External factors include federal, state, and local policy, accreditation, and the vendor market.

<table>
<thead>
<tr>
<th>Connection</th>
<th>Entry</th>
<th>Progress</th>
<th>Completion</th>
<th>Transition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest to application</td>
<td>Enrollment to completion of gateway courses</td>
<td>Entry into course of study through to 75% of requirements completed</td>
<td>Complete a certificate or degree or to obtain a credential</td>
<td>Successful transition to four-year institution or workforce</td>
</tr>
</tbody>
</table>

- **Do not apply to postsecondary education**
- **Poor academic preparation**
- **75% of low-income students need to combine work and school; work over 20 hours/week; schedule changes**
- **Limited advising leads to credit (and debt) accumulation not matched to degree attainment**
- **Credits obtained at community college don’t transfer to four-year institution**

- **Delayed entry to postsecondary education**
- **60% referred to developmental education, only 30% ever take subsequent college-level courses**
- **Part-time enrollment means slow progress, loss of momentum**
- **Leave with credits needed for degree but for college-level math**
- **Leave college with excess credits**

- **Poor college counselling leads to under-enrollment, poor matching and failure to obtain financial aid for which they qualify**
- **Fail to enroll/pass Gatekeeper courses (i.e., entry-level math and English)**
- **Life happens/complex lives means many disruptions; stop out or drop out**
- **Transfer without credential**
- **Leave college without support for job search or with no career plans**

- **Credential doesn’t garner family-supporting wage job or isn’t “stackable” to career that does**
- **Leave college without knowledge of additional qualifications that can help advance career**

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**What initiatives support your students along their educational journey? Also, consider planned changes to technologies, policies, processes, and behavior.**

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*Adapted from Completion by Design's Loss-Momentum Framework.*