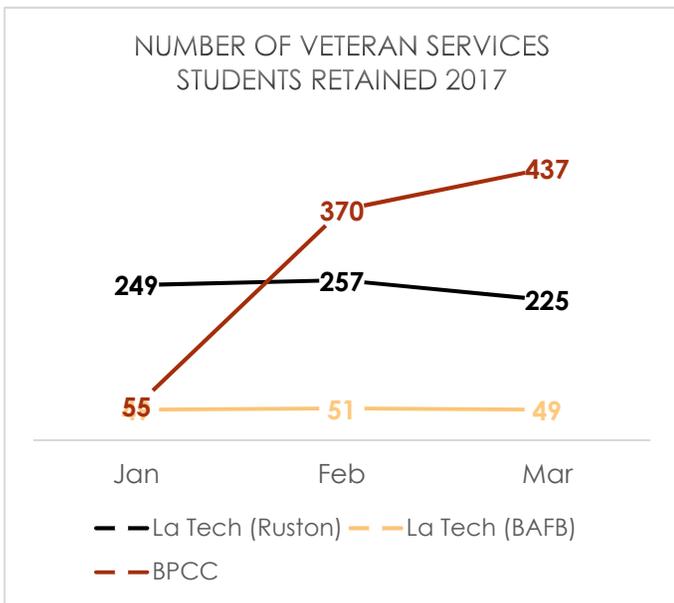




Reflection: Veterans Services

Susan Stakes and Sandra Partain

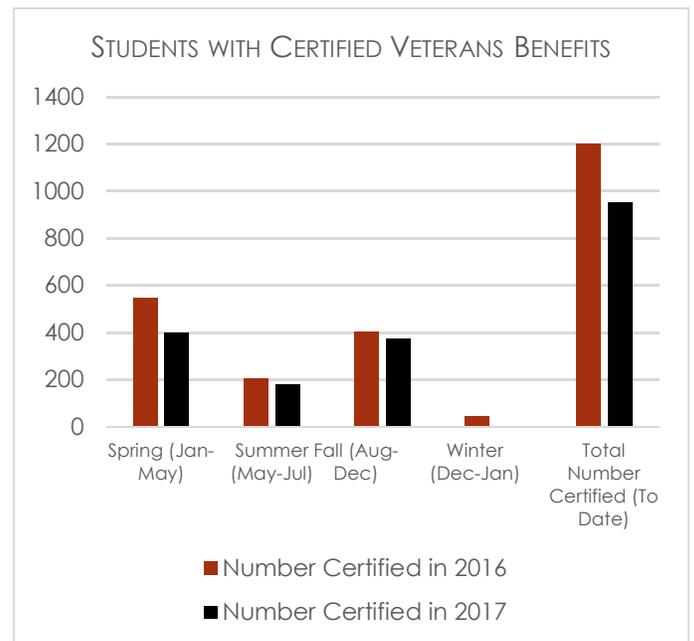
Dave Lewis, Veterans Services, defines retained students as the number of students who are certified for a specific term and remain certified throughout that three month span.



The patterns above indicate the number of GI Bill certified student accounts entered into and that remain certified in the VA Once system during the Jan-March period, however, this does not reflect the total population of military affiliated students. Additional military affiliated students may include students receiving Tuition Assistance, and they are processed through the business office.

The variation in each institution's academic period (semester versus quarter) illustrated in the *Number of Veteran Services Students Retained 2017* is largely responsible for the overall certification trend of each institution. Reflected losses are the result of a student's certification being terminated, usually due to a student withdrawing for the term.

The total number of students who were GI Bill certified in 2016 was 1200. The number of students certified to date for 2017 is 950 students.



Reflection: BPCC's Career Compass Practices

Abby Benzinger and Sandra Partain

The 68.7% increase in enrollment of first-time freshman compared to fall 2016 enrollment may be the result of a number of improvements.

Summary Comparison of Fall 2016 to Fall 2017

| Fall 2016 | Fall 2017 |
|---|--|
| 313 first-time freshmen | 528 first-time freshman |
| Less than 850 applicants | Approximately 1,100 applicants |
| Career Compass coaches were required to access information through an outside "middle-man". | Career Compass coaches were provided direct access to Abby Benzinger for information. |
| Direct communication with students was not robust. | Text messaging capabilities of the LCTCS system were utilized, in addition to contacting each student by phone and email. |
| Awareness of student's registration status was inconsistent. | Targeted emails were sent to all student who had not registered by established check-points, directing them to additional enrollment opportunities or resources such as placement testing, preview nights, Super Saturday, and registration. |
| Completion of a FAFSA was not a focus. | Career Coaches focused on assisting students with the completion of a FAFSA prior to registration. |