

Quality Enhancement Plan: *CBC Smart Start*
Institution: Coastal Bend College
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CBC Smart Start is Coastal Bend College's Quality Enhancement Plan that was initiated fall 2013 with two of its three components: Mandatory Orientation and Dedicated Faculty Advising. Fall 2014, CBC will initiate the third component, a redesigned learning frameworks course (EDUC 1300/My Cougar Course). A QEP Leadership Team (QLT) comprised of faculty, staff, and administrators was established in a committee structure to support the three components in review, evaluation, and improvement.

Mandatory Orientation is required of all students; it can be taken on-line or face-to-face through a variety of on campus opportunities. The Orientation program has a pre-test/post-test survey to evaluate the value and knowledge gained by students. Annual targets are established and the overall goal is to go from a baseline of 30% of students answering orientation survey questions accurately to the overall goal of 74% by 2018. First year data already reflect gains in student knowledge of college programs and services that will increase their preparedness to access these services and eliminate barriers to their college experience and overall student success of meeting their educational goals.

Dedicated Faculty Advising utilizes the expertise of faculty to serve as advisors on educational planning for students that have identified a major. General advisors support students that are undecided. Dedicated means that a student keeps the same advisor throughout their program, accommodations are made for changes in transition of faculty as needed. Advisors use our student retention management system to look up their advisees detailed information including contact information, unofficial transcript, placement scores, major, current schedule, and contact notes made by other CBC faculty and staff. Advisees are scheduled for three sessions during each semester. Annual targets are established and the overall goal is to go from a 50% baseline to 90% of student receiving quality advisement and educational plans by 2018.

My Cougar Course was redesigned to bring learning frameworks to students while customizing it for their experience at CBC. A pilot of three course sections was delivered summer 2014. Fall 2014 begins the requirement of this course for all students completing a Level II Certificate or Associate degree. The course is taught as a face-to-face, hybrid, and online to give students a flexible offering. A mandatory special training was provided for faculty teaching the course to ensure consistency in information and experiences for students. Annual targets for persistence, successful course completion, and next level course for degree plan are set from a baseline of 80%, 75% and 70% respectively to a goal of 92%, 91% and 90% by 2018.

CBC has embraced *CBC Smart Start* as a college-wide effort with information sessions, training, marketing, and delivery of services from diverse stakeholders and constituents including the CBC governing board, all CBC employees, and students and community members. A webpage was also established to keep both the internal and external stakeholders informed of progress toward the QEP annual targets/goals: www.coastalbend.edu/QEP.