



Indian River State College

Helping Students Navigate the River: IRSC's 2024-2029 Quality Enhancement Plan Executive Summary

Indian River State College (IRSC) is a comprehensive, open-access institution offering career training, certificate programs, associate degree programs and baccalaureate degree programs to support the educational needs of a highly diverse community. IRSC's Quality Enhancement Plan (QEP), **Helping Students Navigate the River**, reflects the institution's commitment to support the success of all students, regardless of their personal characteristics or educational background.

The QEP is designed to promote and leverage student help-seeking behavior to improve student success, defined at the institution as completion of a degree or certificate within 150% of published program length (150% completion). The plan consists of three major initiatives:

- the College will implement a mandatory face-to-face new student orientation (NSO),
- all incoming students will be required to complete a new, online student success course (SLS 1501),
- a help desk will be established on each campus to troubleshoot and direct students to support services as needed.

The goal of the QEP is to increase the 150% completion rate across all degree and certificate programs. However, program completion is a lagging indicator of student success. Success in gateway math and English courses and first-year retention serve as early indicators of students' integration into the institution and their development of appropriate learning strategies. These measures are correlated with completion; thus, improvements in gateway course success rates and first-year retention rates have been identified as objectives in support of the QEP goal. IRSC's Institutional Research and Reports team has established annual targets for gateway course success, first-year retention, and 150% completion based on historical data for IRSC and for the Florida College System.

In addition, qualitative data will be collected to assess students' awareness of and satisfaction with student support services, to assess the academic challenges students are facing, and to assess students' help-seeking attitudes and behaviors. IRSC anticipates a decrease in student and faculty reports of technology as a challenge to academic success, and an increase in student use of and satisfaction with student support services.

IRSC's QEP requires a coordinated, college-wide effort to implement changes for improvement across a variety of student contact points. The QEP strategies and initiatives will be reinforced by professional development for faculty and staff with a focus on promoting the student's sense of belonging, both in and out of the classroom. This is especially important in light of research linking sense of belonging with academic help-seeking behavior.

For additional information about Indian River State College's Quality Enhancement Plan, contact **Ms. Rebecca Shearer**, Program Director - Title V and Quality Enhancement Plan, rshearer@irsc.edu.