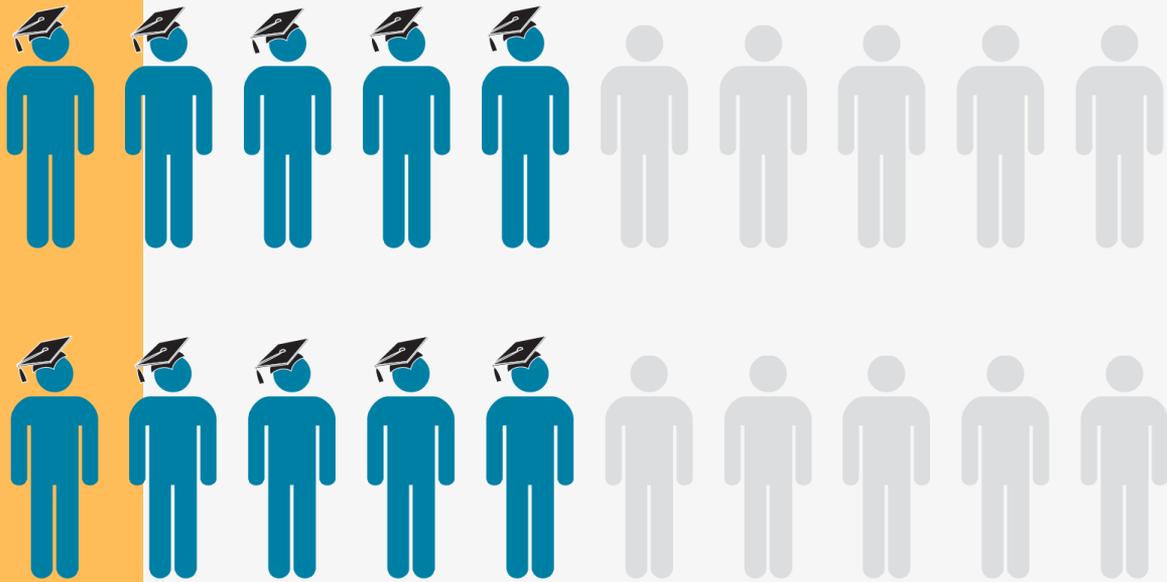


APRIL 2019

COMPLETION PROJECT



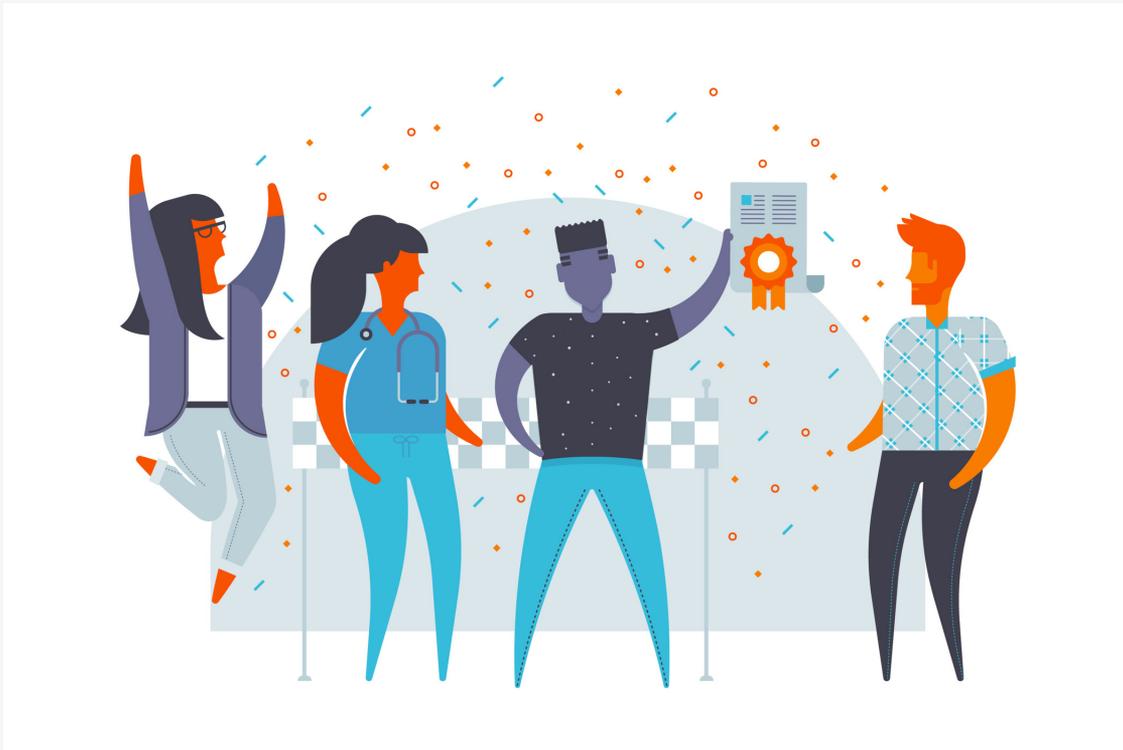
COLLEGE AT BROCKPORT

Eileen Daniel

edaniel@brockport.edu

Completion Project?

TELL ME MORE...



A LITTLE BIT ABOUT THE PROJECT GOALS

The project seeks out students who stepped out prior to degree completion and encourages and facilitates their return. The project's goals include the following:

- Retrieve past due balances, fees, fines
- Earn tuition revenues
- Increase the 6 year graduation rate
- Develop Advancement opportunities
- Identify reasons students stepped out
- Identify barriers to their return

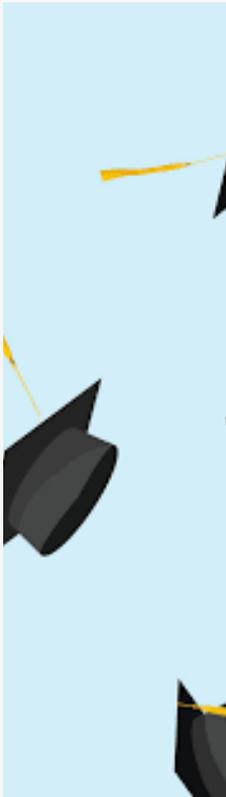
HOW DID THE PROJECT BEGIN?

The Vice Provost's office began a conversation with the Registrar regarding the number of students with greater than 105 credits who failed to graduate. Initially, all communication was handled in the Vice Provost's office. After the need was identified, a PIF grant supported hiring a Full Time Advisor.

Many Departments were involved in the design and implementation process and team:

Admissions
Advisement
Department Chairs
Registrar
Vice Provost

This was very much a collaboration between various departments.



PROJECT OUTCOMES

To date, 432 students have graduated

Nearly \$900,000 in tuition has been generated

\$60,000 in past dues balances recovered

SCOPE OF WORK

WHAT'S THE NITTY-GRITTY?

The project began with developing a database of non-completers who met the following criteria:

Good Academic Standing
> 105 earned credits
Left within the past 10 years

A degree audit was run on approximately 600 students. The information discovered populated a spreadsheet to determine completion requirements. See image below.

Name/ID	Total Cr. Earned	GPA	Major/GPA	Requirements needed for completion, notes
John D. 80000000	119	2.4	CRJ/ 2.5	One credit upper division elective
Jane D. 80000000	129	2.9	ENG/ 3.3	Drop teacher cert; gen ed MTH
Eileen D. 80000000	105	2.1	BUS/ 1.98	MTH 221, I, UD electives; <2.0 GPA in major

Students were contacted via: US mail, E-mail, Phone, Social Media (Facebook, Twitter, etc.), Specialized Software, Whitepages.com, and through their Academic Departments.

To meet the resource need of the project, a completion specialist was hired in 2016, funded by a PIF grant. According to the project lead, "hiring someone was the key to success.. Sending emails and hoping for returns really doesn't work. A full time well trained advisor is able to work with students, overcome fears, negotiate with departments, etc...It's money well spent and the benefits for the students and the institution are tremendous."

The following were reasons students walked away:

- * Personal: relationships/family
- * Academic:
 - * failed course (s); trigger course; didn't earn requisite grade; <2.0 overall or in major
 - * non-admission to program with secondary admissions requirement, e.g. NUR
- * Found a job without a degree
- * Financial

Keys to Success

Collaboration among departments

Advisement, support and follow up

Mapping out requirements

OVERCOMING BARRIERS AND LOOKING FORWARD



NEXT GROUPS OF TARGETED STUDENTS:

1. THOSE ON TEMPORARY ACADEMIC LEAVE LISTS
2. THOSE NOT REGISTERED FOR THE UPCOMING SEMESTER
3. ACADEMIC DISMISSAL
4. REFERRALS

THE BARRIERS IDENTIFIED AND HOW WE OVERCAME THEM

Financial Barriers: "Flying start, Flying Finish?"

Geographic Barriers: increased online opportunities

Student Fear: one-on-one advisement and support

Unclear requirements: utilizing spreadsheets

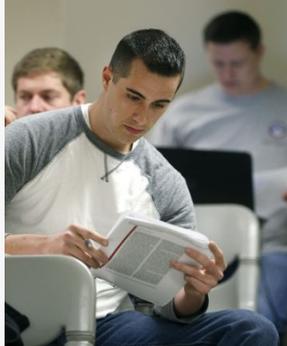
Administrative Barriers: Admissions' referrals; support



What is "Flying Start, Flying Finish?"

A: A College at Brockport fund

Student Profiles



Shawn W.

BUS major
Left for job-needed 4 BUS courses
Needed degree for administrative promotion
Completed online and evenings over two years
Earned degree 2017



Crystal T.

Criminal Justice major
Left for personal reasons in 2010
Completed two online courses
Graduated in 2017
Now employed in professional position