

Building a Completion Culture

Each campus had their own approach to these essential tasks:



Common Themes

- ⇒ Engaging critical stakeholders, including executive leaders
- ⇒ Communicating early and often
 - ◆ Telling the completion story-using data
 - ◆ Making the case, communicating the goal, and sharing the story and early wins
- ⇒ Designing for the college context
 - ◆ Hiring and engaging the right people
 - ◆ Embedding our coaches and program designed to meet the needs of our campuses
 - ◆ Infusing the work into existing structures
 - ◆ Flexible, creative, nimble approach to project development
- ⇒ Committing significant time to partnerships and collaboration
 - ◆ Building strong, supportive partnerships with I.R. and I.T.
 - ◆ Regular Completion Coach meetings
 - ◆ Learning Communities

Challenges

- ⇒ Competing initiatives; stakeholder burn-out; staff turn-over
- ⇒ Long-standing institutional policies and procedures

Next Steps

- ⇒ Assessment and continuing the iterative process
- ⇒ Scaling up and sustainability
- ⇒ Engaging more stakeholders, particularly faculty
- ⇒ Communication

Resources

Green River College

<http://www.greenriver.edu/student-affairs/progress-and-completion-center.htm>

North Seattle College

<https://northseattle.edu/completion>

Seattle Central College

<http://www.seattlecentral.edu/newscenter/2016/05/10/completion-coaches-are-here-to-help-you-graduate/>

South Seattle College

<http://www.southseattle.edu/student-resources/completion-coach.aspx>

Other

- <https://cb.hbsp.harvard.edu/resources/marketing/docs/95204f2.pdf> (*John Kotter*)
- <http://www.businessinsider.com/college-graduates-earn-more-2014-2>
- http://www.nytimes.com/2014/05/27/upshot/is-college-worth-it-clearly-new-data-say.html?_r=2&abt=0002&abg=1
- <http://www.cnn.com/2013/06/27/business/college-investment/index.html>

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