

Western Technical College Program Planning Document - Action Plan

Program/Department Name		Human Services Associate					Date Created	9/27/2017					
Division		Health and Public Safety					Date Reviewed	8/22/2018					
Academic Year Launched	Doing, Done, Ditch, Delay*	Solution/Action	Key Results	Current Level of Performance	Performance Measurement	Non-Financial Resources Needed	Financial Resources Needed				Program Priority (1-6)	Point Person	Timeline
							Capital \$** (\$5,000+)	Capital Description(s)	Operational \$	Operational Description(s)			
<i>*Doing, Done, Ditch, Delay only applies to current or past items. Leave column blank for future items.</i>							<i>**Remember to review 10-year capital planning items each year prior to finalizing capital request.</i>						
2017-2018	Delay, Doing	Retention Coaching	1-Course Completion	Second year retention is 46.2% in 2015	Second year retention - 55%	Retention coach that can meet with students in all cohorts						Ann Lichliter	1/1/2017
2017-2018	Doing, Done	Instructor Coaching – replace office hours with coaching hours and require all program students to meet with instructors twice per semester	1-Course Completion	Western's C or Better for the program was a 71.2% in 2015 Second year retention is 46.2% in 2015	Western's C or Better for the program – 78% Second year retention - 55%	Training on college wide resources Training new faculty who will engage in Instructor Coach						Ann Lichliter	1/1/2017
2017-2018	Doing, Done	Day cohort courses are all scheduled during the day and our blocked; begin an evening cohort with blocked class schedule solely at night	1-Course Completion	Western's third year graduation rate for 2015 was 22.9%.	Western's third year graduation – 28%	New faculty						Ann Lichliter	January 2017/Fall 2017
2018-19	Doing	Monthly group and individual adjunct meetings – training on blackboard and review of student success plans.	1-Course Completion	Western's C or Better for the program was a 71.2% in 2015	Western's C or Better for the program – 78%	Time to facilitate adjunct meetings Resources from Academic Excellence						Ann Lichliter	1/1/2017
2018-2019	Delay, Doing	Work with Learner Support to enroll prep/wait list students and program students into a weekly support class	1-Course Completion	Western's C or Better for the program was a 71.2% in 2015	Western's C or Better for the program – 78%	Determine method to meet and involve prepping students in the program, ? Club mentorship						Ann Lichliter	9/1/2018
2018-19	Delay, Doing	Develop an Orientation class that will be incorporated into Community resources	1-Course Completion	Western's C or Better for the program was a 71.2% in 2015	Western's C or Better for the program – 78%	Implement 2 week support materials into Comm Resources course to improve upon retention						Ann Lichliter	9/1/2018
2018-19	Doing, Done	Assess and revise curriculum Begin 2nd spring cohort (24 students) Graduate first evening spring cohort	2-Enrollment Demand	Admitted 23 students during Jan 2018	Enroll additional 24 students							Ann Lichliter	4/1/2019
2018-19	Done	Expand participation with articulation agreements for the Gerontology Associate Degree and expand	4-Stakeholder Satisfaction	1 articulation agreement in place	Articulation Agreement with Northwest							Ann Lichliter	4/1/2019

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2018-19	Delay	Explore offering a human service credit class in the La Crosse County jail	2-Enrollment Demand									Ann Lichliter	
2018-19 2020-21		Explore offering DisAbilities course in high school as transcribed credit *2019-20 Implement *2020-21 Review & Revise	2-Enrollment Demand		Offering 1 or more DisAbilities courses in the high school							Ann Lichliter	4/1/2019
2018-19	Doing	Continue offering blocked blended classes Assess and Revise	4-Stakeholder Satisfaction	All courses moved to block schedule	Course reorganization and implementation of program plan resulting in increased retention semester to semester							Ann Lichliter	4/1/2019
2018-19	Doing	Examine offering continuing educational opportunities for social service agencies	4-Stakeholder Satisfaction	Offered Trauma Informed Care conference.	Offering 1 or more workshops							Ann Lichliter/Keith Lease	4/1/2019
2019-20 2020-21	Delay	Offer 1 or more Addiction and Mental Health Peer Specialist Class as Pathway for Human Service Associate Program **2020-21	2-Enrollment Demand									Ann Lichliter/Keith Lease	
2019-20 2020-21	Doing	Partner with BIS to explore offering continuing education offerings for social service providers in the community *2020-21 Implement continuing education offerings for social service providers in the community	4-Stakeholder Satisfaction	Offered Trauma Informed Care conference.	Offering 1 or more workshops							Ann Lichliter/Keith Lease	4/1/2019
2018-2019		Explore offering a study abroad class for Cultural Issues class	4-Stakeholder Satisfaction		Meet with Admin and other staff members to discuss this possibility							Ann Lichliter/Keith Lease	4/1/2019

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2020-21	Delay	Explore additional cohort offering at RLC such as Tomah, days	4-Stakeholder Satisfaction	wait list assessment/need in RLC; field site availability				\$80,000	Staffing - Full Time		Joan Miksis	7/12/1905	
2019-2020	Doing	Unable to meet program course needs with current adjunct budget. Level 1 Program Mix=grow program	2-Enrollment Demand	continue to offer open enrollment courses each term so that students can take while on prep list	improve retention, keep offerings consistent for student programing needs: Program Mix Level 2=grow program			increase adjunct budget 5077-5200 by \$5000 permanent need	Staffing - Part Time	1	Joan Miksis	asap	
2018-2019 2020-21	Delay	Implement Addiction and Mental Health Peer Specialist Class as Pathway for Human Services Associate Program-offer once/year	2-Enrollment Demand	not meeting community mental health/addictions needs	Enroll additional 24 students			\$2,000	Staffing - Part Time	4	Ann Lichliter		
2018-19 2019-20	Doing	Need to add a budget line item for noninstructional supplies for the program	2-Enrollment Demand	no budget now for program items needed	have budget to support expanding program			\$500 add to budget line 5231-5200	Supplies	3	Joan Miksis	asap	
2019-20		Need to develop resourse for attending educational conferences in field	4-Stakeholder Satisfaction		Facutly will attend state and national conferences to keep up to date in profession			\$1000 PD conference and expertise development 5201-52000 perm need	Training	2			