Academic Quality Improvement Program - AQIP

Federal Compliance Materials Packet

Prepared in support of the AQIP Quality Check-up Visit

February 17 – 19, 2010
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Credits, Program Length, and Tuition

Waukesha County Technical College (WCTC) is one of sixteen colleges within 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 WTCS Office staff carries out the operational functions of the WTCS Board. The Waukesha County Technical College Board of Directors guides the District within the context of state board directives. The nine member WCTC Board meets monthly to provide local governance and direction and to set outcomes for the College.

The WTCS Educational Services Manual serves as the official document for the standards and procedures technical colleges use to develop and maintain courses, programs and program curricula. Among the policies collected within this document are those that establish:

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

The WTCS Educational Services Manual is available in its entirety at:
http://systematic.wtcsystem.edu/instruction/ESM/default.htm

1. General Program Criteria

Each district shall develop, implement, modify, suspend, or discontinue programs in accordance with program standards. The development of new programs is found in Administrative Policies and Procedures LEA 510. To modify, suspend or discontinue programs the college utilizes input from Advisory Committees and enrollment data for decision making. WTCS Board Policy 310 is currently being updated to add program suspension and discontinuance to the program approval. The expected date of approval is January 26, 2010.

Each district shall grant the appropriate degree or diploma to graduates of State 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.

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 Wisconsin Technical College System Board (WTCSB).

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 9, "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.

2. Program Length

WCTC offers the following program types which adhere to the WTCS policies.

**Associate Degree in Applied Sciences – Occupational Programs (Code 10)**

A. 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(s) which define the occupational program. 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 category includes courses that are specific to, or support the development of, technical skills and knowledge. The 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.

<table>
<thead>
<tr>
<th>Category</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>6 credits</td>
</tr>
<tr>
<td>Social Science</td>
<td>3 credits</td>
</tr>
<tr>
<td>Behavioral Science</td>
<td>3 credits</td>
</tr>
<tr>
<td>Math and/or Science</td>
<td>3 credits</td>
</tr>
<tr>
<td>Additional General Education</td>
<td>6 to 15 credits</td>
</tr>
</tbody>
</table>

D. Credits for electives range from 0 to 6. Electives are used to broaden and enrich the specific program of study.

E. The current trend appears to be that WTCS has been standardizing courses and curriculum in many programs such as: nursing and, early childhood education. That is occurring to facilitate transfer with UW Schools.

**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%

Seventy (70) percent to hundred (100) percent of the total program credits shall be in courses which are occupational specific. Occupational specific refers to those program courses which contain content directly related to a specific technical area.

F. Occupational supportive/general education course requirements - maximum 30%

Credits in occupational supportive and/or general education may not exceed thirty (30) percent of total program credits. Occupational supportive/general education courses are program courses that relate to effective functioning in an individual's occupational and community settings. These courses shall be drawn from natural science, mathematics, social and behavioral sciences, communicative skills, and other disciplines, both general and occupational.

Apprenticeship Programs (Code 50)

In accordance with the Wisconsin State Statutes Chapter 106.01 (10), technical college districts shall provide apprentice related instruction programs in cooperation with the Bureau of Apprenticeship Standards (BAS), Wisconsin Department of Workforce Development (DWD).

Any district proposing to offer an apprenticeship program already approved for operation in some other district(s) shall use the curriculum approved for use in the other district(s) as identified by the appropriate state apprenticeship trade advisory committee.

Wisconsin State Statutes Chapter 38.001 identifies apprenticeship training as part of the technical college system mission.

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.

**3. Credits**

Assignment of credits will be based upon 55 minute instructional periods within a 16-week semester term. One associate degree or technical diploma credit is granted for 48 – 55 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. For example, one associate degree credit requires a minimum of 16 – 55 minute periods of instructor-student contact, with another two hours of student effort outside of the classroom.

**4. Tuition and Fees**

WCTC is mandated by the State of Wisconsin to charge tuition, program and material fees in accordance with the WTCS guidelines.

For a more detailed explanation of tuition and fees, please refer to the Administrative Bulletin for Fiscal Year 2009-10 Program Fee Rates and Out-of-State Tuition Rates, which can be accessed at: [http://systemattic.wtcsystem.org/Policy/Adminbul/09-02.pdf](http://systemattic.wtcsystem.org/Policy/Adminbul/09-02.pdf)

For a detailed explanation of the materials fees calculation process, please refer to the Administrative Bulletin for FY 2009-10 Material Fees, which can be accessed at: [http://systemattic.wtcsystem.org/Policy/Adminbul/09-01.pdf](http://systemattic.wtcsystem.org/Policy/Adminbul/09-01.pdf)

Currently, course fees for Wisconsin residents are $101.40 per credit plus a minimum of $4.00 material fee and $6.10 per credit activity fee. The activity fee is charged for classes held at Sky Plaza and Pewaukee Campus. A $10.00 per credit (minimum of $10.00) on-line course fee will be assessed.

**Out-of-State**

All students residing outside of Wisconsin are required to pay an out-of-state tuition fee in addition to the fees. This fee applies to credit and non-credit classes. On March 25, 2009, the Wisconsin Technical College System Board approved program fee and tuition rates for 2009-10 effective with the 2009 summer session. On June 29, Governor Doyle signed the 2009-11 budget bill. The budget bill amends the total out-of-state tuition rate to 150% of the program fee rate,
effective with the fall, 2009 semester. The result is that the out-of-state tuition rate for summer session is different than the fall and spring semesters.

<table>
<thead>
<tr>
<th>Program Fee &amp; Tuition Type</th>
<th>Summer Session 2009</th>
<th>Fall 2009 and Spring 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident Program Fee</td>
<td>$101.40</td>
<td>$101.40</td>
</tr>
<tr>
<td>Additional Out-of-State Tuition</td>
<td>$505.45</td>
<td>$50.70</td>
</tr>
<tr>
<td>Total Out-of-State</td>
<td>$152.10</td>
<td>$152.10</td>
</tr>
</tbody>
</table>

If you live in Minnesota, you will be exempt from any out-of-state fees because the State of Wisconsin has a reciprocal admissions agreement with the State of Minnesota. No activity fee is charged for distance learning classes.

**Student Complaints**

General student complaints and complaints of harassment and/or discrimination are directed to the Director of Student Development. Grade disputes are directed to the Associate Dean of the area responsible for the course. Those complaint procedures are described in greater details below.

1. **General Student Complaint Procedure**

Whenever possible, the student should attempt to resolve the issue directly with the staff member involved, as described in Step 1. However, if a student is not comfortable doing so, they should discuss the matter with the staff member’s supervisor, thereby proceeding directly to Step 2.

Step 1: The student should attempt to resolve the issue through an informal discussion with the appropriate staff member within 30 days of the alleged incident, or most recent occurrence. However, as noted above, if a student is not comfortable doing so, they should discuss the matter with the staff member’s supervisor, thereby proceeding directly to Step 2.

Step 2: If the complaint remains unresolved, the student should meet with the immediate supervisor of the staff in an attempt to mediate the problem.

Step 3: If the complaint remains unresolved, the student should submit, in writing, the nature and cause of the complaint and desired outcome(s) to the department/unit supervisor. A form is available from the Director of Student Development, or designee. (Appendix A) The department/unit supervisor or other appropriate staff person will meet with the student and the staff member and respond to both in writing within seven (7) college days. A copy will be forwarded to the Director of Student Development, or designee.

Step 4: If the issue remains unresolved after such meeting, the student may, within ten (10)
college days after receiving the department/unit supervisor or other staff member’s written response, request in writing, to the Director of Student Development, or designee, a hearing with the Board of Review (the process will follow the Student Code of Conduct Board of Review Process found in the Student Handbook). In this instance the Vice President of Learning & Student Services decision will stand, no further appeal is allowed.

Written Complaint Log

Each June, the Director of Student Development contacts all campus managers to request notification of all written complaints received over the course of the academic year. The information is submitted in a log that details the complainant, the date the written complaint was received, nature of the complaint, steps taken, final decision and what external action was utilized if any. Those complaints, as well as the logs from all previous years, are compiled into one report that is maintained by Director of Student Development. (See Appendix B)

Notification of Student Complaint Process

The dissemination of the information regarding this process takes place in multiple avenues:
- Student Handbook (published in hard copy each year)
- Posted on the Student Portal and Website
- Published in the Catalog of course offerings

2. Harassment/Discrimination Complaint Procedure

This procedure is designed to comply with Title IX of the 1972 Educational Amendments and the applicable federal regulations which require federal grantees to "Adopt and publish grievance procedures providing for prompt and equitable resolution of student and employee complaints, alleging discrimination on the basis of sex." (34 C.F.R. 106.8(b).) It is also designed to comply with Wisconsin law prohibiting discrimination against students. (S 38.23, Wis. Stats.)

- **Informal Procedure:** Whenever possible, the person should attempt to resolve the issue directly with the person involved. If they are not comfortable in doing so, they may seek the assistance of a third party to intervene on their behalf.

- **Formal Procedure:** If the student believes that the issue is still not resolved to his or her satisfaction, the student should contact the Director of Student Development, or designee, to discuss the concerns and what response the student wants from the College. A formal complaint of discrimination/harassment may be filed no later than 300 days following the alleged incident of discrimination/harassment.

  Step 1: A formal complaint should be in writing and detail the facts and circumstances which are the basis for the complaint and identify the individual(s), procedures(s) or practice(s) at WCTC, responsible for the alleged discrimination or harassment. The written complaint is given to the Director of Student Development or his/her designee,
for follow-up and investigation. The investigation will, if practical, be concluded within fifteen (15) college days. Written findings should be issued within three (3) college days after the conclusion of the investigation. If there is a determination to believe that unlawful discrimination or harassment did occur, recommendations for resolution will be issued.

Step 2: If there is a finding of discrimination/harassment or retaliation in violation of College regulations, policies or procedures by a College employee or a determination that such a violation may have occurred, the matter will be referred to the Director of Human Resource Services and the employee’s manager for review and appropriate action under the applicable disciplinary procedures. If there is a finding of discrimination/ harassment or retaliation in violation of College regulations, policies or procedures by a student of the College or a determination that such a violation may have occurred, the matter will be referred to the Director of Student Development for review and appropriate action pursuant to the Procedures Governing Student Conduct, Student Rights and Student Complaints.

In either case, the employee or student whose conduct is being referred for review will be notified of the referral.

Written Complaint Log

Each year, the Director of Student Development is required to report the formal student harassment/discrimination complaints and their resolutions from the previous school year to the Wisconsin Technical College System Board (Wis. Stat. ss 38.23). (Appendix C)

Notification of Student Harassment/Discrimination Complaint Process

The dissemination of the information regarding this process takes place in multiple avenues:

- Student Handbook (published in hard copy each year)
- Posted on the Student Portal and Website
- Published in the Catalog of course offerings

3. Grade Dispute

Students who wish to dispute a grade received on a test, essay, homework, performance, computer program project, etc. may do so informally by discussing the matter with the instructor who issued the grade. However, the instructor’s decision, except as outlined below, is final and may not be further appealed.

Final Grade Dispute

When a student believes that the final grade he or she has received in a course is inaccurate or unjustified, the student must be able to provide justification for the appeal and the student must use the following procedures to dispute the grade.
1. Within 30 calendar days from posting of the final grade, the student shall contact the faculty who issued the final grade and discuss the grade in question. If the student is unable to contact the faculty member, he or she may seek assistance through the Associate Dean.

2. If the student and instructor are not able to resolve the dispute and the student wishes to pursue the matter, he or she shall contact the Associate Dean within 10 calendar days of the date of the faculty member’s decision. The Associate Dean, or designee, will work to attempt a resolution.

3. If the Associate Dean cannot resolve the matter the student has 10 calendar days from the date of the Associate Dean’s decision to make an appeal in writing to the Dean. The Dean will meet individually with the student and the faculty member, or may choose to meet with them together in an attempt to resolve the grade. The Dean will put in writing to the student his/her decision.

4. If the grade is not resolved at the division office level, the student may make a written request to the Vice President of Learning & Student Services, or designee, for an Academic Appeals Board hearing within 10 calendar days of the written decision of the Dean. If the request is not filed within the prescribed time, the student forfeits the right to any further appeal. The letter requesting a hearing must include the student’s reasons for disputing the final grade.

5. The Vice President of Learning & Student Services may decline to refer a matter to the Academic Appeals Board due to insufficient cause to proceed; may consult directly with the affected parties to reach an appropriate resolution without a hearing.

6. The Academic Appeals Board will be scheduled when appropriate by the Office of the Vice President of Learning & Student Services, or designee, within 10 calendar days after receiving the written request for hearing. The student, instructor, Associate Dean or the Dean may request that the time may be extended for justifiable reasons (e.g., summer schedules and faculty availability) or extenuating circumstances. The student, the instructor, the Associate Dean, and the Dean will be notified in writing in such circumstances. All persons involved in the hearing will be notified in writing by certified mail or personal delivery of hearing time, date, and location. The Vice President of Learning & Student Services is responsible for these notifications.

**Academic Appeals Board**

1. The Academic Appeals Board shall be established to hear appeals initiated by a student to contest a final course grade received by the student.

2. The Academic Appeal Board consists of three (3) members. These members will come from a trained pool of five (5) students, five (5) administrators, and five (5) instructors, and there will be one Board member from each of these categories. The Director of Student Development will select three members from this pool for each Board of Review hearing, making efforts to ensure representation of each constituency. The college’s attorney may be present to act as an advisor, but will not be a voting member. In order for student peers to sit as members of the Board of Review, all involved students must sign a release to authorize students sitting on the Board. If appropriate authorizations are not obtained, the Board of Review will proceed without student representatives.
3. The student and instructor(s) may each have one person of their choosing present during this hearing for support, but this support person will not be permitted to speak for, or otherwise act as an advocate for the student or instructor. The Dean and Associate Dean will be present to discuss their role and findings.

4. After hearing all information, all participants, except Board members will be asked to leave the room. The Board will then deliberate in private. The Academic Appeals Board shall, by majority vote, make a recommendation to the Vice President of Learning & Student Services.

5. After receipt of the recommendation of the Academic Appeals Board and within ten (10) calendar days, the Vice President of Learning & Student Services shall render a written decision and furnish copies of the decision to the student, Dean, Associate Dean, faculty and to the Director of Student Development.

6. The decision of the Vice President of Learning & Student Services is final.

Notification of Final Grade Dispute Procedure

The dissemination of the information regarding this process takes place in multiple avenues:

- Student Handbook (published in hard copy each year)
- Posted on the Student Portal and Website
- Published in the Catalog of course offerings

Transfer Policies

WCTC details the granting of credit for prior learning, the granting of credit for knowledge and skills equivalent to WCTC curriculum in its policies. Credit may be awarded for the following reasons:

- Credit transferred from another accredited higher learning institution
- Experiential learning credits for the knowledge skills gained from experience obtained in occupations, military services, specialized training or other prior learning comparable in content and level or rigor to specific technical courses or competencies.
- Earn WCTC credits by taking approved high school courses which can then be transferred to a four year university
- Proficiency - WCTC Credit by Exam
- Advanced Placement (AP) Exam and College Level Examination Program (CLEP) Exam
- Youth Options
- Youth Apprenticeships

Information regarding these policies can be found:

- In the published Catalog of course offerings
- Posted on the WCTC website -
  https://www.wctc.edu/admissions/credit_transfer_opportunities/index.php
- Posted on the Student Portal -
  http://www.wctc.edu/programs_&_courses/catalog/catalog09_11/6_26_general_information_09_11.pdf
Verification of Student Identity

At the present time students who participate in courses or programs through distance and correspondence education are required to use logins and passwords or proctored exams. The College is exploring alternatives approaches to verify a student’s identity in anticipation of further regulations.

Title IV Program and Related Responsibilities

1. General Program Responsibilities

WCTC received initial eligibility for Title IV programs effective March 27, 1967. The most recent re-approval was granted on December 28, 2005 with full certification until September 30, 2011. Title IV Compliance documents including Program Participation Agreement and the Eligibility and Certification Renewal are located in Appendices D-F.

2. Financial Responsibility Requirements

WCTC does not have outstanding compliance issues related to financial responsibility standards: limitation, suspension, or termination actions, audits, or default rates. An audit of the expenditures of federal and state awards received by WCTC, conducted in 2009 by Virchow, Krause & Company, LLP, found that there were no violations or possible violations of grant contract provisions, laws or regulations whose effects should be considered for disclosure.

3. Student Loan Default Rates

Waukesha County Technical College (WCTC) participates in the Federal Family Education Loan Program (FFELP), which includes the Stafford Subsidized and Unsubsidized Loan Program for students and the PLUS Loan Program for parents. WCTC’s official cohort default rate for 2007 was 4.3%. Table 1 provides WCTC’s official cohort default rate for the past six years along with a comparison with the Wisconsin Technical College System (WTCS) average and the national average for 2-Year public institutions (2006-07 WTCS and national average are en route).

<table>
<thead>
<tr>
<th>Table 1. WCTC Cohort Default Rate with WTCS and National Comparison</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waukesha County Technical College</td>
<td>2.6%</td>
<td>3.2%</td>
<td>3.2%</td>
<td>4.4%</td>
<td>4.3%</td>
<td>4.3%</td>
</tr>
<tr>
<td>WTCS Average</td>
<td>5.5%</td>
<td>5.8%</td>
<td>4.4%</td>
<td>4.6%</td>
<td>4.0%</td>
<td>4.1%</td>
</tr>
<tr>
<td>National Average of 2-Year Public Institutions</td>
<td>8.5%</td>
<td>7.6%</td>
<td>8.1%</td>
<td>7.9%</td>
<td>8.4%</td>
<td>9.9%</td>
</tr>
</tbody>
</table>

The FFELP cohort default rate affects the institution’s eligibility to participate in the federal financial aid programs and a default rate higher than a Department of Education specified level requires additional default management procedures be performed by the institution. Although
WCTC’s official cohort default rate falls well below the specified level (25% default rate for three consecutive years), the College continues to work to improve its cohort default rate.

To continue reducing the default rate, WCTC has implemented the following procedures.

1) Improve the Borrower’s Understanding and Respect for the Loan Repayment Obligation.
   
   a) Conduct the following counseling activities as prescribed by 34 CFR, part 682, subpart F:

   i) Provide an entrance loan counseling to the FFELP Borrower, which includes the following:

   (1) An entrance loan counseling Web-based software provided by the Guarantor that explains in detail to the Borrower their rights and responsibilities in the FFEL Program which includes:

   (2) An explanation that a Borrower’s dissatisfaction with, or non-receipt of, the educational services offered by the College does not excuse the Borrower from repayment of any FFELP loan made to the Borrower for enrollment at the College.

   (3) The Borrower’s responsibility to inform the Loan Guarantor immediately of any change in name, address, telephone number, or Social Security number.

   (4) The Borrower’s right to deferment, cancellation, or postponement of repayment and the procedures for obtaining those benefits.

   (5) The Borrower’s responsibility to contact his or her Loan Guarantor in a timely manner before the due date of any payment he or she cannot make.

   (6) The availability of forbearance under certain circumstances and the procedures as described in 34 CFR, Part 682.

   ii) That a part of the entrance loan counseling provided to a FFELP Borrower includes:

   (1) The stated interest rate on the Borrower’s loans.

   (2) The applicable grace period provided to the Borrower and the approximate date the first installment payment will be due.

   (3) A description of the charges imposed for the Borrower’s failure to pay all or part of an installment payment when due.

   (4) A description of the charges that may be imposed as a consequence of default, including general information on the College’s refund policies, liability for reasonable expenses incurred by the lender or guarantee agency in its attempts to collect the loan, including attorney fees.

   b) Inform the Borrower that in cooperation with the lender and in compliance with the law, including the Fair Debt Collection Practices Act where applicable, the College may contact each Borrower for whom the lender has requested pre-claims assistance
to urge repayment of the loan and emphasize the consequences of default by means of telephone contacts and letters sent “Forwarding and Address Correction Requested.”

c) Inform the Borrower that in cooperation with the lender and compliance with the law, the College may contact a Borrower during the grace period in order to:

   (1) Remind the Borrower of the importance of the repayment obligation and of the consequences of default, by means of telephone contacts, letters send “Forwarding and Address Correction Requested,” and other direct methods.

   (2) Update the College’s records regarding the Borrower’s address, telephone number, employer and employer’s address.

iii) Provide exit counseling to the FFELP Borrower which may include:

   (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 financial aid assistance.

   (3) Review of 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 by Promoting Student Success

   a) WCTC Counseling Services offers free counseling services to students in the areas of academic, career, and personal counseling, conflict management, and group counseling. Counseling Services also offers a variety of personal growth seminars and workshops as a part of its effort to reduce withdrawal rates and increase retention. Special consideration is given to “high risk” students.

   b) The Financial Aid Office has qualitative (grade point average) and quantitative (number of credits earned) measures for satisfactory academic progress. In the event that a student is at risk of not meeting the satisfactory academic progress standards, the Financial Aid Offer may refer the student to the appropriate student service office on campus to promote student success.
4. Campus Crime Information and Related Disclosure of Consumer Information

The College also complies with Title IV-mandated student notification requirements such as campus crime-reporting, graduation/completion rates through a Student Right to Know website - http://www.wctc.edu/general_info/student_right_to_know/index.php. Information is also provided to prospective and current students in the published Catalog of course offerings.

5. Satisfactory Academic Progress and Attendance Policies

The College has its Academic Standing policy published in the Student Handbook and posted on the Student Portal - https://portal.wctc.edu/portal/page?_pageid=36,13074,36_13124&_dad=portal&_schema=PORTAL.

All students are expected to attend class on a regular, punctual basis. Each academic department has developed its own attendance policy, which is communicated to students by faculty during the first week of classes.

6. Contractual Relationships

Waukesha County Technical College has no contractual relationships with non-accredited third-party providers whereby such third-party entities provide 25-50% of the academic content of any degree program.
Institution Disclosure and Advertising and Recruitment Materials

The WCTC’s Marketing and Communications Department works to communicate and promote the Centers of Excellence and services in a professional manner to meet the needs of internal and external stakeholders. This is done in an effort to build relationships and positively influence public perception of the College. The department has received numerous national awards for its publications and advertisements.

Waukesha County Technical College is part of a state-wide marketing consortium within the Wisconsin Technical College System. The consortium uses a variety of media, including print, television, radio and billboards.

Documents Referencing the College’s Accreditation

Catalog: The WCTC published catalog of course offerings serves as a single source document that covers academic programs, College policies and procedures and student-related policies and procedures. The College’s accreditation status is described on pages 8-9 of the document. The catalog may be viewed in its entirety on the website: https://www.wctc.edu/admissions/index.php and on the Student Portal.

Website: This web page contains a wide range of information about the College. The Accreditation web page shows general information about the College’s accreditation, our Systems Portfolio, details the AQIP Action projects and a section on our upcoming Quality Check-Up Visit. In compliance with the Commission’s policy regarding advertising and recruitment materials, the Commission logo also acts as a link to The Higher Learning Commission’s website. The Accreditation web page can be found at: http://www.wctc.edu/general_info/accreditation_quality_improvement/index.php

General Recruiting and Advertising Materials

WCTC Recruitment
In an effort to provide exemplary customer service, Waukesha County Technical College (WCTC) conducts various Recruitment activities throughout the year to educate the community on WCTC’s programs of study. Each year WCTC’s Recruitment Department develops a strategic plan for the upcoming recruitment year based on the outcomes and survey results complied from the previous year.

On-Campus Recruitment Activities - WCTC hosts a variety of on-campus events which include, but are not limited to: Career Exploration Nights, Open Houses, Campus Tours, Specialty Tours, Non Traditional Career Sessions, Non Traditional Career Workshops, Career Exploration Workshops, Multicultural Events, Counselor Symposiums, High School Faculty In-Service Workshops, Financial Aid Workshops, and Workshops for Displaced Workers. These events offer prospective students the opportunity to tour classrooms and labs, meet with faculty and staff, learn about WCTC’s programs and enrollment processes, and some offer hands on
activities within specific program areas.

**Off-Site Recruitment Activities** - WCTC participates in a variety of off-site events which include, but are not limited to: High School College and Career Fairs, High School Parent Nights, High School Classroom Presentations, High School College Guidance Visits, Multicultural Fairs, South Eastern Wisconsin Educational Consortium (SEWEC) Events, Community Events, Area Business Fairs, and State and National College Fairs. These activities offer WCTC the opportunity to educate the public on its program offerings, enrollment processes, and financial aid opportunities.

**Recruitment Marketing Initiatives**

**Direct Mail** - WCTC’s Recruitment department utilizes the BANNER database to identify prospective students for program specific direct mail campaigns. Students who have requested information in the past and have not registered in a program at WCTC are invited to Recruitment events specific to the program area of study they posed interest in. The Recruitment Department also distributes copies of all its upcoming events to local schools, community groups, area businesses, and the Workforce Development Center allowing those who have not posed interest in the past to attend.

**High School Mailings** – WCTC has a direct mail campaign targeted to all high school students attending school in Waukesha County. Students receive an invite to the Open House, a flyer listing our upcoming Career Exploration Nights and a copy of our Career Connections Magazine. These general pieces educate the high school students on WCTC program offerings and invite them to attend our Open House where they can meet the instructors, see the labs, and get questions answered regarding the enrollment process.

**Website** - WCTC posts all of its upcoming events and tours on the WCTC website. Listings of the events and tours can be accessed at [www.wctc.edu/admissions/visit_WCTC/index.php](http://www.wctc.edu/admissions/visit_WCTC/index.php)

**Event Flyers** – WCTC also creates flyers to alert the public to upcoming events. Flyers are distributed to area high schools, community groups and area businesses.

**Relationship with Other Accrediting Agencies and with State Regulatory Bodies**

Waukesha County Technical College has an internal process of program review called the Quality Review Process (QRP), which requires that all programs and services undergo a review at least once every five years. In conjunction with QRP, each learning program is reviewed by the WTCS through its Quality Review Process (QRP) at least once every five years. A full description of the QRP can be found at: [http://systemattic.wtcsystem.org/qrp/default.htm](http://systemattic.wtcsystem.org/qrp/default.htm).

In addition to program review by the institution and WTCS, WCTC has programs that are required to maintain professional or specialized accreditation or licensure requirements. The following Table shows the programs at WCTC that have professional or specialized accreditation or licensure requirements, the professional accrediting organization and current status. As the
Table shows, each program is in good standing with the listed professional, special accreditation or licensure organization.

<table>
<thead>
<tr>
<th>Program Accreditations</th>
<th>American Culinary Federation (ACF) Commission</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culinary Management</td>
<td>American Culinary Federation (ACF) Commission</td>
<td></td>
</tr>
<tr>
<td>Emergency Medical Technician/Paramedic</td>
<td>Commission on Accreditation of Allied Health Education Programs (CAAHEP)</td>
<td>EMT-Paramedic (10-531-1) is in the final stages of obtaining accreditation by the CoAEMSP (Committee on Accreditation of Educational Programs for the Emergency medical Services Professions). This committee falls under CAAHEP (Commission on Accreditation of Allied Health Education Programs). We are anticipating initial accreditation within weeks. The initial accreditation is good for three years.</td>
</tr>
<tr>
<td>Dental Hygiene</td>
<td>American Dental Association Committee on Dental Accreditation.</td>
<td>2011</td>
</tr>
<tr>
<td>Health Information Technology</td>
<td>American Health Information Management Association (AHIMA)</td>
<td>Current – reviewed annually</td>
</tr>
<tr>
<td>Medical Assistant</td>
<td>Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of the Curriculum Review Board of the American Association of Medical Assistants Endowment (AAMAE)</td>
<td>2016</td>
</tr>
<tr>
<td>Nursing</td>
<td>National League for Nursing Accreditation Commission</td>
<td>We received a full 8 year accreditation on March 26, 2007. Our next accrediting visit from them is Fall 2014.</td>
</tr>
<tr>
<td>Blackhawk Technical College, Physical Therapy Assistant</td>
<td>Commission on Accreditation in Physical Therapy Education</td>
<td>Last accredited Fall 2002. Next accreditation Spring</td>
</tr>
<tr>
<td>Program</td>
<td>2011</td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>----------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Radiography</td>
<td>Joint Review Committee on Accreditation in Radiological Technology</td>
<td></td>
</tr>
<tr>
<td></td>
<td>We received a full 8-year accreditation in September 2007. The next accrediting visit will be in Fall 2015.</td>
<td></td>
</tr>
<tr>
<td>Surgical Technology</td>
<td>Commission on Accreditation of Allied Health Education Programs (CAAHEP) on the recommendation of the Accreditation Review Committee for Surgical Technology.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2015</td>
<td></td>
</tr>
</tbody>
</table>

Public Notification of Comprehensive Evaluation Visit and Third Party Comment

Waukesha County Technical College complies with the Commission’s goals and expectations related to the solicitation of third-party comments as a part of the accreditation process. The Quality Check-Up Visit Team and the Marketing and Communications Department have utilized the following steps in order to ensure compliance:

1. Identified the public constituencies and stakeholders to be informed about the opportunity to participate in third-party comment.
2. Selected the most appropriate vehicle(s) for placement of notice, based on the vehicle’s likelihood of reaching the identified public constituencies and stakeholders.
3. Drafted public disclosure notice(s) suitable to the various communication vehicle(s).
4. Publish the public disclosure notice(s) to the communication vehicle(s).

Third-party comment was solicited via public notice publication in three different venues: legal notices were published within the Milwaukee Journal and the Waukesha Freeman; via a generalized press release to our full media list and constituencies; on the College’s web site and posted on the student/staff announcements on the portal. (Appendices G & H)
APPENDICES