

QEP Development Team Meeting
December 14, 2015
Walters State Community College

The QEP Committee met at 10:45 a.m. on Dec. 14, 2015, in the Academic Affairs conference room on the Morristown campus of Walters State Community College. In attendance were: Carol Powell, Avery Swinson, Mike Campbell, Dr. Lori Campbell, Dr. Mark Hurst, James Pectol, Dr. Rosemary Jackson, Roxanne Bowen, Debra Williams, Tera Bunch, Heather Carrier, Bob Dixon, Connie Earls, Dr. Debbie McCarter, Anita Long, Paul Ludwig, Dr. Deanna Garman; Holly Sayne, and Anita Long.

Ms. Swinson called the meeting to order and began a discussion of how to narrow down our QEP topics based on survey and focus group feedback this fall.

Ms. Sayne reported that she did three focus groups on the Sevier County Campus. Based on the feedback she received, Ms. Sayne suggested the following topics: community engagement/college experience, orientation, and customer service and advising.

Ms. Swinson reported that Mr. Campbell had broken the survey results into sixteen different content areas. After review from Mr. Campbell, Ms. Earls, and herself, she reported the most popular answers centered on area three: course options, engagement/college atmosphere. She said engagement was very popular among all participating groups. Technology was also a popular answer.

Ms. Earl reported that these topics were in line with the QEPs at other institutions.

Ms. Powell reported that she had broken the survey results into five different areas: student engagement, advising, technology usage and understanding, customer service and orientation.

There was consensus that customer service and the way the college communicates with students was brought up several times in the QEP survey and in past surveys distributed by the college. As a result, Ms. Bowen suggested that this be added as a possible topic for selection. Committee members agreed.

Mr. Campbell said that technology basically fell into two different categories: the faculty knowledge of technology and the student's knowledge. Discussion centered on better training for faculty and for incoming students. Based on the popularity of these two topics in the survey and focus groups, it was decided to add Student's Digital Literacy and Instructor Use of Technology as possible topics. Mr. Ludwig added that it may be important for there to be consistency amongst faculty members. While Ms. Sayne agreed, she pointed out the importance of faculty academic freedom. Dr. Campbell suggested that pedagogical knowledge be included to create a more consistent learning experience for students.

Looking at other possible topics, Ms. Swinson suggested the importance of student engagement and campus attachment to student success. Committee members were in agreement that student engagement and campus attachment should be added as a possible topic.

The importance of student's being educated and informed on college processes prior to the beginning of classes was also mentioned as an important

topic. Ms. Earls noted the importance of college readiness and the ability for students to navigate college life in order to be successful. After consensus, the New Student Orientation and college literacy was added as another possible topic.

Mr. Campbell also noted that consistent academic advising was a popular topic. Ms. Swinson noted that the advising process should include degree planning, but also major and career discussion, which was also popular amongst respondents. She asked the advisors on the committee if they see students taking any personal responsibility for their part in advising. Ms. Bunch, Ms. Sayne, and Mr. Ludwig agreed that it varied amongst students. Some came prepared with potential schedules while others did not come prepared. The academic advising process was added as a final possible topic for selection.

Ms. Powell noted that the final six topics agreed upon were academic advising, customer service and communication techniques, New Student Orientation and college literacy, student's digital literacy of institutional student systems, student engagement and campus attachment, and understanding and use of technologies amongst disciplines. Ms. Swinson noted that there may need to be a brief description under each topic when they ranking survey is developed so it is clear to respondents on what they are ranking on. She, Mr. Campbell, and Ms. Earls agreed to work on the definitions and invited anyone else who had suggestions to submit them on the QEP drive.

The committee agreed to meet again in January or February to review results of the rankings and to narrow to a final four. A meeting date and time will be set after 2016 spring inaugural week