



Executive Summary

Through our Quality Enhancement Plan (QEP), we seek to transform Bluegrass Community and Technical College (BCTC) by committing to the **QEP PACT** – our agreement to promote **p**rofessional communication, **a**ccountability, **c**ivility, and **t**eamwork on our campuses. We focused the QEP PACT on these four skills in light of our review of institutional assessments. These assessments reveal the need for enhanced student training in workplace essential skills (used interchangeably with “soft skills”) and civility across the College. Extant research also suggests that these trends are not unique to BCTC: We find much evidence that lackluster workplace essential skills training and increasing levels of incivility are rampant across U.S. college campuses. Finally, we focused the QEP PACT on improving these skills among our students because doing so resonates with our College’s mission to “support student access, success, and completion of educational goals through comprehensive services, high-quality career and technical education for workforce skills...” and to “promote cultural awareness and inclusion, critical thinking, and civic responsibility.”

The QEP PACT confronts the challenges identified by our institutional assessments and research by integrating workplace essential skills and civility awareness training into five core Student Learning Outcomes (SLOs). We will work toward these SLOs at BCTC by implementing many carefully considered strategies, including the use of workplace essential skills courseware, in-class gradual release instruction, and faculty civility action plans. Our SLOs are summarized as follows:

- **Student Learning Outcome 1:** Students will learn and demonstrate professional communication skills. Students will learn to use and demonstrate clarity, professional tone, proper mechanics, and professional style and structure. These skills will enhance student success as they enter the workforce.
- **Student Learning Outcome 2:** Students will learn and demonstrate professional accountability. Students will learn how to use technology to schedule assignments and meetings, view and share calendars, attend calendared meetings, and complete assignments on time. These skills will foster habits that enhance student success in the workforce.
- **Student Learning Outcome 3:** Students will learn and demonstrate teamwork skills. Students will learn to cooperate, resolve conflicts, rely on others, provide leadership, make sound decisions, and respect individual differences. These skills will enhance student success as they enter workforce settings that require teamwork.
- **Student Learning Outcome 4:** Students will learn, and increase confidence in their abilities, to analyze and/or respond appropriately to civility issues. Students will learn how to respond to civility issues involving diverse individuals. This will help students learn their roles in helping to shape civil learning and working environments.
- **Student Learning Outcome 5:** Students will learn to analyze civility issues from an introspective point of view. Students will learn civility lessons and evaluate how they responded to civility issues in their own lives. As a result, students will develop skills to apply civility with respect to their own circumstances. These skills will enhance student success as they experience diverse employment settings.

Finally, the QEP PACT represents our commitment to measuring and assessing our College’s progress toward achieving these SLOs. We have worked and will continue to work with faculty, staff, students, and community stakeholders to ensure we are delivering quality workplace essential skills and civility training to the highest number of students possible. **For additional information, please contact Beth Breitmayer, Faculty and BCTC QEP Director at: beth.breitmayer@kctcs.edu**