

**The overall purpose of Miles College's Quality Enhancement Plan is to improve student retention through three outcomes.**



**Student Learning/Success Outcomes:**

1. **Written Communication Skills:** Students will demonstrate improved skills of communication abilities by developing effective writing processes.



2. **Oral Communication Skills:** Students will demonstrate enhanced communication skills by developing effective oral communication ability processes in various contexts.



3. **Academic Advising:** Students will receive a meaningful advising experience that assists students in crafting a coherent educational plan, choosing a major, taking at least 30 credit hours in an academic year, and monitoring their persistence to ensure success.

---

**For more additional information contact:**

Dimple J. Martin, Ph.D.  
Director, Quality Enhancement Plan  
Email: [dmartin@miles.edu](mailto:dmartin@miles.edu)

**QUALITY ENHANCEMENT PLAN**

**STUDENT RETENTION: STEPPING STONES TO SUCCESS**

**EXECUTIVE SUMMARY**

Miles College has identified student retention as the broad-based topic for the Quality Enhancement Plan (QEP). Miles College's QEP title is "Student Retention: Stepping Stones to Success" which focuses on students' communication skills (written and oral) and academic advising by embedding stepping stones in the first four semesters that will lead to improved retention of the first-time/first-year freshman cohort. At the onset of preparation for selecting a new QEP topic for the institution, a Quality Enhancement Plan Committee comprised of faculty, students, alumni, staff, stakeholders, and administrators was formed in October 2020. Several possible topics for improving student learning and success emerged through ongoing conversations based on the analysis of institutional data collected through ongoing evaluation processes provided by the Office of Institutional Research and Effectiveness (OIRE).

After further review and deep dive into the survey results by the QEP Committee, a student-focused survey was administered to students to understand their focal needs that would assist with retention. As a result, the broad-based student retention evolved into a topic that focuses on cohort retention starting from freshman year through the sophomore year using "stepping stones to success." These stepping stones would enable students to advance toward their completion goal on time. The selection of this topic is aligned with the institution's mission that "cultivates students to seek knowledge that leads to intellectual and civic empowerment."

Miles College is committed to continuous improvement of student learning and student success and has earmarked required human, financial, and physical resources to ensure the success of the QEP. Furthermore, the QEP goals align with the College's mission and strategic goals, focusing on promoting student success.