

# SCC QEP Update News #2

September 14, 2023

## Transformational Entry Engagement (TEE)

Greetings, Sandhills!

We are delighted to present to you the eagerly awaited second edition of our **Quality Enhancement Plan (QEP)**, Transformational Entry Engagement, newsletter! As our QEP evolves, we are immensely grateful for your support and enthusiasm. We invite you to keep the conversation going, share your thoughts, and be an active part of our QEP.



In this edition, you will find:

- A highlight the first TEE strategy: Entry Engagement
- Introduction to the College Navigators role
- FAQs

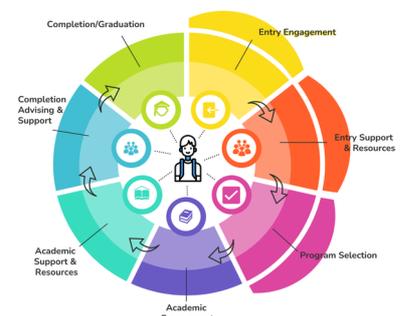
As a reminder, you will receive an email each week leading up to our next **campus-wide QEP meeting on October 4th at 3:00 in Foundation Hall 1003-A.**

Thank you for joining us on this journey as we target improving student success through Transformational Entry Engagement!!

## Strategy 1 - Entry Engagement

As outlined in last week's newsletter, TEE consists of three strategies in the student life cycle:

- Entry Engagement
- Entry Support and Resources
- Program Selection



Let's dig into the first strategy, Entry Engagement.

Entry engagement begins from the moment a student initiates an interest in the College. Once a student submits a complete college application, a College Navigator is assigned and connects with the student to learn more about the student's needs and interests. The Navigator serves as both an ENTRY advisor and an entry student advocate, ensuring a single point of contact for the student throughout their enrollment journey. This eliminates the need for students to wander through a maze of departments on their own and minimizes barriers and communication gaps. The Navigator's role is part of a shift away from a linear, transactional enrollment process to a more personalized, student-centered approach. Additionally, this approach exposes students to all programs available at SCC - both CU and WCE. This way, we can provide equitable opportunities by breaking down outdated processes to better fulfill individual student needs.

## How's it going so far?

So far, so good! As you have probably heard, the Student Services & Enrollment Management division has been restructured so that as students move through the enrollment process they aren't handed off from person to person. The only "handoff" that happens now is from navigator to academic advisor. The navigators are located in the Department of Student Onboarding and Engagement located on the first floor of Stone Hall. Early results indicate success with entry engagement. Since July 24, 2023 (the first day Navigators began working with students):

- Navigators have met with 336 students
- Of those 336, 183 asked to meet in person. (The others were either virtual or by phone.)
- Of the 336 students, 35 registered for WCE courses
- 89% of onboarding survey respondents indicated that they had needs beyond enrollment items

## Meet the College Navigators!



### **April Ikner**

Director of Student Onboarding and  
Engagement  
College Navigator  
121 Stone Hall, ext. 3765



### **Kim Aliago**

College Navigator  
120 Stone Hall, ext. 3738



**Emily Waldrop**

College Navigator  
119 Stone Hall, ext. 3730



**Sandy Perry**

College Navigator  
Director of Allied Health Career Training, WCE  
118 Stone Hall, ext. 3974

**"All Good Things, All Good Things!"**

We are so excited about the new way we are welcoming new students into our wide open doors! This new strategy ensures that we meet our students where they are and are eliminating multiple handoffs because, as Anna would say, "It's not nice to throw people!"

If you have any questions about the Navigators, their roles, or the Student Onboarding and Engagement department, please reach out to **April Ikner**. Her DOOR is always OPEN!



(April and I had way too much fun writing this "Frozen" themed section! Please send any requests for a different themed section for next week's newsletter to me - Cary Greene)

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**QEP FAQs**

1. How can I see a student's assigned Navigator?

*In Colleague, Navigators are assigned in the STAD screen - the same place as Advisors. Both the Advisor and Navigator's names will show in Self Service.*

2. Where did the Admissions Office go?

*The Admissions office was eliminated with the launch of the new onboarding process.*

3. Who is doing the Admissions Office job?

*The Registrar's Office has taken on the following:*

- *Receipt and entry of transcripts and test scores*
- *Process student name and address changes*
- *Provide customer service for the division*

*The Navigators have taken on the following:*

- *Assign navigators for all new applicants (minus CCP and Special)*
- *Process admissions applications*

- *Send acceptance messages to applicants*
- *Assign advisors for all new applicants*
- *Provide placement information to advisors*

4. Will all applicants be required to meet with a Navigator?

*Yep! Applicants can meet with their Navigator in person, virtually, or by phone.*

5. Where did everyone go?

- *Student Onboarding and Engagement - Stone Hall, offices 118-121*
- *Registrar - Stone Hall, offices 115-118*
- *Sandhills Promise, Scholarships and Recruitment - Stone Hall, offices 219 and 220 A-C*
- *Counseling Center - Stone Hall, office 229 and Johnson Hall, office 112 at the Hoke Center*
- *Student Advocate - Stone Hall, office 124*
- *Purpose Center - Stone Hall, offices 126 and 127*
- *Student Life - Remains in Dempsey Student Center*
- *Financial Aid and Veterans Affairs - FA is in Stone Hall, offices 221 A-C, VA remains in Boyd Library*
- *Transfer Center - Stone Hall, offices 112 and 113*
- *Disability Services - Stone Hall, office 125*
- *Website Content Management - Stone Hall, office 228*
- *Career Center - Remains in Blue Hall*

Here is a link to the directory with specific names and phone numbers:

[https://www.sandhills.edu/\\_faculty\\_directory/index.html](https://www.sandhills.edu/_faculty_directory/index.html)

### **FAQs from last week:**

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 continue 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!



**Cary Greene**

Cary is using Smore to create beautiful newsletters