

## Quality Enhancement Plan – Connected to Your Success



### Executive Summary

The Trident Technical College (TTC) Quality Enhancement Plan (QEP), **Connected to Your Success**, seeks to improve online courses by providing essential student support, training faculty in online course development, and improving student satisfaction with their online experience.

The emergence of COVID-19 in March 2020 forced the implementation of fully online courses in colleges and universities across the United States as educators and students committed to the continuation of learning despite the upheaval associated with the pandemic. Although the movement from in-person classes to online courses was unexpected at that time, higher education has been aware of the growing need for focused, reliable, and sustainable online courses to serve the students who need the flexibility offered by these opportunities.

As a part of the college's mission to reach students through a wide variety of modes and methodologies, TTC began researching ways to strengthen its online offerings through the formation of a QEP Development Team in 2019. This team identified specific issues that the college had with its online course offerings and sought feedback from faculty, staff, and students on ways to improve faculty-student communication, encourage sustainable student focus, and ensure equivalent levels of learning with peers in face-to-face courses. The results from these surveys and college-wide forums painted a clear picture: a significant number of students need the option of online courses, but there are performance gaps in the student success rates between online courses and traditional, classroom-based instruction.

The QEP Development Team determined that the QEP's goals would be:

- 1) to increase student success in online courses,
- 2) to improve faculty preparation for online instruction through additional training and support, and
- 3) to increase student satisfaction with online courses.

In support of **Connected to Your Success**, the college has developed a budget that allocates sufficient resources, has identified the key personnel responsible for carrying out the components of the project, and has developed a comprehensive assessment plan that will provide both formative and summative data on the project's progress toward achieving stated goals.

**Please contact LaQuinta Yates, Director of the Quality Enhancement Plan,  
regarding development and implementation of the QEP.**

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