

## Executive Summary – Quality Checkup

The following 10 issues formed the purpose of the AQIP Quality Checkup visit. The findings on each issue are summarized below in italics:

1. Review of specific accreditation issues identified by the institution's last Systems Appraisal  
*There were no accreditation issues from the last appraisal*
2. Review of progress on recommendations identified in the last Systems Appraisal
  - a. Clarify how measures are used in assessing and improving teaching and learning  
*MATC has systematic integration of data, data-gathering, and data-analysis in improving student learning and a well-defined process for faculty and staff to follow.*
  - b. Improve coordination throughout the college in implementing quality improvement processes  
*MATC has made an improved and evolving effort to coordinate and manage quality improvement processes and is making progress in gathering, analyzing, and utilizing data to guide decision making.*
  - c. The lack of a succession plan for key positions  
*MATC has implemented a leadership orientation and development process and a leadership academy available to anyone interested in leadership development.*
3. Review of organizational commitment to continuing systematic quality improvement
  - *Culture - Many improvements have been made which indicate the CQI principles permeate institutional culture. College leadership is invested in and shows commitment to overseeing the CQI process.*
  - *President - It is apparent the President is high-energy and fully committed to leading for the purpose of integrating CQI principles throughout the college.*
  - *Staff – Representatives from various areas of the College showed commitment to improvement by acknowledging opportunities for growth or change.*
  - *Community – Community members and Councils of Color representatives are well aware of MATC's commitment to CQI and are proud of their alliance with the institution.*
  - *Board – Members are interested and supportive of the CQI program at the college. Board members are clearly invested in the college and show visionary support for its future.*
4. USDE issues related to default rate  
*MATC showed satisfactory evidence of a seven-year history of student loan default rates that is within the acceptable guidelines set by the USDE.*
5. Compliance with Commission Policy IV.A.8 Public Notification of comprehensive Evaluation Visit

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*MATC used four venues to solicit third party comment and none were received. Therefore, this goal of the Quality Checkup has been met.*

6. Compliance with Commission policy 1.C.7, Credits, Program Length, and Tuition  
*Processes are well documented and approval systems are in place as per the WTCS Education Services Manual.*
7. Compliance with Commission policy IV.B.2, Advertising and Recruitment Materials  
*Upon review of marketing materials from the WTCS and MATC, the team determined that MATC presented satisfactory evidence that it met this goal of the Quality Checkup.*
8. Compliance with Commission policy III.A.1 Professional Accreditation, and III.A.3, Requirements of Organizations Holding Dual Institutional Accreditation  
*MATC has 7 individual programs that are accredited through professional organizations. These programs are in good standing with all of their corresponding agencies.*
9. Compliance with Commission policy IV.B.4, Organizational Records of Student complaints  
*The Quality Checkup Team reviewed documents related to the student complaint process and procedures and determined that MATC's approach is acceptable and complies with Commission expectations.*
10. Other AQIP issues – comments and counsel from the Quality Checkup Team
  - ❖ *MATC is a large organization with a strong history in the community. Making changes and introducing AQIP/CQI and re-organization are undoubtedly stressful to some in the organization. The Quality Checkup Team commends the College leadership on fostering a supportive environment for change.*
  - ❖ *Staff and faculty members commented on the 'listening sessions' that were held in prior Madison Area Technical College April 23-25, 2008 Quality Checkup Visit Report, Academic Quality Improvement Program, The Higher Learning Commission. 13 years to gather input for strategic planning. The comments encouraged smaller meetings with multiple groups to aid gathering input from all stakeholders.*
  - ❖ *The energy and commitment to CQI principles is evidenced by the progress documented in the updated AQIP portfolio.*
  - ❖ *MATC is encouraged to review how the College communicates with students about accessing information regarding Student Grievance policies and procedures.*
  - ❖ *MATC is encouraged to consider its role in advancing high school partnerships, dual enrollment, and transcribed credit opportunities.*
  - ❖ *MATC is encouraged to review the staffing levels and the needs of the veterans' services office(s).*