



Nash Community College

Success Network: Supporting Your Power to Succeed

Nash Community College (NCC) selected the Success Network as its QEP topic after 12 months of broad-based participation from internal and external stakeholders using both quantitative and qualitative data collection and analysis. Analysis revealed that although the campus offers a tremendous amount of services, students do not access them as frequently as expected. The objective of the Success Network is to serve as a 'hub' to holistically support students by connecting them to the appropriate help they need when they need it.

The vision of the Success Network is to connect students with services and resources to support their success through the guidance and mentorship of a success coach from application to graduation. Implementation of a proactive and appreciative advising model for the management of the Success Network includes the recruitment and training of success coaches who will be assigned a caseload of students in order to monitor and help manage the students' success. The Success Network will provide the College an opportunity to empower students as well as address gaps in service. The Success Network has four defined student success outcomes as follows:

- Students who interact with a success coach will be connected to the appropriate service(s) and resource(s) within the Success Network.
- Students who interact with a success coach and connect with the appropriate service(s) and resource(s) within the Success Network will persist from semester to semester.
- Students who interact with a success coach and connect with the appropriate service(s) and resource(s) within the Success Network will progress successfully from point of entry to subsequent courses required in their program of study.
- Students who interact with a success coach and connect with the appropriate service(s) and resource(s) within the Success Network will complete their program of study.

A gradual rollout of dedicated success coaches will ensure opportunity to assess impact, make necessary adjustments, and optimize resources. Upon completion of the QEP, all students will be assigned a dedicated, professional success coach to challenge, advise, support, and empower them to reach their goal(s). The QEP includes a detailed assessment plan that designates a treatment cohort of first-time students with identified measurable success targets for comparison against historical data as the success coach model is expanded each year. Short-term and long-term assessment metrics to guide the formative and summative evaluation of the project include student follow-through with success plans, grade alerts, attendance alerts, retention rate, passing rate, progression rate, and graduation rate.

The faculty, staff, and administration are enthusiastic about the opportunity to enhance the holistic nature of how students are supported at the College.

For more information, contact: Renee Martinez, Director of Advising Services, crmartinez699@nashcc.edu or Marbeth Holmes, Dean of Student Success, mholmes164@nashcc.edu.