

**Quality Enhancement Plan Update  
Cape Fear Community College  
September 25, 2019**

The Quality Enhancement Plan (QEP) Committee at Cape Fear Community College (CFCC) identified the “first year student experience” in their efforts to improving student success. Over the initial years of the enhancement plan, the College has implemented a number of interventions to achieve these goals and objectives. These interventions included improving new student orientation, expanding the capacity of the college’s academic advising center, providing enhanced support for first-year students through academic success courses, and facilitating faculty professional development focused on improving student engagement. These interventions not only supported the goals of CFCC’s first-year experience, but they also aided all incoming students to engage and succeed as they work to meet their academic and career goals.

**Phase 1 (2017-2018)**

During the first year of implementation the following interventions were put in place and completed:

- Fall 2017/Spring 2018 = 1,125 students with Degree Plans in Student Planning
- Implemented first Teaching Academy with 55 graduates
- Implemented Sea Devil Summer 2017 with 287 First Time in College participants
- Student Resource Usage: Significant increases from 2015-2016 (Baseline Year) to 2017-2018 in the following areas: Academic Advising Center; Counseling (Wilmington Campus); and Career Services (Wilmington Campus).

**Phase 2 (2018-2019)**

During the second year of implementation the following interventions were put in place and completed:

- Fall 2018/Spring 2019 = 884 students with Degree Plans in Student Planning
- Ran second Teaching Academy with 40 faculty graduates
- Ran Sea Devil Summer for second time at Wilmington Campus and first time at North Campus with 366 First Time in College participants
- Student Resource Usage data in progress

**Student Success Progress**

Analysis of the engagement data and course success was conducted on the first two years of implementation using the 2015-16 academic year as a baseline. (see appendices below) Career Services saw a +2.0% increase in the number of FTIC students making use of these services, overall, in the first two years of the QEP. Academic Advising and Counseling also saw increase usage, +22.15% and 17.24% respectively. FTIC students making use of general Student Services at the north campus saw a comparative drop in use (-0.81%) as did Labs/Tutoring services (-7.31). Early results in course success rates did not seem to indicate any improvement of success for FTIC students.

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**Appendix I**

<b>2015-16</b>	<b>FTIC Cohort Students</b>	<b># who used services</b>	<b>% usage</b>	<b>Non-FTIC Cohort Students</b>	<b># who used services</b>	<b>% usage</b>
<b>Labs/Tutoring</b>	1627	467	28.70%	6443	1521	23.61%
<b>Academic Advising Center</b>	1627	801	49.23%	6443	1426	22.13%
<b>Counseling</b>	1627	305	18.75%	6443	1201	18.64%
<b>Career Services</b>	1627	5	0.31%	6443	37	0.57%
<b>Student Services - North</b>	1637	167	10.20%	6443	749	11.63%
<b>2016-17</b>	<b>FTIC Cohort Students</b>	<b># who used services</b>	<b>% usage</b>	<b>Non-FTIC Cohort Students</b>	<b># who used services</b>	<b>% usage</b>
<b>Labs/Tutoring</b>	1591	276	17.35%	6150	815	13.25%
<b>Academic Advising Center</b>	1591	888	55.81%	6150	2054	33.40%
<b>Counseling</b>	1591	488	30.67%	6150	1650	26.83%
<b>Career Services</b>	1591	7	0.44%	6150	27	0.44%
<b>Student Services - North</b>	1591	199	12.51%	6150	886	14.41%
<b>2017-18</b>	<b>FTIC Cohort Students</b>	<b># who used services</b>	<b>% usage</b>	<b>Non-FTIC Cohort Students</b>	<b># who used services</b>	<b>% usage</b>
<b>Labs/Tutoring</b>	1342	287	21.39%	5737	944	16.45%
<b>Academic Advising Center</b>	1342	1025	76.38%	5737	2354	41.03%
<b>Counseling</b>	1342	483	35.99%	5737	1530	26.67%
<b>Career Services</b>	1342	31	2.31%	5737	117	2.04%
<b>Student Services - North</b>	1342	126	9.39%	5737	583	10.16%

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**Appendix II**

	Summer 2015		Summer 2016		Summer 2017	
	Count	Percent	Count	Percent	Count	Percent
First Time in College	128	83%	82	87%	72	76%
Not FTIC	7,423	74%	7,258	75%	6,932	75%
Overall	7,551	74%	7,340	75%	7,004	75%

	Fall 2015		Fall 2016		Fall 2017	
	Count	Percent	Count	Percent	Count	Percent
First Time in College	5,095	74%	4,894	70%	4,307	70%
Not FTIC	26,413	70%	25,360	76%	24,681	71%
Overall	31,508	71%	30,254	97%	28,988	71%

	Spring 2016		Spring 2017		Spring 2018	
	Count	Percent	Count	Percent	Count	Percent
First Time in College	4,117	69%	3,823	64%	3,387	65%
Not FTIC	24,238	71%	23,317	70%	22,752	70%
Overall	28,355	71%	27,140	69%	26,139	70%

*\*Success is defined as a course grade of A, B, C, or pass*