



## **STUDENT COMPLETION POLICY**

*Cultural Center for Language Studies*

CCLS tracks and analyzes completion rates as part of the school's ongoing effort to ensure student satisfaction and academic progress.

CCLS identifies the category of "complete" for individuals who:

- have completed the course(s) they have signed up for and (F-1 students may commit to a series of courses or simply one individual course). Each additional session the student completes will count towards the completion report.

CCLS identifies the category of "incomplete" for individuals who:

- have taken classes until the end of the course but have not taken their final exams because they had to leave the country, traveled, etc., or simply did not care to receive a grade
- are consequently eligible to take their final exams at a later date

CCLS identifies the category of "withdrawal" for individuals who:

- have stopped taking classes because they had to leave Miami, traveled, transferred out or any other reason
- are consequently ineligible to take their final exams at a later date if they withdraw during a course and miss more than 40% of the classes

The procedures for analysis are outlined below:

- Completion rates are documented within our Student Database Program, which produces completion reports
- Completion rates are produced and analyzed every quarter
- The list of completers/withdrawals/incompleters are considered alongside our withdrawal request forms and/or exit evaluation forms.

CCLS is attentive to its retention and completion rates in order to determine the reasons that students have cited for discontinuing their studies and their satisfaction with the instruction received.