

## **A Summary of Student Remarks in Written Reports Assigned by Sociology Professor, Dr. Maria Bravo, Central Texas College, Fall, 2005**

In the fall of 2005, CTC held its second annual QEP Open House. Because the function of this event was to report QEP procedures, activities and initiatives from the preceding year, the first annual QEP Forum was combined with the Open House event. The event was much like an open house, with a festive atmosphere. There were activities for the participants and cake and punch. Eighteen departments represented posters describing their QEP initiatives from AY 04-05. More than 300 faculty, staff and students visited this event. The students who attended did so at the request of Dr. Maria Bravo, Sociology Professor at CTC. The students were assigned to learn about CTC's Quality Enhancement Plan and its initiatives to improve student learning. Students visited each poster and spoke to the departmental representative. They also were introduced to what the QEP is, and how it works. What follows are comments culled from the written reports. The comments are organized into three categories: (1) student reports about what the CTC QEP is, (2) student reports about the positive effects of CTC's QEP and (3) additional information learned and reported in the completed assignments.

### **Student reports about what the QEP is:**

- "...implemented as a key component of the SACS-COC reaffirmation and has been refined as an ongoing process for assessment and improvement in student learning."
- "...18 different areas of enhancement"
- "...having a plan such as the QEP on campus is a great way for students to be more involved in the learning environment."
- "...a tool that will enhance students' abilities in leaning."
- "a performance assurance committee that has outlined the goals of the college."
- "...intradepartmental focused committee whose sole interaction is to address the challenges in daily functioning."
- "...enriching student life at CTC by way of educational programs and activities that help the student system."
- "...is dedicated to improving students' learning and services by communicating with each other and increasing their knowledge about assessment.

### **Student reports about the positive effects of a QEP:**

- "...has a website...with the latest information on coming professional development events, interesting articles, and resources.
- "...glad the school took the time to be reaffirmed because I want the education I receive to be recognized and accepted by other colleges."
- "...something done for the betterment of the school and the students."
- "...a great way for students to be more involved in the learning environment"
- "...the college cares about (enhancing) student learning"
- "...helping getting them (students) achieve success in the next stage of adulthood?"
- "...helping CTC reach excellence in small, but strategic steps"

- "...gives recognition (and thus morale) to those professional who work at CTC"
- ".....help to voice the opinion of every student and help to promote student engagement and awareness ...at CTC"
- "...CTC manages like a unit, helping each other"
- "...much effort ...put into improving CTC students' time at the college"
- "...better assist students by listening to their feedback."

**Additional information that students learned at this event:**

- The QEP is a key component of accreditation by SACS\_COC.
- Distance Learning improved customer service by creating a new handbook for students.
- Guidance & counseling simplified degree plans and website information.
- The Mental Health Services Department developed a form for student feedback.
- The Telecommunication Department communicates with students before and after tests.
- The library cross-trained their staff to improve service to patrons.
- IT restructured services, improved responses to help desk calls and focused on customer service.
- CTC offers ample opportunities for student to get information or help.
- Professors have an open door policy to encourage student communication.
- Project Pass offers free tutoring for students. Quality tutoring is available. Tutors are trained to help students succeed.
- The student surveys that are a part of QEP help promote student engagement and awareness at CTC.
- All employees receive training in customer service.