milwaukee Area Technical College  
1036 North Eighth Street  
Milwaukee, WI 53233-1443  
(414) 297-6600

Deleted: Director/

In his/her absence:

**Manager of TV Administration and Planning**

Channels 10 and 36  
Milwaukee Area Technical College  
1036 North Eighth Street  
Milwaukee, WI 53233-1443  
(414) 297-6600

**II. OFFICE HOURS**

Requests for records may be made by contacting the appropriate custodian between 8:00 a.m. and 4:00 p.m., Monday through Friday. The offices of the district are closed on Saturdays, Sundays, and legal holidays. Additional information can be obtained by contacting MATC through its web site at: <http://www.matc.edu>

Deleted: After hours, oral records requests can be recorded by district telephone voicemail.

### **III. RELEASE, INSPECTION, AND REPRODUCTION OF PUBLIC RECORDS**

Any person may request public records of the district. Any person requesting access to the records of the district need not identify himself or herself in order to obtain a record nor state any reasons for the request. [All requests must be made in writing and must contain contact information including a telephone number, address and/or e-mail address; or any other alternative arrangement for contact.](#)

No original public records of the district are to be removed from the possession of the legal custodian. The legal custodian shall be responsible for designating where, when, and how the public records of the district may be inspected and copied. However, the decisions of the official custodian shall be governed by this notice. Any request for a record must reasonably describe the record sought. If the legal custodian cannot reasonably determine what records are being requested, the request shall be denied.

Upon request for any record, the legal custodian shall, as soon as practicable and without delay, either fill the request or notify the requestor of the district's determination to deny the request in whole or in part and the reasons therefor. If a written request is denied in whole or in part, the requestor shall receive a written statement of the reasons for denying the written request. If a request is made orally, the district may deny the request orally, unless a demand for a written statement of the reasons denying the request is made by the requestor within five (5) business days of the oral denial.

If it is determined that portions of a requested record should not be released, the legal custodian shall edit those records and remove the material not to be released and thereafter release the balance of the record.

Any request for computer-generated records of the district will not be provided until the requestor is informed of the estimated costs and agrees to pay them.

### **IV. FEES**

Fees charged by the district relative to the costs of locating or reproducing any records of the district are as follows:

#### **A. Fees for Locating Records**

There will be no location fee imposed upon any person who requests a record if the costs of locating that record do not exceed \$50.

Deleted: In general, district records are available and can be located in a reasonable period of time.

The requestor shall pay to the district the actual, necessary and direct cost of location of appropriate records if the cost is \$50.00 or more.

Deleted: The district has established the hourly rate of \$15.00 per hour for employees involved in attempting to locate a record.

**B. Reproduction Fees**

1. Fees for copying and reproducing existing records where equipment and staff service are available on-site shall be charged to the requestor as follows:

- a. Records which are normally reproduced in multiple copies for general distribution (i.e., district agenda, annual budget report, semester schedules) will continue to be made available upon request at no cost.

Other reproduction fees are:

- b. 25 cents per page - Photocopies  
50 cents per page - Micro-fiche Reader Copies  
Actual, necessary and direct cost for transcription of audio tapes or stenographic records, duplication of audio tapes, video tape, photographs, or other media.

Deleted: \$15.00 per hour, in one-quarter hour increments,

Deleted: Full cost recovery

Inserted: Full cost recovery

- c. Where the record is contained in the computer records of the district, the requestor will be charged prevailing data processing service center rates for CPU processing and printer time.
- d. In addition to the transcription, duplication, or processing charges, the actual cost to the district of the tape or other medium used for reproduction shall also be paid by the requestor.

2. If it is necessary for the district to lease equipment or contract with a third party vendor to supply reproduction services, the requestor cost will be those actual costs incurred by the district.

3. The requestor shall be charged for the actual necessary and direct cost of mailing or shipping of any copy of a record which is mailed or shipped to the requestor.

4. MATC reserves the right to require prepayment by a requestor of any fee or fees imposed by this policy if the total amount exceeds \$5.00.

## **Resolution to Approve Investigation Phase for Medical Coding Specialist Technical Diploma Program**

### ***Background Information:***

Coding specialists are in demand in acute-care and outpatient-care facilities, including physician office practices, government agencies, and long-term care facilities. The *Occupational Outlook Handbook* of the U.S. Department of Labor, Bureau of Labor Statistic indicates that job prospects for *medical record coders, coder/abstractors, or coding specialists* should be very good. Employment is expected to [grow much faster than average](#) for all occupations through 2014. Changing government regulations and the growth of managed care have increased the amount of paperwork involved in filing insurance claims. Additionally, health care facilities are having difficulty attracting qualified workers, primarily because of the lack of both formal training programs and sufficient resources to provide on-the-job training for coders. Job opportunities may be especially good for coders employed through temporary help agencies or by professional services firms .

According to the December 2004 Hospital Workforce Report by the Wisconsin Hospital Association, Medical Coder positions are among the seven most critical positions that are already difficult to fill. Medical Records / Health Information Technicians, including Medical Coders, have an expected rate of growth of 55% third only to nursing and second to Medical Assistants . This need was supported by the results of the Medical Coding Certificate graduate survey results and affirmed by the ad-hoc advisory committee members.

Milwaukee Area Technical College started a Medical Coding Certificate in Fall2004 and requests the expansion to a technical diploma. MATC is poised to meet this need in SE Wisconsin by continuing to provide training in the Medical Coding Specialist Technical Diploma. This change is being requested in response to a growing interest in Medical Coding Specialists trained to meet professional standards of excellence to effectively serve in healthcare settings. Additionally the Technical Diploma classification, rather than this program's current certificate status will facilitate the recruitment, retention, and financial aid processes with MATC.

The technical diploma, as the current certificate, will continue to utilize the statewide curriculum developed in a collaborative venture among the five Wisconsin Technical Colleges that offered the Medical Coding Specialist or Certificate. The Medical Coding Specialist Diploma program will provide training in medical terminology, Natural Science, Health Information Science, Health Care Delivery Systems, Reimbursement and Coding. This program will provide students with the specialized skills and knowledge to: 1) Analyze health information from patient records and assigns medical codes to diagnoses and procedures to support clinical care, 2) to assist medical research and 3) to provide information for reimbursement purposes .

The curriculum will be aligned with DACUM results identified in the Medical Coder DACUM sponsored by the Department of Workforce Development, Bureau of Apprenticeship Standards. The DACUM was conducted on September 30, 2003 by Terri Johnson, WIDS Consultant. Graduates will be able to become certified through the American Health Information Management Association and the American Academy of Professional Coders

MATC will pursue approval of quality coding instruction status for the technical diploma through the Council on Accreditation of the American Health Information Management Association. With this approval status, MATC's program will be peer reviewed against a minimum set of criteria for comprehensive medical coding training.

New Full-Time Faculty Required:	1 (Hired FY07)
Existing Part-time Faculty required:	2
Renovation/Remodeling Costs:	0
Equipment/Facilities Costs:	\$3,000 software
Starting Date:	8/07

*Resolution*

BE IT RESOLVED, that the District Board of the Milwaukee Area Technical College submit a request to the Wisconsin Technical College System for consideration and approval of the Investigative Phase of the **Medical Coding specialist Technical Diploma Program.**

12/15/06

## ***Attachment ESIR - 4***

### ***QUALITY REVIEW PROCESS***

#### ***PROGRAM PROFILE***

##### **Barber/Cosmetologist Apprenticeship (50-502-1)**

This Apprenticeship program went through a quality review process during the 2006 academic year. The internal program quality review team was comprised of Abbie Ajibola, Judith Brown, George Gomez, Linda Ingaldson, Annette Lay, Kara Netterville, Cynthia Smith, Nancy Walters, Linda Zizzo, Karen Kraus and Roger Plath, the Associate Dean for the program. Their External Review Team consisted of Kathy Schauer, Cynthia Whitely, Pascal Arnez, and Jamal Nuruddin.

The Barber/Cosmetologist Apprentice Program is a two-year program consisting of 3,712 hours of hands-on training in a salon and 288 hours of theory instruction at MATC. As an apprentice, students are indentured to a salon manager who directly supervises and is responsible for their practical training. Managers provide students with the equipment necessary to learn all phases of practical training, keep records of all practical work hours in the salon, and pay apprentices for hours of work as well as class attendance.

Opportunities for barber/cosmetologists are excellent. Entry-level positions include hairstylist, hair colorist, manicurist, skin-care specialist, makeup artist, and hair and scalp specialist. With additional training, experience, and/or licensing, many more opportunities exist. About half of all experienced barber/cosmetologists are self-employed.

Application for admission to the apprenticeship program is directly to a salon that will be willing to train the student. The salon must be licensed and have a manager on record at the Department of Regulation and Licensing to which the apprentice will be assigned. Student sponsors must contact the MATC representative to obtain an employer/apprentice application to submit to the Bureau of Apprenticeship Standards for the indenture contracts. These contracts must be prepared and approved as a State Indentured Apprenticeship. An application must also be submitted to the Department of Regulation and Licensing for the permit and licensing.

##### ***Demographics for FY 2005:***

1. During FY 2005, 286 students were enrolled in the program.
2. The program generated 30.48 FTEs during FY 2005. The typical range is between 29.0-31.5 FTE annually. The program generated 158.36 FTE's for the 2001-2005 period.
3. The program had 131 (45.8%) males and 155 (54.2%) females enrolled in FY 2005.
4. Program enrollments for FY2005 included 238 (83.2%) minority students

***Analysis of State Indicators for FY 2005:***

1. MATC apprentice completion exceeds state threshold figures in the following areas:
  - a. Apprenticeship retention in paid related instruction (46.30 to 28.96)
  - b. Completion of paid related instruction (35.71 to 20.16)
  - c. Female completion of paid related instruction (33.87 to 21.21)
  - d. Male completion of paid related instruction (35.42 to 0.00)
  - e. Minority completion of paid related instruction (28.21 to 8.52)
  - f. Non-minority completion of paid related instruction (52.94 to 21.68)
  - g. Attainment of apprenticeship completion (22.45 to 21.26)
2. Male completion of paid related instruction exceeded the WTCS target (35.42 to 18.86).
3. State employment data for “Hairdressers, Hairstylists, and Cosmetologists” projects an annual growth average of 610 openings per year between the years 2002-2012. This is the second largest category of job growth which requires vocational training. It is just behind “Auto Service Technicians and Mechanics” (620) and ahead of “LPN/LVN’s” (540).

***Analysis of MATC Indicators for FY 2005:***

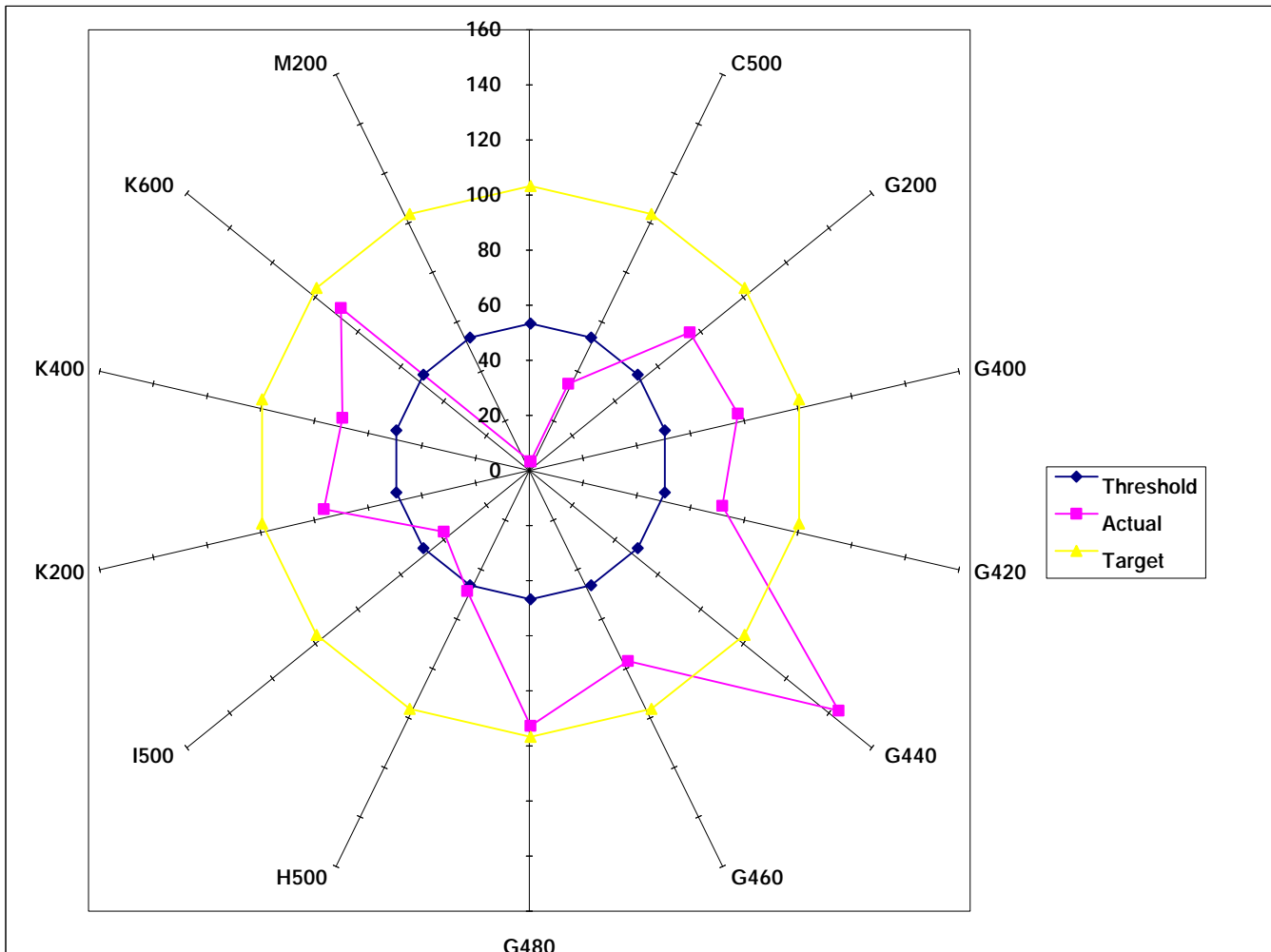
1. Employer satisfaction (3.04), faculty satisfaction (2.90), and apprentice’s satisfaction (3.27) all exceed threshold levels.

# ORP Scorecard

Fiscal Year: 2005

Milwaukee Area Technical College  
 Apprenticeship Program Evaluation  
 50-502-1 BARBER/COSMETOLOGIST

Indicator Type	Indicator Name	Threshold	Target	Actual
COLLEGE LEVEL	-	0.00	0.00	0.00
	K200-Employer Satisfaction	2.50	3.50	3.04
	K400-Faculty Satisfaction	2.50	3.50	2.90
	K600-Student Satisfaction	2.50	3.50	3.27
	M200-Curriculum in WIDS	0.00	0.00	0.00
STATE LEVEL	C500-Course Completion (Apprenticeship)	72.93	94.78	64.80
	G200-Apprenticeship Retention in Paid Related Instruction	28.96	64.55	46.30
	G400-Completion of Paid Related Instruction	20.16	48.71	35.71
	G420-Female Completion of Paid Related Instruction	21.21	50.60	33.87
	G440-Male Completion of Paid Related Instruction	0.00	18.86	35.42
	G460-Minority Completion of Paid Related Instruction	8.52	40.58	28.21
	G480-Non-Minority Completion of Paid Related Instruction	21.68	55.64	52.94
	H500-Attainment of Apprenticeship Completion	21.26	46.28	22.45
	I500-Wage Gains	1,385.32	2,986.36	1,082.80



**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number:</b> Barbering Cosmetology Apprenticeship 50-502-1		<b>Review Date:</b> April 03, 2006	
<b>Division:</b> Business and Information Technology-Consumer and Hospitality Services Subdivision		<b>Campus:</b> Milwaukee	
<b>Internal Review Team:</b> Roger Plath, Associate Dean; Karen Kraus, QRP Facilitator; Liza Larson, BARCOS Apprenticeship Coordinator; BARCOS Faculty: Abbie Ajibola, Judith Brown, George Gomez (Bilingual Program), Linda Ingaldson, Annette Lay, Kara Netterville, Cynthia Smith, Nancy Walters, Linda Zizzo (Instructional Chair).			
<b>External Review Team:</b> Kathy Schauer, WCTC; Cynthia Whitely, FVTC; Pascal “Tommy” Arnez, Arnez Company; Jamal Nuruddin, Top Class Barber			
<b>Focus Groups:</b> Employers/Graduates; Apprentice Students; Faculty; Administration; Counselors			
<b>Year 1 (FY 07) 2006-2007</b>			
<b>Data Goal #1:</b> Course Completion <b>Target Score:</b> 72.93 <b>Indicator:</b> State- C500 <b>Action/Steps:</b>  A. Investigate Accuplacer Test Requirement	<b>Person Responsible</b>    A. Counselors, Testing Center Coordinator	<b>Timeline:</b>    A. Investigate in Spring 07	<b>Cost:</b> <b>Source of funding:</b>  A. no cost

**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number:</b> Barbering Cosmetology Apprenticeship 50-502-1		<b>Review Date:</b> April 03, 2006	
<b>Division:</b> Business and Information Technology-Consumer and Hospitality Services Subdivision		<b>Campus:</b> Milwaukee	
<b>Internal Review Team:</b> Roger Plath, Associate Dean; Karen Kraus, QRP Facilitator; Liza Larson, BARCOS Apprenticeship Coordinator; BARCOS Faculty: Abbie Ajibola, Judith Brown, George Gomez (Bilingual Program), Linda Ingaldson, Annette Lay, Kara Netterville, Cynthia Smith, Nancy Walters, Linda Zizzo (Instructional Chair).			
<b>External Review Team:</b> Kathy Schauer, WCTC; Cynthia Whitely, FVTC; Pascal “Tommy” Arnez, Arnez Company; Jamal Nuruddin, Top Class Barber			
<b>Focus Groups:</b> Employers/Graduates; Apprentice Students; Faculty; Administration; Counselors			
<p style="text-align: center;"><b>Year 1 (FY 07) 2006-2007</b></p> <p><b>Data Goal #1:</b> Course Completion  <b>Target Score:</b> 72.93  <b>Indicator:</b> State C-500  <b>Action/Steps:</b></p> <p><b>B.</b> Increase communication</p> <ol style="list-style-type: none"> <li>1. Improve communication with industry managers/trainers: <ol style="list-style-type: none"> <li>a.) Send a “Welcome” letter along with course schedule/calendar to sponsor via student</li> <li>b.) Apprise sponsor manager/trainer about apprentice’s test scores, assignments and core abilities at mid-term and final via mail</li> </ol> </li> <li>2. Implement, as per contract, consistent opportunity for student feedback about faculty performance, instructional delivery and courses.</li> <li>3. Ongoing feedback from instructors to students, consistent amongst instructors- example: Gradekeeper Student Report</li> </ol>		<p><b>Person Responsible</b></p> <p><b>B.</b></p> <ol style="list-style-type: none"> <li>1. a &amp; b. All faculty</li> <li>2. All faculty, Coordinator, Associate Dean</li> <li>3. All faculty</li> </ol>	
		<p><b>Timeline</b></p> <p><b>B.</b></p> <ol style="list-style-type: none"> <li>1. a &amp; b. Each fall and spring semester</li> <li>2. Each fall and spring semester</li> <li>3. Every twice per semester- mid-term, final. By request.</li> </ol>	
		<p><b>Cost: Source of Funding:</b></p> <p><b>B.</b></p> <ol style="list-style-type: none"> <li>1. \$200 Budget Reallocation</li> <li>2. no cost</li> <li>3. \$100 Budget Reallocation</li> </ol>	

**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number:</b> Barbering Cosmetology Apprenticeship 50-502-1		<b>Review Date:</b> April 03, 2006	
<b>Division:</b> Business and Information Technology-Consumer and Hospitality Services Subdivision		<b>Campus:</b> Milwaukee	
<b>Internal Review Team:</b> Roger Plath, Associate Dean; Karen Kraus, QRP Facilitator; Liza Larson, BARCOS Apprenticeship Coordinator; BARCOS Faculty: Abbie Ajibola, Judith Brown, George Gomez (Bilingual Program), Linda Ingaldson, Annette Lay, Kara Netterville, Cynthia Smith, Nancy Walters, Linda Zizzo (Instructional Chair).			
<b>External Review Team:</b> Kathy Schauer, WCTC; Cynthia Whitely, FVTC; Pascal “Tommy” Arnez, Arnez Company; Jamal Nuruddin, Top Class Barber			
<b>Focus Groups:</b> Employers/Graduates; Apprentice Students; Faculty; Administration; Counselors			
<b>Year 1 (FY 07) 2006-2007</b>		<b>Person Responsible</b>	<b>Timeline</b>
<b>Data Goal #1:</b> Course Completion			<b>Cost:</b>
<b>Target Score:</b> 72.93			<b>Source of</b>
<b>Indicator:</b> State C-500			<b>Funding:</b>
<b>Action/Steps:</b>			
<b>B. Increase communication</b>			
4. Improve communication and/or cooperation between program instructors and manager/trainers of industry shops/salons. Interaction to include sharing best practices with the development of a training manual.		4. All faculty Coordinator, BARCOS Apprenticeship Advisory Committee	4. begin SP 07  4. \$300 Budget Reallocation
<b>C. Implement practical demonstration to prove theoretical application.</b>		<b>C. All faculty, Coordinator</b>	<b>C. Each fall and spring</b>  <b>C. no cost</b>
<b>D. Revise curriculum</b>		<b>D. All faculty, Coordinator</b>	<b>D. Investigation FA 07</b>  <b>D. no cost</b>
Investigate courses offerings by revision from 16 week semesters to 8 week quarters. Modify curriculum to fit new format			

**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number:</b> Barbering Cosmetology Apprenticeship 50-502-1		<b>Review Date:</b> April 03, 2006	
<b>Division:</b> Business and Information Technology-Consumer and Hospitality Services Subdivision		<b>Campus:</b> Milwaukee	
<b>Internal Review Team:</b> Roger Plath, Associate Dean; Karen Kraus, QRP Facilitator; Liza Larson, BARCOS Apprenticeship Coordinator; BARCOS Faculty: Abbie Ajibola, Judith Brown, George Gomez (Bilingual Program), Linda Ingaldson, Annette Lay, Kara Netterville, Cynthia Smith, Nancy Walters, Linda Zizzo (Instructional Chair).			
<b>External Review Team:</b> Kathy Schauer, WCTC; Cynthia Whitely, FVTC; Pascal “Tommy” Arnez, Arnez Company; Jamal Nuruddin, Top Class Barber			
<b>Focus Groups:</b> Employers/Graduates; Apprentice Students; Faculty; Administration; Counselors			
<b>Year 1 (FY 07) 2006-2007</b>		<b>Person Responsible</b>	<b>Timeline</b>
<b>Data Goal #1:</b> Course Completion <b>Target Score:</b> 72.93 <b>Indicator:</b> State C-500 <b>Action/Steps:</b>			<b>Cost: Source of Funding:</b>
E. Investigate alternative delivery system in the form of online courses to meet the needs of non-traditional students.		E. All faculty, Coordinator	E. no budget needed: implement State provided online modules
F. Mentor new faculty meetings with new faculty		F. Coordinator, Associate Dean	F. no cost
G. Begin BARCOS Apprenticeship Advisory Committee		G. Coordinator, Associate Dean	G. \$300/year budget allocation

**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number:</b> Barbering Cosmetology Apprenticeship 50-502-1		<b>Review Date:</b> April 03, 2006	
<b>Division:</b> Business and Information Technology-Consumer and Hospitality Services Subdivision		<b>Campus:</b> Milwaukee	
<b>Internal Review Team:</b> Roger Plath, Associate Dean; Karen Kraus, QRP Facilitator; Liza Larson, BARCOS Apprenticeship Coordinator; BARCOS Faculty: Abbie Ajibola, Judith Brown, George Gomez (Bilingual Program), Linda Ingaldson, Annette Lay, Kara Netterville, Cynthia Smith, Nancy Walters, Linda Zizzo (Instructional Chair).			
<b>External Review Team:</b> Kathy Schauer, WCTC; Cynthia Whitely, FVTC; Pascal “Tommy” Arnez, Arnez Company; Jamal Nuruddin, Top Class Barber			
<b>Focus Groups:</b> Employers/Graduates; Apprentice Students; Faculty; Administration; Counselors			
<b>Year 1 (FY 07) 2006-2007</b>	<b>Person Responsible</b>	<b>Timeline:</b>	<b>Cost: Source of fund</b>
<b>Data Goal #2:</b> Completion of paid related Instruction <b>Target Score:</b> 41.71 <b>Indicator:</b> State G-400  <b>Action/Steps:</b> <b>A. –G. same as above. Because Data Goal #1 and #2 are so similar, the steps of the action plan for this goal are the same as those of Goal #1.</b>	Same as above	Same as above	Same as above

**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number:</b> Barbering Cosmetology Apprenticeship 50-502-1		<b>Review Date:</b> April 03, 2006	
<b>Division:</b> Business and Information Technology-Consumer and Hospitality Services Subdivision		<b>Campus:</b> Milwaukee	
<b>Internal Review Team:</b> Roger Plath, Associate Dean; Karen Kraus, QRP Facilitator; Liza Larson, BARCOS Apprenticeship Coordinator; BARCOS Faculty: Abbie Ajibola, Judith Brown, George Gomez (Bilingual Program), Linda Ingaldson, Annette Lay, Kara Netterville, Cynthia Smith, Nancy Walters, Linda Zizzo (Instructional Chair).			
<b>External Review Team:</b> Kathy Schauer, WCTC; Cynthia Whitely, FVTC; Pascal “Tommy” Arnez, Arnez Company; Jamal Nuruddin, Top Class Barber			
<b>Focus Groups:</b> Employers/Graduates; Apprentice Students; Faculty; Administration; Counselors			
<b>Year 2 (FY 08) 2007-2008</b>			
<p><b>Data Goal #1:</b> Course Completion  <b>Target Score:</b> 72.93  <b>Indicator:</b> State- C500  <b>Action/Steps:</b></p> <p>A. Upon approval, implement Accuplacer Test requirement</p> <p>B. Refer students below threshold to Basic Skills</p> <p>C. same as Year One</p> <p>D. Write curriculum revision; obtain revision approval</p> <p>E. Seek approval for online delivery</p> <p>F. and G. same as Year One</p>	<p><b>Persons Responsible:</b></p> <p>A. Counselors, Testing Center Coordinator</p> <p>B. Program Counselor</p> <p>D. Associate Dean, Coordinator</p> <p>E. Associate Dean</p>	<p><b>Timeline:</b></p> <p>A. FA 08</p> <p>B. Upon approval FA 08</p> <p>D. FY 08</p> <p>E. FY 08</p>	<p><b>Cost:</b>  <b>Source of fund</b></p> <p>A. Student Apprentice</p> <p>B. no cost</p> <p>D. no cost</p> <p>E. no cost</p>

**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number:</b> Barbering Cosmetology Apprenticeship 50-502-1		<b>Review Date:</b> April 03, 2006	
<b>Division:</b> Business and Information Technology-Consumer and Hospitality Services Subdivision		<b>Campus:</b> Milwaukee	
<b>Internal Review Team:</b> Roger Plath, Associate Dean; Karen Kraus, QRP Facilitator; Liza Larson, BARCOS Apprenticeship Coordinator; BARCOS Faculty: Abbie Ajibola, Judith Brown, George Gomez (Bilingual Program), Linda Ingaldson, Annette Lay, Kara Netterville, Cynthia Smith, Nancy Walters, Linda Zizzo (Instructional Chair).			
<b>External Review Team:</b> Kathy Schauer, WCTC; Cynthia Whitely, FVTC; Pascal “Tommy” Arnez, Arnez Company; Jamal Nuruddin, Top Class Barber			
<b>Focus Groups:</b> Employers/Graduates; Apprentice Students; Faculty; Administration; Counselors			
<b>Year 2 (FY 08) 2007-2008</b>			
<b>Data Goal #2:</b> Completion of paid related Instruction	<b>Person Responsible</b>	<b>Timeline</b>	<b>Cost: Source of fund</b>
<b>Target Score:</b> 41.71 <b>Indicator:</b> State G-400 <b>Action/Steps:</b> <b>B. –G. same as above. Because Data Goal #1 and #2 are so similar, the steps of the action plan for this goal are the same as those of Goal #1.</b>	Same as above	Same as above	Same as above

**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number:</b> Barbering Cosmetology Apprenticeship 50-502-1		<b>Review Date:</b> April 03, 2006	
<b>Division:</b> Business and Information Technology-Consumer and Hospitality Services Subdivision		<b>Campus:</b> Milwaukee	
<b>Internal Review Team:</b> Roger Plath, Associate Dean; Karen Kraus, QRP Facilitator; Liza Larson, BARCOS Apprenticeship Coordinator; BARCOS Faculty: Abbie Ajibola, Judith Brown, George Gomez (Bilingual Program), Linda Ingaldson, Annette Lay, Kara Netterville, Cynthia Smith, Nancy Walters, Linda Zizzo (Instructional Chair).			
<b>External Review Team:</b> Kathy Schauer, WCTC; Cynthia Whitely, FVTC; Pascal “Tommy” Arnez, Arnez Company; Jamal Nuruddin, Top Class Barber			
<b>Focus Groups:</b> Employers/Graduates; Apprentice Students; Faculty; Administration; Counselors			
<b>Year 3 (FY 09) 2008-2009</b>			
<p><b>Data Goal #1:</b> Course Completion  <b>Target Score:</b> 72.93  <b>Indicator:</b> State- C500  <b>Action/Steps:</b></p> <ul style="list-style-type: none"> <li>A. Monitor testing to evaluate effectiveness</li> <li>B. Monitor effectiveness of Basic Skills referrals</li> <li>C. <b>same as Year One</b></li>   <li>D. Implement new curriculum</li>   <li>E. Obtain approval for online classes; promote with a view to begin teaching these courses in August, 2009</li> <li>F-G. same as Year One</li> </ul>	<p><b>Person Responsible</b></p> <ul style="list-style-type: none"> <li>A. Coordinator</li> <li>B. Coordinator</li> <li>C.</li>   <li>D. Associate Dean, Program Coordinator</li> <li>E. Associate Dean, Program Coordinator</li> </ul>	<p><b>Timeline:</b></p> <ul style="list-style-type: none"> <li>A. ongoing</li> <li>B. ongoing</li> <li>C.</li>   <li>D. begin FA 09</li>   <li>E. FY 09</li> </ul>	<p><b>Cost:</b> <b>Source of fund</b></p> <ul style="list-style-type: none"> <li>A. no cost</li> <li>B. no cost</li> <li>C.</li>   <li>D. no cost</li>   <li>E. \$100 through re-allocation</li> </ul>



## **QUALITY REVIEW PROCESS**

### **PROGRAM PROFILE**

#### **Real Estate (10-194-1)**

This Associate Degree program went through a quality review process during the 2007 academic year. The internal program quality review team was comprised of Tom Ortell, Richard Paur and Katherine Collins, the Associate Dean for the program. The program advisory committee functioned as the External Review Team.

**Overview**— MATC's Real Estate associate degree program prepares students for a wide range of careers in the real estate field. The program is designed to familiarize students with numerous real estate industry job opportunities, including sales and brokerage, appraisal, property management, mortgage lending, investment, tax assessing, community building inspection, home inspection and others. The program includes broad training in the major areas of real estate, which can lead to sales and broker licenses, an appraisal license/certificate, or to one of several designations in property management. The Real Estate program is approved by the Wisconsin Department of Regulation and Licensing/Real Estate Bureau. MATC also offers alternatives to an associate degree. The Real Estate certificate program provides specialized knowledge in real estate in a shorter period of time. Salesperson's and broker's preparation courses are offered to meet minimum educational requirements to qualify for the state licensing exams.

Current and future job opportunities in real estate are numerous. Real estate is a major component of our economy, affecting facets of the community including both the residential and commercial venues. Because of this, there is always demand for capable, well-trained real estate specialists as employees of established real estate companies or as self-employed real estate practitioners.

#### ***Demographics for FY 2005:***

1. During FY 2005, 144 students were enrolled in the program. This number is 32.6% higher than the five year average enrollment of 108.6 students.
2. The program generated 73.2 FTEs during FY 2005. FTEs were 43.3% higher than the five year average of 51.1.
3. Males were 56.9% (82) and females were 43.1% (62) of the FY 2005 enrollment. This represented an increase of 12% in the percentage of males in the program over the five year average of 50.8%.
4. Program enrollments for FY2005 included 70 minority students (48.6%). The percentage of minority enrollment for FY2005 was lower than the five year average for the program of 51.4%.

### **Course Completion and Other Selected Outcomes for FY 2005:**

1. The course completion rate for these programs in face-to-face sections was 80.5% for FY 2005, which was higher than the five year average completion rate of 75.23%. No sections were offered via alternative delivery modes in FY 2005.
2. The graduation index is calculated by dividing the number of graduates in FY 2005 by the number of students enrolled in the program code that same year. The annual graduation index for this program for FY 2005 was 7.6% or 11 of the 144 students enrolled.
3. Employment and wage data for this program was available for FY 2005, when MATC graduate employment reports show that the annual salary for program graduates was \$38,251. Statewide the median salary was \$28,862.
4. The *Graduate Employment Report* reported that 90% of the program graduates were employed within six months and that 62 employment opportunities were received by MATC for this program in 2005; statewide the projected demand was 150. Real Estate Sales Agent is identified by the Department of Workforce Development as one of the top occupations for best job prospects and above average wages in Wisconsin.

# Quality Review Process Scorecard FY2005

10-194-1

Real Estate Brokerage

State Indicators	Actual Performance FY2005	Threshold Performance Average of 4 lowest in the State	Target Performance Average of 4 highest in the State
C200-Course Completion	55.24	64.88	73.26
C400-Special Populations Course Completion	52.68	57.52	60.49
C600-Minority Course Completion	46.38	39.27	46.38
F200-Second Year Retention	46.97	47.83	53.66
F400-Third Year Retention	25.42	25.63	26.47
F600-Third Year Graduation	5.08	9.76	18.33
F800-Fifth Year Graduation	5.13	11.62	22.58
I300-Job Placement - All Employment	100	91.67	100
I600-Job Placement - Related Employment	50	50	100

MATC Indicators	Actual Performance FY2005		Threshold Performance		Target Performance	
	N	%	N	%	N	%
<b>1) Program Enrollment: Headcount</b>	144		113		119	
<b>2) Program Enrollment: FTEs</b>	73.2		55.0		58	
<b>3) Graduation</b>	11	7.6	3		3	
<b>4) % Racial/Ethnic Minority Students</b>	70	48.6	43	30.0	58	40.0
<b>5) Sections</b>						
Traditional Delivery	27					
Alternative Delivery	N/A	N/A	4	15.0	7	25.0
<b>6) Section Completion Rate</b>						
Traditional Delivery Total Enrollment	696					
Traditional Delivery (Pass)	560	80.5	487	70.0	557	80.0
Alternative Delivery Total Enrollment	N/A					
Alternative Delivery (Pass)	N/A	N/A	N/A	70.0	N/A	80.0
<b>7) Employment Requests Received by MATC</b>						
Part-Time	57					
Full-Time	14					
<b>8) Program Indicator 1:</b>						
<b>9) Program Indicator 2:</b>						

Footnotes:

Targets will be set in consultation with each program area or will be consistent with college-wide percent increase in FTEs

- 1) Actual = Source is WTCS Report VE215330, Threshold = maintain previous yr, Target = previous yr + 5%
- 2) Actual = Source is WTCS Report VE215330, Threshold = maintain previous yr, Target = previous yr + 5%
- 3) Actual = Source is WTCS Report VE215330, Threshold = maintain previous yr, Target = previous yr + 10%
- 4) Actual = Source is WTCS Report VE215330, Threshold = 30% of actual headcount, Target = College wide % of minorities  
See Other MATC Indicators worksheet for ethnic distribution.
- 5) Actual = Source is COSMO, This is the number of sections offered for Courses in the program curriculum with the same instructional area as the program. Measure is alternative delivery over traditional delivery. Threshold = 15% of actual traditional delivery, Target = 25% of actual traditional delivery.
- 6) Actual = Source is COSMO. These are the students enrolled in the sections identified in 5) above. Measure is completion (grades of D- or better and P) in both traditional and alternative delivery over total enrollment in the corresponding category. Threshold = 70 % of actual total enrollment in each corresponding category.  
Target is 80% of actual total enrollment in each corresponding category.
- 7) Source is Employment Development Center

**Quality Review Process  
MATC Indicators - Trend  
FY2001 - FY2005**

10-194-1

Real Estate Brokerage

	FY2001		FY2002		FY2003		FY2004		FY2005	
	N	%	N	%	N	%	N	%	N	%
<b>1) Program Enrollment: Headcount<sup>(i)</sup></b>	77		106		103		113		144	
Full-Time	7	9.1	14	13.2	9	8.7	17	15.0	39	27.1
Part-Time	70	90.9	92	86.8	94	91.3	96	85.0	105	72.9
<b>2) Program Enrollment: FTEs<sup>(i)</sup></b>	34.4		47.5		45.3		55.0		73.2	
<b>3) Graduation<sup>(i)</sup></b>	3	3.9	2	1.9	6	5.8	3	2.7	11	7.6
<b>4) Racial/Ethnic Minority Students<sup>(i)</sup></b>	38	49.4	64	60.4	53	51.5	53	46.9	70	48.6
<b>5) Sections<sup>(ii)</sup></b>										
Traditional Delivery	15		17		18		26		27	
Alternative Delivery	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>6) Section Completion Rate<sup>(iii)</sup></b>										
Traditional Delivery Total Enrollment	326		398		466		628		696	
Pass	217	66.6	292	73.4	366	78.5	487	77.5	560	80.5
Non-Pass	109	33.4	104	26.1	12	2.6	49	7.8	37	5.3
Other	0	0.0	2	0.5	88	18.9	92	14.6	99	14.2
Alternative Delivery Total Enrollment	N/A		N/A		N/A		N/A		N/A	
Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Non-Pass	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Other	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>7) Employment Requests Received by MATC<sup>(iv)</sup></b>										
Part-Time	9		4		5		3		14	
Full-Time	42		6		13		24		57	

Footnotes:

N/A = Not Available

<sup>(i)</sup> Source is State Report VE215330. Racial/Ethnic minorities include Black/African American, Hispanic, Asian or Pacific Islander and Native American.

Graduation counts include those entered on COSMO by the closing of Client Reporting and with a graduation date within the year being reported.

Also included are those who met requirements for graduation but chose not to apply for graduation.

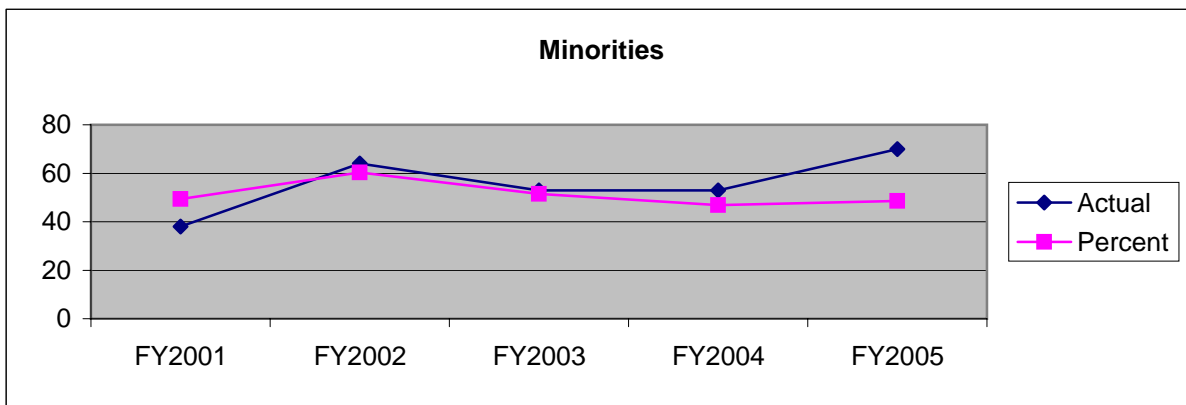
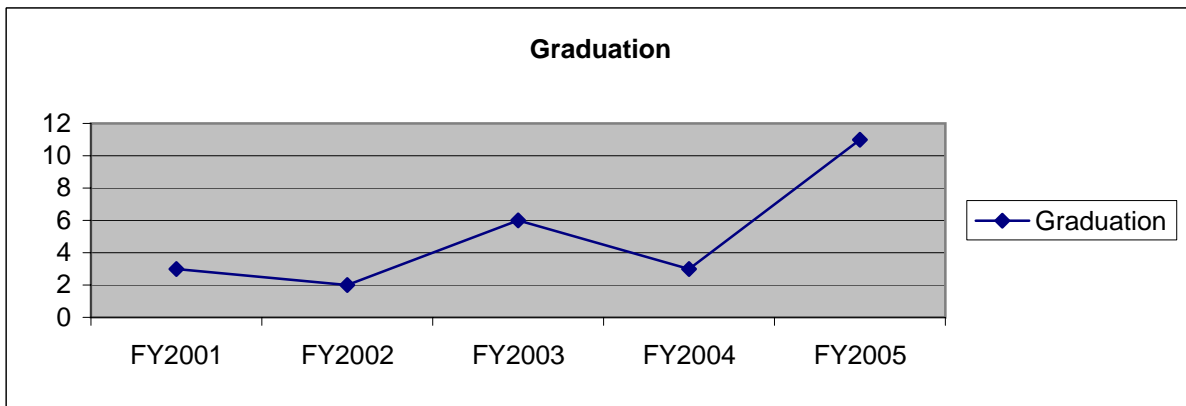
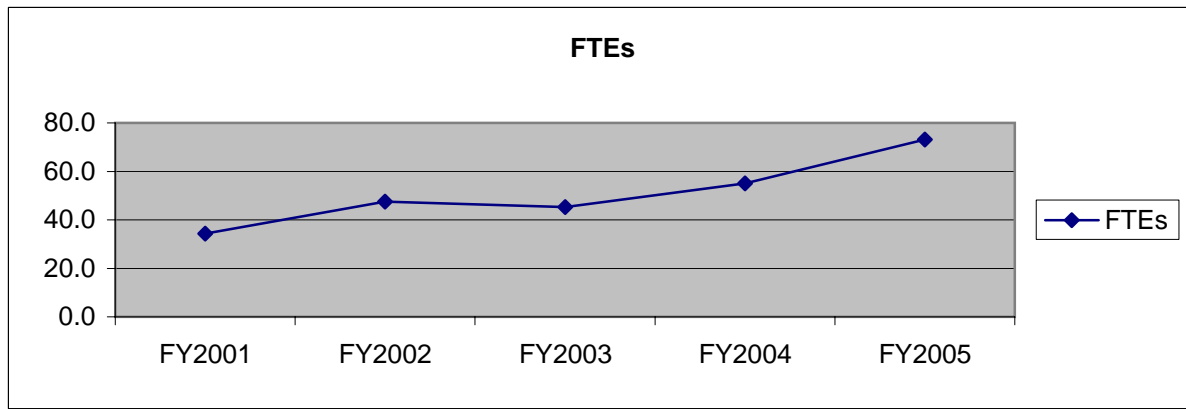
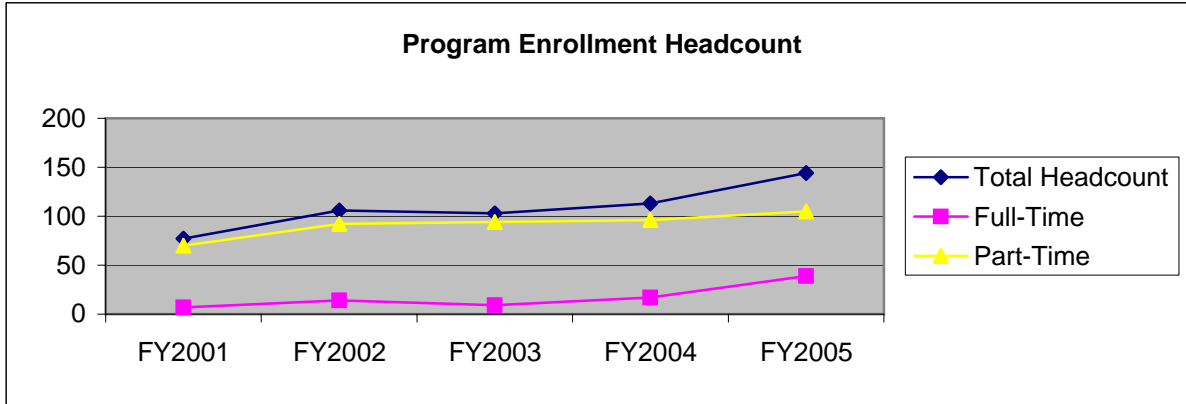
<sup>(ii)</sup> Source is COSMO. This is the number of sections offered for courses in the program curriculum with the same department as the department of the program.

<sup>(iii)</sup> Source is COSMO. These are the course completion rates of students in both traditional and alternative delivery sections for the courses referred to in footnote (ii). Pass: D- or better, AU and P. Non-Pass: U. Other: W, Uw, I, IP and no grade.

<sup>(iv)</sup> Source is Employment Development Center.

**Quality Review Process  
MATC Indicators  
Graphs  
FY2005**

**10-194-1**  
Real Estate Brokerage



**Quality Review Process  
Other MATC Indicators  
FY2001 - FY2005**

**10-194-1**

**Real Estate Brokerage**

	FY2001		FY2002		FY2003		FY2004		FY2005	
	N	%	N	%	N	%	N	%	N	%
<b>ENROLLMENT<sup>(1)</sup></b>										
Total	77		106		103		113		144	
<b>GENDER<sup>(1)(2)</sup></b>										
Male	37	48.1	53	50.0	47	45.6	60	53.6	82	56.9
Female	40	51.9	53	50.0	56	54.4	52	46.4	62	43.1
N/A	0	*	0	*	0	*	1	*	0	*
<b>ETHNICITY<sup>(1)(3)</sup></b>										
Indian	1	1.4	4	4.0	0	0.0	1	0.9	2	1.4
Asian	1	1.4	1	1.0	2	2.0	2	1.8	5	3.5
Black	32	44.4	52	51.5	46	46.5	41	37.3	54	38.3
Hispanic	4	5.6	7	6.9	5	5.1	9	8.2	9	6.4
White	34	47.2	37	36.6	46	46.5	57	51.8	71	50.4
N/A	5	*	5	*	4	*	3	*	3	*
<b>AGE<sup>(4)</sup></b>										
less than 18	0	0.0	0	0.0	0	0.0	1	0.9	0	0.0
18-24	29	37.7	36	34.0	42	40.8	42	37.2	63	43.8
25-34	28	36.4	36	34.0	24	23.3	32	28.3	41	28.5
35-49	13	16.9	23	21.7	23	22.3	29	25.7	34	23.6
50-Over	7	9.1	11	10.4	14	13.6	10	8.8	6	4.2
N/A	0	*	0	*	0	*	0	*	0	*

Footnote:

N/A = Not Available

<sup>(1)</sup> Source is State Report VE215330.

<sup>(2)</sup> Gender percentages are based on total known gender, not total enrollment.

\* N/A gender percentage is not computed.

<sup>(3)</sup> Ethnicity percentages are based on total known ethnicity, not total enrollment.

\* N/A ethnicity percentage is not computed.

<sup>(4)</sup> Age percentages are based on total known age, not total enrollment.

\* N/A age percentage is not computed.

**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number: Real Estate Brokerage - 10-194-1</b>			<b>Review Date: January 17, 2007</b>
<b>Division: Business and Information Technology Division</b>			<b>Campus: All</b>
Internal Review Team: Katherine Collins, Tom Ortell, Richard Paur			
External Review Team: Advisory Committee			
Focus Groups: Katherine Collins, Tom Ortell, Richard Paur, Cindy Richardson, Jim Haertel			
<b>Year 1</b>			
<b>Indicator: Program Enrollment Headcount &amp; Program Enrollment FTEs</b> <b>Data Goal: Maintain current level.</b> <b>Action/Steps: Identify strategies for optimizing program enrollments by identifying market needs and aligning curriculum.</b>	<b>Person Responsible</b> <b>Associate Dean and Faculty</b>	<b>Timeline:</b> <b>Fall, 2008</b>	<b>Cost:</b> <b>Source of funding:</b>
<b>Indicator: Sections – Alternative Delivery</b> <b>Data Goal: Initiate online delivery mode within the Real Estate Program.</b> <b>Action/Steps: Develop and implement online courses to initially include the three State of Wisconsin credentialing courses for the Real Estate Sales Person’s and Real Estate Broker’s Licenses.</b>	<b>Person Responsible</b> <b>Faculty</b>	<b>Timeline:</b> <b>Fall, 2008</b> <b>Principles of Real Estate</b> <b>RLEST-180</b> <b>Real Estate Law</b> <b>RLEST-182</b> <b>Spring, 2009</b> <b>Real Estate Broker Prep</b> <b>RLEST-183</b>	<b>Cost:</b> <b>Source of funding:</b> <b>Online Development Funds</b>
<b>Indicator: Course Completion &amp; Retention Rate</b> <b>Data Goal: Increase course completion rate by 2% in each of the next 3 years.</b> <b>Action/Steps: Faculty will identify students at risk of not successfully completing courses, advise and provide resources as necessary to increase retention.</b>	<b>Person Responsible</b> <b>Faculty Advisors</b> <b>Faculty</b>	<b>Timeline:</b> <b>FY 2009</b>	<b>Cost:</b> <b>Source of funding:</b>

**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number: Real Estate Brokerage - 10-194-1</b>		<b>Review Date: January 17, 2007</b>	
<b>Division: Business and Information Technology Division</b>		<b>Campus: All</b>	
Internal Review Team: Katherine Collins, Tom Ortell, Richard Paur			
External Review Team: Advisory Committee			
Focus Groups: Katherine Collins, Tom Ortell, Richard Paur, Cindy Richardson, Jim Haertel			
<b>Year 2</b>			
<b>Indicator: Job Placement</b> <b>Data Goal: Enhance Job Placement Rate of Graduates.</b> <b>Action/Steps: Collaborate with Students Services to identify employers in the region. Invite key individuals into classrooms to assist students in identifying job opportunities and modes of enhancing job skills for readiness for employment.</b>	<b>Person Responsible</b> <b>Faculty</b>	<b>Timeline:</b> <b>FY 2010</b>	<b>Cost:</b> <b>Source of funding:</b>
<b>Indicator: Graduation Rate</b> <b>Data Goal: Increase Graduation Rate by 3% Over the next 2 years.</b> <b>Action/Steps: Identify factors leading to students not graduating and implement a Departmental Plan to work with Student Life and students encouraging students to follow through to graduation.</b>	<b>Person Responsible</b> <b>Associate Dean and Faculty</b>	<b>Timeline:</b> <b>FY 2010</b>	<b>Cost:</b> <b>Source of funding:</b>
<b>Indicator: Course Completion &amp; Retention Rate</b> <b>Data Goal: Increase course completion rate by 2% in each of the next 2 years.</b> <b>Action/Steps: Faculty will identify students at risk of not successfully completing courses, advise and provide resources as necessary to increase retention.</b>	<b>Person Responsible</b> <b>Faculty Advisors</b> <b>Faculty</b>	<b>Timeline:</b> <b>FY 2010</b>	<b>Cost:</b> <b>Source of funding:</b>

**Milwaukee Area Technical College  
Program Action Plan – Quality Review Process**

<b>Program &amp; Number: Real Estate Brokerage - 10-194-1</b>		<b>Review Date: January 17, 2007</b>	
<b>Division: Business and Information Technology Division</b>		<b>Campus: All</b>	
Internal Review Team: Katherine Collins, Tom Ortell, Richard Paur			
External Review Team: Advisory Committee			
Focus Groups: Katherine Collins, Tom Ortell, Richard Paur, Cindy Richardson, Jim Haertel			
<b>Year 3</b>			
<b>Indicator: Graduation Rate</b> <b>Data Goal: Increase Graduation Rate by 3% this year</b> <b>Action/Steps: Continue to work with students in class &amp; individually to ensure they have the knowledge and tools to achieve graduation.</b>	<b>Person Responsible</b> Associate Dean and Faculty	<b>Timeline:</b> FY 2011	<b>Cost:</b> <b>Source of funding:</b>
<b>Indicator: Sections – Alternative Delivery</b> <b>Data Goal: Increase the number of online courses offered to students within the Real Estate Program.</b> <b>Action/Steps: Continue to identify and develop specific courses for online delivery.</b>	<b>Person Responsible</b> Faculty	<b>Timeline:</b> FY 2011	<b>Cost:</b> <b>Source of funding:</b> Online Development Funds, as available.
<b>Indicator: Course Completion &amp; Retention Rate</b> <b>Data Goal: Increase course completion rate by 2% in each of the next year.</b> <b>Action/Steps: Faculty will identify students at risk of not successfully completing courses, advise and provide resources as necessary to increase retention.</b>	<b>Person Responsible</b> Faculty Advisors Faculty	<b>Timeline:</b> FY2011	<b>Cost:</b> <b>Source of funding:</b>

Approved: \_\_\_\_\_ 1/17/07  
Division Dean                      Date

Approved: \_\_\_\_\_ 1/17/07  
Provost    Date

**Attachment ESIR - 6**  
**Milwaukee Area Technical College**  
**Active Programs in 2006-2007**

Transfer Degrees	2
Degrees	60
Educational Progression Degree	2
Diplomas	44
Short-Term: 16	
One-Year: 27	
Two-Year: 1	
Apprenticeships	22
Certificates	60
Adv Technical Certificates	3

State-Approved Degrees     **106**  
And Technical Diplomas

Collaborative Degree Programs: **4**

Program Title	Code
<b>Associate Degrees</b>	
A.A. Associate of Arts	20-800-1
A.A. Associate of Arts - Teacher Education Program	20-800-1
A.S. Associate of Science	20-800-2
Accounting A.A.S.	10-101-1
Administrative Assistant A.A.S.	10-106-6
Air Conditioning and Refrigeration Technology A.A.S.	10-601-1
Anesthesia Technology A.A.S.	10-541-1
Animation A.A.S.	10-207-1
Architectural Technology A.A.S.	10-614-1
Automotive Technology A.A.S.	10-602-3
Banking and Financial Services A.A.S.	10-102-6
Biomedical Electronics Technology A.A.S.	10-605-6
Business Management A.A.S.	10-102-3
Cardiovascular Technology A.A.S.	10-521-1
Chemical Technician A.A.S.	10-603-1
Civil Engineering Technology A.A.S.	10-607-1
Clinical Laboratory Technician A.A.S.	10-513-1
Computer Electronics Technology A.A.S.	10-605-3

Criminal Justice - Law Enforcement A.A.S.	10-504-1
Culinary Arts A.A.S.	10-316-1
Dental Hygiene A.A.S.	10-508-1
Dietetic Technician A.A.S.	10-313-1
Early Childhood Education A.A.S.	10-307-1
e-Commerce/Web Administration A.A.S.	10-152-1
Electronic Engineering Technology A.A.S.	10-605-7
Electronic Technology A.A.S.	10-605-1
Environmental and Pollution Control Technology A.A.S.	10-506-1
Fashion/Retail Marketing A.A.S.	10-104-4
Fire Science A.A.S.	10-503-1
Funeral Service A.A.S.	10-528-1
Graphic Design A.A.A.	10-201-1
Hotel/Hospitality Management A.A.S.	10-109-1
Human Service Associate A.A.S.	10-520-3
Individualized Technical Studies A.A.S.	10-825-1
Industrial Engineering Technician A.A.S.	10-623-1
Interior Design A.A.S.	10-304-1
Interpreter Technician A.A.S.	10-533-2
IT Computer Support Specialist A.A.S.	10-154-3
IT Information Systems Security Specialist A.A.S.	10-150-4
IT Network Specialist A.A.S.	10-150-2
IT Programmer/Analyst A.A.S.	10-152-1
Landscape Horticulture A.A.S.	10-001-4
Legal Administrative Professional A.A.S.	10-106-3
Logistics A.A.S.	10-182-2
Management Development ( <i>Supervisory Management</i> ) A.A.S.	10-196-1
Marketing Management A.A.S.	10-104-3
Mechanical Design Technology A.A.S.	10-606-1
Medical Administrative Specialist A.A.S.	10-106-4
Music Occupations A.A.S.	10-805-1
Occupational Therapy Assistant A.A.S.	10-514-1
Paralegal A.A.S.	10-110-1
Photography A.A.S.	10-203-1
Physical Therapist Assistant A.A.S.	10-524-1
Practical Nursing - RN Educational Progression A.A.S.	internal
Radiography A.A.S.	10-526-1
Real Estate A.A.S.	10-194-1
Registered Nursing A.A.S.	10-543-1
Registered Radiographer Educational Progression A.A.S.	internal
Respiratory Therapist A.A.S.	10-515-1
Surgical Technology A.A.S.	10-512-1
Teacher Education Program A.A.	20-800-1
Technical Studies: Journey Worker Apprentice) A.A.S.	10-499-5
Television and Video Production A.A.S.	10-701-1

Tourism and Travel Management A.A.S.	10-109-5
Visual Communication/Computer Graphics A.A.S.	10-206-3
Welding Technology A.A.S.	10-621-1
<b>Collaborative Degree Programs</b>	
Broadcast Captioning (with Lakeshore Technical College)	
Electroneurodiagnostic Technology (with Western Wisconsin Tech)	
Health Information Technology (with Gateway Technical College)	
Judicial Reporting (with Lakeshore Technical College)	
<b>Technical Diplomas</b>	
Air Conditioning, Refrigeration, and Heating Diploma	30-401-1
Appliance Technician Diploma	31-445-1
Architectural Woodworking/Cabinetmaking Diploma	31-409-1
Auto Collision Repair and Finish Technician Diploma	31-405-1
Automotive Maintenance Technician Diploma	31-404-3
Aviation Technician - Airframe Diploma	31-402-2
Aviation Technician - Powerplant Diploma	31-402-3
Baking Production Diploma	31-314-2
Barber/Cosmetologist Diploma	31-502-1
Bilingual Office Assistant Diploma	31-106-6
Bricklaying and Masonry Diploma	31-408-1
Carpentry Diploma	31-410-1
Community Pharmacy Technician	30-536-1
Computer Numerical Control Machine Operator/Programmer Diploma	31-444-1
Computerized Accounting Assistant Diploma	30-101-2
Customer Information Specialist Diploma	31-104-7
Dental Assistant Diploma	30-508-2
Dental Technician Diploma	30-507-1
Desktop Publishing/Press Diploma (in development)	
Diesel and Powertrain Servicing Diploma	31-412-3
Electrical Power Distribution/Line Mechanic Diploma	31-413-2
Electricity Diploma	31-413-1
Emergency Medical Technician -- Basic Diploma	30-531-3
Fluid Power Maintenance Diploma	31-419-1
Food Service Diploma	30-303-7
Health Unit Coordinator Diploma	30-510-2
Machine Tool Operations Diploma	31-420-1
Mechanical and Computer Drafting Diploma	31-421-2
Medical Assistant Diploma	31-509-1
Medical Interpreter Diploma	30-538-1
Nursing Assistant Diploma	30-543-1
Office Technology Assistant Diploma	30-106-1
Opticianry Diploma	31-516-3

Pharmacy Technician Diploma	31-536-1
Phlebotomy Diploma	30-513-1
Power Engineering and Boiler Operator Diploma	30-428-1
Practical Nursing Diploma	31-543-1
Preparatory Plumbing Diploma	30-427-1
Printing Diploma	31-204-1
Renal Dialysis Technician Diploma	31-517-1
Small Business Training Diploma	30-145-1
Tool and Die Making Diploma	32-439-1
Travel Industry (Agent) Training Diploma	30-109-2
Welding Diploma	31-442-1

### **Apprenticeships**

Barber/Cosmetologist Apprenticeship	50-502-1
Cabinetmaking Apprenticeship	50-409-1
Cement Mason Apprenticeship	50-408-3
Construction Electrician Apprenticeship	50-413-3
Culinary (Cook) Apprenticeship	50-316-2
Drywall Taper and Finisher Apprenticeship	50-424-2
Early Childhood Education Apprenticeship	50-307-1
Glazier Apprenticeship	50-417-1
Industrial Electrician Apprenticeship	50-413-1
Industrial Pipefitter Apprenticeship	50-435-1
Machine Repair Apprenticeship	50-420-6
Machinist/Machine Tool Apprenticeship	50-420-2
Painter and Decorator Apprenticeship	50-424-1
Refrigeration & Air Conditioning Apprenticeship	50-435-4
Residential Wirer Apprentice	50-413-4
Roofer Apprentice	50-446-1
Sheet Metal Worker Apprenticeship	50-432-1
Sprinkler Fitter Apprenticeship	50-434-1
Steamfitter Apprenticeship	50-435-2
Steel Foundry and Molder Apprenticeship	50-415-1
Tool and Die Maker Apprenticeship	50-439-3
Tool Maker Apprenticeship	50-439-1

### **Certificates**

Advanced Computer Videotape Editing Advanced Technical Certificate
American Indian Studies
Barber/Cosmetologist Instructor Certificate
Barber/Cosmetologist Manager Certificate
Basic Electronics (Computer Multimedia Lab) Certificate
Basic Electronics (Core Curriculum) Certificate
Business Management Certificate
Business Technology Certificate

Certified Welding Inspector Advanced Technical Certificate
Computer Programming Certificate
Construction Electricity Certificate
Construction Estimator/Expeditor Certificate
Construction Management Assistant Certificate
Customer Service Representative, Printing Certificate
Deaf Awareness Certificate
Desktop Publishing Certificate
Fashion Specialist
Food and Beverage (Hotel/Hospitality Certificate
Foundry/Metal Casting Certificate
Graphic Arts Certificate
Graphic Technologies/Computer Skills Certificate
Human Resource Management Certificate
Industrial Electronics and Controls Certificate
Information Design and Publishing Certificate
International Marketing Certificate
Internet Skills Certificate
Labor Relations Certificate
LAN Specialist Certificate
Land Surveying Certificate
Landscape CAD Certificate
Law Enforcement Certificate
Marketing and Sales (Hotel/Hospitality) Certificate
Marketing Communications Certificate
Marketing Specialist Certificate
Materials Management Certificate
Medical Billing Certificate
Medical Coding Certificate
Medical Transcription Certificate
Meeting and Convention Planning Certificate
Metallurgical Technician Certificate
Microcomputer Skills Certificate
Microsoft Networking Certificate
Multimedia Certificate
Music Recording Certificate
Nail Technician (Barber/Cosmetologist) Certificate
Paralegal Certificate
Photography and Digital Imaging Certificate
Prepress Technology Certificate
Press Production Certificate
Project Management Certificate
Purchasing Certificate
Quality Customer Management Certificate
Quality Management Advanced Technical Certificate
Real Estate – Building and Home Inspection Certificate

Residential Sales: Interior Design Certificate
Retail Management Specialist Certificate
Rooms Division (Hotel/Hospitality) Certificate
Sales Specialist Certificate
Small Business and Personal Web Page Design
Supervisory Management Certificate
Transportation/Logistics Certificate
Web Programming Certificate
Welding Certificate in Flux Core

**Tracking SP Enrollment Changes:**  
**Deregistration Began This Week on Monday in 2006 and on Tuesday in 2007**

<i>SP07 counts relative to SP06</i>	<i>Morning of... (2007 date)</i>										
	1-2	1-8	1-9	1-10	1-11	1-12	1-16	1-17	1-18		
Total Program Applications	+2%	+3%	+2%	+2%	+1%	+5%	+5%				
Total Registered Applications	-11%	-7%	-2%	-6%	-10%	-9%	-6%				
Total Program Registrations	-1%	+2%	+2%	-1%	-4%	-4%	-3%				
Total Non-Program Registrations	-22%	-6%	-5%	-10%	-12%	-11%	-8%				
Total Post-Sec. FTE	-2%	+4%	+5%	+1%	-3%	-3%	-1%				
<b>Total FTE (Post-Sec. &amp; Basic Skills)</b>	<b>-3%</b>	<b>+3%</b>	<b>+2%</b>	<b>0%</b>	<b>-4%</b>	<b>-5%</b>	<b>-3%</b>				
<b>Total Registration Head Count</b>	<b>-8%</b>	<b>-1%</b>	<b>0%</b>	<b>-4%</b>	<b>-7%</b>	<b>-7%</b>	<b>-4%</b>				

*Baseline    SP06 dereg impact    Equalizing with later SP07 dereg.    Relative impact*

At this time one year ago, the following were the totals for the above criteria relative to the previous year's spring term:

<b>-18%</b>
<b>-12%</b>
<b>-3%</b>
<b>-2%</b>
<b>-3%</b>
<b>-4%</b>
<b>-3%</b>