Quality Enhancement Plan (QEP) Student Survey - Fall 2021

We need your help! Please share your best practices and ideas to improve student success in online classes with the Quality Enhancement Plan (QEP) team.

According to the 2018 SACSCOC Resource manual, "The Quality Enhancement Plan (QEP) is an integral component of the reaffirmation of accreditation process and is derived from an institution's ongoing comprehensive planning and evaluation processes. It reflects and affirms a commitment to enhance overall institutional quality and effectiveness by focusing on an issue the institution considers important to improving student learning outcomes and/or student success."

As a result of the ongoing process to yield a new strategic plan led by the ATD Steering Team, staff from the Planning and Research Department, feedback from the SGA, Faculty Senate, and QEP Committee members representing the academic divisions, the QEP topic was identified.

PCC's QEP topic is "Improving Student Success Rates in Online Classes". The data gathered consistently shows that student success (achieving a C or better) in online classes is significantly lower than traditional classes. This topic is timely and necessary due to the switch over to online learning necessitated by COVID-19 and the trends toward online education in general.

Pitt Community College Student Success Method of Instruction Comparison					
Method	**2016-17**	**2017-18**	**2018-19**	**2019-20**	**2020-21***
Blended				71.58%	76.21%
Cooperative	78.01%	85.87%	82.61%		
Hybrid	67.80%	70.73%	69.96%	70.65%	71.26%
Internet	65.61%	69.99%	69.22%	70.43%	67.16%
Independent Study	95.65%	96.30%	100.00%		
Traditional	73.35%	74.58%	76.26%	75.67%	88.88%
Web-Enhanced	63.31%	69.85%	75.94%		
Grand Total	**69.49%**	**72.17%**	**72.22%**	**72.46%**	**68.77%**

Includes Covid Terms

*Majority of Summer 2021 excluded. No other exclusions

Success is grade "C" or better

1. Overall, how satisfied are you with the online learning education provided to you at Pitt Community College (PCC)?

○ 1 = Very Dissatisfied

○ 2 = Dissatisfied

○ 3 = Neither Dissatisfied nor Satisfied

○ 4 = Satisfied

○ 5 = Very Satisfied

Comments:

2. Thinking of all your online courses, which of the following have your instructors done to promote learning and engagement? (Select all that apply)

☐ Offered virtual office hours

☐ Offered/Required synchronous class meetings via the web

☐ Posted an introduction video

☐ Posted video/audio lectures

☐ Posted discussion forums

☐ Hosted virtual study groups/sessions

☐ Provided/Required peer discussions

☐ Other (please specify)

☐ Required group projects

☐ Required a community service project

☐ Posted/Offered campus resources including tutoring, counseling, etc.

☐ Provided feedback to the entire class on assignments

☐ Provided individual feedback on assignments

☐ Responded to emails quickly (Within 24 hours M-F)

☐ Sent reminders for due dates, assignments, etc.

3. Please rank the following items with 1 being the most beneficial and 14 being the least beneficial for you in an

online course.

1 = Most Beneficial and 14 = Least Beneficial

[dropdown]

Instructor offered virtual office hours

[dropdown]

Instructor offered or required synchronous class meetings via the web

[dropdown]

Instructor posted an introduction video

[dropdown]

Posted video/audio lectures

[dropdown]

Posted discussion forums

[dropdown]

Hosted virtual study groups/sessions

[dropdown]

Provided/Required peer discussions

[dropdown]

Required group projects

[dropdown]

Required a community service project

[dropdown]

Posted/Offered campus resources including tutoring, counseling, etc.

⣿

⬍

Provided feedback to the entire class on assignments

⣿

⬍

Provided individual feedback on assignments

⣿

⬍

Responded to emails quickly (Within 24 hours M-F)

⣿

⬍

Sent reminders for due dates, assignments, etc.

4. What else could PCC do to help improve student success (defined as students receiving an A, B, or C in the course) in online classes?

Thank You!