

QUALITY CHECKUP REPORT

Minneapolis Community and Technical College

Minneapolis, Minnesota
March 25-27, 2009

Quality Checkup team members:

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Dean of Liberal Arts
College of DuPage

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Background on Quality Checkups conducted by the Academic Quality Improvement Program

The Higher Learning Commission's Academic Quality Improvement Program (AQIP) conducts Quality Checkup site visits to each institution during the fifth or sixth year in every seven-year cycle of AQIP participation. These visits are conducted by trained, experienced AQIP Reviewers to determine whether the institution continues to meet The Higher Learning Commission's *Criteria for Accreditation*, and whether it is using quality management principles and building a culture of continuous improvement as participation in the Academic Quality Improvement Program (AQIP) requires. The goals of an AQIP Quality Checkup are to:

1. Affirm the accuracy of the organization's online Systems Portfolio and verify information included in the portfolio that the last Systems Appraisal has identified as needing clarification or verification (System Portfolio Clarification and Verification);
2. Review with organizational leaders actions taken to capitalize on the strategic issues and opportunities for improvement identified by the last Systems Appraisal (Systems Appraisal Follow Up);
3. Alert the organization to areas that need its attention prior to Reaffirmation of Accreditation, and reassure it concerning areas that have been covered adequately (Accreditation Issues Follow Up);
4. Verify federal compliance issues such as default rates, complaints, USDE interactions and program reviews, etc. (Federal Compliance Review); and
5. Assure continuing organizational quality improvement commitment through presentations, meetings, or sessions that clarify AQIP and Commission accreditation work (Organizational Quality Commitment).

The AQIP peer reviewer(s) trained for this role prepare for the visit by reviewing relevant organizational and AQIP file materials, particularly the organization's last *Systems Appraisal Feedback Report* and the Commission's internal *Organizational Profile*, which summarizes information reported by the institution in its *Annual Institutional Data Update*. The report provided to AQIP by the institution is also shared with the evaluator(s). Copies of the Quality Checkup report are provided to the institution's CEO and AQIP liaison. A copy is retained by the Commission for the institution's permanent file, and will be part of the materials reviewed by the AQIP Review Panel during Reaffirmation of Accreditation.

Clarification and verification of contents of the institution's *Systems Portfolio*

Prior to the Quality Checkup visit to Minneapolis Community and Technical College (MCTC), the team reviewed MCTC's 2007 *Systems Portfolio* and the October 27, 2007 *Systems Appraisal Feedback Report*, and read for the first time MCTC's February 9, 2009 *Response to AQIP Systems Appraisal Feedback Report*, which MCTC mailed to the team before the site visit. In the course of the two-day visit, the team verified the contents of MCTC's Portfolio and other MCTC materials in meetings with over 70 individuals, including the Chancellor of the Minnesota State Colleges and Universities (MnSCU); the eCurriculum Director of Academic Innovations, Minnesota Online; the President of the Minnesota Chamber of Commerce; the President of MCTC; the Vice President of the Office of Strategy, Planning and Accountability (SPA); the Vice President of Academic and Student Affairs; the Leadership Team; students; faculty; administrators; and other members of MCTC's staff.

The thoroughness of MCTC's *Response to AQIP Systems Appraisal Feedback Report* and MCTC's *Quality Program Summary* (the latter also provided before the visit) enabled the team to focus closely on a couple of areas for clarification during the visit: Results for Helping Students Learn in Category 1 (assessment of student learning outcomes); Accomplishing Other Distinctive Objectives, Category 2; and the systematic collection and use of data in the institution's processes.

- In a session involving 15 faculty and coordinators, the team learned of the status of MCTC's multi-pronged General Education assessment efforts and its plans for embedded assessment of the third General Education competency, social responsibility. The history of MCTC's assessment was discussed and data reviewed during the meeting. Attendees also discussed the philosophy and approach to assessment and the manner in which faculty attitude about assessment has evolved to a "culture of assessment" that includes both technical and general education faculty. The Quality Checkup team was impressed with faculty engagement in the assessment initiative and felt that the leadership provided in this area is noteworthy.
- Likewise, for Category 2, MCTC employees provided the team with numerous examples of distinctive initiatives and partnerships in addition to Power of You discussed in Category 2. Among these were articulation and co-location with four-year universities, Green Jobs Institute, Health Careers Partnership, Law Enforcement Facility, American Indian Student Success initiatives, and Department of Labor Capacity Building Grant.

This is a strong Category for MCTC, one in which MCTC personnel take great pride and feel that the Systems Portfolio Appraisal team did not recognize.

- Finally, in a meeting with the Vice President of the Office of Strategy, Planning & Accountability (SPA) and members of Institutional Research, the Quality Checkup Site Visit team was presented with program review data, assessment of student learning outcomes data, and results of other data sources (PACE, NCCBP, Campus Quality Survey, and MnSCU data, as examples). Most impressive, however, was MCTC's research agenda which was presented in a visionary plan called SPOT, the Student Outcomes and Progress Tracker, a research and analysis tool currently being developed by MCTC to further promote the use of data for informed decision making.

Based on discussions at meetings at MCTC, and an extensive review of information provided at site, the Quality Checkup team is satisfied with evidence that MCTC complies with the Commission and AQIP's expectations.

Review of specific accreditation issues identified by the institution's last Systems Appraisal

The Systems Appraisal review team did not identify accreditation issues. The Quality Checkup Site Visit team is confident that MCTC meets all five NCA/HLC Criteria for Accreditation.

Review of the institution's approach to capitalizing on recommendations identified by its last Systems Appraisal in the *Strategic Issues Analysis*.

The Systems Portfolio Appraisal team identified seven strategic issues: (1) difficulty in hiring and retaining qualified faculty, (2) opportunity "to better articulate its processes," (3) obtaining comprehensive survey data, (4) clarification of other distinctive objectives, (5) decision making appearing to be done in a hierarchical manner, (6) creation of an Institutional Dashboard, (7) taking advantage of trend and comparative data.

The Quality Checkup Site Visit team discussed all seven of these issues with individuals and groups of employees in meetings during the two-day visit to MCTC and determined the following:

- The difficulty in hiring faculty (1) refers to hiring minority faculty, an issue that continues to be a challenge given competition in the city of Minneapolis among higher education

institutions and the fact that MnSCU sets faculty salaries.

- As for the second strategic issue (2) involving better articulation of processes, the administrators and staff at MCTC presented documents and shared oral examples of processes in response to team questions about processes by which leadership manages the institution. The course and program development processes as overseen by the Academic Council are examples, as are the numerous Student Services processes.
- Three other strategic issues—the use of data, making use of trend and comparative data, and developing a Dashboard, (3), (6), (7),—are currently being addressed by MCTC leadership in an aggressive and forward-thinking manner through the Vice President of SPA's office. At site, the team was provided handouts to support data-driven Action Projects, assessment of student learning outcomes, and MnSCU comparative data. In addition, MCTC has established Institutional Goals for 2009-2011 identifying targets for the coming years.
- The fifth strategic (5) issue about decision making appearing to be handled in a hierarchal manner was dispelled as the Quality Checkup Site Visit team witnessed empowerment of employees at all levels, through process mapping, leadership roles on teams and committees, and succession planning, among other means.
- The Quality Checkup Site Visit team, therefore, is confident that the seven strategic issues that the Systems Portfolio Appraisal team identified are being addressed, and in some cases, such as the one about hierarchy, are non-issues.
- What emerged from the site visit, however, is that the institution—like other institutions of higher education—has new strategic issues recently brought about by the national and state economic situations. The team noted that MCTC leadership has closely aligned its future goals and objectives with MnSCU's to address these strategic issues and was planning to meet off campus after the Quality Checkup Site Visit to discuss necessary budget cuts and to address other external pressures on the institution.

The Quality Checkup team determined that MCTC presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Review of organizational commitment to continuing systematic quality improvement

MCTC provided much evidence of a commitment to systematic quality improvement. The College has a long history of change leading to improvement. Such change includes the College's formation in the merger of two institutions in 1996; development of new facilities in the last five years; creation of key leadership roles, such as the Vice President of SPA, to focus on continuous improvement; creation of the AQIP Leadership Council to preside over quality initiatives; implementation of process mapping, assessment of student learning, and more rigorous program review; and cooperation with MnSCU, which has led the way nationally in such initiatives as electronic Systems Portfolios, e-Folio, and data gathering.

During the site visit, the Chancellor of MnSCU and the President of the Minnesota Chamber of Commerce both affirmed MCTC's commitment to AQIP and to the expectations of the Higher Learning Commission. MnSCU also dedicated a representative from the Office of the Chancellor to attend meetings during the two-day site visit to maintain communication between MCTC and MnSCU.

Meetings during the site visit revealed that MCTC has taken very seriously feedback received by the Systems Portfolio Appraisal team and addressed opportunities in a systematic fashion. It has also implemented and integrated other processes to advance the institution:

- In a meeting with Financial Aid staff, for example, the Checkup team learned how the process mapping provides employees with a sense of job ownership as they change their processes to become more efficient and better meet the needs of students.
- Likewise, the retention project to address late registrants resulted in the creation of a number of initiatives to ensure that late registrants are as successful as those who register in a timely way. To date, evidence indicates that improvements MCTC has made to help late registrants are paying off.
- Also, an Action Project devoted to improving employee satisfaction through professional development resulted in revision of the employee evaluation system, which led to better supervisor-employee relationships, and consequently to better employee satisfaction in environmental surveys.
- In addition, MCTC is beginning to take data gathered from improvement projects, analyze it, and make further changes. There is evidence of "closing the loop," of integration of processes and of interconnected processes that create systems. As an

example, the alignment of individual faculty embedded course assessments with program review, with program efficiency models at Cabinet level, and with the SPA research agenda, indicate that MCTC is engaging in “systems thinking.”

- There is evidence that MCTC is continuously improving as plans are made, initiatives implemented, data gathered and examined, and change effected. Leaders and other employees in the College used such words as “planful” and “intentional” to describe deep change at MCTC. Upwardly trending results data—in enrollment growth, in student and employee satisfaction, in retention, and in the gap between increasing revenues and expenses indicate that quality improvement at MCTC is well integrated. A newly-created institutional scorecard and a website for SPA reveal the institution’s willingness to be transparent and to communicate about commitment to continuous improvement. One of the team’s suggestions to MCTC leaders is that they consider documenting their changes and reasons for changes. In this way they can address the issue of creating a process to measure the success of their measurement system.
- MCTC does recognize that further integration of some processes is necessary, as an example in Student Services where many unique and innovative initiatives—Power of You, Jump Start to College, intrusive advising, Counseling offices dedicated to Native Americans and Latinos, and so forth—risk duplicating services and missing opportunities to communicate systematically to students. A restructuring of the area, however, has led to better efficiencies and better response to individual student needs.
- During the site visit, students also validated MCTC’s commitment to continuous improvement. Students spoke candidly of employees’ willingness to “listen and learn” and to support their needs. Students noted that their complaints about the website were addressed and subsequently the website was made more accessible to students. They talked about how responsive the faculty are and how they care about the “intellectual safety” of students and champion individual student perspectives in the classroom. Students also talked about how the administration responded to their concerns about homeless and needy students and implemented a full-time employee position to address students’ needs. In talking about MCTC faculty and staff, students used the word “listen” many times; students said, “they care.”
- Finally, the Quality Checkup Site Visit team felt that employees’ commitment to continuous improvement was genuine. There is a great deal of collective ownership and

pride at MCTC and that is a credit to both individual employees and to the leadership of the institution.

- Given the level of integration of systems thinking at MCTC, the Quality Checkup Site Visit team encouraged the MCTC leadership to share successes with the higher education community—such initiatives as, the Power of You, embedded assessments (especially social responsibility when it has been implemented), the research agenda, SPOT, and other student retention initiatives with Native Americans, Latinos, and people of color.

The Quality Checkup team determined that MCTC presented satisfactory evidence that it met this goal of the Quality Checkup. The institution’s approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP’s expectations.

USDE issues related to default rate (renewal of eligibility, program audits, or other USDE actions)

MCTC loan default rates are as follows:

<u>FY02</u>	<u>FY03</u>	<u>FY04</u>	<u>FY05</u>	<u>FY06</u>
9.6%	9.8%	9.7%	10.2%	8.0%

MCTC has implemented a default management program that includes eleven components. Among these are debt management workshops offered to students; financial planning and debt management curriculum added to the entry-level college success course; payment options offered at the Graduation Fair; notification to “high risk” students of payment options; implementation of last date of attendance policy (LDA); and enforcement of loan entrance and exit counseling, among others.

The Quality Checkup team determined that the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution’s approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP’s expectations.

Compliance with Commission Policy IV.A.8, *Public Notification of Comprehensive Evaluation Visit*

MCTC provided to the Quality Checkup team evidence that it had published in the *Minneapolis*

Star Tribune on February 7, 2009 notification of its current comprehensive accreditation evaluation visit. It actively sought comments addressing substantive matters related to the quality of the College and its academic programs. No third-party comments were received by the published deadline prior to the Quality Checkup Visit.

The Quality Checkup team determined that MCTC presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Compliance with Commission policy 1.C.7, *Credits, Program Length, and Tuition*

MCTC complies with MnSCU's state-wide policy for associate degrees, which can range from 60 to 64 credits in the liberal arts and sciences. MCTC offers the AA, AFA in Studio Arts, AFA in Theatre Arts, AS, and AAS. Recently, MnSCU implemented the "60-120" Rule, which will require MCTC to convert all associates degrees to exactly 60 credits, or, as appropriate, seek a waiver from MnSCU if program accreditation guidelines warrant. Given the institution's strong quality improvement processes, the team felt confident that MCTC will be able to make the credit changes required by MnSCU in a systematic way.

MCTC also offers numerous Certificate programs of various lengths. Non-credit programs include Customized Training, Job Training, and Continuing Education and Professional Development.

Tuition at MCTC for the 2008-09 academic year is \$151.06 per semester credit for Minnesota residents and non-residents. Tuition at MCTC is one of the highest among community colleges in the State.

The Quality Checkup team determined that MCTC presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Compliance with Commission policy IV.B.2, *Advertising and Recruitment Materials*

At site, MCTC provided examples of the institution's advertising and recruitment materials. Among these materials were posters, pamphlets, brochures, and folders of information directed at new students through such programs as Power of You and Jump Start to College, as well as the College catalog and *A Guide to Liberal Arts and Career Programs*. MCTC makes a point of

noting in the literature which programs are unique in the State, such as Cinema and Media Arts. This approach distinguishes MCTC from the other community colleges in the MnSCU system.

MCTC also makes note in the College catalog and on line that it is accredited by The Higher Learning Commission of the North Central Association of Colleges and Schools.

The Quality Checkup team determined that MCTC presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Compliance with Commission policy III.A.1, *Professional Accreditation*, and III.A.3, *Requirements of Organizations Holding Dual Institutional Accreditation*

MCTC provided evidence of accreditation in the following programs: Aviation Technician by the Federal Aviation Administration (FAA); Dental Assistant Program by the American Dental Association (ADA); Law Enforcement by the Minnesota Board of Peace Officer Standards and Training (MnPOST); Nursing Program by the Minnesota Board of Nursing (Mn BON) and National League of Nursing Accrediting Commission (NLN); and Polysomnography Technician by the Commission on Accreditation of Allied Health Education Programs (CAAHEP). The College's programs are in good standing with its accrediting agencies.

MCTC's affiliation with the Higher Learning Commission is the only institution-wide accreditation relationship it has. MCTC does not have an agency that accredits a significant portion of its programs (over one third).

The Quality Checkup team determined that MCTC presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance are acceptable and comply with Commission and AQIP's expectations.

Compliance with Commission policy IV.B.4, *Organizational Records of Student Complaints*

Prior to the visit, MCTC provided to the team four flow charts detailing processes for Student Concern Form Process, Point of Service Cards in Student Affairs, Student Misconduct, and Discrimination and Harassment. On site, MCTC was forthright and candid about records of student complaint and provided the team with a great deal of detail:

- MCTC provided three and half years' of anonymous Point of Service (POS) cards, part

of a systematic process designed by an AQIP Action Project Committee to address student complaints. It was evident from the log and from discussions with employees and students that complaints are taken seriously at MCTC and addressed in a systematic way.

- In addition, MCTC provided to the team a three-year log of Judicial Affairs-Student Misconduct incidents. MCTC employs a Student Judicial Affairs Officer who is quite well recognized among students and employees of the College as someone who is able to identify and resolve student problems expeditiously. The leadership at MCTC makes every effort to be proactive about student behavioral issues and to create a culture of civility on campus. The team noted this as they reviewed specific log entries involving student use of inappropriate language and implied threats to other students.
- MCTC also has in place processes and policies for complaints about discrimination and harassment. A Director of Legal Affairs reports directly to the President and addresses such matters. While a log of complaints was provided to the team, informal discussions revealed that although MCTC experiences more discrimination and harassment complaints than some other institutions in the MnSCU system, fewer of the complaints actually escalate compared to those in other institutions, in large part because there is staff dedicated to resolving these specific issues.
- Finally, the MCTC staff also provided the Checkup team with a log of Public Safety Reports detailing two years of incidents. In conversations with students, the team learned that students feel safe at MCTC, that they can have a Public Safety escort at any time (even outside their classrooms) and they can use such items the College has distributed to them as whistles to use as an alarm. Students spoke proudly of the fact that they are also safe in class to discuss their individual views without fear of retaliation or harm.

Other USDE compliance-related issues

Prior to the visit, MCTC informed the Checkup team that MCTC had received results of a long-standing review of the Satisfactory Academic Progress (SAP) Policy by the Department of Education (DE). In a memo dated 2000, the DE had noted that MCTC had inappropriately applied the SAP policy to 136 students. During the site visit at MCTC, the team was provided with documentation that the matter has been resolved and that MCTC is eligible to participate in

federal programs through June 30, 2010.

In the team's judgment, the institution presented satisfactory evidence that it met this goal of the Quality Checkup. The institution's approach to the issue, documentation, and performance were acceptable and comply with Commission and AQIP's expectations.

Other AQIP issues

- During the Quality Checkup visit to MCTC, the President of MCTC gave the Checkup team a copy of the City of Minneapolis Mayor's "2009 State of the City Address: Reinventing Economic Opportunity," in which MCTC is mentioned four times as a partner and leader of major city initiatives. This document, as well as others provided to the team during the visit, demonstrates the high regard with which MCTC is viewed in the region as well as MCTC's commitment to serving the community.
- Setting high expectations for students and for organizational achievement, MCTC publicizes openly its commitment to excellence and achievement. This commitment can be viewed on MCTC's public website where a strategic plan aligns with MnSCU's goals and objectives; where program review materials are visible, including program health indicators; where college-wide assessment of MCTC's General Education Core Competencies can be viewed; where satisfaction surveys can be reviewed (CCSSEE and ACT); and where progress on various Action Projects can be viewed. This commitment to accountability and transparency is characteristic of MCTC's culture.
- During the Checkup visit, the team discovered many examples of MCTC's responsiveness to external pressures to change. Its history of reinvention (the merger of two disparate schools), response to MnSCU's goals, and adoption of AQIP—to mention a few substantial changes—have served to unite employees and students in a common effort to continuously improve. The team felt that employees embraced change willingly and were good-natured about learning about themselves so that they could make changes based on new information. The results of the Action Projects—Late Registrants, Assessment of General Education Core Competencies, Improving Employee Satisfaction, and Financial Aid process—demonstrate how one new improvement led to another.
- Perhaps unique to MCTC is the College community's social consciousness. This is an

institution that cares deeply about its students, and that caring is reciprocated. Students wanted the Checkup team to know that they could email their faculty on the weekends, and the faculty would respond. If the faculty member couldn't be available over the weekend, he/she let the students know so students wouldn't feel abandoned. Students referred to MCTC as "home." Good communication is also an essential part of MCTC's fabric. Always seeking to communicate better, the College recently created a "blog" so that employees can go on line to discuss issues. A recent meeting of faculty also involved frank recognition of everyone's responsibility for effective communication. At the final closing meeting with the College community, approximately 150 employees attended, a good number for a Friday in March. The Quality Checkup team shared positive observations with MCTC and posed questions about how the institution will respond to challenges resulting from the condition of the national economy and shifting world agendas. Everything in MCTC's history indicates the College will respond in a systematic and thoughtful way.

Minneapolis Community & Technical College
 AQIP Quality Check Up Visit
 March 25-27, 2009

Wednesday, 25-Mar-09

Host: Dr. Lois Bollman, Vice President of Strategy, Planning and Accountability

Time	Location	Title	Lead	Participants
	TRANSPORT	Airport pick up – transport to MCTC	VP Lois Bollman	<ul style="list-style-type: none"> • Lois Bollman- Dr. Wendolyn Tetlow • Michael Seward –Dr. Grover Proctor
11:00 - 11:30a	K.3000 President's office	Meet with MnSCU Chancellor and MnSCU Board Trustee Chair	President Davis	<ul style="list-style-type: none"> • MnSCU Chancellor McCormick • Board of Trustee Chair Olson • President Davis • MnSCU Office of Chancellor Representative Deborah Proctor
11:30- 12:00p	K.3100 President's Conf. Room	set up in work room and review agenda	VP Lois Bollman	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • VP Lois Bollman
12:00- 1:30p	L3100 General Mills Room	President Phil Davis welcomes visitors to MCTC (Lunch)	President Davis	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • President Davis • Vice Presidents • Associate Vice Presidents • HR Director • Assessment Coordinator • MnSCU OOC Rep Deborah Proctor
1:30- 2:00p	K.3000 President's office	Meet with President Phil Davis	President Davis	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • President Davis
2:00- 2:30p	K.3000 Vice President's office	Dr. Tetlow and Dr. Proctor meet with VP of Academic and Student Affairs	VP Irene Kovala	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • Vice President Kovala
2:30- 3:45p	L.3100 General Mills Room	Using AQIP Framework for Continuous Improvement	VP Lois Bollman	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • President Davis • AQIP Leadership Team • MnSCU OOC Rep Deborah Proctor
3:45- 4:30p	L.3100 General Mills Room	Federal Compliance Discussion	VP Lois Bollman	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • President Davis • Vice Presidents • Associate Vice Presidents • Director of Financial Aid • Registrar • Director of College Advancement, Marketing and Public Relations
4:30- 5:00p	K.3100 President's Conf. Room	Dr. Tetlow and Dr. Proctor debrief and identify requests for meetings on Thursday	VP Lois Bollman	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • VP Lois Bollman
5:00p	TRANSPORT	Return to hotel	VP Lois Bollman	

Minneapolis Community & Technical College
AQIP Quality Check Up Visit
March 25-27, 2009

Thursday, 26-Mar-09

Host: Anthony Reisberg, Student Services Supervisor

Time	Location	Title	Lead	Participants
8:00	TRANSPORT	Hotel pick up – take to MCTC	VP Lois Bollman	
8:30-9:45a	L.3100 General Mills Room	Incorporating continuous improvement in day to day operations: Action Projects and their extended outcomes	VP Scott Erickson Associate VP Laura Fedock	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • MnSCU OOC Rep Deborah Proctor • VP Scott Erickson • Associate VP Laura Fedock • Action Projects participants • Student Services • Finance and Operations • Public Safety
9:45-10:45a	K.3100 President's Conf. Room	Break- debrief		
11:00-12:00p	S.1120 Science Building	Student Learning as Central to Continuous Improvement: Assessment of Student Learning - General Education and Program/Department	Assessment Coordinator Michael Seward	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • MnSCU OOC Rep Deborah Proctor • Assessment Coordinator • Faculty • Service Learning Coordinator
12:00-1:00p	L. 3100 General Mills Room	Student Perceptions of MCTC Quality Improvement: Lunch with Students	Associate VP Laura Fedock	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • Associate VP Laura Fedock • MCTC students
1:30-2:30p	K.1300 Office of Strategy, Planning and Accountability	Incorporating Data and Analysis for accountability and continuous improvement	VP Lois Bollman	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • MnSCU OOC Rep Deborah Proctor • VP Lois Bollman • Director of Institutional Research • Office of Strategy, Planning & Accountability staff • Faculty Assessment Coordinator
2:30-3:15p	L.3100 General Mills Room	Process Mapping Initiative	VP Lois Bollman	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • MnSCU OOC Rep Deborah Proctor • VP Lois Bollman • Financial Aid • Student Services • Scheduling • Director of Finance
3:30-4:00p	T.4100 Classroom	Academic Council's Role in Continuous Improvement	Academic Council Chair Michael Seward	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • MnSCU OOC Rep Deborah Proctor • Academic Council Chair • Academic Council members
4:00-5:00p	K.3100 President's Conf. Room	Dr. Tetlow and Dr. Proctor work time		
5:00p	TRANSPORT	Return to hotel – dinner		

Minneapolis Community & Technical College
 AQIP Quality Check Up Visit
 March 25-27, 2009

Friday, 27-Mar-09

Host: April Hanson, New Student Transition Coordinator

Time	Location	Title	Lead	Participants
7:30	TRANSPORT	Hotel pick up – take to MCTC		
8:00-9:00	L.3100 General Mills Room	Focus on Improving Student Success (Breakfast)	VP Irene Kovala	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • Vice President Kovala • MCTC employees
9:15-10:00	L.3100 General Mills Room	Strengthening administrative decision making through a culture of continuous improvement	President Davis	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • President Davis • Excluded Administrators • MCTC Deans
10:00-11:00	K.3100 President's Conf. Room	Break-debrief		
11:00-11:30	K.3000 President's office	Exit Interview with President	President Davis	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • President Davis
11:30-12:00	Theatre	Closing meeting with college community	Dr. Tetlow and Dr. Proctor	<ul style="list-style-type: none"> • Dr. Tetlow and Dr. Proctor • President Davis • MnSCU OOC Rep Deborah Proctor • MCTC employees
12:00-12:30	K.3100 President's Conf. Room	Take documents, gifts, etc from work room	Dr. Tetlow and Dr. Proctor	
12:00-1:30	Theatre	Closing Party for MCTC	President Davis	<ul style="list-style-type: none"> • MCTC Faculty and Staff
12:30	TRANSPORT	To hotel or airport		