

Coastal Bend College's Cougar Care Quality Enhancement Plan

Executive Summary:

The Coastal Bend College (CBC) Quality Enhancement Plan (QEP), Cougar Care, will develop and implement a mechanism in which students will be able to seek and obtain services through quality external partnerships to address identified psychosocial needs of students, such as mental health resources, basic needs, emergency aid, caregiving services, and transportation services at all CBC Cougar Centers in an effort to increase their own educational attainment and success. Additionally, a professional development program will be created and deployed to educate employees on the identification of needs, their roles and responsibilities, and high impact practices to provide support to students with psychosocial barriers to their success. The institution defines student success as accomplishing their goals resulting in persistence, retention, and completion and/or transfer.

Cougar Care is rooted in the evidence-based research that supports that increased institutional commitment to the welfare of students impacts persistence and academic achievement. The aim of the Quality Enhancement Plan (QEP) is to offer students crucial non-academic support in a timely manner to decrease the impact of “life barriers” for students. Cougar Care further aims to improve student persistence by ensuring student needs are identified, quality partnerships are established to provide support, and employee knowledge and skills are enhanced to recognize, refer, and aid students in persisting to complete their respective academic endeavors.

QEP Objectives:

- Objective I: Develop, maintain, and/or enhance quality external partnerships and/or services, that will address mental health wellness, basic needs, emergency aid, and caregiving services.
- Objective II: Develop and implement a system to receive all new student intake data to identify psychosocial needs to narrowly tailored services and resources to support students.
- Objective III: Design and implement a comprehensive referral process to be utilized by faculty and staff to connect enrolled students with psychosocial needs to narrowly tailored services and resources in a timely manner.
- Objective IV: Develop a professional development training program for Coastal Bend College employees regarding the awareness, identification, and roles & responsibilities of psychosocial support.

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