



WRITTEN PLAN

For Addressing Retention of Students

Approved by Accreditation Steering Committee: August 26, 2025

PURPOSE OF THIS PLAN

The purpose of this plan is to outline how the student retention plan includes input from faculty and students, how the plan is evaluated on an annual basis (and revised as necessary), and details how results are shared with faculty and staff.

BUDGETARY RESOURCES

The retention of students' activities are funded through direct state appropriations.

OVERVIEW OF SERVICES PROVIDED TO STUDENTS

It is the responsibility of the Student Services Division to provide services that help students efficiently move through their college experience, allow them to feel welcome, and assist in their success, particularly toward the areas of completion placement, and licensure. It is our goal to work efficiently while treating each student with respect and genuine encouragement. The College believes individuals are better served if they can graduate with a complete certificate.

ADMISSIONS ADVISING

The first step in retention is ensuring students understand the admissions process and are oriented to the technical college model. Admissions advisors meet with potential students to advise and guide them to a certificate matching their interests, then guide students through the application and scheduling process.

RETENTION MONITORING

Faculty, staff, and administration monitor completion, placement, and licensure numbers regularly. The goal is to retain and graduate as many students as possible.

The real-time data is available on each Program Dashboard in Tableau, the College's reporting software. Additional reports (student list, students by status) are available detailing which students have graduated, withdrawn, or are currently enrolled (retained).

PROGRAM COORDINATOR & FACULTY

Faculty are dedicated to student success and are expected to meet with students regularly. Faculty are available in all program areas to assist with program questions, attendance, and required program expectations. Program coordinators and faculty can identify potential risk factors for withdrawing from school and refer students to their Student Support Specialist for additional resources.

Students who identify as needing additional academic support in Math are referred to the Math Tutoring Lab, where students can receive the needed remediation in Math.

FINANCIAL AID OPTIONS

The College has a variety of financial aid options for existing and potential students which are kept current on the College website. Financial Aid staff communicate guidelines to students to ensure that students understand expectations of funding. The Financial Aid staff is available to answer student questions by appointment, email, drop-in, or phone call.

COMMUNITY RESOURCES

Students are referred to supporting agencies in instances where additional resources beyond educational financial assistance are needed (e.g., food, childcare, healthcare, transportation, mental health counseling, wellness coaching, etc.). These resources are available to students on our website.

STUDENT SUPPORT SPECIALISTS

Student Support Specialists are available to assist students with basic needs, academic advisement, or personal issues and assist students wishing to explore a different certificate program. Student Support Specialists refer students to appropriate resources.

STUDENT SUCCESS CENTER

The Student Success Center (SSC) staff are available to assist students with resumes, interview prep, job searches, and other services to help retain them in their training

program. A food pantry, snacks, and hygiene kits are available for students with no questions asked. In addition, the SSC offers a Zen Den on our BDO campus where students can find a quiet space to focus.

INCLUDES INPUT FROM FACULTY AND STUDENTS

At designated points in the instruction pathway, students receive surveys to evaluate student service and programmatic interactions. Student surveys inform student service processes and gauge student satisfaction.

Additionally, this plan is shared annually with all college employees. Employees, faculty, and staff are asked to review and provide input. Retention of students is tied to faculty & staff goals and faculty & staff play an active role in laying out a plan for student retention.

THE PLAN IS EVALUATED ON AN ANNUAL BASIS

The written plan is evaluated annually, with feedback solicited from all faculty and staff via email. The Vice President for Student Services is responsible to distribute the email to faculty and staff, to use feedback to revise the plan as necessary, and to retain the feedback emails. The results from this review are used for the continuous improvement of this plan. The written plan is approved by the Accreditation Steering Committee.

HOW RESULTS ARE SHARED WITH FACULTY AND STAFF

Data regarding student completers, withdrawals, and currently enrolled students is readily available on each Program Dashboard in Tableau and in Northstar, the College's student information system. Tableau also reflects results from student surveys such as their experiences in admissions or financial aid. The real-time data and comments assist faculty, staff, and leadership in determining immediate retention solutions. The real-time availability of this data empowers faculty, staff, and administrators to respond quickly with retention strategies and service improvements, rather than waiting for an annual report.

Retention of students is reviewed in both Student Services and Instructional division meetings where challenges are identified, and successes celebrated.

Student retention results and outcomes are also shared annually with the College Board of Trustees.