Northwest Commission on College and University (NWCCU)
Annual Update for WSQA
Academic Year 2008-2009

College Name: Clover Park Technical College

Contact Person: Joyce Loveday

Contact Phone: (253) 589-4333

Contact email: joyce.loveday@cptc.edu

The following recommendations were made following a comprehensive accreditation visit in October 2004:

Accreditation recommendations to the College and year of recommendation	Actions taken by the college to address recommendations	Improvement results
Year of Recommendation: 2004 1. The evaluation committee recommended the College ensure that its ongoing planning processes and systematic evaluation activities are timed so that their results influence the allocation of resources to improve its instructional programs, institutional services, and activities. **(Standard 1.B.4)**	The program review process was moved to begin earlier in the year to enable recommendations from the review to impact the upcoming budget.	As a result of beginning the program review process earlier in the year, the instruction department was able to identify and carry out changes in a timeframe that allowed the college to consider program needs identified through the review process to impact the budget for the upcoming year. Budgetary items identified through the program review process received priority consideration in the development of the instructional budget. Examples include: • The landscape management program was moved to the Lakewood campus in response

		to program needs identified through the program review • Cooling and heating materials were acquired for the HVAC program in order to expand hands-on instruction in an area not previously covered • The evening cosmetology program was restructured to accommodate the reduction from three to two faculty
	The cycle for curriculum changes and new program development was also adjusted to enable program needs to influence budget planning in a more timely manner.	As a result of this change, faculty were prepared with both catalog changes and budget requests for the coming year by the end of March, providing sufficient time to adjust marketing materials and prepare the college for the changes. This facilitated clearer communication with students and a seamless registration process for students in programs where changes occurred.
	The leadership planning retreat was moved from September to February to allow priorities to be set just prior to the budgeting process.	Institutional budget planning processes that typically occur in the first quarter of the fiscal year were disrupted this past year due to the challenges and uncertainty generated by the state budget shortfall. Division planning, program reviews, equipment prioritization, and student success planning continued to occur during this time, providing input related to the allocation of scarce resources for the 2009-2010 budget cycle.

Name of College____Clover Park Technical College_____

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Year of Recommendation: 2004 2. The evaluation committee recommended that CPTC explore a more inclusive shared governance structure. **(Standards 3.B.2, 4.A.2, 6.A.3, 6D, 6E)**	In response to this recommendation, CPTC has worked to (a) expand opportunities for faculty and staff to be involved in planning and decision making opportunities at the College, and (b) provide greater communication so people know what is occurring within the administrative arm of the College. Involvement in Planning and Decision Making CPTC has taken a proactive approach to include staff, faculty, and students in college-wide initiatives and committees that influence both day-to-day activities of the College, as well as larger operational decisions. A broad representation of faculty and staff is included on all college committees in order to provide faculty and staff with a voice in the operational decision making of the College.	Faculty and staff have played a major role in the decisions of ongoing committees such as the curriculum committee, the eLearning council, the Policy and Procedures Committee, the Safety and Security Committee, the Emergency Planning Committee, the Student Success Committee, the Diversity Committee, and the President's Council. They also serve as key members on short-term committees assembled to provide guidance for the College in specific areas of emphasis. A few of the initiatives where faculty and staff participated to provide input critical to college decision making and operations in 2008-2009 include the following: • Student success committee • Development of a 1st year experience for new students • Development of a math review class • The President's council

	Increased communication Several new avenues of communication were introduced to the College to open communication and expand an environment that fosters ideas and an inclusive working environment. New opportunities for conveying and receiving information occurred through quarterly meetings between the president and the faculty, distribution of weekly cabinet meeting notes, monthly all-staff meetings, implementation of an internal weekly newsletter, and representation on key committees. Opportunities for communication between administrators and students was expanded through increased representation on committees, additional student government sponsored activities, monthly reports to the Board of Trustees, and representation on the President's Council.	Comparison of the trends from the employee satisfaction survey conducted in 2006 to the one completed in 2009 identified that employee satisfaction has increased in the areas of institutional experiences, plans and policies, organization structure and communication, and budget and funding. The information collected through the survey suggested a degree of success in expanding communication and opportunities for shared governance. It also reinforced the college's awareness that additional work yet needs to be done to increase access to information and open additional opportunities for shared governance. The regular interim visit by NWCCU that occurred in October 2009 further identified that additional work needs to be done in this area. The report recommended that CPTC extend the efforts to engage faculty, administration and staff in an open dialogue about the meaning of shared governance (as opposed to collective bargaining processes). It further recommended that CPTC codify resulting shared governance processes in college policy and procedures documents. These are areas that CPTC will continue to work on through the coming years.

Accreditation recommendations to the College and year of recommendation	Actions taken by the college to address recommendations	Improvement results
Year of Recommendation: 2004 3. The evaluation committee recommended that the College develop and implement appropriate administrative mechanisms to ensure that staffing for the library and instructional technology departments is adequate, that the library collection is effectively managed, that library space be made available to support student learning activities, and access to general computer labs match student needs. **(Standards 2.A.8, 5A, 5B, 5C)**	Several changes have occurred at CPTC to support appropriate library staffing levels, management of the library collection, and facility availability to support student learning. Some of the changes included reconfiguration of library staffing to allow for additional library support and service to students, reallocation of space within the building that houses the library to expand space for student use, an increase in the annual goods and services budget for the library, the addition of QuestionPoint (a 24/7 reference librarian service), increased hours of service, and additional computer availability for students. A team comprised of faculty, staff, and students from across campus is exploring how to use additional space recently made available to expand library services to students. The team is exploring both the physical potential of the space and theoretical concepts regarding how the space might best be used to expand library services to students.	Satisfaction with library holdings and available services rated high among faculty and students. On the student satisfaction survey conducted in July 2009, the library received one of the higher satisfaction ratings. For the statement, "Library facilities are adequate," 97.4% of respondents indicated the "agree" or "strongly agree." For the statement "Library staff are helpful," 96.8% answered "agree" or "strongly agree." Because a different questionnaire was used in 2009 than was used for the previous student satisfaction survey conducted in 2006, a direct comparison cannot be made between the years. However, on a similar question from the 2006 survey, "The college library provides good services for me," 80% answered "agree" or "strongly agree," and an additional 12% neither agreed nor disagreed. This suggests an increase in satisfaction over the past 3 years with the services provided by the library.