

# SCC QEP Update News #3

September 25, 2023

## Transformational Entry Engagement (TEE)

Hello, Sandhills Community!

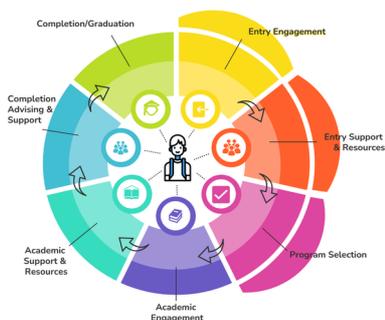
We are excited to unveil the much anticipated third release of our Quality Enhancement Plan newsletter. Your continued support and enthusiasm as our QEP unfolds is truly appreciated. We encourage you to sustain the dialogue, share your insights, and actively participate in our QEP initiatives.



As a friendly reminder, we will hold a campus-wide QEP meeting on October 4th at 3:00 in Foundation Hall 1003-A.

Thank you for accompanying us on this journey that is dedicated to enhancing student success through Transformational Entry Engagement!

## Strategy 2 - Entry Support and Resources



As outlined in previous newsletters, TEE consists of three strategies in the student life cycle:

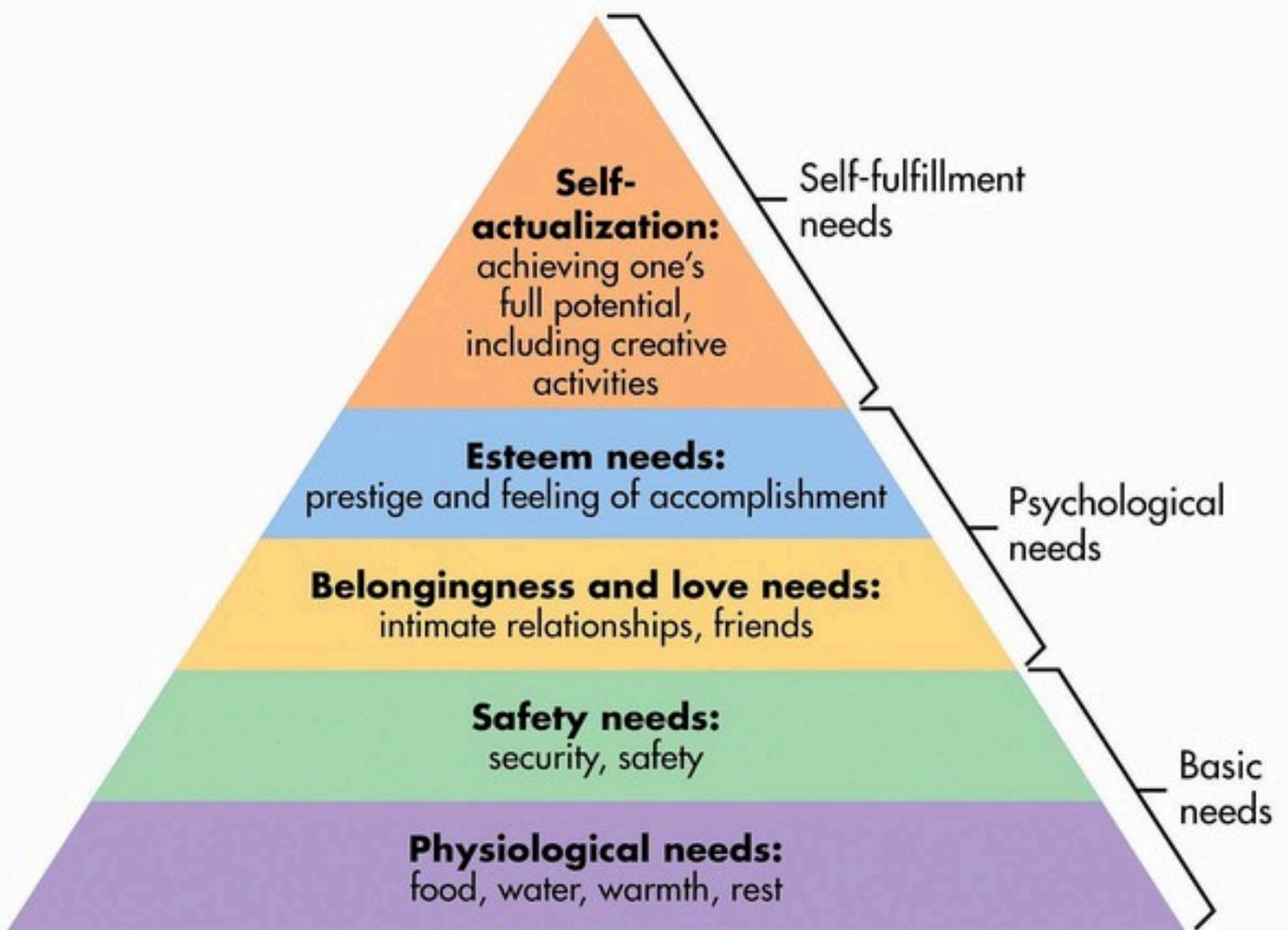
- Entry Engagement
- Entry Support and Resources
- Program Selection

Let's dig into the second strategy, Entry Support and Resources.

In our ongoing commitment to student success, SCC has incorporated the early connection of students to supports and resources into our enrollment process. Prior to this, many times, students requiring additional supports wouldn't have access to resources until after class registration.

## Maslow's Hierarchy of Needs

Think about Maslow's Hierarchy of Needs. In a nutshell, this theory states that human motivations follow a hierarchical structure, progressing from very basic needs to higher level psychological and self fulfillment needs. When basic needs such as food, shelter, and safety aren't met, individuals often struggle to focus, learn, or pursue goals effectively - hindering their ability to achieve success. With this in mind, it's important to be proactive and connect our students with support and resources early, so that they are fully prepared to learn by the time classes begin - as opposed to noticing that they are struggling, and then finding out later that it's not just academics with which that they are struggling.



(Image source: <https://medium.com/re-write/maslows-hierarchy-of-needs-9ead9a46cb14>)

In order to serve our students to the best of our ability, we have built a Customer Relationship Management System (CRM) in-house called "The Dash" (think dashboard). Information from the admissions application, conversations with Navigators, and onboarding student survey responses are stored here. Navigators, certain enrollment-focused Student Services staff, as well as representatives from various support services, are able to see this information so that students don't have to tell their story more than once. The Dash allows us to all collaborate together on each student's case with minimal communication gaps. Common student needs include program selection, mental health counseling, financial insecurities, food and housing insecurities, disability accommodations, etc...

**We Aren't Your Average Paper Company**

We are so excited about the new way we are connecting students with resources early; we fully expect to win a Dundie. This new strategy ensures that we meet our students where they are and eliminates all the "that's what she said!" Like the Jim to our students' Pam, these connections will ensure that our students are prepared to learn from day one.

Hold my stapler... bears, beets, student success - SCC's got it all!



For funny quotes from The Office, click [here](#).

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## QEP FAQs

Do we have a student advocate for current students?

*Yes! Tonelli Hackett is our new Student Advocate. She will continue to provide interventions and support to students on academic probation. In addition, she will connect currently enrolled students to on-campus and community resources. Tonelli will also provide support services to special populations. (P.S. Emily Waldrop is still on the team! She is now serving as a Navigator.)*

### FAQs from previous weeks:

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)

6. 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."*

7. 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!*

8. What happened to the Transfer Center?

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

9. Does TEE include high school students?

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

10. 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!

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**Cary Greene**

Cary is using Smore to create beautiful newsletters