Executive Summary

As a part of the college's 2023 SACSCOC reaffirmation of accreditation, Montgomery Community College (MCC) has developed a Quality Enhancement Plan (QEP) to enhance student success by providing a positive, student-centered onboarding experience to the college. The "Get Onboard and Be a LEGEND" QEP redesigns student onboarding to create a seamless front-door experience to retain students and prepare them for success.

The topic selection of onboarding was an outcome of continuous, institutional strategic planning, institutional assessment, North Carolina Community College System student progression performance measures, student retention data, analysis of program planning which at MCC is defined as outcome assessment reports (OARS), and broad-based, valuable input from college stakeholders. The QEP Development Committee was able to refine and focus the topic by researching best practices, reviewing literary sources, and collecting additional feedback from focus groups, surveys, and interviews. All of these points of data helped to create the QEP Goals and Outcomes that support the components of MCC's mission and have a positive impact on student success. The QEP Development Committee developed the following two QEP Student Success Goals and associated Outcomes:

Goal #1 - New students will successfully navigate the onboarding process.
   Outcome 1: Students will know their onboarding point of contact.
   Outcome 2: Students will know how to complete college applications and materials.
   Outcome 3: Students will successfully enroll in classes by the registration deadline.

Goal #2 - New students will successfully progress in their academic journey during their first year.
   Outcome 1: Students will know deadlines to maintain course enrollment.
   Outcome 2: Students will create a complete academic plan for their program of study.
   Outcome 3: Students will know when and where to seek academic and personal support.
   Outcome 4: Students will successfully enroll in a second, consecutive semester.

The QEP Onboarding model will consist of a "Navigator" model that will provide a seamless, onboarding experience for individuals interested in attending MCC. These navigators will have the title of "Success Navigator" and they will play vital roles in helping students "navigate" onboarding to the college which is the overarching goal of the QEP. This structure embraces the wrap-around service model as well as the concierge type of approach to establish individual relationships with students and to be a single point of contact for their academic needs in a "one-stop-shop" location. Students will receive a quality, front-door experience and continued support from Success Navigators who will work collaboratively with Admissions staff.

The QEP Development Committee has created an implementation timeline, data-driven actions, assessment methods, budget, as well as operational and personnel resources to ensure the success of the QEP plan. Over the next five years, the QEP's impact on student success will be tracked each academic year through benchmarks and assessed to ensure the effectiveness of its goals. The analysis of various success metrics and data will help determine the success of the QEP student success outcomes and help frame ways the QEP plan can be improved or enhanced to align with continual institutional planning.

"Get Onboard and Be a LEGEND" will bring a redesigned student onboarding experience to the college. It will target more effective ways to create a positive start for students allowing students to gain knowledge, guidance, and support to help them achieve momentum that will lead to persistence, retention, and ultimately, completion. For questions about Quality Enhancement Plan development and implementation, please contact Sam Britt, QEP Director, at 910-898-9120 or britts4095@montgomery.edu.