



MORAINÉ PARK

TECHNICAL COLLEGE

An Equal Opportunity Employer/Educator Functioning
Under An Affirmative Action Plan

MEETING ACTION PLANNING

DATE: 5/06/09

Meeting held IVC

TEAM/GROUP: QUALITY COUNCIL

RECORDER: Nadine Allen

MEMBERS:

Nadine Allen

Joe Halter

Theresa Bangart (student) absent

Chuck Brendel

Dr. Gayle Hytrek

Mary Vogl-Rauscher (absent)

Josh Bullock (absent)

Bradley Mitchell (absent)

Sandy Justman

Jay Edgren (absent)

Raj Pathare (absent)

Karen Zuehlke

Craig Finley

Greg Harding (absent)

Stephanie Murre-Wolf (absent)

Eric Wagner (student) absent

Maria Guenther (student) absent

Incoming members:

Brenda Block (present)

Eileen Rottscholl (present)

Matt Hurtienne (present)

Kelly Martin (absent)

Chuck Birringer (present)

Lisa Manuell (present)

GUESTS: Kathy Ebert

AGENDA ITEM: Check-In and Review Agenda:

- Reviewed agenda and Nadine decided to add discussing briefly the CQIN summer institute and also the latest meeting between the IVC staff and the QC reps looking at the data collection tracking system.

AGENDA ITEM #2: Change of Membership

- We are still awaiting final word on the last 2 staff members that will be joining the QC for the next 2 year term. Dan E. and Pete R are talking to some of their staff to see if anyone is interested.

TYPE OF ACTION: **DISCUSSION/DECISION:**

WHAT ACTION WAS/WILL BE TAKEN: **Awaiting word back from staff.**

WHO IS RESPONSIBLE: Nadine

BY WHEN: **May 15, 2009 It was decided that Cathy Werner and Peter Simon will be joining the QC.**

AGENDA ITEM #3 : Work team update on Culture of Quality Survey

- So far there have been about 10 work teams to ask for QC assistance in discussing the powerpoint overview of the survey and help guide them to deciding on which 1 of the 5 focus areas to select and make improvements towards. There has been a common theme of groups being confused on how to select an area of focus when it seems that they would then be asking for leadership and other areas of the college to change; and find it hard to relate to what THEY can do to make a difference. Many of the QC facilitators shared the opinion that some work teams were not prepared/informed that members from the QC were going to attend their work team meeting to discuss the survey and therefore had not reviewed the survey

information or results. In addition, it was harder to hold the meetings via IVC and get full participation from everyone when doing the brainstorming of the action items. Several IVC issues held up the conversations as well and took away substantial time from the already tight meeting timeframe. The Admin. Council would like to see a report out from some of the work teams once they have completed their action item lists. All actions taken by teams will be compiled by the QC and posted on Park Place later in the summer for MPTC staff to review.

- Many facilitators felt that the work teams made minimal gains during the hour long session and it was hard for them to feel engaged in the process. One comment discussed at length was the fact that one group of faculty felt that they were not listened to in the past in regards to feedback. Since they were asked for their opinions previously, but their comments went unnoticed, what is the point of responding now? It was thought that Managers should get more involved and sit down with the group and see how all parties can be more engaged in the process. It is possible that Josh may do this in the fall with faculty to see how we can all be a part of this improvement opportunity and put the long-term feelings from the past aside.
- The culture survey will also be on the agenda at the upcoming Admin Council retreat.
- Some consistent feedback is that staff members that sit on committees need to be better in touch with their work teams and share information with them. A suggestion was made for the Luminous team to post minutes on Park Place and also post the team members' names so that people know who to contact with questions or concerns. This would be a good practice to follow for the many projects going on, with agendas being distributed early so that members of work teams can talk with the project rep from their area in order to be prepared for the project meeting. Many times agendas come out late or not at all, and the rep at the meeting is underprepared.

TYPE OF ACTION: DISCUSSION/DECISION: Work team meetings will continue with results posted in August for the beginning of the new school year.

WHAT ACTION WAS/WILL BE TAKEN: QC to spend time at summer meeting compiling results and deciding what is important to post.

WHO IS RESPONSIBLE: Team decision

BY WHEN: Summer Meeting

AGENDA ITEM #4: Tying the Perkins Grant into QRP

- One of the responsibilities of the QC is to audit the QRP process. Kathy updated the group on the status of QRP and the many activities that are going on. We discussed the state website and their expectations on QRP. Kathy showed us MPTC historical levels on the scorecard. L=looks at the negotiated performance level (actually is just decided by the state), A=actual performance level. For each criteria where we do not meet the performance level, the college needs to develop an action plan for continuous improvement. Our results are above the state average for Technical Colleges.
- What are we doing to improve our score? The college is looking at programs that appear to be our biggest contributor to bringing our scores down and did a 5 Why root cause analysis with members from those programs. The group looked at the # of incompletes, withdrawals and NC's from a grading standpoint. Within that data, it was drilled down to the specific courses, class, instructor, etc. All client reported data was reviewed; we have identified to try and trim down the incompletes that are given. To assist in reaching this goal, we have implemented the Early Alert system for faculty to follow. The programs that fall in the "yellow" category are programs that will be included in year 2 of the QRP cycle next year. Programs in the "blue" are in the current QRP cycle and are currently in this review process.
- The Quality Council can help with QRP program reviews and help determine what aspects should be included/considered in order to be a "quality program".
- Currently there is some conflicting data on the success of some of the programs that Josh and Kathy are looking into. Quality Council will help monitor this. There are 9 initial programs which was considered to be very aggressive, and we will look to see a 1-2 % improvement each year in the data. Some concerns brought up by faculty is that in order to get around giving out the NC's and I's for grading, that some students will just be passed so that the program does not look like it's in jeopardy. Using the early

alert procedure should be followed at all times.

- There is an overlap between Title III and Perkins. The Perkins video that Kathy created can be viewed on Park Place under Academic Affairs, and by following the Curriculum and QRP link.

TYPE OF ACTION: DISCUSSION/DECISION: Kathy and Nadine will look into the Fall QRP cycle schedule and let QC members know how they can be included.

WHAT ACTION WAS/WILL BE TAKEN:

WHO IS RESPONSIBLE: Nadine

BY WHEN: September 2009

AGENDA ITEM#4 : HLC annual meeting updates

- Dr. Hytrek shared a discussion with the new HLC President, Sylvia Manning on how the Commission is rethinking accreditation. It is planned that there be a new process with additional options for college accreditation by the year 2011. This will include various pathways to accreditation, but it does appear that for MPTC, there should not be much of a change and that we will stick with AQIP. There was an article that was shared with the QC that was written in the Inside Higher Ed journal.

TYPE OF ACTION: DISCUSSION

WHAT ACTION WAS/WILL BE TAKEN: Follow in the HLC decision process over the upcoming year.

WHO IS RESPONSIBLE: Dr. Hytrek and Nadine

BY WHEN: N/A

AGENDA ITEM #5: CQIN Summer Institute

- Currently there are 8 MPTC staff members that have confirmed they will be attending the CQIN (Continuous Quality Improvement Network) summer conference that has a theme of "Innovation". The CQIN team that attended the conference last year on Customer Service at the Ritz Carlton brought back many ideas that the college implemented for improvement. A team of 10 will be going to the conference which is also attended by various local Technical Colleges. A report will be given to the QC at the Sept. meeting and also to the Administrative Council's fall retreat.

TYPE OF ACTION: DISCUSSION/DECISION: None at this time.

WHAT ACTION WAS/WILL BE TAKEN:

WHO IS RESPONSIBLE:

BY WHEN: N/A

AGENDA ITEM#6: IVC data collection

- Joe and Nadine met with Pete and his staff to discuss the data collection activities for determining the downtime for IVC classes/meetings for the past month. It was decided earlier by the QC to pursue a process improvement project in this area to look at what types of issues the IVC rooms are having and how they are responded to. Do we also have enough support staff for IVC issues when classes on all campuses are being held. It was decided at the work team meeting that a summer project will be held in June to look at the entire process for improvement. The QC will continue to monitor the data and hear the results from the June project.

TYPE OF ACTION: DISCUSSION/DECISION: Decision

WHAT ACTION WAS/WILL BE TAKEN: The Quality Council will help facilitate a project with the IVC team, faculty, and administration.

WHO IS RESPONSIBLE: Chuck B. and Nadine will facilitate

BY WHEN: June 17, 2009

NEXT MEETING: July 22, 2009 Noon – 3pm in Beaver Dam

