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Sommario/riassunto	Take an in-depth look at the difficulty in gaining traction at the institutional level in improving student retention and degree completion rates-especially at larger four year institutions where size, complexity, and multiplicity of structures and processes present particular challenges. This volume offers a way for institutional leaders to better focus their time, energy, and resources in their retention effort by framing the way they think about it using the 4 Ps of retention strategy: profile, progress, process, and promise. This simple framework challenges long-standing, traditio