SHELTON STATE COMMUNITY COLLEGE

QUALITY ENHANCEMENT PLAN

IMPROVING STUDENT SUCCESS IN ONLINE CLASSES

For information contact

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I. Executive Summary

      The mission of Shelton State Community College (SSCC) is to provide *accessible* postsecondary education. The College identifies the *use of distance learning* as one means by which its mission can be accomplished*.* At SSCC, online classes have emerged as the primary vehicle for distance learning. The ongoing planning and evaluation processes of the College reveal, unfortunately, that student success in online classes is unacceptably poor in comparison to student success in traditional on-campus classes. Therefore, student success in online classes is the focus of the Quality Enhancement Plan (QEP). Through a twenty-two month long process that engaged all constituencies of the institution including students, faculty and staff, and members of the community, SSCC adopted *Improving Student Success in Online Classes* as its QEP.

      The goal of the SSCC QEP is to improve student success in online classes. For the purpose of the QEP, SSCC defines student success in terms of improvement in student learning, student achievement, and student satisfaction.   In order for the College to achieve its goal, several objectives must be met. To determine whether these objectives have been met, the College will measure specific outcomes related to each objective.

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Goal: To Improve Student Success in Online Classes
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Objective 1: Improve student learning in online classes
    Outcome 1a: Students will acquire the knowledge, skills, and behaviors necessary to be successful in online classes.
    Outcome 1b: The attainment of course-specific student learning outcomes in online classes will match or exceed the attainment of course-specific student learning outcomes in traditional on-campus classes.

Objective 2: Improve student achievement in online classes
    Outcome 2a: Student success (earning a grade of *A, B,* or *C*) in online classes will match or exceed student success in traditional on-campus classes.
    Outcome 2b: Retention rates in online classes will match or exceed retention rates in traditional on-campus classes.

Objective 3: Improve student satisfaction with online classes
    Outcome 3: Student satisfaction with online classes will reflect continuous improvement.

SSCC will achieve these outcomes through four Actions:
    1. **Student Certification:** Students must be certified to enroll in online classes.
    2. **Faculty Certification:** Faculty must be certified to teach online classes.
    3. **Course Certification:** Online classes must be certified.
    4. **Professional Development for Administrators:** Administrators must be trained in best practices for leadership and management of online learning.

      To ensure effective implementation of its QEP, SSCC created a separate organizational structure within the institution and designated qualified personnel for positions within that structure. SSCC has dedicated sufficient financial resources to sustain the QEP and aligned administrative, student, and instructional support services to contribute to the development and progress of the QEP.