

Pilot Project Template
Quality Enhancement Plan
Vernon College

Name: Stacy Lallmann	Title/Department: Student Billing Acct, Business Office	Date Submitted: 11/16/2010
Project Course/Project Service Area: Business Office		Project Year: 2011/12
QEP Goals: Increase student learning through improved engagement. 1. Transform curriculum and instruction. 2. Participate in professional development opportunities. 3. Create a technology rich environment.		
Objective: Students will be able to find out information about VC Business Office services easier and faster.		
Statement of Need: The Business Office phones are very busy during specific times of the semester.		
Actions: 1. Use LivePerson Live Chat to answer student's questions on the website immediately.		
Resources and Approximate \$:		
1. Technology: Check and list approximate cost		
\$ _____ <input type="checkbox"/> Wimba Live Classroom	\$ _____ <input type="checkbox"/> Webcam - Qty:	\$ _____ <input type="checkbox"/> Camtasia Software
\$ _____ <input type="checkbox"/> Blackboard Course Shell	\$ _____ <input type="checkbox"/> Headset w/ Microphone - Qty:	\$ _____ <input type="checkbox"/> Adobe Premier Elements Software
\$ _____ <input type="checkbox"/> Laptop Computer	\$ _____ <input type="checkbox"/> Digital Voice Recorder	\$ _____ <input type="checkbox"/> Software Other:
\$ _____ <input type="checkbox"/> Tablet Computer	\$ _____ <input type="checkbox"/> Video Camcorder	\$ _____ <input type="checkbox"/> Qwizdom Clickers: Standard OR Short
\$1200 _____ <input type="checkbox"/> Other: LivePerson Live Chat		Instructor Unit-Qty: Individual Clicke
2. Personnel: May need IT help in adding component to website		
3. Institutional Improvement: Student friendly Business Office webpage		
4. Facilities: Personal office & computer		
Assessment Method/Date:		

Pilot Project Template
Quality Enhancement Plan
Vernon College

1. The Business Office staff will determine if the implementation of the Live Chat function on the Business Office webpage diminishes the calls and counter questions posed by students (concerning tuition & fees, due dates, etc.) by comparing the number of questions asked prior to implementation of the Live Chat function on the Business Office webpage to the number of questions asked after the implementation.

2. Use tracking software (Google Analytics) to track webpage traffic and use the LivePerson built-in reporting to track number of chats. Compare this information to data gathered prior to Live Chat implementation.

3. Quiz students, using a focus group made up of 5-7 students including high school, college freshman, college sophomores, and both traditional and non-traditional students prior to the launch of LivePerson Live Chat and quiz students, using similar focus group, after the launch of Live Chat. Compare the results to determine if an increase in student learning (retention and understanding of information) has occurred.

Results: Achieved, Not Achieved, In Progress This section to be completed Spring/Summer 2012

Assessment Data/Evidence:

Use of Results for Improvement:

Approved by: _____
Dean

_____ Date

Office Use Only: Selected for 2011-2012 pilot project by QEP Implementation Committee: yes no

_____ Initials

_____ Date

Pilot Project Template
Quality Enhancement Plan
Vernon College

number of ior to the
mpare
ditional vePerson .