



## QEP Committee Meeting

Friday, October 22, 2021, 10 AM | Webex

### MINUTES

---

#### Membership:

- |   |  |
|---|--|
| <input type="checkbox"/> Kristin Corkhill             | <input checked="" type="checkbox"/> Robert Reno                  |
| <input checked="" type="checkbox"/> Adrienne Caldwell | <input checked="" type="checkbox"/> Caroline Frick (ex-officio)  |
| <input checked="" type="checkbox"/> Tyreece Echols    | <input checked="" type="checkbox"/> Kaitlin Dudley (ex-officio)  |
| <input checked="" type="checkbox"/> Jean Jones        | <input checked="" type="checkbox"/> Britnee Shandor (ex-officio) |
| <input checked="" type="checkbox"/> Kelly Pollard     |  |

[\[Shared QEP Folder Link\]](#)

#### I. Call to Order

Mr. Pollard called the meeting to order at 10:03 am.

#### II. Approval of September Minutes

Robert Reno called for a motion to approve the June meeting minutes. Tyreece Echols seconded and all members present unanimously approved.

#### III. Approval of October Agenda

Mr. Reno called for a motion to approve the July agenda. Dr. Jones seconded and all members present unanimously approved.

#### IV. QEP Timeline ([below](#))

- a. Shandor: We are in a good place now but it will be fluid. Fall is the goal implementation time frame.

#### V. QEP Needs Outcomes Draft ([below](#))

- a. Shandor: We don't want to lose sight of the ultimate goal which is the ultimate result for our students. What do we really want for them?
- b. We must have outcomes or goals for QEP. What change do we want to see (i.e. what have they learned?) We have to create something that can be measured.

#### VI. Next Committee Phase – Planning

- a. Continued membership...confirm via email
- b. Recommendations for additions – In addition to the individuals listed below, Mr. Pollard also suggested adding Cheryl Myers or Justin Clay from Marketing as well as someone from the IT department. Britnee Shandor will contact the individuals recommended below:
  - i. Arthur Evans – Industrial Dean
  - ii. Jabbar Thomas – Instructor
  - iii. Kimberly Fontenette – Retention Coordinator
  - iv. Jessica Alston – Financial Aid

#### VII. November Meeting or alternative

The November and December meetings will be a lit review. Mrs. Shandor will send an email asking members to choose the topic to research and we will work together on them in TEAMS. Next tentative meeting date is 1/28.

#### VIII. Adjournment

Mr. Pollard adjourned the meeting at 11:04 am.

## QEP Timeline

	Planned	Actual
10/26/2020	Proposed, detailed timeline and description of action steps and deliverables leading up to implementation of QEP.	
11/2/2020	Topic Selection Committee - Schedule meeting, introduce the work, and give charge to the committee.	
12/1/2020	Review and analyze SLO, institutional data	
1/1/2021	Conduct targeted surveying of faculty, staff, stakeholders...	<i>Topic Selection Committee - Schedule meeting, introduce the work, and give charge to the committee.</i>
2/1/2021		<i>Data review. Discussion of Barriers</i>
3/29/2021		<i>Focus Group Planning</i>
4/26/2021		<i>Focus "Re"grouping. Review of other college work and initiatives.</i>
5/1/2021	Literature Review. QEP Development Committee	<i>Focus Groups</i>
6/1/2021	Learning Outcomes	<i>Focus group results discussion; broad topics/needs drafting.</i>
7/1/2021	Assessment measures and methods	<i>Survey preview. Needs/topics summary refinement.</i>
8/1/2021	Implementation Timeline (life of the QEP)	<i>Conduct targeted surveying of faculty, staff, stakeholders...</i>
9/1/2021	Budget and resource	<i>Topic results to committee and published.</i>
10/1/2021	Goals, outcomes	
11/1/2021	Literature Review	
12/1/2021	Update resources; update narrative; catch up	
1/1/2022	Action plan_Assessments, Measures, Targets	
2/1/2022	Budget, Prepare to Implement	
3/1/2022	Draft QEP, Prepare to Implement	
4/1/2022	Leadership Review, Prepare to Implement	
5/1/2022	Prepare to Implement	
6/1/2022	Prepare to Implement	
7/1/2022	QEP Report to Reviewers; implementation	
8/1/2022	Implementation	
9/1/2022	Implementation	
10/1/2022	On-site Review	
.....	Adjustments as recommended	
6/1/2023	Response to Visiting Committee Report	

QEP Outcomes Drafts

Needs	<p style="text-align: center;"><i>What the student will do, know, value, or achieve? Or, what do we want the end result / impact for the student to be?</i></p>					
	Response 1	Response 2	Response 3	Response 4	Response 5	Response 6
<p><b>Internal Communication</b></p>	<p>Increased student engagement with the GPTC departments, admissions, financial aid, advisement, academic affairs, etc. to equip students with necessary tools to succeed and feel empowered, involved and committed to reach their goals.</p>	<p>Served in a timely manner (less forwarding student to another dept) and receive accurate information</p>	<p>Consistent Information: As a result of internal software communication, information would be consistent across platforms. For example, the same advisor would be listed in all software, and the need to consult three different platforms to get help for a struggling student would be eliminated.</p>	<p>Consistent messaging to students regardless of what department/individual staff was contacted; less confusion to students when reaching out for assistance</p>	<p>Provide fewer emails with accurate up to date information.</p>	<p>Students will engage in more active communication with advisors and faculty</p>
<p><b>Outcome Drafts1</b> <b>21.10.18</b></p>	<p><i>Students will actively [meaningfully] engage with the college's faculty, staff, and resources.</i></p>	<p><i>Students will be able to contact relevant departments in a timely manner.</i></p>	<p><i>Students will have access to accurate and consistent resources across multiple departments and platforms.</i></p>	<p><i>Students will have access to a documented, accurate history of their engagements with college staff.</i></p>	<p><i>Students will receive accurate, timely communications from the college.</i></p>	<p><i>Outcome above, as submitted.</i></p>

## Secondary Topics

<b>Enrollment Process</b>	<p>Create a seamless enrollment experience; create <b>real time responses to enrollment questions</b>; harness student motivation("To getting started"), provide them with <b>right information and tool</b> to get them enrolled in a timely manner.</p>	<p>Confident and empowered to successfully begin their academic career also <b>connected to support staff</b> (with their contact info and how they will participate in their success)</p>	<p>Offer what is needed: Students value the <b>ability to enroll in the classes they need when they need them</b>. Perhaps master scheduling software would generate the data needed to provide these classes.</p>	<p>Less confusion and frustration; a seamless registration experience for the student; <b>earlier registration and fewer stop outs</b></p>		
<b>Advising</b>	<p>To increase student success at GPTC; To help students make meaning out of their learning experiences within the college</p>	<p><b>Fewer withdrawals</b> because students are educated on the appropriate classes to take and a clear academic plan beyond first semester.</p>	<p>Good customer service: Advising should be clear, concise, and accurate. When referring a student to an advisor, give the student more information than simply the error screen that has led them to seek help in the first place. Employees making a referral should hand off the student to the next person.</p>	<p><b>Increased retention and graduation;</b></p>	<p>Track <b>responses to students</b> for time duration.</p>	<p>Students will have a better understanding of <b>course relationships to program completion</b></p>

<b>Technical Skills (student and staff platforms)</b>	The impact desired for students with strong technical skills (increased self-confidence and pride, high wage potential, and accelerated learning.....	Quality peer to peer and student/faculty relationship building.	Microsoft training: There are many possibilities, here. If I had to choose one, I would like to see students trained to use the <b>Microsoft products that are available to them</b> . Some students do not know they have email available to them, much less Word, Teams, Stream, PowerPoint, or Sway.	Increased sense of community and connection to the college; <b>better understanding of college amenities and supports</b> available; improved alumni outcomes		Students will achieve successful program completion of program goals