

## Table of Contents

Table of Contents .....	P-1	Category 5: Leading and Communicating	
List of Figures and Tables .....	P-2	Context .....	5-1
Glossary .....	P-3	Process .....	5-2
Organizational chart .....	P-5	Results .....	5-7
Overview		Improvement.....	5-7
Distinctive organizational features .....	O-1	Category 6: Supporting Institutional Operations	
Scope of educational offerings .....	O-3	Context .....	6-1
Student base, needs, and requirements .....	O-3	Process .....	6-3
Internal and external collaborations .....	O-5	Results .....	6-7
Faculty and staff base .....	O-5	Improvement.....	6-9
Critical and distinctive infrastructures and regulatory environment .....	O-6	Category 7: Measuring Effectiveness	
Competitive environment .....	O-6	Context .....	7-1
Opportunities and vulnerabilities .....	O-7	Process .....	7-1
Category 1: Helping Students Learn		Results .....	7-8
Context .....	1-1	Improvement.....	7-8
Process.....	1-7	Category 8: Planning Continuous Improvement	
Results .....	1-13	Context .....	8-1
Improvement .....	1-15	Process .....	8-1
Category 2: Accomplishing Other Distinctive Objectives		Results .....	8-4
Context .....	2-1	Improvement.....	8-4
Process.....	2-1	Category 9: Building Collaborative Relationships	
Results .....	2-2	Context .....	9-1
Improvements.....	2-7	Process .....	9-1
Category 3: Understanding Students' and Other Stakeholders' Needs		Results .....	9-3
Context .....	3-1	Improvement.....	9-4
Process.....	3-1		
Results .....	3-7		
Improvement .....	3-9		
Category 4: Valuing People			
Context .....	4-1		
Process.....	4-3		
Results .....	4-6		
Improvement .....	4-7		

## List of Figures and Tables

### Figures

Figure 1: MSTC Employee core values.....	O-1
Figure 2: MSTC District and campus locations.....	O-2
Figure 3: FTEs by location .....	O-3
Figure 4: Special populations .....	3-1
Figure 5: Disabled population detail .....	3-2
Figure 6: MyMSTC .....	3-5
Figure 7: MSTC Employee generational makeup ..	4-2
Figure 8: Aligning goals to mission and vision .....	5-2
Figure 9: Foundation scholarships awarded .....	6-8
Figure 10: FTEs by division .....	6-8
Figure 11: Grant funding– Student support .....	6-8
Figure 12: Grant funding– All .....	6-9
Figure 13: Report request process .....	7-1
Figure 15: Strategic planning model .....	8-1
Figure 16: Strategic planning timeline .....	8-2
Figure 17: Main screen, Partnership database .....	9-3
Figure 18: Partnership detail screen .....	9-3

### Tables

Table 1: Career programs offered by MSTC .....	O-4
Table 2: MSTC Faculty and staff demographics ...	O-6
Table 3: Core abilities .....	1-1
Table 4: General Education outcomes .....	1-2
Table 5: 2005-2006 College goals .....	1-3
Table 6: Full-time equivalent (FTE) students by division and year .....	1-4
Table 7: Instructional delivery modes by division..	1-4
Table 8: Major student clubs and organizations .....	1-6
Table 9: Phases in the student selection process.....	1-8
Table 10: Meeting learning support needs.....	1-11
Table 11: WTCS system QRP indicators .....	1-14
Table 12: College QRP indicators .....	1-14
Table 13: Explicit institutional objectives in addition to student learning .....	2-1
Table 14: Apprenticeship enrollments .....	2-2
Table 15: Customized training results .....	2-2
Table 16: High-school contracting .....	2-3
Table 17: HS articulation agreements by division..	2-3
Table 18: Total HS articulation agreements .....	2-3

Table 19: Transfer between MSTC and UW .....	2-3
Table 20: Postsecondary articulation agreements..	2-4
Table 21: Non-credit enrollment by FTE.....	2-5
Table 22: Non-credit enrollment by headcount .....	2-5
Table 23: Non-credit occupational: CBRF .....	2-5
Table 24: Non-credit occupational: Fire .....	2-5
Table 25: Adult education and family literacy.....	2-6
Table 26: Stakeholder expectations .....	3-3
Table 27: Stakeholder relationships.....	3-4
Table 28: Would the employer hire a graduate? ....	3-8
Table 29: Highest education level of college work study students and tutors.....	4-1
Table 30: Statutory purposes of Wisconsin technical colleges .....	5-1
Table 31: 2006-2008 Strategic directions .....	5-2
Table 32: Decision making groups .....	5-3
Table 33: Families of data reported to the state .....	5-5
Table 34: Components of the Wisconsin Leadership Development Institute.....	5-6
Table 35: Enrollment services processes .....	6-1
Table 36: Student support services processes .....	6-2
Table 37: Campus services processes .....	6-2
Table 38: Business support services processes .....	6-2
Table 39: Information Technology support services processes.....	6-3
Table 40: Student support service processes.....	6-4
Table 41: Summary of financial aid programs.....	6-8
Table 42: Program improvement grants .....	6-8
Table 43: Information, data collection, access, and ownership .....	7-2
Table 44: Student support services processes .....	7-4
Table 45: Information processes .....	7-6
Table 46: Report request business process .....	7-6
Table 47: IT/hardware effectiveness measures .....	7-5
Table 48: Processes and roles in WILM .....	7-9
Table 49: Documented relationships from action project.....	9-1

## Glossary

**ASC (Academic Support Center):** A group within the General Education division at the college tasked with providing remediation and skill enhancement for students.

**ASC (Administrative Services Committee):** A group made up of vice presidents from the WTCS responsible for administrative operations at the member colleges. The group also develops system-wide policies.

**CA (Core Abilities):** Core abilities are the broadest outcomes, skills, or purposes that are addressed throughout instruction rather than in one specific unit or lesson. They address abilities, talents, and skills that are transferable and go beyond the context of a specific course. Core abilities can be defined by performance indicators, and measurement is infused into performance assessments. Mid-State Technical College has nine core abilities.

**CBT (Computer-Based Training):** A course delivery system that functions essentially as an Internet-delivered independent study course. A student works at his or her own pace to complete the course material. Portions of CBT courses may also be assigned to students in traditional courses.

**CQIN (Continuous Quality Improvement Network):** The Continuous Quality Improvement Network is a group made up of more than 40 member schools and organizations designed to assist member CEOs with active organizational transformation via out-of-box learning and shared best practices. The network also develops strategies to enhance active institutional learning for faculty, staff, and trustees.

**DACUM (Develop a Curriculum):** An approach to occupational analysis that involves bringing a committee of occupational experts together under the leadership of a trained facilitator. Modified brainstorming techniques are used to specify in detail the duties and tasks that a successful worker must perform in their occupation. Program outcomes at MSTC are based on a DACUM activity.

**EDC (Employee Development Center):** A group within College Advancement at the college, responsible for providing and monitoring professional development. The EDC is also responsible for acting as a technology test bed for new and emerging instructional technologies, and also provides low-threshold training activities in a wide range of technology-related subjects to faculty and staff for professional development.

**ERP (Enterprise Resource Planning):** An

information system that integrates all academic, financial, and support information necessary to operate the college. MSTC uses PeopleSoft v8 as its ERP system.

**FERPA (Federal Educational Rights and Privacy Act):** Legislation that protects the rights of students by controlling the creation, maintenance, and access to educational records. It guarantees students' access to their academic records while prohibiting unauthorized access by others. (Source: <http://osulibrary.oregonstate.edu/archives/handbook/definitions/>)

**FTE (Full-time equivalent):** An enrollment measure, which in the WTCS is equivalent to 30 credits per year.

**GEO (General Education Outcome):** General education outcomes are high-level outcomes comprised of academic foundation and life-long learning skills, knowledge, and perspectives that go beyond a specific course. A group of general education outcomes generally pertains to a program, major, discipline thread, or to a degree level such as master's degree, bachelor's degree, associate degree, technical diploma, or certificate. When organizations differentiate between general education outcomes and core abilities, they typically categorize broad life skills as core abilities, and broad skills related to traditional academic disciplines such as math, science, language arts, and social science as general education outcomes. Mid-State Technical College has six GEOs.

**GLB (Gramm-Leach-Bliley Act of 1999):** A US law containing provisions that require all financial institutions to disclose to consumers and customers their policies and practices for protecting the privacy of nonpublic personal information. Nonpublic personal information includes any personally identifiable information provided by a customer, resulting from transactions with the financial institution or obtained by a financial institution through providing products or services. Also known as the Financial Modernization Act of 1999. (Source: [www.microsoft.com/security/glossary.msp](http://www.microsoft.com/security/glossary.msp))

**HRA (Human Resources Administrators):** A group made up of vice presidents from the WTCS responsible for human resource operations at the member colleges. The group also develops system-wide policies.

**IPEDS (Integrated Postsecondary Education Database System):** A comprehensive system of interrelated surveys designed to collect institution-level data in such areas as enrollments, program

completions, faculty, staff, and finances from all primary providers of postsecondary education. (Source: [www.acrnetwork.org/directors/sub/glossary.htm](http://www.acrnetwork.org/directors/sub/glossary.htm))

**ISA (Instructional Services Administrators):** A group made up of vice presidents from the WTCS responsible for academic affairs at the member colleges. The group also develops system-wide policies.

**ITV (Instructional television):** A course delivery system using video-over-IP technology to link up to three remote classrooms to a classroom where the instructor is located. Mid-State Technical College has five ITV classrooms in the district.

**PA (Presidents Association):** A group made up of presidents from the WTCS. The group also develops system-wide policies.

**QRP (Quality Review Process):** A state-driven process for developing and monitoring measures designed to assess academic quality. There are three types of measures: standard measures specified by the state, college-specific measures, and program-specific measures.

**SAA (Student Academic Achievement):** An internal committee tasked with addressing student achievement and assessment issues at the college.

**SSA (Student Services Administrators):** A group made up of vice presidents from the WTCS responsible for student service operations at the member colleges. The group also develops system-wide policies.

**TEACH (Technology, Education, and Copyright Harmonization):** An act signed into law by President Bush in 2002 that affects the use of copyrighted materials in education. Institutions must a) Institute policies regarding copyright, b) specify standards that educators and others will follow when using copyrighted materials in distance education, c) "provide informational materials" regarding copyright, d) accurately describe and promote compliance with the laws of the United States relating to copyright, e) provide notice to students that materials used in connection with the course may be subject to copyright protection, f) ensure transmission of content must be made solely for students officially enrolled in the course, and g) not engage in conduct that could reasonably be expected to interfere with technological measures such as restrictive codes or other embedded "management systems" to regulate storage or dissemination of work.

**WIDS (Worldwide Instructional Design System):** A

performance-based instruction model developed by the WTCS Foundation. The model has a software tool designed to allow curriculum developers to rapidly share and develop curricula from the highest level (DACUM and program design) down to individual courses. Entire courses can be developed, including teaching and learning plans. The software also makes it easy to link CAs and GEOs to course competencies. Mid-State Technical College uses the WIDS model and software for its curricula.

**WILM (Wisconsin Indianhead, Lakeshore, and Mid-State):** A consortium of three colleges from the WTCS created to jointly install, maintain, and operate information technology systems and infrastructure. The consortium maintains a shared PeopleSoft data center at Lakeshore Technical College.

**WLC (Wisconsin Learning Center):** A training and education center operated as a partnership between Mid-State Technical College, the University of Wisconsin-Stevens Point, and the Portage County Business Council Foundation.

**WLDI (Wisconsin Leadership Development Institute):** A year-long professional development activity designed to enhance the leadership skills of participants from within the WTCS. MSTC sends two staff members to the training each year.

**WTCS (Wisconsin Technical College System):** A postsecondary two-year system for adult and technical education, made up of sixteen districts that cover the state of Wisconsin.

# Organizational Chart, Mid-State Technical College

