



## **Piedmont Community College - Quality Enhancement Plan** **Keep the PACE: Personalized Advising for Career Excellence**

### Executive Summary

After a broad and collective process to identify needs to enhance student learning and/or success, Piedmont Community College (PCC) selected a plan to improve student success through a centralized advising model that proactively addresses students' needs and empowers them to achieve their aspirations. Keep the PACE: Personalized Advising for Career Excellence is the title given to this initiative. The new model will help students start, navigate, and complete their chosen program of study through an effective and meaningful advising process, thus preparing them for success in their future career. Keep the PACE will transform the College's shared advising model in which many disparate employees advise into a centralized model led by a director who supervises a dedicated advising staff.

Topic selection was the result of broad-based input from college faculty and staff who indicated that developing a more effective advising model was a priority. This plan was reinforced later in the process of development when it became apparent there was no single employee who was ultimately responsible for the oversight of advising at the College. A review of the literature and subsequent data analysis refined the topic and led to the identification of five areas of concern upon which to focus. This work, performed by several development committees, resulted in a project with two goals and seven outcomes—Goal 1, to empower students to share in the responsibility of achieving their goals and making informed decisions, has four outcomes; Goal 2, to create educational plans that align with students' goals to support successful navigation to program completion, is supported by three outcomes.

The four outcomes associated with Goal 1 address four of five areas of concern identified as Yield Rate, Payment Arrangements, Enrollment Verification, and Registration. The three outcomes related to Goal 2 address the remaining area of concern identified as Completion.

Keep the PACE implementation is scheduled over the course of five years, with benchmarks to measure the effectiveness of the new centralized advising model. The Assessment Committee determined how best to accurately and appropriately assess the chosen outcomes using both formative and summative measures, identified the parties responsible for gathering and analyzing that data, and established a timeline for annual analysis, allowing for adjustments to the plan as needed. The College is committed to supporting Keep the PACE, providing both human and financial resources. An adequate and affordable budget supports the initiative throughout its five-year span to support all stages of implementation.

Keep the PACE: Personalized Advising for Career Excellence ushers in a new era in advising at PCC, bringing new staff, new processes, and new thinking, all aimed at providing students with advising services focused specifically on the individual student from application to graduation. Ultimately, Keep the PACE will enhance students' overall college experience and set the stage for future career excellence.

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