



BILL & MELINDA GATES FOUNDATION (BMGF), COMPLETION BY DESIGN

Project Director: Sue Clery

Period of Performance: November 2010 to February 2018

Completion by Design is an initiative designed to help low-income young adults complete their education at community colleges faster and with a greater chance of success. Participating community colleges systematically analyze their systems and processes to identify momentum points in a student's progression that help predict completion outcomes. For example, completing developmental education requirements in the first year would be an important predictor of success. To support this project, Coffey designed and implemented a system to collect student-unit record data from participating colleges. The data, made available through different tools and reports, are used by the colleges to provide evidence and inform decision-making. College leaders use the reports to develop interventions, improvements, and strategies for students to increase successful student outcomes. In addition to semi-annual data collection and analysis, Coffey prepares analysis and conducts workshops to help participating colleges learn how to use the data, engage faculty and other members of the college community in change efforts, and integrate the data into decision-making. Importantly, the firm developed a web-based toolkit for non-CBD colleges that provides a step-by-step guide for how to successfully conduct loss-momentum analysis to implement large-scale change to increase student success.

Key outcomes sought and interim/final results achieved by the Foundation and colleges: Our work revolves around collecting the student-level data from the colleges and preparing a variety of reports and data tools to assist the colleges and the foundation in monitoring the colleges' and initiative's progress, trends, and progress toward their stated goals.

- Delivery of robust data collection system (from student-level to aggregate data)
- Tracking processes
- Development and implementation of interactive data tool
- Annual KPI reports to colleges
- Annual data report to foundation

Through this work, and similar initiatives, Coffey has developed in-depth expertise and is uniquely positioned to provide:

- Student outcome metrics, frameworks and analysis—the history of, context relevance, future needs, derivations, and development.
- Development of data collection systems and conducting large-scale student-level, longitudinal data collections—staff are experts in system development and related

issues, capabilities and capacities, logistics and intricacies, and the ever-changing related legal regulations.

- We develop robust and flexible interactive data tools that are part of our student-level data collection and management systems.

