

Case Study



Teaching That Changes the Odds: QCC Becomes a Model for Driving Measurable Student Success in Community Colleges



Part of the City University of New York (CUNY) system, Queensborough Community College (QCC) is a designated Hispanic-Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI), that serves 12,405 students in Queens, NY.

The Challenge

QCC is committed to academic excellence and closing institutional achievement gaps. When data revealed that some student groups were experiencing lower course completions, challenges with year-to-year retention, and higher DFW rates, leaders recognized the need for a more consistent, evidence-based approach to strengthening teaching and learning across the college.

A Powerful Strategy

Launched in 2020, QCC's partnership with ACUE provides faculty with access to the nationally recognized Certification in Effective Teaching. A three-year study found students taught by ACUE-certified faculty saw sustained impact: They earned higher grades, passed more courses, and had fewer DFWs, with the greatest gains among Black/African American students.



Christine Mangino, EdD

President, Queensborough Community College

Seeing our investment in faculty development translate into real student success is deeply rewarding. Our faculty's dedication to teaching excellence through ACUE is transforming lives.

STUDENT IMPACT

17%

Fewer DFWs Overall

Students taught by ACUE-certified faculty received 17% fewer Ds, Fs, or Withdrawals.

22%

Lower DFW Rates Among Black/African American Students

Black/African American students saw the largest reduction in DFW rates.

8%

Higher Grades Overall

Students taught by ACUE-certified faculty earned 8% higher grades.

6%

Improved Course Pass Rates

Students taught by ACUE-certified faculty improved course pass rates by 6%.

Source: Queensborough Community College Demonstrates That ACUE-Certified Faculty Drive Sustained Student Success (2026).

TRANSFORMING FACULTY MINDSET

Improved Faculty Confidence & Well-being

QCC faculty who complete ACUE courses report stronger knowledge of evidence-based practices, experience a noticeable boost in classroom confidence, and find students are more receptive to their instruction. They also describe a renewed sense of purpose, an improved mindset, and a revitalized passion for teaching.

Faculty Engagement

54%

QCC Instructors Participated in ACUE Courses

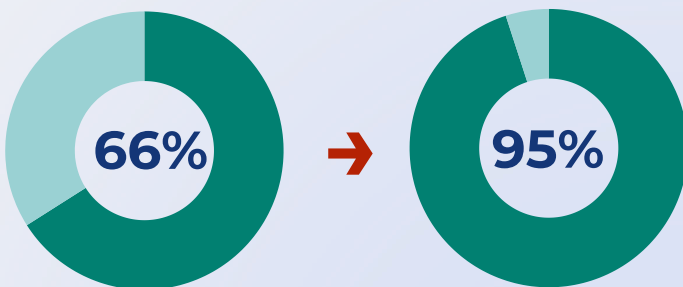
54% of instructional staff participated in ACUE courses, including Fostering a Culture of Belonging, and nearly 1/3 have earned the certification.

99%

Faculty Find ACUE Engaging and Relevant

Faculty indicate they agree or strongly agree that the knowledge and skills presented in the modules are relevant to their work.

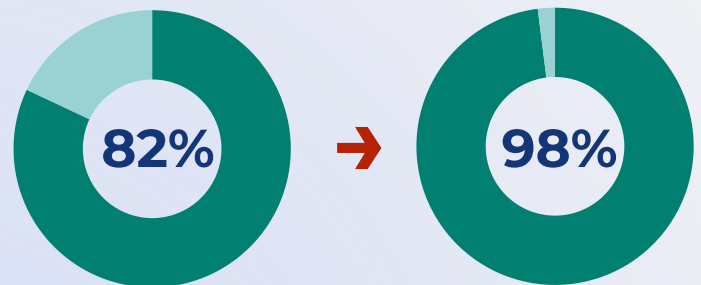
Use research to inform teaching



Before ACUE Course

After ACUE Course

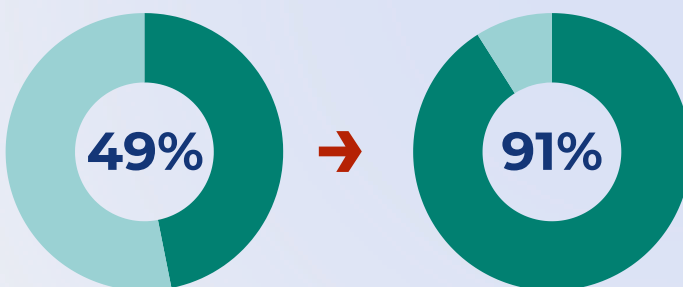
Believe instructors shape how students perceive their own intelligence



Before ACUE Course

After ACUE Course

Use student feedback to adjust instruction



Before ACUE Course

After ACUE Course

ACUE's Impact

These results are part of a growing body of evidence proving that effective teaching drives lasting student success.

Explore our research studies and learn how ACUE partners with colleges nationwide to achieve scalable, evidence-based impact.

Learn more: acue.org/impact.