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As HCC continues its exploratory trek towards improving institutional student success, the Quality Enhancement Plan (QEP) is a journey that invites everyone to engage in this process. So far, our journey has included the development of a Quality Enhancement Plan Advisory Council, a review of HCC Student Success data, the formation of Reading Circles using a common book, Faculty and Student Listening Dialogues, and two college-wide professional development presentations. After a comprehensive review and analysis of collected data from the aforementioned activities, six common themes emerged from the input gathered. These themes allowed for the identification of two pertinent institutional challenges, which are as follows: "Student expectations need to be taken into consideration so that we can meet them where they are," and "Our students do not get consistent, accurate information to help them make effective decisions." The challenge before us is how we respond to these two compelling problems. We will continue to work collaboratively with cross-functional teams from across all sectors of the College to design and implement a Quality Enhancement Plan to address the identified challenges. Lastly, we will work to keep you well-informed of our efforts as we move forward.

Onward!

Betty and Desmond

The QEP Journey

During the Summer of 2020, the QEP Advisory Council facilitated Reading Circles across the institution. Over 500 faculty, staff, students, and community partners joined a review of literature by reading: *Becoming a Student-Ready College: A New Culture of Leadership for Student Success*. Each Reading Circle read the book and had robust discussions after completing each chapter. The aim of the QEP Reading Circles was to stimulate thoughtful conversation, expand knowledge on topics related to student centeredness in higher education, foster new interactions, build a community across disciplines, and support the professional development of educators. In November 2020, the QEP Chairs invited one of the authors, Dr. Tia Brown McNair, to have a conversation about how HCC can be more of a student ready college. A comprehensive analysis of the summary information that the Reading Circles facilitators provided was conducted by a small team. Common themes were identified, and quotes were compiled and shared with the QEP Advisory Council as part of a discussion on the identification of a QEP topic of focus. Some of the themes that were identified include the following:

- **HCC Core Values**
- **Student Success**
- **Empowering Students, Faculty and Staff**
- **Teaching and Learning**
- **Holistic Support**
- **Communication**

The Reading Circle activities guided our perspectives, which resulted in the identification of two institutional problems that the QEP will address.

For further information about the Quality Enhancement Plan visit: hccs.edu/qualityenhancementplan.