

Mid-State Technical College

500 32nd Street North
Wisconsin Rapids, WI 54494

2008 Federal Compliance Materials Packet

*Prepared in support of the college's March 2008
AQIP Quality Checkup Visit*



Federal Compliance

Title IV Compliance


MSTC received initial eligibility for Title IV programs effective April 21, 1967. The most recent re-approval was granted on November 14, 2006 with full certification until September 30, 2012. Title IV Compliance documents including Program Participation Agreement and the Eligibility and Certification Renewal are included on the following pages.

MSTC does not have outstanding compliance issues related to financial responsibility standards: limitation, suspension, or termination actions, audits, or default rates. The College's default rates and default management plan are included in the following pages.

The College complies with Title IV-mandated student notification requirements such as campus crime-reporting through its Student and Staff Right-to-Know flyer that is delivered to every staff member and student with one or more credits. Graduate follow-up information is made available through MSTC's website.

U.S. Department of Education Federal Student Aid Program Participation Agreement

PPA. OPE ID: 00538000. PPA Expiration Date: 09/30/2012 Page 1 of 15



FEDERAL STUDENT AID *»START HERE. GO FURTHER.™*

UNITED STATES DEPARTMENT OF EDUCATION

FEDERAL STUDENT AID
SCHOOL ELIGIBILITY CHANNEL

PROGRAM PARTICIPATION AGREEMENT

Effective Date of Approval: The date on which this Agreement is signed on behalf of the Secretary of Education
Approval Expiration Date: **September 30, 2012**
Reapplication Date: **June 30, 2012**

Name of Institution: **Mid-State Technical College**
Address of Institution: **500 32nd Street North**
Wisconsin Rapids, WI 54494-5512

OPE ID Number: **00538000**
DUNS Number: **074792789**
Taxpayer Identification Number (TIN): **391089584**

The execution of this Agreement by the Institution and the Secretary is a prerequisite to the Institution's initial or continued participation in any Title IV, HEA Program.

The postsecondary educational institution listed above, referred to hereafter as the "Institution," and the United States Secretary of Education, referred to hereafter as the "Secretary," agree that the Institution may participate in those student financial assistance programs authorized by Title IV of the Higher Education Act of 1965, as amended (Title IV, HEA Programs) indicated under this Agreement and further agrees that such participation is subject to the terms and conditions set forth in this Agreement. As used in this Agreement, the term "Department" refers to the U.S. Department of Education.

SCOPE OF COVERAGE

This Agreement applies to all locations of the Institution as stated on the most current ELIGIBILITY AND CERTIFICATION APPROVAL REPORT issued by the Department.

http://eligcert.ed.gov/eapp/owa/ppa_doc?ope=005380&id=19554 12/6/2006


PPA. OPE ID: 00538000. PPA Expiration Date: 09/30/2012 Page 2 of 15

This Agreement covers the Institution's eligibility to participate in each of the following listed Title IV, HEA programs, and incorporates by reference the regulations cited.

- **FEDERAL PELL GRANT PROGRAM**, 20 U.S.C. 1070a et seq; 34 CFR Part 690.
- **FEDERAL FAMILY EDUCATION LOAN PROGRAM**, 20 U.S.C. 1071 et seq; 34 CFR Part 682.
- **FEDERAL DIRECT STUDENT LOAN PROGRAM**, 20 U.S.C. 1087a et seq; 34 CFR Part 685.
- **FEDERAL PERKINS LOAN PROGRAM**, 20 U.S.C. 1087aa et seq; 34 CFR Part 674.
- **FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT PROGRAM**, 20 U.S.C. 1070b et seq; 34 CFR Part 676.
- **FEDERAL WORK-STUDY PROGRAM**, 42 U.S.C. 2751 et seq; 34 CFR Part 675.

U.S. Department of Education Eligibility and Certification Approval Report

Eligibility and Certification Approval Report. Page 1 of 9



UNITED STATES DEPARTMENT OF EDUCATION
SCHOOL PARTICIPATION MANAGEMENT DIVISION
ELIGIBILITY AND CERTIFICATION APPROVAL REPORT

DATE PRINTED: 12/14/2006 PAGE A - 1

NAME AND ADDRESS OF INSTITUTION: Mid-State Technical College
 500 32nd Street North
 Wisconsin Rapids, WI 54494-5512

TYPE OF INSTITUTION: Public

CONGRESSIONAL DISTRICT: 07
 DEPARTMENT REGION: 05
 SCHOOL PARTICIPATION TEAM: 05

ACTION DATE: 11/14/2006
 ACTION: Reapprove Elig/Full Cert

OPE ID: 00538000
 TIN: 391089584
 IPEDS ID: 239220
 DUNS NBR: 074792789

FEDERAL PELL GRANT ID: 005380
 FEDERAL FAMILY EDUCATION LOAN ID: 005380
 FEDERAL DIRECT STUDENT LOAN ID:
 FEDERAL PERKINS LOAN ID: 004517
 FEDERAL SCHOOL CODE: 005380
 FEDERAL WORK STUDY ID: 004517
 FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT ID: 004517

ACADEMIC CALENDAR: Semester Hours
 HIGHEST EDUCATIONAL PROGRAM OFFERED: Associate's Degree

ELIGIBLE: Y
 INITIAL APPROVAL DATE: 04/21/1967
 CERTIFIED: Certified
 LOAN DEFERMENT: Y
 PROGRAM PARTICIPATION AGREEMENT
 EFFECTIVE DATE: 12/13/2006
 EXPIRATION DATE: 09/30/2012

WAIVER(S):
 *** End of Waivers ***

THE INSTITUTION IS ELIGIBLE TO APPLY FOR PARTICIPATION IN THE FOLLOWING PROGRAMS AUTHORIZED UNDER THE HIGHER EDUCATION ACT OF 1965, AS AMENDED:

| | | | | |
|--------------|-------------|---------------|--------------|---------------|
| TITLE I: Y | TITLE IV: Y | TITLE VII: Y | TITLE X: Y | TITLE XIII: Y |
| TITLE II: Y | TITLE V: Y | TITLE VIII: Y | TITLE XI: Y | TITLE XIV: Y |
| TITLE III: Y | TITLE VI: Y | TITLE XI: Y | TITLE XII: Y | TITLE XV: Y |

TITLE IV STUDENT FINANCIAL ASSISTANCE PROGRAMS

| PROGRAM | CERTIFIED | APPROVAL DATE | PROGRAM | CERTIFIED | APPROVAL DATE |
|---------|-----------|---------------|---------|-----------|---------------|
| | | | | | |

<http://elijacert.ed.gov/eapp/ecar?ope=005380> 12/14/2006

Eligibility and Certification Approval Report. Page 2 of 9

| | | | | | |
|--------------------|---|------------|-------------------|---|------------|
| FWS Com Serv | Y | 04/21/1967 | FWS Priv Sec Empl | Y | 10/02/1996 |
| FWS Job Loc Dev | Y | 04/21/1967 | FFEL Staff | Y | 04/21/1967 |
| FFEL Staff Unsub | Y | 10/02/1996 | FFEL PLUS | Y | 10/02/1996 |
| FPerkins | Y | 04/21/1967 | FSEOG | Y | 04/21/1967 |
| FPell | Y | 07/01/1972 | FDSLPL Staff | Y | 10/02/1996 |
| FDSLPL Staff Unsub | Y | 10/02/1996 | FDSLPL PLUS | Y | 10/02/1996 |

**** End of Section A ****



UNITED STATES DEPARTMENT OF EDUCATION
SCHOOL PARTICIPATION MANAGEMENT DIVISION
ELIGIBILITY AND CERTIFICATION APPROVAL REPORT

DATE PRINTED: 12/14/2006 ACCREDITATION SECTION PAGE B - 1

INSTITUTION NAME : Mid-State Technical College
OPE ID : 005380 00
INSTITUTION TYPE : Public

ACCREDITATION

| ACCREDITING AGENCY | DESIGNATION | SCOPE | EFFECTIVE YEAR | NUMBER OF YEARS |
|------------------------------------------------------------------------|-------------|---------------|----------------|-----------------|
| North Central Association of Colleges and Schools - CIHE (Higher Educ) | Primary | Institutional | 2002 | 7 |

**** End of Accreditation Section ****



UNITED STATES DEPARTMENT OF EDUCATION
SCHOOL PARTICIPATION MANAGEMENT DIVISION
ELIGIBILITY AND CERTIFICATION APPROVAL REPORT

DATE PRINTED: 12/14/2006 STATE AUTHORIZATION SECTION PAGE C - 1

INSTITUTION NAME : Mid-State Technical College
OPE ID : 005380 00
INSTITUTION TYPE : Public

STATE AUTHORIZATION

STATE AGENCY
WI Technical College System

**** End of State Authorization Section ****

Higher Learning Commission Statement of Affiliation Status



The Higher Learning Commission

30 North LaSalle Street, Suite 2400 | Chicago, Illinois 60602-2504 | 312-263-0456
800-621-7440 | FAX: 312-263-7462 | www.ncahigherlearningcommission.org

STATEMENT OF AFFILIATION STATUS

MID-STATE TECHNICAL COLLEGE
500 N. 32nd Street
Wisconsin Rapids, WI 54494-5599

Affiliation Status: Candidate: 1972*
Accreditation: (1979- .)

AQIP PARTICIPANT

Nature of Organization

Legal Status: Public
Degrees Awarded: A

Conditions of Affiliation:

Stipulations on Affiliation Status: None.
Approval of New Degree Sites: Prior Commission approval required.
Approval of Distance Education Degrees: Prior Commission approval required.
Reports Required: None.
Other Visits Scheduled: None.

Summary of Commission Review

Year of Admission to AQIP: 04/26/2002
Year of Next System Appraisal: 2009 - 2010
Year of Next Reaffirmation of Accreditation: 2008 - 2009
Date of Last Action: 04/26/2002

Name Change:
Mid-State Vocational-Technical and Adult Education District to Mid-State Technical College (1989)

Last Modified: 09/08/2006

A Commission of the North Central Association of Colleges and Schools

09/08/2006

Student Loan Default Rate

Listed below are the Cohort default rates and MSTC's default rates for past years and the national average for comparison.

Official Cohort Default Rate Data for Fiscal Years Ending 2003-2005

| | | | |
|-----------------------|------------------------------------------------------------------------------------------------|-------------|-------------|
| OPE ID | 005380 | | |
| School | Mid-State Technical College 500 32 nd Street North Wisconsin Rapids, WI 54494 | | |
| Type | Associate's Degree | | |
| Control | Public | | |
| PRGMS | FFEL | | |
| | 2003 | 2004 | 2005 |
| Default rate | 6.0% | 3.9% | 3.4% |
| Students in default | 29 | 21 | 22 |
| Students in repayment | 478 | 533 | 633 |

| Year | MSTC | National Average, 2-year public | National Average, all institutions |
|------|-------|------------------------------------|---------------------------------------|
| 1991 | 10.4% | 14.8% | 17.8% |
| 1992 | 11.0% | 14.5% | 15.0% |
| 1993 | 9.4% | 13.3% | 11.6% |
| 1994 | 11.8% | 13.8% | 10.7% |
| 1995 | 8.9% | 14.2% | 10.4% |
| 1996 | 8.9% | 13.2% | 9.6% |
| 1997 | 8.3% | 12.7% | 8.8% |
| 1998 | 8.9% | 10.7% | 6.9% |
| 1999 | 3.7% | 8.8% | 5.6% |
| 2000 | 7.0% | 9.2% | 5.9% |
| 2001 | 5.4% | 8.6% | 5.4% |
| 2002 | 5.8% | 8.5% | 5.2% |
| 2003 | 6.0% | 7.6% | 4.5% |
| 2004 | 3.9% | 8.1% | 5.1% |
| 2005 | 3.4% | 7.9% | 4.6% |

Student Loan Default Management Plan

To reduce defaults, MSTC maintains the following procedures.

- 1) Improve Borrower's Understanding and Respect for the Loan Repayment Obligation.
 - a) In cooperation with the lender and in compliance with the law, including the Fair Debt Collection Practices Act when applicable, contact each borrower with respect to whom the lender has requested pre-claims assistance from the guarantee agency to urge the borrower to repay the loan and to emphasize the consequences of default listed in item I.C.3(b) below, by means of telephone contacts and letters sent "Forwarding and Address Correction Requested".
 - b) In cooperation with the lender and compliance with the law, including the Fair Debt Collection Practices Act when applicable, contact a borrower during the grace period in order to:
 - i) Remind the borrower of the importance of the repayment obligation and of the consequences of default in item I.C.3(b) below, by means of telephone, letters sent "Forwarding and Address Correction Requested", and via direct methods.
 - ii) Update the College's records regarding the borrower's address, telephone number, employer, and employer's address.
 - c) Conduct the following counseling activities as described in 34 CFR, part 682, subpart F:
 - i) Part of the entrance loan counseling provided to a FFELP borrower is as follows:
 - (1) The entrance loan counseling web software provided by the Guarantor explains in detail to the student that the student's dissatisfaction with, or non-receipt of, the educational services being offered by the College does not excuse the borrower from repayment of any FFELP loan made to the borrower for enrollment at the College.
 - (2) The College and/or the guarantee agency provide information to the borrower regarding counseling to ensure the borrower's comprehension of the terms and conditions of FFELP loans including:
 - (a) The stated interest rate on the borrower's loans.
 - (b) The applicable grace period provided to the borrower and the approximate date the first installment payment will be due.
 - (c) A description of the charges imposed for failure of the borrower to pay all or part of an installment payment when due.
 - (d) A description of any charges that may be imposed as a consequence of default, such as general information on the College's refund policies; liability for expenses reasonable incurred in attempts by the lender or guarantee agency to collect the loan, including attorney's fees.

- ii) Explain the borrower's rights and responsibilities in the FFELP loan programs including:
 - (1) The borrower's responsibility to inform his or her lender immediately of any change of name, address, telephone number, or Social Security number.
 - (2) The borrower's right to deferment, cancellation, or postponement of repayment and the procedures for obtaining those benefits.
 - (3) The borrower's responsibility to contact his or her lender in a timely manner before the due date of any payment he or she cannot make.
 - (4) The availability of forbearance under certain circumstances and the procedures described in 34 CFR, Part 682.
- iii) Part of the exit counseling provided to the FFELP borrower is as follows:
 - (1) General information on the average indebtedness of student borrowers who have obtained FFELP loans for attendance at the College and the average amount of a required monthly payment based on that indebtedness.
 - (2) Detailed information regarding the consequences of failure to repay the loan, including damaged credit rating, loss of deferment options, possible seizure of Federal income tax refunds, liability for collection costs, garnishment of wages and loss of further eligibility for Title IV student assistance.
 - (3) Review repayment options.
 - (4) Explain the sale of loans by lenders and the use of outside contractors to service the loans.
 - (5) Provide general budget information and aspects of personal financial management, and expected salaries for certain fields.
 - (6) Provide sample loan repayment schedules based on the borrower's total loan indebtedness for attendance at the College.
 - (7) Provide the name and address of the borrower's lender or guarantor according to the College's records.
 - (8) Provide guidance on the preparation and completion of deferment forms.

2) Reduce Defaults Related to Borrower's Difficulty Finding Employment.

- a) Student Career Services provides resources that help facilitate student transition from college to work. Free, lifelong resources and services are available year-round to students and graduates. Career Services provides access to employer's job openings, on-line job bank, learning and networking opportunities, seminars and workshops, job fairs and graduate placement information.

- 3) Reduce Defaults by Dropouts.
 - a) The college offers counseling services through its student success initiative. The counseling encompasses program and academic advising, career counseling, financial aid guidance and materials and other support services to students to help reduce withdrawal rates and increase retention. Special consideration is given to "high-risk" students.
 - b) The Financial Aid Office maintains qualitative and quantitative satisfactory academic standards and coordinates career plans with the counseling and advising staff at the college to ensure student success.

Credits, Program Length, and Tuition

MSTC is one of the sixteen colleges in the Wisconsin Technical College System (WTCS). The WTCS Board is the coordinating agency and is responsible for setting statewide policy, program standards and curricula, and distributing aid in alignment with the Department of Education and accrediting policies. The Mid-State Technical College Board of Directors guides the district within the context of state board directives; the WTCS Office staff carries out the operational functions of the WTCS Board. The nine-member MSTC Board meets monthly to provide local governance and direction and to set outcomes for the College.

The following policies are published in (and taken from) the WTCS Educational Services Manual. The policies establish:

- Credit hour equivalencies for transcribed courses
- Credit hour expectations for similar programs in other accredited institutions
- Tuition across the WTCS and system-wide program fees

General Program Criteria

Each district shall develop, implement, modify, suspend, or discontinue programs in accordance with program standards.

Each district shall grant the appropriate degree or diploma to graduates of WTCS Board approved occupational programs. A certificate may be granted by a district at its own discretion or with State Board approval where required. System Office staff approval is necessary for Advanced Technical Certificates.

The emphasis shall be focused on occupational specific programs related to a given field of employment. Exceptions are currently in place according to state statutes for WTCS liberal arts collegiate transfer programs offered at Madison, Milwaukee, and Nicolet Area Technical Colleges. Authority to develop and conduct the Associate Degree in Arts and Science courses and programs must be sought from the WTCS Board.

Programs requiring accreditation and/or approval by an outside agency or organization, or programs whose graduates must be eligible to write licensure or certification examinations may be adjusted to meet such standards as well as prescribed criteria within the jurisdiction of WTCS Board.

Technical Diploma courses shall not be included in an associate degree program curriculum. However, associate degree courses may be included in a technical diploma program curriculum. Section 6, "Course Standards," states the standards for each type of credit approved for use within the WTCS.

Program and course designers of any given curriculum will take into consideration the recommendations of the appropriate advisory committee.

Program Length

MSTC offers the following program types and adheres to the WTCS policies.

Associate Degree in Applied Sciences - Occupational Programs (Code 10)

Associate degree programs are developed to assist persons preparing for, or advancing in, an occupation. Curricula of associate degree programs are designed to reflect statewide competency requirements for a target job, which define the occupational program.

- A. Associate degree programs require a minimum of 60 semester credits. Programs with more than 70 credits in the curriculum require written approval by the WTCS President when needed to meet licensure, certification, and other requirements. Curricula with more than the maximum credits shall reflect the additional credits in the technical studies.
- B. The Technical Studies credit requirement range for Technical Studies is 36 to 49 credits.
- C. The General Studies category includes general education program courses which relate to the effective functioning of the individual in both occupational and community settings. The credit requirement range for General Studies is 21 to 30 credits. It is further defined by the course categories shown below.
 - a. Communications- 6 credits
 - b. Social Science- 3 credits
 - c. Behavioral Science- 3 credits
 - d. Math and/or Science- 3 credits
 - e. Additional General Education- 6 to 15 credits
 - f. Credits for electives range from 0 to 6. Electives are used to broaden and enrich the specific program of study.

Technical Diploma Programs (Codes 30, 31, and 32)

Technical programs are based on local needs of business and industry and are designed to assist persons preparing for entry into, remaining in, or advancing in an occupation. Technical diploma programs have a minimum of two (2) technical credits and a maximum of 70 technical credits.

- A. Technical diploma - Less than One Year (Code 30) - a minimum of two (2) technical credits and a maximum of 25 technical credits.

- B. Technical diploma - One Year (Code 31) - a minimum of 26 technical credits and a maximum of 54 technical credits.
- C. Technical diploma - Two Year (Code 32) - a minimum of 55 technical credits and a maximum of 70 technical credits.
- D. Deviation beyond 70 technical credits requires approval by the state director.
- E. Occupational specific course requirements - minimum 70%
- F. Occupational supportive/general education course requirements - maximum 30%

Apprenticeship Programs (Code 50)

Apprenticeship programs are developed to assist registered apprentices to acquire the related technical knowledge and skills to augment the planned on-the-job experiences.

Apprenticeship programs of three (3) or more years of on-the-job training shall have a minimum of 400 hours of paid related instruction. The related instruction will be offered at a minimum of four (4) hours a week or equivalent. Apprenticeship programs shall maintain minimum common core competencies as identified by industry, BAS, and, where appropriate, by state trade advisory committees.

Certificates

Certificates may be awarded at the option of the local district for participation and/or attendance at any WTC program level and/or adult continuing education course(s), groups of courses or attainment of specific competencies.

Advanced Technical Certificates are certificates specifically designed and approved by the System Office. Directions for establishing Advanced Technical Certificates can be found in Section 7, Chapter 10, Unit 7.

Credits

Assignment of credits is based on the following standards. One associate degree and technical diploma (1) credit is granted for 54 - 50 minute periods of student effort in any given term whether in classroom, clinical, laboratory, assigned outside study, independent instruction/study, or any combination of the aforementioned. (See Types of Instruction A, B and C.) Exceptions to this rule are identified in Types of Instruction D and E. For type D and E instruction, classroom/lab experiences are decreased in favor of the work experience.

| Instruction type | Hours of Instruction to Equal 1 Credit | |
|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------|
| | Associate Degree | Technical Diploma |
| Type A: Classroom Presentations | 18 | 36 |
| Type B: On-campus Laboratory | 36 | 36 |
| Type C: Individualized/Independent Instruction and Selected Clinical, Extended Laboratory, and/or Shop Experiences | 54 | 54 |
| Type D: Simulated or Actual Occupational Experience | 72 | 72 |

| Instruction type | Hours of Instruction to Equal 1 Credit | |
|--------------------------------------------------------------|----------------------------------------|-------------------|
| | Associate Degree | Technical Diploma |
| Type E: On-the-job Experience (Limited Selected Programs) | 216 | 216 |

| Apprenticeship Credit Calculation | |
|-----------------------------------|--------|
| Hours | Credit |
| 1-9 | 0.25 |
| 10-18 | 0.50 |
| 19-27 | 0.75 |
| 28-36 | 1.00 |

| Continuing Education Credit Computation | | | |
|-----------------------------------------|---------|-------|--------|
| Hours | Credits | Hours | Credit |
| 0-2 | 0.05 | 21-22 | 0.55 |
| 3-4 | 0.10 | 23-24 | 0.60 |
| 5-6 | 0.15 | 25-26 | 0.65 |
| 7-8 | 0.20 | 27-28 | 0.70 |
| 9-10 | 0.25 | 29-30 | 0.75 |
| 11-12 | 0.30 | 31-32 | 0.80 |
| 13-14 | 0.35 | 33-34 | 0.85 |
| 15-16 | 0.40 | 35-36 | 0.90 |
| 17-18 | 0.45 | 37-38 | 0.95 |
| 19-20 | 0.50 | 39-40 | 1.00 |

Tuition and Fees

MSTC is mandated by the State of Wisconsin to charge program and material fees in accordance with the WTCS guidelines. Links to the administrative bulletins that document state-wide tuition and fees each year are below.

The Administrative Bulletin for Fiscal Year 2007-08 Program Fee Rates and Out-of-State Tuition Rates can be accessed at:

<http://systemattic.wtcsystem.edu/Policy/Adminbul/07-02.pdf>

The Administrative Bulletin for FY 2007-08 Material Fees can be accessed at:

<http://systemattic.wtcsystem.edu/Policy/Adminbul/07-01.pdf>

Professional Program Accreditations

Programs at Mid-State Technical College are reviewed periodically using the Quality Review Process as defined by the WTCS Board. The programs listed below have professional or specialized accreditation or licensure requirements. All of the accreditations are presently in good standing with the listed accreditation or licensure organization.

| Program | Professional/Specialized Accreditation |
|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Nursing Associate Degree | Wisconsin Board of Nursing National League for Nursing Accreditation Commission |
| Cosmetology and Barbering | Wisconsin Department of Regulation and Licensing (licensure) |
| Respiratory Therapy | Commission on Accreditation of Allied Health Programs/Committee on Accreditation for Respiratory Care |
| Surgical Technologist | Commission on Accreditation of Allied Health Programs/ Accreditation Review Committee on Education in Surgical Technology |
| Criminal Justice-Basic Law Enforcement Training Academy | Wisconsin Department of Justice |
| Criminal Justice-Corrections | Wisconsin Department of Justice |
| Criminal Justice-Law Enforcement | Wisconsin Department of Justice |
| EMS | Department of Health and Family Services EMS Section (licensure) National Registry of EMT's (Certification required for WI licensure) |
| Medical Assistant | Commission on Accreditation of Allied health Education Programs/Based on recommendation of the Curriculum Review Board of the American Association of Medical Assistants Endowment (AAMAE) |
| Phlebotomy | National Accrediting Agency for Clinical Laboratory Sciences |

Organizational Records of Student Complaints

MSTC adopted a student complaint procedure, below, to provide students a process to voice concerns and to seek resolution to issues as well as meet compliance standards.

Mid-State Technical College Student Complaint Policy

Definition of a Formal Complaint

A formal complaint is a written allegation of an inequity. An inequity may involve either the academic or the non-academic functions of MSTC. A request for a decision is not a complaint. Likewise, the appeal of an academic or non-academic decision does not constitute a complaint because an appeal is a request to reexamine a decision.

Who can file a Complaint

An individual student, a candidate for graduation, or members of an approved organization, may file a complaint. For the purposes of this policy, a student is an individual who is enrolled on a full- or part-time basis at MSTC, someone who could resume study at MSTC without filing a new application form, or an individual who has graduated from MSTC within 24 months. Individuals who believe that they have cause to make a formal complaint should send a letter to the Director of Student Support. The Office of the Director of Student Support is located at MSTC, 500 32nd Street North, Wisconsin Rapids, WI 54494.

Formal Complaint Log

Formal complaints will result in an anonymous entry to the MSTC Complaint Log. The Log is available for review by college staff, representatives of accrediting agencies, and by other, appropriate outside agencies. The names of any individuals involved in a complaint (including the names of any student(s) or MSTC staff directly involved) are not part of the Log. The Complaint Log will include the following information:

- A. A description of the complaint
- B. The date the complaint was received
- C. The category of the complaint (grade dispute, sexual harassment, etc.)
- D. Steps taken to address the complaint
- E. The disposition of the complaint, including referral to an outside agency
- F. Any external actions initiated by a student and related to a given complaint

Resolution of a Formal Complaint

The Director of Student Support records the receipt of a complaint in the Complaint Log and refers the complaint to the appropriate MSTC official. The official receiving notice of a complaint meets with the persons involved and attempts to resolve the complaint. The MSTC official in receipt of a referred complaint from the Director of Student Support has five school days to schedule a meeting of the individuals involved in that complaint. If a satisfactory resolution is concluded, then the MSTC official who received the complaint notifies the Director of Student Support that the complaint has been resolved, and an appropriate entry is recorded in the Complaint Log. If a satisfactory resolution to a complaint is not concluded, then the college official who received the complaint refers the matter back to the Director of Student Support for further review. The Director of Student Support has five school days from the receipt of an unresolved complaint to schedule a meeting of the individuals involved in that complaint. The decision of the Director of Student Support will constitute the final resolution of a formal complaint.

Maintenance of the Complaint Log

MSTC will maintain, at a minimum, records of complaints for a two-year period. The Director of Student Support will maintain the Complaint Log. Accrediting agencies and other, appropriate outside agencies will be able to review the Complaint Log in conjunction with accrediting visits and self studies.

Notice to Students

The following notice is published in the college Catalog & Student Handbook and the Right to Know:

Complaint Procedure for Students

MSTC is committed to providing a positive environment and educational experience for students. Should you have a concern or problem, please discuss it with your instructor, counselor or campus dean to attempt to resolve the matter. If this action does not resolve the problem, a formal complaint can be presented. Typically, a formal complaint is a written allegation of an inequity. An inequity may involve either the academic or the non-academic function of MSTC. Students who believe that they have cause to

make a formal complaint should send a letter to the Director of Student Support. The Office of the Director of Student Support is located at MSTC, 500 32nd Street North, Wisconsin Rapids, WI 54494. Questions about the complaint policy may also be directed to the Director of Student Support 715.422-5526.

Student Complaint Log

The complaint log for 2005-2006 and 2006-2007 is below.

| Complaint # | Description of complaint | Date reported | Category of complaint | Actions taken by college staff | Disposition or if referred, agency to which complaint was referred | External actions taken by student |
|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|---------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------|
| 2005/06 No formal complaints filed with Director of Student Support | | | | | | |
| 1- 2006/07 | Student felt she was harassed & treated unfairly | 3/7/07 Incident report | Harassment (non-sexual)/ equitable treatment | Immediately referred to Affirmative Action Officer- Human Resources VP Student Affairs investigation | Investigation, no discrimination found, resolution records on file in HR and Student Affairs | None |
| 2- 2006/07 | Father did not agree with late policy in cosmetology program- verbal no formal written complaint | 5/30/07 | Class/ program policy | Father did not agree with late policy in cosmetology program- verbal no formal written complaint | Unknown- No feedback received | |

Process for Soliciting Third-Party Comment

Mid-State Technical College complied with the Commission's goals and expectations related to the solicitation of third-party comment for the accreditation process. The AQIP liaison and the Director of Communications worked through the following steps to ensure compliance:

1. Identified stakeholders for the communications.
2. Identified the media outlets most likely to reach stakeholders.
3. Drafted communications suited to the media outlets.

- Submitted the communications to the media outlets.

Third-party comment was solicited through three venues: In legal notices published in the three largest newspapers in the college's district (The Wisconsin Rapids Daily Tribune, the Stevens Point Journal, and the Marshfield News-Herald), via a generalized press release, and on the college's web site. An example of the published legal notice is on the left.



Press Release

The press release sent to various media outlets is below. The release was sent to media outlets throughout the college's district.

MSTC NEWS

Date: January 10, 2008

Contact: Elizabeth Moran, Director of Communications (715) 422-5326 elizabeth.moran@mstc.edu

Release: Immediately

MSTC to Undergo Evaluation for Accreditation

WISCONSIN RAPIDS – Mid-State Technical College (MSTC) will undergo a comprehensive evaluation visit March 26-28, by a team representing the Higher Learning Commission of the North Central Association of Colleges and Schools. MSTC has been accredited by the Commission since 1979. Its accreditation is at the Associate degree level. In addition, MSTC is accredited by the Commission under the Academic Quality Improvement Program (AQIP). Under AQIP, colleges maintain accreditation by building a culture of continuous improvement. MSTC was accepted into the AQIP process in 2002.

The Higher Learning commission is one of six accrediting agencies in the United State that provide institutional accreditation on a regional basis. Institutional accreditation evaluates an entire institution and accredits it as a whole. Other agencies provide accreditation for specific programs. Accreditation is voluntary. The Commission accredits approximately 1,100 institutions of higher education in a nineteen-state region. The Commission is recognized by the U.S. Department of Education.

For the past six years, MSTC has engaged in a process of self-study, addressing the Commission's requirements and criteria for accreditation and continuous improvement. The evaluation team

will visit MSTC to gather evidence that the self-study is thorough and accurate. The team will review the college's ongoing ability to meet the Commission's Criteria for Accreditation. The Commission will take the final action. The public is invited to submit comments regarding the college to the following:

Public Comment on Mid-State Technical College
The Higher Learning Commission
30 North LaSalle Street, Suite 2400
Chicago, IL 60602

Comments must address substantive matters related to the quality of the institution or its academic programs. Comments must be in writing and signed; comments cannot be treated as confidential. All comments must be received by February 26, 2008. The Commission cannot guarantee that comments received after the due date will be considered. Comments should include the name, address and telephone number of the person providing the comments. Individuals with a specific dispute or grievance with MSTC should request the separate Policy on Complaints document from the Commission office. The Higher Learning Commission cannot settle disputes between institutions and individuals. Complaints will not be considered third party comment.

For more information, visit the college's website at mstc.edu.

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About Mid-State Technical College (MSTC)

MSTC is one of 16 colleges in the Wisconsin Technical College System. It is a leading provider of higher education offering more than 45 career opportunities through associate degrees, technical diplomas and certificates. Student-focused and community-based, MSTC serves a resident population of approximately 165,000 in central Wisconsin. The college has campuses in Marshfield, Stevens Point and Wisconsin Rapids, and a learning center in Adams. Visit the college's website at mstc.edu.

94% of MSTC alumni are employed within six months after graduation; 73% of graduates work in the MSTC District comprising all or portions of Adams, Clark, Jackson, Juneau, Marathon, Portage, Waushara and Wood Counties.

Advertising and Recruitment Materials

Mid-State Technical College is part of a state-wide marketing consortium within the Wisconsin Technical College System. The consortium works to develop and distribute system-wide generic advertising that can be customized to feature local institutions. The consortium advertising uses a variety of media, including print, television, radio, and billboards.

The college has a full-time graphic designer, and also uses external agencies for specific pieces and efforts. Some of the college's print and multimedia recruitment materials are listed below, with links to the college web page. The linked documents are Adobe Acrobat files of actual print documents with the exception of the announcement of the new associate degree programs, which is a web page. The first two linked documents specifically reference the Higher Learning Commission and meet the Commission's advertising standard; the remaining documents are provided to show other types of recruiting and advertising materials.

Documents Referencing the College's Accreditation

Catalog: The catalog serves as a single-source document that covers academic programs, as well as college policies and procedures. The college's accreditation status is described on page 5. The document can be viewed at:

<http://www.mstc.edu/pdf/catalog.pdf>

About MSTC: This web page provides a central hub for stakeholders to find out about the college. The college's accreditation status is described on the right-hand side of the page. The page can be viewed at: <http://mstc.edu/about/index.htm>

General Recruiting and Advertising Materials

Program brochure: Each academic program at the college has a program brochure, which outlines a each course of study in significant detail. Program brochures include an overview of the program, the program outcomes, potential positions that graduates could be qualified for, information on financial aid, admissions requirements, and the program curriculum. A sample program brochure can be viewed at:

<http://mstc.edu/urbanforestry/pdf/UrbanBrochure.pdf>

Program video: Many programs have videos, which are designed to give prospective students a quick look at the program. The program videos were developed by the state-wide marketing consortium; videos for programs unique to the college are developed by each college, but in the same style as the shared videos. A sample program video can be viewed at: <http://mstc.edu/video/urbanforestry.html>

Community newsletter: The college periodically sends a newsletter out to the district, as a means to advertise educational opportunities and to inform stakeholders about the college. The most recent community newsletter can be viewed at:

<http://mstc.edu/pdf/SourceSummer2007.pdf>

Strategic Directions: The Strategic Directions are created by the college's Board of Directors, to shape college activities. The brochure describing the current set of strategic directions (for 2006-2008) can be viewed at:

<http://mstc.edu/pdf/strategicdirections.pdf>

Announcement of new associate degrees: When new degrees are created, the college develops materials to teach prospective students about the degrees. In Fall 2007 the college began offering three new degrees; the recruitment page for the new programs on the college web site can be viewed at: <http://mstc.edu/about/20070731.htm>