

**Quality Enhancement Plan – Coahoma Community College
2017-2020
Status Reports – Years 1-3**

Year 1 – August 2017-June 2018

The Quality Enhance Plan (QEP) Director, Glynda J. Duncan, was appointed by Academic Dean Dr. Rolonda Brown in August 2017. Ms. Duncan immediately started working with Institutional Effectiveness Director and Co-Director Margaret Dixon and Cynthia Williams Roberson to appoint the QEP committee members, to make subcommittee functions, clarify and develop budget needs, and create a three-year timeline. Ms. Duncan requested a co-director, Tony Brooks, to assist her in managing the needs of the QEP committee and its functions. Mr. Brooks was appointed.

Ms. Duncan and Mr. Brooks created the timeline and completed the committee appointments which were approved by President Dr. Valmadge Towner, Dr. Brown, Mrs. Dixon and Mrs. Roberson.

The first QEP committee meeting September, 2017, discussed:

- how stakeholders could be involved in surveys, questionnaires, and focus groups;
- areas of weaknesses at CCC that should be addressed as potential areas of a QEP;
- how to use the QEP rubric;
- three-year timeline to be used;
- areas of concern or suggestions to make our task more successful.

Besides Ms. Duncan and Mr. Brooks meeting on a weekly basis to establish meeting times and other tasks, the QEP committee identified stakeholders and established the best ways to approach them. A questionnaire was created and distributed manually and electronically to faculty, staff, administration, student body, and district representatives in businesses, chambers of commerce groups, church groups, and civic groups. Paper copies and electronic copies were made available to campus employees at a faculty meeting in October, to random classrooms and the student body, both on and off campus as well as online students. QEP committee members invited stakeholders in all five counties of the CCC district to complete questionnaires from October-December, 2017, through personal communications with chambers of commerce, business owners, civic organizations, etc. Almost 300 electronic questionnaires and as many paper copies were submitted by deadline to scan answers and tally results.

In January, 2018, Ms. Duncan and Mr. Brooks presented a PowerPoint presentation to the faculty and staff in the 2018 Pre-Conference Meeting concerning the rubric and the importance of documentation in the three-year timeline of the QEP.

The size of the current QEP committee – 34 plus members – caused a logistics problem and a lack of communication problem with committee members. After much discussion, Ms. Duncan and Mr. Brooks brought their concerns to the Academic Dean, the Career Technical Dean, and the Health Sciences Dean as well and Mrs. Dixon and Mrs. Roberson. A decision was made to allow the Deans to suggest two people from each division plus other personnel from important areas that should be involved with the QEP.

Ms. Duncan, Mr. Brooks, and several other CCC personnel attended the annual SACSCOC Annual Conference in Dallas, Texas, in December 2017.

In January, 2018, the new QEP Team of 16 members including the SGA Student Body President, Miss CCC, a Board of Trustee member and a citizen at large met and began researching the topic suggestions from the results of the questionnaires presented to them by Ms. Duncan and Mr. Brooks. Ms. Duncan and Mr. Brooks also reported on many facts and information learned at the annual SACSCOC Conference attended in December.

In subsequent QEP meetings through April, members provided research they had gathered from SACSCOC internet sites concerning approved QEPs, others internet sites displaying QEPs approved from other Mississippi Community Colleges, statistics concerning the weaknesses in higher education and ways to make students more successful, etc. These topic discussions assisted the team in narrowing the QEP topic.

The QEP Budget Committee met in April 2018, to discuss the year 2 QEP Budget. Salaries, expenses, contest winners, equipment, marketing, and several other needs were discussed and approved. The budget was submitted to Mrs. Dixon of Institutional Effectiveness. She will include the QEP Budget proposal in her own for the IE in May-June, 2018.

In April-May, 2018, the team met several times, taking 5 topics and narrowing them to three, and from the three topics, the QEP team agreed on a QEP topic on May 7, 2018: "**ROAD** to Success: **R**evitalizing **O**rientation and **A**dvisement **D**evelopment." The team discussed using a revised Orientation course to beef up student's learning skills and student engagement resulting in students becoming more knowledgeable, empowered, and enthusiastic about their college and career goals. The orientation class will reinforce the improved process of Advisement that will enhance student learning, student success, and student retention.

Throughout the first year, the QEP team continued discussions on how it wanted to establish a CCC QEP website and what it wanted to be displayed. Mr. Brooks and Mr. Marriel Hardy, Chief of Communications Officer, worked on providing the website master all information, minutes, the rubric PowerPoint presentation and other documents that had been established. The CCC QEP website was up and running in July 2018.

Mr. Brooks attended the SACSCOC Summer Institute in July in San Antonio, TX. Ms. Duncan was unable to attend due to her retirement as a teacher at CCC in May 2018. (PERS requires retirees to be unattached to any official activities of the college for 90 days) – August 1-Nov. 1, 2018. The QEP Team has followed the timeline established and will continue researching the specific topic for ideas to implement into the plan. Mr. Brooks kept Ms. Duncan apprised of activities during that time.

Year 2 – 2018-2019

Ms. Duncan retired in May 2018, and is not allowed to work for CCC again until Nov. 1, 2018. Therefore, Mr. Brooks took the lead for the progress of the QEP along with other Team members. Throughout the Fall 2018, Mr. Brooks continued to add to the CCC QEP Website, data was being collected to support our topic choice, and the topic was presented to the Leadership Team.

Another separate project began in Fall 2018 called “Achieving the Dream.” This group also is searching ways to improve student engagement and success; therefore, this group collected data which has been made available to the QEP Team, especially as it pertains to Advisement and Orientation Revitalization. One very important statistic that validates the QEP Topic of “ROAD to Success: Revitalizing Orientation and Advisement Development” states that only 41 % of freshmen at CCC have completed the Orientation Course. We expect that number to be much higher since the course provides student support, empowerment, engagement and also makes them more accountable for their collegiate course plan and their chosen career path. The QEP goal is to increase that percentage and improving student success.

Mrs. Roberson and Mr. Brooks met briefly with the group in early November to keep the Team abreast of the timeline and what was expected in January 2019.

The QEP Team rested over the holidays, but Ms. Duncan and Mr. Brooks worked on the questions for surveying ideas about the revitalization of the Orientation course. The survey questions were completed and copies made available for January 2019 Pre-Conference. They also discussed criteria for the art contest to be launched in February and the Judging Rubric for the contest.

In January, 2019, Ms. Duncan and Mr. Brooks gave a brief overview of the progress of the QEP Team as well as reiterating the Topic: “ROAD to Success: Revitalizing Orientation and Advisement Development.” Then surveys were distributed to the faculty; once completed, the Team collected them during a break. Once classes began, random students were asked to take the survey and the Team collected those as well.

Ms. Duncan and Mr. Brooks tabulated all the surveys, took specific notes on the comments given by the stakeholders, and created a capsule summary which was presented to the QEP Team in Feb. 2019. The art contest for the branding of the QEP Topic was launched for the entire month of February to CCC students as well as Early College High School students. The contest was announced in the local newspaper, online on both the QEP and CCC websites, and was encouraged by art instructors.

The QEP team used the created Judging Rubric to tally scores for the 6 entries in mid-March 2019. The Team requested that outside judges also be used. Ms. Duncan addressed the Friday Noon Lions of Clarksdale; approximately 8 members judged the entries by using the rubric. Due to come unforeseen time delays, the QEP chair and co-chair decided to announce the winners, display the entries, and present the winner and first and second runner-up checks during the September 2019 kickoff of the QEP to the student body.

In March, 2019, the QEP team split into 2 committees to work specifically on the revitalization of the orientation course and the revitalization of the Advisement manual and protocol. Ms. Duncan headed the revisions to the Orientation Course with half of the members while Mr. Brooks headed the Advisement Committee. Each committee worked independently of each other but came back in scheduled meetings to give updates on progress.

One major aspect of the revitalization of the Advisement Plan is to use Counselors as the “first touch” with students in enrolling them in their course schedules for each semester. The counselors will make the schedules for the students with the rule that students must contact their faculty advisors within the first four weeks of the semester. Meetings with counselors and faculty advisors will be tracked in a comment section in Jenzibar under the student’s course schedules, grades, etc.

In May, 2019, the changes had been made for the Pilot Program Orientation Course & Student Success. The revitalization includes some of the same teaching techniques and units of study already established plus adding objectives that the QEP Team identified from the surveys evaluated and looking at other college’s orientation course objectives. Other elements include:

- the class meets twice weekly for 8 weeks;
- grading system will be “pass” or “fail”;
- the course is necessary to graduate but will not affect the GPA;
- the Pilot Program will include 3 specially trained instructors to teach the Student Success Class;
- Guest facilitators from campus and from the community will present study units which will be videoed and uploaded into Canvas for student use throughout the course
- All weekly quizzes on class discussions, interaction, etc. will be administered in Canvas – instructors will have the discretion to administer midterm/final exams in Canvas as well

- Students will be assigned individual and small group projects to include art, PowerPoint, and other means of expression;
- Pre-Post Test will be administered in Canvas as part of the assessment of how well the Pilot Program is being administered and if any changes are needed before it expands in the Spring 2020 sessions.

After meeting with Dr. Brown, Ms. Duncan and Mr. Brooks met with the Curriculum Committee for permission to proceed and reported that progress and permission to the QEP Team.

The QEP Budget Committee met and determined the budget for 2019-2020 and submitted to Mrs. Dixon for inclusion in her budget proposal for Institutional Effectiveness. The budget included funds for Professional Development of Faculty and Counselors to be trained in the Pilot Program Orientation and Student Success Course as well as training counselors and faculty about the Advisement Plan. Training is set for July-August 2019.

Also, as part of the budget for 2019-2020, Ms. Duncan will attend the Summer Institute in Dallas, Texas, July 20-24.

Work continued on the publishing of the Advisement Brochure as well as the training for the Orientation and Student Success Course in June, 2019.