

Degree Completion Initiative

Office of the Registrar

Project Win Win Report

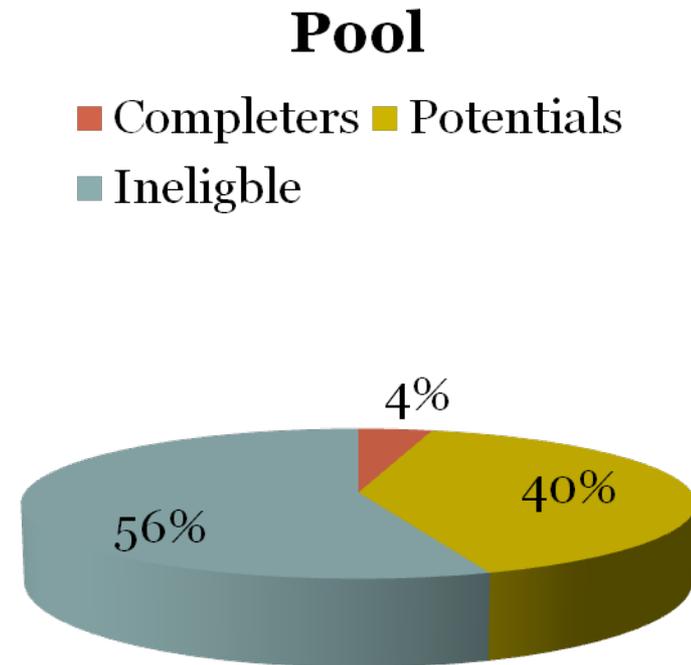
2006-2010

Project Win Win

- Project Win Win is a grant funded initiative to query “stop-out” students considered to be “completers” and have satisfactorily completed all degree requirements, but had not filed for graduation OR student who obtained at least 50 credits and considered as “potential” for graduation.

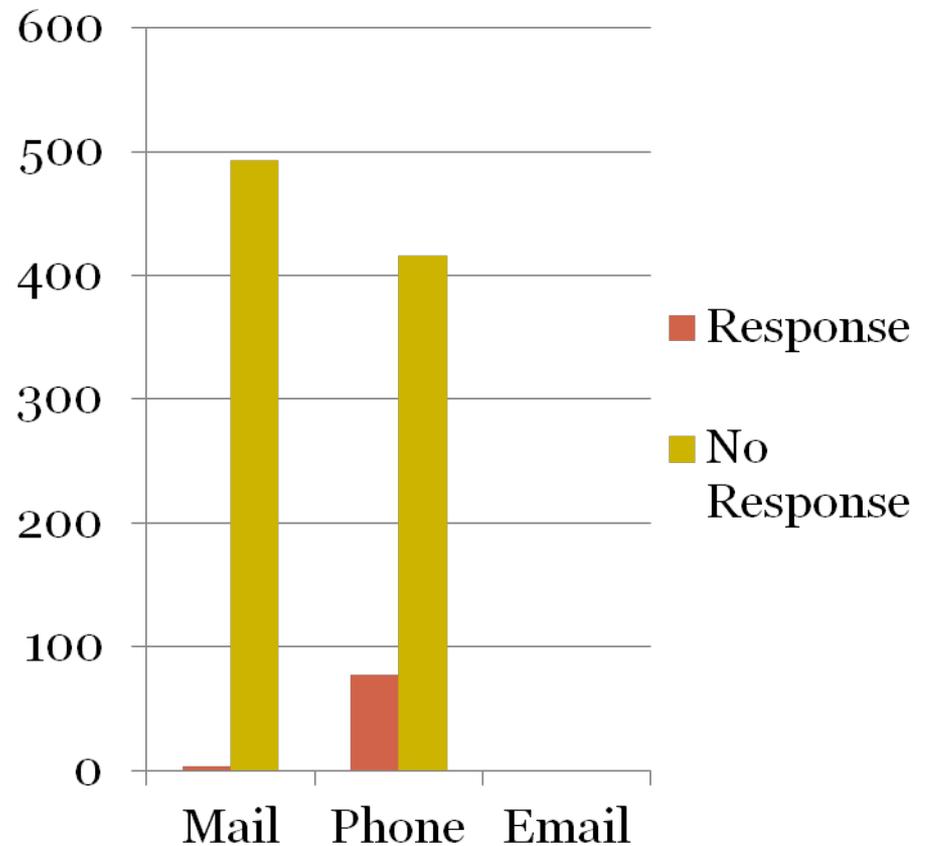
Project Win Win Summary

- Pool – Amount of students queried (1229)
- Ineligible – Did not meet Project Win Win requirements (682)
- Completers – Awarded Degrees (*50)
- Potentials – Contacted (497)



Method of Contact - Potentials

- Mail – 497
 - **Response 4**
 - **No Response 493**
- Phone - 493
 - **Response 77**
 - **No Response 416**
- Email – 416
 - **Response 0**
 - **No Response 0**



Project Win Win Summary

- After successfully contacting 81 students, 61 students showed no interest due to various reasons (Employed, Re-located, Personnel, etc). However of the 20 remaining students who expressed interest, 2 enrolled in the Fall, and 2 transferred credits from another institution and have been awarded a degree. *Overall 52 students were awarded degrees in the Project Win Win initiative.

Lessons Learned

Communication

The communication efforts were not very effective due to the length of time these students were away from the college. Phone communication was the highest, but only yielded 15% of student contact. The lesson learned from this, was that as time passes without contact, student contact becomes more difficult.

Limitation of Grant

The largest limitation of the Project Win Win grant was students that transferred to another institution were removed from our pool of “potentials”. These students may have been ideal candidates for Reverse Transfer of university credits back to MCC to become eligible for a MCC degree.

Backlog Report

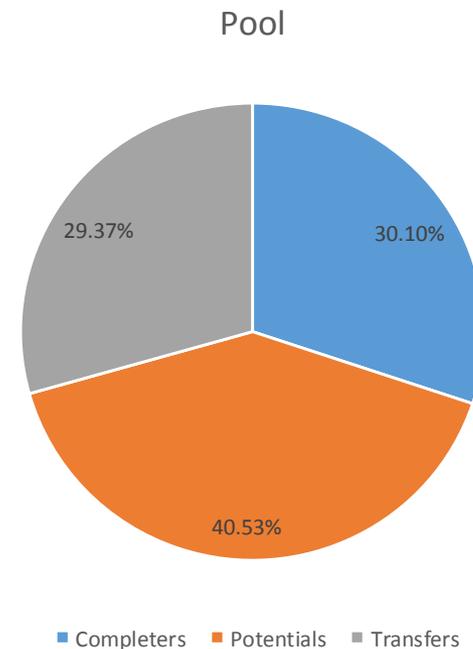
2010-2013

Backlog Initiative

- Upon completion of the Project Win Win grant, the Registrar's Office applied principles and lessons learned to fill the gap between the grant requirements (2006-2009) through the current semester (2010-2013). Using lessons learned from the limitations of the Project Win Win grant requirement, the Registrar's Office included in their review, students that transferred out and reviewed reverse transfer opportunities for students that had at least 50 credits.

Consolidated Summary

- Pool – Amount of students (4814)
- Completers – Awarded degrees (1449)
- Potentials (3365)
 - Within 12 credits – Within 12 credits after review (1951)
 - Reverse transfer – Students that transferred for degree after credits are transferred back to MCC (1414)



Method of Contact

Completer Letter

- The completer letter is congratulatory in nature, celebrating the awarding of the degree.
- The letter provides an opt-out option if the student does not want degree conferred.
- Their letter highlights higher earning potentials for degree holders.

Potential Letter

- Two types of letters are sent to potential students, 1) within 12 credits, or 2) reverse transfer candidates.
- Each letter provides specific instructions on steps to finish the degree, or steps to reverse transfer university credits.
- Both letters discuss the benefits of an associate degree.

Measuring Success - Potentials

Potentials – 50+ credits

- Send student communication (2014/3)
- Measure success by running enrollment report to determine if the student has returned.
- Timeframe:
 - Communication – 2014/3
 - Enrollment Report – 2015/3

Potentials -Reverse Transfer

- Send student communication (2014/3)
- Measure success by running degree report to determine if the student has graduated upon reverse transfer.
- Timeframe:
 - Communication – 2014/3
 - Degree Report – 2015/3

Lessons Learned

Communication

Although we learned through Project Win Win that the most effective method of communication was by phone, due to the vastness of the backlog, communicating by phone with these students was not a viable option. Therefore we will default to letter communication.

Vastness of Backlog

The largest limitation of working this backlog was the immense pool of students that was generated. Each student (4791) had to be manually reviewed to determine if they were eligible for a degree or a potential for a degree. We learned that a more routine cycle of review is necessary to avoid large backlog files.

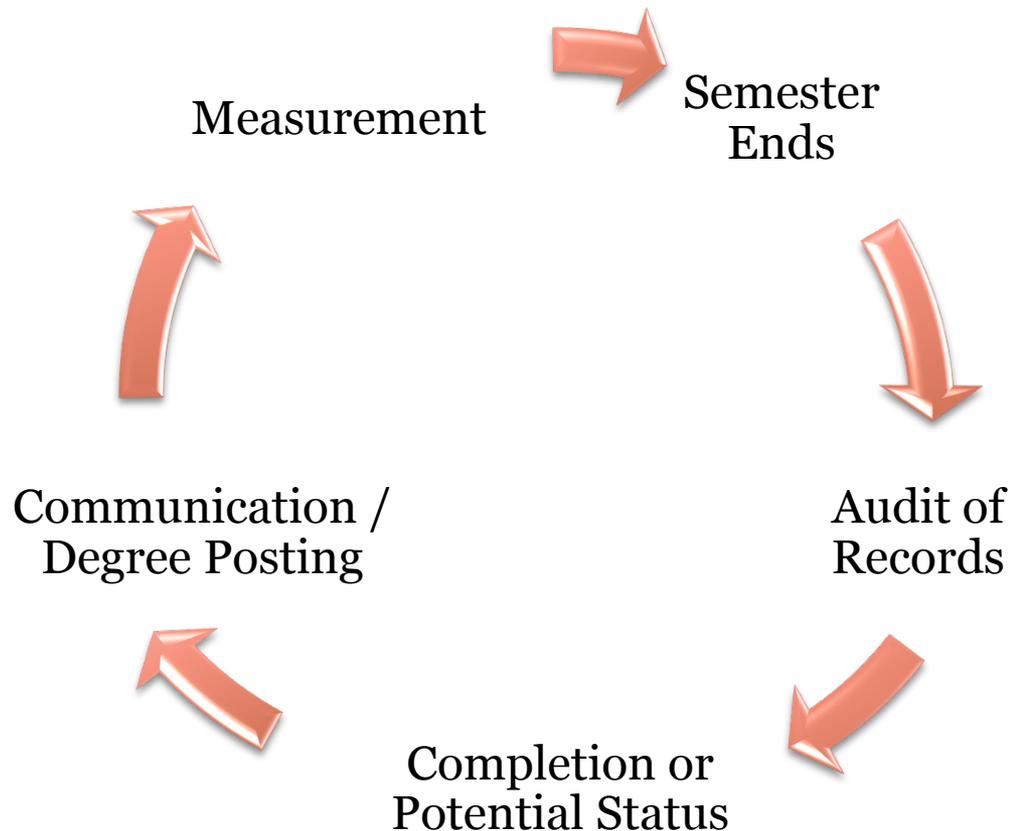
Ongoing Completion Audits

2014 - Current

Ongoing Completion Audit Initiative

The ongoing completion audit initiative is a regular semester process. This process reviews students that have recently stopped attending MCC and are reviewed for completion or potential status. This process will be maintained on a semester basis to avoid the backlog cases as experienced previously. This will also assist in communication effectiveness due to up-to-date biographical information (i.e. phone number, address, etc).

Ongoing Completion Audits



Lessons Learned

Communication

With a more manageable pool of students, the Registrar's office can choose the most effective method of communication (i.e. mail, phone, email, etc).

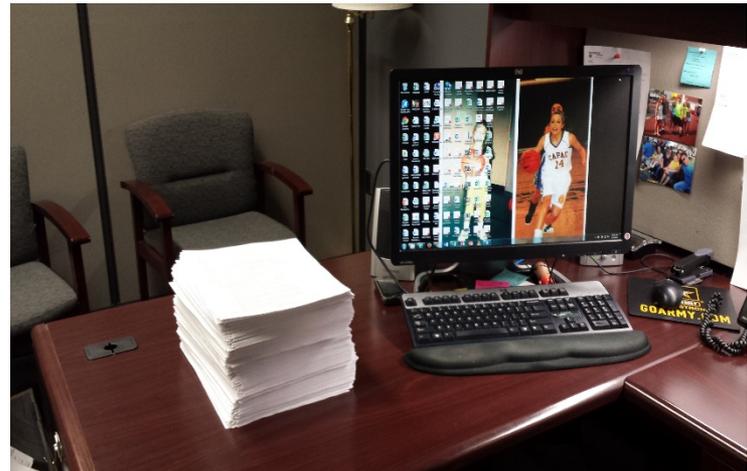
Manageable Pool

With a manageable pool the Registrar's office is also able to provide a more in-depth evaluation of the record and communicate the specifics of missing degree requirements.

New Policies that will streamline the process:

Backlog Report 2010-2013

2014 - Current



As depicted in the pictures following this process on a semester basis, greatly reduces the volume of degree audits and the workload.

Open to Questions and Answers

Contact Information

- Chris Engle – Dean of Enrollment Retention and Registrar chris.enge@mcc.edu

Sept. 15, 2014

CONGRATULATIONS!

You are now able to graduate! The Office of the Registrar recently conducted an audit of your academic record and determined that you are eligible to receive an Associate's in General Studies degree. **No action is required** on your behalf to receive this degree. This degree will be awarded to your academic transcript the week of October 6, 2014. Only contact the Registrar if you wish to opt-out prior to October 6, 2014.

Sincerely,

Chris Engle
Dean of Enrollment, Retention, and Registrar
Mott Community College
810-232-2439

Sept. 15, 2014

CONGRATULATIONS!

You are within 12 credits of graduation! The Office of the Registrar recently conducted an audit of your academic record. We have determined that you are 12 credits or less from completing the requirements of an Associate's in General Studies degree. We encourage you to visit advising in the Prahm College Center, where one of our advisors will be able to assist you in identifying the classes you need.

Do not delay, complete your degree today!

Sincerely,

Chris Engle
Dean of Enrollment, Retention, and Registrar
Mott Community College

CONGRATULATIONS!

You are within 12 credits of graduation! The Office of the Registrar recently conducted an audit of your academic record and determined that you are 12 credits or less from completing the requirements of an Associate's in General Studies degree. Our records indicate that you may have attended another institution. If you would like to participate in the option of reverse transfer, please have your official transcript sent to the Office of the Registrar at:

Mott Community College
Attn: Records
1401 E. Court St.
Flint, MI 48503

Please visit MCC4ME in regards to your transfer credit status. You may also want to visit Advising/Counseling to identify the classes that you will need to complete your degree.

Do not delay, complete your degree today!

Sincerely,

Chris Engle
Dean of Enrollment, Retention, and Registrar
Mott Community College