Martin Community College's Quality Enhancement Plan

MOXIE: Martin Online eXcellence In Education
Increasing Student Success and Retention in Online Courses

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Martin Community College's institutional data, as well as data from published research, indicates that while online learning continues to expand, outcomes for students in online courses tend to fall below those for students in traditional (face-to-face) courses. In order to increase the success of students in its online courses, the College's QEP includes actions that address factors that affect both students and faculty in online courses.

MCC will implement a pre-assessment for all students enrolling at the College for the first time. (The assessment will also be available to any student who wishes to assess his/her readiness to take an online course.) The assessment will measure three factors that impact student success in online learning: technical skills and experience, access to technology, and self-management/self-regulation skills. Students who do not meet the benchmarks in one or more areas will be encouraged to utilize a series of support services and personnel and encouraged to take advantage of them before enrolling in online courses.

The College will also address factors that affect online faculty through formal training sessions in the technical and pedagogical aspects of online learning, which will be developed by a newly-hired online/distance learning coordinator and supported by a newly-hired information technology assistant. The College will also implement informal meetings between new and veteran online faculty, as well as discussion sessions between online faculty and online students.

The actions that MCC implements through its Quality Enhancement Plan will give both students and faculty the skills and support they need to have successful experiences in online courses. As a result of the actions the College takes through the QEP, the following outcomes are expected:

1. Reduce the percentage of withdrawals from online courses by five percent each academic year beginning with the 2019 – 2020 academic year.
2. Increase the passing rate in online classes (students complete the course with a C or better) by five percent each academic year beginning with the 2019 – 2020 academic year.

The College will regularly collect data assessing these outcomes each year of the plan and use the data to improve online learning and instruction. At the end of five years, Martin Community College fully expects to demonstrate significant increases in the success and retention of its online students.