

STUDENT SUCCESS BEST PRACTICE: PATRICK HENRY COMMUNITY COLLEGE



ADDRESS: 645 PATRIOT AVE.
MARTINSVILLE, VA 24112

WEBSITE: WWW.PATRICKHENRY.EDU

STUDENT SUCCESS CATEGORY --

- ACADEMIC PROGRAM
- STUDENT SERVICES
- WORKFORCE DEVELOPMENT
- COLLEGE BUSINESS PRACTICE
- TECHNOLOGY INNOVATION
- OTHER:

TITLE: "SHOWCASING THE NEW PHCC STUDENT EXPERIENCE"

PROCESS

Patrick Henry Community College has an annual data summit in which we share with the entire college relevant data related to student learning outcomes, entry, retention, progression, completion, employment and transfer across many cross-sections of our student body. We reviewed retention data from our SAILS pilot study, connection, entry, progress, and completion data from the Student Success Leadership Institute sessions held by the system office, enrollment data related to credential programs embedded within degree and certificate programs, and success rates of highly enrolled courses in all modalities of instruction. We also reviewed CCSSE results, VPT placement results, and student survey information regarding college services. The teams to develop strategies varied by strategy, but always included administration, faculty and support staff working directly within the areas of implementation at the college. Teams also either included a student, or the team incorporated student data and feedback during the process of building targeted strategies.

STRATEGY & IMPLEMENTATION

Redesigning the new student experience involved numerous strategies designed to create clearer pathways to completion, better advising practices, stronger retention strategies, more easily navigable registration processes, timely and targeted interventions to support those students needing it the most, resources directed toward need, and alignment of course outcomes and assessments. The incorporation of these strategies involved changes to internal policies and procedures at nearly every point of student interaction.

ASSESSMENT & EVALUATION

Since 2004, PHCC has institutionalized a process of continuous improvement, with a focus on innovative practices. Because we have a culture of making data-driven decisions, the college has created a strategic planning and review process that ensures we will revisit the data regarding each of these strategies on a quarterly basis, as well as the overall progress, impact, and value of each strategy on a yearly basis. PHCC has included all of the strategies that encompass the new student experience as pillars of the 5-year strategic plan. The pillars of the strategic plan incorporate goals directly measuring connection, entry, progress, completion, and transition, as well as a pillar related to institutional sustainability.

PLAN FOR SCALE & SUSTAINABILITY

Through strategic planning processes, and specifically the institutional sustainability pillar, the college has devised targeted strategies and related goals that position PHCC to build and redirect resources that will ensure those student success strategies deemed worthy of institutionalizing have resources directed to them. The college has made a conscious decision to focus on retention early, recognizing that effects of maximizing student retention impact resources that will allow the college the best probability of attaining and maintaining future resources needed to scale and sustain the strategies we have incorporated.

COLLEGE DESCRIPTION

Situated on 137 acres, Patrick Henry Community College is located approximately three miles north of Martinsville and serves communities with a population totaling about 83,500. The college service area includes Martinsville City (pop. 13,645), Patrick County (pop. 18,045) and Henry County (pop. 51,880). PHCC was founded in 1962. The college has several off-campus sites consisting of workforce development centers in Stuart and Martinsville, the IDEA Center in Uptown Martinsville, and the Virginia Motorsports Training Center at Arrington Manufacturing in Henry County. PHCC has approximately 2600 students, with 51% attending full-time and 49% attending part-time. The annual entering first-year/full-time class size is right at 1000 students. Twenty-seven percent of our students are first-generation college students, and 49% of the student population are PELL eligible. The average age of our student body is 27, and approximately 57% of our students take courses through distance learning.

CONTACT INFORMATION

Kristen Westover
Vice President for Academic and Student Development Services
Patrick Henry Community College
kwestover@patrickhenry.edu