

Retention Committee

September 14, 2018

10-11 a.m.

TTC 4380



Goal: Achieve a **next-term retention rate** of 74% and a **fall to fall retention rate** of 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 June 8, 2018
3. Institutional Research update
4. Retention/Completion and Loan Default
5. Retention Plan Priority Area updates
 - a. Early Alert
 - b. Recapture Stop-Outs
 - c. DNP/Batch Cancellation
 - d. Intake Survey Fall 2018 - Final
 - i. Aggregate Responses to date
6. Ongoing Initiatives/Strategy Committee updates
 - a. FYE Enrollment
7. Other

Retention Committee

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Present: J. Abbott, M. Adams, E. Bell, A. Cederberg, C. Gearig, S. Hubbell, C. Almeda, M. Collins, C. Cockerel, E. Dominianni, C. Dunten, A. Galick, D. Mondoux, E. Pauken, T. Quada, C. Ross, T. Welsh

Absent: E. Bast, D. Bertch, L. Cosby, L. Cool, S. Hermann, K. Johnson, A. Marsh-Peak, C. Olson, C. Stroven, L. Thomas

Since membership had changed from the previous year, introductions were made.

Evan advised that meeting materials and other pertinent retention information will be saved to the Retention Folder/sub-folders on the G drive for ease of access by committee members. Members will be advised once access to the folder has been arranged.

The minutes of June 18, 2018, were approved as presented.

1. Institutional Research update

- D. Mondoux reviewed Fall '17 – Fall '18 persistence data. Highlights of the discussion include:
 - Data is preliminary; final numbers not available until the end of the semester
 - Persistence rate, '13-'14 to '17-'18 ranges from 46-49%
 - Anticipate slow improvements over next few year due to new initiatives/efforts being implemented
 - Official enrollment numbers will be available 10/15/18

2. Retention/Completion and Loan Default

- Cederberg led a discussion regarding loan default
 - The Default Prevention Task Force has been working to address the loan default concerns.
 - An “in-school” sub-committee of this task force has been working to provide education/support to students to help them become more aware/responsible for payment of tuition, fees, etc.
 - Task Force consensus is that the work/initiatives of the Retention Committee is a more effective/efficient use of resources to address loan default, given the committee’s collective focus on all issues relative to student retention. Retention Committee members are asked to advise Financial Aid of any issues/concerns regarding loan default that may be able to be addressed.
 - KVCC’s current default rate is 23.4%; the official rate is 21.7%, both of which are 10% below sanction.

3. Retention Plan Priority Area updates

- E. Pauken briefly reviewed the Retention Plan Priority Area update.
 - The plan is categorized in three components
 - Operational recommendations: initiatives currently in play; continually being monitored to ensure alignment with retention efforts.
 - Focus Projects: initiatives/efforts currently in the planning stage for future implementation
 - Ongoing Initiatives: processes/initiatives in play from the previous Retention Plan that are being monitored/improved as appropriate to maintain alignment with retention goals

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- Early Alert
 - E. Pauken reviewed the updates to the Early Alert System that have been implemented for Fall '18
 - E. Pauken then reviewed the EA Communication Work Flow during the second week of classes through the last date of withdrawal
 - The timeline was reviewed to facilitate a quicker closure of issues
 - Kudos to Renee Daudert for her work updating the system's tools and logic
 - E. Pauken is now the administrator of the Early Alert System and will make assignments to team members. Individuals are to contact him with questions/issues.
- Recapture Stop Outs
 - KVCC has contracted with ReUp to identify/work with KVCC "stop outs" (approximately 11,650 students) from 5 years back
 - ReUp has numerous resources and mechanisms to target the appropriate individuals
 - ReUp coaches will work the full spectrum – re-enrollment through degree completion, contacting individuals as "ReUp on behalf of KVCC."
 - Question was raised re: KVCC being advised of status of students contacted by ReUp. E. Pauken stated that KVCC can request such.
 - ReUp will receive a percentage of tuition (minus any institutional awards (grants/scholarships in which KVCC is the fund source) for each student who re-enrolls.
 - Program will go live, 9/20/18
- DNP/Batch Cancellation
 - Discussion re: issues/potential solutions to DNP/batch cancellation followed.
 - Approximately 30% of batch cancellation students in the Fall 2016 cohort never transferred or re-enrolled.
 - Communication re: DNP provided several mechanisms
 - Orientation
 - Text and email
 - Late registrations do not receive notification re: deadline to pay tuition. However, students are called by Financial Aid.
 - Additional concern re: student losing spot to wait-list student
 - Suggestions to address issue were made:
 - Earlier communication re: tuition being due
 - Add tuition balance to MyValley page ("in your face")
 - Additional communication re: checking MyValley during summer
 - Add date student registered for class to schedule
 - Continue proactive and reactive awarding of institutional funds to assist students when applicable
 - Develop a bill and send; may be helpful to get "second party" involved
 - With addition of the CRM and an anticipated upgrade to Banner Self Service, increased options to modify messaging may be available

4. Intake Survey Fall 2018 - Final

- E. Pauken distributed and discussed the final Fall Intake Survey Aggregate Responses
- Departments continue to collaborate to address issues, including but not limited to:
 - Proactive fund awarding
 - Identification of students for support programs and services

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- Outreach to encourage appropriate course loads
- The CRM will assist with capturing data and facilitation resolution of issues

5. Ongoing Initiatives/Strategy Committee updates

- FYE
 - Offering 24 classes, all but 3 are at capacity
 - Approximately 500 student enrolled, twice the number v. Fall '17
 - More positive attitude observed
- Academic Probation
 - Communication about the policy going out to all FTIAC students, 9/20/18

Next Agenda

- Orientation Data
- FYE
- Target X Update
- Revised Batch Cancellation/Banner 9 Upgrade

---Retention Plan Progress Monitoring---

Operational Recommendation	Officially Proposed	Initial Meeting(s)	Partially Planned	Fully Planned	Executed or Piloted	Continuous Improvement	Expanded Implementation	Fully Scaled	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	Officially Proposed	Initial Meeting(s)	Partially Planned	Fully Planned	Executed or Piloted	Continuous Improvement	Expanded Implementation	Fully Scaled	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	Officially Proposed	Initial Meeting(s)	Partially Planned	Fully Planned	Executed or Piloted	Continuous Improvement	Expanded Implementation	Fully Scaled	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			

Ongoing Progress KPI

Fall–Fall Persistence

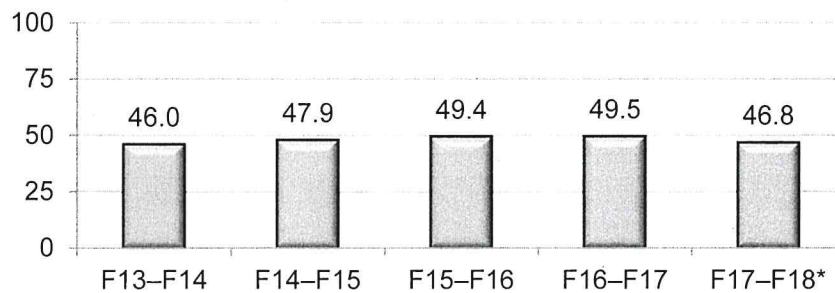
The population for each year is the Fall New to KVCC Cohort. This cohort is the group of students who started at KVCC in the indicated term – whether they were first time in any college (FTIAC) students, or transferred in to KVCC from another college. Students are counted as "persisting" if they enroll in any credit course during the next fall term, or if they complete an award before that fall term.

*Numbers for F17–F18 are preliminary based on F18 enrollment as of 9/13/2018.

- Retention Committee Goal: Achieve a fall-to-fall retention rate of **50%** for New to KVCC students intending to obtain a certificate, associate degree or transfer who enter KVCC in Fall 2018.

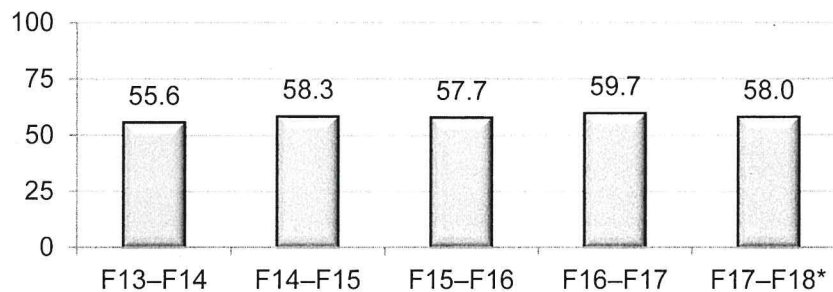
All New To KVCC Students

Overall
Fall–Fall
Persistence

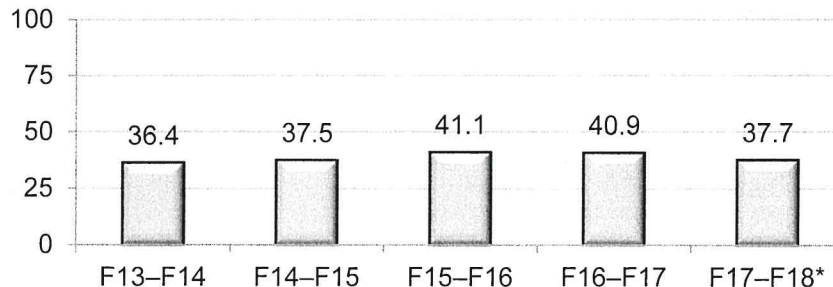


By Credit Load

Full-time
Students
(12+ CRH in initial fall)



Part-time
Students



Updates to Early Alert System, Fall 2018

Moved frequently used links and forms to one location.

Early Alert turned "on" the first 1 week for alerts relating to attendance and wrong course selection.

Action: Notification to student of the absence.

Notification to students to seek assistance from advising and counseling or faculty relating to the course choice.

Status update with action taken for closed alerts.

Reminders to assigned staff of pending status.

Emails to students notifying of referrals.

Alerts with referrals to tutoring will be handled directly by Learning Center Staff.

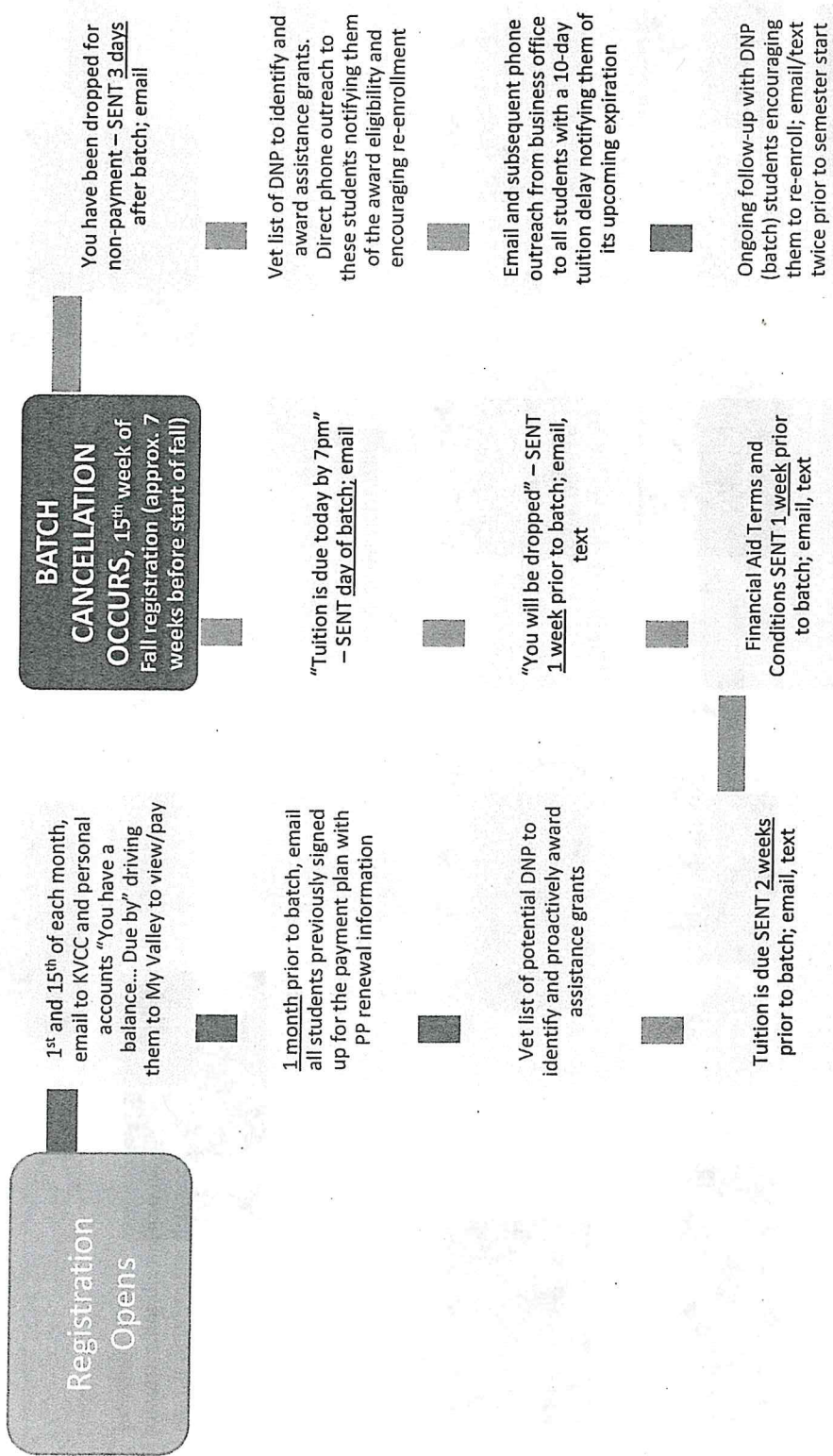
Crisis will not be allowed to be entered as an early alert.

Added required fields to allow receiving staff knowledge of what has/has not been done for better context when reaching out to student.

Early Alert responding staff (no longer exclusive to counselors) are assigned based upon cohort or pathway.

Early Alert will be screened and monitored by Evan Pauken, Director of Retention and Completion.

Fall Registration Period -Tuition is Due/You have been dropped



FALL IN-TAKE SURVEY by enrolled/not enrolled - Fall 2018 as of 9-10-18

	STILL ENROLLED as of 9-10		Dropped/DNP/Never Enrolled after Survey Completion		Batch Cancelled/Not re-enrolled (Duplicates from dropped/etc. list)	
TOTAL	7943		1261		470	
EMPLOYMENT STATUS						
FT Day	1871	24%	411	33%	164	35%
FT Evening	723	9%	159	13%	65	14%
PT Day	1279	16%	168	13%	69	15%
PT Evening or Night	1018	13%	110	9%	36	8%
Not employed but seeking work	944	12%	131	10%	48	10%
Not employed, not seeking	615	8%	80	6%	26	6%
My work schedule varies	1144	14%	141	11%	55	12%
I prefer not to answer	349	4%	61	5%		1%
CHILDCARE CHALLENGES						
I do not have children	5607	71%	734	58%	284	60%
No	1673	21%	348	28%	126	27%
Yes	409	5%	120	10%	52	11%
I prefer not to answer	254	3%	59	5%		2%
SUPPORT IN DECISION TO ATTEND COLLEGE						
I was discouraged to attend	36	0%		1%		1%
Neutral	696	9%	149	12%	55	12%
Not well supported	152	2%	46	4%	18	4%
Somewhat supported	1184	15%	199	16%	83	18%
Very Supported	5600	71%	792	63%	298	63%
I prefer not to answer	275	3%	66	5%	12	3%
PLAN TO PAY FOR COLLEGE NEXT TERM						
I do not have a plan to pay (included)	279	4%	55	4%	21	4%
I won't be taking classes next semester (included)	96	1%	42	3%	12	3%
Payment Plan (solely)	998	13%	177	14%	77	16%
Financial Aid (solely)	3450	43%	517	41%	195	41%
Cash in Full (solely)	1541	19%	207	16%	80	17%
Multiple Methods	640	8%	144	11%	71	15%
I prefer not to answer	632	8%	80	6%	12	3%

	STILL ENROLLED as of 9-10		Dropped/DNP/Never Enrolled after Survey Completion		Batch Cancelled/Not re-enrolled (Duplicates from dropped/etc. list)	
TOTAL	7943		1261		470	
TRANSPORTATION						
Friends or Relatives	551	7%	62	5%	26	6%
My Own Vehicle	6659	84%	1054	84%	401	85%
Walk/Bike	77	1%	20	2%		2%
Other	26	0%		0%		0%
Public Transportation	413	5%	64	5%	26	6%
I prefer not to answer	217	3%	55	4%		1%
PROGRAM CONFIDENCE						
Very Confident	4347	55%	666	53%	246	52%
Somewhat Confident	1925	24%	259	21%	107	23%
Not Confident	560	7%	120	10%	41	9%
This information is incorrect	704	9%	151	12%	67	14%
I prefer not to answer	407	5%	65	5%		2%
AGE RANGE						
<=17	578	7%	34	3%		1%
18-19	1998	25%	176	14%	60	13%
20-24	3159	40%	489	39%	184	39%
25-29	1018	13%	242	19%	90	19%
30-34	473	6%	114	9%	48	10%
35-40	275	3%	63	5%	31	7%
40-49	279	4%	81	6%	35	7%
50-59	121	2%	48	4%	12	3%
60+	42	1%	14	1%		1%
CUMULATIVE GPA						
Null (new to KV)	2521	32%	425	34%	117	25%
<2.0	789	10%	181	14%	87	19%
2.0 - 2.99	1695	21%	305	24%	139	30%
3.0 - 4.0	2819	35%	326	26%	118	25%
TOTAL CREDITS ACCUMULATED						
Zero	2415	30%	423	34%	125	27%
1-12	1198	15%	183	15%	70	15%
13-24	1106	14%	181	14%	81	17%
25-35	875	11%	113	9%	47	10%
35-45	704	9%	77	6%	26	6%
46-65	972	12%	118	9%	44	9%
66-80	393	5%	90	7%	38	8%
81+	359	5%	82	7%	40	9%