

Assessment: Annual Report



Operational (Center) - Pahrump Center

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.

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
<p>Quality of support services and IAV support - Faculty and facilitators are satisfied with the quality and range of support services provided for IAV classes.</p> <p>Outcome Status: Active Assessment Year: 2015-2016 Start Date: 09/01/2015</p>	<p>Survey - Survey faculty on levels of satisfaction with: 1) use of equipment by facilitators; 2) their own training on equipment use; 3) on other support services provided for their IAV classes. Survey facilitators on their satisfaction with their own training on equipment use.</p> <p>Criterion: 100% are satisfied or very satisfied.</p> <p>Notes: Work with Center Directors and the IAV Director to develop a simple questionnaire to be given to every faculty member teaching an IAV class fall 2015 and spring 2016.</p>	<p>Reporting Period: 2015-2016 Criterion Met: Yes</p> <p>We asked faculty to fill out a survey to ask about their levels of satisfaction with the IAV equipment. I also had conversations with faculty and facilitators, as some did not complete the forms, so I had to ask them verbally if they were satisfied. Based on the survey given to Faculty, all 7 originating IAV classes were very satisfied with the classroom facilitators and their levels of training. All were also very satisfied with the support they received from the other outlying centers. Of the 4 instructors, only one felt Neither when asked if they felt comfortable and trained on the IAV equipment.</p> <p>As for the facilitators, they all felt very satisfied with the level of training they receive. Upon discussions they felt satisfied with the communication between the other centers when Pahrump is NOT the originating site, but more communication was needed on when finals were happening or not happening and classes being cancelled. (12/13/2016)</p>	<p>Action:</p> <ul style="list-style-type: none"> • Strongly encouraged faculty teaching IAV to attend the workshops sponsored by the IAV department at the beginning of each semester. • Provided Faculty with the appropriate handbook for IAV and instructed them to ask questions in the future of any issues they may have after reading over the material. • Facilitators have been instructed to speak up more with the originating site faculty to ensure they are communicating when classes may be cancelled or asking if their finals will be live or online. The office staff has also been informed to post notes and call facilitators when they are aware of such a cancellation. • The IAV office does well with communicating when they know about finals or cancellations and there are steps in place for communicating such information, but sometimes we cannot predict when issues may arise.

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
			<p>(12/13/2016)</p> <p>Follow-Up: The only follow up action begin taking is having more open communication with faculty and facilitators. Having facilitators be vocal in their rooms, not afraid to irrupt to ask a question or address a concern with originating faculty. We know this is working, as we have not had many issues so far, but will continue to monitor as it gets closer to finals time. (12/13/2016)</p>