



START 2 FINISH

THE PROBLEM:

Retention and completion rates were low, with significant achievement gaps between men and women, and between students of color and white students. First generation and low-income students also achieve at lower levels of success.

Pierce set out to re-engineer the student experience from initial inquiry through the completion of a degree or certificate, based on evidence-based best practices. We initially focused on new student experiences, and expanded our work to include advising, interventions and communications throughout their time at Pierce.

MANDATORY NEW STUDENT ORIENTATION

Orientation, once optional, is now required for all new students.

MANDATORY COLLEGE SUCCESS COURSE

Over a three year period, Pierce phased in mandatory College 110, which covers college success strategies, self-assessment, goal-setting, career exploration, effective study habits, campus resources, and efficient use of online tools for learning, educational planning, and enrollment. College 110 is now required for all new students to be taken within the first two quarters.

TUTORING

Retention rates for students who took advantage of tutoring services were 10-15% higher than those who did not. These efforts are now being scaled with a significant financial commitment from the college.

■ Intrusive Support

Pierce added 1) Supplemental Instruction, (peer-assisted study sessions), in pre-college and professional technical courses; 2) STEM PASS (Peer Advising and Support to Students) and scaffolded support for STEM courses; 3) In-class tutoring for accelerated labs; and 4) Prescriptive Tutoring, a partnership between advisors, instructors, students and tutors.

■ Advocated Support

Pierce added tutoring Writing Centers and a STEM Center offering drop-in and synchronous tutoring seven days a week; an eWriting lab; and Tech Tutoring in a variety of locations including the Digital Design and Computer Networking Engineering (CNE) labs.

MANDATORY AND ENHANCED ADVISING

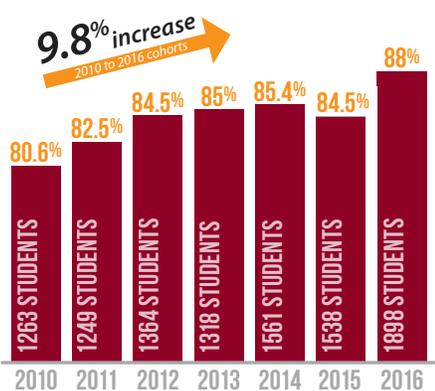
Pierce requires that students meet with their advisor in order to register. All full-time faculty are now involved in the advising continuum so it truly extends from when a student starts at Pierce to completion of their educational goal.

COORDINATED STUDENT COMMUNICATION AND OUTREACH PLAN

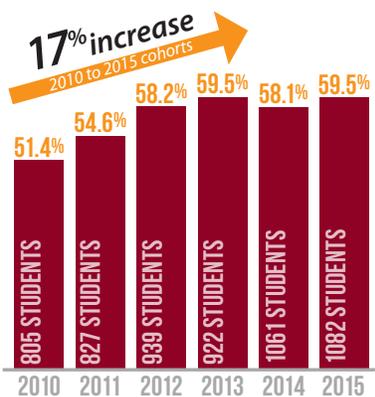
Pierce is working across academic, student service, and administrative divisions to provide coordinated, timely, targeted, and effective student communications aimed at student engagement and success.



FALL TO WINTER RETENTION



FALL TO FALL RETENTION



DEGREE AND CERTIFICATE COMPLETIONS (3-YEAR RATE)

