



NORTH SEATTLE COLLEGE

One of the Seattle Colleges

North's Project Finish Line

Question: Who are our PFL students and what barriers to program completion do they face?

Collecting and analyzing data:

- **Indirect contact**
 - HP (Student Management System)
 - FAM
 - Advisor Dashboard
 - Degree Audit
- **Direct contact**
 - Unstructured* questions asked by completion coaches via phone, in person, or email to determine barriers

Findings:

- Average Number of College Credits - 85.1
- Average GPA - 3.1
- Average Age - 29
- 37% Pell-eligible
- 43% Female, 57% Male

Race/Ethnicity	PFL Students	All North Students	Difference
White	35.0%	42.9%	-7.9%
AAPI	17.8%	12.0%	+5.8%
Hispanic	9.8%	7.7%	+2.1%
African American/Black	10.2%	7.0%	+3.2%
American Indian/Alaskan Native	1.4%	<1%	+4%
Other	2.8%	6%	-3.2%
Not Reported	23.0%	23.7%	-.7%

*Unstructured questions are open ended questions that promote a more natural flow of conversation.

Student barriers to completion:

Personal Barriers such as:

- Family commitments
- Work commitments
- Transportation

Financial Barriers such as:

- Missed FAFSA or WASFA deadline
- Maxed out of financial aid funding
- General funding challenges

Academic Barriers such as:

- Academically unprepared
- Difficulties with or delaying developmental math or English
- Difficulties taking online courses versus in person

Institutional Barriers such as:

- Not filling out a graduation application or credit evaluation forms
- Missing degree requirements
- Unaware of the “reverse transfer” process

How did you use this information to make necessary improvements to practice?

• Impacting Completion Coaching

- Institutional Barriers
 - Ensured completion coaches had training to address common institutional barriers
- Financial Barriers
 - Sought out new resources to help students pay for college

• Impacting the College

- Worked with the Registrar to make graduation and credit evaluation forms fillable pdfs to facilitate completion by students who are not physically on campus
- Used institutional barrier data to inform district committee charged with exploring ‘auto-confer’
- Collaborated with campus leadership, Financial Aid, and the Education Fund to create a Completion Grant for students experiencing one-time financial emergencies in their last quarter

Reflecting on this effort, what were some of the limitations of this inquiry?

- This data reflected about 215 students which is a small percentage of North’s population
- Data based on the coach’s interaction and conversations with students—potential for additional barriers not uncovered by coaches