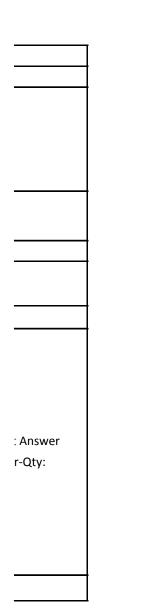
Name:	ne: Stacy Lallmann Title/Department: Student Billing Acct, Business Office				Date Submitted: 11/16/2010	
Project	Course/Project Service Area: Bus	Project Year: 2011/12				
QEP Go	als:					
Increas	e student learning through improv	ed engag	ement.			
1. Tran	sform curriculum and instruction.					
2. Parti	icipate in professional developme	nt opporti	unities.			
3. Crea	te a technology rich environment.					
Objecti	ve: Students will be able to find o	ut inform	ation about VC Business Office servi	res easier and fa	ester	
o ajecu.	Tel Stadents will be able to find o	at illioitii	ation about to business office servi-	ces easier and ra	Ster.	
Statem	ent of Need: The Business Office	phones are	e very busy during specific times of t	he semester.		
Actions	·		, , , ,			
1. Use	LivePerson Live Chat to answer stu	udent's au	estions on the website immediately			
			,			
Resour	ces and Approximate \$:					
	ology: Check and list approximate cost					
\$	☐ Wimba Live Classroom	\$	☐ Webcam - Qty:	\$	☐ Camtasia Software	
\$	☐ Blackboard Course Shell	\$	☐ Headset w/ Microphone - Qty:	\$	☐ Adobe Premier Elements Software	
\$	☐ Laptop Computer	\$	☐ Digital Voice Recorder	\$	☐ Software Other:	
\$	☐ Tablet Computer	\$	☐ Video Camcorder	\$	☐ Qwizdom Clickers: Standard OR Shor	
\$1200	☐ Other: LivePerson Live Chat				Instructor Unit-Qty: Individual Clicke	
2. Persor	nnel: May need IT help in adding compon	ent to webs	ite			
3. Institu	tional Improvement: Student friendly Bu	isiness Offic	e webpage			
4. Faciliti	es: Personal office & computer					
Assessr	ment Method/Date:					

1. The Business Office state	f will determine	e if the implement	tation of the Live Chat functio	n on the Business Office wel	bpage diminishes the				
calls and counter question	ns posed by stud	dents (concerning	tuition & fees, due dates, etc.) by comparing the number	of questions asked pr				
mplementation of the Live Chat function on the Business Office webpage to the number of questions asked after the implementation.									
2. Use tracking software (Google Analytic	cs) to track webpa	ge traffic and use the LivePers	son built-in reporting to trac	ck number of chats. Co				
this information to data g	athered prior to	Live Chat implem	nentation.						
and non-traditional stude	nts prior to the	launch of LivePers	nts including high school, colle son Live Chat and quiz studen in student learning (retentior	s, using similar focus group	, after the launch of L				
Results: Achieved, I Assessment Data/Evidend Use of Results for Improv		In Progress	This section to be completed Sp	oring/Summer 2012					
Approved by:									
Dea	an		Date						
Office Use Only: Selected for 2	.011-2012 pilot pro	ject by QEP Impleme	ntation Committee: ☐ yes ☐ no						
				Initials	Date				



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ditional vePerson