

Fayetteville Technical Community College Utilizes CRF for Online Skills Labs, Improving Online Learning, and Drive-Up COVID-19 Testing

Virtual Tutoring - Expenditures \$214,963.00

During the fall term, FTCC provided 4,000 virtual tutoring sessions to more than 2,912 students using Blackboard Collaborate and NetTutor. Over 13,959 hours of virtual open lab and individual assistance was provided to students across eleven program areas. Grade distribution reports are being examined to determine the impact of the sessions comparing students that participated to those that did not take advantage of the services.

In addition, 40 nursing students enrolled in the Virtual-ATI NCLEX Review program, which is designed to provide a comprehensive review focusing on mastery of content and concepts to prepare the graduate to NCLEX readiness. All 40 students participated in the review program and all students received personal intervention by the tutors in the months of November and December. At the end of December, 4 students completed the Beginning Stage, 26 students completed the 25% Stage, 3 students completed the 50% Stage, 3 students completed the 75% Stage, and 4 students completed the 100% Stage. Students graduated from the ADN program December 11, 2020.

Online Testing - Expenditures \$113,574.00

With the transition to more courses offered in online and hybrid modalities, additional proctoring services were needed to accommodate the increase in the number of students needing access to proctored tests. During the fall semester a total of 2,308 students utilized test proctoring software to complete online tests in math, science, funeral service, and healthcare programs. FTCC also purchased 128 laptops for student usage.

Virtual Advising & Counseling - Expenditures \$130,383.00

The 2020 COVID-19 Recovery Act funds aided FTCC in supporting students during a most challenging time in our nation's history. As students shifted to online and hybrid learning these resources provided an opportunity for students to accomplish their goals and see outcomes that they may not have realized due to the challenges faced from the pandemic. The funds were used to hire 4 part-time Success Coaches to support students and provide workshops, one-on-one counseling sessions, as well as provide support electronically and via telephone.

The following outcomes were recorded for the fall 2020 semester:

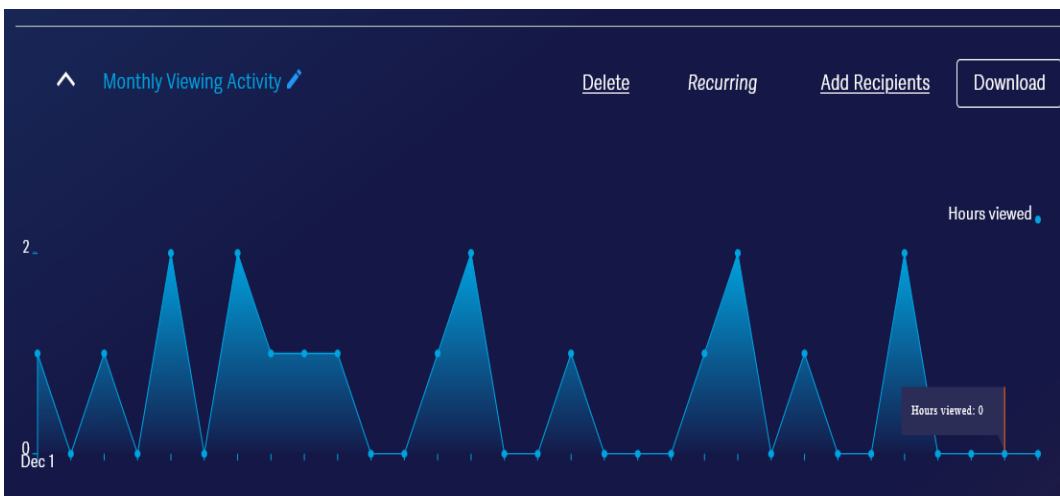
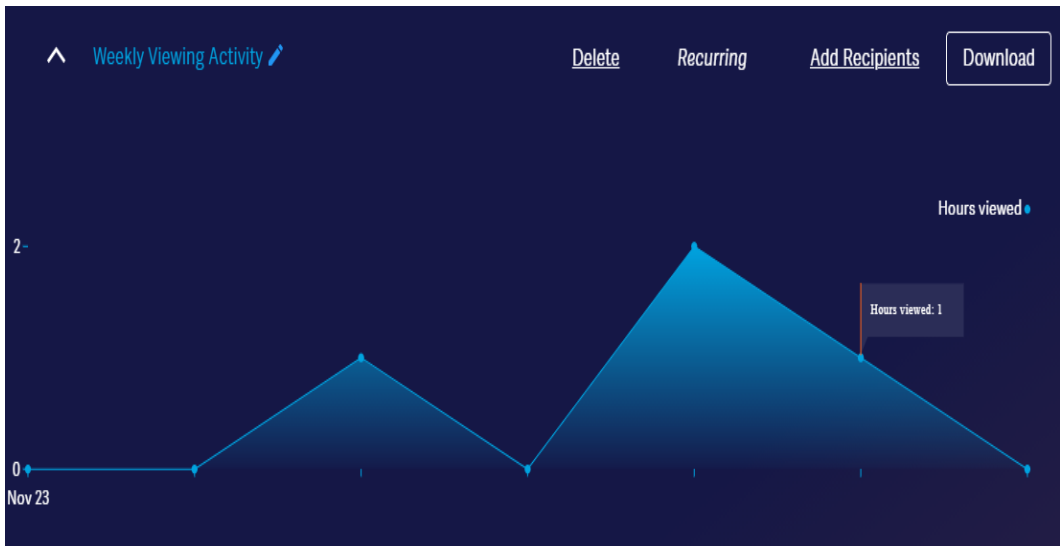
- August: 152 students participated in 56 counseling/advising sessions.
- September: 1,284 students participated in 44 counseling/advising sessions.
- October: 564 students participated in 64 counseling/advising sessions.
- November: 795 students participated in 47 counseling/advising sessions.
- December: 578 students participated in 55 counseling/advising sessions.

In addition, FTCC purchased software that helped facilitate online advising and counseling that included online talent matching, virtual chat box capability, and online labor market data.

Online Skills Lab - Expenditures \$82,175.00

The Computer and Information Technology Division used funds to purchase ITProTV skills lab online software. The software was used in November 2020. The screenshots below capture student daily usage and the number of hours viewed. A total of 12 students used the ITProTV software, in addition to other study methods; 11 students passed their CompTIA Security+ certification on the first attempt (the remaining student continues to use the software and is planning to retest in early January). Additional funds were used to purchase Pearson/Ucertify e-labs.





FTCC purchased ToolingU-SME software subscriptions for students in the Computer Integrated Machining and other programs to support online learning during the pandemic. In the fall 2020 semester, the Welding department used it to reinforce learning and fill the gaps during periods when the courses had to go online due to potential COVID-19 exposures. The tool proved to be valuable for continuity of learning and kept students engaged and progressing toward completion while online and unable to attend classes face-to-face. By using this tool, FTCC did not see any decline in student performance due to switching back and forth between online and face-to-face.

Automation Studio software was purchased for use in the Electrical Systems and Industrial Systems programs to allow students to simulate electrical and fluid power circuit design. The software is for the PLC and Motors and Controls courses and is essential for online instruction. This software has been highly rated by the instructors for “bringing the circuits to life” with simulation. The software allows students to demonstrate knowledge gained from instruction in lieu of typical hands-on trainers used in our labs.

The Emergency Medical Science (EMS) program purchased virtual reality software and headsets. These allow students to participate in a simulated EMS environment, enabling social distancing when students are on campus for their simulation day. The VR simulations prepare students for treating patients in the prehospital setting during their ride time on the ambulance. The faculty participated in a training session in the fall semester. Students use the software to supplement their experiences in the clinical courses.

Healthcare & First Responders Equipment - Expenditures \$293,942.00

An adult female simulation manikin was purchased for use in the Paramedic program to counter COVID related restrictions at clinical sites that have greatly reduced available sites and hours, thereby limiting critical training activities essential to licensure preparation. The restrictions on clinical activities heavily impacted learning opportunities in Neonatal, Surgical, Cardiac, and Neuro Intensive Care Units. The manikin permits training in ten critical care scenarios that map directly to competency and accreditation outcomes expected of entry level program graduates.

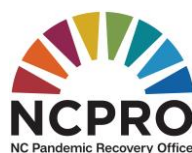
The Nursing program purchased bedside computer workstations for use in the College’s Nursing Simulation programs.

The new Sonography program purchased five ultrasound units. The units are similar to those students will use in clinical settings. Training for faculty occurred in December with additional professional development scheduled for spring semester. The units permit students to participate in small group simulations during the lab portion of their courses. Sonography programs often encounter limitations on student scan time in clinical settings and this limitation has increased during the current pandemic.

Funds were also used in the Basic Law Enforcement Training program to purchase a portable training unit to simulate real world, critical incident scenarios related to weapon use. The simulated environment allows students exposure to critical incident training to increase survivable outcomes in high risk situations with minimal damage to facilities and danger to the public. This capability allows the program to offer simulated training scenarios more frequently and in controlled environments, reducing the risk of accidental discharge of weapons around unsuspecting public. The unit permits more diverse layouts and emergency response scenarios as opposed to utilizing a static brick and mortar facility. This also reduces the cost and travel time associated with using borrowed facilities in and around the county.

Small Business Center (SBC) - Expenditures \$98,194.00

Initially, the FTCC SBC received \$48,194 for supplemental counseling to help businesses stay open and retain employees, and to assist in new business startups. The SBC used the funds to hire 3 Business



Counselors/SME's that assisted 12 clients in the later part of the spring term. Subsequently, the College received another \$50,000 in special COVID counseling funds, bringing the total to \$98,194. Since March 2020 the FTCC SBC provided:

- 1,362 hours of COVID counseling paid by the special funds for 100 clients in 451 sessions
- 262 hours of COVID counseling by SBC staff for 390 clients in 837 sessions

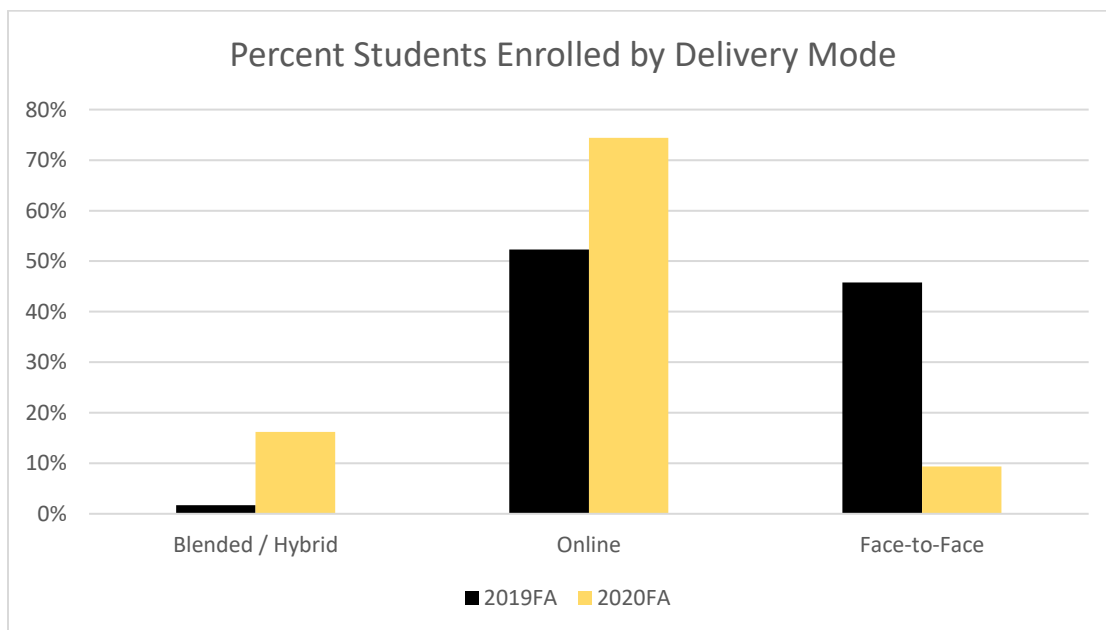
During this FY the FTCC SBC provided:

- 1,529 hours of COVID counseling paid by the special funds for 100+ clients in 429 sessions
- 262 hours of COVID counseling by SBC staff for 354 clients in 583 sessions

Since March, the FTCC SBC helped start 29 new businesses, which created 101 jobs and/or retained 171 jobs. The SBC also managed 8 PPP and EIDL loans.

Quality Matters - Expenditures \$40,000

The COVID Crisis led FTCC to consider a litany of adjustments to ensure a safe environment for students, faculty, and staff of FTCC while preserving the FTCC mission to provide a quality educational experience. One of the more notable adjustments was the delivery mode for student coursework. When comparing the fall semester of 2019 to 2020, web assisted or completely web-based learning became the default student choice for coursework. The figure below displays the change in enrollment between the two terms.



Although faculty at FTCC worked very hard to construct quality online courses, students historically struggled with this medium. In the fall 2019 semester of 2019, students in face-to-face courses (81.5% passing rate) were more successful than students choosing to take their coursework in a blended/hybrid format (79.03% passing rate) or in an online format (74.11% passing rate). These findings led FTCC to invest a portion of the CARES funding in a nationally recognized credential offered by the Association of College and University Educators (ACUE) titled *Effective Online Teaching Practices*. FTCC used CARES funds to provide high quality, evidence-based professional development to faculty through the ACUE credentials program. Thirty-three faculty participated in the Effective Online Teaching Practices course, which prepares higher education faculty to teach high quality online

courses. This series of 25 modules engages learners in topics such as Promoting Civil Online Learning Environments, Engaging Underprepared Students, Developing Effective Micro-lectures, and Using Data and Feedback to Improve Online Teaching. ACUE researchers report that courses taught by ACUE certified faculty have an average passing rate of 86.5% and 94% of certified faculty recommend the practices contained in their certification to their peers (*Source: ACUE program-wide end-of-module survey statistics, calculated February 2019*). Given these findings, FTCC engaged 33 faculty members in the course with 4 on-site facilitators.

Personal Protective Equipment/COVID-19 Testing - Expenditures \$310,127.00

FTCC purchased a multitude of personal protective equipment (PPE) in the fall 2020, which included temperature scanner stations for each building, handheld thermometers, colored wrist bands, disinfectant, hand sanitizer, soap and dispensers, alcohol, wipes, spray bottles, towels, sponges, brushes, trash containers and liners, tissues, chair sleeves, bench shields, plexiglass/sneeze guards, gowns, face masks, face shields, face gaiters, bonnets, and gloves. These items were used by students, faculty, and staff in instructional settings and workspaces. FTCC implemented a mandatory temperature check for all faculty, staff, and students upon entry into the College's facilities each day. FTCC purchased wrist bands of different colors that were used to provide verification that individuals were scanned prior to beginning work or attending class. PPE enabled FTCC to keep its doors open in the fall 2020. FTCC is not aware of anyone contracting the virus through an on-campus exposure and there were no clusters of cases at FTCC during the fall term. Approximately 11,000 students, faculty, and staff either attended a face-to-face class or reported to work onsite at FTCC during the fall 2020 semester. The rate of positive cases reported for students, faculty, and staff for fall 2020 was far below 1 percent.

In addition, FTCC began planning in fall 2020 for a drive-up COVID-19 Testing Center on campus, in order to provide for a safe return to campus for students, faculty, and staff in the spring 2021. FTCC used some of the PPE/COVID-19 testing funds to hire a consultant to help the College's nursing faculty develop a plan for the COVID-19 Testing Center. The plan was developed in the fall and the College opened the COVID-19 Testing Center on Saturday, January 2, which is run completely by FTCC faculty and staff. During the first 6 days of operating the COVID-19 Testing Center, FTCC tested more than 1,500 faculty, staff, contractors, and student athletes. As a result of the first 6 days of testing, FTCC prevented 10 positive COVID-19 cases from entering the College's facilities. This allowed FTCC to keep hundreds of other employees safe, who would have otherwise been exposed to the positive-tested employees. This enabled employees to remain healthy and continue working and serving students. In addition, when sites such as the one currently operated by FTCC are able to meet testing needs in our community, the local County Health Department is able to concentrate on administering vaccinations. The Health Department donated test kits to FTCC for this reason. Please see pictures of the College's drive-up COVID-19 Testing Center below:

