



# Minnesota West

COMMUNITY & TECHNICAL COLLEGE

Canby • Granite Falls • Jackson  
Pipestone • Worthington

Centers in: Fairmont, Luverne, Marshall, Redwood Falls

## LEARN WITH PURPOSE



# HETS BEST PRACTICES SHOWCASE

Celebrating Technology Innovation  
for Hispanic Success in Higher Education

# Who Are We?

- **Minnesota West Community & Technical College** is a comprehensive community and technical college with five campuses and four centers.
- Students have the opportunity to earn an Associate Degree, Diploma, or Certificate in more than 60 disciplines.
- The college has a long and proud history, 70+ years, of providing highly specialized technical and liberal arts/transfer majors to students from throughout the region.
- Our geographical “reach” is 19 counties, 22,000 square miles in the Southwestern corner of Minnesota.

# Where Are We?



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Canby  
Granite Falls  
Redwood Falls  
Marshall  
Pipestone  
Jackson  
Worthington  
Fairmont

## Mission Statement:

Minnesota West Community and Technical College is dedicated to serving the varied educational needs of our diverse populations in affordable, accessible and supportive settings.



# 2013 Year in Review

- [http://www.youtube.com/watch?v=pY0eH8ObaxA&feature=share&list=UUblv\\_k5sqQnG6z\\_QHMifpdTA](http://www.youtube.com/watch?v=pY0eH8ObaxA&feature=share&list=UUblv_k5sqQnG6z_QHMifpdTA)

# Programs offered

## TECHNICAL EDUCATION

### Learn with purpose!

Our top-notch technical programs offer the type of hands-on education students crave! At Minnesota West students don't just read about technical skills, they practice them. Always student-focused, instructors build programs that lead to student success year after year.



## LIBERAL ARTS & SCIENCE EDUCATION

### A great starting point!

An Associate in Arts degree in Liberal Arts is equivalent to the first two years of a bachelor's degree in numerous fields of study. Earn an Associate in Arts completely online or from any Minnesota West campus or center. Courses within the Liberal Arts A.A. Degree come from the Minnesota Transfer Curriculum—credits designed for transfer. Students can tailor a Liberal Arts degree to fit their goals, leading to a variety of career fields.



Check our website for the most current and complete information on programs.

[www.mnwest.edu/programs](http://www.mnwest.edu/programs)

# Degrees offered



**Diploma**

**Associate In Arts**

**Associate In Science**

**Certificate**

**Associate In Applied Science**

# Our Students



One of our campus communities, Worthington, Minnesota, is very diverse. Worthington's population is nearly 13,000. Thirty-five percent of the population is Hispanic; nearly nine percent is Asian. Forty-two languages are spoken in the community. Twenty-seven percent are foreign born. Nearly 40 percent speak a language other than English at home.

Local K-12 school district student population is over 50 percent. Many of these students will be first generation college students. Nearly 24 percent of those in the county live below the poverty level.





# Serving our Diverse Community

- Removing roadblocks
- Improving practices
- Opportunities for lifelong engagement and learning

“Worthington was dying: Then enter the immigrants”

State of Minnesota: “75 percent growth in Hispanics over the past decade, more than any other ethnic group.”

Veizer, Pioneer Press, 2011

[http://www.twincities.com/ci\\_18913796](http://www.twincities.com/ci_18913796)



## SUPPORT FOR STUDENTS

- Peer Tutoring
- Library Academic Resource Center
- Developmental Courses
- Testing Assistance
- Disability Services
- Veteran's Services

*"Minnesota West provides a concrete education in which you can expand and reach your goals with phenomenal faculty and supportive staff."*

**Tammy Eichner**

Liberal Arts Graduate

*Minnesota West gives a great base for those that are continuing their education and for those that are entering the workforce while being able to stay close to home."*

**Laura Duba**

AS Pre-Professional Studies

# More about us

# More about us

## PERSONAL ATTENTION

Average class size at Minnesota West is 18 students, allowing for more personal attention from knowledgeable instructors.

Staff at Minnesota West are well prepared and willing to offer assistance whether a student is starting or continuing their education. The welcoming environment will help make the transition to college a pleasant and rewarding experience.



## OUR STUDENTS

Traditional AND non-traditional students are welcome at Minnesota West. Whether students are looking for a single class, a technical degree, or the first two years of their education, Minnesota West provides learning with a purpose.

## CONVENIENT CLASS SCHEDULES

Our class schedules often allow students to work and/or raise a family while attending college. The online opportunities make it possible to adjust your learning to fit your schedule.

In FY 2013, Minnesota West offered 412 fully online courses with an enrollment of 914.33 FYE (duplicated). Nursing education programs are offered with an enrollment of 43.6 FYE for fully online or blended/hybrid nursing courses. Students who are only taking courses via online delivery originate from the following states:

AK - 1	IA 20	MN - 1365	NE - 1	OR - 1	WA - 3
AZ - 1	IL - 7	MO - 1	NV - 1	SD - 72	WI - 20
CO - 1	IN - 1	MS - 1	NY - 1	SK - 1	WY - 2
FL - 5	ME - 3	MT - 1	OH - 1	TX - 2	
GA - 1	MI - 9	ND - 4	ON - 2	VA - 1	





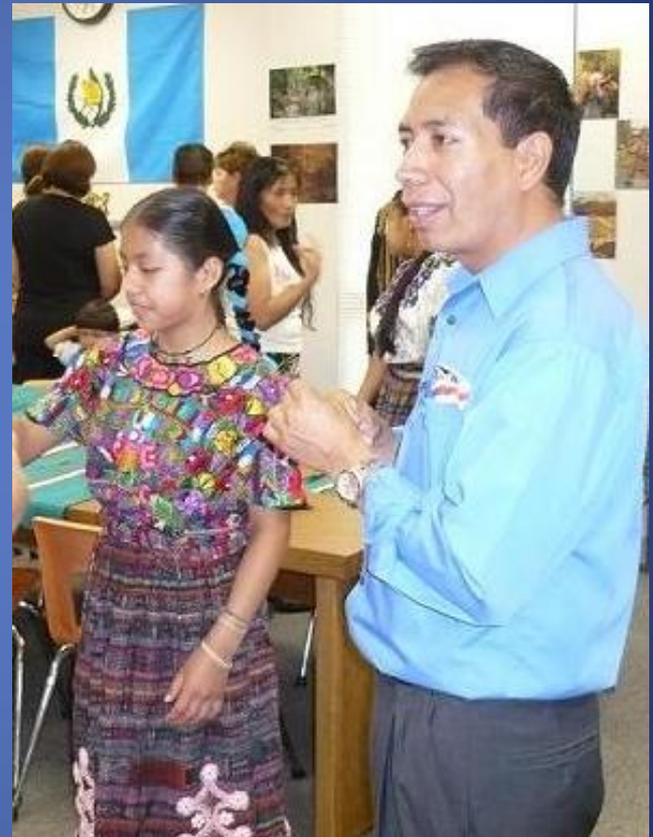
# One Stop Student Services

Students have one point of contact at each of our campuses and centers.

Planning in 2011 and 2012  
Implementation in 2012 and 2013

# One Stop Student Services

- One Central Point of Contact who can answer 80 percent of a student's questions
- Removed barriers
- Smoother transition into college
- Specialists available to help in financial aid, admissions, and registration
- Students get consistent answers and help



# One Stop Benefits



Centralized layout  
and resources

# Using Technology

- Online conferencing
- Interactive television
- Extensive web resources
- Online courses



# Benefits of One Stop



One Stop has improved the experience for our Hispanic students

One Stop Resource Specialists are more fully trained and can assist students

Technology solutions have improved communications both internally and for students



# Financial Aid Centralization



- Processors can specialize and become “experts” in their area. More consistency in processing/workflow (potential for fewer audit issues)
- Consistency in communications with students.
- Increased efficiency in how we process documents.
- Financial Aid regulations can be complicated and ever-changing so training fewer individuals and keeping up on the changes is more efficient.
- Staff are better trained to assist students with questions

# Communications Center –Improvements

- 2 employees answering calls & questions vs. 8 employees.
- Consistency in communication and information.
- Assistance is more immediate and accurate as the call center is able to answer 80% of the questions
- Transferring calls is significantly less – thus customer service has improved.
- Consistent communication is happening college-wide to streamline process and information accurately.
- Resources are improved and more readily shared amongst front-line employees.



# One Stop Benefits

- Documentation – In a One Stop environment documentation is essential. We use OneNote (Microsoft Office product) on SharePoint. One of the keys to the success of continual training/sharing knowledge is having documentation that is current. One Stop has given us this opportunity (okay...forced us) to continually update our policies and procedures. By having the documentation in OneNote is it accessible to everyone to help students when asked. It is by far the greatest One Stop resource that we have.
- Weekly One Stop meetings – Our weekly phone meetings allow the entire student service staff to learn from each other. It is a forum to bring questions and ideas forth to improve what we do for students and how we do it. The weekly meetings also allow others to hear about topics that they may never have been exposed to before. Again, a great opportunity to learn more about the college and be able to help students in ways they couldn't before. As some academic processes only occur a few times a year, we are constantly making improvements and changes to better serve our students. Quite often the ideas for improvement come from someone who has had an interaction with a student, but doesn't work in that particular area. In the past, we may not have heard their idea or know that there was an issue that should be addressed.
- One Stop Structure – This work group structure (financial aid processors, admissions processors, Resource Specialists, etc.) allows for more opportunity to gain knowledge from others who do the same work and have similar experiences. We have found that these work groups meet and have become more efficient at what they do through collective thinking. With a multi-campus structure, we have streamlined many things for our students from services, to mailing documents to just one location instead of having five options.

In summary...It takes a village. Getting that village to work together in the same direction has been a work in progress, but we have made outstanding progress! It has been a fun experience to watch how individuals have grown in their role and taken ownership in providing one stop service.



# Minnesota West

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1-800-658-2330



[www.mnwest.edu](http://www.mnwest.edu)