



Gateway Community and Technical College (GCTC) has developed a Quality Enhancement Plan that supports its mission, vision and values which include preparing its students for a global marketplace via strategies set forth in its strategic plan, *Make Change Happen*. Through a comprehensive, two-year analysis, the students, staff, and faculty determined that one of the most impactful areas in which to make change would be in the student first-year experience. Specifically, the college community saw a need to improve student success, retention, and persistence by focusing on providing students with the right start through non-academic assessment, holistic advising, and an engaging orientation experience. Gateway's QEP is SMART: Student Mentoring through Advising, Retention, and Transitions.

### SMART Strategies and Learning Outcomes

The college has identified four strategies and four corresponding learning outcomes that form the framework for the SMART project. The four strategies work together in an integrated structure of mentorship that serves the holistic needs of new students and creates an environment of comprehensive student support throughout the first year of college.

Strategies	Learning Outcomes
<b>Holistic Assessment:</b> In a holistic approach to assessment, the College will use a non-academic assessment tool that enables advisors and orientation staff to provide information about internal and external resources to promote student persistence.	Students who complete the non-academic assessment will be able to identify their non-academic challenges and appropriate resources to reduce those challenges.
<b>Interactive Advising:</b> The College will restructure the current advising model and processes to facilitate a more interactive partnership between advisors and advisees.	Students will define their personal academic goals, cultivate a strong sense of self-efficacy, and take responsibility for their educational pathway.
<b>Customized Orientation:</b> The College will develop a customized and interactive orientation facilitated by faculty and staff that provides a positive first impression and necessary information for a successful beginning.	Students who complete orientation will seek and utilize appropriate support services to address self-identified academic and non-academic challenges.
<b>SMART Plan:</b> The College will develop and implement the SMART Plan to provide an electronic, customized student pathway as a roadmap to educational goal achievement.	Students will demonstrate success in achieving their academic goals.

### Measures of Success

Gateway will use seven (7) overall measures for evaluating the success of the SMART project. Data on students participating in the SMART project will be compared to data representing those students not participating in the SMART project.

- Increase student retention through first semester of college
- Increase student persistence from first semester to second semester of college
- Increase student persistence from first year to second year of college
- Decrease the percentage of students changing their academic plan during the first year of college
- Decrease the number of excess credit hours taken by students, beyond requirements for degree
- Students will accumulate the appropriate number of credits during their first semester and first year to meet standards of progression toward completion of degree
- Increase the percentage of credit hours passed compared to credit hours attempted during the first semester of college

For information about the development and implementation of the QEP at Gateway Community and Technical College, contact Dr. Kerri McKenna, QEP Director at [kerri.mckenna@kctcs.edu](mailto:kerri.mckenna@kctcs.edu).