

Completion Program – The College at Brockport

With today's competitive environment in higher education, many colleges and universities are interested in increasing their overall graduation rates. The College at Brockport, State University of New York, has created an outreach program targeting students who left the College with a high number of credits (105 or more) prior to degree completion.

On a periodic basis reports are generated listing the names and contact information for students in this category. The recently hired Completion Specialist reaches out directly to every student to discuss their completed coursework, requirements needed to graduate, and to help them work through the logistics of returning to finish their degree.

Since January of 2014 the overall number of returning students (non-completers) has steadily increased and as of February 2017, approximately 254 have graduated. The Completion Specialist also assists in coaching students through various obstacles (financial holds, personal matters, technology, and a general lack of understanding of college requirements) including the courage to take the next step toward degree completion.

Once the student has made the decision to return, the College provides support and encouragement and tracks the student's progress. Outreach, personal contact, positive encouragement, and support have proven to be a key and integral part of this process. The success of this program has grown and is continuing to increase the College's population of students returning to achieve their dream of completing their degree.