

W.E. Succeed – Work Ethic First

Chattanooga State Community College

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The Chattanooga State Community College (ChSCC) Quality Enhancement Plan is entitled “W.E. Succeed – Work Ethic First”. This QEP seeks to establish a consistent institution-wide initiative to teach, model and improve the attributes of “Work Ethic” demonstrated by staff, faculty and students. Based on literature review, strong work ethic practices enhance student success in academics as well as work place performance.

W.E. Succeed is designed to impact the learning environment as well as student learning; therefore, observable behaviors of staff, faculty and students, as well as student learning outcome achievement, are each critically important as the impact of the initiative is assessed over time. The Work Ethic Learning Outcome is defined in terms of four key Work Ethic attributes: Teamwork, Integrity, Productivity and Professionalism. Each attribute is described using specific action words so that staff, faculty and students can clearly identify the kind of behaviors expected by the QEP. The ultimate goal of W.E. Succeed is individual ownership of, and involvement and growth in the Work Ethic SLO by faculty, staff and students. ChSCC will stage the implementation of the QEP, focusing on the areas where the Work Ethic learning outcome is least well developed and/or integrated into current practice. Oversight consists of a QEP Director, and five W.E. Teams, including one for external stakeholders.

Goal 1 - Impact and Improve the Learning Environment: This Plan is based on the fundamental principle that the Work Ethic SLO will be best achieved by students if all employees in the college learning environment support and model the highest levels of Work Ethic. Initial efforts are centered on unifying campus efforts through the development and use of a common language and a unified set of expectations for all members of the campus community. A *Work Ethic Belief Scale* was developed and administered with all faculty and staff to determine a campus baseline and to focus Work Ethic education and training appropriately. Employee education and training will be included in new employee orientation, and reinforced through educational offerings throughout the years, all of which will aim to heighten the impact of individual effort upon the student population. The impact of the Plan on the learning environment will be assessed through annual reviews indicating that a majority of employees are demonstrating acceptable or strong Work Ethic behaviors. Assessment tools include the *Work Ethic Commentary Form*, *IDEA course evaluation* results and *Observation Checklist* outcomes.

Goal 2 - Improve Student Learning – General Education & General Transfer Course Areas: W.E. Succeed SLO assessment is designed to evaluate the degree to which students demonstrate that they are learning, applying and actualizing the knowledge of Work Ethic. Work Ethic has been included as one of six Institution Student Learning Outcomes (ISLOs). Based on initial findings that a consistent approach to Work Ethic was least developed in the Gen Ed and transfer areas of the College (and strongest in many of the applied programs), the focus of the QEP is on improving the Work Ethic SLO in these academic areas. Classroom implementation of W.E. Succeed will be staged, beginning in GenEd courses in the first year and progressing to all general transfer courses through the second year. The mentoring and individual feedback phase of the plan will be implemented in the upper-level courses beginning in year two. In the third year, the *ePortfolio* will be offered as a way for students to create a flexible collection of Work Ethic-related evidence, including *scored academic assignments*, documentation of student activities, *Observation Checklists* received from faculty members and supervisors, *scored Experiential Questionnaires*, and *Belief Scale* results.

Evidence of cumulative improvement in student learning from admission to graduation should be seen in progressive gains through the various QEP assessment tools and strategies. Finally, the QEP will be successful if employer surveys affirm the demonstration of a strong Work Ethic in the majority of ChSCC graduates they employ.