

the QUEST

Increasing student learning through improved engagement!

Quality Enhancement Plan Newsletter
Volume 4, Issue 1

Fall 2012

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Director of QEP



Transforming Curriculum and Instruction



QEP Pilot Projects

2011-12 VCONNECTED TEAM

The 2012-2013 VConnected Team has been selected! The following are general summaries of their projects which will begin in the Fall 2012 semester.

BRANDI BALLARD

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

Brandi recorded videos of former student/alumni testimonials and presented them to students during the introduction to New Student Orientation (NSO). The student testimonials are first-hand accounts of a specific program or course that the former student took at VC & how the effort benefited the student in some way. Each testimonial also highlights a support service that benefited them while at Vernon College.

Brandi assessed the project using a focus group of students gathered from NSO sessions who answered a questionnaire after viewing the videos. The majority of students reported that it would be helpful to learn about support services from their peers. Their responses indicated those services that are well-known to students as well as those not as easily recognized.

College-wide integration should be feasible with the addition of the videos to the VC website. This will allow prospective and current students to learn about support services from their peers. The videos will be a good "selling point" for the college to prospective students. Students in the focus group will continue to be tracked 6-months and 1-year out to determine if they enrolled in Vernon College and what support services they are utilizing.

STACY LALLMANN

The Business Office has implemented Velero 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 is being assessed by comparing the number of calls and counter questions posed prior to Velero Chat to the number posed after the implementation of Velero 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.

To date, the use of Velero Chat has proved to be effective and appears to be a communication tool that will be feasible college-wide. Of the questions that have been asked, at least half have pertained to other offices.

ANGELA WALKER

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

As an assessment of the service, students completed an online questionnaire regarding the tutoring service offered including their ability to apply the concept(s) following the tutoring session. Instructors were also asked to complete a questionnaire to report the impact the service had on their students.

All instructors viewed the service as a valuable addition to tutoring services offered by the PASS Center. They also indicated that this service helped test scores, grades, and fostering connectedness in the class.

The majority of students reported a positive experience with online tutoring. They indicated that they will be able to apply the knowledge learned and would recommend online tutoring and/or participate in online tutoring in other classes if available.

Two challenges were posed and will be addressed in the coming year. Students requested that a more flexible schedule be put in place and instructors were disappointed that more students did not take advantage of the free online tutoring service.

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QEP Pilot Projects Con't

MICHELLE WOOD

Vernon College offers Certified Nurse Aide programs in various 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 incorporated a uniform certification review using Qwizdom Clickers for all CNA instructors in all locations.

Assessment of the project was 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.

The clickers were easy for the students to use and proved to be an effective engagement tool. The students viewed using the clickers as more of a fun activity and therefore they were more interactive. Of the classes using the clicker training methodology there was an increase in the numbers of students passing. Last year at this time the cumulative pass rate was 84% and this year the pass rate was 90%.

Technology

VC Innovation Center

VCIC

The VC Innovation Center provides technology learning and support, where all faculty and staff members can comfortably experiment with instructional technology. VCICs are located at each of the Vernon College campuses.

The VCIC offers a variety of training options: individualized consultations, small group training sessions, as well as departmental training sessions. The sessions are delivered face-to-face or online.

Our department is charged with assisting faculty in identifying and integrating technology tools for excellence in a learning-centered instructional environment.

Services:

- * Instructor support for Blackboard Learn 9.1
- * Assistance with development of video tutorials and training materials
- * Instructor support for SoftChalk, Camtasia, WIMBA, Qwizdom, and other instructional software available at Vernon College
- * Assistance with integrating technology into

classroom practices

- * Professional Development Opportunities

QERI

The Quality Enhancement Resource Inventory 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.

Resources:

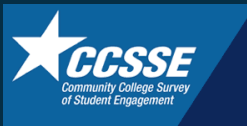
- * Computers
- * Laptops
- * Scanners
- * Printers
- * Video Cameras
- * Digital Cameras
- * Projector
- * Portable Projector Screen
- * Student Response Systems "clickers"
- * Professional Development Library

FREE STUFF!

Faculty and staff please complete the following survey regarding the quality enhancement resource inventory. Enter your name in the last question to be entered in a drawing!



<https://www.surveymonkey.com/s/QERI2012>



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Vernon Campus:
VC Innovation Center
Library RM 208

Century City Center:
VC Innovation Center
RM 708

Skills Training Center:
VC Innovation Center
RM 400

Assessment

SENSE

The Survey of Entering Student Engagement was administered in September 2011. Results have been shared with the college community during professional development week.

Question specific data will continue to be shared via Vernon College employee weekly email. All data may be accessed through the SENSE website at <http://www.ccsse.org/sense/> under the members only tab. **Login:** Vernon **Password:** FSAKWD\$7

Please contact [Criquett](#) if you have questions or problems accessing the data.

CCSSE AND CCFSSSE

The 2011 and 2009 full data results for the Community College Survey of Student Engagement (CCSSE) and the Community College Faculty Survey of Student Engagement (CCFSSE) may be accessed through Blackboard in the Quality Enhancement course. Benchmark results are also available dating back to 2004. Please contact [Criquett](#) if you do not have access.

Professional Development

SOFTCHALK TRAINING

A SoftChalk training session is scheduled for Thursday, September 6 at 9:00 AM in the VCIC (CCC RM 708). Faculty and staff are invited to attend.

FALL SEMESTER SESSIONS

A full schedule of Fall semester professional development sessions will be emailed to all faculty and staff and posted on the website by Tuesday, September 4th.

Please contact [Roxie](#) if you would like to schedule individual or department trainings.

NEW OFFICE HOURS

Roxie Hill
Vernon—Wednesday & Friday
CCC—Monday, Tuesday, Thursday

Criquett Lehman

Vernon—Monday, Tuesday, Wednesday, Friday
CCC — Thursday

We can be available at any campus by appointment. Come check out our new space at CCC, RM 708!

DID YOU KNOW?

The Quality Enhancement Resource Inventory now has a portable projector available for checkout. The projector will display PowerPoint presentations and other documents directly from a flash drive. Additionally, the projector is compatible with the iPad. Contact [Criquett](#) or [Roxie](#) for more information.

DID YOU KNOW?

[Brandi Brannon](#) has created new photo tours of the Vernon Campus, Century City Center, and Skills Training Center. The [link](#) can be found in various places on the website including under the Getting Started tab.

DID YOU KNOW?

The Library now has a virtual tour feature for the Vernon Campus Wright Library. The [tour](#) consists of a map with clickable areas for further information and photos for that specific room or area. Go check it out!

DID YOU KNOW?

Some instructors are using the Survey Monkey survey tool to receive more specific feedback from

students in their courses. This tool can be used by any department to customize assessments that will be applicable to a specific course, program, or process.

DID YOU KNOW?

Free apps such as ShowMe and Educreations turn your iPad into a recordable, interactive whiteboard that can be shared with students. The app has features such as voice recording, digital ink, photos, and text.

DID YOU KNOW?

The online tool Poll Everywhere allows your students to use their cell phones as clickers. Please view the [online tutorial](#) to get started today.

