

# Assessment: Annual Report

## Operational (Acad Affairs) - Interactive Video and Classroom Technology

**GBC Mission:** Great Basin College enriches people’s lives by providing student-centered post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service and student support services in conjunction with certificates and associate and select baccalaureate degrees.

**Unit Mission:** To work collaboratively to advance and improve distance education and remote communication opportunities via Interactive Video Technologies for all learners in the Great Basin College service area and the State of Nevada.

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
<p><b>Classroom Support and IAV Facilitation</b> - GBC classroom operational support and IAV facilitation is at an adequate level to assure successful distance education course delivery.</p> <p><b>Outcome Status:</b> Active</p> <p><b>Assessment Year:</b> 2015-2016</p> <p><b>Start Date:</b> 11/02/2015</p>	<p><b>Report/Audit - Internal</b> - Survey faculty members teaching Interactive Video classes on their satisfaction with support.</p> <p><b>Criterion:</b> Ensure that overall facilitator rankings are at a 3.5 (on a 4 point scale) or higher level.</p> <p><b>Notes:</b> Provide training sessions each semester with Elko and regional campus facilitators to review processes and operations</p>	<p><b>Reporting Period:</b> 2017-2018</p> <p><b>Criterion Met:</b> Yes</p> <p>New survey forms were developed for use by all of the GBC campuses to assess both faculty and facilitators as to their satisfaction with support and training.</p> <p>For the faculty evaluations of facilitator performance, a five step scale is used and the form allows for comments on each question. The forms were customized for each class to allow the faculty to rate their “live” facilitator and to also rate their satisfaction with the facilitation at other campuses receiving their class. The evaluations from faculty are collected and placed in the personnel files for the facilitators.</p> <p>The compiled results of the faculty responses for the Fall 2017 and Spring 2018 semesters are as follows: see attached document. (03/27/2019)</p> <p><b>Related Documents:</b></p> <p><a href="#">IAV_gbc_operational_assessment_report_2017.docx</a></p>	<p><b>Action:</b> We incorporate the results of facilitation rating into both new faculty IAV training sessions each semester, but also into the Elko new facilitator training. When problems are identified rated to individual facilitators, they are discussed with the facilitator and are used as criteria for future scheduling. (03/27/2019)</p> <p><b>Follow-Up:</b> Several factors entered into the evaluation process this year that affected the response rate and to some degree the results. Discontinuity of staffing in the IAV office impaired the administration and follow up on the return of evaluations at the end of the spring semester. The staffing transition also accounted for less rigorous follow up to</p>

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ensure full evaluation return in the fall semester. The change in how the evaluations done by facilitators was approached (that is, having facilitators do an evaluation for each class rather than one overall evaluation of all their classes) accounts for the greater number of responses in Spring as compared to Fall. The new evaluation process is intended to be a comprehensive assessment of facilitation college-wide, but many of the branch campuses are still have not fully deployed these new evaluations and share their results back to the originating campus. At the Spring 2019 scheduling meeting with the branch campus directions, we will again encourage them to distribute the new ratings forms to their facilitators and originating faculty. (03/27/2019)