

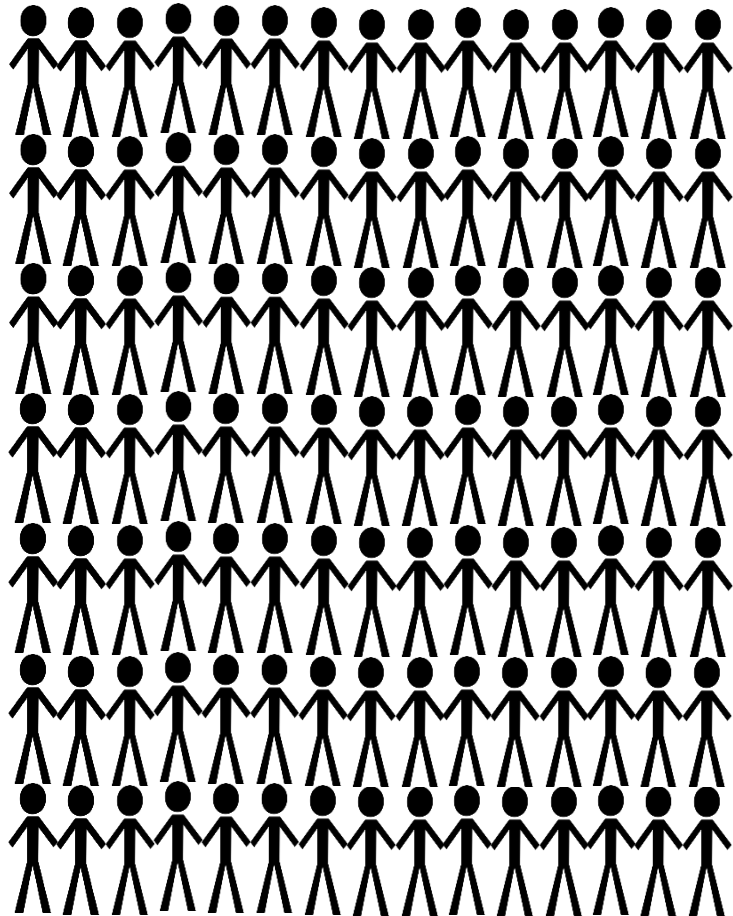


# Commission for Higher Education

February 14,  
2019



# The Students We Serve

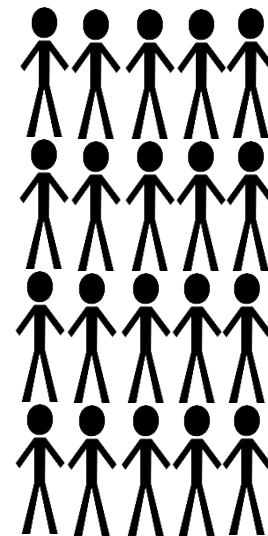


68% Part-time

27 Average Age  
(part-time  
student average  
age – 28)

50% Pell Eligible

24% Have  
Dependents



32% Full-time

8% First-time,  
Full-time

# Supporting At-Risk Students

- Support services
  - Creation of Vice Chancellor for Student Success position
  - Academic support services (tutoring, writing lab, etc.)
  - Wraparound services
  - Project Jump Start
  - New students orientation (face-to-face)
  - Student success coaching
- “At risk” groups with achievement gaps
  - African American Males & Latino Males, Age 25 and older, First gen Pell eligible, Women in STEM, Online only students, Students with dependents
  - Every campus is focusing on one or two of these groups

# InsideTrack Coaching

**Student Coaching:** Coached all first-time 21st Century Scholars through funding by Indiana Commission for Higher Education.

**Student Coaching:** Coached all first-time 21st Century Scholars and all first-time African American non-21st Century Scholars and select Business Admin students within the Central Indiana region.

**Student Coaching:** Coached all first-time 21st Century Scholars. Expanded coaching to all first-time African American non-21st Century Scholars students statewide. Coached all first-time students in the Kokomo region. Implemented tiered coaching approach.

**Student Coaching:** Coached all first-time 21st Century Scholars and all first time African American non-21st Century Scholars. Launched coaching for Tech Hire program. Continued tiered coaching approach.  
**Implemented Strong Start Coaching:** For online students.

**Student Coaching:** Coaching all first-time 21st Century Scholars, all first time African American non-21st Century Scholars and for Tech Hire program. Continuing tiered coaching approach.  
**Strong Start Coaching:** For students taking online courses.

FALL 2014-2015

FALL 2015-2016

FALL 2016-2017

FALL 2017-2018

FALL 2018-2019

**Capacity Building:** Institutional capacity building with staff training and professional development.

**Capacity Building:** Provided a three day skills based training.

**Targeted Online Courses for Strong Start:** ENGL 111, PSTC 101, COMM 101, HLHS 101 and ACCT 102 (all courses are online, first 8 week sections).  
**Capacity Building:** Statewide Train-the-Trainer program.

# Supporting All Students

- Instructional support
  - 8-week courses
  - Online Academic Unit
- Project Early Success
  - Predictive analytics to identify students at risk of failing within two weeks of semester beginning
- Advising
  - New advising model to support students further and enhance proactive advising
  - Required advising for all new students
    - Looking to expand to all students
  - Is student in the best program (quadrant analysis work), creation of academic completion plan, Workforce Ready Grant
- Early alert system
  - Automated
    - Failed all courses, midterm grade of D or F, off academic plan
  - Employee raised flags
    - Missed first class, academic concern, etc.

# Supporting Students Throughout SAP Process

- Students able to monitor SAP standing online
- Students receive regular communication from advisor and Financial Aid throughout and following semester
- STAR program for students on approved appeal
  - Student updates academic completion plan
  - Meets weekly with a coach
- “Second chance scholarship” to help students regain eligibility
- Students wanting to reenroll work with advisor throughout process

# Helping Students Reduce Debt

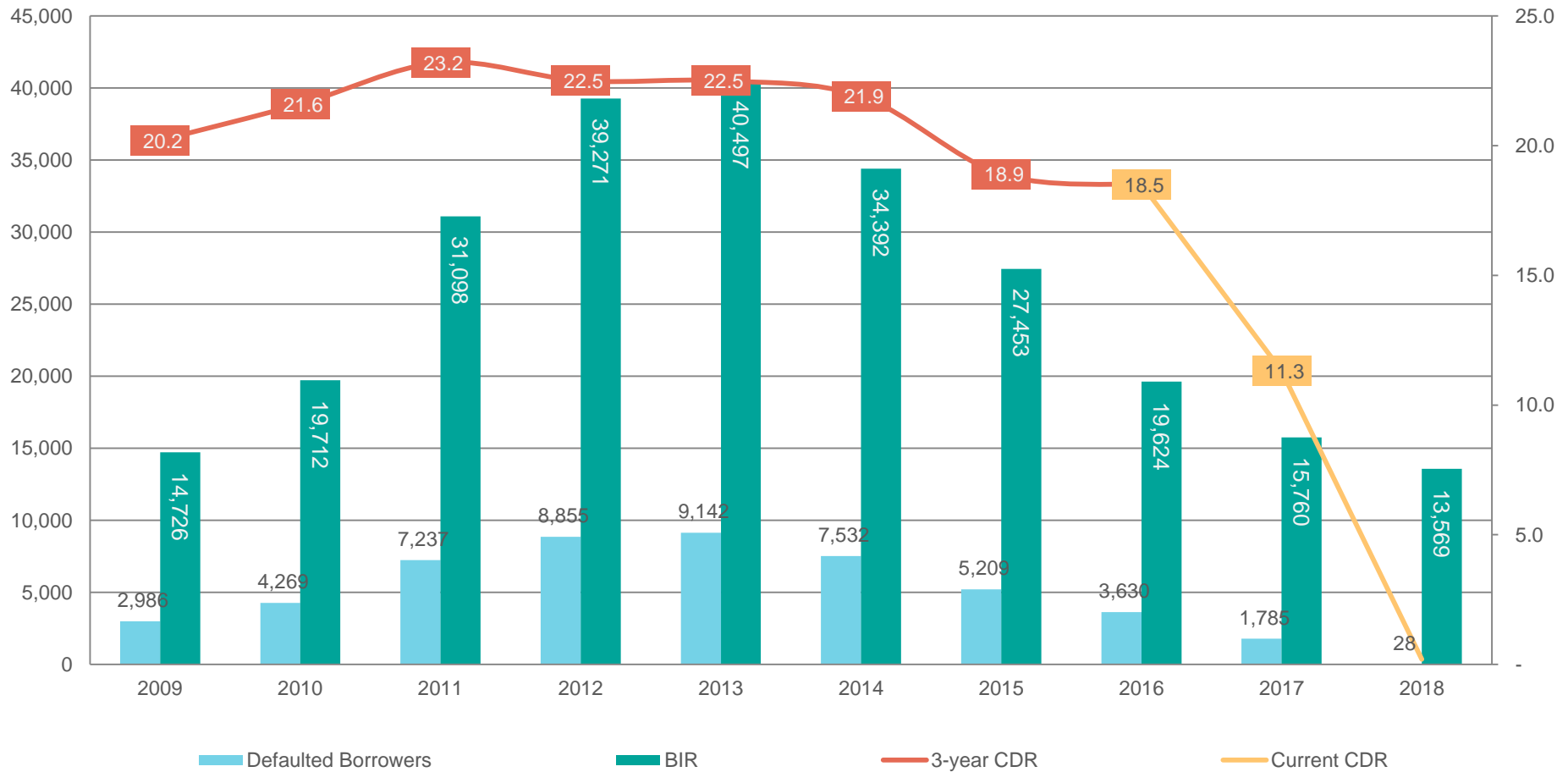
- Don't automatically include loans as part of student's financial aid package
- US DOE experimental site to reduce amount of unsubsidized Federal loans awarded
- Do not process refunds immediately at beginning of term in case life situations necessitate schedule changes
- Partner with external firm to perform outreach and default mitigation and strategy (grace period and delinquency)

# Financial Literacy

- Students dropping and/or withdrawing from classes are reminded it may have financial impact.
- Communication plan to students offered or requesting a loan, including how to calculate monthly repayment



# Official Cohort Default Rates



Confidential and Proprietary

