



Boost Online Student Success

The Quality Enhancement Plan (QEP)

Greenville Technical College

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Research on online students' success nationally and at Greenville Technical College (GTC) revealed students enrolled in online courses tend to encounter more personal challenges than their face-to-face peers. For example, online students are more likely to juggle family responsibilities, live off-campus, be financially independent, and have significant time limitations due to work schedules. Additional challenges for online students include more advanced technology requirements, difficult test proctoring systems, accessibility issues, isolation from classmates, and an increased need for discipline and time management skills. *GTC data confirmed that students enrolled in online courses have lower course completion and success rates and lower persistence and retention rates than students enrolled in face-to-face courses.*

The QEP was developed to address the achievement gap and ***Boost Online Student Success (B.O.S.S.)***. The QEP resulted from *extensive stakeholder engagement* that involved the President's Cabinet, Faculty Senate, Student Services Leadership Team, Student Services Directors, Institutional Research Director, Student Advisory Council, online faculty, staff, and online students. Engagement strategies included meetings, discussions, surveys, web conferences, listening sessions, and one-on-one conversations. *This inclusive engagement of GTC stakeholders helped build broad-based support in developing the QEP.*

The QEP includes two critical goals:

- **Goal 1:** Increase Support for Online Faculty
- **Goal 2:** Increase Support for Online Students

The implementation of the QEP strategies and the achievement of the Student Learning Outcomes will lead to the Student Success Outcomes (SSOs) shown below:

- **Student Success Outcome #1:** Increase Course Success Rates
- **Student Success Outcome #2:** Increase Course Completion Rates
- **Student Success Outcome #3:** Increase Persistence Rates
- **Student Success Outcome #4:** Increase Retention Rates
- **Student Success Outcome #5:** Increase Course Success Rates for students who identify as Black/African American and/or another ethnic group

GTC President's Cabinet appropriated a substantial budget to develop, implement, assess, and complete the QEP. GTC has allocated appropriate and sufficient funds for the personnel, training, technology, and other resources needed to ***Boost Online Student Success.***