



INSTITUTE FOR PROFESSIONAL DEVELOPMENT

# **Retention Update**

**IPD Call Center Results**

**FY05 to FY04**



**IPD Call Center Retention Results FY-05  
VS. Enrollment Metrics FY-04**

	Call Center FY05		Enrollment FY04		
Start	By	Drop to	Drop to	% Change	
Date	Institution	Start %	Start %		
Jan-05		5	19%	47%	28%
Jul-04		2	3%	29%	26%
Jun-04		6	19%	31%	13%
Mar-05		3	5%	28%	23%
Nov-04		4	17%	59%	42%
May-05		8	12%	30%	18%
May-05		7	8%	22%	14%
Jan-05		1	18%	20%	2%
<b>Total</b>			<b>14%</b>	<b>34%</b>	<b>20%</b>

Call Center Contact - Cohorts completing 3 or more courses in FY-05 versus All cohorts

Enrollment results FY-04 (Sept -03 to Aug -04)



**IPD Call Center Retention Results FY-05  
VS. Enrollment Metrics FY-04**

	By Degree Program	Drop to Start %	Drop to Start %	% Change
	Associate's	15%	48%	33%
	Bachelor's	12%	25%	13%
	Master's	14%	26%	12%
	Certificate	16%	17%	1%
	Other	8%	No Results	0%
<b>Total</b>		<b>14%</b>	<b>34%</b>	<b>20%</b>

Call Center Contact - Cohorts completing 3 or more courses in FY-05 versus All cohorts Enrollment results FY-04 (Sept -03 to Aug -04)



<b>Call Center Retention Program Referral Type Distribution FY05</b>	
<b>Referral Type</b>	<b>% Total</b>
<b>Financial Aid</b>	<b>19%</b>
<b>Financial Other</b>	<b>9%</b>
<b>Homework Volume</b>	<b>4%</b>
<b>Books</b>	<b>8%</b>
<b>Web Site Issues</b>	<b>4%</b>
<b>Services Unavailable</b>	<b>4%</b>
<b>Portfolio Review</b>	<b>7%</b>
<b>Tutor Search</b>	<b>2%</b>
<b>Study Group</b>	<b>3%</b>
<b>Complete Degree Program</b>	<b>10%</b>
<b>Instructor</b>	<b>5%</b>
<b>Classroom Facilities</b>	<b>4%</b>
<b>Rate Increase</b>	<b>1%</b>
<b>Misc</b>	<b>21%</b>
<b>Totals</b>	<b>100%</b>