

COACHING ON ADVISING E C MENTORING

The overall aim of *CONNECT for Success* is to improve student success rates and equity through a new team-based advising model.

STUDENT SUCCESS OUTCOMES

The gap in rates of persistence between non-Pell-eligible and Pell-eligible transfer degree program students will be cut in half by 2028-2029.

The gaps in rates of retention between non-Pell-eligible and Pell-eligible transfer degree program students will be cut in half by 2028-2029.

Executive Summary

Western Piedmont Community College's Quality Enhancement Plan (QEP) is titled *CONNECT for Success*. The goal of this plan is to shift from a decentralized advising model to a team-based, case-management model in which every transfer student is assigned a three-member advising team that consists of a success coach, a professional staff advisor, and a faculty advisor. The success coach serves as a guide and student advocate. The professional staff advisor provides advising and registration assistance and general support while new students complete their first 12 credit hours. The faculty advisor serves as a mentor for students' academic and career goals. This team will use retention software to monitor the student and collaborate with one another to intervene if the student begins to experience difficulties. Advising team members will also build relationships with students so that they can offer the sustained, strategic, integrated, proactive, and personalized support recommended by the Community College Research Center's SSIPP advising framework.

The QEP topic was determined through an 8-month-long process that solicited feedback from all College stakeholders, including institutional personnel, students, advisory committee members, and community members. At the same time, data retrieval and analysis of persistence and retention were revealing significant achievement gaps for students of lower socioeconomic status. A review of the literature suggested that a redesign of the College's advising model could help close these gaps.

To achieve the goals of the *CONNECT for Success* plan, WPCC will use three broad strategies: 1) orient students to college; 2) conduct team-based holistic student support using student retention software; and 3) provide professional development for all employees to implement holistic and individualized student support. WPCC has fully committed the financial, human, and physical resources necessary for executing these strategies.

The *CONNECT for Success* plan includes a comprehensive assessment timeline that will produce the quantitative and qualitative data needed to evaluate progress toward achieving the Student Success Outcomes. Data generated by formative and summative assessments – including metrics related to persistence and retention; surveys; and focus groups – will be analyzed by the QEP Steering Committee, which will adjust the plan as needed throughout the five-year project.

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