



Standard 7.2 - QEP

Executive Summary

Chattanooga State Community College (ChSCC) capitalized on its initiation to Achieving the Dream (ATD) and its Strengthening Institutions Program Title III grant to begin operationalizing the Student Success priority area within its Strategic Plan 2025 in the 2015-2016 academic year. Realigning and redesigning holistic and integrated student support services was among many of the institutional goals to improve student success, a priority area for not only the institutional strategic plan but also the state college system. As a result of an extensive data collection and prioritization of necessary strategies and tactics for action planning by and among the institutional ATD Strategy Team constituents, academic advising became the single area of focus for the institutional Quality Enhancement Plan (QEP) at the end of the 2018-2019 academic year.

By prioritizing academic advising as the topic for the QEP, a broad-based Steering Committee was able to quickly deliberate and agree upon a clear definition for academic advising. From that institutional definition, student learning outcomes and a model for administering the advising program was outlined so that each student will be provided a consistent student experience that not only develops his/her ability to achieve an educational award aligned with his/her career goal(s) but also develops the knowledge and skills to self-monitor his/her progress in relation to an educational plan.

The Center for Academic Advising will house full-time professional academic advisors and a director who will assist degree-seeking students from application to the College through completion. Academic advisors are first trained as experts within specific academic divisions and then become generalists across all academic programs over a multi-year training plan. Being placed organizationally within the Academic Affairs functional division of the College allows for integrated and mandated interaction among the Center, academic faculty and academic administration assuring accurate and timely curriculum and educational planning. Student learning outcomes are developmental in nature and the assessment plan allows for the evaluation of student learning as it provides opportunities for students to demonstrate the learned skills and knowledge across their academic journey.

The planning phase for the QEP ended in December 2019 and the implementation phase began in January 2020 alongside the COVID-19 pandemic. Timelines for particular tasks associated with the plan have been delayed somewhat due to the restrictions associated with COVID-19 but the underlying details remain intact with an intended date of fall 2021 for full implementation of the Academic Advising Center and its associated advising functions for all incoming and newly readmitted degree-seeking students.