



EXECUTIVE SUMMARY

Lenoir Community College’s (LCC) Quality Enhancement Plan (QEP), titled All Aboard! Destination: Success, aims to increase fall-to-fall retention by implementing a framework of integrated services and supports that will address equity concerns through an enhanced student onboarding experience. LCC’s QEP was developed through a broad, multi-phased approach that included an exhaustive

review of literature and best practices, lessons learned from the institution’s participation in state and national programs, extensive assessment, and collaboration among faculty, staff, students, and administration.

LCC has developed a definition of onboarding as a year-long experience that leverages an onboarding survey, advising based on momentum metric

research, and ongoing faculty and staff professional development to provide enhanced advising and support. The resulting onboarding framework will provide personalized case management, promoting equitable experiences for LCC’s diverse students and assisting faculty and staff to respond to individual needs, resulting in a more inclusive student experience.

ENVIRONMENT OF ONGOING FACULTY AND STAFF PROFESSIONAL DEVELOPMENT



PERSONALIZED CASE MANAGEMENT

The QEP’s overarching goal of increasing fall-to-fall retention is supported by two measurable and timebound outcomes:

- Outcome 1:** By the conclusion of the QEP, LCC’s Fall 2026 QEP cohort will be retained (fall-to-fall) at a rate of 56%. This target fall-to-fall retention rate represents a 4% increase from the fall-to-fall baseline rate of 52%.
- Outcome 2:** By the conclusion of the QEP, Black students in LCC’s Fall 2026 QEP cohort will be retained (fall-to-fall) at a rate of 42%. This target fall-to-fall retention rate aims to ensure Black student outcomes improve from the baseline rate of 36% while also becoming more equitable in comparison to other student groups.

Successful completion of Outcomes 1 and 2 will be measured by an institutionally calculated fall-to-fall retention rate. The framework enhancements that support these outcomes will be assessed on an ongoing basis using a combination of direct and indirect assessments, as outlined in the QEP Assessment Plan.