

Student Online Success (SOS) is Asheville Buncombe Technical Community College’s (A-B Tech’s) Quality Enhancement Plan (QEP). The QEP’s hypothesis is that, in order to enhance success of students in 100 percent online classes, increasing student understanding of three critical topics is necessary. The three topics are basic technical knowledge, life factors and personal attributes, and the College’s Learning Management System (LMS) and related support resources. In the three years prior to the development of **SOS**, the average retention rate was 83.4% for online classes. The student success rate, defined as 70 percent or higher, was 64.6% in those online classes. These data fueled the two goals of **SOS**:

- Increase end-of-class retention rates in 100 percent online classes over baseline established in Academic Year 2013-2014 (89.8%);
- Increase student success rates (defined as a C or better) in 100 percent online classes over baseline established in Academic Year 2013-2014 (68.8%).

In order to meet these goals, new students will be assessed prior to beginning classes using **SmarterMeasure**, a web-based assessment that measures readiness for participating in an online or technology rich learning environment. Based on the **SmarterMeasure** scores, students will be placed in one of three pathways designed to develop the technical and soft skills deemed necessary to be successful in 100 percent online classes. Students scoring “high readiness” will be required to complete the Moodle Online Orientation. Students scoring “medium readiness” will be required to complete *Fast Track to Online Learning*, a three hour workshop addressing the necessary soft skills, which includes Moodle Online Orientation. Students scoring “low readiness” will be required to take a developmental computer course, CTS 060, Essential Computer Usage, which includes *Fast Track to Online Learning* and Moodle Online Orientation. The chart below demonstrates how these interventions will address the student learning outcomes (SLOs) identified as critical to student success in an online course.

Student Learning Outcomes	Smarter-Measure	CTS 060	Fast Track	Moodle Online Orientation
Students will be able to:				
Demonstrate file management	I/A	R/A		
Apply word processing to create, save, edit and print basic document files	I/A	R/A		
Utilize the Internet to browse, search and introduce web mail with attachments	I/A	R/A		
Identify the characteristics of a successful online learner	I/A		R/A	
Identify the appropriate procedures for seeking assistance for online classes		I	R	I/R/A
Identify the appropriate procedures for navigating a Moodle class		I		I/R/A

In addition to these interventions, students will also be assessed indirectly through skills surveys and faculty surveys.

SOS will progress in four phases:

- Implementation of SmarterMeasure in New Student Orientation (QEP Years One through Five)
- Required Interventions for students pursuing online courses (QEP Years One through Five)
- Collection of student and faculty surveys (QEP Years Two through Five)
- Faculty development design and implementation based on data (QEP Years Three through Five)

As with the development of A-B Tech’s QEP, there is campus-wide contribution and support. The QEP Steering Committee has representation from each curriculum division, Student Services, IT, Faculty Development, and Curriculum Quality Assurance and Assessment.

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