PACK
PEER MENTORING

WCC's Quality Enhancement Plan (QEP)

Improving Math and English Gateway Course Success Through Peer Mentoring

On-site Committee Visit October 21-24, 2024

QEP Topic Selection Timeline

- Jan. 2022: Formation of QEP TSC
- Feb. 2022: Consultation
- Feb.–Mar. 2022: Brainstorming & topic development
- Apr.–May 2022: Data review and top 3 topics selected
- June–July 2022: Leadership approval and survey created
- Aug. 2022: WCC community voted on final topic
- Sept. 2022: Survey results announced

QEP Implementation Timeline

- Nov. 2022: Formation of QEP Implementation Committee
- Fall 2022: Re-analysis of survey comments
- Feb. 2023: Student focus groups conducted
- Spring 2023: Initial development of PACK Peer Mentoring program
- Oct. 2023: Formation of Marketing and Budget Teams
- Dec. 2023: Formation of Assessment Team
- Spring 2024: Marketing campaign began
- Fall 2024: Slow rollout of PACK Peer Mentoring program, mentor recruitment, and orientation

The PACK Peer Mentoring program at Wilson Community College aims to create an inclusive and supportive environment that enhances student engagement, retention, and academic success through meaningful relationships. By leveraging the power of peer relationships and addressing common student barriers to academic success, the program seeks to foster a sense of community and belonging, ultimately promoting the overall success of all students.

WILSON COMMUNITY COLLEGE

Goals of PACK Peer Mentoring

Goal 1: Promote Meaningful Relationships

Objective: Foster a sense of belonging and inclusiveness among all students

SLO 1: Students will report increased engagement and satisfaction with campus environment

Goal 2: Improve Student Retention

Objective: Increase retention rates among English and math students by supporting student engagement and accountability through peer mentoring

SLO 2: Students in the mentoring program will show higher retention rates and consistent participation in their English and math courses

Goal 3: Enhance Academic Achievement

Objective: Improve pass rates and academic performance in English and math courses by providing targeted academic support and connecting students to campus resources

SLO 3: Students will achieve better academic outcomes and high pass rates in their English and math courses

Alignment to WCC's 2023-2028 Strategic Goals

- Goal 1: Student Access and Success
  - Students are able to enter Wilson Community College and achieve success regardless of their race, gender, or socioeconomic status.
- Goal 2: Excellence in Teaching and Learning
  - Classes—regardless of delivery method—will engage learners and provide the skills, knowledge and abilities students need for success.
- Goal 6: Equity
  - Enhance diversity, equity, and inclusion within the college.

Assessment Plan

- Pre- and post-surveys, retention, and success rates
- Baseline data for retention, success, and belonging
- Targets set for improvements in retention, academic performance, and engagement
- Regular data review for continuous improvement

Meet the Mentors!

Patricia Munoz-Perez

I was born and raised in Wilson, NC. This is my second year at WCC and my major is in Associates in Science in Teacher Preparation. My passion has always been to help people out and see them succeed in life, and as a mentor, I can help students at WCC succeed. My goal is to see students feel confident about themselves throughout their college journey and for them to finish what they started.

Eduardo Herrera-Picasso

I was born in Mexico and raised in Wilson. I'm pursuing an Associate in Science and plan to transfer to NC State for a Bachelor's in Accounting. As a first-generation college student, I understand the challenges of navigating higher education. I'm passionate about mentoring because I want to help others overcome similar obstacles and show them that success is within reach. By sharing my experiences and offering guidance, I aim to empower students to achieve their goals and inspire them to become mentors themselves. My mission is to build a supportive community where everyone can thrive.

Lynnette Terry

I'm from New Jersey. My family moved to Wilson 14 years ago, and I'm now in my second year at WCC. I earned my GED here and am working on my Associate's in Business Administration. Next, I'll pursue Accounting at NC State to become a CPA. I became a Pack Mentor because I love helping others and know firsthand the challenges of balancing college with life. My goal is to help mentees become more open, utilize campus resources, and understand that advisors and teachers are here to support them. I'm excited to be alongside them, cheering them to the finish line!

Daquan Ratley

My major is Business Administration. This is my second year at WCC, and I have two more semesters until graduation. Hopefully, after graduation, I will be able to start a career right here at WCC, alongside pursuing different business ventures. As a mentor, I hope to guide someone who's determined, like me, to succeed in life, help them with any obstacles that come along with college, and lead them to the correct resources to be successful in obtaining a college degree.

WCC PACK Peer Mentor Program

Peer Mentor Coordinators:
Lee Anne Daughtry
Belinda McFerren, PhD

Peer Mentor Program Chair:
Christie Wuebbles

A PEER MENTOR IS A

Role Model

Listener

Learning Coach

Resource Connector

A PEER MENTOR IS NOT A

Tutor

Expert

Counselor

Friend

ROLE MODEL

A peer mentor who is an excellent role model:

- has achievable goals.

- makes sacrifices to reach their goals.

- demonstrates good study skills.

- balances responsibilities and social activities.

- connects with faculty/staff when needed (librarian, instructors).

LISTENER

A peer mentor who is an excellent listener learns about the mentee's:

- story

- concerns

- needs

RESOURCE CONNECTOR

A peer mentor who is an excellent resource connector knows about these resources at WCC:

- Library (computer lab, proctoring)
- TRIO
- Online Tutoring
- EMEC (English Math Enrichment Center)
- Technology Support Services
- Wolf Tracks
- Safety & Security Office D103

- Bookstore
- Career Services website on wilsoncc.edu
- Student Services
- Tutoring
- Accommodations/Health/Mental Health Issues (Jesse Sykes)
- Instructors
- Food Bank

LEARNING COACH

A peer mentor who is an excellent learning coach talks to their mentees about:

- Time management

- Active reading and learning strategies

- Mentee's goals and motivation

How can faculty help this program to succeed?

- If you are an English or Math instructor, refer mentees!
    - Any WCC student (including CCP, early college)
- Let the coordinators know if mentors need additional training/knowledge.
- Let the coordinators know about successes. (We need qualitative data!)

Stages of the PACK Peer Mentoring Program

Introduction of Peer Mentoring Program	Matching	Orientation	Ongoing Relationship	Assessment

Current students, recommended by faculty, were invited to become a mentor. Mentors received training August 12.

Current and new students were introduced to the peer mentoring program and offered the opportunity to enroll.

Mentees self-selected a mentor based on their interests and needs.

Mentees signed up for Remind, a text and app based communication platform that will manage mentoring-related communication.

On September 11, coordinators hosted an orientation for all participants to allow them to:
- get to know each other
- discuss the mentees' goals
- understand the mentoring process and the role of the mentor and mentee
- get resources

Mentors will regularly check in with mentees.

Coordinators will regularly check in with mentors to determine progress and continue to serve as a resource for the mentor.

Mentors and mentees will attend two more events hosted by the coordinators.

Coordinators will administer surveys to mentors and mentees to determine their sense of belonging through the mentoring program.

Coordinators will collect data on mentees' progress in their courses.

Behind the Scenes: QEP Contributors

QEP Implementation Committee: Mickey Adams, Travis Flewelling, Robert Melton, Dr. Sheril Roberts, Brittany Wallace, Stephanie Winstead, Christie Wuebbles (Committee Chair)
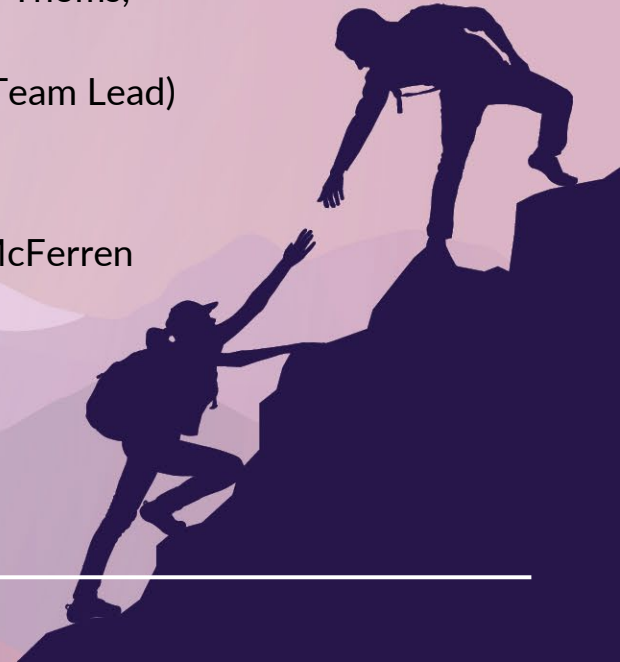
Marketing Team: Josh Harris, Robert Melton, Dr. David Moody, Darnell Thoms, Kyla Strenge (Team Lead)

Budget Team: Mickey Adams, Josh Harris, Jessica Jones, Rob Holsten (Team Lead)

Assessment Team: Luis Benavent, Tonya Brinkley, Lee Anne Daughtry, Brittany Wallace, Nikehchi Woherem, Rick Harrison (Team Lead)

PACK Peer Mentoring Coordinators: Lee Anne Daughtry, Dr. Belinda McFerren

www.wilsoncc.edu/pack

Like Wolves in a Pack: Together We Thrive