

**Stillman College**  
**Quality Enhancement Plan**  
**Executive Summary**

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Stillman College's Quality Enhancement Plan (QEP), "Intergenerational and Collaborative Oral Communication: Preparing Students for Success in the Professional Workplace," addresses an essential need among graduates entering the professional world. The ability to communicate effectively with the five generations currently in the workforce and demonstrated competencies in their disciplines will contribute significantly to student success as they seek employment after earning their degree.

Stillman's ongoing strategic and academic planning identified the need for enhancement of students' oral communication skills. This conclusion was affirmed by the ongoing evaluation processes at the College, surveying constituents, and analysis of data from the oral presentations of the capstone Senior Thesis project required of all candidates for graduation.

The faculty, staff, students, administrators, and external constituents of Stillman College have been integrally involved with the identification and development of this QEP. Their broad-based support of the QEP is demonstrated in surveys and in the composition of the QEP Committees. To ensure the continued support of these constituents, the implementation of the QEP will continue to integrate all stakeholders through evaluative surveys.

Current research on communication theory affirms that oral and collaborative communication play an important role in preparing students for success in an intergenerational workplace. As a result, two specific and measurable student learning outcomes have been identified. These outcomes are: students will demonstrate proficiencies in dialogue, listening, and feedback in oral communication within intergenerational settings; and students will demonstrate proficiencies in group communication productivity, context situational analysis, and team dynamics in collaborative communication within intergenerational settings.

The design of the QEP integrates curriculum, experiential based learning activities, and assessments designed to instruct, reinforce, and build student competencies in communication. The Plan will encompass all four years of the students' enrollment and will unfold following an expanding approach with each freshman class constituting a separate cohort.

The QEP will be assessed using direct measures in the form of rubrics that will assess the two identified student learning outcomes and indirect measures in the form of evaluation of faculty training workshops and student experiences. The assessments will be both formative to allow for improvements in the ongoing plan and summative to determine the effectiveness of the Plan in impacting student learning and success. Stillman has identified the human and financial resources necessary to implement, complete, and assess the QEP and has budgeted appropriately to support all aspects of the Plan.