

## Vernon College Annual Action Plan 2010-2011

Office of President

Division of Institutional Effectiveness - Quality Enhancement

<p><b>Priority Initiative #2:</b>  <b>Integrate the Quality Enhancement Plan functions and activities into the infrastructure of the college.</b></p>
<p><b>Objective 1:</b> Facilitate communication regarding the Quality Enhancement Plan for the institution and outside entities (such as SACS).  <b>Responsibility:</b> Criquett Lehman, Director of Quality Enhancement</p>
<p><b>Statement of Need:</b>          Compliance requirements as directed by SACS.          As outlined and directed in the Quality Enhancement Plan document.</p>
<p><b>Actions:</b></p> <ol style="list-style-type: none"> <li>1. Publish "the Quest" newsletter to be distributed to faculty and staff via mass email and post on the website as a resource.</li> <li>2. Publish a student newsletter once a semester to be posted on the website and sent to all students's via their Vernon College email account.</li> <li>3. Present/provide information at orientations - students, new employees, Fall and Spring faculty and staff developments.</li> <li>4. Produce the QEP Annual Progress Report not later than August 2011.</li> </ol>
<p><b>Resources and Approximate \$:</b> Institutional Improvement, no \$</p>
<p><b>Assessment Method/Date:</b></p> <ol style="list-style-type: none"> <li>1. Produce 5 faculty/staff newsletters per academic year 2010-2011. July 2011</li> <li>2. Produce 1 student newsletter per semester (Fall 2010 &amp; Spring 2011). May 2011</li> <li>3. Provide a list of dates, agendas, and participation log for orientations. May 2011</li> <li>4. Annual Progress Report submitted by August 2011.</li> </ol>
<p><b>Results:</b>  <b>Assessment Data/Evidence:</b></p> <ol style="list-style-type: none"> <li>1. Produced 2 issues of <i>the Quest</i> - Fall 2010 and Spring 2011. The newsletter was distributed via faculty/staff email and posted on the website. <b>Not Achieved</b></li> <li>2. Published 1 issue of <i>the Chap</i> – Spring 2011 and distributed via student email. <b>Not Achieved</b></li> <li>3. New Employee Emails were sent to all new employees on a monthly basis. QEP information ranging from the QERI to SENSE data and SoftChalk to Teaching Strategies was presented during Faculty/Staff Development weeks August 16 – 20, 2010 and January 10-14, 2011. A QEP handout was distributed at Freshman Orientation on both Vernon and CCC campuses in September 2010. <b>Achieved</b></li> <li>4. Annual Progress Report will be submitted to the QEP Implementation Committee in the October 24, 2011 meeting. <b>In Progress</b></li> </ol>

**Use of Results for Improvement:**

1. Due to the addition of projects and the increase in requests for training/professional development, the number of faculty/staff newsletters will be reduced to 3 per academic year.
2. Although the student newsletter was only produced in the Spring semester, the Director of QE attended 3 Student Government Association meetings during the Fall semester to discuss the name, design and content of *the Chap* newsletter. The newsletter will continue to be published and distributed each semester.
3. Information will continue to be provided to faculty, staff, and students using the following modes of communication: student email, faculty/staff email, President's Monthly College Update, Vernon College Facebook and the VCIC in Blackboard and on the website in addition to in person meetings/orientations.
4. The QEP Annual Progress Report submission date was moved back to more closely align with the college annual planning process.

**Objective 2:** Chair Quality Enhancement Plan Implementation Committee**Responsibility:** Criquett Lehman, Director of Quality Enhancement**Statement of Need:** As outlined and directed in the Quality Enhancement Plan document.**Actions:**

1. Provide leadership as chair.
2. Meet monthly.
3. Ensure completion of Quality Enhancement Plan objectives.
4. Review and maintain Quality Enhancement Plan timeline.

**Resources and Approximate \$:** Institutional Improvement, no \$**Assessment Method/Date:**

1. Agenda and minutes for the 2010-2011 academic year. July 2011
2. Number of meetings completed in the 2010-2011 academic year. July 2011

**Results:** \* Achieved      Not Achieved      In Progress**Assessment Data/Evidence:**

1. Criquett Lehman, Director of Quality Enhancement chaired the Committee.
2. A total of 10 monthly meetings were conducted: August 30, 2010; October 5, 2010; November 2, 2010; November 30, 2010; January 24, 2011; February 28, 2011; March 28, 2011; April 25, 2011; May 23, 2011 (Electronic); July 11, 2011 (Electronic).
3. Accomplishments included: 2009-2010 QEP Annual Progress Report approved November 8, 2010; Committee members voted and approved the following pilot participants for 2011-12: Brandi Ballard, Stacy Lallmann, Margaret Patin, Angela Walker, Michelle Wood; Assessment was added to agendas to begin reporting progress to the Committee; CCSSE, CCFSSSE, and SENSE data continued to be provided to the college community through various means. The Committee recommended the continued use of the QERI (Quality Enhancement Resource Inventory) for pilot project needs as well as a technology resource for all faculty and staff.

4. The QEP timeline is reflected on each meeting agenda. All agendas and minutes for 2010-2011 were submitted and posted in the College Effectiveness Blackboard Course.

**Use of Results for Improvement:**

To ensure assessment is being addressed for pilot projects and other QEP processes/programs, assessment was added as an agenda item under QEP Evaluation Cycle. The committee will be reviewing the progress of the QEP thus far and make recommendations for changes or enhancements during the 2011-12 academic year. The requirements of the SACSCOC Fifth Year Interim Report will continue to be reviewed and processes will be revised to reflect any changes if necessary.

**Objective 3:** Manage and provide support for the quality enhancement pilot program as prescribed by the Quality Enhancement Plan.

**Responsibility:** Criquett Lehman, Director of Quality Enhancement; Roxanne Hill, Instructional Designer

**Statement of Need:**

Compliance requirements as directed by SACS.

As outlined and directed in the Quality Enhancement Plan document.

**Actions:**

1. Recruit new pilot participants.
2. Review pilot project documentation and provide support and training for incorporation of Global Learning Outcomes and development of assessment measures.
3. Provide training and professional development to be completed each semester by December 2010 and May 2011:  
Organize and conduct training, Organize roundtables, Schedule and conduct one-on-one meetings, Participate in NISOD convention.
4. Provide technical and operational support through purchase of software and equipment, completion of mid and end-of-year reports, providing oversight for pilot portion of the QEP timeline.

**Resources and Approximate \$:**

2. Institutional Improvement: Funding for NISOD Convention - \$1,300.00 X 8 pilot participants = \$10,400.00 (Est.)
3. Personnel: QEP Pilot Stipends - \$2,700.00 per pilot participant x 6 pilot participants = \$16,200.00
4. Technology: *All costs estimated based on 2009 figures.*
  - Wimba License - \$15,772.00
  - 4 Laptop Computers - \$1,700.00 X 4 = \$6,800.00
  - 5 Camtasia Software - \$200.00 X 5 = \$1,000.00
  - Avatar Software - \$125.00
  - 3 Webcam - \$40.00 X 3 = \$120
  - 4 Headset with Microphone - \$20.00 X 4 = \$80.00

Lighting, Microphone, and Sound Equipment - \$380.00

3 Video Camcorder - \$450.00 X 3 = \$1,350.00

2X Thin client Server Application - \$480.00

RedHat Linux Enterprise Server - \$400.00

Server Rack System - \$2700.00

**Assessment Method/Date:**

1. Number of new pilot applications, completion of pilot project rubrics by the QEP Implementation Committee, meeting minutes reflecting the selection of the pilot participants for the 2011-2012 academic year. December 2010
2. List of "Objective" (Global Learning Outcomes) section and "Assessment Data/Evidence" (Assessment Measures) section of end-of-year reports for each pilot participant. July 2011
3. Number and participation of roundtable meetings, log of one-on-one meetings, log of trainings, number of pilots who participated in NISOD Convention. Review and complete December 2010, May 2011, and August 2011. Meeting minutes reflecting updates reported to QEP Implementation Committee. January 2011, June 2011
4. Budget spreadsheet and purchase requisitions reflecting equipment and software purchases (August 2011), Resource Inventory supply (August 2011), Resource Inventory check out log (August 2011), completion of pilot mid-year reports (December 2010), completion of pilot end-of-year reports (July 2011), Committee meeting minutes reflecting the completion of pilot objectives according to the QEP timeline (August 2011).

**Results:** \* Achieved      Not Achieved      In Progress

**Assessment Data/Evidence:**

1. Five pilot applicants were approved by the QEP Implementation Committee on January 24, 2011. Minutes and rubrics are on file in the Director of Quality Enhancement's office.
2. Many of the pilot objectives included using video in various formats to be provided to students, and in one case faculty, via the website or Blackboard. The purpose of these videos was to provide students or instructor's specific content or information that was currently not available through any other avenue. One project explored the possibility of using computer virtualization in a student computer lab. This would allow students to perform more hands on tasks. Evidence was gathered in the form of pre and post tests, focus group surveys, comparison of assignment scores, and website tracking analytics. The assessment data gathered from this evidence was analyzed to determine the level of student engagement and the effect it had on student learning. Assessment data will also be used in order to adopt technologies or practices institution wide.
3. There were a total of 6 VConnected Team members for the 2010-11 academic year. Approximately 60 one-on-one meetings and trainings were conducted. VConnected Team members presented their progress to the QEP Implementation Committee during the Spring 2011 meetings. Three 2011-12 VConnected Team members attended the NISOD Conference May 29 – June 1, 2011.
4. All requested resources were purchased including: Wimba License; 4 Laptop Computers; 5 Camtasia Software Licenses; Avatar Software – CrazyTalk, WidgetCastPRO, Natural Voice Licenses; 3 Webcams – included with Laptop; 4 Headset with Microphone; Microphone and

Sound Equipment; 3 Video Camcorders; 2X Thin client Server Application, RedHat Linux Enterprise Server, and Server Rack System for virtual computer setup. The Quality Enhancement Resource inventory consisting of 56 hardware or software items were offered and circulated to the college community. These items were checked out over 100 times throughout the year (not including unlimited access items). Mid-year reports were received November 2010 and end-of-year reports were received June 2011. May and June/July 2011 meeting notes reflect the completion of these projects.

**Use of Results for Improvement:**

1. The Pilot Project Rubric/Application process will be updated to allow for one rubric per pilot applicant to be completed by the QEP Implementation Committee. I recommend reducing the number of pilot stipends from 6 to 5 for cost efficiency. Five pilot projects will be a sufficient number to test engagement strategies for increased student learning.
2. The Committee will continue to review the Student Learning Outcomes/Objectives and the Assessment Data/Evidence to ensure implementation, assessment, evaluation and feasibility. The 2010-11 pilot participants will continue to assess their students during the 2011-12 academic year and report their results in December 2011 and May 2012.
3. VConnected Team Member Updates will be added to the Committee agendas to reflect pilot training and professional development.
4. The QERI Survey and Professional Development Questionnaires will continue to be administered and used to assess resource viability. Results are also used for planning and improvement.

**Objective 4:** Ensure Compliance with SACS

**Responsibility:** Criquett Lehman, Director of Quality Enhancement

**Statement of Need:** Compliance requirements as directed by SACS.

**Actions:**

1. Produce QEP Annual Progress Report.

**Resources and Approximate \$:** Institutional Improvement, no \$

**Assessment Method/Date:**

1. Annual Progress Report submitted by August 2011.

**Results:** Achieved    Not Achieved    \* In Progress

**Assessment Data/Evidence:**

1. The QEP Annual Progress Report will be presented to the QEP Implementation Committee for approval during the October 24, 2011 meeting. End-of-year reports from VConnected Team members and each component of the college have been received and are included in the Progress Report.

**Use of Results for Improvement:**

1. The completion date of the QEP Progress Report has been moved to align with the College Annual Action Planning process – October 3, 2011. Therefore, the report is in progress at this point.

**Objective 5:** Integrate innovative technologies, including hardware and software, as piloted through the Quality Enhancement Plan into the college infrastructure.

**Responsibility:** Criquett Lehman, Director of Quality Enhancement; Roxanne Hill, Instructional Designer

**Statement of Need:**

As outlined and directed in the Quality Enhancement Plan document.

Identified best practices from the Pilot Participant's end-of-year reports.

Personal observation of increased demand by faculty and staff (surveys, interviews, verbal communication, VC Café Sessions).

Ensure effective and cost efficient spending practices to purchase and maintain technology.

**Actions:**

1. Create a task force to review best practices and develop a formal process for the purchasing, use, and maintenance of the Quality Enhancement Resource Inventory.
2. Implement the Quality Enhancement Resource Inventory process in the Fall 2010 semester.
3. Create satisfaction survey's to be administered at the end of each semester.
4. Assess the Quality Enhancement Resource Inventory list to determine utilization and necessary upgrades.

**Resources and Approximate \$:** Institutional Improvement, no \$

**Assessment Method/Date:**

1. Provide a list of taskforce members, agendas, and meeting notes. May 2011
2. Provide written process documentation. December 2010
3. Provide results from satisfaction surveys. December 2010 & May 2011
4. Quality Enhancement Resource Inventory list results. December 2010 & May 2011

**Results:** \* Achieved      Not Achieved      In Progress

**Assessment Data/Evidence:**

1. The Director of Quality Enhancement and the Instructional Design and Technology Coordinator served as the taskforce and developed a formal process for the purchasing, use, and maintenance of the Quality Enhancement Resource Inventory based on the previous year's experiences and survey data. There were no formal taskforce meeting agendas however, the QERI was included as an agenda item in the QEP Implementation Committee meetings.
2. A QERI Policy was developed and includes the process for adding resources to the QERI, steps for employees to check out a resource, and the process for assessing the QERI.
3. The QERI survey was administered to faculty in May 2011. The results reported Wimba Live Classroom, Camtasia Software, and Qwizdom Clickers as the most used tools in the QERI. The results also reported that faculty would like further training on the following tools: SoftChalk, Social Networking Tools, online surveys (Google Docs), and movie editing (Adobe Premier Elements).
4. No resources were removed from the inventory; however, upgrades were budgeted for certain resources based on assessment data. Further, 2011-12 professional development is geared towards those resources identified by the assessment data.

**Use of Results for Improvement:**

1. The Director of Quality Enhancement and the Instructional Design and Technology Coordinator will make recommendations to the QEP Implementation Committee regarding process for the purchasing, use, and maintenance of the Quality Enhancement Resource Inventory.
2. The QEP process was piloted during the 2010-11 academic year. The QERI process will be updated to include recording a check out when used for individual or group training to better track usage. It will be presented to the QEP Implementation Committee for formal approval in the Fall 2011 semester.
3. The original QERI survey was developed online. However, after testing, the QEP Implementation Committee determined it was difficult to understand. For this reason, it was administered in-person at the end-of-year Faculty Development Meeting. The QERI survey will be rewritten and administered online in the Fall and Spring semesters so as to include both faculty and staff. Professional Development Questionnaire results will also be utilized each semester to determine utilization and necessary upgrades.
4. The QEP Implementation Committee will continue to review and approve the recommendations for the QERI based on assessment data.

**Priority Initiatives #7:**

Support opportunities for professional development for all Vernon College employees through appropriate funding.

**Objective 1:** Ensure Compliance with SACS

**Responsibility:** Criquett Lehman, Director of Quality Enhancement Plan

**Statement of Need:** Compliance requirements as directed by SACS.

**Actions:**

1. Participate in SACS pre-conference workshops and SACS 2010 Annual Meeting.
2. Participate in the QEP 2011 Summer Institute.

**Resources and Approximate \$:** Institutional Improvement: Staff development funding to attend conferences - \$2,000.00 + \$900.00 = \$2,900.00 (Est.)

**Assessment Method/Date:**

1. Travel Expense Vouchers indicating attendance. December 2010, July 2011

**Results:** \* Achieved    Not Achieved    In Progress

**Assessment Data/Evidence:**

1. Attended 2010 SACSCOC Annual Meeting and Pre-Conference Workshops December 3-7, 2010.
2. Attended 2011 SACSCOC Institute on Quality Enhancement and Assessment July 17-20, 2011.
3. Received an invitation from the North Texas Community College Consortium to attend the NTCCC 5<sup>th</sup> Annual Outcomes and Assessment Conference to present the Vernon College QEP (Attended October 1, 2010). Received an invitation from the Center for Community College Student Engagement to attend the Texas Small Colleges Mini-Workshop Conference Call to present the Vernon College QEP (Attended March 2011).

**Use of Results for Improvement:**



1. The SACSCOC Annual Meeting will continue to be attended to ensure ongoing compliance as Vernon College moves closer to the 5<sup>th</sup> Year Interim Report submission date.
2. To be cost effective, I believe attending the Institute on Quality Enhancement and Assessment every other year will be adequate.

**Priority Initiatives #9:**

Ensure institutional accountability through effective strategic planning and assessment processes.

**Objective 1:** Administer, analyze, and share information for assessments to be used for benchmarking and comparability purposes.

**Responsibility:** Criquett Lehman, Director of Quality Enhancement

**Statement of Need:**

As outlined and directed in the Quality Enhancement Plan document.

Assessment information needed for institutional accountability.

**Actions:**

1. Administer the Community College Survey of Student Engagement (CCSSE). NOTE: Data will be shared in Fall 2011
2. Administer the Community College Faculty Survey of Student Engagement (CCFSSE). NOTE: Data will be shared in Fall 2011
3. Analyze the Survey of Entering Student Engagement (SENSE) data and information to prepare and present results and findings.
4. Analyze the Survey of Online Student Engagement (SOSE) data and information to prepare and present results and findings.

**Resources and Approximate \$:** Institutional Improvement: Funding for CCSSE and CCFSSE Surveys - \$2,475.00 (CCSSE) + \$900.00 (CCFSSE) = \$3,375.00 (Est.)

**Assessment Method/Date:**

1. Survey administration completion. May 2011
2. Survey results for SENSE and SOSE shared with each component of the college by December 2010 - dates, agenda, and participation.

**Results:**    Achieved    Not Achieved    In Progress

**Assessment Data/Evidence:**

1. The Community College Survey of Student Engagement (CCSSE) was administered April 4-15, 2011. Results were received July 31, 2011 and will be shared in Fall 2011.
2. The Community College Faculty Survey of Student Engagement (CCFSSE) was administered April 4-15, 2011. Results were received July 31, 2011 and will be shared in Fall 2011.
3. The Survey of Entering Student Engagement (SENSE) data and information was analyzed and the results and findings were prepared and presented to the college community. SENSE data was shared with the President and the Administrative Team in the Fall 2010. At the request of the President, SENSE data was presented in a breakout session during the all college staff development meeting on January 10, 2011.
4. The Survey of Online Student Engagement (SOSE) data was compiled and distributed to the President and Administrative Team in the fall 2010. Each Dean was charged with sharing the data with their components.



**Use of Results for Improvement:**

1. The CCSSE administration process was found to be efficient and no changes are recommended at this time.
2. The CCFSE administration process was found to be efficient and no changes are recommended at this time.
3. In addition to the current methods of data distribution, I would recommend a data day to review with all faculty and staff. I would include time for them to collaborate with others to generate ideas and outcomes related to student success and how to implement and assess those ideas/outcomes.
4. Due to fact that the SOSE data is delivered in raw format and is a large time commitment, Vernon College will not continue to participate as a pilot in this project. We will however, reevaluate participation if the survey is validated and offered nationally.

**Three to Five Year Goals: Institutional Improvement**

Goal #1 Provide support and continue the integration of the Quality Enhancement Plan into the infrastructure of the college as directed by the Quality Enhancement Plan.

Goal #2 Begin establishing processes for selection of the next Quality Enhancement Plan.

**Three to Five Year Goals: Personnel**

Goal #1 Continue to provide ~~6 stipends~~ 5 stipends per academic year for the piloting of engagement projects through the year 2014 as directed in the Quality Enhancement Plan.

**Three to Five Year Goals: Technology**

Goal #1 Continue to fund the Quality Enhancement Resource Inventory to maintain the most current versions of hardware and software in order to support the integration of engagement projects throughout the college infrastructure.

Goal #2 ~~Purchase a media cart and equipment to provide a mobile training station for efficient and effective use of resources.~~ Based on observation of a similar process I am removing as a long term goal. Efficient and effective use of resources will continue to be evaluated.