How UW-Stout used the AQIP Systems Portfolio Feedback Report for Improvement

Many of the opportunities for improvement that were identified in the AQIP feedback report confirmed the discussions that have occurred through the campus planning process. Below are some examples of suggestions from the reviewers, and actions that the campus has taken to address these concerns.

### Retention

| The reviewers noted that the first to second year retention rate at UW-Stout has remained constant and falls below some of the peers. | UW-Stout continues to invest significant resources to improve retention and is currently undergoing two retention studies in order to better understand and improve retention rates. Additionally, recent retention initiatives include:  
• Establishment of the first year experience program and learning communities  
• Establishment of the math teaching and learning center and writing center  
• Implementation of block scheduling  
• Implementation of a centralized advisement model  
• Implementation of Title III funded retention initiatives |

### Ethics

| The reviewers noted that “it is unclear how the organization ensures ethical practices of all employees.” | A statement of ethics was developed by a UW-Stout committee and shared with the Senates for review. It is currently in the process of being reviewed. |

### Employee Satisfaction

| The reviewers noted a decline in employee satisfaction on several metrics. | A comprehensive series of focus groups and 1:1 interviews regarding morale and job satisfaction were conducted. Several initiatives have been launched to improve employee communication and morale. For example:  
• The Chancellor has implemented walk-arounds to visit faculty and staff across the campus.  
• A process has been developed for notifying the campus of survey results. |

### Student Center Satisfaction

| The reviewers noted that student satisfaction with the student center has decreased from 2000-2005 in four of five areas. | UW-Stout brought in a planning consultant to review the student center, and there is a capital project for 2009-11 to remodel and update the student center. |
## Training and Development Plan

| The reviewers noted that “it is not clear what process is used to ensure professional development programs are aligned and integrated with organizational strategies and action plans.” | A committee is being formed to develop a university-level training and development plan. |

## Student Satisfaction

| The reviewers noted that “it is not clear what type of training has been identified to help the organization increase its scores on the student satisfaction survey.” | A representative from NSSE was the keynote speaker at the fall professional development week to address issues related to student satisfaction |