

Center for Advising and Registration Assessment

College: Central Maine Community College

Program: Center for Advising and Registration

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Period of Review: AY2526

General Studies Retention Rates

Retention Rates	AY2021	AY2122	AY2223	AY2324	AY2425
Gen Studies	40%	42.62%	53.19%	48.17%	42.58%
Gen Studies Online	33.3%	47.61%	48.88%	36%	35.29%
Gen Inhouse/Online	39.24%	43.13%	52.5%	46.43%	41.88%
All Others	48.2%	53.78%	52.66%	51.42%	55.54%

-Retention rates are Fall to Fall

General Studies Course Completion Rates

Course Completion Rates	AY2021	AY2122	AY2223	AY2324	AY2425
Gen Studies	68%	69%	67%	67%	67%
Gen Studies Online	66%	72%	67%	67%	71%
Gen Inhouse/Online	66%	72%	67%	67%	71%
All Others	72%	75%	74%	70%	73%

General Studies Student GPA

Grade Point Average	AY2021	AY2122	AY2223	AY2324	AY2425
Gen Studies	2.21	2.25	2.22	2.09	2.17
Gen Studies Online	1.94	2.18	2.3	2.29	2.42
Gen Inhouse/Online	1.94	2.18	2.3	2.29	2.42
All Others	2.35	2.42	2.41	2.25	2.36

General Studies Graduation Rates

Graduation Rates	AY1718	AY1819	AY1920	AY2021	AY2122
General Studies	9%	11%	11%	8%	8%
General Studies Online	0%	0%	10%	0%	5%
Gen Inhouse/Online	8%	11%	11%	7%	7%
All Others	28%	31%	34%	34%	--

-Graduation rates based on 200% program time

Major Change Rates

Major Change Rates	AY1718	AY1819	AY1920	AY2021	AY2122
General Studies	25%	24%	23%	29%	34%
General Studies Online	13%	35%	30%	36%	36%
Gen Inhouse/Online	25%	25%	24%	30%	34%

Failure to Return Rates

Fail to Return Rates	AY1718	AY1819	AY1920	AY2021	AY2122
General Studies	43%	38%	27%	29%	30%
General Studies Online	22%	30%	22%	32%	25%
Gen Inhouse/Online	42%	38%	26%	29%	29%

National Student Clearinghouse

- ✓ General Studies graduates from January 2019 to the present: **391**
- ✓ Bachelor's Degrees: **59**
- ✓ Master's Degrees: **9**
- ✓ Associate Degrees: **9** (6 -Maine CC/ 3 Out of State)
- ✓ Reported to NSC, continuing coursework: **175**
- ✓ CMCC General Studies graduates with no NSC information: **148**

The Center for Advising and Registrations (CAR) summary of strengths, challenges, and steps toward continuous improvement aligns closely with our annual assessment plan and strategic goals.

Strengths:

- Strong customer service and cohesive team environment.
- Accurate, detailed, and student-centered advising/assistance.
- Consistent communication and collaboration within the department.
- Active involvement in student success initiatives and registration support.

Challenges:

- Limited collaboration with other advising teams (TRIO, EMBARK, etc.).
- Insufficient access to and training for student technologies (Cengage, Pearson, etc.).
- Scheduling – with the increase of enrollment and rooms being taken offline/
- Faculty advising gaps during the summer leading to increased student traffic and workload for the CAR.
- System Limitation - Advisor assignments, we are taking the brunt of advisors not being assigned, students don't know where to go aside from our office.

Continuous Improvement Steps:

- Implement Anthology to streamline student registration and self-service processes.
- Develop and distribute a CMCC Student Satisfaction Survey each semester.
- Explore chatbot and other advising technologies to enhance student support.
- Increase participation in professional development and assessment conferences.
- Strengthen interdepartmental communication and training to reduce process overlap.
- Continue reviewing persistence, retention, and course completion data to guide targeted interventions.