Pennsylvania Department of Education

Bureau of Career and Technical Education
Public Postsecondary Vocational Education (PPPVE) institutions
Final Draft Report

Institution: Indiana County Technology Center

Dates of On-site Review: September 9-11, 2013

Date of Report: December 19, 2013

The following report was compiled based on the self-study and site review of Indiana County Technology Center on September 9 - 11, 2013.

After a thorough review, and based on the input from the Institutional Accreditation Advisory Group, The Pennsylvania Department of Education is recommending an accreditation status of: Accreditation

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Category A – Organizational Leadership:

The Standard
The institution's leaders address the organization's values, purpose, focus, and performance expectations, as well as its focus on students and stakeholders, including student learning, faculty/staff, organizational learning, regulatory requirements, and public responsibilities.

The organization develops strategic plans including the vision, mission, and values, clear objectives, designs and implements specific action plans and performance expectations, and tracks improvement towards the objectives.

	Quality Initiatives
a.	**Provides direction to the overall organization:**
1.	**Does the administrative team set and disseminate values, direction, and performance expectations? Is two-way communications ensured on these items? (List the names and job titles of the administrative team for the applicant institution)** **Indiana County Technology Center Response:** The ICTC's administrative team is comprised of: Carol J. Fry – Administrative Director Randy Thornton – Business Manager Eric D. Palmer – Adult Education Coordinator Michael McDermott – Principal Dr. Diana Rupert – LPN Coordinator Doug Taylor – Maintenance Supervisor The ICTC also has an appointed Superintendent of Record who works closely with the administrative team when necessary. The mission of the Indiana County Technology Center, an innovative regional career development and technology center, in partnership with member districts and the community, is to provide all learners an environment that includes the integration of a challenging technical and academic education with an emphasis on the development of skills which provide the pathways to further education and employment in an ever-changing world. With the mission of the ICTC in mind, the administrative team holds regular "Admin Meetings" to ensure that programs in secondary education, adult education, and LPN are continuing to move toward satisfying the greater mission of the ICTC. Each department administrator is tasked with setting goals each year during their annual performance evaluation. Periodically throughout the year, progress toward each department's goals is evaluated and a final goal assessment is conducted during the year's final evaluations. Acting as the negotiator for the Act 93 employees, the Adult Education Coordinator

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	implemented a performance pay system linked to each employee's stated goals. As a small school, communication happens on a constant basis with conversations and "mini meetings" take place almost daily. **Evaluator Comments:** Documentation was adequate and JOC is updated regularly. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**What is the organization's official vision and mission that clearly reflects its overall purpose of existence and implies/includes Pennsylvania Public Postsecondary Vocational Education in its scope?** **Indiana County Technology Center Response:** The ICTC's mission, listed below, is inclusive of all learners, both adult and secondary. The mission of the Indiana County Technology Center, an innovative regional career development and technology center, in partnership with member districts and the community, is to provide all learners an environment that includes the integration of a challenging technical and academic education with an emphasis on the development of skills which provide the pathways to further education and employment in an ever-changing world. **Evaluator Comments:** ICTC's vision and mission supports involving multiple stakeholders and mandatory requirements. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	**Is the overall vision/mission and Pennsylvania Public Postsecondary Vocational Education services communicated to key stakeholders such as employers, public/community organizations, faculty/staff and adult students?**

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	Indiana County Technology Center Response: The ICTC has regular engagement with all of the stakeholders and communicates its mission in both words and in actions. The mission is published on our website, in our catalogs, and on many of the documents that are used by our students. **Evaluator Comments:** ICTC communicates their vision effectively to multiple stakeholders. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
b.	**Establishes the future direction for Pennsylvania Public Postsecondary Vocational Education and implements the plan:**
1.	**Is your overall vision/mission and operations based on public/community needs and expectations of key customers and based on current data and information?** **Indiana County Technology Center Response:** The ICTC works closely with local economic development agencies, government officials, and employers to ensure we are providing career training programs that meet local and regional workforce needs. Each year, we review the regions high priority occupation list and submit all programs for review to the Tri-County Workforce Investment Board (WIB). The WIB requires the submission of current occupational data for each program and comprehensively evaluates each submission. Additionally, outside of our career training programs, we use short term training to help meet the immediate needs of regional employers. For example, a wide array of safety training programs have been developed to satisfy the recent influx of gas and oil companies. **Evaluator Comments:** It is apparent that ICTC works with the local community to develop effective career training programs. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**Does your strategic plan establish goals and objectives that include strategies for Pennsylvania**

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	Public Postsecondary Vocational Education are they timely and futuristic in scope? **Indiana County Technology Center Response:** The ICTC's Strategic Plan covers 2009 to 2015 and so it is nearing the end of its planning horizon. At the time the strategic plan was written, the ICTC's Adult Accreditation had only been in effect for a few months and much of the Adult training offered by the ICTC was in the form of short "hobby" courses. Much has changed in the Adult Education program at the ICTC since the report was approved in 2008 and this upcoming year will bring the submission of our new strategic plan which will more prominently feature the roll of Adult Education at the ICTC. The ICTC's goals are as follows: • Advocate the critical role of career and technical education for quality education and workforce development. • Collaborate and partner with other education/community stakeholders to provide enhanced post-secondary opportunities for student success. • Expand and develop quality adult education programs. • Increase student achievement through the integration of academic and occupational standards. • Integrate technology into the instruction practices and operations of the ICTC. • Utilize all resources of the school in an artful manner. The goals of the ICTC specifically address our adult education programs. **Evaluator Comments:** ICTC strategic plan clearly includes adult education programming. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	**What are your Pennsylvania Public Postsecondary Vocational Education key strategic objectives, action plans, and timetables for accomplishing them?** **Indiana County Technology Center Response:** During the creation of the 2008 strategic plan, ICTC's Post-Secondary programs were in their infancy. Since implementing a new Adult Education Coordinator in March of 2009, the ICTC has moved away from "hobby" courses and concentrated on delivering quality career training programs that meet regional industry need. The ICTC remains committed to the idea that we must be responsive to industry. As the regions' needs have changed, the ICTC has adapted its current offerings and created new programs to address industry's requirements. From the gas and oil industry to the medical field, the ICTC has continually addressed the demands of regional businesses.

Each year, the Adult Education Coordinator is tasked with developing goals for the upcoming year. Yearly goal setting allows flexibility in the dynamic world of post-secondary career and technical education. Goals are then evaluated at the end of each fiscal year and the coordinator is assessed on the attainment of those goals.

Evaluator Comments: ICTC strives to offer industry supported career training programs.

Strengths:

Opportunities for Improvement:
Corrective Action:

4. **What are your key measurements and performance indicators/targets that will identify successful completion, and are used to track the plan execution?**

Indiana County Technology Center Response:

The success of the ICTC's Post-Secondary division is measured and quantified in many ways. First and foremost, Adult Education at the ICTC is financially self-sufficient. Administration believes strongly that the future success of the ICTC's adult programs rests on their ability be remain self-sustaining. Monthly financial statements are provided by the businesses office and reviewed by the AE coordinator and the Administrative Director. Financial health is assessed at the program level, department level, and as a whole.

A second performance measure deals with student achievement. Each program has a unique grading system that assesses student success. Students are monitored for academic progress throughout their program and those falling behind place in probationary status and given remediation plans to encourage success.

Evaluator Comments: ICTC effectively monitors student progress and provides remediation if necessary.

Strengths:

Opportunities for Improvement:

Corrective Action:

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c.	**Reviews the organization's performance:**
1.	**Do senior leaders ensure the school is meeting its fiscal budget and other accountabilities?** **Indiana County Technology Center Response:** The ICTC administrative team, including the JOC, constantly monitors the financial health and programmatic performance. Understanding that fiscal self-sufficiency is critical to the long term success of the post-secondary programs, they remain priorities of the school's leadership. Frequent direct communication occurs between the Adult Education and LPN program coordinators and the business manager to ensure programs are in good financial health. The ICTC is audited each year according to standard school audit requirements has consistently met all requirements. Further, the ICTC's participation in Federal Financial Aid programs and other student assistance programs require additional reporting and monitoring as per each entities requirement. **Evaluator Comments:** ICTC is in compliance with meeting its fiscal budget. **Strengths:** ICTC have shown significant increases in revenue since 2008. **Opportunities for Improvement:** **Corrective Action:**
2.	**Do senior leaders regularly review the school's progress to assure it is reaching its goals, objectives and Pennsylvania Public Postsecondary Vocational Education commitments, and to make revisions and take corrective action? What are some recent accomplishments?** **Indiana County Technology Center Response:** The ICTC's Joint Operating Committee is updated regularly through monthly board updates. Presentations have been made to the board periodically throughout the year to address specific objectives. Additionally, the ICTC's Professional Advisory Committee, consisting of all the member districts superintendents, participates in an annual day long retreat where a review of all aspects of post-secondary education occurs. Feedback is provided during all presentations and suggestions are evaluated and implemented when appropriate. In the past year, senior leadership was provided with an analysis of our increased staffing levels due to

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	increased enrollment and voted to add two new full time positions to the Adult Education staff, Programs Supervisor and Financial Aid Coordinator. Recently, a new program has been commissioned for development. A partnership with Central Westmoreland Career and Technology Center to develop a partnership in the delivery of ICTC's Medical Assistant Program. **Evaluator Comments:** The ICTC Adult Education administration updates the JOC monthly. **Strengths:** ICTC has an annual retreat specifically to review post-secondary education. **Opportunities for Improvement:** **Corrective Action:**
d.	**Meets its regulatory requirements and public responsibilities:**
1.	**Do you comply with Board policies and procedures and ensure the institution maintains the public's trust in the integrity of the institution?** **Indiana County Technology Center Response:** ICTC's administration and staff work together to ensure the organization is in compliance with regulatory requirements. Through the JOC, policies are created, updated, and modified as needed to ensure compliance with any and all regulatory or legislative changes. Additionally, ICTC's participation in Federal Financial Aid programs requires a host of additional regulatory requirements. These requirements cover both fiscal and programmatic aspects of ICTC's post-secondary programs. In order to increase our ability to comply with the regulations related to Federal Financial Aid and there student assistance programs, ICTC has added a full time Financial Aid Coordinator to aid in providing quality service to our students and ensure the school remains in compliance with the ever-changing regulations surrounding Federal Financial Aid. **Evaluator Comments:** ICTC is in compliance with ensuring the public's trust in the integrity of the institution. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**Is the institution conducting its operations in a fair and ethical manner and have evidence of**

	following the state's ethical policies, practices, and civil rights compliance with particular attention to those factors affecting students and employees? **Indiana County Technology Center Response:** Extensive efforts have been taken to ensure ethical policies, practices, and any and all civil rights compliance issues are addressed. All handbooks, including employee and student books, include references to applicable ethics standards. Additionally, in program areas that have professional codes or ethics statements, these are contained in the program specific handbooks. Hiring practices are fair and provide an equal opportunity to all applicants. Admissions policies for potential students also follow all equal opportunity requirements as indicated in Title VI, Title IX, and Section 504. The secondary Principal serves as the school's Civil Rights Officer. There is also a clearly defined grievance policy to ensure that student complaints regarding ethical matters can be addressed quickly and in a diligent manner. For employees, applicable disclosers are made available in the faculty workroom/break area on a large bulletin board. **Evaluator Comments:** ICTC follows all equal opportunity requirements. **Strengths:** **Opportunities for Improvement:** Grievance procedure for Adult Education should go beyond the Director. Grievance steps should include Chief School Administrator and JOC. **Corrective Action:**
3.	**Does the school review its policies, directives, and practices to ensure that they reflect the requirements of the applicable laws and regulations, and do not unfairly or negatively impact those constituents the institution serves?** **Indiana County Technology Center Response:** The JOC, with the advisement of the superintendent of records and administrative leadership team, hold the responsibility of ensuring that all policies are in line with applicable laws and regulations. Further, the Financial Aid Coordinator ensures compliance with all laws surrounding Federal Financial Aid.

	Evaluator Comments: ICTC regularly reviews its school policies and directives. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**

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Category B – Student, Stakeholder, and Public/Community Focus:

The Standard
The organization determines requirements, expectations, and preferences of students, stakeholder, and markets. It builds relationships with students and community members and determines the key factors that attract students and partners to educational services and programs. It has formal methods for "listening and learning" from its constituents.

Each vocational program includes community involvement and promotes an understanding of the program's needs and accomplishments to the community. Each program has an active program advisory committee that is broadly representative of the business and industrial community it serves.

The institution responds to questions and complaints in a timely and efficient manner.

	Quality Initiatives
a.	**Involves the Community: There is an effective program involving community support and input with business, industry, community agencies, and special program advisory committees:**
1.	**List your key advisory groups that are in place including their area of focus.** **Indiana County Technology Center Response:** A list of each of our program's OAC's along with other guiding groups is provided as evidence. **Evaluator Comments:** OAC committees are in place and provide guidance to the adult programs. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**Do you communicate and publicize your vision/mission, programs, and services available to adult students and the public?** **Indiana County Technology Center Response:** Adult Education provides a catalog of all programs offered that is printed several times during the year with updates and new programs noted. These catalogs are also sent to the local CareerLink, OVR representatives, and other community groups. The ICTC attends local job and college fairs along with visiting area high schools to promote its post-secondary programs. Further, we participate in all forms of local advertising ranging from radio to newspaper. **Evaluator Comments:** Vision/Mission statements are in evidence on all materials distributed by ICTC.

	Strengths: **Opportunities for Improvement:** **Corrective Action:**
3.	**Do you ensure that printed materials and other media for communication to the public are presented in an accurate and ethical manner?** **Indiana County Technology Center Response:** It is the philosophy of Adult Education to under promote and over deliver when it comes our education programs. Programs like our LPN program have a waiting list of admittance nearly every year. All of our tuitions are clearly advertised and our financial aid process and dedicated personal provide students with a clear picture of the expenses related to their training. Our career training programs are also listed on the CWDS website for ease of comparison with other post-secondary institutions. **Evaluator Comments:** Materials distributed by ICTC are presented in an accurate and ethical manner. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
4.	**Are program advisory committees used to encourage innovative teaching methods and program objectives/content that meet the needs of individual students for the current and future labor market and to incorporate new technologies?** **Indiana County Technology Center Response:** *See Below – item #6* **Evaluator Comments:** Innovative teaching methods are used. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
5.	Do you ensure there is an advisory committee that is formally organized, and meets at least once

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	annually for each program that includes Pennsylvania Public Postsecondary Vocational Education students? **Indiana County Technology Center Response:** *See Below – item #6* **Evaluator Comments:** Advisory groups are in place and have a wide variety of members. Meetings occur twice a year. **Strengths:** **Opportunities for Improvement:** Multiple templates are used. Suggestion to use one template for all adult programs. **Corrective Action:**
6.	**Do you ensure there are adequate records of advisory committee meetings? Do you track how they have been effective and where their input has been acted upon in sustaining and improving the quality of Pennsylvania Public Postsecondary Vocational Education?** **Indiana County Technology Center Response:** Each program which enrolls post-secondary students is guided by an occupational advisory committee. These committee's meet at least twice per year and are comprised of a mix of industry professionals, fellow educators, administrators, past and current students, and other pertinent individuals. Agendas are created by the school's program leaders in consultation with the committee chair and are reviewed by administration. Typically, agendas will cover a number standard items including curriculum, equipment, and employment while also address issues that are current and relevant to the program. A review of program equipment is always encouraged and recommendations for additional or upgraded equipment are noted. Our programs which consist solely of adult students have unique OAC's. Those programs that are Intergenerational often share OAC members but take time at the conclusion of the Secondary meeting to address issues that are specific to our adult enrollees. Minutes of the meetings are submitted to the Adult Education Coordinator for review. Committee recommendations are taken forward for administrative consideration. Those items which are deemed financially feasible and academically beneficial are then prioritized for implementation. Our OAC's are utilized in many ways to ensure program and student success. For example, our Medical Assistant OAC not only serves to guide the academic and competency components of the program, but many members also participate in student mock interviews, facility tours, externships sites, and guest speakers in our programs. This in depth involvement of our OAC ensures they are vested in the success of our program and students. Successful OAC's are those that make an impact on the program each meeting. Under performing OAC's are analyzed and new members are recruited to ensure the composition of the group remains diverse and supportive. Currently, our Cosmetology OAC is undergoing restructuring due to low

	membership. Our program supervisor is being sent into the community to meet other industry professionals and recruit a strong team of OAC members to help ensure we are offering solid program. **Evaluator Comments:** Minutes are taken and retained of all adult advisory meetings. Minutes are reviewed by administrations and acted upon when appropriate. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
b.	**Determines student and stakeholder satisfaction to attract, satisfy, retain, and increase Pennsylvania Public Postsecondary Vocational Education enrollment:**
1.	**Do you collect, summarize, and analyze input from students and stakeholders as related to Pennsylvania Public Postsecondary Vocational Education?** **Indiana County Technology Center Response:** The ICTC utilizes a number of different methods for assessing student and stakeholder feedback. For students currently enrolled, instructor/program evaluations are conducted periodically to ensure student expectations are being met. These evaluations are conducted by individuals not associated with the program and the results are not available to the program instructors until they have issued grades to the students. The procedure has been modeled after the one used for faculty evaluations at IUP. In some program areas, such as our Medical Assistant program, follow up surveys are conducted with the student and their employer to ensure that the program prepared the student for the workforce. **Evaluator Comments:** Surveys are collected from students upon completion of the program. Minutes from OCA meetings are also collected and reviewed by administration. **Strengths:** **Opportunities for Improvement:** Need to develop a better system for analyzing comments to help develop programs. **Corrective Action:**
2.	**Are there easy access methods for students and stakeholders to contact and communicate to appropriate authorities?**

	Indiana County Technology Center Response: The Adult Education office at the ICTC utilizes an open door policy and is in constant contact with our students. The office, which was recently relocated, is in the building's main lobby for easy access by students and stakeholders. The office hours are convenient for both our day and evening students (9am to 9pm M-TR, 9am to 4pm on Friday). The extensive office hours makes it easy to contact AE staff in person, by phone, or by email (admissions@ictc.edu). The AE office maintains coverage of the office through creative staffing methods. Two full time employees, the Programs Supervisor and Adult Education Coordinator, split coverage of the office. Additionally, up to 40 hours of coverage by part-time student workers from the Indiana University of PA have been approved by the JOC to assist in fielding inquiries and managing the office. The ICTC's Practical Nursing program also provides coverage for their office with a full time coordinator and full time secretary. Further, Adult Education has recently hired a full time financial aid coordinator that is available daily to work with current, incoming, and potential students to determine their financial assistance packages. The recent addition of the full time positions noted above, along with the additional coverage provided by IUP student workers, and has drastically improved our communication with students and stakeholders. **Evaluator Comments:** Evidence provided shows timely telephone and electronic responses to inquiries regarding adult education. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	Do you ensure prompt feedback to its students and stakeholders? What are your internal requirements for response time? **Indiana County Technology Center Response:** The recent addition of two full time positions in Adult Education (Programs Supervisor and Financial Aid Coordinator) along with up to 40 additional hours of coverage by IUP student workers has provided a dramatic improvement in the offices response time to students. The ICTC strives to return simple correspondence within one working day and more complicated matters are addressed within three days. Additionally, Adult Education has a grievance policy to address student issues that cannot be resolved within their program area.

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	Evaluator Comments: Students and stakeholders are given prompt feedback to all inquiries. Response time is usually between 24 to 48 hours. **Strengths:** **Opportunities for Improvement:** Medical Assisting survey has question of prompt feedback. This should be included on all surveys. **Corrective Action:**
4.	**Do you collect and analyze complaints from students and stakeholders and take corrective action as appropriate? Is there a method to aggregate this information to determine the most frequent issues for actionable resolution?** **Indiana County Technology Center Response:** The ICTC has both informal and formal methods for students and stakeholders to provide feedback to Adult Education staff. Formally, the ICTC has a well-defined grievance policy that students can follow to address their issues. Students are encouraged to work within their program areas to resolve. Very few formal grievances have been issued. Administration encourages less serious issues to be first addressed at the classroom level, then with the program supervisor, finally the issue can referred to the AE coordinator. **Evaluator Comments:** ICTC has a formal complaint and grievance policy procedure in place that allows students and stakeholders to file appropriately. Resolutions are made in the best interest of both parties. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**

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Category C – Administration, Staff, Faculty and Support Services:

The Standard
The organization has quality work systems, learning and motivation practices, and well-being procedures that support a climate conducive to performance excellence.

The organization has methods of selecting, developing and retaining administration, staff, faculty and support services that meet the needs of Pennsylvania Public Postsecondary Vocational Education.

All personnel have the appropriate education along with recent work experience that enables them to relate their instructional or other responsibilities to service, business or industrial methodology.

	Quality Initiatives
a.	**Enacts workforce practices that enable all employees to achieve high performance:**
1.	**Does the institution have a sufficient number of administrative, faculties, and support personnel to provide the necessary support for Pennsylvania Public Postsecondary Vocational Education?** **Indiana County Technology Center Response:** First, it is important to note that the ICTC acts as one school. While there is a distinction between our adult and secondary student programs and activities, there is a strong mentality that the ICTC is ONE school promoting a unified mission. Administrators, faculty, and staff all work together to full the ICTC's mission on both secondary and post-secondary levels. From the business office to our secondary faculty members, all are vested in the success of the school as a whole. In recent years the growth in ICTC's post-secondary programs had put increased demands on Administrators and Staff. Due to these increased demands, the JOC has provided additional resources to help ensure superior service to our students and the long term success of our programs. Two full time positions have been added, along with 40 hours of IUP student office assistance to ensure office and phone coverage was maintained. In terms of structure, Adult Education at the ICTC is led by the Adult Education Coordinator, a Programs Supervisor, 40 hours of secretarial coverage, and a Full Time Financial Aid Coordinator. The Coordinator is responsible for program development, evaluations, budgeting, interviewing, and other administrative duties. The Programs Supervisor is responsible for student admissions, scheduling, and other daily operations. Each program area has a Program Supervisor or Lead Instructor that assumes responsibility of their respective area and instructors. They report to the Programs Supervisor. Smaller programs may be staffed by part-time employees while larger programs such as practical nursing and cosmetology have full time supervisors.

	Evaluator Comments: ICTC does appear to have a sufficient number of employees to provide support. **Strengths:** Added a Programs Supervisor position and hired a Financial Aid Coordinator. **Opportunities for Improvement:** **Corrective Action:**
2.	**Are adequate custodial services made available to provide care and maintenance of buildings and grounds for the overall institution?** **Indiana County Technology Center Response:** The ICTC takes great pride in its facilities and groups. A full time maintenance supervisor is available during the day and two full time custodians are available each evening until 10pm. I would hope that upon a tour of our facility, it will become evident that the ICTC provides a superior setting for career and technical education. **Evaluator Comments:** ICTC provides adequate custodial services. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	**Are the duties and responsibilities for each administrative, faculty and support staff employee clearly defined?** **Indiana County Technology Center Response:** A sampling of Job Descriptions is provided for reference. The addition of two new full time positions in Adult Education brought about the revision of several key positions which are included for reference. **Evaluator Comments:** ICTC clearly defines the duties and responsibilities for staff. Job descriptions are very detailed. **Strengths:**

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	Opportunities for Improvement: **Corrective Action:**
b.	**Builds a quality workforce:**
1.	**Are the requirements and skills needed by potential faculty and staff to provide quality Pennsylvania Public Postsecondary Vocational Education identified?** **Indiana County Technology Center Response:** The ICTC seeks the recommendation of our current staff and instructors, OAC's, and industry and education professionals when assembling a job description for our Adult Education instructors. Gaining multiple perspectives when compiling the necessary skills of our instructors and staff allows the ICTC to create robust job descriptions and qualifications. **Evaluator Comments:** ICTC has a thorough hiring process for its potential adult education instructors and staff. ICTC includes their adult education instructors with many of the day to day operations of the school. AE instructors are invited to attend school events are included in staff emails, and are encouraged to attend secondary instructor meetings. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**Do you ensure an effective system for recruiting, hiring, and retaining faculty and staff that are capable of delivering quality Pennsylvania Public Postsecondary Vocational Education?** **Indiana County Technology Center Response:** Recruiting – When recruiting new instructors and staff, multiple methods are used to ensure an adequate candidate pool is identified. Ads are run in local newspapers, online forums, with the local CareerLink. We also contact our OAC members to help broaden our search. Hiring – The ICTC hires faculty and staff for various job tasks and durations. Many instructors and part time temporary staff members are engaged to teach specialized subjects or provided routine service to the AE office. These employees are interviewed by the AE Coordinator and a subject matter expert to

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	ensure competency in the area needed and recommended to the Director and JOC for approval. Other faculty and staff positions that will be with the ICTC for a substantial duration or on a full time basis are subjected to a more stringent interview process. Typically, the AE Coordinator, Administrative Director, and a subject matter expert are involved in structured interviews. Often times multiple rounds of interviews are conducted and a demonstration of skills that are necessary before a recommendation is sent to the JOC. The JOC, which is ultimately responsible for all hiring decisions, has shown respect to the interview process by approving candidate recommendations. Retaining – The ICTC prides itself on being a true community of learning where our instructors and staff feel supported and empowered to do their best. Once hired employees are evaluated to ensure they are performing at an acceptable level. They are also evaluated to ensure that any areas of concern can be addressed through targeted processional development. Full time employees are evaluated by the AE Coordinator each year and are expected to submit individual goals that they hope to accomplish in the coming year. Instructors and staff at the ICTC are competitively compensated at rates that are often times similar to what an industry professional would make. In the past, instructor employment was contingent upon sufficient enrollment in our program areas. Recently, the ICTC has been moving toward ensuring program consistency by maintaining instructors during low enrollment periods. Our full time employees are provided a competitive salary, benefits, and vacation time. **Evaluator Comments:** ICTC appears to have a strong interest in hiring effective, knowledgeable instructors. Full-time instructors go through a more stringent hiring process than part-time employees. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	**Are procedures for regular performance evaluation and effectiveness of all administrative, faculty and support employees including a feedback process for each employee accomplished?** **Indiana County Technology Center Response:** As a small school, performance feedback is often given on a daily basis in an informal way to ensure small problems do not "snowball". Close contact is maintained with all instructors and staff and weekly meetings are held with staff and program leads to ensure open communication is occurring between all

	programs. Formal staff and administrative evaluations are conducted annually. Additional evaluation meetings are held periodically when required to address specific issues. Each year, employees are also required to submit goal statements to ensure a forward looking perspective. A more comprehensive AE instructor evaluation system has recently been developed to ensure proper appraisal of our instructional staff. Instructor observations occur in either a prompted or unprompted circumstances. The observations can be conducted by a number of individuals including the Administrative Director, AE Coordinator, Programs Supervisor, and Program Supervisor. The new method aims to better help identify where our instructors are in need of professional development opportunities. **Evaluator Comments:** AE instructors are evaluated regularly to ensure they are providing effective teaching practices. Instructors create their own program goals and are evaluated based on how well they meet those goals. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
c.	**Builds knowledge and skills, career development, for the administration, staff, and faculty:**
1.	**Does the institution have appropriate procedures for performance evaluation that identifies professional growth needs of all administration, faculty, staff and other key employees delivering or involved in Pennsylvania Public Postsecondary Vocational Education?** **Indiana County Technology Center Response:** As stated in the previous section, evaluation procedures are in place for administration, faculty, and staff. These performance evaluations are used as a base for recommending professional development opportunities. All AE personnel are encouraged to bring professional development opportunities to the attention of administration. **Evaluator Comments:** Procedures are in place for performance evaluations and professional growth of all adult education staff. **Strengths:**

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	Opportunities for Improvement: **Corrective Action:**
2.	**Are development opportunities determined and made available to meet the goals and objectives of the programs taught by the respective teachers?** **Indiana County Technology Center Response:** The identification of development opportunities is a two way street at the ICTC. Administration identifies board opportunities that support the mission of the organization. These opportunities are designed for all faculties and help to reinforce the common goals of the ICTC. On a program level, the AE Coordinator and Programs Supervisor pass along development opportunities to faculty to let them evaluate the merit of different trainings. Further, instructors are encouraged to bring opportunities to the attention of the Administration. The use of professional memberships is encouraged in all program areas as well as attendance at regional and national conferences. Professional memberships often provide a consolidated source for current training topics and interest areas. As administration, faculty, and staff complete their yearly evaluation and submit their goals, they are also asked to identify what resources will be necessary to successfully implement their goals. If additional skills are required, faculty is encouraged to indicate their training needs alongside their respective goals. **Evaluator Comments:** There is evidence of both professional development and professional memberships among staff. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	**Are the institution's employees informed about Pennsylvania Public Postsecondary Vocational Education and the process used by the accreditation site-evaluation team, as well as how to conduct the self-study?**

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	Indiana County Technology Center Response: Employees have a keen understanding of the importance of ICTC's Adult Accreditation. Each program supervisor has been given a copy of all the accreditation material, especially the self-study material, and is tasked with going over the material with their teaching staff. Each area was actively involved in the preparation of the material contained in this self-study and has been made aware of the importance of the pending site visit. Everyone understands that the core of the ICTC's success in delivering our Adult Education programs is our ability to offer students competitive financial aid packages for our accredited programs. **Evaluator Comments:** The ICTC staff has been informed of the importance of accreditation. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
4.	**Are competent and knowledgeable administration, staff and faculty selected, licensed, and qualified in their specific field?** **Indiana County Technology Center Response:** As outlined in the previous section, ICTC's hiring procedure ensures that qualified faculty are hired, evaluated, and retained. In fields were specific credentialed are required, the ICTC ensures that all requirements are met by individual faculty members. **Evaluator Comments:** ICTC is compliant with hiring qualified individuals. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
5.	**Are employees trained to participate as key individuals in Pennsylvania Public Postsecondary Vocational Education programs and to fully understand the prerequisites, objectives, competencies, duties/tasks, and standards of their job assignment?**

	Indiana County Technology Center Response: Beyond employee's job descriptions, which were discussed in the previous section, each program area at the ICTC has a program specific handbook that aids faculty in becoming familiar with the program area's requirements. Additionally, the Program Supervisor is assigned to work with new faculty to assimilate them to their position and expectations. **Evaluator Comments:** ICTC's specific program handbooks are a good strategy. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
6.	**Are adequate records available identifying the professional development experiences of its employees? (Examples: conferences, conventions, college courses, professional organization membership, in-services training, etc.)** **Indiana County Technology Center Response:** Attached are examples of some of the professional develop were provided. **Evaluator Comments:** Examples of professional development are evident and ICTC is compliant. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
d.	**Maintains a work environment conducive to the well-being of all employees and students:**
1.	**Does the institution maintain and improve workplace health, safety, security, and ergonomics that involve employees and students?** **Indiana County Technology Center Response:** The ICTC takes workplace health, safety, security, and ergonomics seriously. The ICTC has a standing

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	safety committee that meets to address HSE concerns. The committee presents all recommendations to administration for consideration. Just this year, the ICTC has engaged outside contractors to assess the security of the facility and implement enhanced security measures. Additionally, the ICTC is member of the National Safety Council, a training center for Medic First Aid, and employs instructors qualified to teach various OSHA certification programs. Further, our OAC meetings include a program area walk through where safety issues are noted by members and forwarded to the administration for review. **Evaluator Comments:** There is evidence of safety committee meetings and of qualified and certified staff in the areas of health and safety. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**Is the level of employee and student well-being and satisfaction assessed? How are necessary improvements determined and made that will improve the work environment and effectiveness of Pennsylvania Public Postsecondary Vocational Education?** **Indiana County Technology Center Response:** The AE Coordinator is always available and receptive to recommendations for improvements that will increase employee satisfaction and learning effectiveness. During the Coordinator's first year at the ICTC, many suggestions were made on ways to increase the effectiveness and satisfaction of the AE faculty and staff. In direct response to these requests, many dramatic changes have occurred to increase the employee satisfaction. First and foremost, the building has been reconfigured to provide more visibility and accessibility to adult education offices. Additional offices were built to accommodate the growth of AE's staff and instructors. Permanent office space has been dedicated to growing programs, such as our Medical Assistant program and Gas & Oil training programs. Classrooms have been upgraded with new computers, new projectors, TV's, and instructional equipment. These improvements, while they benefit the entire school, have been funded by Adult Education revenue. In each office area, new future, computers, and office management equipment was purchased to ensure

	staff and instructor satisfaction. A tour of the building will demonstrate that the Program Supervisors and instructors have well-furnished offices appointed with up to date computers, and office equipment. All faculty and staff members are well aware that suggestions for improvements are taken seriously. **Evaluator Comments:** Surveys are collected from students upon completion of the program. Annual evaluations of staff allow for the discussion of improvements in the programs and school as a whole. **Strengths:** Building upgrades have been funded by Adult Ed. **Opportunities for Improvement:** Need to formalize student surveys for all adult education programs using the PN program as an example. **Corrective Action:**
3.	Does workplace preparedness ensured for emergencies or disasters? **Indiana County Technology Center Response:** The ICTC has a detailed plan for responding to emergencies of various types. Drills are conducted to ensure that they procedures will be successfully carried out in the advent of an emergency. Additionally, with the renewed thread to school shootings, all employees, including AE faculty and staff have participated in specific active shooter training. **Evaluator Comments:** An emergency plan is evident. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
4.	**Does the institution determine the factors that affect employee and student well-being and satisfaction and do they account for a diverse workforce?** **Indiana County Technology Center Response:** As mentioned above, open lines of communication between administration, faculty, staff, and students ensure that issues effecting student well-being and satisfaction are addressed promptly. Many of our

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	programs also support a "student club" that often addresses the faculty and administration with student concerns. The ICTC encourages diversity welcomes all community residents to participate in its programs and activities. The ICTC does not discriminate in its activities, programs, or employment practices on the basis of race, color, national origin, sex, handicap, age, or religion. This statement is prominently displayed in nearly all recruiting and promotional materials. **Evaluator Comments:** Evidence shows support for adults in student clubs. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
5.	**Does the institution adequately support the need of its employees in the areas of services, benefits, and policies?** **Indiana County Technology Center Response:** Every effort is made to ensure all ICTC employees are supported. Full time employees are offered a competitive benefits package which includes health, vision, dental programs. For some instructors, this negotiation of salary and benefits is conducted through the collective bargaining agreement. For ICTC's hourly employees, individual wage rates are set based on the position and experience of the candidate. An employee handbook has been developed which outlines many of the services, benefits, and polices that have been enacted to support our employees. **Evaluator Comments:** Employee handbook covers employee benefits, services and policies. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**

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Category D – Learning-centered Program Design and Delivery:

The Standard

The institution has defined programs that impart knowledge and develop skills that are essential for success in meeting the students' pre-determined learning objectives and relate to vocational knowledge and skill requirements. Each program is properly planned and structured and is being implemented in an effective manner.

When needed work-site learning and employability skills training are made available to students. All programs are appropriately supervised, aligned with regular classroom instruction, have a plan outlining the training activities, and meet the legal requirements. In addition, each program has a monitoring system that is fair and based upon identified criteria.

The teaching load varies with the program and is based upon the number and kinds of students, the specific skills to be taught, the size of the facility, and the method of instruction used. Reasonable enrollment limits are maintained in order to ensure that program objectives are met in an efficient and effective manner.

	Quality Initiatives
a.	**Establishes methods and opportunities for student learning:**
1.	**Is an occupational analysis done to determine the need for a program and to identify specific program objectives, content and duty/task lists for each program?** **Indiana County Technology Center Response:** As part of the Adult Accreditation process, the ICTC must submit each program for approval. The approval form requires that the need for the program be established by demonstrating a strong demand for the skills the program delivers. Further the following items must be addressed for each submitted program: • Labor Market Needs • Planning • Program Content and Industry Standards • Student Teacher Ratio • Material Utilization • Equipment and Supplies • Safety Practices • Accountability Standards • Certification • Instructor Credentials **Evaluator Comments:** County, Region and state labor market data are addressed. Program content and industry standards are acceptable (POS task lists/ or State Board of Nursing, or State Board of Cosmetology). Student to Teacher Ratio is only 8-10 intergenerational students in the entire school with 450 secondary students. Materials utilized are program specific. Equipment and supplies are listed

	specific to the POS. Safety Practices were observed on the facility safety tour. Student accountability standards are addressed in the Practical Nursing Handbook. Policies and Procedures Handbook for Cosmetology also addresses student accountability. Certifications appropriate, and identified in the ICTC Programs and Courses catalogue. Instructor Credentials (minimum three years' experience in their respective field) in their profession, plus formal training in their field of expertise. Interviews revealed that the programs are meeting the needs in the labor market. Equipment parallels that which is being used in industry. **Strengths:** **Opportunities for Improvement:** Identify ICTC Programs and Courses Booklet with Adult Education on front cover. **Corrective Action:**
2.	**Is instruction directed toward appropriate and clearly formulated objectives with input from students, faculty, staff, public, community, employers, advisory groups and business and industry partnerships?** **Indiana County Technology Center Response:** Each program area at the ICTC has a clearly defined curriculum that follows either the state mandated program of study, industry protocol, or a combination of both. All program areas have an Occupational Advisory Committee that is comprised of faculty, staff, industry professionals, current and past students, and other interested parties. The advisory committees provide feedback on the programs objectives two times per year to ensure that the most current information is being delivered to our students. Our program areas also have handbooks which outline the curriculum in order to ensure the student is aware of the programs content. The program handbooks contain a plethora of information about the student's course of study. **Evaluator Comments:** Machining Technology POS has an OAC committee comprised of faculty, staff, industry professionals, and a current student. Minutes include new items discussed with respect to changes in curriculum, new curriculum and program content information. **Strengths:** OAC Participant Survey is a great source for feedback from OAC members and provides input to the Cosmetology and Allied Health Program. This model should be adapted school-wide? **Opportunities for Improvement:** Standardize the format for OAC committee meeting minutes to

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	include the name of the Program and CIP Code in the heading. Standardize the template for meeting minutes to reflect Adult Education issues and discussions. Interviews also revealed that Business and Industry Representative from Indian Haven also sits on the ICTC OAC Advisory Board for the Medical Assistant program. **Corrective Action:**
3.	**As a function of the specific program, are students assessed, including the necessary core academic skills? Are they given appropriate support or remediation, if applicable, to assure their success in the program they select?** **Indiana County Technology Center Response:** In the initial weeks of most programs, student's basic academic skills are assessed. ICTC's student population is very diverse and our instructors have experience in dealing with students at all levels of learning abilities. Some of our program areas, such as the Practical Nursing program, require entrance testing to ensure that a student's basic skills are at the minimum level necessary to ensure they can be successful in the program. For other programs, we utilize our Satisfactory Academic Progress policy. Students who are not making academic progress are identified and offered a remediation plan to help encourage their success. Individual remediation plans are developed by the Programs Supervisor in conjunction with the students instructors. Areas of concern are indicated and a plan of action is put in place to assure the student receives help in their weak subjects. Due to our relatively small class sizes, individual attention is often able to be afforded to our students which dramatically increase their chances for success. If the student is sponsored by CareerTrack or the Office of Vocational Rehabilitation, these agencies are often willing to offer assistance also. **Evaluator Comments:** Example provided was in Practical Nursing program and was acceptable. Student interview shows that remediation is available and encouraged. **Strengths:** **Opportunities for Improvement:** Suggest administration of a learning styles survey to help guide instruction and methodology. **Corrective Action:**

4.	**Does the program design support the state-approved duty/task list and/or guidelines for the instructional program?** **Indiana County Technology Center Response:** All accredited programs have gone through the PDE approval process for each year they are offered, thus they follow the state approved guidelines. **Evaluator Comments:** Cosmetology and LPN Programs are regulated by curriculum delivery under PA state regulations. All other adult education programs have developed task/duty lists aligned with industry standards. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
5.	**Does instructional planning provide sufficient opportunity for students to experience vocational learning leading to knowledge, skills and competencies needed for employment and meeting the pre-determined needs of individual students?** **Indiana County Technology Center Response:** Each program is designed to provide students with the skills necessary to practice (at minimum) at the entry level for their intended occupation. Courses are designed in such a way that students will gain foundational competencies and then build upon those skills to acquire more advanced abilities. Ultimately, if the student is successful in the program, they will have progressed in skill level to the point needed for employment in his/her chosen field. **Evaluator Comments:** Task lists are aligned to industry standards, providing students the skills, knowledge and competencies needed for the workplace. **Strengths:** **Opportunities for Improvement:** Include OAC approval of curriculum utilizing a standardized template with a motion to approve the program's curriculum annually. **Corrective Action:**

6.	**Is each student given the opportunity and encouragement to become actively involved in leadership, personal development, and positive concept of self and others, and to attain problem solving and communication skills as part of their learning experience?** **Indiana County Technology Center Response:** At the core of ICTC's programs is a curriculum designed to aid our students in becoming competent in their chosen field. Beyond that, the ICTC's instructors and staff believe that we are not only teaching skills, but helping our students to become well rounded individuals. To support this mission, each of our programs has a student club where students can sharpen their leadership skills and increase their sense of positive self-image. Through club activities, students raise money to go on fieldtrips and to industry conferences and participate in volunteer activities. These club activities let the students grow as individuals in way that pure classroom learning may not allow for. While student clubs are assigned a faculty advisor, it is the students who are responsible for the activities and events that it engages in. This autonomy forces students outside of their comfort zone and helps them to develop better problem solving and communication skills. **Evaluator Comments:** Opportunity for students to participate is provided. **Strengths:** From the samples reviewed, the ICTC does a great job in student leadership activities/field trips. **Opportunities for Improvement:** Suggest inclusion of leadership organizations/ student clubs, such as HOSA or Skills USA in the ICTC Adult Programs and Courses Handbook. Suggest involving adult students enrolled in intergenerational programs in CTSO. **Corrective Action:**
7.	**Is a planning and delivery system documented and in place that allows all students to be engaged in effective learning and doing?** **Indiana County Technology Center Response:** Each of our post-secondary programs has a defined curriculum and delivery system that is conducive to student learning and doing. All of our programs include a mix of classroom theory learning and hands on competency training. Exposure to industry is also an important component of our programs and measures are taken to ensure all students have learning opportunities outside of our routine instruction.

	Evaluator Comments: A mix of clinical and theory learning is evident from the Program task lists and LPN lesson plans reviewed by the team, and lesson plans from medical assisting. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
8.	Are the courses, as well as the faculty, harmoniously integrated with other instructional programs and/or subject areas? **Indiana County Technology Center Response:** The ICTC is a unified school. The ICTC is also a small school which allows for frequent and meaningful communication between administration, faculty, and staff. The ability to communicate between programs has brought about many opportunities for multiple program areas to participate in events and trainings as a group. For example, our secondary and adult cosmetology students have come together on many occasions for trainings, product demonstrations, and guest speakers. Our post-secondary medical assistant students and our secondary health occupations students have taken joint field trips. Students in our construction cluster have worked jointly on many projects. **Evaluator Comments:** Due to the few number of intergenerational students currently enrolled in the ICTC programs, this is an area that can be further developed as intergenerational enrollment increases. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
9.	**Are resources other than school faculty, such as employers and community partners, used to support and/or teach knowledge and skills to the Pennsylvania Public Postsecondary Vocational Education students?** **Indiana County Technology Center Response:** ICTC's programs are all driven by industry demand. With that in mind, all of our programs work closely with industry to provide our students with exposure to the "real world". In some areas, such as our Medical Assistant program, frequent guest speakers are brought in to engage the students in real

	world scenarios. In other areas, such a Cosmetology, product representatives and practicing stylists give demonstrations to ensure students have exposure to the latest trends in the profession. In 2013, the ICTC was recognized by the PA Department of Education when it received the Education Workforce Leadership Award for its partnership with Clark Metal Products. This year, the Clark Metal and H&W Global hosted secondary and post-secondary students from the ICTC for a tour of their facilities and a lecture on changing workforce demands in the manufacturing field. The ICTC continually seeks opportunities to further our students' exposure to employers and community partners to support and teach skills to our students. **Evaluator Comments:** The ICTC does a great job in bringing outside speakers into the program areas. **Strengths:** Clark Metal Products Company Partnership with ICTC was recognized by the PDE as an Education Workforce Leadership Award in 2013. Externships at ICTC are well-rounded interviews reflect that externships meet industry expectations. **Opportunities for Improvement:** **Corrective Action:**
10.	**Does the institution incorporate current and new technology in the design and delivery of its programs in a timely manner?** **Indiana County Technology Center Response:** The ICTC provides up to date technology in all of its programs both inside and outside of the classroom. Adult students at the ICTC all receive an ictc.edu email account that is based on the Google gmail system. This provides students with not only a professional email address, but also the ability to take advantage of the same services available to other college students. The .edu web address allows our students to purchase software and electronics and discounted student rates from many vendors. Further, the ICTC provides additional technology services, such as cloud based file storage, a calendar system, and peer to peer chat capabilities which are all coupled with our email service. For students who cannot afford pricey word processing software, the Google Docs feature allows for the creation of spreadsheets, text documents, and presentations at no cost. Our Practical Nursing program is utilizing "Moodle" to deliver students online content and course management. Further, we are using a Polycom system to deliver instruction through a live video and audio feed to our Steel Center satellite location in Pittsburgh.

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	Currently, the ICTC is investigating the use of IPADS in our Medical Assisting program. The IPADS would be pre-loaded with the courses text books and medical software for incoming students. The use of IPADS would reduce the costs of textbooks to our students, expose them to technology that will be used in the medical field, and allow them to take ownership of the device itself for their own use. **Evaluator Comments:** Evidence provided supports that programs use current technology. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
b.	**Provides opportunities for work-site learning:**
1.	Does each student have the opportunity to participate in work-site learning when appropriate to the program? **Indiana County Technology Center Response:** Post-Secondary students in many program areas have both structured and unstructured ways to participate in work-site learning experiences. For example, our Medical Assistant students have a mandatory externship experience that is an integral component of their curriculum. Students will spend 160 hours at an extern facility under the direct supervision of an on-site medical professional. Students must document exposure to a number of different aspects of the profession and fulfill other requirements outlined in their "Externship Handbook". The ICTC has dramatically grown in the number of partnering externship sites that are available to our students (list provided). Our Practical Nursing students also have a required curriculum component that takes them on "rotations" at medical facilities where they practice what they have learned in a real world setting. **Evaluator Comments:** Yes, documentation provided shows over 20 sites listed for Medical Assistant externships. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**

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2.	Are there signed records indicating the condition of the student/employer relationship during the work-site learning experience including the student, teacher, employer and others as necessary? **Indiana County Technology Center Response:** The ICTC maintains contracts will all our Post-Secondary externship sites. Students are also provided guidance on their expectations through classrooms lessons, site supervision, and/or a detailed handbook. **Evaluator Comments:** Contracts reviewed with externship sites are signed and appropriate. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	Are the work-site learning objectives documented and a plan outlining the training activities maintained that is based on validated industry standards and approved/authorized by the provider and the school? **Indiana County Technology Center Response:** See Contracts and Externship Handbook **Evaluator Comments:** Documentation from the Medical Assistant program externship COSM Center for Orthopedic and Sports Medicine mid-point student assessment and final evaluation. Interviews confirm the validation of work-site objectives being met. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
4.	**Is the work-site learning process properly monitored by the instructor? Is there involvement of the instructor with the employer and are there written evaluations?** **Indiana County Technology Center Response:**

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	All worksite learning opportunities are closely monitored by our instructors. For example, in our Medical Assistant program a detailed and systematic approach has been developed to assure feedback at various points during the student's experience. Written evaluations are mandatory and become a graded component of the student's work-site experience. **Evaluator Comments:** Documentation shows that work-site learning process is properly monitored. Interview at the Communities at Indian Haven support that work-site learning process is properly monitored by the ICTC instructor **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
c.	**Uses methods for monitoring and tracking student learning:**
1.	**Is an efficient and effective student learning tracking system for monitoring and documenting individual student progress in place? Does it accurately reflect student achievement during and at the end of the course?** **Indiana County Technology Center Response:** Each program at the ICTC utilizes a unique competency based assessment structure that is designed to assess the students' abilities in their respective career area. Instructors document student skill attainment and progress through various methods depending on the program area. Assessment methods are designed to assure student competency of both theoretical and hands on skill portions of a program areas curriculum. In many programs, industries certifications are earned that demonstrate through third party testing that students are competent in their area. Further, in areas such as Cosmetology and Practical Nursing, students are assessed by taking a State Board examination that certifies their skill level upon completion. **Evaluator Comments:** Documents reviewed show compliance of an efficient and effective student learning tracking system for monitoring and documenting individual student progress in place. **Strengths:** **Opportunities for Improvement:**

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	Corrective Action:
2.	**Is a well-defined and written grading system in use and shared with each student at the initial startup of the course?** **Indiana County Technology Center Response:** Student expectations are clearly noted during program orientation. Examples of detailed program handbooks are attached which demonstrate the level of detail in which the students are informed of their expectations during the program. **Evaluator Comments:** An Academic Progress Policy is in place and is program specific and meets the requirements. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	**Are clear measures used such as grades, tasks completed, competencies reached, objectives met, occupational skills achieved, knowledge learned, etc. What measures or combination of measures are used and do they accurately reflect student results?** **Indiana County Technology Center Response:** Various evaluation methods are used in each program area to assess the students' attainment of both theoretical and hands on portions of their curriculum. A sampling of assessment documents is included demonstrating the various evaluation methods and the grading structure behind those methods. **Evaluator Comments:** A combination of measures is used. Site is currently investigating the purchase of student management software. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**

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4.	**Is there evidence that the students' attainment of objectives is measured by an evaluation system that includes both school based and, when appropriate, work-site based performance?** **Indiana County Technology Center Response:** The ICTC's Medical Assistant program is a good example of a problem that utilizes both school assessment methods and work-site evaluations of student skills. Documentation of this is provided in Self Study Section D.b **Evaluator Comments:** Documentation shows that the students' attainment of objectives is measured by an evaluation system that includes both school based and, when appropriate, work-site based performance interviews. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
5.	**Are students effectively assessed using oral, written and other performance methods?** **Indiana County Technology Center Response:** In order to assess our students understanding of all curriculum items, various assessment methods are utilized. These methods include tests, presentations, projects, demonstration of skills, and research reports. The use of a number of different assess methods assures that students truly comprehend their subject matter. **Evaluator Comments:** A variety of assessments and surveys are used These methods include tests, presentations, and projects, demonstration of skills, journals, and externship evaluation log sheets. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
d.	**Maintains processes for providing student support:**
1.	**Are well-defined course descriptions reviewed with each student at the beginning of the course**

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	that reflect the overall objectives of the course and, is it explained how the course content relates to occupational skills? **Indiana County Technology Center Response:** Orientation sessions occur in each program area. As provided in section D.a, handbooks are reviewed to ensure students understand the overall objectives of the program and how they related to their future occupations. **Evaluator Comments:** Student interview and externship counselor orientation support evidence that the student is fully informed well-defined course descriptions reviewed with each student at the beginning of the course that reflect the overall objectives of the course and it is explained how the course content relates to occupational skills **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**Do recruitment materials offer a broad range of career opportunities and are students provided equal opportunities to participate an all activities regardless of race, color, national origin, age gender, or disability?** **Indiana County Technology Center Response:** A copy of the most recent catalog of programs is attached. It demonstrates the many opportunities available at the ICTC for post-secondary learning. All our materials include a statement of non-discrimination. **Evaluator Comments:** Recruitment materials offer a broad range of career opportunities and a statement of non-discrimination appears in the ICTC Programs and Courses booklet. **Strengths:** **Opportunities for Improvement:** Single Flyers marketing Adult programs such as Medical Assistant or Cosmetology also require the non-discrimination statement. **Corrective Action:**

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3.	**Are admissions policies and guidelines clearly stated, published, and made available to all Pennsylvania Public Postsecondary Vocational Education students prior to enrollment that include such items as: prerequisites for enrollment, expectations for successful completion of a course, the type of report/feedback or grading system used, individual help/coaching available during the course, ethical responsibilities of the student, and the type of certificate, certification, diploma, degree, received, etc.** **Indiana County Technology Center Response:** The ICTC has developed an enrollment agreement that outlines many of the above mentioned topics. Students are also provided with a copy of the program specific handbook to review in order to become familiar with the expectations of the individual programs. Many students tour our facility and meet with our instructors to assure that the ICTC is the rite fit for them prior to enrolling. **Evaluator Comments:** Admissions policies and guidelines clearly stated, published, and made available to all Pennsylvania Public Postsecondary Vocational Education students prior to enrollment. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
4.	**Where applicable, are enrollment and class sizes in compliance with state standards?** **Indiana County Technology Center Response:** The ICTC complies with all guidelines pertaining to enrollment capacities in our programs. As a small school, enrollment capacity is rarely an issue we face. **Evaluator Comments:** Enrollment and class sizes are in compliance with state standards **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
5.	**Does the institution inform students of the cost of the program and of any required equipment**

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	and supplies? **Indiana County Technology Center Response:** ICTC's enrollment agreement clearly states the full cost of our programs. Students must sign the enrollment agreement before they are considered officially enrolled in the ICTC. **Evaluator Comments:** ICTC's enrollment agreement clearly states the full cost of the programs and required equipment and supplies. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
6.	**If financial aid is available, is information about it provided to each individual?** **Indiana County Technology Center Response:** The addition of a Full Time Financial Aid Coordinator has dramatically increased the ability of the ICTC to communicate with our potential and enrolled students regarding the cost of the ICTC's programs. Students are presented with detailed financial aid award letters which clearly show the costs of the program, the estimated financial aid award package, and any other aid the student may be receiving. Students always have the ability to meet with our FA Coordinator to discuss payment options, award levels, and special circumstances related to financial situation. **Evaluator Comments:** Financial Aid information is provided to each individual in the ICTC Programs and Courses Catalog and other program marketing materials. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
7.	**Does the institution ensure that qualified advisers counsel Pennsylvania Public Postsecondary Vocational Education students on how and where to find jobs and assist in placement in occupations related to the students' training and life experience?**

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	Indiana County Technology Center Response: At the program level, our Program Supervisors and instructors work with our students to aid them in obtaining employment. The Adult Education Office is often sent job postings and open positions which are forwarded to our program leaders to disseminate to students. Our OAC's are often involved in student placement through their specific program area. **Evaluator Comments:** A job opening email system is in place and job postings and open positions which are emailed and forwarded to our program leaders to students. Student interview confirmed that students are notified of job openings by email. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
e.	**Credit Hour Policies**
1.	**How does the institution define a credit hour based on the credit/hour conversion?** **Indiana County Technology Center Response:** See Attachment **Evaluator Comments:** Credit hour is defined as 37.5 clock hours, with a minimum of 30 hours per classroom instruction. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**How does the institution approximate the amount of work for a credit hour based on learning outcomes and verifiable achievement?** **Indiana County Technology Center Response:**

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	See Attachment **Evaluator Comments:** The ICTC does approximate the amount of work for a credit hour based on learning outcomes and verifiable achievement across all programs having adult students. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	**How does the institution separate the number of hours for direct instruction, lab, and out-of-class work?** **Indiana County Technology Center Response:** See Attachment **Evaluator Comments:** One semester/trimester credit hour is equal to at least 37.5 Clock hours of instructions, including a minimum of 30 clock hours of classroom instruction or direct faculty instruction. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**

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Category E – Learning-centered Facilities and Equipment:

The Standard
The availability and proper use of instructional equipment is evident in conducting quality occupational training. Adequate equipment, materials, supplies, reference texts, teaching resources, audiovisual aids, automation, etc. are made available for instructional purposes. Teachers use a variety of instructional materials and methods in accordance with student needs and the objectives of the program.

Physical facilities provide adequate space and utilities in classroom and laboratory areas that are safe and promote quality instruction as related to the program's objectives. Both instructional and non-instructional areas such as storage, restrooms, and offices are adequate for the number of students and staff. Special consideration is given to meeting the needs of students with disabilities as well as providing for the special needs of co-educational classes.

	Quality Initiatives
a.	**Acquires proper equipment, materials and adequate supplies and makes them available to support the instructional program objectives and to meet the needs of individual students:**
1.	**Are adequate funds made available for purchasing and replacing equipment, tools, materials and supplies in accordance with the institution's planning objectives and acceptable business and industry practices to ensure safe, quality and effective Pennsylvania Public Postsecondary Vocational Education?** **Indiana County Technology Center Response:** The ICTC prides itself on providing current equipment, tools, materials, and supplies for all of its program areas. The equipment in each is maintained in good working order. Requests for new equipment, supplies, or resources can be made in several ways. First, faculty is always welcome to bring their needs to the attention of administration. Second, equipment and supply recommendations made by each program area OAC are forwarded to administration for consideration. Each year during the budget process these items are considered and placed into the context of the all of ICTC's needs. The AE Coordinator, Administrative Director, and Business manager work together to prioritize the requests and decide which requests will be fulfilled. Fortunately, the additionally revenue provided to the ICTC by the Adult Education programs have allowed for many equipment purchases and upgrades over the past three years. A tour of our program areas will demonstrate that our program areas are well stocked with equipment, supplies, and other amenities. It will also show that equipment is in good repair and our classrooms are well equipped. This demonstrates adequate resources are budgeted to these areas. **Evaluator Comments:** Equipment viewed in program areas on the facility tour is generally sufficient to

	meet the training needs. Equipment inventory listings are consistent with equipment needs in the various program of study offered as viewed by industry. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**Do the equipment, tools, materials and supplies meet the competency based instructional needs of the curriculum (e.g. hand tools, computers, computer software, audiovisual equipment, reference materials, and consumable materials).** **Indiana County Technology Center Response:** Items required to deliver a program area's prescribed curriculum are always regarded as priorities and are the first to be purchased. Any changes in our curriculum are carefully weighed against our ability to provide the necessary equipment, tools, materials, and supplies. **Evaluator Comments:** Equipment, tools, materials and supplies generally meet the competency based instructional needs of the curriculum. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	**Are the quality and quantity of training stations appropriate for the number of students being served?** **Indiana County Technology Center Response:** Enrollment in each of our program areas is governed by the amount of available working stations. Enrollment capacity is predetermined and not exceeded to ensure that the instructor to student ratio and equipment available are within any and all prescribed guidelines. **Evaluator Comments:** The quality and quantity of training stations are appropriate for the number of students being served.

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	Strengths: **Opportunities for Improvement:** **Corrective Action:**
4.	**Is there an instructional equipment inventory management plan for maintaining equipment and replacing or disposing of obsolete equipment in place?** **Indiana County Technology Center Response:** Program Supervisors are responsible for the inventory of equipment in their respective area. Continual assessment of equipment is necessary to ensure it is in good working condition and is meeting the program's needs. If equipment is expected to become obsolete, is in poor working condition, or it is recommended for upgrade, the above process described for replacement is followed. The ICTC also uses fixed asset tagging system to ensure all fixed assets are accounted for and removed from the list when taken out of service. **Evaluator Comments:** Fixed Tagging system is used for equipment management. Machine shop was very well equipped, adult student in the machine tool program agreed that this program was very well equipped. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
5.	**Does the institution acquire equipment, materials and supplies within a reasonable period of time to provide safe and quality education?** **Indiana County Technology Center Response:** As a small school, the ICTC has implemented relatively efficient purchasing system that ensures that items are ordered in a timely fashion. Basis supply items for AE program areas are requested by the Program Supervisors by utilizing the supplies request form. This form is sent to the AE office for approval and processing. Items are then placed on a purchase order and sent to the Administrative Director for final approval. Once the approved purchase order returns, items are ordered. Often times

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	the entire process takes less than three days. **Evaluator Comments:** There is an adequate timeframe for supply acquisitions. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
6.	**Does the institution ensure that equipment and supplies meet appropriate safety requirements, that safety features are in place and that safety instruction is planned, presented, demonstrated and practiced by the instructor?** **Indiana County Technology Center Response:** Safe practices are at the forefront of each program area's curriculum. Often times the safety training component is a tested portion of the student's curriculum to assure the training is both delivered and comprehended. Before utilizing any potentially hazardous equipment or activities, students are trained in the appropriate safety practices. Safety policies are also included in each student's program specific handbook. Students found to have violated safety polices are provided additional training, those found to frequently ignore safety precautions can be removed from their program. **Evaluator Comments:** Equipment and supplies meet the appropriate safety requirements. Safety tasks are included in the instruction of the programs. **Strengths:** **Opportunities for Improvement:** Fire extinguishers examined were in current dates of operation. Suggest that fire extinguisher signage be placed in the hallways, and classrooms having a fire extinguisher. **Corrective Action:**
b.	**Develops physical facilities, including instructional and non-instructional areas, that are adequate and provide for safe and quality instruction to meet the program objective:**
1.	**Are physical facilities established that include adequate space and utilities in classrooms and laboratories, and provide for safe and quality instruction to meet the program objectives?**

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	Indiana County Technology Center Response: Adult Education's accredited career training programs along with its short term certification and industry training courses continue to expand. Presently, the ICTC has physical facilities and utilities that are adequate for our current program offerings. Temporarily, the ICTC has expanded its capacity by two classrooms with the addition of a modular facility that has been placed near the building. This addition has allowed us to continue to pursue training opportunities with the gas and oil industry while not committing to a long term expansion project. Further, we have developed an excellent working relationship with the local Convention Center and have frequently rented space to provide training at reduced rates. Looking forward, the administration and JOC understands that space constraints will limit the expansion new programs. With this in mind, the ICTC contracted to have a feasibility study conducted to propose possibilities for future building expansion. **Indiana County Technology Center Response:** **Evaluator Comments:** ICTC makes excellent use of the facilities with collapsible walls and classroom annex. Site has contacted a firm to complete a feasibility study for future expansion. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**Does the institution ensure that instructional and non-instructional areas, including storage areas, restrooms, and offices are adequate for the number of students and staff? Is space adequate for storing projects, student materials, cleanup, computers, telephones, and office equipment?** **Indiana County Technology Center Response:** A tour of our facility will demonstrate that all areas are well maintained and adequate for our current programs and enrollment. While we have had to become creative in our use of space due to recent growth, we have also become more efficient in our use of space. Recently, the building was reconfigured to provide more visibility and accessibility to adult education offices. Additional offices were built to accommodate the growth of AE's staff and instructors. Permanent office space has been dedicated to growing programs, such as our Medical Assistant program

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	and Gas & Oil training programs. **Evaluator Comments:** The space is adequate for storing projects, student materials, cleanup, computers, telephones, and office equipment. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	**Does the institution ensure that facilities are adequate to meet the needs of students with disabilities as well as providing for the special needs of co-educational classes?** **Indiana County Technology Center Response:** Our facility underwent a major renovation in 2004 at which time many modifications were made to meet the standards of the Americans with Disabilities Act. The AE office works closely with the Office of Vocational Rehabilitation to and the local Intermediate Unit to ensure that accommodations for individual students are addressed as needed. **Evaluator Comments:** ICTC is adequate to meet the needs of students with disabilities as well as providing for the special needs of co-educational classes, if needed. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
4.	**Does the institution ensure that physical facilities are adequately maintained as required for providing safe and quality instruction?** **Indiana County Technology Center Response:** Full time maintenance and custodial staff are responsible for routine building maintenance. In each instructional area, instructors are responsible for the routine maintenance of their area and equipment. The ICTC has also implemented a digital "ticket" system that allows all employees to submit work

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	tickets for maintenance items. This allows the maintenance staff to prioritize their workload and to identify equipment or areas that is in frequent maintenance, which may be a leading indicator of items in need of replacement. **Evaluator Comments:** Physical facilities are adequately maintained as required for providing safe and quality instruction. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**

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Category F – Organizational Performance Results:

The Standard
The overall performance of the organization and student learning results are tracked using key measures that lead to clear results for Pennsylvania Public Postsecondary Vocational Education. The results show that the organization is successful in meeting its mission/vision, goals, and objectives.

	Quality Results
a.	**Student learning and satisfaction results:**
1.	**What is the institution's current data that shows results in the areas of student learning such as grades, satisfactory completion, competencies completed, or improvement in knowledge and skill for Pennsylvania Public Postsecondary Vocational Education students?** **Indiana County Technology Center Response:** The ICTC uses best practices in student assessment methods to report on student performance. **Evaluator Comments:** Evidence provided shows enrollment, grades and completion for adults enrolled in adult education programs. An additional site was opened for the Medical Assisting programs showing growth. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**What is the institution's current information about attendance, dropout, and completion for the Pennsylvania Public Postsecondary Vocational Education programs?** **Indiana County Technology Center Response:** The ICTC uses various tracking methods for attendance. Current, the AE office is exploring the use of a fingerprint time clock system to track student attendance. All financial aid guidelines are being met with respect to clock hour tracking of student attendance. **Evaluator Comments:** ICTC keeps adequate records of attendance, dropout and completion of its adult education students. **Strengths:**

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	Opportunities for Improvement: Suggestion to keep the records for each on one document. **Corrective Action:**
3.	**What is the institution's current information on the number of diplomas, certificates, degrees, etc. issued to students?** **Indiana County Technology Center Response:** **Evaluator Comments:** ICTC keeps adequate records on the number of completers and certificates. **Strengths:** **Opportunities for Improvement:** Suggestion to keep the records for each on one document. **Corrective Action:**
4.	**What is the institution's current information on awards or recognition of special student achievement?** **Indiana County Technology Center Response:** ICTC has implemented a Post-Secondary graduation ceremony that takes place at the newly build Convention Center on the IUP Campus. Students are recognized for special honors during that ceremony. **Evaluator Comments:** Special recognition is given to adult education students. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
5.	**What are the institution's results from tracking the Adult Affidavit Program Registration and CARs?** **Indiana County Technology Center Response:**

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	The ICTC utilizes the Adult Affidavit Program Registration system each year to submit its program for approval. **Evaluator Comments:** ICTC uses the enrollment data from CATS to help determine if a program is viable to the institution. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
b.	**Public, community and employer satisfaction results:**
1.	**What is the institution's current data and information showing the levels of satisfaction or dissatisfaction?** **Indiana County Technology Center Response:** The ICTC's Administration and staff members are active members of the local community. The school is engaged in various economic develop groups, trade organizations, consortiums, etc. Our involvement with these different groups allows us to gage current levels of satisfaction with our programs and graduates. Further, our OAC provide structured feedback on our programs and outcomes at least twice per year. **Evaluator Comments:** Surveys from students show levels of satisfaction in their programs. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
2.	**What is the institution's current data and information on enrollment, retention, student placement, and employer feedback?** **Indiana County Technology Center Response:** **Evaluator Comments:** ICTC keeps adequate records of information.

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	Strengths: **Opportunities for Improvement:** Suggestion to keep data on one spreadsheet. **Corrective Action:**
3.	**What is the institution's current data and information on student, faculty, and staff satisfaction and dissatisfaction?** **Indiana County Technology Center Response:** A low number of complaints from students, faculty, and staff would indicate that there is a positive climate at the ICTC. **Evaluator Comments:** ICTC keeps adequate records of information. **Strengths:** **Opportunities for Improvement:** Need to work on better assessment of data. **Corrective Action:**
c.	**Budgetary and operational results:**
1.	**What is the institution's current data and information about funding to the organization and grants to students?** **Indiana County Technology Center Response:** Over the past three years the ICTC's Post-Secondary programs have dramatically improved in financial health. Aggregate financial information is provided as an attachment along with summary information presented at our Superintendents Retreat and to our JOC. Information pertaining Federal Financial Aid is also included as an attachment. **Evaluator Comments:** Budget shows increase in funding to the organization and grants to students. **Strengths:** **Opportunities for Improvement:**

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	Corrective Action:
2.	**What is the institution's current information about staying within budget and budget growth?** **Indiana County Technology Center Response:** Year-end financial statements are attached demonstrating financial improvement each year since 2009. A summary of this information was provided to the JOC and Superintendents is also provided. **Evaluator Comments:** ICTC has shown a significant increase in their budget for adult education. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
3.	**What is the institution's current information about new programs and program improvement?** **Indiana County Technology Center Response:** Attached are various updates provided to our JOC signifying new programs and program improvements. **Evaluator Comments:** ICTC has opened a satellite location for their Medical Assisting program. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**
4.	**What is the institution's information on net cost per student?** **Indiana County Technology Center Response:** The net cost per student is included on the enrollment agreement and in our course catalog. **Evaluator Comments:** Course catalog shows students the cost to include "extras" of all programs.

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	Strengths: **Opportunities for Improvement:** **Corrective Action:**
d.	**Administration, faculty, and staff satisfaction results.**
1.	**What is the institution's data and information showing the levels of satisfaction or dissatisfaction?** **Indiana County Technology Center Response:** The ICTC administration recognizes the importance of providing a work environment that meets employees' expectations. The ICTC receives very few of formal grievances form faculty and staff which indicates that the workforce at the ICTC is satisfied. As a small school, we work hard to ensure that administration, faculty, and staff work harmoniously together toward common goals. The ICTC experiences relatively low employee turnover signifying a content workforce. **Evaluator Comments:** Surveys taken from students shows levels of satisfaction. **Strengths:** **Opportunities for Improvement:** Need consistent forms. Need to work on a better system for analyzing the data. **Corrective Action:**
2.	**What is the institution's data and information related to safety and overall well-being?** **Indiana County Technology Center Response:** The ICTC maintains a safety committee to address all pressing safety concerns. Items brought to the attention of the safety committee are dealt with by administration promptly to ensure the ICTC maintains a safe environment for its students and employees. **Evaluator Comments:** A safety committee is in place. **Strengths:** **Opportunities for Improvement:**

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	Corrective Action:
3.	**What is the institution's data on individual employee training and development?** **Indiana County Technology Center Response:** The ICTC values the professional development as a method to keep our instructors up to date in their profession and ensure that any identified issues can be remedied through additional education. **Evaluator Comments:** Great professional development opportunities. **Strengths:** **Opportunities for Improvement:** **Corrective Action:**

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Scoring in Reference to the Standards
Indiana County Technology Center
December 19, 2013

Standard/Category	Sub Category Title	Score
A - a	Provides direction to the overall organization:	3
A – b	Establishes the future direction for PPVE and implements the plan:	2
A – c	Reviews the organization's performance:	3
A – d	Meets its regulatory requirements and public responsibilities:	2
B – a	Involves the Community: There is an effective program involving community support and input with business, industry, community agencies, and special program advisory committees:	2
B – b	Determines student and stakeholder satisfaction to attract, satisfy, retain, and increase PPVE enrollment:	2
C – a	Enacts workforce practices that enable all employees to achieve high performance:	3
C – b	Builds a quality workforce:	3
C – c	Builds knowledge and skills, career development, for the administration, staff, and faculty:	2
C – d	Maintains a work environment conducive to the well-being of all employees and students:	2
D – a	Establishes methods and opportunities for student learning:	2.5
D – b	Provides opportunities for work-site learning:	3
D – c	Uses methods for monitoring and tracking student learning:	3

Scoring in Reference to the Standards
Indiana County Technology Center
December 19, 2013

Standard/Category	Sub Category Title	Score
D – d	Maintains processes for providing student support	2.5
D – e	Credit Hour Policies	3
E – a	Acquires proper equipment, materials and adequate supplies and makes them available to support the instructional program objectives and to meet the needs of individual students:	2.5
E – b	Develops physical facilities, including instructional and non-instructional areas, that are adequate and provide for safe and quality instruction to meet the program objective:	3
F – a	Student learning and satisfaction results:	3
F – b	Public, community and employer satisfaction results:	2
F – c	Budgetary and operational results:	4
F – d	Administration, faculty, and staff satisfaction results:	4
	Highest Score Possible	*67*
	Total Score	**56.5**