

Richland College

Improving Accounting

Student Success through

Caring Behaviors

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Richland College
Teaching, Learning, Community Building



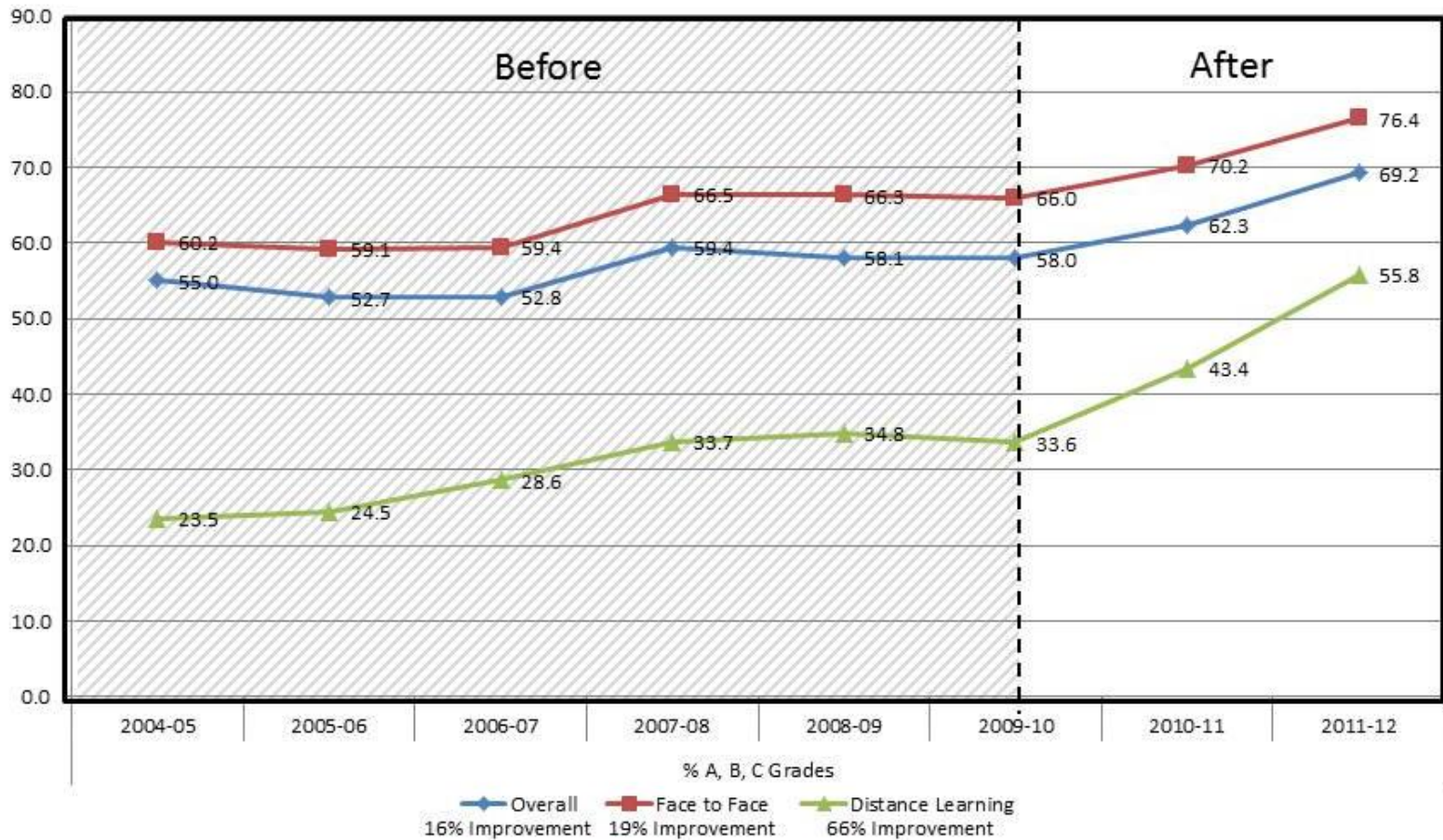
Richland College Accounting Program

- Approximately 2,500 accounting students annually
- ACCT 2301 – Principles of Accounting I is a gatekeeper course (high enrollment/low success)
- Began *Achieving the Dream* Initiative in Fall 2009



Student Success Accounting Results

Achieving the Dream Initiative





Achieving the Dream

Accounting Initiative Actions

- Participate in *Understanding our Students* professional development
- Identify strategies for improving the learning environment and student success
- Participate in *Caring Behaviors* training
- Apply *Caring Behaviors* Fall 2010
- Administer *Caring Behaviors* surveys beginning Spring 2011



Caring Behaviors - Assumptions

- Faculty with high retention and student success rates exhibit similar behaviors and characteristics.
- Applying *Caring Behaviors* and related strategies can improve the learning environment and student success without a reduction in rigor.



Caring Behaviors

Shows empathy

Role model

Competent

Shows sensitivity

Encourages students

Available outside of class

Respectful

Helpful

Relaxed, open-minded

Motivating

Flexible

Reinforcing

Genuineness

Ava Miller, Ph.D., Nursing Education
North Central University



Caring Behaviors and Related Strategies – Competent

- Selected quality materials and online learning resources
- Aligned learning outcomes, assignments, and exams



Caring Behaviors and Related Strategies – Available Outside of Class

- Lecture and exam review videos available 24/7 for online and face-to-face students
- Tutoring resources available on campus and online



Caring Behaviors and Related Strategies – Helpful

- Provide chapter outlines highlighting key learning objectives and concepts
- Offer individual assistance during class while students work on practice assignments



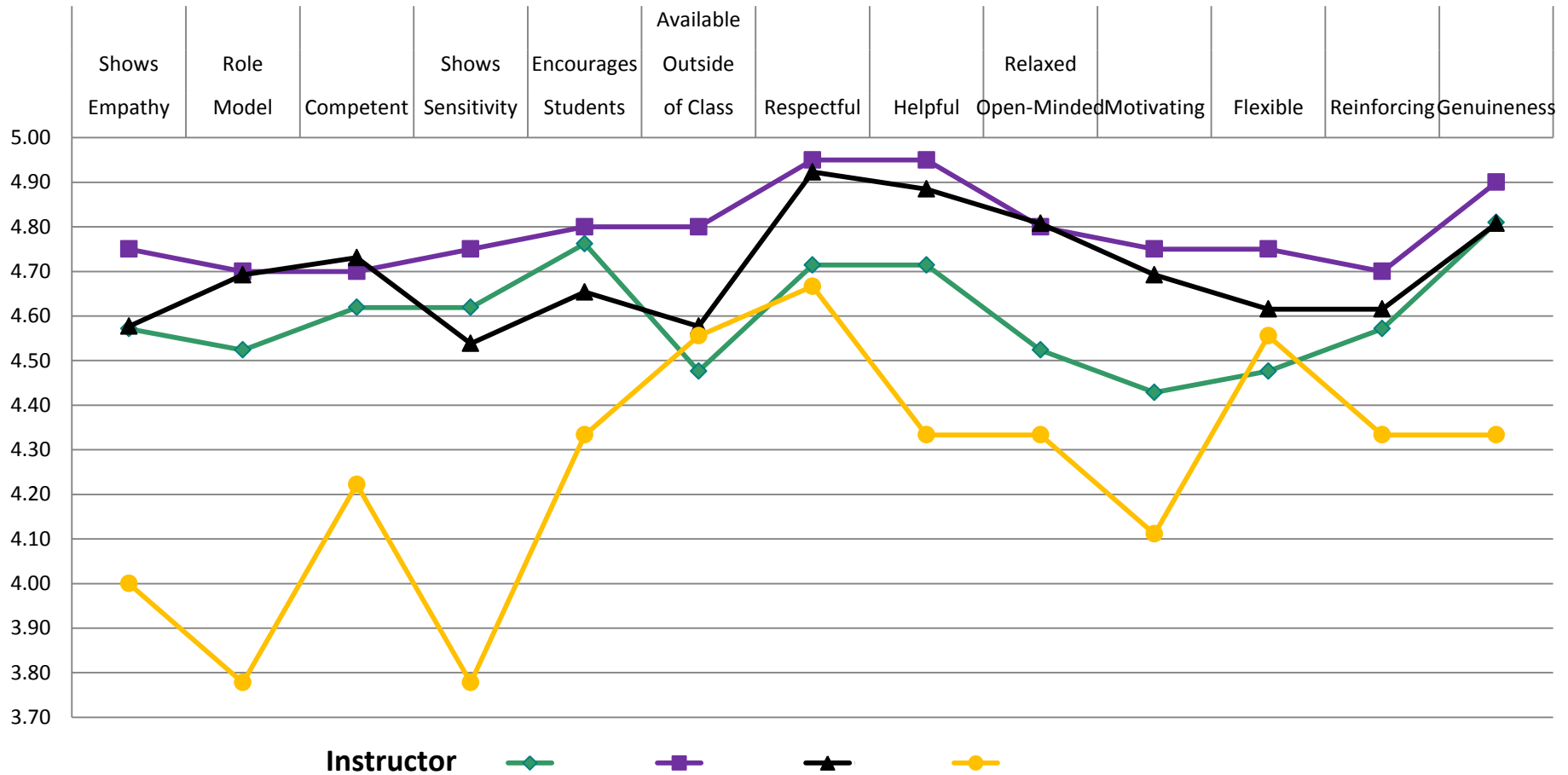
Caring Behaviors and Related Relaxed, Open-Minded Strategies

- Welcome students individually as they enter class
- Be well-prepared for class (includes the use of departmental assignments and exams)
- Play in the classroom



Caring Behaviors Survey Results





ACCT 2301 - 2011SP





Caring Behaviors Analysis

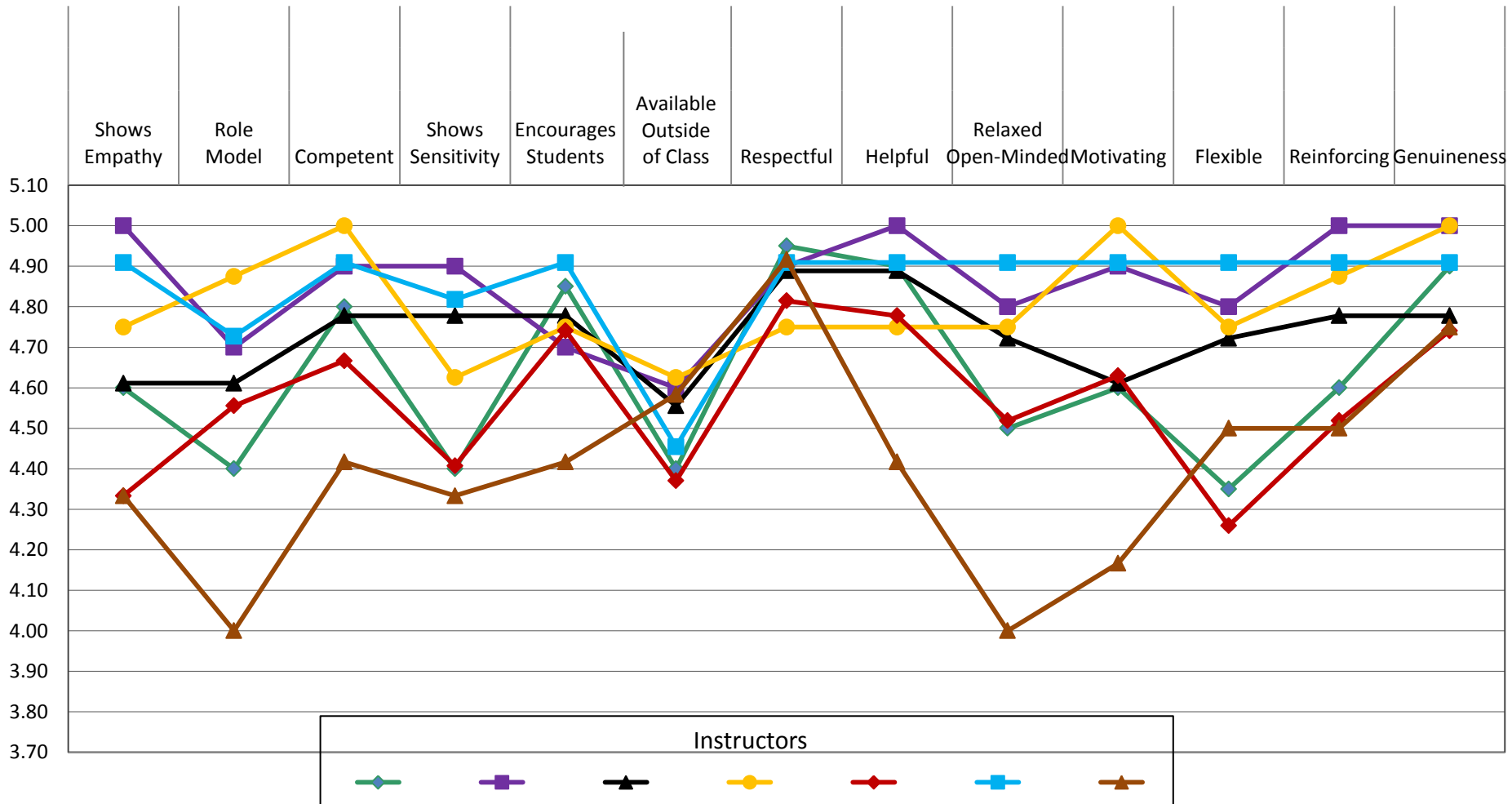
Spring 2011

Instructor	Average	A, B, C Grade %
	4.79	79%
	4.70	74%
	4.60	72%
	4.26	33%










Caring Behaviors Survey Results

ACCT 2301 - 2012SP





Caring Behaviors Analysis Spring 2012

Instructor	Average	A, B, C Grade %
	4.86	76%
	4.85	61%
	4.81	89%
	4.73	65%
	4.63	67%
	4.56	77%
	4.41	55%



Caring Behaviors – Lessons Learned

- *Caring Behaviors* may be used as a framework for creating a positive, caring learning environment.
- Applying *Caring Behaviors* fosters the development of meaningful relationships that help students succeed.