



Pamlico Community College Quality Enhancement Plan (QEP)

“Learning Like a BOSS at PCC: Boosting Online Student Success”

Executive Summary

The QEP is the result of a comprehensive and collaborative effort to identify student needs and enhance student learning.

Following a multi-year topic selection and development process involving focus groups, surveys, research, presentations, and dialogue with stake holders inside and outside the college, the QEP committee established three desired outcomes.

- Increase success rate (A/B/C/P) of online courses 10% above baseline $\geq 79\%$.
- Increase average course grade of online courses 10% above baseline ≥ 3.27 .
- Decrease withdrawal rate of online courses 10% below baseline $\leq 15\%$.

The QEP sets forth three specific action plans to achieve these outcomes, with each focused on an essential element foundational to online learning success: the student, faculty, and student-faculty engagement.

Action Plan 1 (student)

The college will use an internal PCC Online Readiness Assessment (ORA) to determine appropriate online course placement. Students identified as at-risk will engage in a college-level orientation intervention with specific learning outcomes related to online learning, technology, LMS navigation, and student success. Further, all online courses will contain a START HERE orientation module that engages students early in the term with course-specific learning outcomes related to instructor communication requirements, technical support, course design, and initial assignments.

Action Plan 2 (faculty)

All full-time online faculty will engage in three Quality Matters (QM) courses selected by a reviewing committee. Part-time online faculty will complete three online courses designed in the PCC LMS by a QM Peer Reviewer/Instructional Designer. This professional development sequence will provide support to instructors as they work through three certification levels based on successful evaluations using an internal PCC Online Course Quality Rubric that includes QM criteria for high-quality online courses.

Action Plan 3 (student-faculty engagement)

All online faculty will provide students with a minimum of two hours each week for an opportunity to engage in synchronous communication via Zoom. Additionally, instructors of higher enrollment, lower success online courses will use a proportion of this time to hold synchronous class hours with graded assignment.

“Learning Like a BOSS at PCC” supports the College’s mission in providing an accessible education through quality teaching and support.

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