Name: _____   Date: _____
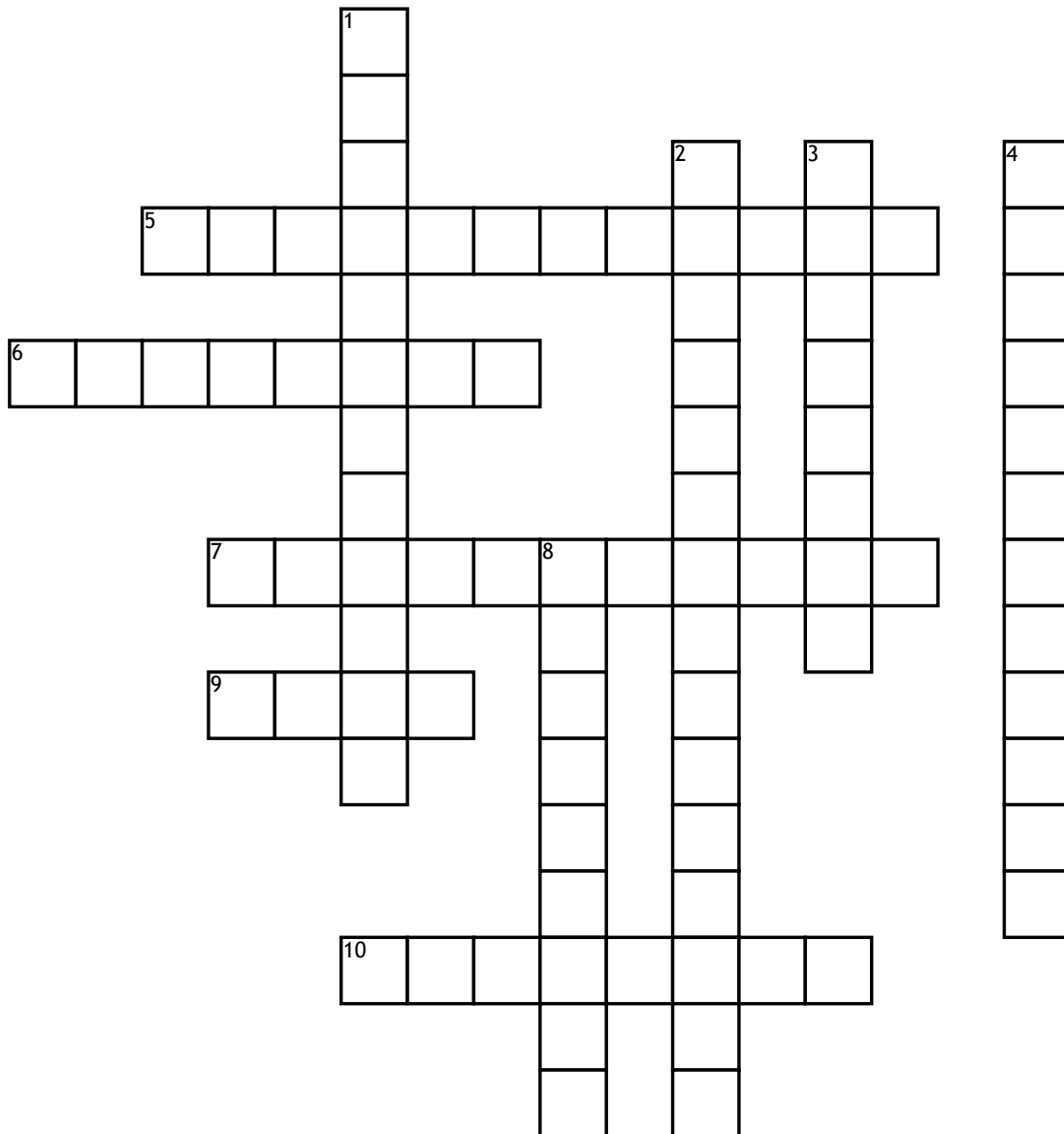
Decoding College Retention

Across

5. Customer _____

6. "What are the most common reasons that students _____ from an institution and do not complete their degree program?"

7. Academic & social _____ (Braxton et al, 2013)

9. _____ business practices

10. Provide _____ and procedures that institutions can implement to increase student satisfaction and success

Down

1. Customer _____ (Kalsbeek, 2013); (Braxton et al., 2013)

2. Improve _____ _____ by providing ways for staff and faculty to encourage students to complete their degree programs

3. Retention defies a single _____ (Braxton, Doyle, Hartley 2013)

4. Clear _____ and policies (Turner & Thompson, 2014); (Seidman, 2012)

8. Failure of administration and faculty to take action will result in institutions continuing to experience poor graduation and _____ rates.