Name of meeting: _____QEP Implementation Team Meeting_____ **Date of meeting:** 5/28/2014

Time of meeting: 9:00 – 11:30 AM   **Place of meeting:** AB Technical Community College

Members present: Erin Balmer, Vanessa Capps, Jessica Fletcher, Jennifer Henson,

Melissa Johnson, Alice McCluney, Kim Snyder, Pat Wall, Adam Petit, Deborah Wiltshire

Members absent: Jay Coomes

The group traveled to Asheville Buncombe Technical Community College to meet with Student Services personnel.

AB Tech presenters: Scott Douglas, Registrar/Director of Enrollment Operations; Rebecca Howell, Director of Student Advising and Support Services; Alikhan Salehi, Transfer and Distance Services Coordinator

The session began at 9:00 am by Pat Wall, QEP Director.

Topic	Discussion	Action
First Stop	Scott Douglas explained First Stop to the group.	This is the first place that new students go and then they are directed to other areas.
Transfer Advising Center	Alikhan Salehi is the coordinator of this center.	
Faculty Mentors		Serve as unofficial advisors.
ACA 122	Scott Douglas explained that they are currently using the On Course textbook by Skip Downing for their ACA 115 course.	Will soon be changing to ACA 122.
New Student Orientation	New student orientation is offered in-class or on-line. They wish it were set up so that the student could complete their educational plan during orientation. The class has defined outcomes and we need to make sure that we are measuring them.	All students (except High School) have to complete the orientation.

Topic	Discussion	Action
Data sources	Scott Douglas explained some of the types of data sources used to streamline their services.	Some of the data that they used include: • wait times • service times • degree audits
Call Center	Scott Douglas explained that they have a call center that calls students.	They call students between the 1st and 3rd week to see how they are doing. They call stop-outs and students owing money.
Student ID cards for advising	Scott Douglas explained that using the student ID card would help to improve the advising process.	Hope to move toward using the student ID card to identify what programs the students are enrolled.
Advising Center	Scott Douglas explained	Staffed with 4 FT advisors.
IPAS—Completion by Design	Scott Douglas explained the IPAS system. It helps with retention/advising; course mapping, and program planning. Degree tracking lets students and advisors know about their progress. They use SSP with mapping to create the student plan, which can be for 5 terms. It is different from Ellucian because Ellucian allows the student to create their educational plan and then the advisor approves it.	On the board, he explained the process as listed below: Advising | Degree tracking—IPAS—Program planning | Alerts & Interventions
Alerts & Interventions	Scott Douglas explained that they use software to map out a student success plan.	They use Open Course from Sinclair, Ohio.
Limited Term Plan (LTP)	Scott Douglas explained that this is used to keep the hours low so that the student can be successful.	The student cannot register for classes until they are in an educational plan.
Book—Our Iceberg is Melting by Kotter	Scott Douglas suggested this book for reading. It includes an 8 step process for change.	

Topic	Discussion	Action
Admission Process	Scott Douglas explained the admission process at AB Tech. They have a day for placement tests, a day for orientation, and a day for meeting with an advisor.	The process is listed as below: • CFNC triggers applications all the time and they have walk-ins • Students complete an application • Students self-certify that they have a high school diploma—submission is not required • Student do not pick a major at time of application; they come in as special credit • Students have options to choose on the application for placement; transfer; not required-certificates; or multiple measures • All students (except High School) have to attend New Student Orientation (NSO) • Next they go to placement/transfer to declare a major • Must take ACA in the first 15 hours • Contact information has to be updated before students can register • Prioritize registration based on the number of hours completed

The session adjourned at 11:30 am.