



EXECUTIVE SUMMARY

Cisco College's Quality Enhancement Plan (QEP), *Making Connections*, focuses on student success, a value that is at the core of the College's Mission and strategic plan. The QEP is designed to improve the student experience in online courses by connecting students to support resources and connecting faculty to professional development.

Identification of Key Issues

Making Connections emerged following a year-long process that began with a review of institutional planning and evaluation processes and involved all College constituencies – students, faculty, staff, administration, and community. A short list of topics was identified by examining enrollment and student success trends and current initiatives. The final topic was chosen based on multiple rounds of faculty and staff surveys and focus groups. The topic that emerged as presenting the most opportunity for sustainable improvement and broad impact was online courses.

Focus of the Plan

Making Connections provides a plan to improve the student experience in online courses. The College has identified two goals which will be fulfilled through four actions; the actions were chosen to achieve two specific student success results. Goal 1- connect students to resources that help them succeed in their online courses - will be achieved by scaling up online tutoring and by creating videos to orient online students to the College, online courses, and support services. Goal 2 - connect faculty to professional development opportunities that help them enhance their online courses - will be achieved by implementing a professional development program that features external training resources, annual speakers and presentations, internal course design and evaluation tools, and faculty collaboration. The QEP aims to decrease the annual online course withdrawal rate by 5% by 2025, and increase the annual online course success rate to 85% by 2025.

Institutional Capacity

Making Connections draws from current initiatives and is integrated within the College's existing leadership and committee structure, ensuring appropriate oversight as well as shared responsibility and involvement. The College has committed current and new financial resources necessary to implement the actions, drawing on recent progress and investments made in website redesign, an online tutoring pilot, and LMS usage. The plan is integrated into regular planning and evaluation processes. Key personnel have developed institutional effectiveness outcomes for their respective areas, faculty will report professional development goals and accomplishments within the annual evaluation plan, and the QEP committee will report annual overall assessment results in its annual report.

Assessment and Evaluation

The four actions implemented in *Making Connections* each have specific effectiveness outcomes with defined success targets and assessment methods; where applicable, progress benchmarks are identified and incorporated into the QEP timeline. Effectiveness outcomes articulate the institutional improvements the College wishes to see, direct assessment methods will provide evidence of improvement in student success and online course quality, and indirect assessment methods will document changes in faculty and student behavior, knowledge, and perceptions.