

# the QUEST

Increasing student learning through improved engagement!

Quality Enhancement Plan Newsletter  
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Director of QEP



## Creating a Technology Rich Environment

### QERI Update



### Quality Enhancement Resource Inventory

#### QERI

The Quality Enhancement Resource Inventory (QERI) is a collection of hardware and software that is available for checkout or downloads by any faculty or staff member. The list is standardized for certain products in an effort to provide more effective and efficient training and support.

#### HOW DOES IT WORK?

If you know what item you are interested in checking out simply contact the Instructional Design and Technology Coordinator, Roxie Hill or the Director of Quality Enhancement, Criquett Lehman. All items on the list are available on a first come, first served basis.

If you are not sure what item, if any, can be of use to you, contact Roxie or Criquett. Briefly explain what you are trying to accomplish and they will give you options from the QERI that best fit your situation.

If training is required, a one-on-one or group session will be scheduled. Once training is completed, the Instructional Design and Technology Coordinator is available for assistance. In addition to Roxie, a network of users and IT staff are also available to help troubleshoot frequently asked questions.

#### WHAT'S NEW?

- ✓ Portable Projector—Michelle Alexander in the office of Institutional Advancement recently donated a portable Sharp XG NV2U projector and rolling case to the QERI. This is available for checkout now and can be taken with you to any location.
- ✓ Genius Tablets—the tablet allows for writing and drawing directly on electronic documents. It also enables tablet features on any computer. One of Angela Walker's tutors in the PASS Center has used the Genius Tablet on a regular basis and it

has proven to be a very effective tool. We now have 3 tablets in the QERI available for checkout.

- ✓ SoftChalk—this software has been available and is provided free through the Virtual College of Texas. Trainings have been offered this year and many instructors have begun to test the effectiveness of this product. Click this link to view examples of the capabilities of SoftChalk: [Sample Lessons](#). Remember, this tool can be used outside of the classroom too!
- ✓ CrazyTalk and WidgetCast—these products are brand new and are currently being piloted by Michelle Alexander in her History class. They allow for the creation of avatar widgets that can be used in conjunction with a PowerPoint presentation or as a stand alone. If you are interested in enhancing your lesson, presentation, or website service this might be for you!

#### QERI SUPPORT

In an effort to continue to provide the most up-to-date technologies, the Office of Quality Enhancement will be sending an online QERI survey to all faculty and staff in late March. The data gathered from your responses on the QERI survey will be used to determine use of resources. This in turn will aid in the decision making process regarding continued funding for updates and new hardware and software.

Many faculty and staff have chosen to purchase their own hardware and/or software. It is important to also report the use of these resources so training and support will continue to be made available through the offices of Instructional Design and Technology Coordinator and Quality Enhancement.

## Transforming Curriculum and Instruction/ Professional Development Opportunities

#### VC CAFÉ

Individual and department trainings on requested technology or topics continues to be offered through the VC Café. These have included trainings on Wimba, Qwizdom clickers, podcasting, and SoftChalk. To schedule training for you or your department, please contact [Roxie](#) or [Criquett](#).

#### OFFICE OF QUALITY ENHANCEMENT

Each 2011-12 QEP Pilot Participant will be given the opportunity to attend the [NISOD](#) (National Institute for Staff and Organizational Development) Convention in Austin this Spring. The conference begins Sunday, May 29th and continues through Wednesday, June

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## Professional Development continued

1st. NISOD offers a wide variety of session topics for both faculty and staff members ranging from technology to best practices to assessment.

### OFFICE OF INSTRUCTIONAL DESIGN AND TECHNOLOGY COORDINATOR

Blackboard training for all faculty will begin mid-semester and will continue through the summer. The training sessions will be aligned with the Rubric of Online Instruction (ROI) and therefore will be taught at the "Effective" and "Exemplary" levels. This differs from previous Blackboard trainings which were offered at the Basic, Intermediate, and Advanced levels.

The ROI is made up of six components which instructors will be asked to meet at a basic level. The components are Learner Support and Resource, Online Organization and Design, Instructional Design and Delivery, Assessment and Evaluation of Student Learning, Innovative Teaching with Technology, and Faculty Use of Student Feedback.

### STACY LALLMANN

The Business Office will increase the methods of student communication to address customer service issues during peak times as identified by the staff. Stacy will implement Live Chat on the website as a method to answer questions concerning tuition and fees, due dates, payment options, etc. in a more convenient way to students rather than the student searching through the VC catalog and/or course schedule or calling the college.

The project will be assessed by comparing the number of calls and counter questions posed prior to Live Chat to the number posed after the implementation of Live Chat. Additionally a focus group and online survey will be used to gauge student learning and satisfaction as a result of this new communication tool.

### MARGARET PATIN

Margaret will be implementing a new teaching tool in her Prealgebra class to increase student learning for the following student learning outcome: Students will exhibit an ability to demonstrate the underlying concepts of specific math algorithms including operations with integers and fractions. She will use virtual manipulatives in the classroom to aid in student retention and understanding of information. Margaret will also record the use of these manipulatives and provide them to students as a study resource outside of class.

Two Prealgebra classes will be utilized with one as the control during the Spring 2012 semester. Comparisons of student performance on selected assessments will be used to judge the efficacy of the project.

### ANGELA WALKER

In an effort to assist the diverse student population of Vernon College, Angela will begin providing online tutoring using Wimba Live Classroom for Accounting and Contemporary Math students. This will provide another option for those students unable to come into the various PASS Centers for an on-site scheduled tutoring appointment.

As an assessment of the service, students will complete an online questionnaire/survey regarding the tutoring service offered via Wimba Live Classroom including their ability to apply the concept(s) following the tutoring session. Statistical data will also be gathered using the "summary of activity" function in Wimba to track usage.

## Pilot Corner

### WELCOME

The 2011-2012 class of pilot participants have been selected! The following are general summaries of their projects which will begin in the Fall 2011 semester.

### BRANDI BALLARD

The Office of Student Relations plans to inform potential students about available support services prior to their enrollment to help them develop a support system & plan for success.

Brandi will record videos of 6-8 former student/alumni testimonials to be posted on the prospective students VC webpage and used as an introductory presentation for students waiting to attend New Student Group Advising (NSGA). The student testimonials will be first-hand accounts of a specific program or courses that former student took at VC & how the effort benefited the student in some way. Each testimonial will also highlight a support service that benefited them while at Vernon College.

Brandi will assess the project using a focus group of students gathered from NSGA sessions who will view the videos and answer a questionnaire where they will be asked to identify the named support services. Students in the focus group will also be tracked 6-months and 1-year out to determine if they enrolled in Vernon College and what support services they are utilizing.



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Vernon Campus:  
Faculty Innovation Center  
Library RM 208

Century City Center:  
Faculty Innovation Center  
RM 505

Skills Training Center:  
Faculty Innovation Center  
RM 135

## Pilot Corner continued

### MICHELLE WOOD

Vernon College currently offers Certified Nurse Aide programs in 6 different high schools, several contracted agencies, and monthly at Century City Center. With a multitude of program locations, the CNA program employs numerous instructors. Each instructor is tasked with preparing students for success on the state certification exam and in the nursing home.

To increase program consistency and allow instructors to pinpoint areas of weakness in order to implement intervention/remediation strategies prior to the certification exam, Michelle will incorporate a uniform certification review using Qwizdom Clickers

for all CNA instructors in all locations. The use of clickers will also allow for immediate feedback in each of the classes with regard to student comprehension and preparedness. Evaluations of class summaries would be a perfect way to evaluate weaknesses in student comprehension and instructional effectiveness and provide useful feedback for program improvement.

Assessment of the project will be accomplished by evaluating the current success rate on the CNA exam to the success rates on the exam after the implementation of an interactive review.

## Assessment

### CCSSE - COMMUNITY COLLEGE SURVEY OF STUDENT ENGAGEMENT

The CCSSE is identified in the Vernon College QEP as an assessment tool for student engagement. The data from the CCSSE and the other related student engagement surveys will continue to be an integral part of providing evidence of the success of the Vernon College QEP.

The next administration of the CCSSE will begin this April. All Spring 2011 course offerings have been submitted for random sampling with these exceptions:

- ✓ Non-credit classes
- ✓ Dual enrollment courses offered entirely to high school students
- ✓ Distance learning classes
- ✓ Lab sections associated with a lecture

Note: Developmental courses will be included in the sampling this year.

### CCFSSE - COMMUNITY COLLEGE FACULTY SURVEY OF STUDENT ENGAGEMENT

The CCFSSE will be administered at the end of this month. The QEP Implementation Committee chose February 28<sup>th</sup> as the date to begin administration. This will give faculty 2 weeks prior to Spring Break to complete the online survey. Those faculty members who correspond

with the classes that will be surveyed with the CCSSE in April will be asked to complete the CCFSSE. Invitations to faculty will be emailed directly from CCSSE and 100% participation is needed to ensure accurate data.

### SENSE - SURVEY OF ENTERING STUDENT ENGAGEMENT

Any Vernon College employee may access the SENSE data by visiting the [website](#), clicking the "Members Only" tab, and entering the Vernon College username and password. Standard reports may be viewed or the option of customized reports is also available.

SENSE data may be used in several ways including: as a statement of need on Annual Action Plans; as an opportunity to enhance a process, service, or teaching strategy; as an opportunity to review/improve a current method of assessment and/or assessment tools and to enhance use of results for improvement.

