## Retention Committee

June 8, 2018
10-11 a.m. TTC 4380

Goal: Achieve a next-term retention rate of $\underline{74 \%}$ and a fall to fall retention rate of $\underline{50 \%}$ for New to KVCC Students intending to obtain a certificate, associate degree or transfer who enter KVCC Fall 2018.

1. Call to order
2. Approval of meeting minutes of May 11, 2018
3. Institutional Research update
4. Retention Plan Priority Area updates
5. Persistence by Enrollment Status Report
6. Intake Survey Fall 2018
a. Aggregate Responses to date
b. Actions driven by this data
7. Other
a. Ongoing Initiatives/Strategy Committee updates
b. ReUp Update
c. Congratulations and THANK YOU, Denise!

## Retention Committee

## June 8, 2018

Present: J. Abbott, C. Almeda, E. Bast, D. Bertch, M. Collins, L. Cosby, E. Dominianni, C. Dunten, A. Galick, S. Herrmann, K. Johnson, A. Marsh-Peek, D. Mondoux, E. Pauken, T. Quada, C. Ross, T. Welsh

Absent: M. Adams, E. Bell, A. Cederberg, L. Cool, K. Digby, C. Gearig, S. Hubbell, C. Olson, B. Reynolds, C. Stroven, L. Thomas

1. The meeting minutes of May 11, 2018, were accepted as presented
2. Institutional Research update D. Mondoux updated the committee on an increase in summer numbers, but percentage wise we are down. We are three weeks from peak fall enrollment. Patterns of Student Attendance document was distributed and discussed.
A. Galick distributed and discussed the Initial Progress KPI Next Term Persistence.
3. Retention Plan Priority Area updates

- E. Pauken explained the updates shown on the Retention Plan Progress Monitoring handout.
- There was discussion regarding content of letter sent to students that were part of the Fall 2018 recapture initiative. Question was asked, Could we possibly make calls to the students who didn't respond to letter?
- E. Dominianni reported:

Nine different emails addressing three of the survey questions have been sent out since our last meeting.
Question 8 - Need for support (four different emails) - average of a 41\% open rate Question 7 - Interest in student organizations (one email) - 31\% open rate with an impressive $15.5 \%$ click rate Question 1 - Goals while at Valley (four emails) - average of a 32\% open rate

- D. Bertch reported academic probation was implemented for summer.
- D. Bertch gave kudos to C. Almeda for her work on EFE.

4. Persistence by Enrollment Status Report
E. Pauken distributed and discussed a handout on enrollment.
5. Intake Survey Fall 2018
E. Pauken distributed and discussed the Fall Intake Survey as of $5 / 25 / 18$
a. Aggregate Responses to date (presented)
b. Actions driven by this data
E. Pauken discussed how departments are collaborating to use the data being collected including: Proactive fund awarding, Identification of students for support
programs and services, Outreach to encourage appropriate courseloads, among others.
6. Other
a. Ongoing Initiatives/Strategy Committee updates
b. ReUp Update: E. Pauken will discuss the contract today with the company. The committee discussed what students to exclude, including the Kalamazoo Promise students.
c. No meetings will be held in July and August.
---Retention Plan Progress Monitoring---

| Operational Recommendation |  |  |  | 믈 | 믕 0 0 0 0 0 0 0 0 x un |  |  |  | Notes |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Revise course schedule | X | X | X |  |  |  |  |  | Proposal brought to ISSES committee |
| Caseload based advising | X | X | X |  |  |  |  |  | Mapping caseloads underway |
| Mid-Term grades | X | X | X |  |  |  |  |  | Need to determine role of technology |
| Revamp early alert | X | X |  |  |  |  |  |  | Committee has been meeting to plan |
| Developmental placement | X |  |  |  |  |  |  |  | Analysis co SAT,ALEKS,Accu. complete |
| Recapture stop-outs | X | X | X | X | X |  |  |  | Piloted with Admissions \& Financial Aid |
| Course attendance |  |  |  |  |  |  |  |  |  |
| Campaign alignment | X | X | X | X | X | X |  |  | Campaigns = prospect thru completer |
| Dropped non-pay outreach |  |  |  |  |  |  |  |  | Data compiled |
| Student in-take survey revision | X | X | X | X | X |  |  |  | Survey incorporated, outreach occurring |
| Focus Projects |  |  |  |  |  |  |  |  | Notes |
| Identify at-risk factors | X | X | X |  |  |  |  |  | Retroactive look at survey data with IR |
| Math remediation w/ K-12 | X | X | X |  |  |  |  |  | Pilot occurred with GLHS, proposed expansion not fully planned, started grant |
| CRM implementation | X | X | X |  |  |  |  |  |  |
| Asset map development | X | X | X | X |  |  |  |  | Data collection currently underway |
| Student employee review |  |  |  |  |  |  |  |  |  |
| Ongoing Initiatives/Programs Influencing Retention |  |  |  |  |  |  |  |  | Notes |
| FYE | X | X | X | X | X | X | X |  | Continuing to scale/add programs |
| Mandatory orientation | X | X | X | X | X | X | X | X |  |
| Mandatory career advising | X | X | X | X | X | X | X |  |  |
| Academic probation | X | X | X | X |  |  |  |  |  |
| Gateways to Completion | X | X | X | X |  |  |  |  |  |
| GLW, AMP, 8x8, Rapid Review | X | X | X | X | X | X | X |  |  |


| KVAAP | X | X | X | X | X | X |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |

## Most students at Kalamazoo Valley enroll part-time



Next-term Persistence Correlates with the Number of Enrolled Courses

| \# of Fall <br> Courses | Final Fall <br> Headcount | Persisting <br> into Winter <br> or Earned <br> Award |
| :--- | :--- | :--- |
| 1 | 2041 | 1061 |
| 2 | 2120 | 1470 |
| 3 | 1617 | 1253 |
| 4 | 2170 | 1800 |
| 5 | 437 | 394 |
| $6+$ | 127 | 123 |

Students persisting into next term or earned award by number of enrolled courses, Fall 2017 to Winter 2018

97\%

40.00\%
$30.00 \%$
$20.00 \%$

Overall Next-Term Persistence or earned award Fall 2017 = 71.7\%

52\%


1
2
3
5 6+

Students persisting into next term by number of enrolled courses Fall 2017 to Winter 2018


## Fall 16 to Winter 17 retention

| Final Fall headcount | 8153 |  |
| :--- | :---: | :---: |
| Number persisting into Winter term | 5826 | $71.5 \%$ |
| Number persisting through Winter <br> (didn't withdraw from all Winter courses) | 5602 | $68.7 \%$ |


| GENDER | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| Male | 3903 | $2801(71.8 \%)$ | $2678(68.6 \%)$ |
| Female | 4249 | $3024(71.2 \%)$ | $2923(68.8 \%)$ |
| Not indicated | 1 | $1(100 \%)$ | $1(100 \%)$ |


| RACE/ETHNICITY | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| Asian | 130 | $98(75.4 \%)$ | $96(73.8 \%)$ |
| Black/African Am. | 1014 | $644(63.5 \%)$ | $615(60.7 \%)$ |
| Hispanic | 402 | $287(71.4 \%)$ | $277(68.9 \%)$ |
| Hawaiian/Pac. Is. | 4 | $2(50.0 \%)$ | $2(50.0 \%)$ |
| International stu. | 118 | $68(57.6 \%)$ | $67(56.8 \%)$ |
| Native American | 60 | $39(65.0 \%)$ | $37(61.7 \%)$ |
| Two or more | 258 | $185(71.7 \%)$ | $176(68.2 \%)$ |
| White | 5994 | $4378(73.0 \%)$ | $4209(70.2 \%)$ |
| Not indicated | 173 | $125(72.3 \%)$ | $123(71.1 \%)$ |


| FULL/PART STATUS | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| Full time students | 2670 | $2189(82.0 \%)$ | $2122(79.5 \%)$ |
| Part time students | 5483 | $3637(66.3 \%)$ | $3480(63.5 \%)$ |


| AGE | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| 17 and younger | 659 | $525(79.7 \%)$ | $519(78.8 \%)$ |
| $18-19$ | 1964 | $1583(80.6 \%)$ | $1531(78.0 \%)$ |
| $20-24$ | 3111 | $2088(67.1 \%)$ | $1992(64.0 \%)$ |
| $25-29$ | 1048 | $707(67.5 \%)$ | $676(64.5 \%)$ |
| $30-34$ | 490 | $326(66.5 \%)$ | $309(63.1 \%)$ |
| $35-39$ | 302 | $208(68.9 \%)$ | $199(65.9 \%)$ |
| $40-49$ | 349 | $249(71.3 \%)$ | $240(68.8 \%)$ |
| $50-59$ | 169 | $107(63.3 \%)$ | $103(60.9 \%)$ |
| 60 and older | 59 | $31(52.5 \%)$ | $32.5 \%)$ |


| STUDENT TYPE | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| FTIAC | 1215 | $936(77.0 \%)$ | $899(74.0 \%)$ |
| Guest student | 201 | $73(36.3 \%)$ | $67(33.3 \%)$ |
| High school | 598 | $464(77.6 \%)$ | $459(76.8 \%)$ |
| Registered prior <br> semesters | 4545 | $3384(74.5 \%)$ | $3261(71.7 \%)$ |
| Registered non- <br> prior semesters | 51083 | $616(56.9 \%)$ | $581(53.6 \%)$ |
| Transfer | $353(69.1 \%)$ | $335(65.6 \%)$ |  |


| RESIDENCY | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| In-district | 6181 | $4477(72.4 \%)$ | $4295(69.5 \%)$ |
| Out-of-district | 1842 | $1272(69.1 \%)$ | $1232(66.9 \%)$ |
| Out-of-state | 22 | $17(77.3 \%)$ | $16(72.7 \%)$ |
| International | 108 | $60(55.6 \%)$ | $59(54.6 \%)$ |


| \# OF FALL CRH | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| 1 | 88 | $36(40.9 \%)$ | $35(39.8 \%)$ |
| 2 | 138 | $78(56.5 \%)$ | $75(54.3 \%)$ |
| 3 | 1166 | $609(52.2 \%)$ | $571(49.0 \%)$ |
| 4 | 718 | $381(53.1 \%)$ | $357(49.7 \%)$ |
| 5 | 247 | $152(61.5 \%)$ | $144(58.3 \%)$ |
| 6 | 1067 | $783(73.4 \%)$ | $747(70.0 \%)$ |
| 7 | 708 | $504(71.2 \%)$ | $477(67.4 \%)$ |
| 8 | 325 | $240(73.8 \%)$ | $229(70.5 \%)$ |
| 9 | 629 | $491(78.1 \%)$ | $471(74.9 \%)$ |
| 10 | 629 | $510(81.1 \%)$ | $494(78.5 \%)$ |
| 11 | 264 | $215(81.4 \%)$ | $209(79.2 \%)$ |
| 12 | 859 | $686(79.9 \%)$ | $670(78.0 \%)$ |
| 13 | 770 | $669(86.9 \%)$ | $657(85.3 \%)$ |
| 14 | 287 | $253(88.2 \%)$ | $249(86.8 \%)$ |
| 15 | 116 | $97(83.6 \%)$ | $96(82.8 \%)$ |
| 16 | 87 | $77(88.5 \%)$ | $77(88.5 \%)$ |
| 17 | 30 | $26(86.7 \%)$ | $26(86.7 \%)$ |
| 18 | 11 | $8(72.7 \%)$ | $8(72.7 \%)$ |
| 19 | 7 | $6(85.7 \%)$ | $6(85.7 \%)$ |
| 20 | 2 | $1(50.0 \%)$ | $1(50.0 \%)$ |
| 21 | 4 | $4(80.0 \%)$ | $4(80.0 \%)$ |


| \# OF FALL COURSES | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| 1 | 2131 | $1105(51.9 \%)$ | $1040(48.8 \%)$ |
| 2 | 2112 | $1503(71.2 \%)$ | $1430(67.7 \%)$ |
| 3 | 1642 | $1303(79.4 \%)$ | $1255(76.4 \%)$ |
| 4 | 1814 | $1558(85.9 \%)$ | $1524(84.0 \%)$ |
| 5 | 339 | $290(85.5 \%)$ | $287(84.7 \%)$ |
| 6 | 107 | $63(58.9 \%)$ | $63(58.9 \%)$ |
| 7 | 8 | $4(50.0 \%)$ | $4(50.0 \%)$ |

## Fall 17 to Winter 18 retention

| Final Fall headcount | 8164 |  |
| :--- | :---: | :---: |
| Number persisting into Winter term | 5768 | $70.7 \%$ |
| Number persisting through Winter <br> (didn't withdraw from all Winter courses) | 5540 | $67.9 \%$ |


| GENDER | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| Male | 3860 | $2733(70.8 \%)$ | $2615(67.7 \%)$ |
| Female | 4292 | $3025(70.5 \%)$ | $2915(67.9 \%)$ |
| Not indicated | 12 | $10(83.3 \%)$ | $10(83.3 \%)$ |


| RACE/ETHNICITY | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| Asian | 154 | $111(72.1 \%)$ | $107(69.5 \%)$ |
| Black/African Am. | 1013 | $647(63.9 \%)$ | $616(60.8 \%)$ |
| Hispanic | 455 | $309(67.9 \%)$ | $295(64.8 \%)$ |
| Hawaiian/Pac. Is. | 7 | $4(57.1 \%)$ | $4(57.1 \%)$ |
| International stu. | 126 | $70(55.6 \%)$ | $69(54.8 \%)$ |
| Native American | 49 | $33(67.3 \%)$ | $31(63.3 \%)$ |
| Two or more | 293 | $215(73.4 \%)$ | $199(67.9 \%)$ |
| White | 5887 | $4264(72.4 \%)$ | $4105(69.7 \%)$ |
| Not indicated | 180 | $115(63.9 \%)$ | $114(63.3 \%)$ |


| FULL/PART STATUS | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| Full time students | 2636 | $2173(82.4 \%)$ | $2102(79.7 \%)$ |
| Part time students | 5528 | $3595(65.0 \%)$ | $3438(62.2 \%)$ |


| AGE | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| 17 and younger | 722 | $561(77.7 \%)$ | $554(76.6 \%)$ |
| $18-19$ | 2018 | $1629(80.7 \%)$ | $1571(77.8 \%)$ |
| $20-24$ | 3112 | $2086(67.0 \%)$ | $1974(63.4 \%)$ |
| $25-29$ | 1022 | $653(63.9 \%)$ | $631(61.7 \%)$ |
| $30-34$ | 456 | $320(70.2 \%)$ | $306(67.1 \%)$ |
| $35-39$ | 302 | $187(61.9 \%)$ | $183(60.6 \%)$ |
| $40-49$ | 333 | $207(62.2 \%)$ | $200(60.1 \%)$ |
| $50-59$ | 153 | $26(64.7 \%)$ | $96(62.7 \%)$ |
| 60 and older | 46 |  | $25(54.3 \%)$ |


| STUDENT TYPE | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| FTIAC | 1193 | $918(76.9 \%)$ | $884(74.1 \%)$ |
| Guest student | 228 | $87(38.2 \%)$ | $82(36.0 \%)$ |
| High school | 619 | $451(72.9 \%)$ | $445(71.9 \%)$ |
| Registered prior <br> semesters | 4555 | $3358(73.7 \%)$ | $3231(70.9 \%)$ |
| Registered non- <br> prior semesters | 1075 | $609(56.7 \%)$ | $570(53.0 \%)$ |
| Transfer | 494 | $345(69.8 \%)$ | $328(66.4 \%)$ |


| RESIDENCY | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| In-district | 6219 | $4430(71.2 \%)$ | $4256(68.4 \%)$ |
| Out-of-district | 1750 | $1231(70.3 \%)$ | $1183(67.6 \%)$ |
| Out-of-state | 76 | $43(56.6 \%)$ | $39(51.3 \%)$ |
| International | 119 | $64(53.8 \%)$ | $62(52.1 \%)$ |


| \# OF FALL CRH | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| 1 | 72 | $36(50.0 \%)$ | $34(47.2 \%)$ |
| 2 | 232 | $75(32.3 \%)$ | $72(31.0 \%)$ |
| 3 | 1158 | $662(57.2 \%)$ | $612(52.8 \%)$ |
| 4 | 703 | $371(52.8 \%)$ | $349(49.6 \%)$ |
| 5 | 263 | $154(58.6 \%)$ | $142(54.0 \%)$ |
| 6 | 1067 | $757(70.9 \%)$ | $725(67.9 \%)$ |
| 7 | 703 | $488(69.4 \%)$ | $473(67.3 \%)$ |
| 8 | 317 | $228(71.9 \%)$ | $221(69.7 \%)$ |
| 9 | 556 | $422(75.9 \%)$ | $408(73.4 \%)$ |
| 10 | 605 | $486(80.3 \%)$ | $465(76.9 \%)$ |
| 11 | 230 | $188(81.7 \%)$ | $184(80.0 \%)$ |
| 12 | 885 | $725(81.9 \%)$ | $701(79.2 \%)$ |
| 13 | 758 | $646(85.2 \%)$ | $635(83.8 \%)$ |
| 14 | 289 | $241(83.4 \%)$ | $237(82.0 \%)$ |
| 15 | 152 | $132(86.8 \%)$ | $127(83.6 \%)$ |
| 16 | 101 | $94(93.1 \%)$ | $93(92.1 \%)$ |
| 17 | 47 | $39(83.0 \%)$ | $38(80.9 \%)$ |
| 18 | 14 | $12(85.7 \%)$ | $12(85.7 \%)$ |
| 19 | 6 | $6(100 \%)$ | $6(100 \%)$ |
| 20 | 6 | $6(100 \%)$ | $6(100 \%)$ |
|  |  |  |  |


| \# OF FALL COURSES | Final Fall headcount | Persist into Winter | Persist through Winter |
| :--- | :---: | :---: | :---: |
| 1 | 2196 | $1151(52.4 \%)$ | $1078(49.1 \%)$ |
| 2 | 2097 | $1453(69.3 \%)$ | $1394(66.5 \%)$ |
| 3 | 1568 | $1228(78.3 \%)$ | $1176(75.0 \%)$ |
| 4 | 1829 | $1535(83.9 \%)$ | $1500(82.0 \%)$ |
| 5 | 362 | $331(91.4 \%)$ | $322(89.0 \%)$ |
| 6 | 110 | $68(61.8 \%)$ | $68(61.8 \%)$ |
| 7 | 2 | $2(100 \%)$ | $2(100 \%)$ |

