



POLICY

Title: QUALITY ASSESSMENT OF INSTRUCTIONAL PROGRAM AND SUPPORT SERVICES	Code: D0503
Authority: Board Minutes, 2/22/77; 9/16/81; 7/29/91; 12/15/98; 9/25/07; 12/18/18	Original Adoption: 2/22/77 Revised/Reviewed: 10/26/18 Effective: 12/18/18

The MATC District Board has as an educational goal to provide vocational, technical, and adult educational opportunities to the people of the Milwaukee Area district in the most efficient and effective manner within a framework of continuous quality improvement and accountability.

A continuous quality institutional assessment system of instructional program and support services evaluation is a point of central emphasis of the college's institutional effectiveness and student outcome assessment initiatives. These initiatives support strategic planning and decision-making to maintain high-quality instructional programs and support services.

In accordance with the evaluation policies for district programs and services of the Wisconsin Technical College System Board, the MATC quality institutional assessment system shall maintain an annual cycle of evaluation phases: monitoring, in-depth, and impact. Within this system, the MATC District Board, academic administration, and faculty shall be provided with information about indicators and measures of viability and performance of instructional programs and support services, so that state-mandated and locally developed benchmarks can be used to evaluate those programs and services for program or service improvement, restructuring, or discontinuance purposes.

Indicators, measures, and benchmarks of institutional, program, and service effectiveness shall include, but not be limited to:

A. Viability

1. Program demand based on local workforce needs
2. Student enrollment and retention
3. Access and diversity
4. Instructional program cost
5. Facilities and material resources
6. Local partnerships and other community services
7. External support for programs and services
8. Organizational climate



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B. Performance

1. Student learning outcomes
2. Program outcomes
3. Support services outcomes
4. Customers' (students, employers, partners, etc.) satisfaction and perceptions
5. Local employment and economic impact
6. State-mandated, federal-mandated, and Higher Learning Commission (NCA) required criteria

Institutional, program, and service effectiveness assessment reports shall be prepared and submitted as appropriate--monthly, quarterly, bi-annually, and annually--to the MATC District Board for consideration and approval.

The MATC District Board shall require periodic evaluation of all other educational offerings, services, and projects.