



## **All-Access P.A.S.S. (Personal Approach to Student Success)**

### **Fletcher Technical Community College**

#### **Executive Summary**

In support of its mission to prepare individuals for employment, career and academic advancement, and lifelong learning, Fletcher Technical Community College (Fletcher) has developed a Quality Enhancement Plan (QEP), **All-Access P.A.S.S. (Personal Approach to Student Success)**, that focuses on student success through a case management approach to advising and communication with students to improve retention and persistence.

Fletcher's institutional constituents that include students, faculty, staff, administration, and external stakeholders have all participated in providing feedback for selecting a QEP topic that supports the mission of the College. All institutional constituents have taken part in developing a project plan to enhance key outcomes of student retention and persistence/completion to improve student success. Fletcher has identified All-Access P.A.S.S. as the topic for its QEP based on a systemic evaluation of institutional data. All-Access P.A.S.S. includes goals with initiatives and strategies for helping first-time freshman students engage with the College in meaningful ways for overcoming barriers to re-enroll and persist through program completion.

For the purpose of this QEP, the targeted audience is first-time freshman students and are defined by student type, First-Time Freshman students. Students who re-enroll to a subsequent semester are defined as Continuing. Students who stop out (those who do not subsequently re-enroll) for at least one semester and return to the College are defined as Returning. First-time freshmen made up 23% (or 472 students) of the Fall 2022 student population. As first-time freshmen re-enroll, regardless of whether their student type is continuing or returning during the five-year plan and persist through programs of study toward completion, All-Access P.A.S.S. advising and communication interventions will continue to target the QEP outcomes of these students and ultimately improve retention and completion success of the majority of the student population.

**All-Access P.A.S.S. has identified two goals:** 1) Increase fall-to-spring retention of First-Time Freshmen by 10 percentage points from the college baseline of 67.6% (FA22-SP23) to 77.6% by Spring 2029, and 2) Increase program completion among First-time Freshmen cohorts by 12 percentage points per award level from the baseline academic years (2022-2023 for certificates, 2021-2022 for diplomas, and 2020-2021 for degrees) to Spring 2029 (2028-2029 AY) with the following awards tracked individually by declared award level.

Fletcher is committed to the continuous improvement of student outcomes in retention and persistence through program completion and has the financial and personnel resources to support the QEP for the next five years. **For more information** about the development and implementation of All-Access P.A.S.S., contact Briana Juneau, Director of Enrollment, Advising, and Retention at [briana.juneau@fletcher.edu](mailto:briana.juneau@fletcher.edu) , or Ethan Guidry, Director of Student Affairs at [ethan.guidry@fletcher.edu](mailto:ethan.guidry@fletcher.edu).