

McDowell Technical Community College

Student Success

Hear Our ROARR

Improving Registration, Orientation, Advising, Retention and Referral

Hear Our ROARR: *Improving Registration, Orientation, Advising, Retention, and Referral*, addresses retention, completion rates, and student success, topics that are in keeping with the mission of McDowell Technical Community College (MTCC). The QEP will increase student completion and success by providing comprehensive student support to students throughout their educational journey at MTCC.

Identification of Key Issues: The QEP topic was formed through a year-long process in which faculty, staff, students, administrators, the Board of Trustees, and community members reviewed and discussed institutional data. Data sources included: North Carolina Community College System Performance Measures for Student Success, retention rates, graduate surveys, course evaluations, and student surveys. The issues that emerged from these conversations most frequently included student retention to completion and graduation, degree completion, and preparing graduating students for transition to the workforce or transfer to senior institutions.

Focus of the Plan: The QEP goals are to: 1) Increase student retention rates, 2) Increase completion rates, and 3) Prepare MTCC completers and graduates for transition to the workplace or senior institutions. The QEP plan, ***Hear Our ROARR: Improving Registration, Orientation, Advising, Retention, and Referral***, incorporates research-based best practices and strategies to support students while at MTCC, improving retention rates and completion rates, and as they transition from the college to the workforce or university. MTCC will streamline the processes of admissions and registration and improve orientation and advising, offering high-quality, face-to-face and virtual opportunities for each. Orientation will be mandatory and will provide both general and program-specific orientations. A hybrid advising model, incorporating both professional and faculty advisors, will be developed with professional advisors responsible for onboarding new students. A one-stop center will house student services staff, professional advisors, success coaches, and Human Resource Development staff who will provide comprehensive support to students and faculty advisors. Early alerts will be used to encourage high achieving students while ensuring that students with academic difficulties receive the extra support they need to succeed. An ACA 220 *Professional Transition* course will be added to vocational/technical programs to teach soft skills to graduating students, as requested by local employers. MTCC will also provide college fairs and transfer workshops for college transfer students.

Institutional Capacity: Successful implementation of MTCC's QEP will depend upon leadership, resources, personnel, and a realistic timeline. The current administration and QEP Director have successfully implemented a previous QEP and several other campus-wide projects. The responsibilities of this QEP will be shared among the administration, the QEP Team, and other teams that will be created during the implementation. While the plan relies heavily on the reallocation of resources and personnel, additional financial resources have also been identified to implement and sustain the plan.

Assessment and Evaluation: The QEP Institutional Effectiveness Plan will be used for planning, assessment, and evaluation. Three institution goals, six student success outcomes, and associated measures of success are clearly defined. Data will be evaluated each year to assess progress achieving student outcomes and improving student success.

Contact: Dr. Beverly Watts, Dean of Student Success, bkwatts69@go.mcdowelltech.edu