



February 12, 2010

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

A regular open meeting* of the **MILWAUKEE AREA TECHNICAL COLLEGE 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 **WEDNESDAY, FEBRUARY 17, 2010**, beginning at **3:00 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 – January 20, 2010 - Attachment 1](#)

D. Comments from the Public

E. Action Items

F. Discussion Items

1. [Policy Review – F0102-Reasonable Accommodations for Students with Disabilities – Attachment 2](#)
2. [Program Quality Review -- Graphic Design Associate Degree Program– Attachment 3](#)
3. [Trimester Update – Attachment 4](#)

G. Information Items

1. FY 2007-2008 Certification Audit Update
2. Enrollment Update

H. Miscellaneous Items

1. Communications and Petitions
2. Information Items

I. Old Business/New Business

1. Date of Next Meeting:

Thursday, March 17, 2010, Board Room (M210), Milwaukee Campus

Committee Members: Holmes, Michalski, Webber

* **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.



Attachment ESIR - 1

MILWAUKEE AREA TECHNICAL COLLEGE DISTRICT BOARD EDUCATION, SERVICES, AND INSTITUTIONAL RELATIONS January 20, 2010

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 Wednesday, January 20, 2010, and called to order by Ms. Melanie Holmes at 3:01 p.m. in the Board Room, Room M210, at the Milwaukee Campus of Milwaukee Area Technical College.

ITEM A: ROLL CALL

Present: Ms. Melanie Holmes, Mr. Thomas Michalski, Mr. Bobbie Webber

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 18, 2009 – Attachment 1

Motion: The minutes were approved without objection.

ITEM D: COMMENTS FROM THE PUBLIC

ITEM E: ACTION ITEMS

None

ITEM F: DISCUSSION ITEMS

F-1i Program Quality Review – Office Technology Assistant Diploma Program – Attachment 2

Discussion Dr. Vicki Martin, provost, introduced Ms. Lucia Francis, dean; Ms. Juanna Harrison, associate dean; and Ms. Emma Palmer and Mr. Ed Eisberner, instructors in the Office Technology Assistant Diploma program. Mr. Eisberner explained that this diploma is a starting point for three Associate Degree Programs – Administrative Assistant, Legal Administrative Specialist and Legal Administrative Professional. There was a discussion regarding the difference between transcribed credit and advanced standing.

F-1ii Program Quality Review – Marketing Management Program – Attachment 4

Discussion Dr. Martin, provost, introduced Ms. Francis; Dr. Richard Busalacchi, associate dean; and Dr. David Grypp, faculty. Dr. Busalacchi explained that over the past four years enrollment has been declining in this program not only at MATC but across the WTCS. Dr. Grypp explained challenges related to this program relate to keeping up-to-date with equipment needs as well as the dramatic increase in the use of social media. Dr. Grypp explained how project management is woven into the curriculum.

F-2 Cost Analysis of Trimester Plan

Discussion Dr. Martin introduced Dr. Daniel Burrell, associate provost, who reviewed the operational impact of moving to three 16 week semesters and the potential for increased costs. There were discussions related to serving a growing number of students, room utilization and the importance of continuing to grow and diversify the faculty. As a next step, Dr. Martin recommended that the administration get some additional information for a couple of programs related to costs of services and implementation of programs and bring the information back to the February ESIR meeting.

F-3 Vision/Mission/Principles Update – Attachment 4

Discussion Dr. Martin introduced Dr. Evonne Carter, associate provost. Dr. Carter distributed an updated attachment. Ms. Holmes expressed her pleasure with the work that has been done. There was a decision to include the word “technical” in the mission statement. This item will be moved on to the full Board for their consideration.

ITEM G: INFORMATION ITEMS

G-1 Enrollment Update

Discussion: Mr. Al Pinckney, interim vice president, Student Services, reported enrollment for the Spring 2010 semester is up 10.5% from this time last year. Total registration is up 6%.

G-2 Child Care Update – Attachment 5

G-3 Advisory Committee Data Summary Report – Attachment 6

G-4 Quarterly Advisory Committee Report – Attachment 7

Discussion: Dr. Martin introduced Mr. Michael Jenkins, curriculum manager, who briefly highlighted the two Advisory Committee reports.

G-5 List of Active Programs – Attachment 8

Discussion: Mr. Jenkins explained that there are 120 programs and an additional 55 certificates.

ITEM H: MISCELLANEOUS ITEMS

H-1 Communications and Petitions

None

H-2 Information Items

None

ITEM I: OLD BUSINESS/NEW BUSINESS –

Date of Next Meeting, February 17, 2010, 3:00 PM

Milwaukee Campus, Board Room (M210)

ADJOURNMENT

The Committee adjourned at 3:47 p.m.

Respectfully submitted,

Michele M. Conroy

Michele M. Conroy
Administrative Specialist, Academic Affairs

Title: REASONABLE ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES	Code: F0102
Authority: Americans with Disabilities Act , Section 504 of the Rehabilitation Act of 1973; 42 U.S.C. 12101 <u>et seq.</u> ; Board Minutes, 12/18/84; 3/18/91; 5/23/94; 8/25/98; 11/28/00; 11/27/07	Original Adoption: 12/18/84 Revised/Reviewed: 11/27/07 Effective: 11/28/07

POLICY STATEMENT

MATC provides accessible facilities for individuals with disabilities. In addition, enrollees are provided [reasonable](#) accommodations to assist with their successful enrollment. Compliance is in accordance with the Americans With Disabilities Act (ADA).

MATC's ~~Center for Special Needs~~ [Student Accommodation Services Department](#) will provide reasonable accommodations for all "qualified" disabled students. The ~~Center for Special Needs Department~~ will provide [reasonable](#) academic support necessary for equal access to programs and activities of the college.

The ~~center~~ [Department](#) provides basic skills for disabled students who require specialized remediation prior to transitioning to a chosen career program.

Students who are in need of specialized personal attendant care such as toileting, feeding, wheelchair pushing, and medicating will be expected to have these needs provided by an agent or agency other than MATC.

THE APPEAL PROCESS

The ~~D~~istrict shall make ~~every reasonable~~ efforts to assist ~~the~~ disabled students with making informed and appropriate career choices. To accomplish this objective, the college is committed to working with disabled students for the development of an approved educational plan of instruction.

If a student/prospective student disagrees with a decision regarding an accommodation request [made to the Student Accommodation Services Department](#), he or she may appeal the decision to the ADA/504 Accommodations Coordinator or designee within 30 calendar days, using the following procedure:

Title: REASONABLE ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES	Code: F0102
-----------------------------------------------------------------	-------------

The appeal must be in writing, stating the reason for the disagreement, and submitted to the ADA/504 Coordinator or designee listed below:

ADA/504 Coordinator:

~~Director of Student Accommodations~~
~~Assistant General Counsel~~
~~Office of the General Counsel~~
Milwaukee Area Technical College
700 W. State Street, Room S115
Milwaukee, Wisconsin 53233-1443
414-297-~~6595~~[7307](tel:414-297-7307)

Pending the outcome of the appeal, the accommodations recommended by ~~college staff~~[the Department](#) will be available.

The ADA/504 Coordinator will re-evaluate the decision, considering any additional information or statements supplied by the prospective student or student (including any additional information from medical or vocational rehabilitation experts). It is the student's responsibility to provide all necessary documentation at his/her own expense in support of their appeal.

The ADA/504 Coordinator may elect to use the assistance of an accommodations committee. The ADA/504 Accommodations Committee may consult with outside agencies, in the appeal process, taking care to provide confidentiality for the student/prospective student.

The ADA/504 Accommodations Committee will discuss its findings and make recommendations to the ADA/504 Coordinator for appropriate action.

The ADA/504 Coordinator will make the "final appeal decision."

The student/prospective student will be notified of the final decision in writing within 30 calendar days after the appeal is filed.

By filing this appeal, the student/prospective student does not give up his/her right to pursue other appeal processes within the college or through outside regulatory agencies.

Attachment ESIR - 3

QUALITY REVIEW PROCESS

PROGRAM PROFILE

Graphic Design (10-201-1.01)

This Associate Degree program went through a quality review process during the 2008 academic year. The internal program quality review team was comprised of Jim MacDonald, Bob Stocki, and Corrine Kraus.

The Graphic Design program is a two-year associate degree program designed to prepare students for a career in the exciting world of graphic design. Students will be introduced to a variety of career-related disciplines: design of print and computer-generated graphics for textbooks, technical manuals, newspapers, magazines, web applications and advertising; and additional applications in design for promotion, point-of-purchase packaging and outdoor advertising.

Client Reporting Data was provided to reviewers from FY2004 to FY2008. Selected data are reviewed below.

Demographics for FY 2008:

1. During FY2008, 96 students were enrolled in the program. This number is slightly lower than the five-year average enrollment of 99 students. Of all those enrolled in 2008, 80% were part-time students.
2. The program generated 47 FTEs during FY2008. FTEs increased by 13% from FY2007 and were 50% lower than FY2004 (92.3). The program reached its peak enrollment during the five-year period in FY2004 at 92.3 FTEs.
3. Males were 59.4% and females were 40.6% of the FY2008 enrollment. This gender ratio was relatively constant during the five-year period with an average NTO female enrollment of 43.6%.
4. Program enrollments for FY2008 included 35 minority students (33.7%). The percentage of minority enrollment for FY2008 was 7.48% higher than the five-year average (26.22%) for the program.

Course Completion and Other Selected Outcomes for FY 2008:

1. The course completion rate for these programs in face-to-face sections was 71.9% for FY2008. There were no alternative delivery sections for FY2008.
2. The graduation index is calculated by dividing the number of graduates in FY2008 by the number of students enrolled in the program code that same year. The annual graduation index for this program for FY2008 was 9.4% or 9 of the 96 students enrolled.
3. Employment and wage data for this program were available for FY2008, when MATC graduate employment reports show that the annual median wage for program graduates was \$22,443.20.
4. The *Graduate Employment Report* reported statewide the projected demand was for 194 positions.

Action Plan

back to program page

Based on the Probable Actions Selections, develop an action plan for improvement. Select at least three actions related to three unique indicators that your department will initiate in the next year to improve performance. Develop one or more objectives with related activities for each.

Program Name	College Division	Advisory Committee Review Date
Graphic Design	BUSINESS, GRAPHIC ARTS & INFORMATION TECHNOLOGY	12/4/2008

Indicator Name	Course Completion
Action Item	Collect Data
Planned Outcome:	Obtain quantifiable information to build a process to improve course completion. Accurate data based upon student input will lead to the development of more effective course completion strategies.
Activity 1:	Identify the assessment instrument and develop it if it is not available.
Person Responsible	Faculty collectively
Resource Needs	Advisement from Office of Research
Timeline:	Next Department meeting in February
Activity 2:	Identify target audience of assessment from previous three academic years.
Person Responsible	Student Specialist and faculty
Resource Needs	
Timeline:	March 2010
Activity 3:	Administer the assessment to target audience.
Person Responsible	Faculty / Staff
Resource Needs	Budget to deliver and collect assessment and faculty time/load.

Timeline: End of Semester 2 2010.	
Activity 4:	Assess the collected data.
Person Responsible	Faculty
Resource Needs	Faculty time/load (summer recess project).
Timeline:	Summer 2010
Activity 5:	Develop strategies to improve course completion based on data collected.
Person Responsible	Faculty
Resource Needs	Faculty time/load
Timeline:	Fall 2010-2011

Indicator Name	Third Year Retention
Action Item	Collect Data
Planned Outcome:	Obtain quantifiable information to build a process to improve Third Year Retention. Accurate data based upon student input will lead to the development of more effective retention strategies.
Activity 1:	Identify the assessment instrument and develop it if it is not available.
Person Responsible	Faculty collectively
Resource Needs	Advisement from Office of Research
Timeline:	Next Department Meeting in February
Activity 2:	Identify target audience of assessment from previous three academic years.
Person Responsible	Student Specialist and Faculty
Resource Needs	
Timeline:	March 2010
Activity 3:	Administer the assessment to the target audience.
Person Responsible	Faculty / Staff
Resource Needs	Budget to deliver and collect assessment and faculty time/load.
Timeline:	End of Semester 2010.

Activity 4:	Assess the collected data.
Person Responsible	Faculty
Resource Needs	Faculty time / load (summer recess project).
Timeline:	Summer 2010
Activity 5:	Develop strategies to improve Third Year Retention based on data collected.
Person Responsible	Facultytest
Resource Needs	Faculty time / loadtest
Timeline:	Fall 2010 - 2011test

Indicator Name	Program Currency
Action Item	Address recommendations of Industry Advisory Committee and Summit Reports.
Planned Outcome:	Implement recommendations via curriculum, facilities, hard and soft needs, and delivery methods.
Activity 1:	Review Industry Summit Data.
Person Responsible	Faculty, Associate Dean, Industry Partners
Resource Needs	Funding, data collection support
Timeline:	Three-Year Master Plan
Activity 2:	Conduct a DACUM integral with the Creative Technologies proposal.
Person Responsible	Faculty, Associate Dean, Industry Partners, Research
Resource Needs	Funding, time
Timeline:	Within Three-Year Master Plan

Indicator Name	Program Currency
Action Item	Assimilate a closer parallel with industry.
Planned Outcome:	Grow industry/partner project-relationships by 20%. Ensure capital and operating budgets support industry environments and expectations.
Activity 1:	Assess our current industry / partner / projects.

Person Responsible	Associate Dean's Office and Faculty
Resource Needs	Faculty load and data collection support.
Timeline:	Fall 2010-2011
Activity 2:	Assess and update software, lab equipment, and maintenance needs necessary for quality instruction and current industry standards.
Person Responsible	Dean, Associate Dean, Faculty, and Advisory Committee
Resource Needs	Capital and Operating Budget allocations
Timeline:	Next Budget Cycle
Activity 3:	Acquire and/or reconfigure facilities and environments to accommodate entire Creative Technologies Curriculum Plan and Occupational Cluster Model.
Person Responsible	Dean, Associate Dean, Provost, and Administrative Support
Resource Needs	Capital, Facilities, and Operating Budget allocations
Timeline:	Next Budget Cycle

Quality Review Process Scorecard FY2008

10-201-1

GRAPHIC DESIGN

State Indicators	Actual Performance FY2008	Threshold Performance Average of 4 lowest in the State	Target Performance Average of 4 highest in the State
Course Completion	72.06	74.60	78.47
Special Populations Course Completion	72.97	73.88	78.20
Minority Course Completion	43.75	63.63	74.12
Second Year Retention	77.42	64.27	70.67
Third Year Retention	43.48	42.12	48.97
Third Year Graduation	34.78	23.39	28.96
Fifth Year Graduation	11.76	28.20	35.80
Job Placement - All Employment	90.91	87.78	92.19
Job Placement - Related Employment	54.55	57.51	71.15
Non-Traditional Gender	N/A	N/A	N/A

MATC Indicators	Actual Performance FY2008	Threshold Performance	Target Performance
	Score	Score	Score
1) Student Outcomes Assessment	0.0	1.0	6.0
2) Program Currency	0	3	5
3) Core Ability Attainment:			
Communicate Effectively	4.13	3.54	4.60
Collaborate with Others	4.40	3.66	4.78
Respect Diversity	4.31	3.44	4.81
Demonstrate Responsibility	4.21	3.74	4.88
Think Critically	4.33	3.74	4.84
Utilize Technology	4.34	3.38	4.87
Apply Math and Science	3.68	2.97	4.69
4) Student Satisfaction Attainment	4	4	5
5) Employer Satisfaction Attainment	N/A	N/A	N/A
6) Program Indicator 1	N/A	N/A	N/A
7) Program Indicator 2	N/A	N/A	N/A

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 Student Outcomes Assessment administered by MATC.
Threshold = avg of all responding MATC programs, Target = avg of four highest performing MATC programs
- 2) Actual = Source is Program Currency Assessment administered by MATC.
Threshold = avg of all responding MATC programs, Target = avg of four highest performing MATC programs
- 3) Actual = Source is Core Abilities Assessment administered by MATC.
Threshold = avg of all responding MATC programs, Target = avg of four highest performing MATC programs
- 4) Actual = Source is Student Satisfaction Survey administered by MATC.
Threshold = avg of all responding MATC programs, Target = avg of four highest performing MATC programs
- 5) To be provided in the future.

**Quality Review Process
Scorecard
FY2008**

10-201-1
GRAPHIC DESIGN

	FY2004		FY2005		FY2006		FY2007		FY2008	
	N	%	N	%	N	%	N	%	N	%
1) Program Enrollment: Headcount⁽¹⁾	170		107		64		60		96	
Full-Time	40	23.5	32	29.9	13	20.3	16	26.7	19	19.8
Part-Time	130	76.5	75	70.1	51	79.7	44	73.3	77	80.2
2) Program Enrollment: FTEs⁽¹⁾	92.3		56.6		32.0		33.5		47.0	
3) Graduation⁽¹⁾	25	14.7	25	23.4	16	25.0	21	35.0	9	9.4
4) Racial/Ethnic Minority Students⁽¹⁾	38	22.4	30	28.0	20	31.3	13	21.7	31	32.3
5) Section Completion Rate⁽¹⁾										
Traditional Delivery Total Enrollment	631		581		631		602		866	
Pass	488	77.3	424	73.0	464	73.5	216	35.9	623	71.9
Non-Pass	69	10.9	68	11.7	65	10.3	30	5.0	74	8.5
Other	74	11.7	89	15.3	102	16.2	356	59.1	142	16.4
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

Footnotes:

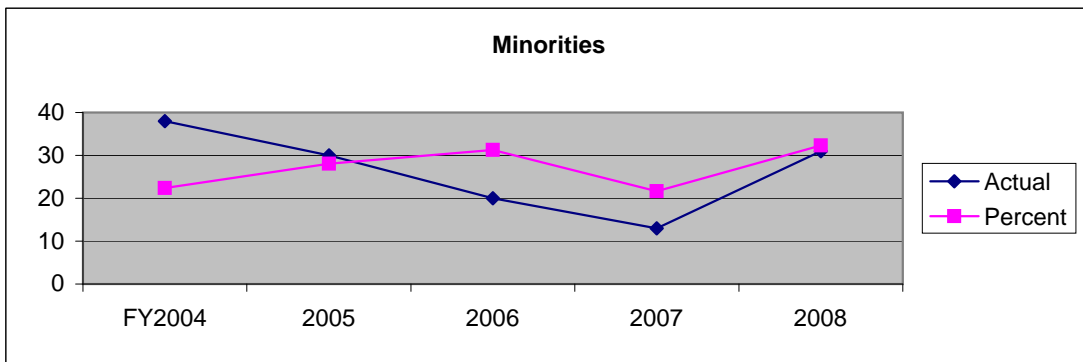
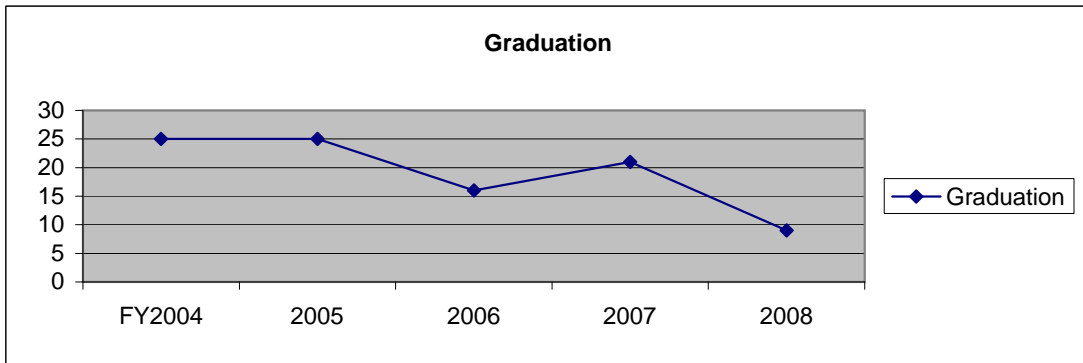
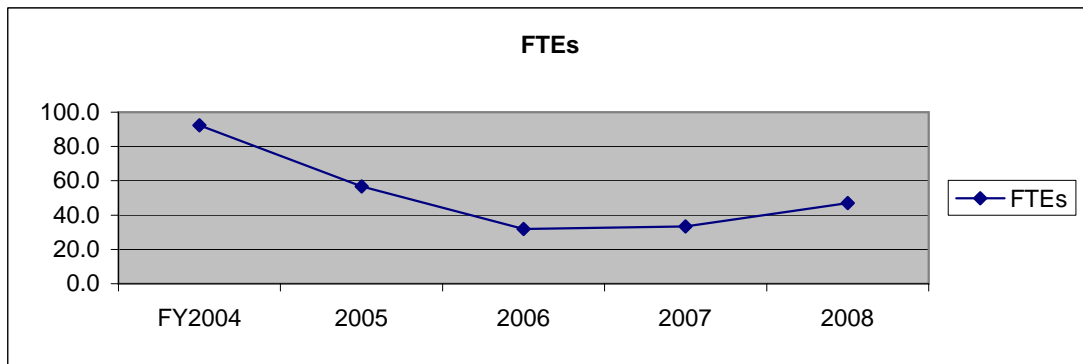
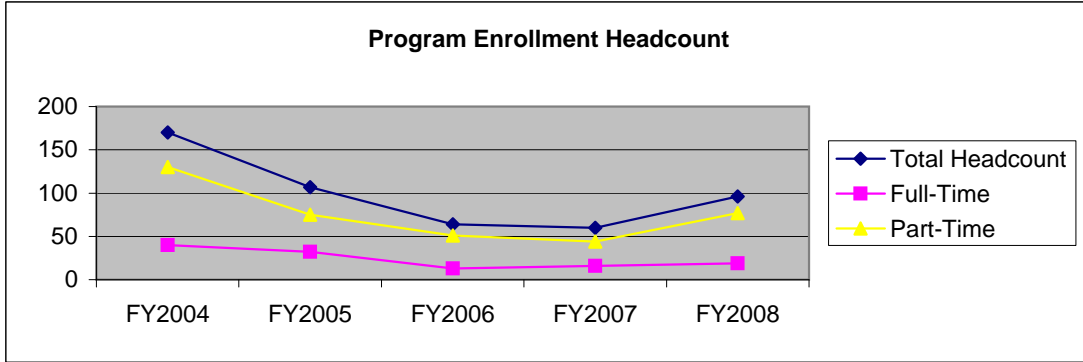
N/A = Not Available

⁽¹⁾ 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.

⁽¹⁾ Source is COSMO. These are the course completion rates of students in both traditional and alternative delivery sections
with the same department as the department of the program. Pass: C or better, AU and P. Non-Pass: U. Other: W, Uw, I, IP and no grade.
Note: Prior to 2008, a passing grade was D- or better.

Quality Review Process Scorecard FY2008

10-201-1
GRAPHIC DESIGN



**Quality Review Process
Scorecard
FY2008**

10-201-1

GRAPHIC DESIGN

	FY2004		FY2005		FY2006		FY2007		FY2008	
	N	%	N	%	N	%	N	%	N	%
ENROLLMENT⁽¹⁾										
Total	170		107		64		60		96	
GENDER⁽¹⁾⁽²⁾										
Male	95	55.9	56	52.3	38	59.4	33	55.0	57	59.4
Female	75	44.1	51	47.7	26	40.6	27	45.0	39	40.6
N/A	0	*	0	*	0	*	0	*	0	*
ETHNICITY⁽¹⁾⁽³⁾⁽⁵⁾										
Indian	2	1.2	2	1.9	1	1.6	1	1.7	3	3.3
Asian	11	6.7	N/A	N/A	6	9.4	6	10.0	3	3.3
Black	15	9.2	12	11.5	8	12.5	3	5.0	17	18.5
Hispanic	10	6.1	8	7.7	5	7.8	3	5.0	8	8.7
Pacific Islander	N/A	N/A	N/A	N/A	N/A	N/A	0	0.0	0	0.0
White	125	76.7	82	78.8	44	68.8	47	78.3	61	66.3
N/A	7	*	3	*	0	*	0	*	4	*
AGE⁽⁴⁾										
less than 18	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
18-24	112	65.9	57	53.3	29	45.3	33	55.0	34	35.4
25-34	45	26.5	35	32.7	26	40.6	18	30.0	25	26.0
35-49	11	6.5	13	12.1	7	10.9	5	8.3	6	6.3
50-0ver	2	1.2	2	1.9	2	3.1	4	6.7	4	4.2
N/A	0	*	0	*	0	*	0	*	0	*

Footnote:

N/A = Not Available

⁽¹⁾ Source is State Report VE215330.

⁽²⁾ Gender percentages are based on total known gender, not total enrollment.

* N/A gender percentage is not computed.

⁽³⁾ Ethnicity percentages are based on total known ethnicity, not total enrollment.

* N/A ethnicity percentage is not computed.

⁽⁴⁾ Age percentages are based on total known age, not total enrollment.

* N/A age percentage is not computed.

⁽⁵⁾ Pacific Islander ethnicity not reported separately prior to FY2007. Previous years combined with Asian.

Attachment ESIR - 4

Milwaukee Area Technical College

TRIMESTER DISCUSSION

Philosophy

Focusing on customer needs

- ❑ Designed to fit student changing needs
 - ❑ Non-traditional students/ Non-traditional jobs
- ❑ Conducive to student learning and achievement
 - ❑ Students become highly motivated when provided with flexible course schedule
 - ❑ Material presented and learned over short, intensive, without distraction of other course
- ❑ Meets employment and labor market needs
- ❑ Makes maximum use of campus facilities

Conceptual Framework

Built on Quality Standards

- ❑ Moves students quicker
 - ❑ reduces or eliminates Waiting lists
 - ❑ Serves more students in a given year
- ❑ Provides students with flexible course options
- ❑ Increases enrollment and FTEs
- ❑ Institutes a cost effective model
 - ❑ projected savings

Strategy

Built on effectiveness and efficiency

- ❑ Identify programs that fit model for implementing
- ❑ Integrate with other programs and services
- ❑ Pilot programs with the least impact on the current system (Academic calendar, scheduling, FA, Student services, faculty load, labor agreement, etc.)

Advantages

- ❑ Serves more students
- ❑ Moves students quicker
- ❑ Leads to higher student achievement- no long gaps
- ❑ Accommodates immediate training needs- dislocated workers, other groups
- ❑ Makes better utilization of facilities & available resources
- ❑ Cost effective

Disadvantages

- ❑ Not necessarily quicker
- ❑ Slow students struggle with this model
- ❑ Too rushed
- ❑ No meaningful breaks
- ❑ No time for faculty development, higher education, etc.
- ❑ Credit conversion
- ❑ Non-compatible with other systems around (personal, social, work related, etc.)

MATCs Educational Delivery Innovations

- ❑ College by Cassette
- ❑ College of the Air
- ❑ Online/ Distance Learning
- ❑ Independent/ SYW/ Individualized Studies
- ❑ Fastrack/ Accelerated
- ❑ Short-term Certificates
- ❑ Quarter System
- ❑ Block System

MATCs Year-Round Programs

- ❑ Administrative Professional (10-106-6.AA)
- ❑ Business Management (10-102-3.AA)
- ❑ IT-Network Specialist (10-150-2.AA)
- ❑ Marketing Management (10-104-3.AA)
- ❑ Management Development (10-196-1.AA)
- ❑ Nursing Assistant (30-543-1)
- ❑ Barber/Cosmetology (31-502-1)
- ❑ Other programs

Discussions and Feedback

- ❑ Academic divisions (Provost, Associate Provost, Deans, ADs, VPs, faculty, etc.)
- ❑ Finance (CFO)
- ❑ Student Services
- ❑ Research Office
- ❑ Local 212
- ❑ Board
- ❑ Information Technology (IT)
- ❑ Other schools (Studies, research, etc.)

Design Considerations- Quality Standards

How well customer needs are met?

- ❑ Linking process to changing customer needs
 - ❑ Process: Dynamic, flexible, multiple modes
- ❑ Utilizing data-driven decision making approach
 - ❑ Waiting lists- MATC Website
 - ❑ High Wage/High Demand- Research Office
- ❑ Using quality improvement tools (QRP, AQIP, etc.)
- ❑ Employing effective teamwork
 - ❑ Best people with the right tools & resources

Design Considerations- Students

- ❑ PT/FT Ratio
- ❑ Specific/select programs
 - ❑ Restructuring time to maximize learning
 - ❑ Flexible options to existing students
 - ❑ Attracts other student populations
- ❑ Cohort Model/Open Enrollment
- ❑ Waitlisted programs
- ❑ Laddering/ Pathways
- ❑ Strong employment

Design Considerations- Faculty

- ❑ May need additional PT/FT faculty
- ❑ Expand summer load%
- ❑ Create more flexible options for FT faculty
- ❑ Create more teaching opportunities to PT faculty

Design considerations- Academic/Program Modifications

- ❑ Curriculum modifications
- ❑ Program delivery changes
- ❑ Course restructuring (11 weeks vs. 16 weeks)

Design Considerations- Program Selection

Short-term vs. Long-term

- ❑ Bad economy- immediate short-term training needs, Rapid response
- ❑ Special populations/ minorities/dislocated workers
- ❑ Long-term high growth, high wage, employment projections

Implementing the Model (Pilot Programs)

Scope of the project

- ❑ Pilot select Programs vs. College-wide
 - ❑ Evolution vs. Revolution
 - ❑ Smooth transition
 - ❑ Critical analysis
 - ❑ Room for improvement
- ❑ Expand Summer Session
 - ❑ Keep Fall and Spring Calendar intact

Cost Analysis

- ❑ Which programs to pilot
- ❑ Location
- ❑ Exact calendar
 - ❑ Term length
 - ❑ Course Sequence
- ❑ PT/FT faculty availability
- ❑ Student/faculty ratio
- ❑ Use of existing facilities
- ❑ Additional operating/maintenance budget

Student Services/ Financial Aid

- ❑ No serious impact if expanding summer session
- ❑ Serious changes if current calendar gets modified
- ❑ IT Programming (loan calculations, suspensions, etc.)
- ❑ Requires checking with the Feds
- ❑ Requires additional student service staffing and resources

Local 212

- ❑ Supportive
- ❑ Short-term & long term (planning and Collaboration)
- ❑ Actual changes: labor agreement

Information Technology (IT)

- ❑ May require additional programming
- ❑ Budget considerations
- ❑ Priorities/other projects already working on

Challenges/Concerns

- ❑ Budget (support services/operations)
- ❑ Transition (managing change)
- ❑ Additional Training
- ❑ Expanded services
- ❑ Quality of service

Health Occupations Division

- ❑ Health Unit Coordinator (HUC)
- ❑ Phlebotomy (PHLEBO)
- ❑ Renal Dialysis Technician (RDT)
- ❑ Medical Assistant (MA)

These programs are all great potentials for either decreasing the time for completion and or restructuring to allow for an increase in the program capacity.

There are a few up front issues that we need to keep on the table:

- ❑ clinicals
- ❑ Criminal Background Checks/Health Records
- ❑ Health has to be able to set the standards for students selected to such program(s)
- ❑ Impact of the proposed changes and its impact on the statewide curriculum requirements (if any).

Technical & Applied Sciences

- ❑ Automotive Maintenance (31- 404)- Associate Dean: Becky Alsup: IC: Joe Spitz
- ❑ Civil Engineering (10-607) - Associate Dean: Mike Benner; IC: Terese Dressel
- ❑ Law Enforcement Certificate - Associate Dean: Vince Vitale

Additional programs to consider:

- ❑ Electronics (10-605) - Associate Dean: Wm. Hodgkinson; IC: Mark Porubsky
- ❑ Line Mechanic (31-41399) - Associate Dean: Dorothy Walker

Business & Information Technology

- ❑ Baking Production (31-314-2) Rich Busalacchi
- ❑ Culinary Arts (10-316-1) Rich Busalacchi
- ❑ Business Management (10-102-3) Mohammad Dakwar
- ❑ Barber/Cosmetologist (31-502-1) Mohammad Dakwar

Liberal Arts & Sciences

□ Human Service Associate (10-520-3) Carl Morency

Calendars- multiple models

- ❑ National Association for Year-Round Ed (NAYRE)
- ❑ Lumina Foundation/ Grant Opportunities
- ❑ Schools using trimester system (multiple models)
- ❑ Trimester Calendars (multiple calendars)



Summer Reconfiguration

- ❑ Schools with no summer school
- ❑ Summer as an optional session
- ❑ Staggered system (2, 3, 4, 6, 8, 12-week summer sessions)
- ❑ Two summer sessions vs. One summer session
- ❑ Summer as a required 3rd Term or Optional Term

Budget

- ❑ Budgetary factors (running regular summer school classes, increased faculty load)
- ❑ Budget vs. FTEs

Trimester Calendar

Four equal terms

- ❑ Winter Term January- March
- ❑ Spring April-June
- ❑ Summer July-September
- ❑ Autumn October-December

Three equal terms- Optional summer session

- ❑ Fall Trimester August 24-November 12
- ❑ Winter Trimester November-February 25
- ❑ Spring Trimester March 1- May 21
- ❑ Summer Session May 22- August 10

Three terms- Required Summer

- ❑ Fall August 31 December 12
- ❑ Spring January 4 – April 25
- ❑ Summer May 3 – August 22

MSOE

- ❑ Fall September 8 – November 21
- ❑ Winter November 30 – February 27
- ❑ Spring March 8 – May 29

Summer Session:

- ❑ Session 1 May 26 – July 3 (6wks)
- ❑ Session 2 July 6 – August 14 (6wks)
- ❑ Session 3 May 26 – August 14 (11wks)

Embracing Change

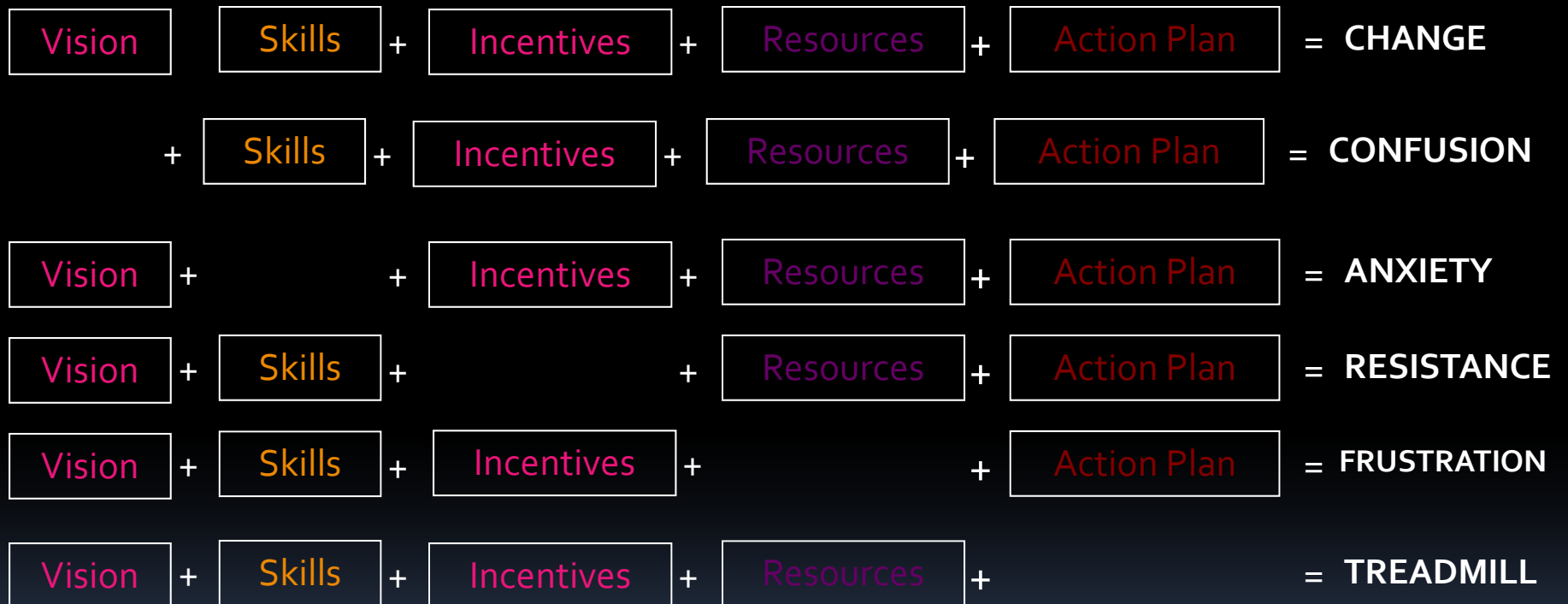
New system

- ❑ Risk-taking
- ❑ Investment
- ❑ Commitment
- ❑ Innovation

Key Components: Knoster T. (1991)

- ❑ Vision
- ❑ Skills
- ❑ Incentives
- ❑ Resources
- ❑ Action Plan

Managing Complex Change



Adapted from Knoster, T. (1991)