

SACSCOC – Executive Summary of Quality Enhancement Plan

Title of Quality Enhancement Plan: Academic Coaching for Excellence (ACE)

Institution: The University of Memphis

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Executive Summary: The University of Memphis' Quality Enhancement Plan (QEP) is designed to improve students' retention and success by implementing an academic coaching program for students who have been placed on Academic Warning in their freshman and sophomore year. A student is placed on Academic Warning when her/his overall combined grade point average is below a 2.00 or the term grade point average is below a 1.00. The *Academic Coaching for Excellence* (ACE) program is a one-on-one interaction with a student and academic coach focusing on strengths, goals, study skills, engagement, academic planning, and performance. It pairs at-risk students with an academic coach for individual bi-weekly meetings throughout a semester. Graduate students specializing in counseling-related fields and selected faculty and staff across the university are equipped with the tools necessary to guide students in the development of their academic and career goals. The managed expansion of the ACE program (which allows for booster sessions for upperclassmen who have been through the program) retains a central academic coaching office and then moves to a decentralized model that includes wider faculty and staff participation as coaches.

The QEP topic emerged from campus-wide discussions related to increasing student success and it was ultimately developed from two premises: 1) Low retention is the most significant obstacle impeding the University of Memphis from achieving its academic core goals; 2) While the university has made recent strides in targeting programs to enhance academic preparedness, advising, course redevelopment and financial assistance to support student success, there remains a persuasive case for an expansion of the existing student support network to fill identifiable gaps. The approach of the QEP then is to expand on previous academic coaching pilot studies that have found that academic warning students who attended seven or more coaching sessions averaged over a 2.00 grade point average, while those who attended less than seven sessions averaged a 1.25 GPA.

The QEP has a primary objective to help students on Academic Warning transition back to Good Standing after participating in academic coaching. In addition, there are five interrelated learning outcomes of the ACE program:

1. The student will demonstrate an improvement in academic self-efficacy.
2. The student will show an increase in resiliency.
3. The student will demonstrate an increase in educational commitment.
4. The student will demonstrate an increase in time management skills.
5. The student will identify an academic pathway to degree completion.

For more information, including access to the QEP document, please reference the website at <http://www.memphis.edu/academiccoaching/>