

EXECUTIVE SUMMARY

INTRODUCTION

The title of the **Meredith College** Quality Enhancement Plan is **Plan & Finish: Success Coaches**. This Quality Enhancement Plan seeks to increase student success by providing a strong support system for students to develop a holistic plan for their college experience. This plan will include an academic plan to graduate, experiential learning plans, career goals, and financial literacy. Students will be supported by a Success Coach assigned to work with them for the duration of their time at Meredith College. Success Coaches will assist students in navigating through the various systems on campus and in developing their personalized plans.

QEP DEVELOPMENT PROCESS

The QEP topic was identified through a 22-month campus-wide process. A QEP Selection Committee surveyed campus constituents about potential QEP topics to align with the Meredith strategic plan. That Selection Committee synthesized responses and identified four potential topics as the QEP focus. This was narrowed down to two potential topics and the leaders of each area made presentations to the college Executive Leadership Team, who selected Plan & Finish as the QEP. At that point a broad-based QEP Development Committee was formed to develop the core components of the QEP, to focus on success coaching, and to write the QEP proposal with the name of Plan & Finish: Success Coaches.

IMPLEMENTATION OF THE QEP

A QEP Implementation Committee that is broadly representative of campus stakeholders was formed in fall 2021 to oversee the implementation of the QEP. The role includes finalizing the job description and training needs for success coaches; articulating the relationship between coaches and faculty advisers; identifying criteria for students to be assigned a success coach; finalizing the framework for student/coach interactions; and developing processes and the interface for tracking student progress on individualized Plan & Finish plans.

New staff positions will be created and Success Coaches appointed to work with identified students. Success Coaches will provide systematic communication to connect students with faculty, staff, and other resources on campus and facilitate the development of individualized plans.

OUTCOMES AND EVALUATION PLAN

Success coaching was piloted in fall 2020 and evaluation of this pilot helped clarify the role of success coaching in the implementation of the QEP. Program outcomes and student learning outcomes were articulated by the QEP Development Committee and a variety of internal and external evaluation metrics identified to evaluate the attainment of these outcomes. Evaluation will be coordinated by the Director of Research, Planning, and Assessment at Meredith College and results made available to the QEP Implementation Committee for discussion and decision making for programmatic enhancements.

Contact:

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