

# SCC QEP Update News

September 7, 2023

## Transformational Entry Engagement (TEE)

Dear SCC family,

We are excited to launch the first of a series of newsletters highlighting exciting key aspects of our **Quality Enhancement Plan (QEP)**, Transformational Entry Engagement. You will receive an email each week leading up to our next campus-wide QEP meeting on October 4th at 3:00 in Foundation Hall 1003-A.

### What Is TEE?

SCC recognizes the importance of aligning our entry strategies with our mission "to provide educational opportunities of the highest quality to all we serve." The primary focus of TEE is to enhance student success by implementing new student-centered entry enrollment practices that meet the diverse needs of our student body.

### A Community Wide Effort

We believe that a strong community is built on collaboration and engagement. The foundation for this plan emerged from the research and work of multiple campus-wide committees, listening forum feedback from students, faculty, staff and community members, and the College's *Strategic Plan of Operations*. Finally, faculty and staff played the crucial role of casting the final vote to select TEE as our QEP topic.

### What's Next?

As we embark on this exciting journey, we look forward to working together to make our QEP a resounding success. Through TEE, we aim to enhance the educational experience for all our students, ensuring that Sandhills continues to be a beacon of academic excellence in our community.

Keep scrolling down, and also stay tuned for updates on the progress of TEE and how it will positively impact our SCC family.

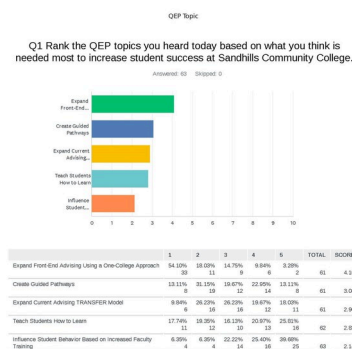
Thank you for being part of this important endeavor!



# How Did We Get Here?

## Campus-Wide QEP Selection Process

As you may recall, in October 2022, five potential QEP topics were presented at a campus-wide meeting in Clement Dining Room. After the meeting, faculty and staff were emailed the presentation with audio, as well as a survey asking us to vote on the topic we thought was "most needed to increase student success at SCC." When the survey results were tallied in November 2022, faculty and staff overwhelmingly supported one topic- "Expand front-end advising using a one-college approach."



In April of 2023, a second campus-wide meeting was held in Foundation Hall to rollout the QEP topic, and the following **QEP goals** were presented:

1. Map student career goals with academic programs and/or workforce credentials
2. Accurately place students in programs at the beginning of their academic careers
3. Decrease the number of times students change their major
4. Increase long-term retention

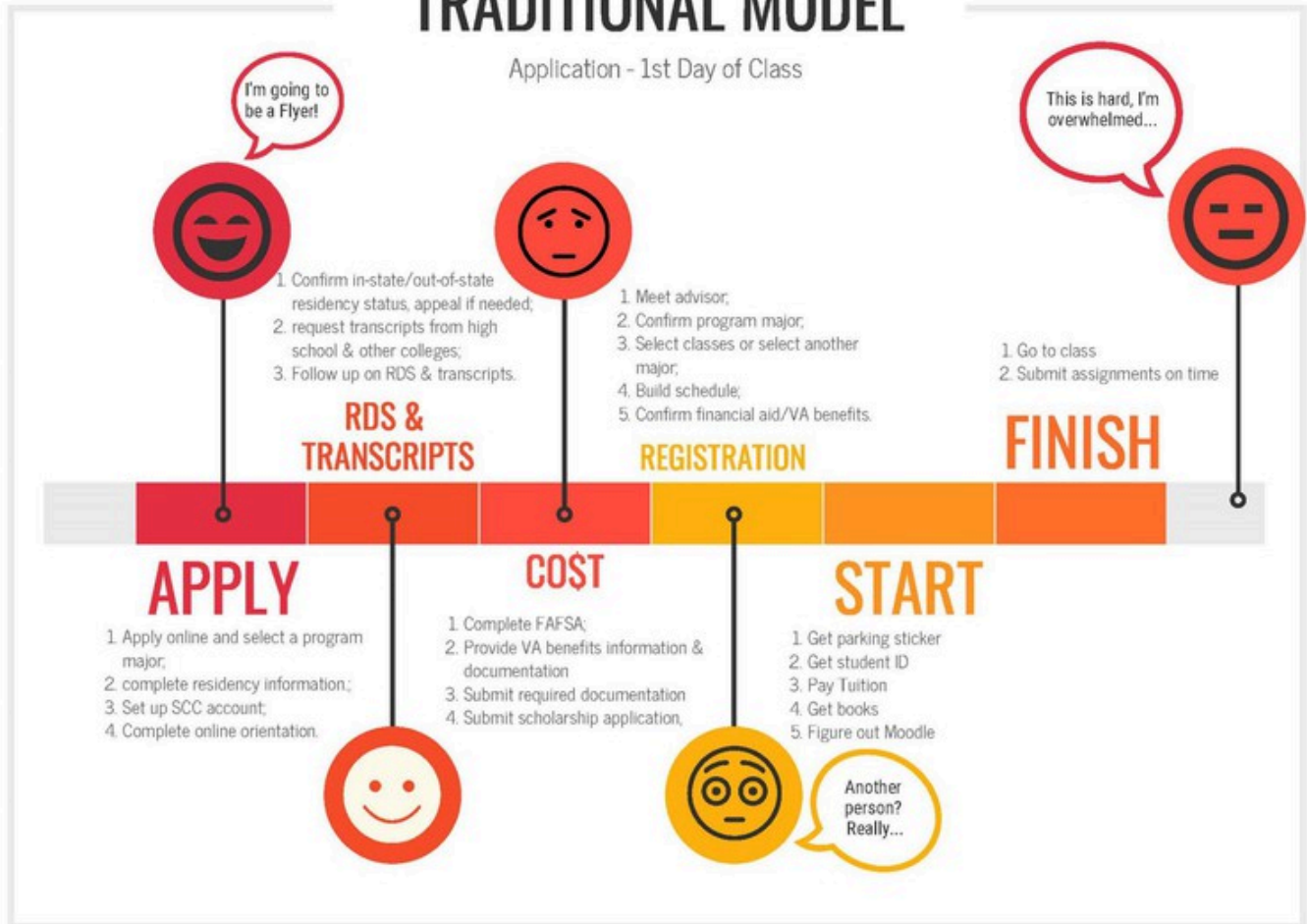
Faculty and staff provided positive feedback in better aligning the College's entry advising model to the College's Mission Statement, as this model allows ALL students (transfer, applied science, and workforce continuing education) an equitable experience with onboarding.

## The Old Way

Previously, our enrollment process operated in a very linear fashion. Students would experience multiple handoffs as they moved from department to department to complete their enrollment process. Without a singular point of contact, students had many chances to "fall through the cracks" before enrolling and registering for classes.

# TRADITIONAL MODEL

Application - 1st Day of Class



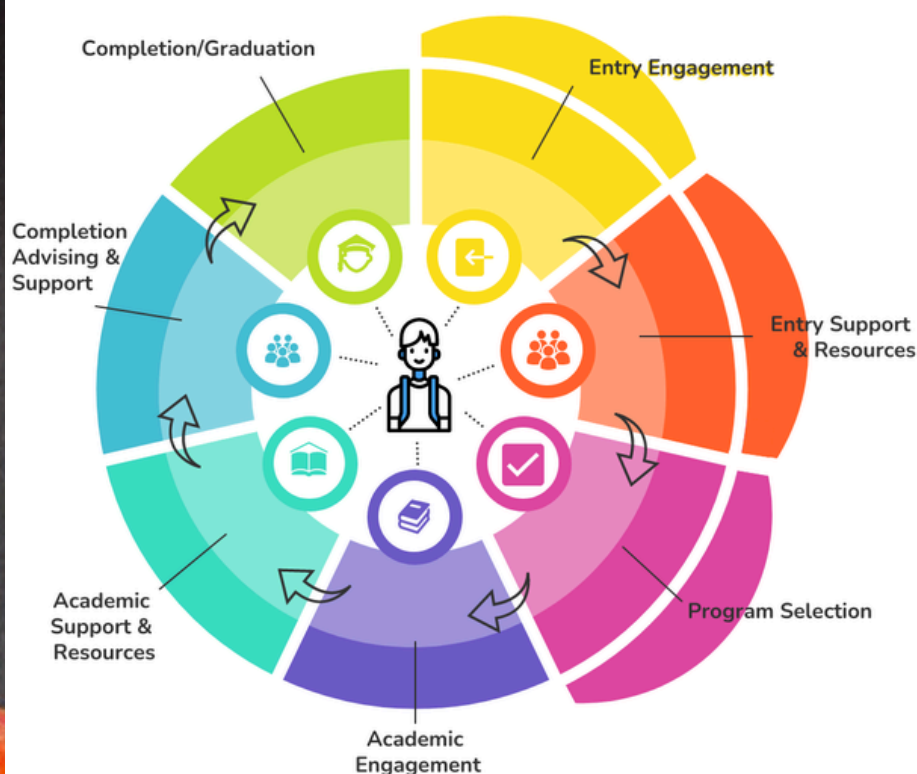
## The TEE Way:

Our new entry enrollment process is intentional, proactive, and focuses 100% on the student. Through a restructure of the Student Services and Workforce Continuing Education divisions, we have formalized a front-end, holistic, and equitable entry advising model for all incoming students through three specific strategies: Entry Engagement, Entry Support & Resources, and Program Selection. With the new enrollment process, students are able to have a single point of contact (College Navigator) as they work through the enrollment process, are able to connect with needed resources early, and are prepared to meet with their faculty advisor to register for classes. These new, first three entry strategies better prepare students for the rest of their educational journey - to include academic advising with faculty, connections to academic support resources such as tutoring, and ultimately, graduation in a CU program and/or completion of WCE credentials.





# Transformational Entry Engagement



## Entry Engagement

The student initiates an interest in SCC and is connected with a college representative to learn more about the student's needs and interests.

## Entry Support & Resources

Based on the information the student provides, a college representative assists the student with the support and resources needed to begin SCC.

## Program Selection

The student is prepared and decides what credential or degree will be most impactful in helping them meet their personal and career goals.

## Academic Engagement

The student works with their advisor, mentor, and instructors to successfully navigate program requirements.

## Academic Support & Resources

The student is connected and engaged with the necessary resources and individuals on campus to ensure academic success.

## Completion Advising & Support

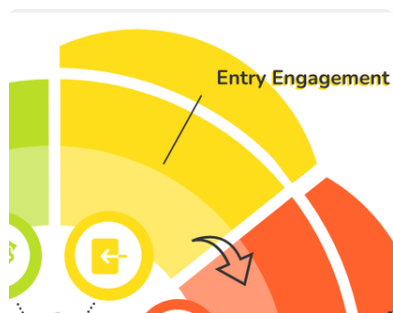
The student understands and is prepared to successfully earn their credential or degree.

## Completion/Graduation

The student successfully completes and takes the next step required towards meeting their personal and career goals.

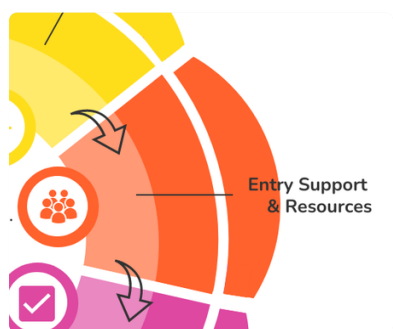
## Transformational Entry Engagement (TEE) Strategies

Each week for the next three weeks, we will send you a newsletter highlighting one of the three entry engagement strategies:



### Entry Engagement

Entry engagement begins from the moment a student initiates an interest in SCC. Upon submission of a complete college application, a College Navigator is assigned to each applicant and connects with the student to learn more about the student's needs and interests.



### Entry Support and Resources

Based on the information the student provides through the entry survey and conversations, a College Navigator assists the student with the support and resources needed to begin at the College.



## Program Selection

Our students often enter underprepared, or even unprepared, to make decisions and select the credential or degree that will help them meet their personal and career goals. Through this new strategy, students are connected to resources and the appropriate faculty and staff who will help them with their program selection.

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## QEP FAQs

1. If I don't work in Student Services or Workforce Continuing Education, is it still important that I understand their recent reorganization and restructuring?

*YES! Having a general, working knowledge is important to understand as you are working with students. For example: Let's say you are working with a student who needs to see Jonathan Garrison about scholarships. If you say, "Go see Mr. Garrison on the first floor of Stone Hall," that's now incorrect; his office is upstairs in Stone. Or, let's say you are working with advisees or students in your office/classroom who share that their family is struggling with food insecurities. Based on the reorganization, questions to ask now may be - "Do you know who your College Navigator is?" "Have you met our Student Advocate, Tonelli Hackett?" "Let's get you connected to someone who can share available resources with you."*

2. Does this affect how faculty academically advise students?

*Nope. Not at all. TEE is focused on ENTRY advising with the goal of helping our students start their SCC journey on the right foot. Faculty will continue to provide amazing academic advising to all of their advisees as usual. The goal is that our students will be introduced to faculty advisors more prepared and ready to learn!*

3. What happened to the Transfer Center?

*Nothing! The Transfer Center still operates as usual.*

4. Does TEE include high school students?

*Not yet! We have a goal and a plan to include CCP students in the future.*

5. How are we going to know if the QEP strategies are working?

*We have baseline data from previous semesters using our old processes. Once we have completed the enrollment cycle for Fall 2023, (after the 2nd 8 weeks classes are in session) we will review our first set of TEE data utilizing our new processes and compare.*

**Please email Cary Greene with any questions you'd like added.**

**We will continue to add questions to this list.**

## Your QEP Team Leaders



**Cary Greene**

Purpose Center Director  
QEP Director



**Taylor Mashburn**

Purpose Center Associate

## Thank you!

As we set forth on this path with our QEP, let's remember that every step we take is guided by our unwavering commitment to our students, as it's their growth and success that drives us forward. Together we will create a brighter and more promising future for each and every student at Sandhills Community College. Go Flyers!

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**Cary Greene**

Cary is using Smore to create beautiful newsletters