

Action Project Completion Feedback Form

Contact Name: Janice Collins **Project Leader:** Josh Bullock

Institution: Moraine Park Technical College

Action Project ID: #96: Obtain Feedback from learners to determine the extent to which needs and goals are/are not being met.

1. How have you documented the work (changes, process reengineering, etc.) done under this Action Project to ensure that your institution will continue to benefit from your efforts?

All process documents, including detailed process flowcharts, have been retained electronically for future reference. Information derived from each stage of the process has been retained in separate, easily accessible directories. Retention of detailed process documentation will allow the College to easily replicate the study on a bi-annual basis, as planned.

2. Estimate the total financial and human costs you incurred in accomplishing this Action Project. If possible, translate human costs (i.e., employee time, consultants) into dollar amounts, but explain additionally other human consequences that have no dollar equivalents.

It is estimated that College staff expended 484 hours developing and managing this project (378 hours project managers' time and 106 hours of college staff member's time). At an average rate of \$35 per hour for salary and benefits this equates to \$16,940 dollars over the duration of the project. In addition, financial resources were expended on refreshments for student focus groups as well as for printing and distribution of the student survey. These financial costs for survey printing, mailing, and postage are estimated at \$1,380. In addition, refreshments for student focus groups are estimated at \$150. In total the College expended just under \$18,500 in initiating this Action Project. There are no other known human consequences resulting from this project.

3. Estimate the final financial and human benefits you believe your institution will realize as a result of this Action Project. If cost savings will occur, estimate the total or the yearly dollar savings. If the benefits are in terms of reduced labor, estimate the total or yearly dollar savings. If the major benefits anticipated will be non financial (e.g., higher morale, better service to students and stakeholders) describe these as concretely as possible.

It is difficult to assess a detailed financial or human benefit from this project. Ultimately, by obtaining student feedback on goals and needs specifically related to Moraine Park's programs we will be in a stronger position to proactively take action. Our ability to proactively address Moraine Park specific student needs and goals will thus increase student persistence and retention. Increased retention and persistence has a significant financial benefit to the College both in terms of tuition revenue as well as FTE funding from the Wisconsin Technical College System. Specific financial impact would be extremely difficult to gauge. In addition, by

eliminating the need to conduct the Noel-Levitz Student Satisfaction Inventory (SSI) on a bi-annual basis we are saving the College roughly \$1,500 bi-annually.

4. What spin-off benefits have occurred as a result of working on this Action Project. How has it influenced or changed your institution's culture? What other projects have been initiated as a consequence of this one?

This action project has not had a significant impact on the institution's culture. Moraine Park continues adhering to the principles of the Learning College, including a strong focus on the student. This project simply reinforced this focus within the College and thus acted to support the existing culture. In addition, this project did not serve to initiate additional projects within the College.

5. What unintended consequences - either positive or negative - occurred because of your working on this Action Project?

Given the strong upfront support we received from the College's senior management, there was a clear understanding of the project's goals and expected outcomes from the start. The most notable positive outcome of the project was in providing statistical evidence to support our hypothesis that the needs of students in various program clusters are indeed different. The results of the research provided actionable information for the program Deans in determining what areas each program cluster should focus on to meet students needs.

6. Describe any efforts you have made to share your experience with this Action Project with the larger higher education community.

Thus far we have not made a conscious effort to share our overall experience with the broader higher education community. During development of the project we shared our process and progress at an AQIP poster session at the annual Higher Learning Commission conference. As a result of the poster session experience we received calls from several colleges, and subsequently shared information on our project. In addition, we have informally shared our process at various Wisconsin Technical College System (WTCS) meetings.