

COMPREHENSIVE SCHOOL VISIT: Compliance and Institutional Effectiveness Questions

Consumer Protection

- Does the school's refund policy conform to the principles of those prescribed in Administrative Rule and how are students informed about the school's refund policy?
- How many students used the refund policy last year and how did the school's process work?
- Does the school have an appropriate bond; was permission received to reduce the bond amount?
- How does the school advertise and recruit, and does the school truthfully and fairly represent the school's program to students?
- Does the school's catalog or student handbook clearly explain to students the school's policies and its operation so students can make an informed choice?
- Does the catalog meet the basic requirements outlined in Wisconsin Administrative Code, Chapter 404.03(2)?

Mission/Reason for Being

- Does the school's mission clearly identify an employment objective or continuing education benefit for its student population?
- Does the school's mission serve as the basis for program development, student assessment, ongoing program evaluation and institutional self-improvement?

Institutional Plan

- Does the school have an institutional plan?
- How does the school's plan address institutional effectiveness?
- How is the school's institutional plan updated and evaluated annually?
- What is the school's accountability process for ensuring the plan's annual goals are accomplished?

Admissions/Student Retention

- Why are the school's admission requirements set as they are and how do they help in student selection for and retention in programs?
- How are admission requirements consistent with the mission and program objectives?
- What is the school's retention rate over the last five years, and how has the school attempted to raise it?

Curricula

- How does the written curriculum accomplish the stated mission?
- Do the programs meet current industry/workplace standards, and how does employer/industry feedback affect curricula annually and on an ongoing basis?
- Are student performance standards clearly communicated to students and has faculty built an assessment system based on the standards?
- How does the school and its faculty change curricula according to feedback like student satisfaction, industry standards, employer satisfaction, graduate follow-up studies and new research/developments?
- Does the curriculum involve students in an active, hands-on approach?

Instructional Personnel

- How does the school's recruitment, selection, orientation and supervision processes ensure the school has quality instructors/teachers?
- How does the school ensure that instructional personnel know the student performance standards and can provide appropriate feedback to students about how well they demonstrate mastery and application of those standards?
- How does the school involve instructional personnel in evaluating learning success of students and in the effectiveness of overall programs?

Student Services

- How does the school know whether students are receiving adequate advising, counseling and placement services so students can benefit fully from the instructional program?
- What is the complaint process students can use, is it used and what are the results for students?

Management

- Does management have clear plans with defined goals, strategies and time frames for achieving those goals, and budgets/resources to fund the activities?
- How has management assured that staff throughout the organization understand organizational plans and have effective communication channels to discuss the organizational direction?
- When was the institution's last accreditation visit evaluation, and what has been done to implement the recommendations made?
- Are there institutional changes that have been made outside the accreditation process? What are they and what is their impact on improving student success?

Financial Soundness and Stability

- Has the organization planned to have sufficient income to maintain a high quality program and to complete the instruction of all enrollees?
- What is the systematic process of financial planning and budgeting?
- Does the institution annually undergo an objective audit by a certified accountant/accounting firm?
- Have the school's processes for refunds and cancellation been evaluated for effectiveness, and how are they working for students?

Facilities

- How do the building, workspace, and equipment comply with local fire, building, health, and safety regulations?
- Is the school adequately equipped so students achieve learning outcomes?

Advisory Committee/Employers

- How does the school's advisory committee(s) help ensure the school's program(s) are up-to-date, meet industry standards, and meet employer needs?
- How does the school regularly collect data from employers of its graduates about those graduates' competence in the work place?
- How has the school institutionalized using advisory committees and employer feedback data to improve the school and its programs?

Evaluation

- How are students assessed and learning progress recorded, and what is the school's process to evaluate its effectiveness?
- Are students satisfied with the program and instructors, and how does the school gather and use this data?
- How does the school know whether employers are satisfied with graduates' knowledge and skills?
- Does the school have a placement process? How well does it work for graduates?
- How does the school do graduate follow-up studies and use retrieved data for program improvement?
- How has management planned for and evaluated the success of Wisconsin students?

Sample Questions for Owner/Director/Administrator

- What has been done this past year to make the school and its program(s) better?
- What are the school's retention and graduation rates?
- How are the school's admission requirements and process helping in student selection, retention, and graduation?
- How does the school ensure there is written curriculum for its overall program and all its programs' components?
- How does the school update its curriculum periodically taking into account student satisfaction, employer satisfaction, industry standards, and graduate follow-up data?
- How does the school personnel system, including recruitment, selection, professional development and evaluation, ensure teacher quality?
- How do students evaluate teachers, and how is this feedback used?
- How are student problems/complaints handled?
- Is the school financially sound, and how do you know?
- How does the school know the students are learning what's expected and can do what is required for successful employment?
- How does the school know students and employers are satisfied with the school's quality?
- How does the school do graduate follow-up studies and use the data to improve the school and its program(s)?

Sample Questions for Students

- How did you find out about the school and its program(s)?
- How does the school's admission process work: requirements, application, interview, etc. and did it lead to a good match?
- Did you receive a school catalog and does it truthfully portray how the school really works?
- Does the school ask you for feedback and does it then do something?
- If you have a problem or complaint, how does the school handle it?
- Is the program organized and well delivered? If not, then why not?
- Are you learning what you expected to learn and what the catalog/school portrayed?
- Are the teachers good and how do you evaluate them? If there are problems with teacher quality, what does the school do?
- Is the school well-managed/administered? Explain why or why not.
- Are there some suggestions you can make which would improve the school and its program for the next class of students?
- Would you recommend this school to a prospective student? Why or why not?

Sample Questions for Instructors

- How long have you been teaching at the school?
- Explain what was the hiring process like?
- How does the school's hiring process ensure quality staff?
- How does the school require you to update your written curriculum annually/periodically?
- How are students asked to evaluate your teaching and how does the school use this information with you to improve instruction?
- Does the school have regular and structured meetings for teachers?
- What is the school's personnel evaluation process and does it include a professional development component?
- How do you handle a student problem or complaint?
- Does the catalog fairly depict how the school operates and its program and policies?
- How are the graduate follow-up results, employer feedback, industry standards and student satisfaction incorporated into the school's curriculum updating process?
- What are the school's strengths?
- Could you suggest some improvements the school might make?

Sample Questions for Graduates

- When did you complete your program? Why did you choose to attend this school?
- What was the admissions process like?
- Did the school's instructors and support staff create a culture of caring and support so you could be successful in school?
 - Did you have the opportunity to evaluate instructors?
 - Were the instructors prepared for class?
 - Did you have any problems w/ an instructor? If so, how was it resolved?
- Was the school's quality of instruction adequate to prepare you well for employment?
- How well has the school's program prepared you for success in your current employment?
- How did the school assist you in finding employment?
- Have you recommended this school to a friend and why or why not?
- Given your experience, what suggestions would you make to improve the school and its program?

Sample Questions for Advisory Committee/Employers

- How did you become a member of the advisory committee?
- Who is on the advisory committee, how often does it meet, and what is the process it uses to review and evaluate program effectiveness?
- How does the school's advisory committee(s) ensure the school's program(s) are up-to-date, student focused, meet industry standards and expectations, and satisfy employer needs?
- How does the school's placement assistance help graduates succeed in becoming employed?
- How does the school regularly collect data from employers of its graduates about those graduates' competence in the work place?
- How has the school institutionalized using advisory committees and employer feedback data to improve the school and its programs?