We are the largest comprehensive, two-year institution in Northern New Jersey.

We enroll nearly
- 16,000 students from 130 countries
- 9,000 students in non-credit, professional development courses
- Hispanic 33.3%

### AWARDED DEGREES

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.A. Degrees</td>
<td>475</td>
<td>442</td>
<td>353</td>
</tr>
<tr>
<td>A.S. Degrees</td>
<td>955</td>
<td>1,069</td>
<td>1,160</td>
</tr>
<tr>
<td>Total Transfer Programs</td>
<td>1,430</td>
<td>1,511</td>
<td>1,513</td>
</tr>
<tr>
<td>A.A.S. Degrees</td>
<td>437</td>
<td>442</td>
<td>459</td>
</tr>
<tr>
<td>Certificates</td>
<td>49</td>
<td>74</td>
<td>67</td>
</tr>
<tr>
<td>Total Career Programs</td>
<td>486</td>
<td>516</td>
<td>526</td>
</tr>
</tbody>
</table>

TOTAL DEGREES AWARDED 1,916 2,027 2,039
Bergen has received a $3.2 million Title V Grant which will funds an intensive five-year, institution-wide program to improve student academic success and retention.

**USE OF FUNDS**

At Bergen Community College, these funds have been

- Utilized to support an intervention campaign for enhancing student engagement

- Retention numbers are kept for students' first three semesters at Bergen Community College (BCC)

- Develop new curricula and teaching approaches in basic courses such as:
  1. a first-year experience - Success 101
  2. English basic skills, basic mathematics and other areas to help students successfully transition into BCC
  3. To complete their degree according to a personalized academic plan.
Best Practices in Early Intervention

- Early Admissions Outreach
- Testing & Registration
- Early Financial Aid Information
- Deadlines
- Orientation (online & in person)
- Graduation Information from the Start
- Intrusive Academic Advising Programs
- First Year Success Course
Best Practices in Early Intervention

- Mentoring Programs & Learning Communities
- Counseling, Disability & Tutoring Services
- Pipeline
- Textbooks on Library Reserve
- Cultural Enrichment Activities
- Workshops, Committees & Task Forces
- Recognition of Student Accomplishments
BCC’s Goals in Using Pipeline?

- An early alert system
- Promote student success and retention
- Identify students early who are at risk academically, personally, or behaviorally
- Allow immediate intervention as soon as a problem is identified.
- Track contacts and intervention and support college-wide collaboration.
How does Pipeline work?

LEVEL I Intervention: Classroom Management

- Professor contacts student before submitting a Pipeline case (via Bergen e-mail and by telephone).
- Student does not respond or the student needs extra support, a Pipeline case should be opened.
- By showing concern for a student’s academic success provides the first level of intervention.
Using Pipeline
LEVEL II Intervention:
Student Support Services

Academic Examples

- Student has missed two or more consecutive classes which is negatively impacting the student’s grade.
- Falling behind in coursework.
- Does not participate and/or is unprepared for class.
- Low grades and is at risk of failing the course.
- Not understanding class materials – could be in need of Tutoring or other Student Support Services.
Using Pipeline
LEVEL II Intervention:
Student Support Services

Personal Examples
◦ Student shows signs of emotional or physical distress.
◦ Student discloses a financial hardship.
◦ Student is involved in a cultural misunderstanding or concern.

Judicial Examples
◦ Disruptive in class and behavior cannot be resolved between the student and professor.
◦ Academic misconduct such as plagiarism or cheating.
◦ Inappropriately uses Bergen property and/or technology.
◦ Verbal threats or threats of physical action or assault.
Pipeline Intervention Process

Step 1: Classroom Management
Step 2: Opening a Case and Assignment
Step 3: Intervention
Step 4: Follow-Up
Step 5: Retention Case Form
Step 6: Notification of Closed Case
* Click “Faculty Information” in the WebAdvisor Menu
Contribute Retention Information
Type of Issue

- Click the Type of Issue
- Select the Appropriate Type of Issue
* Enter a Summary
* Include details that will help the case worker determine the proper plan of action
This form confirms that your contribution was successful and provides you with the case number and a list who this case will be assigned to.
View Case Item

Student: Priscilla Klymenko (0019165)

Case: 291, Academic

Summary: Student enrolled in Title-V Program

Detailed Notes:
09/11/12 12:16AM, by Ms. Tiffany M. Martin
Priscilla is being tracked for the Title-V Program.
Case type of Title V Program
Reminder date automatically defaulted to tomorrow

Contact Methods Used:
In person

CLOSE WINDOW
How Bergen Community College Distributes Pipeline Cases

1) Educational Opportunity Fund
2) Office of Specialized Services (Disability Services)
3) International Student Services
4) NJ Stars
5) Honors
6) First Year Students
7) STEM
8) Health Professions
9) Athletes
10) CTE – Career and Technical Education (A.A.S. degrees)
11) Orientation
Discussion and Case Topics

What does “RETENTION” mean at BCC?

- Students persist from freshman year to the first semester sophomore year
- Fewer students on academic probation
- Title V students from Cohort 1 returned at a significantly-higher rate for a third fall (Fall 2013) than their T5 beneficiary classmates and a slightly-higher rate than the untreated group.

<table>
<thead>
<tr>
<th>Third-Fall Return (Fall-Fall-Fall)</th>
<th>Cohort 1 T5PAR</th>
<th>Cohort 1 T5BENE</th>
<th>Entering F2011 Untreated Group</th>
<th>Entering F2010 Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return Rate</td>
<td>45.2%</td>
<td>33.5%</td>
<td>43.7%</td>
<td>45.5%</td>
</tr>
</tbody>
</table>
3 Critical Pieces of Advice When Using Retention Software:

• Make certain you have defined, specific goals and that the technology you are considering is a good fit for those specific goals.

• Plan for how you will use and maintain the system -- before you buy it.

• Make sure that you select a vendor who will offer the level of support you need.

*Jennifer Jones, Minnesota State University
Thank you