The key to success in completion coaching is collaboration. Our crucial partnerships have included:

**TRiO Student Success Services**

**Career Services - focusing on Professional Technical students**

**AANAPISI Center**

**Credentials office**

**Financial Aid**

**13th Year Scholarship**

**Veterans Services**

**Faculty champions**

**Coaches at other PFL schools**

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**Retention & Completion Efforts**

Retention campaigns focus on students with 70+ credits who have not re-enrolled for the next quarter.

- ~200 students contacted via phone and email each quarter
- An average of 30% contacted are retained
- Students appreciative of the outreach

Other areas of focus:

- *Students with 90+ credits but no degree*
- *Students denied their degree*
- *SAP students*
- *Students applying for Emergency Funds or other funding issues*
- *1st generation, veterans, undocumented, other special student groups*

**Raising Awareness & Outreach**

Sharing the completion story with our campus and promoting this new service to students is a top priority. Strategies we've implemented:

- Completion website
- PIO highlights-Fall 2016 Community Flyer
- Quarterly classroom visits and workshops
- Student organization meetings and campus events
- A suite of project reports and infographics
- Degree Audit automatic message

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**Completion Culture & Seamless Support**

A systematized, integrated campus completion culture ensures success for ALL students (Principle #6). Progress in this area:

- Graduation application events
- Focus on Financial Education
- PFL Learning Community
- Completion efforts specifically outlined in the Strategic Plan

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**Completion Successes**

- 17% increase in completions college-wide in 2015-2016
- 30% increase in students participating in the graduation ceremony
- Of the 250 students served by Coaches, 45% completed degrees and another 30% are on track to complete on time