



Quality Enhancement Plan Executive Summary

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Wayne Community College’s (WCC) mission is to meet the educational, training, and cultural needs of the community it serves. In keeping with this mission, **the College has developed a Quality Enhancement Plan (QEP) that places student academic and personal success at the forefront of college transfer advising.**

QEP Steering Committee members asked of the College constituency, “How can the College help students achieve their academic and/or career goals?” The search for an answer led to reviews of institutional data, including North Carolina Community College System Performance Measures for Student Success, WCC academic division retention rates, surveys, and focus groups. The Committee also reviewed national educational reports, as well as WCC’s responses to Community College Survey of Student Engagement (CCSSE) and Survey of Entering Student Engagement (SENSE) results.

Broad suggestions for improvement in the academic advising process evolved into a focused, well-researched, and widely-supported course of action to revitalize academic advising with college transfer students. Research literature helped to determine that students who engage with faculty advisors are better able to set academic and career goals, develop a meaningful academic plan, and overcome challenges to academic success.

With this information in mind, the College created OnPoint, a student success-based advising program for college transfer students that includes several interconnected components. These components include student exploration of career opportunities based on a career inventory and assessment; student development of an academic curriculum pathway; student engagement with an individual faculty advisor through enrollment in a College Transfer Success class; the implementation of the Appreciative model of academic advising; and successful student transition to the College Transfer Advising Center once they have completed OnPoint program requirements.

The QEP goals are: 1) The College will successfully implement a required College Transfer Success course that will support advising; 2) The College will assign college transfer students to an individual faculty advisor who will engage with students to reinforce learning acquired in the student success course; and 3) The College Transfer Advising Center will support advising processes initiated in the student success course and reinforced by individual faculty advisors.

The OnPoint program will be assessed using multiple measures including student satisfaction with advising, students’ ability to create and follow an academic plan, and student engagement with college support services to overcome challenges to success. Assessment will be guided by overall QEP goals and student learning outcomes which will be measured with College Transfer Student Success course grading rubrics, focus group data, and student engagement data compiled through GradesFirst software. Analysis of these assessments will guide any proposed changes to the OnPoint program.