

MEMORANDUM

TO: Melissa Pickett
Program Coordinator, CIS
FROM: Ken Scott *KBS*
RE: Course Completion Improvements
DATE: April 3, 2014

I have reviewed the data from Dean Spears for DPT164, Cisco IV Proj Based Learning and DPT291 Case Study in Computer Science, in which those classes had withdrawal rates of 15.385 and 33.333 percent, respectively, for Spring Semester, 2013.

Noting that several of the W's that are received are directly related to work conflicts or family issues, I am offering the following practices and/or strategies to improve the number of students leaving these classes:

1. Ensure students know and understand that if they are facing personal family issues and/or work issues, before they decide to withdraw from a class, please contact me personally via office phone, office visit, Moodle feedback, or even a personal call at home. At this point, I can then make a determination as how to best support their issue, whether that is a referral to Student Services or other services that Trenholm State may offer;
2. For those who have experienced or may experience difficulty in class content, I currently offer them support in the classroom, outside of class, and even have offered study sessions on selected Saturdays. I will emphasize these support efforts to ensure students know that they have support to maximize their Student Learning Outcomes in the class;
3. I will also provide more time for projects and in-class activities by moving some materials and/or individual work to Moodle that can be accomplished during weekends and holidays. This should help students in blended and face-to-face formats find it a bit more conducive to a varied format of accomplishing tasks;
4. I will use Moodle to post more study materials, examples of previous student work, and models of work being required. For example, in the Cisco and Case Study, I will post more examples of what is considered "good work" from students so that their understanding may be clarified towards reaching their SLOs with full understanding of what was accomplished, thereby reducing frustration at "how do we do this" types of issues;
5. Discuss with others in the CIS Department how to utilize best practices in and between our classroom strategies to improve retention in our classes.