Increasing Student Retention and Improving Pass Rates in Key Developmental Math Course

Danville Community College, Small Community College in Danville, Virginia

- **About:** Danville Community College (DCC) is part of the Virginia Community College System, which encompasses 23 schools throughout the state. It enrolls 3,560 students, half of whom are first generation, and has a 35% graduation rate.

- **Challenge:** Located in a rural, socioeconomically depressed area of south-central Virginia, DCC has seen a significant decline in enrollments since 2012. Leaders at DCC recognized that valuable support resources were underutilized and their ineffective early alerts process caused students to slip through the cracks. To solve these and other challenges, DCC launched an Enhancement Plan 2015, with the ultimate goal of improving retention and graduation rates.

- **Solution:** DCC partnered with EAB to accomplish their goals, choosing Developmental Math for a pilot. EAB’s Navigate platform allows staff to promote key resources to students, address the gaps in their early alert system, and more effectively triage support.

- **Impact:** Within two years of launching Navigate, the Developmental Math pass rate increased 14%. Additionally, Fall-to-Fall retention increased 6% in just one year, and credentials increased 2% in two years.

**Impact Highlights**

- **6%**
  Increase in Fall-to-Fall retention (2016-2017)

- **2%**
  Increase in credentials (AY 14/15-16/17)

**Using Navigate to Promote Math Lab Increases Utilization**

*Navigate Modernizes Promotion to Bolster Low Math Lab Utilization Rates*

Students receive to-do items at key times in the semester asking them to connect with resources like Math Lab.

Resources are broken down into categories and clearly listed to help students find information quickly.

**Math Lab Utilization Rates**

- **Spring 2016:** 23%
- **Spring 2018:** 55%

+30%
Higher pass rate for Math Lab users compared to non-users
## Fixing Gaps in the Early Alert System

*Piloting Improved Early Alerts Tactics in Developmental Math Course*

<table>
<thead>
<tr>
<th>Gap in Early Alert System</th>
<th>Solution</th>
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<tbody>
<tr>
<td>Progress reports not mandatory or optimally timed</td>
<td>Implemented two <strong>mandatory progress reports</strong> in Navigate—before drop date and before midterms</td>
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<tr>
<td>Early alert emails not customized for students</td>
<td>Customized <strong>automated emails</strong> to students based upon alert reason</td>
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<td>No centralized tool to collaborate on early alerts</td>
<td>Adopted Navigate, including <strong>cases for team collaboration</strong></td>
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<td>Faculty advisors overwhelmed with quantity of alerts</td>
<td>Added <strong>Success Coaches</strong> to the advising team and created an early alert triage hierarchy</td>
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<td>No accountability or evaluation mechanism</td>
<td>Implemented end-of-semester <strong>advisor reporting for early alerts</strong></td>
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### New and Improved Early Alerts Flow

- **Early Alerts Coordinator**
  - Issues a progress report
- **Faculty Member**
  - Submits early alerts
- **Faculty Advisor**
  - Manages cases

### Navigate Interventions Help Students Succeed and Stay on Track

#### Developmental Math Pass Rate

- **Fall 15**: 42%
- **Spring 16**: 40%
- **Fall 16**: 39%
- **Spring 17**: 40%
- **Fall 17**: 53%
- **Spring 18**: 54%

- **Increase in fall-to-fall retention (2016-2017)**: **6%**
- **Increase in credentials (AY 14/15-16/17)**: **2%**