

Executive Summary

The overarching goal of the South Texas College (STC) Quality Enhancement Plan (QEP)—*My Advising Plan (MAP): Connect Persist Succeed*—is to foster a greater sense of belonging by promoting students’ connections with and understanding of the key services and personnel that form the center of the South Texas College experience. This in turn will lead to improved year-to-year persistence, and ultimately to enhanced success in navigating institutional and educational practices.

The title of the QEP reveals its three primary goals: promote student *connection* to the personnel and resources of the institution, increase students’ year-to-year *persistence*, and enhance students’ overall *success* in moving toward their degrees.

To achieve this, *MAP* will focus on implementing a case management approach for first time in college (FTIC) students. Coupled with this will be a shift in the advising culture toward a proactive “intrusive-advising” process grounded in research on the advising-as-teaching model, and combined with a blended-advising method that more fully integrates faculty and staff into the advising experience. As such, advising will have a clear curriculum and pedagogy that will be associated with specific components of student success. Students will develop fluency and practice in navigating and understanding degree planning, registration, and the range of academic support services offered by South Texas College. As part of this process, and through the implementation of the blended advising model, students will form personal and institutional connections that will support them in their future education and provide the network of knowledge and support needed to achieve success.

Ultimately, students should not only gain the information and resources needed to promote greater self-efficacy, but also begin to see how all college activities, in or out of the classroom, work together to comprise their overall educational experience.

The key changes needed to support this vision will involve at least sixteen discrete action points that can be grouped into four broad categories:

1. **MAP Advising Team:** Create a network of key advising staff (Advisors, Faculty Advisors, and Student Success Specialists) from both Student Affairs and Enrollment Management and Academic Affairs, that will work cohesively and comprehensively to connect students to the institution and services, and guide students from their first semester to degree completion.
2. **Advising Curriculum:** Develop a new universal advising syllabus built on desired student learning outcomes, and implement an improved advisor assignment system and procedures to support the move to blended case management advising.
3. **Technology:** Implement new technology and better integrate existing technology to support student agency and promote the blended-advising model.
4. **Training:** Develop multimodal training procedures and systems for all involved parties, including staff, faculty, and students.

While formal implementation of the plan will begin in the lead-up to the 2020-2021 academic year, key elements of the plan will be implemented and tested during the previous academic year, and the final plan will be revised in response to a variety of assessment metrics in keeping with an iterative agile-design approach.

In a time of increasing uncertainty, *My Advising Plan (MAP): Connect Persist Succeed*, will offer students the support, guidance, knowledge, skills, and ultimately the self-sufficiency they need to succeed at South Texas College and beyond.

For information regarding the development and implementation of the QEP, please contact:

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