QEP Task Force Meeting  
March 2, 2011  
ASC Room B445  
Minutes

PRESENT: Hamdan Ahmad, Allison Bruce, Gloria Estrada, Charles Fitzgerald, Maria T. Gomez, Dr. Dolores Gross, Grace Haddox, David Henry, Dr. John Lencyk, Becky Perales, Maria Prospero, Joyce Ritchey, Janine Rudnick, Antonio Vargas

ABSENT Dr. Linda Brown, Mark Norbeck, Daniel Perez, Michelle Watkins, Ernesto Soto, Emma Gomez, Evelyn Macias, Arvis Jones, Michael Coulehan

SECRETARY: Maria T. Gomez

HANDOUTS

1. Agenda  
2. Minutes for November 9, 2010  
3. Quality Enhancement Plan Survey Results  
4. QEP Suggestions Generated by Faculty  
5. Noel Levitz Survey Results  
6. Outline for Focus Groups

WELCOME/CALL TO ORDER

Grace Haddox, QEP Task Force Chair, welcomed everyone and called the meeting to order at 3:30 p.m.

APPROVAL OF MINUTES

The QEP Task Force Meeting Minutes for November 9, 2010 were read and approved by consensus.

NOEL LEVITZ SURVEY RESULTS

Task Force members present reviewed the handout entitled “Noel Levitz Student Satisfaction with Services/Campus.” On the first page, the survey information was presented in two categories,

1. EPCC Strengths  
2. EPCC Challenges.

These categories represented the survey years of 2002, 2004, 2006, 2008 and 2010. During discussion, it was noted survey results pointed to the importance of continuous service, the front line of marketing. It is a relevant topic for the QEP. EPCC has tended to have customer service hurrah; however, the momentum dies. It happened when Dr. Sandy Shuggart came as a keynote speaker. His message was needed and received, but then it was gone.

The second page of the handout presented information on the top challenges identified by students. The information was in two columns identified as EPCC Challenges and National Challenges.
QEP SURVEY RESULTS

Attention then focused on the QEP Survey Results. Almost 3,000 people, 60% of which were students, responded to the survey. Task Force members were impressed by the high number of respondents. A part-time faculty member and four students were awarded the prizes for participating in the survey.

The QEP Survey Results provided information on groups who completed the QEP survey. These groups represented students, faculty, classified staff, professional support staff, and administrators. The Survey Results ranked the top eight topics.

It was recommended that the QEP Focus Groups concentrate on the top three survey result topics which are

1. Academic/Programs
2. Learning Atmosphere
3. Student Teacher Communication

A question was asked “why not the top four?” After some discussion, the task force members felt that the top three would be better since those topics focused on learning improvement.

QEP SUGGESTIONS GENERATED BY FACULTY

Time was dedicated to reviewing a list of QEP Suggestions Generated by EPCC Faculty. The list was developed as a result of an activity that took place at the respective Division Meetings held during Faculty Development Week in August 2010. The numerous suggestions had been previously reviewed and organized into categories. These categories were part of the survey that was sent to the EPCC faculty, administrators, staff and faculty.

Upon reviewing the suggestions, Task Force members selected the ones which could possibly be a QEP topic. As discussion continued, some suggestions were discarded based on the following topic notations.

1. Too narrow
2. Too broad
3. Unclear
4. Confusing
5. Not a learning initiative
6. Already in place or covered by another area
7. Limited
8. Difficult to measure

Other topics were rewritten for more focus. Even though some topics were discarded, the list still had sufficient ideas.

The handout also contained a listing of questions which were produced by attendees at the Focus Group training sessions. These questions will guide the facilitators as they conduct their sessions.

SCHEDULING AND PLANNING FOCUS GROUPS
Task Force members were given a handout entitled “Outline for Focus Groups.”

Grace informed members present that she conducted a Student Focus Group when she substituted for an English class at Mission del Paso. It was a good opportunity to practice for future focus group sessions. Grace explained the College’s Mission, the importance of accreditation, and the QEP. She started with oral focus questions. Par for the course, the students started complaining, which was not the intended direction. The students’ complaints/concerns included parking, campus lighting and a stalker. So as not to ignore their complaints, Grace informed students of avenues to take on their complaints, such as going to campus police. Grace then guided the students back to generating ideas for enhancing quality education. Ideas eventually came forth from the students.

If conducted with guidance, ideas generated at focus groups sessions will be stellar. Focus Group facilitators need to ask probing questions. At these focus groups, task force members are looking for the “jewels” that will provide ideas. The focus groups allow for available opportunities for generating ideas. It was recommended that Grace send an e-mail message to Dolores Inniss, Psychology Instructor, asking her what a significant sample of topics generated by focus group participants would be. Hopefully, plenty of students, faculty and staff will attend the sessions.

It was recommended that there be one Focus Group at each campus, one at the Academic Service Center, one Early-College High School Focus Group and One Dual Credit Focus Group. The Student Government Association might run the Student Focus Group. Times are a factor.

With respect to concerns, such as parking, campus lightening and stalkers, which may come forth at the Focus Groups sessions, facilitators should direct those concerns to the Institutional Effectiveness Committee.

It was also recommended that the Task Force facilitators pose the same questions.

Since the Student Focus Groups will be separate from the Faculty and Staff Focus Groups, Grace will talk to Daniel Perez, SGA Officer, and Arvis Jones, Student Leadership and Campus Life Director, about the student groups.

Discussion highlights regarding the logistics of the QEP Focus Groups included,

1. It was recommended that Focus Groups be run concurrently. The sessions will be facilitated by one or two QEP Task Force members with a note taker. The date of March 22nd was brought forth. However, not all QEP Task Force members were available on that date. Other dates were suggested.

2. Task Force members referred to the “Outline for Focus Groups” provided by Grace. The outline serves as a guide for conducting the Focus Groups. Focus Groups are to generate ideas that the whole College can adopt for an educational focus. Focus groups should also zero-in on the top three suggestions.

3. A message will be sent to the Campus Deans asking them to announce the Focus Group Sessions at their respective campuses.
4. Demographics which would be useful would be male/female, faculty, staff, and student.

5. The anticipated dates and facilitators for the scheduled Focus Groups Sessions are
   a. Wednesday, March 23, (time pending) Tony Vargas and Grace Haddox are the facilitators.
   b. March 24, 2011 at Valle Verde at 3:00 p.m. Allison Bruce and John Lencyk are the facilitators.
   c. Thursday, March 24, 2011 at TransMontaigne at 2:00 pm. David Henry and Gloria Estrada are the facilitators.
   d. Thursday, March 24, 2011 at Mission del Paso at 2:30 p.m. Maria Prospero and Grace Haddox are the facilitators.
   e. Friday, March 24, 2011 at Rio Grande at 3:00 p.m. The facilitators are Becky Perales, Charles Fitzgerald and Mark Norbeck will be asked to assist.
   f. Tuesday, March 29, 2011 at Northwest Campus at 1:00 p.m. Hamdan Ahmad, Janine Rudnick, and Grace Haddox are the facilitators.

6. Facilitators, working with Grace, will secure meeting areas.

FACULTY DEVELOPMENT ACTIVITIES

Grace announced that workshops related to accreditation will be conducted during Fall 2011 Faculty Development Week. The workshops are being conducted by the Faculty on the Instructional Accreditation Team consisting of Grace Haddox (QEP), Julie Penley (SACSCOC Compliance for Instructional Area) Maria T. Gomez and Myshie Pagel (SLOs and General Education).

NEXT MEETING

There will be no meeting of the QEP Task Force next week.

The next meeting of the QEP Task Force is April 12, 2010 at 3:30 at the ASC.

ADJOURNMENT

Prior to adjourning, Grace thanked everyone for their participation. Task Force members reciprocated the appreciation as well.

Meeting adjourned at 5:00 p.m.