Waukesha County Technical College

STUDENT FORMAL REPORT OF A COMPLAINT/PROBLEM

Date and time of the incident

Location

Who were the parties involved? (Please identify status: staff, visitor, employee.)

Detail the incident and/or your area of concern, including any behaviors.

(OVER)
Were there any witnesses to the incident? ____________________________________________________________

If so, kindly list below, if you need additional space please list on the back.

NAME ____________________________________________________________

Address __________________________________________________________

Phone ____________________________________________________________

NAME ____________________________________________________________

Address __________________________________________________________

Phone ____________________________________________________________

What resolution would you like to see? ____________________________________________________________

______________________________________________________________

______________________________________________________________

______________________________________________________________

(PRINT) Name ____________________________________________________

Phone No. /Cell Phone _____________________________________________

Address _________________________________________________________

E-mail _____________________________________________________________

Signature ___________________________ Date __________________________

Program ___________________________ Student ID ______________________

Please return to:
Susanne Fenske, Director of Student Development, College Center, C119
Phone 262-691-5295, sfenske@wctc.edu Fax 262-691-7864
# WCTC

## Student Complaints – 2009-10

### Reporting Person

<table>
<thead>
<tr>
<th>Print Name</th>
<th>Signature</th>
</tr>
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<table>
<thead>
<tr>
<th>Date Written Complaint Received and From Whom</th>
<th>Nature of Complaint</th>
<th>Steps Taken</th>
<th>Final Decision</th>
<th>External Actions Utilized</th>
</tr>
</thead>
<tbody>
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</table>

**Return to:** Susanne Fenske, Director Student Development, College Center, Room C-121, **Phone 691-5295, Fax 691-7864.**

djl (Updated 5/15/07)
Subject: RE: Student Discrimination Complaints for Fiscal Year 2009

The WTCS System Office provides information to the legislature, administrative agencies, and other parties such as the Federal Office of Education on the number of student complaints received (and their disposition) in each WTCS district during the school year. The information covers complaints alleging a denial of participation or discrimination in admission, service, program, course, or facility use because of the student’s age, race, creed, color, disability, marital status, sex, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, pregnancy or childbirth or parental status. Please be specific with respect to how the complaint was resolved and don’t just state “resolved.”

To complete this report, we are requesting that you summarize your student complaints filed under your internal complaint procedures or with the Department of Education and forward that information to us on or before December 18, 2009. We request a summary of the following material for the period July 1, 2007 through June 30, 2008.

The suggested report format is as follows:

<table>
<thead>
<tr>
<th>Month/Year if not Resolved</th>
<th>Nature of Complaint(s)</th>
<th>Resolution (or Continuing)</th>
</tr>
</thead>
<tbody>
<tr>
<td>September, 2008 to Instructor</td>
<td>Student Sexual Harassment Complaint: Instructor/Student</td>
<td>Letter or Reprimand</td>
</tr>
<tr>
<td>December, 2008 Handicap made to attendance</td>
<td>Student Complaint, Course Attendance</td>
<td>Accommodation for Allow</td>
</tr>
<tr>
<td>February, 2009, ETC..........</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Thank you in advance for your attention to this request. After receipt of all your reports, we will summarize the statewide data. Copies of the final report will be provided to you upon completion. If you have any questions, please call me at (608) 266-1766 or e-mail me at norman.kenney@wtcsystem.edu.

Norman C. Kenney  
Associate Vice President, Management Services  
Wisconsin Technical College System  
4622 University Avenue, P.O. Box 7874  
Madison, WI 53707-7874

Telephone: (608)266-1766  
Fax: (608)266-1690  
Email: norman.kenney@wtcsystem.edu
APPENDIX D

UNITED STATES DEPARTMENT OF EDUCATION

CASE MANAGEMENT & OVERSIGHT

ELIGIBILITY AND CERTIFICATION APPROVAL REPORT

DATE PRINTED: 01/03/2006

NAME AND ADDRESS OF INSTITUTION: Waukesha County Technical College
800 Main Street
Pewaukee, WI 53072-4601

TYPE OF INSTITUTION: Public

CONGRESSIONAL DISTRICT: 05
DEPARTMENT REGION: 05
CASE TEAM: 05

ACTION DATE: 12/01/2005
ACTION: Reapprove Elig/Full Cert

OPE ID: 00529400
TIN: 396005054
IPEDS ID: 240125
DUNS NBR: 073836033

FEDERAL PELL GRANT ID: 005294
FEDERAL FAMILY EDUCATION LOAN ID: 005294
FEDERAL DIRECT STUDENT LOAN ID:
FEDERAL PERKINS LOAN ID: 004563
FEDERAL SCHOOL CODE: 005294
FEDERAL WORK STUDY ID: 004563

FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT ID: 004563

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

ELIGIBLE: Y
INITIAL APPROVAL DATE: 03/27/1967
CERTIFIED: Certified
LOAN DEFERMENT: Y

PROGRAM PARTICIPATION AGREEMENT
EFFECTIVE DATE: 12/28/2005
EXPIRATION DATE: 09/30/2011

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

| TITLE II: Y | TITLE V: Y | TITLE VIII: Y | TITLE XI: Y | TITLE XIV: Y |
| TITLE III: Y | TITLE VI: Y | TITLE IX: Y | TITLE XII: Y | TITLE XV: Y |

TITLE IV STUDENT FINANCIAL ASSISTANCE PROGRAMS

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>CERTIFIED</th>
<th>APPROVAL DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FWS Com Serv</td>
<td>Y</td>
<td>03/27/1967</td>
</tr>
<tr>
<td>FWS Job Loc Dev</td>
<td>Y</td>
<td>03/27/1967</td>
</tr>
<tr>
<td>FFEL Staff Unsub</td>
<td>Y</td>
<td>03/27/1967</td>
</tr>
<tr>
<td>FPerkins</td>
<td>Y</td>
<td>03/27/1967</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>CERTIFIED</th>
<th>APPROVAL DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FWS Priv Sec Empl</td>
<td>Y</td>
<td>03/27/1967</td>
</tr>
<tr>
<td>FFEL Staff</td>
<td>Y</td>
<td>03/27/1967</td>
</tr>
<tr>
<td>FFEL PLUS</td>
<td>Y</td>
<td>03/27/1967</td>
</tr>
<tr>
<td>FSEOG</td>
<td>Y</td>
<td>03/27/1967</td>
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<tr>
<td>Program</td>
<td>Active</td>
<td>Start Date</td>
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<tr>
<td>Pell</td>
<td>Y</td>
<td>07/01/1972</td>
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<tr>
<td>FDSL Staff Unsub</td>
<td>Y</td>
<td>07/01/1994</td>
</tr>
</tbody>
</table>

**** End of Section A ****
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, 2011
Reapplication Date: June 30, 2011

Name of Institution: Waukesha County Technical College
Address of Institution: 800 Main Street
Pewaukee, WI 53072-4601

OPE ID Number: 00529400
DUNS Number: 073836033
Taxpayer Identification Number (TIN): 396005054

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.
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.


**GENERAL TERMS AND CONDITIONS**

1. The Institution understands and agrees that it is subject to and will comply with the program statutes and implementing regulations for institutional eligibility as set forth in 34 CFR Part 600 and for each Title IV, HEA program in which it participates, as well as the general provisions set forth in Part F and Part G of Title IV of the HEA, and the Student Assistance General Provisions regulations set forth in 34 CFR Part 668. The recitation of any portion of the statute or regulations in this Agreement does not limit the Institution's obligation to comply with other applicable statutes and regulations.

2. a. The Institution certifies that on the date it signs this Agreement, it has a drug abuse prevention program in operation that it has determined is accessible to any officer, employee, or student at the Institution.
   b. The Institution certifies that on the date it signs this Agreement, it is in compliance with the disclosure requirements of Section 485(f) of the HEA (Campus Security Policy and Crime Statistics).

3. The Institution agrees to comply with --
   a. Title VI of the Civil Rights Act of 1964, as amended, and the implementing regulations, 34 CFR Parts 100 and 101 (barring discrimination on the basis of race, color or national origin);
   b. Title IX of the Education Amendments of 1972 and the implementing regulations, 34 CFR Part 106 (barring discrimination on the basis of sex);
   d. Section 504 of the Rehabilitation Act of 1973 and the implementing regulations, 34 CFR Part 104 (barring discrimination on the basis of physical handicap); and

4. The Institution acknowledges that 34 CFR Parts 602 and 667 require accrediting agencies, State regulatory bodies, and the Secretary to share information about institutions. The Institution agrees that the Secretary, any accrediting agency recognized by the Secretary,
and any State regulatory body may share or report information to one another about the Institution without limitation.

5. The Institution acknowledges that the HEA prohibits the Secretary from recognizing the accreditation of any institution of higher education unless that institution agrees to submit any dispute involving the final denial, withdrawal, or termination of accreditation to initial arbitration prior to any other legal action.

SELECTED PROVISIONS FROM
GENERAL PROVISIONS REGULATIONS, 34 CFR PART 668

By entering into this Program Participation Agreement, the Institution agrees that:

(1) It will comply with all statutory provisions of or applicable to Title IV of the HEA, all applicable regulatory provisions prescribed under that statutory authority, and all applicable special arrangements, agreements, and limitations entered into under the authority of statutes applicable to Title IV of the HEA, including the requirement that the institution will use funds it receives under any Title IV, HEA program and any interest or other earnings thereon, solely for the purposes specified in and in accordance with that program;

(2) As a fiduciary responsible for administering Federal funds, if the institution is permitted to request funds under a Title IV, HEA program advance payment method, the institution will time its requests for funds under the program to meet the institution's immediate Title IV, HEA program needs;

(3) It will not request from or charge any student a fee for processing or handling any application, form, or data required to determine a student's eligibility for, and amount of, Title IV, HEA program assistance;

(4) It will establish and maintain such administrative and fiscal procedures and records as may be necessary to ensure proper and efficient administration of funds received from the Secretary or from students under the Title IV, HEA programs, together with assurances that the institution will provide, upon request and in a timely manner, information relating to the administrative capability and financial responsibility of the institution to--

(i) The Secretary;

(ii) The State [regulatory bodies] for the State or States in which the institution or any of the institution's branch campuses or other locations are located;

(iii) A guaranty agency, as defined in 34 CFR part 682, that guarantees loans made under the Federal Stafford Loan, and Federal PLUS programs for attendance at the institution or any of the institution's branch campuses or other locations;

(iv) The nationally recognized accrediting agency that accredits or preaccredits the institution or any of the institution's branch campuses, other locations, or educational programs;

(v) The State agency that legally authorizes the institution and any branch campus or other location of the institution to provide postsecondary education; and

(vi) In the case of a public postsecondary vocational educational institution that is approved by a State agency recognized for the approval of public postsecondary vocational education, that State agency;

(5) It will comply with the provisions of §668.15 relating to factors of financial responsibility;

(6) It will comply with the provisions of §668.16 relating to standards of administrative capability;


6/18/2009
Ms Carol A. Brown
President
Waukesha County Technical College
800 Main Street
Pewaukee, WI 53072-4601

Dear Ms Brown:

The Chicago Case Management Team has completed its review of Waukesha County Technical College's (Institution) application to participate in the Title IV, HEA programs.

Our analysis of the materials which you submitted, indicates that the Institution meets the minimum requirements of institutional eligibility, administrative capability, and financial responsibility as set forth in 34 CFR Parts 600 and 668.

To complete the recertification process, the Institution must print, review, sign and return two copies of the Program Participation Agreement (PPA) to the following address:

| United States Department of Education |
| Federal Student Aid, Schools Channel |
| Attention: Chicago Case Team |
| 111 North Canal Street |
| Suite 830 |
| Chicago, IL 60606 |

After the signed copies of the PPA are received from you, the Chicago Case Management Team will generate an Eligibility and Certification Approval Report (ECAR). The ECAR will summarize the critical elements of the Institution's approved application. The ECAR will also identify the Institution's highest level of offering, any nondegree or short term training programs and any additional locations which are Title IV, HEA eligible.

Upon execution of the PPA by the Secretary, the Institution shall be certified to participate in Title IV, HEA programs until September 30, 2011. The Chicago Case Management Team will notify the respective Federal Student Aid (FSA) program offices of the Institution's eligibility to receive Title IV funds. The Institution has thirty days from the date of this letter to sign and return two copies of the PPA. The Institution's failure to respond within the allotted time frame will constitute a withdrawal of the Institution's application from consideration.
Should you have any questions, please contact the Chicago Case Management Team at (312) 886-8767.

Sincerely,

[Signature]

Douglas Parrott
Area Case Director
School Participation Team, NW
Chicago Team

cc: Mr. Tom Rabe, Financial Aid Coordinator
Waunakee County Area Technical College is seeking comments from the public about the College in preparation for its periodic evaluation by its regional accrediting agency. The College will undergo a comprehensive evaluation visit February 17 - 19, 2010, by a team representing The Higher Learning Commission of the North Central Association of Colleges and Schools. Waunakee County Area Technical College has been accredited by the Commission since 1975. The Team will review the institution's ongoing ability to meet the Commission's Criteria for Accreditation as well as its commitment to quality through the Academic Quality Improvement Program (AQIP).

The public is invited to submit comments regarding the College to:

Public Comment on Waunakee County Area Technical College
The Higher Learning Commission
50 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 January 15, 2010.
Press Release

WCTC Undergoes Evaluation for Re-Accreditation

Waukesha County Technical College will undergo a comprehensive evaluation visit February 17-19, 2010 by a team representing the Higher Learning Commission of the North Central Association of Colleges and Schools. WCTC has been accredited at the associate degree level by the commission since 1975. WCTC is accredited by the commission under the Academic Quality Improvement Program (AQIP). Under AQIP, colleges demonstrate they meet accreditation standards and expectations through a series of activities that align with the institutions' performance improvement actions and by building a culture of continuous improvement. WCTC was accepted into the AQIP process in 2004.

The Higher Learning Commission is one of six accrediting agencies in the United States 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 19-state region, and it is recognized by the US Department of Education.

For the past several years, WCTC has been engaged in a process of self-study, addressing the Commission’s requirements and criteria for accreditation. The evaluation team will visit the college to gather evidence that the self-study is thorough and accurate and will recommend to the Commission a continuing status for the college. Following a review process, the Commission itself will take final action.

The public is invited to submit comments regarding the college to:

Public Comment on Waukesha County 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. Written, signed comments must be received by January 15, 2010. Comments should include name, address and phone number of person providing comments; comments will not be treated as confidential.

NOTE: Individuals with a specific dispute 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 a third party comment.

For more information, call 262-691-5500.