

FALL 2021

Impact

WAUKESHA COUNTY TECHNICAL COLLEGE



An Educator's Journey

Faculty, staff dive deep into
the art of teaching

MANUFACTURING
Ties RUN
DEEP

Dr. Richard Barnhouse continues to expand relationships
with local employers, students and alumni

Enjoy the fall edition of Impact!

WCTC Impact is designed to showcase stories of how our graduates, students, instructors, and community and business partners strive to make a difference in the world around them and how WCTC has propelled them to succeed. This publication highlights the latest happenings, changes and improvements at the College and it shines a light on student and alumni achievement.

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Impact is published for the communities of
Waukesha County Technical College.

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WCTC continues to monitor the spread of COVID-19. This includes the review of resources and guidance provided by the Wisconsin Department of Health Services and the Centers for Disease Control and Prevention. Currently, masks are required to be worn on campus.

Please see wctc.edu/coronavirus for additional information.



A Message from the
WCTC
President



During the initial nine months serving as president of WCTC, I have had the privilege to meet with business and industry leaders, employers, manufacturers, legislators and many organizations throughout Waukesha County and across Southeast Wisconsin. One point has been made incredibly clear to me over and over: WCTC is the leader in educating, training and developing our future workforce and future leaders. The common thread in each conversation is the overwhelming need for more highly trained people in our region to meet the demands in every field across our economy.

WCTC is assisting in meeting those demands, and to do so to an even greater degree, I have prioritized several key areas of growth for the College that will positively impact the needs of our regional workforce. First, WCTC will continue to expand our dual enrollment opportunities for Waukesha County high school students. WCTC will provide the opportunity for a large number of students to graduate with their associate degree at the same time they are graduating high school. Second, WCTC will continue to invest in technology that will shape our training of the workforce of the future. This includes battery cell technology, robotics and machine learning, and artificial intelligence (AI). In addition, we are becoming even more actively engaged with our employers to add new programming to meet their future needs, indefinitely.

I want you to know that at WCTC, we hire the very best faculty members in every program we offer. We are fully committed to supporting our students throughout the rigorous education and training we provide. We do this because there is no time for average; excellence is the only acceptable outcome for our students, and ultimately, for our employers and taxpayers.

Thank you for your support of WCTC.

Rich Barnhouse

Rich Barnhouse, Ph.D.

On the Cover: Recent WCTC graduate Erik Theissen works on a machine at Superior Crane Corp. (SCC) with Chris Healy, SCC's chief inside operations officer.



WAUKESHA
COUNTY TECHNICAL
COLLEGE

Hands-on
Higher Ed

800 Main Street, Pewaukee, Wisconsin 53072

WCTC President Rich Barnhouse, Ph.D., meets with Chris Healy, Ryan Healy and Robert Healy, owners of Superior Crane Corp.

Industry Ties

Run Deep

WCTC, Industry and Business Organizations Partner for Economic Success



When Rich Barnhouse, Ph.D., began his role as president of Waukesha County Technical College in January, he made a promise to get out into the community to meet with local leaders of business and industry. Since then, he has visited more than 35 local manufacturers to check out their operations, learn more about the products they make and see how the College can better prepare students for jobs at their companies.

Exploring Local Business and Industry

The visits to various companies – such as Superior Crane Corp. (SCC), Eaton Corp., Miller Marriott Construction Co. LLC, MetalTek, Metal-Era, Quad Graphics, Inpro Corp., ITU AbsorbTech, Trace-A-Matic and EmbedTek, just to name a few – have provided Barnhouse with tremendous insight into the innovation happening locally.

"For most of the companies and industries I've been to, I was just amazed by how clean the facilities are, how skilled the labor is and how safe manufacturing has become," Barnhouse said. "I was impressed with how much Waukesha County, and industries in Waukesha County, are contributing not just nationally, but globally, to what life is going to be like for decades."

Opening Doors, Creating Connections

In the spirit of reciprocity and growth, and with coordination from the Waukesha County Business Alliance, the College in spring welcomed dozens of manufacturing plant and operations managers, human resources professionals and others to campus to tour WCTC's top-tier facilities.

Amanda Payne, senior vice president of public policy at the Alliance, was integral in setting up the tours and reconnecting businesses with the College – especially after the pandemic sidelined many events during the past year.

"There was incredible interest from our manufacturers in getting back on campus and seeing what's new and what's happening," she said, noting participants discovered more about new programs, customized training, dual enrollment options, internships, how to post job opportunities and more.

Some also made immediate connections, which ultimately benefited their workforce – as was the case for Chris Healy, chief inside operations officer, at SCC.

Chris Healy, along with his brother Ryan Healy, SCC's chief outside operations officer,



Photo courtesy of the Waukesha County Business Alliance

were both on a tour in April when Chris noticed student Erik Theissen meticulously working on a project in one of the labs. He asked Theissen if he had a job lined up, and when Theissen said he did not, Chris Healy encouraged Theissen to give him a call. The chance encounter worked out well for both.

"I started working (as a machinist) almost as soon as I finished school, in a full-time position, with the company," said Theissen, who graduated in May from the Tool and Die program.

Coincidentally, in 2001, Chris Healy graduated from WCTC's Tool and Die program. He was familiar with the courses Theissen was required to take and knew he had the skillset needed for a role at SCC. "His abilities have shown what he's

able to do, and a lot of that is from WCTC," Chris Healy said, noting the solid education Theissen received at the College.

The Healys are also exploring ways to involve WCTC with a new in-house training opportunity – SCC University – geared toward high school seniors. Students, through a referral and application process, participate in two months of classes at SCC during the summer after their junior year and focus on core values and life skills. Then, they work part time at SCC during their senior year and return for a second summer to focus on job-specific training – followed by a full-time job. The curriculum is SCC specific, but, says Ryan Healy, participants could benefit from a wider range of training opportunities available at the College.

"We're looking to invest, and reinvest, in our people and ultimately grow for the future," Ryan Healy said. "We have immediate needs for people, but we're trying to build relationships for the long haul through local high schools, the technical college, the business alliance and other ways."

"We're looking to invest, and reinvest, in our people and ultimately grow for the future."

– Ryan Healy,
Chief Outside Operations Officer
Superior Crane Corp.

Tool and Die Making
60-credit TD | wctc.edu/tool-die

Strengthening Relationships Within Business and Industry

Mike Shiels, WCTC's School of Applied Technologies dean, said education and industry are reliant on one another and need to continue to work in tandem to drive economic success within the region.

"It's absolutely critical to maintain relationships with local manufacturers – for so many reasons," Shiels said, among them the importance of aligning the curriculum with industry practices and the value of connections for placing students in internships and jobs. Additionally, Shiels said, employer input is also important when selecting tools and machines for the classroom, so students are trained on the proper equipment and are ready for the workforce.

Eaton Corp., a multinational power management company with its power systems division headquartered in Waukesha, has partnered with WCTC for many years, and in many different capacities. This includes relationship building with College educators, philanthropic support and customized training through the Corporate Training Center, said Jackie Pride, Eaton's communications and engagement manager. Just last month, a group of WCTC students and their instructor visited the company to learn and observe welding techniques used on the shop floor.

17%
of Wisconsin's workforce is
MANUFACTURING

Source: The National Association of Manufacturers





The Eaton Corp. this fall donated \$25,000 to WCTC to be used for student scholarships in manufacturing programs. Along with several WCTC students, and instructor Ken Heinritz and associate dean Steve Walter, are Ellen Phillips, WCTC Foundation president; Jackie Pride, Eaton communications and engagement manager; Rich Barnhouse, Ph.D., WCTC president; Mike Shiels, School of Applied Technologies dean; and Aly Scharf, Eaton training manager.

Photo courtesy of Eaton Corp.



"We regularly meet with WCTC instructors and leaders to share ideas and best practices. That is the foundational part to this industry-education partnership," Pride said. "That must be continuous and ongoing, because skills are continually changing and industry needs are continually changing. If you stop talking to one another and stop sharing ideas, it's going to become static and irrelevant."

The Need for Workers

WCTC, the Alliance and local businesses are discussing ways, together, to develop a well-prepared talent pipeline. Barnhouse said in his interactions with manufacturers – smaller, family-owned companies like SCC that could immediately hire 10 people, or larger companies

like Eaton that could hire around 100 people – the need is the same: employers need workers.

"We often hear about an employee shortage, but I was shocked at how large a dearth there is right now. Most of the people I've spoken with, depending on the company, are ready to hire 10 to 40 people right now. And these are positions that are paying \$20 to \$35 an hour, with great benefits and the ability to grow within these companies," Barnhouse said. "In addition to WCTC delivering more skilled workers, we need to share – with business and industry, and by working together with the the Alliance – how technically skilled modern manufacturing is, what quality of life people achieve and the ability for growth. That's part of our responsibility." ■

Automation Systems Technology (Robotics)
60-credit AAS | wctc.edu/automation-systems



Wisconsin
**MANUFACTURING
EMPLOYEES**

make on average
\$74k
per year

Source: The National Association of Manufacturers

Donation to Benefit Manufacturing Programs

The Gene Haas Foundation recently awarded WCTC with \$540,000 in grants to support manufacturing training. Of the donation, \$500,000 will be used to create the Gene Haas CNC Training Center with the remaining \$40,000 to be used for scholarships to benefit prospective and current manufacturing students.

"Their giving demonstrates the impact of philanthropy on our students in 'accessing, continuing and completing' their educational journey at WCTC," said Ellen Phillips, WCTC Foundation president, of the Gene Haas Foundation's generosity.

The Gene Haas Foundation supports the needs of the local community through grants to various charities and organizations. Seeing a growing need for skilled manufacturing employees industry wide, the Foundation expanded its mission to include support for training programs.

Kathy Looman, director of education for the Gene Haas Foundation, said the gift to WCTC is an endorsement of its manufacturing programs.

"Recently, as I sat at a large table with the management, foundation and instruction team from WCTC, I was impressed by how much manufacturing industry experience and passion was revealed in everyone's introductions. Combined with the state-of-the-art equipment, Waukesha is a model of success," she said.



From left, are Chad Sesing, sales engineer at Haas Factory Outlet; Ellen Phillips, WCTC Foundation president; Rich Barnhouse, Ph.D., WCTC president; Kathy Looman, director of education for the Gene Haas Foundation; Sandy McGee, WCTC Foundation chair; Brad Piazza, Ph.D., vice president of Learning; and Mike Shiels, School of Applied Technologies dean. Back, from left, are Kurt Bence, Bradley Sakac, Michael Czerniak, Dennis Pollari and Bill Hayes, instructors; and Steve Walter, Manufacturing Technologies associate dean.



A Launchpad for BIG Dreams

Multicultural Student Mentoring Program
Creates Important Connections

Keva Estrada, Human Services
Associate student, talks
with Brad Piazza, Ph.D., vice
president of Learning and
MSMP mentor

Life can be a balancing act, especially when adding 'student' to an already full roster of roles – employee, parent, spouse, caregiver – the list goes on. Knowing you have someone in your corner as you face life's challenges and opportunities can make all the difference.

WCTC's Multicultural Student Mentoring Program (MSMP) was established in 2013 with a vision to empower students to become successful leaders in their communities. The program serves underrepresented students, including students of color, LGBTQ+, low-income, first-generation and undocumented students. Participants can connect with peer and faculty mentors, access academic support, and participate in community engagement opportunities and monthly leadership workshops.

Since its inception, the MSMP has served more than 300 students, with approximately 100 faculty and staff members participating as mentors. Its

value is clear: students recently involved in the program had an 85 percent retention rate and an average GPA of 3.0 – but academic success is just the beginning.

Keva Estrada's story exemplifies how the MSMP can serve as a launchpad for big dreams and meaningful connections. Estrada first earned a Language Interpreter for Health Services technical diploma from WCTC in 2014 and recently returned to pursue an associate degree in Human Services.

"As a mother of two teenagers, one of whom has autism, time management and planning are key to not losing my mind while doing well in school," said Estrada. "It is a challenge to be a parent, student, partner and employee. My motivation to do well in school is the fact that I am modeling to my children and others that hard work and integrity lead to success."

Estrada initially joined the MSMP as a peer mentor to help others. "I thought to myself,

I am older and hopefully wise; maybe I can help somebody," she said. "I have continued with the program because I love helping people troubleshoot issues, making them feel heard and being someone to lean on."

Her involvement in the program led her to become the president of the Multicultural Student Union and the 2021-22 Wisconsin Technical College System District Ambassador for WCTC. She also serves on the Diversity, Equity and Inclusion Committee and other student-focused groups. "The mentorship program has given me the opportunity to help others, improve communication skills and learn about diversity," said Estrada. "It's all about learning and connecting with new people."

One of those connections was with her staff mentor, Brad Piazza, Ph.D., WCTC's vice president of Learning. Piazza joined the MSMP as a mentor in 2018 and serves as a resource for questions and guidance, helping students continue their academic journeys.

The MSMP has allowed Piazza to build personal relationships with students outside of his regular role at the College. "This program, while structured, provides plenty of flexibility for the mentor-mentee relationship to grow into a very meaningful experience," he said. "I love learning how they are doing in their classes, at home and at work."

Piazza stressed the program's importance within the bigger picture. "The more touchpoints a student has with faculty and staff, the more likely they are to reach their academic goals," he said. "I gain a lot of insight from students as to what we are doing well and areas that need improvement. Taking the time to sit down with students and ask questions, but more importantly, to listen to the responses, helps us make WCTC better."

MSMP students'
average
GPA
is 3.0

In his three years with the program, Piazza has made many impactful memories. A recent favorite happened in May 2021, when he was able to meet both of his mentees in person for lunch. "We had talked many times via Zoom but had never been in the same room together," he said. "I had so much fun talking and laughing with them about non-school topics!"

The future looks bright for Estrada, who intends to earn an additional associate degree in Leadership Development at WCTC after completing the Human Services Associate program in spring 2022. Estrada later plans to pursue a Doctor of Psychology degree, all while learning two additional languages. She hopes to put her skills and knowledge to work as a Diversity, Equity and Inclusion professional.



"It's all about learning
and connecting
with new people."

"I want to make sure that students and citizens have more access to quality education and employment," said Estrada. "The life skills that I am learning will prepare me for a career in which I will be able to help clients heal, grow and learn." ■



"What the Journey focused on was helping us take our content knowledge and learn different ways to help students learn it... Whether (instructors) teach in Welding or IT or Culinary, the principles of teaching remain the same."

- Debbie Gahr, Business Management instructor

Developing High-Quality Instructional Practices

When new faculty begin working at WCTC, they bring years of field experience to their roles as technical college instructors. They are masters of their craft, and they have the comprehensive knowledge and skillsets to prove it. What many don't have, however, is teaching experience at the post-secondary level – and nationwide, few college instructors do.

"In this environment, we care that they have relevant experience in accounting, in HVAC, in welding," said Brad Piazza, Ph.D., WCTC's vice president of Learning. "Now, we have to get them ready for the classroom."

Most colleges and universities do offer some type of preparation for faculty, but WCTC has an intense, yearlong requirement for new, full-time instructors that delves deep into how instructors teach, and that process is called the Journey.

An Educator's Journey

Once
On-the-Job
Now in the
Classroom

Dual Enrollment Academy | Firefighter/EMT
20-credit program | wctc.edu/dual-enroll



responsibilities across campus to understand our trade of teaching."

Additionally, plans are in the works to expand the Journey beyond WCTC in the coming years and make it available to other educational institutions throughout the state, country and beyond.

The Beginning of the Journey

Prior to the start of the Journey, which was piloted in 2011 within the School of Business, new faculty completed a short boot camp. Sessions touched on a variety of teaching-related topics, but none of them in depth, Piazza said. Boot camps were generally two days, immediately followed by new employee orientation and the start of classes. "There was literally no time to work with faculty and get them acclimated to their new profession," he said.

That same year, College leaders gathered input from different WCTC groups regarding issues relating to student retention, along

Preparing Professionals to Become Instructors

The Journey is a professional learning experience that focuses on high-quality instructional practices for faculty. It is designed to orient new faculty into their academic career, and it uses a research-based pedagogical (relating to the art and science of teaching) framework to strengthen instructor efficacy, translating to better teaching and greater student success.

Those in the training meet for seven rigorous days in the summer prior to the start of the school year and complete exercises and activities that focus on a variety of distinct learning concepts. New faculty are also matched with mentors – who are experienced WCTC instructors – to provide guidance and support throughout

the academic year. Follow-up large group meetings are scheduled monthly for Journey participants to report on techniques and strategies implemented in their classes, as well as deepen their knowledge and understanding of concepts from previous sessions; new content is also presented. Regular mentor/mentee meetings serve as an outlet to discuss what is working in the classroom and what could be improved upon, along with follow-up from the large-group sessions.

This year, 15 instructors and 10 staff are enrolled in the program, said Jennifer Fontanini, facilitator, and associate dean of Communication Skills and Social Science, noting this is the first year the training has also welcomed veteran instructors and staff.

"This strengthens the College's culture of pedagogy," she said. "It's all of our



"I know that I am well-equipped to be able to have all the necessary tools to deliver quality instruction to my students. Thank you for the Journey. It's a great way the College lives out its mission out loud."

– Jessica Donahue, Surgical Technology instructor

with what constitutes the ideal learning environment. What emerged was the need for professional and instructional improvement practices, and for the 2012-13 year, the Journey was expanded College wide.

Debbie Gahr, who participated and facilitated the training in its early years, said it helped her transition from certified public accountant to instructor.

"I knew my technical material, but I didn't know how to teach. Sure, I can spit out all kinds of accounting rules, but that's not the best way students learn,"

Since the Journey began, more than **180** full-time instructors have completed the training.



she said. "What the Journey focused on was helping us take our content knowledge and learn different ways to help students learn it and master it... Whether (instructors) teach in Welding or IT or Culinary, the principles of teaching remain the same."

'Laser-Focused' on Teaching

Over time, Journey leaders have refined the program's content to best suit participants' needs. Early iterations included more information from different areas of the College, but the current version is 'laser-focused' on teaching, said Bethany Leonard, facilitator, and dean of the

of effective teaching that we can present," she said.

In learning how to be better instructors, participants become actively involved in hands-on exercises, said Linda Gordy, facilitator, and associate dean of College and Career Readiness.

"Just about every piece of content that we present has some kind of engagement - whether it's getting up and moving, creating charts and graphs, or talking things over with one another," Gordy said, adding that activities help educators put themselves in the place of the student.

School of Academic Foundations and General Studies.

"I think one of the key features of the Journey is that every single session we deliver is, to the best of our ability, the highest quality representation



Confidence in the Classroom

Fire and EMS instructor Mike Jones, a retired assistant fire chief for the Milwaukee Fire Department (MFD), completed the Journey and is now a mentor. During his time at the MFD, he onboarded hundreds of employees and knew how to convey the rules, procedures and standard operating guidelines to them - all skills he thought were transferable to student success. To some extent, he said, they were, but upon starting in academia, he realized he needed to learn specifics about articulating content to students to ensure their success.

"The Journey team really puts together an engaging program, sharing the resources that we need to reach our students and get them to that 'aha moment,'" he said. "Instructors bring expertise within their trade; this provides us with the fundamentals to teach."

Jessica Donahue, a new Surgical Technology instructor, and Todd Lewis, a longtime Sociology instructor - who are both being mentored by Jones - said the Journey is encouraging them to try new approaches in their classes while also building their confidence.

"A veteran teacher doesn't have all the answers," Lewis said. "And the best part about teaching is learning."

Added Donahue: "With the Journey and my mentor team, I know that I am well-equipped to be able to have all the necessary tools to deliver quality instruction to my students. Thank you for the Journey. It's a great way the College lives out its mission out loud." ■

Aly Raisman to Speak at WCTC

As part of the WCTC Speaker Series, WCTC will host renowned gymnast and gold medalist Aly Raisman, for a moderated question-and-answer session.



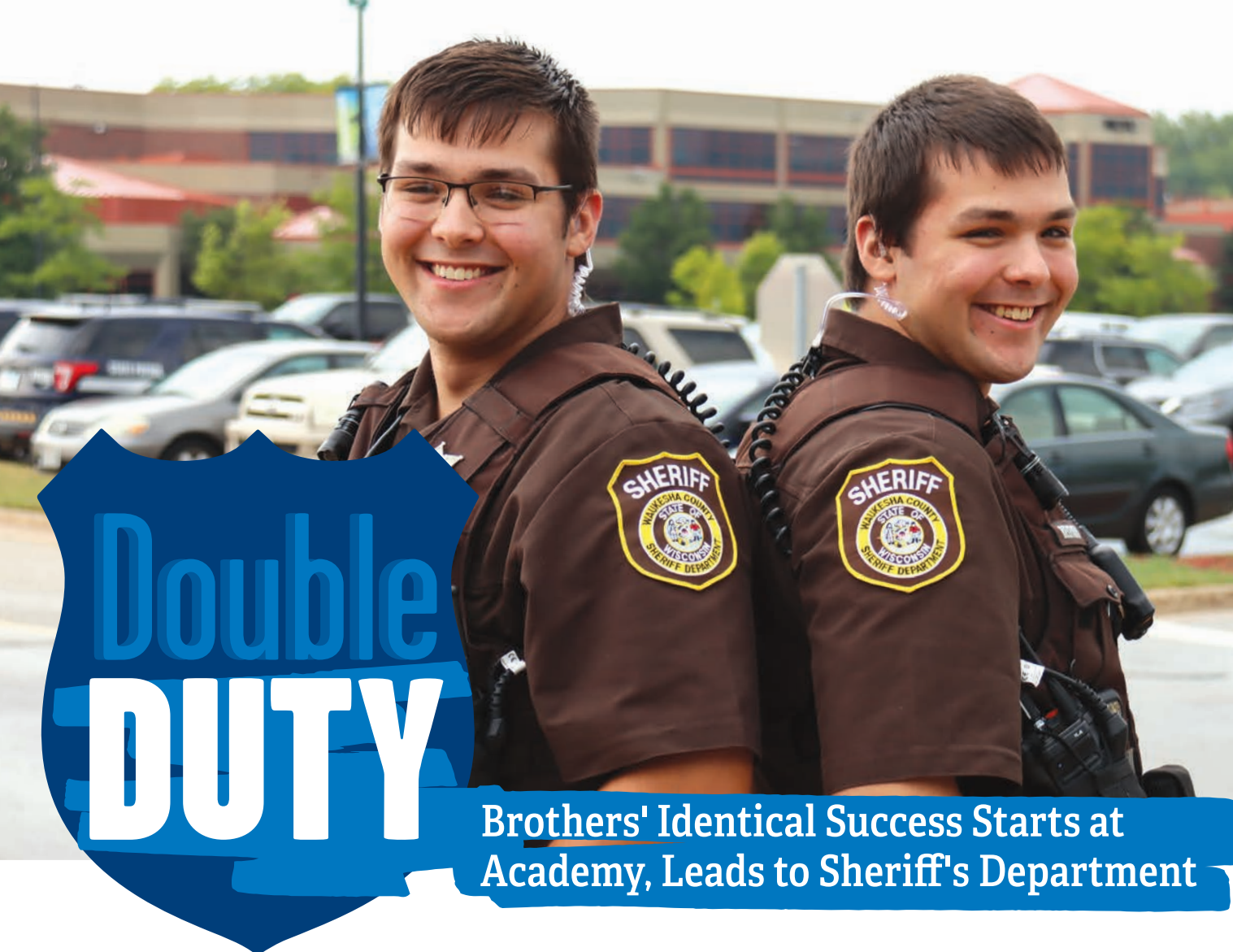
New date!

Tuesday, December 7 | 12 p.m.
Doors open at 11 a.m.

Raisman, team captain of the gold medal-winning U.S. Women's Gymnastics teams in 2012 and 2016, is the second-most decorated American gymnast of all time.

A leader on and off the floor, she uses her platform to promote positive body image. In her New York Times best-selling memoir - Fierce - she shares the highs and lows of her experiences, including her survival of sexual abuse. Inspired by an army of survivors, Raisman continues her advocacy for systematic changes within the sport of gymnastics and efforts to help eradicate sexual abuse in youth sports. ■

The public is welcome to attend the event. Tickets are \$45 and include lunch; current WCTC students, faculty and staff are free. Visit wctc.edu to learn more.



Brothers' Identical Success Starts at Academy, Leads to Sheriff's Department

Met Josh and Kalan Belfiori, identical twins who share both DNA and career paths. "They are so identical, our instructors couldn't tell them apart," laughed Jodi Crozier, associate dean and director of WCTC's Law Enforcement Academy. "Thank goodness we have first names on their shirts!"

The brothers were inspired by two of their cousins who have built strong careers in law enforcement. "We had a family influence, and we wanted to be the change we wanted to see," Josh said. After high school, both started working as police aides at Menomonee Falls Police Department, gaining valuable exposure to the field. "From talking with the cops that we worked with, we heard a lot of good things about the Criminal Justice program at WCTC – that it was one of the best in the state,

and definitely the best in southeastern Wisconsin," said Josh.

In 2018, the Belfiori brothers became WCTC students and began working toward their associate degrees in Criminal Justice Studies. They attributed their success in the program to their instructors' willingness to help. "If you were falling behind or struggling, they would offer to help people one on one, to stay after class or come before, just help you out with whatever you needed," said Kalan.

Shortly after graduating in June 2020, they were ready to dive into the Law Enforcement Academy, putting all the knowledge and skills they had been learning to work in realistic training scenarios. "The instructors did such a good job preparing us. They made the situations out there fun by throwing a wrench in it or doing something you didn't expect," said Kalan. "We got split up into

different groups each day, so you got to bond with different people who you may not have normally sat next to or gotten to talk with."

Both brothers received conditional offers from the Waukesha County Sheriff's Department in March 2021 and were sworn in as deputies that May. While working together after graduating wasn't a necessity, they were excited to take on another new opportunity with each other's support. Although they typically work in separate parts of the county to avoid confusion, the two have taken a few calls together. "It's great because we know each other's strengths and weaknesses," Kalan said.

Of their cohort, eight recruits were offered positions within Waukesha County. "We're all really close with each other still," said Josh. "Those connections are a really important part of the Academy."

As Germantown natives, Josh and Kalan are starting their careers serving the community close to home. "We knew we wanted to apply in this area because we're from here, we know the area and we like it here," said Josh. "The county's a good spot to land because it's so big," added Kalan. "Lots of different opportunities with specialty units. You could work one day in a country area and the next in a city. Waukesha County is extremely good for that."

Looking ahead, the brothers are keeping an open mind while completing their probation period at the County. "With being so new, we haven't closed any doors yet," said Josh. "I'm looking forward to testing out different specialties, talking with deputies who are on different teams, just talking with different people and putting feelers out there." For now,

they are enjoying patrol and putting the skills they learned at WCTC to work.

"I love that there's always something new to learn," said Josh. Kalan chimed in with a perfectly timed "Ditto!" ■

"I learn so much better with hands-on versus sitting behind a desk and just listening to somebody talk."

- Josh Belfiori

The newly renovated Building W features a movable wall training system, an interactive use-of-force simulator and a fitness training area for WCTC Law Enforcement Academy recruits.





Digital Destinations

WCTC Global Exchange Program Goes Virtual

With in-person study abroad trips paused since spring 2020 due to COVID-19, colleges worldwide have grappled with how to provide students with unique global experiences. For many, including WCTC, that meant a shift from traditional travel opportunities to virtual global options.

To develop unique exchange projects, WCTC connected with the nonprofit organization Gazelle International, said Melody Reichoff, WCTC Global Education coordinator.

Partnering With Students in the Netherlands

Dragotta and an instructor from ROC Midden Nederland developed a project focusing on cultural differences in advertising in the United States and the Netherlands. (She initially offered this exchange to her Global Cultural Experience/Independent Study students in spring 2021, but expanded it for fall Global Marketing classes.) The U.S. and Dutch students compared outdoor, television and social media advertising in the two countries, and then created a slide show to explain their findings.

Global Business student Morgan Dorn said the exchange was a great way to meet and get to know the Dutch students, and the topics discussed directly related to her program.

"I learned about the different ways that countries do business in my first class at WCTC, and participating in this project made it more real to me," she said.

While the project started small in spring, Dragotta was excited to offer it to more students in fall.

As part of the program, interested WCTC faculty are partnered with instructors abroad to team-teach, and WCTC students collaborate virtually with international students to complete a project and learn about their country.

Khyana Pumphrey and Sue Dragotta are WCTC instructors

who incorporated virtual exchange projects into their fall classes: Pumphrey, Introduction to Psychology, and Dragotta, Global Marketing.

"The opportunity to connect with someone from outside the U.S. is very common in business settings, and this opportunity allows students to appreciate the similarities and differences between our cultures," she said.

Partnering With Students in Mexico

Pumphrey was matched with a philosophy instructor from Prepa UDEM in Mexico, an International Baccalaureate World School, and the two created a project that analyzed well-known – yet flawed – psychology experiments and discussed the ethical boundaries of knowledge research. WCTC and Prepa UDEM students were paired into small groups – with WCTC students focusing on research and hypothesis development, and Prepa UDEM students focusing on ethical and moral issues. Participants met regularly online using various technologies, and the final project culminated in a podcast from student discussions.

"I really hope it opened students' minds to a cross-cultural experience. I want them to learn how to communicate with people from other cultures and keep developing a growth mindset," Pumphrey said.

Moving Forward With International Opportunities

In-person, WCTC-sponsored study abroad trips are slated to return sometime in 2023, but Reichoff hopes the virtual exchanges will continue as well.

"This has been really great in that it opens access to more students," she said. "In a normal year, people can't always commit to a longer amount of time off for travel, so this makes it available to more students." ■



Build Financial Support Over Time with an Endowment Fund at WCTC

An endowment is an excellent tool for making a perpetual scholarship gift that continues to give each year.

With an investment of \$10,000, donors can establish a named endowment to benefit a specific category of students or a field of study of the donor's choice. Gift commitments may be completed over a five-year period. WCTC awards scholarships beginning the semester after the \$10,000 goal is reached, and this generous support helps College students achieve their academic goals.

The WCTC Foundation gratefully acknowledges the following endowment funds established this past academic year:

- Ronald V. Krizek School of Nursing Scholarship Endowment benefiting Nursing students.
- Jimmie McWaters Memorial Scholarship Endowment for students enrolled in the Electronic Systems Technician or Electricity programs.
- O'Day Scholarship Endowment to benefit students in the Fire Science program.

To learn more about establishing an endowment or for other ways to provide scholarship support, visit www.wctc.edu/foundation.



Hispanic Community Culinary and Hospitality Training Opens Doors to New Opportunities

Businesses and organizations in the culinary and hospitality industries are still struggling to recover from the COVID-19 pandemic. Now, the challenge is to find talented workers to fill open positions.

The WCTC Corporate Training Center (CTC) is helping local businesses by collaborating with the School of Business, College Career and Readiness department and La Casa de Esperanza. Together, they are offering customized training at a 90% reduced cost – thanks to a Workforce Advancement Training (WAT) grant – to industry partners that employ workers who primarily speak Spanish. The programs specifically pair the hard skills of the culinary and hospitality industries with English as a Second Language (ESL) training.

Participants will complete 200+ hours of customized training (with ESL support) in WCTC's state-of-the-art kitchens and The Classic Room training restaurant, and they will earn:

- ServSafe Food Manager certification
- A culinary certificate OR a hospitality certificate
- Credit that can be applied to a WCTC degree program or a GED

Training will begin in January, and classes are slated to meet on Monday and Tuesday evenings. Cost for the culinary program is \$1,750 per participant while hospitality is \$1,420.

For more information, visit www.wctc.edu/ctc-esl.

WCTC programs

Architecture and Construction

Architectural Drafting/
Construction Technology
Building Trades - Carpentry
Refrigeration, Air Conditioning and
Heating Service Technician
Concrete Finishing (ABC)
Construction Management Technology
Electrician (ABC)
Electricity
Plumbing (ABC)

Business, Management and Finance

Accounting
Accounting Assistant
Business Management
Customer Service Specialist
Digital Marketing Promotions
Global Business
Human Resource Professional
Human Resources
Import/Export Specialist
Leadership Development
Lean/Six Sigma
Marketing
Organizational Leadership
Quality Management
Property Management Associate
Real Estate
Supply Chain Management
Supply Chain Professional

Education and Human Services

Aesthetician
Autism Technician
Cosmetology
Early Childhood Education
Early Childhood Education Preschool (Registry Credential)
Foundations of Teacher Education
Human Services Associate
Interior Design
Interior Design - Kitchen and Bath Design
Master Aesthetician

Individualized Studies

Individualized Technical Studies

Graphic Communications

Front End Web Development
Graphic Design

Health

Anesthesia Technology
Central Service Technician
Dental Assistant
Dental Hygienist
Health Care Services Management
Health Information Technology
Language Interpreter for Health Services
LPN to RN Nursing Bridge
Medical Assistant
Medical Coding Specialist
Nursing Assistant
Nursing – Associate Degree
Paramedic to Nursing Bridge
Phlebotomy Technician
Physical Therapist Assistant
Radiography
Surgical Technology

Hospitality, Culinary and Pastry

Baking and Pastry Management
Baking and Pastry Production
Culinary Management
Food Service Production
Hospitality Specialist

Information Technology

Desktop Support Technician
Front End Web Development
IT - Computer Support Specialist
IT - Cybersecurity Specialist
IT - Data Specialist
IT - Mobile Programmer
IT - Network Specialist
IT - Service Desk Technician
IT - Software Development Specialist
IT - Web and Software Developer
Network Enterprise Administrator

Manufacturing

Automation Systems Technology
(Robotics)
CNC Setup Technician
Electrical and Instrumentation
Industrial Electrician
Industrial Maintenance Technician
Injection Mold Setup (Plastic)
Machine Tool Operation
Machinist



Dental Hygienist
69-credit AAS | wctc.edu/dental-hygiene



Manufacturing (continued)

Maintenance Mechanic/Millwright
Maintenance Technician
Mechatronics Technician
Metal Fabrication/Welding
Metal Fabrication/Welding - Advanced
Technical Studies - Journeyworker
Tool and Die Maker
Tool and Die Making
Welding
Welding Technician

Protective Services

Advanced EMT
Criminal Justice -
Law Enforcement Academy
Criminal Justice Studies
Emergency Medical Technician
Fire Medic
Fire Protection Technician
Paramedic Technician (degree)
Paramedic Technician (diploma)

Science, Technology, Engineering and Math (STEM)

Biomedical Electronics Technology
Electrical Engineering Technology
Electronic Systems Technology
Manufacturing Engineering Technology
Mechanical Design Technology
Mechanical Engineering Technology

Transportation

Automotive Maintenance and Light Repair
Automotive Maintenance Technician
Automotive Technology - General Option
Automotive Technology - GM ASEP Option

Transportation (continued)

Diesel Equipment Mechanic
Diesel Maintenance Technician
Diesel Equipment Technology
Truck Driving (CDL Class A)



Learn more!
Visit wctc.edu/programs

Waukesha County Technical College is accredited by the Higher Learning Commission (hlcommission.org), a regional accreditation agency recognized by the U.S. Department of Education. Member college of the Wisconsin Technical College System (WTCS).

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wctc.edu/coronavirus.