

# Student Success Coaching: Increasing Degree Completion for 21st Century Scholars

Kate Marling

Postsecondary Transitions Manager

Indiana Commission for Higher Education

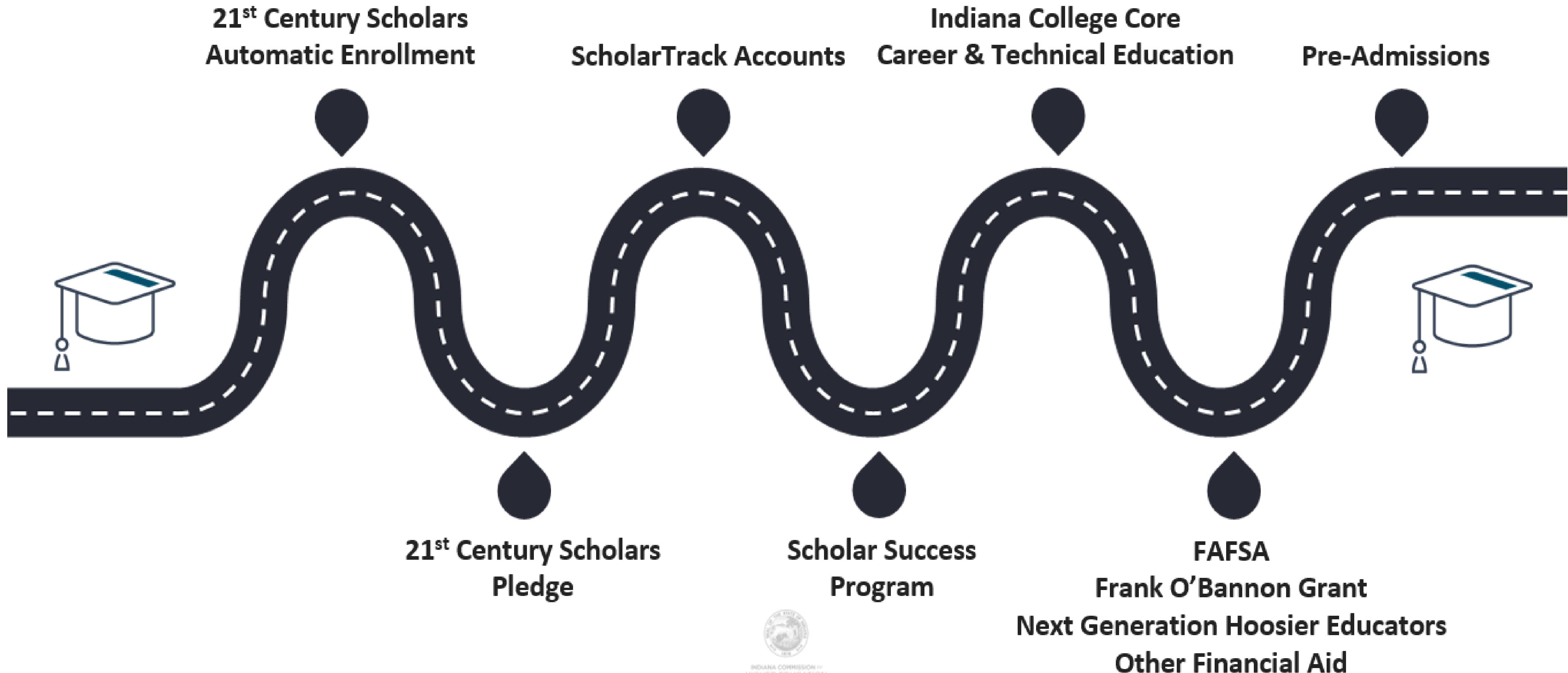
December 5, 2024

# AGENDA

- 21<sup>st</sup> Century Scholars Program
- Auto-Enrollment
- College Requirements
  - Credit Completion
  - Satisfactory Academic Progress
  - FAFSA
- 21<sup>st</sup> Century Scholars Data
- Appeals
- College Success Program Grant



# 2024 K-12 & POSTSECONDARY TRANSITIONS STRATEGY



STUDENT SUCCESS COACHING: INCREASING DEGREE COMPLETION FOR 21ST CENTURY SCHOLARS

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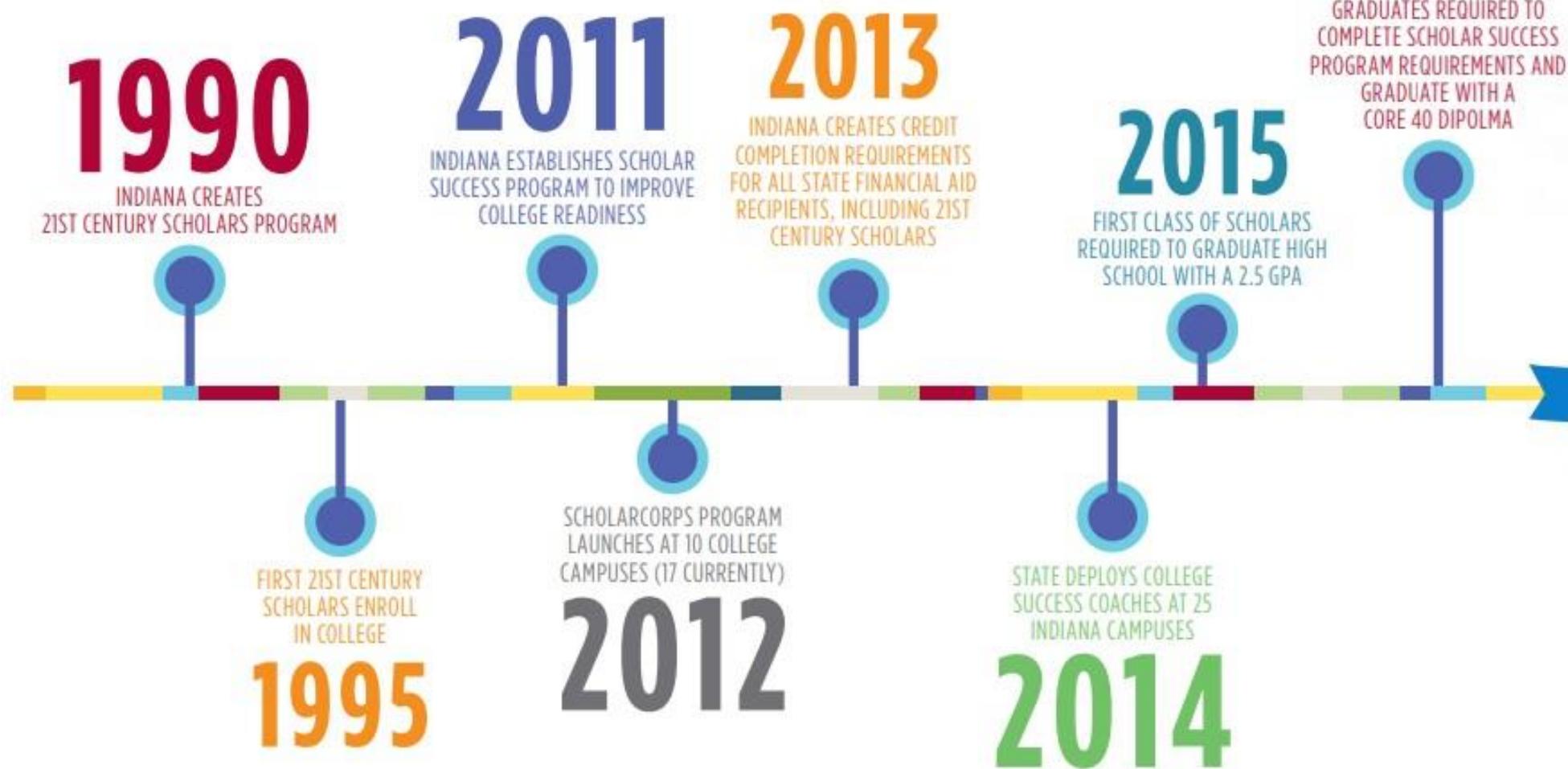
# 21<sup>ST</sup> CENTURY SCHOLARS HISTORY AND REQUIREMENTS



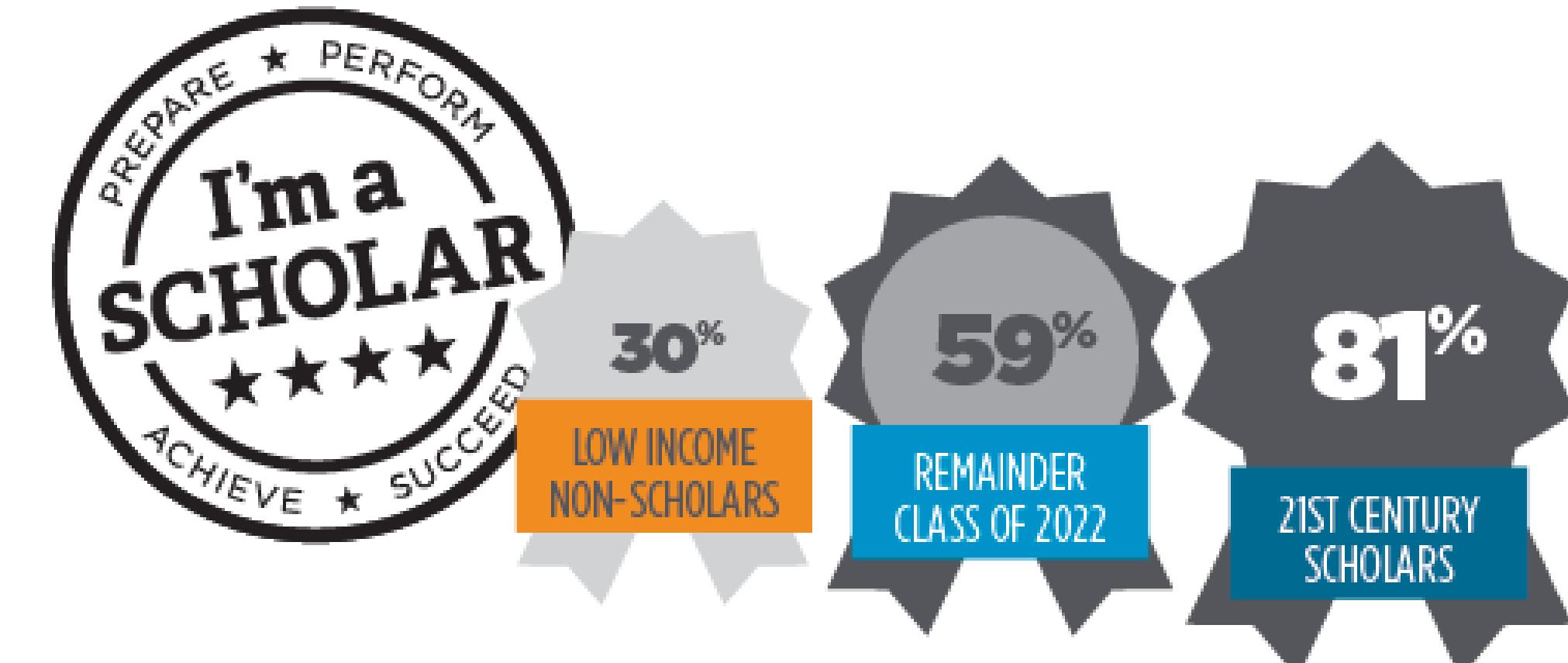
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# 21ST CENTURY SCHOLARS

## 21ST CENTURY SCHOLARS TIMELINE



**21st Century Scholars** are more likely to attend college than their peers.



- It is designed to provide financial and college readiness support to Indiana's financially eligible students.
- **Across all races and ethnicities** Scholars are more likely to go to college than their low-income peers.
- **Less than half of financially eligible students** were enrolling in the program.



# 21ST CENTURY SCHOLARS

- We are now able to identify and automatically enroll eligible Indiana Students
- Families who believe they are eligible but were not auto-enrolled may still apply but must submit applications the 7<sup>th</sup> or 8<sup>th</sup> grade.
- *Exception: foster youth may enroll through high school graduation*



# 21ST CENTURY SCHOLARS

- Students must be U.S. citizen or eligible noncitizen
- Indiana resident
- Students must complete the Scholar Success Program
- Students must earn at least a Core 40 diploma and at least a 2.5 cumulative GPA upon high school graduation
- Students must matriculate at least one year after graduating ( Example the Cohort of 2025 has until the 2026-2027 academic year to enroll)



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# AUTOMATIC ENROLLMENT



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# HOUSE ENROLLED ACT (HEA) 1449-2023

- HEA 1449-2023 requires the Indiana Commission for Higher Education (Commission), in partnership with the Indiana Department of Education (IDOE) **to identify and automatically enroll** eligible students into the 21st Century Scholars program.
- Automatically enrolling all income-eligible students into the program removes the application barrier students and families faced.
- The Commission is required to mail letters to families of students who were automatically enrolled with the option to opt out of the program.
- Automatic enrollment simply provides opportunity for students and families. There are requirements that students must fulfill to active the scholarship for postsecondary education and training.



# 21<sup>ST</sup> CENTURY SCHOLARS: AUTOMATIC ENROLLMENT

- **Prior to autoenrollment, cohorts were typically 16,000-19,000 students**
- **2023:** First year of automatic enrollment
  - 2027 cohort: nearly **46,000** students were enrolled
- **2024:** Second year of automatic enrollment
  - 2028 cohort: over **50,000** students were automatically enrolled
  - 2029 cohort: over **44,000** students have been automatically enrolled to date
- **Note:** automatically enrolled students still need to create a ScholarTrack account and complete all requirements of the program to maintain eligibility.

# FINANCIAL MEANS TESTING -FMT

- 21<sup>st</sup> Century Scholars are subject to financial means testing via the FAFSA the first time they enroll in college.
  - Option 1: Student files the FAFSA senior year and immediately enrolls in college the following year.
  - Option 2: Student takes a gap year after high school graduation, files the FAFSA during the GAP year, and enrolls the following year.
- Based on financial means testing, students will either get a guaranteed 4 years of the award (subject to renewal criteria) or a one-time \$2500 award.
- FAFSAs must be filed by Indiana's annual priority deadline of April 15.
- Financial means testing flyers for the classes of 2025, 2026, and 2027 are currently live on the Learn More Indiana Materials Library.



# 21ST CENTURY SCHOLARS – COLLEGE REQUIREMENT

- 21st Century Scholars are required to file the FAFSA by

April 15<sup>th</sup> each year

- Be enrolled full time (12 credits each semester) and

earn 30 credits in an academic year (15 credits recommended each semester)

- Maintain Satisfactory Academic Progress (SAP)

- Students who do not meet the requirements have extenuating circumstances are welcome to Appeal



### Credit Completion

OVERVIEW HOURS CREDIT BANK

You must earn your credit hours by 08/23/2021 to renew your state financial aid for your next award year.



Category	Value
AB/IB Hours	+0 Hours
Dual Credit Hours	+ 33 Hours
Credit Hours Earned In Excess of 30:	+ 0 Hours
Pre-Populated Hours:	+ 0 Hours
Credit Bank Adjustment:	+ 3 Hours
Reserved for Award Creation:	+ 27 Hours
Used for Awards:	+ 8 Hours
Balance:	+ 1 Hours

### Credit Completion

OVERVIEW HOURS CREDIT BANK

AB/IB Hours: ?

Dual Credit Hours: ?

Credit Hours Earned In Excess of 30:

Pre-Populated Hours:

Credit Bank Adjustment:

Reserved for Award Creation:

Used for Awards:

Balance: + 1 Hours

# WHAT MAKES A GOOD APPEAL

- Accepted extenuating circumstances (General):
- Death of an immediate family member (student's spouse, child, parent, guardian, grandparent or sibling) which prevents the student from meeting the requirement
- Serious illness of the student or an immediate family member (student's spouse, child, parent, guardian, grandparent or sibling) which prevents the student from meeting the requirement
- Active-duty military service by the student which prevents the student from meeting the requirements.
- Extenuating circumstance(s) in which the student has had no control, ability to monitor, or have reasonable knowledge of that occur within a reasonable time frame that prevented the student from meeting the requirement.
- Pregnancy or birth of a child, which prevents the student from meeting the credit completion requirements

**Submit New Appeal**

Are you sure you want to submit a new appeal?

Once an appeal is received, a Commission staff member will review the appeal. The appeal can be approved, denied, or more information may be requested. If more information is requested, the student will have 21 days to submit the requested documentation. A student can ask for additional time to submit supporting documentation, but must do so within the 21-day time frame. Failure to submit all documentation or request an extension will result in a denial.

For information on reasons to appeal, [click here](#).

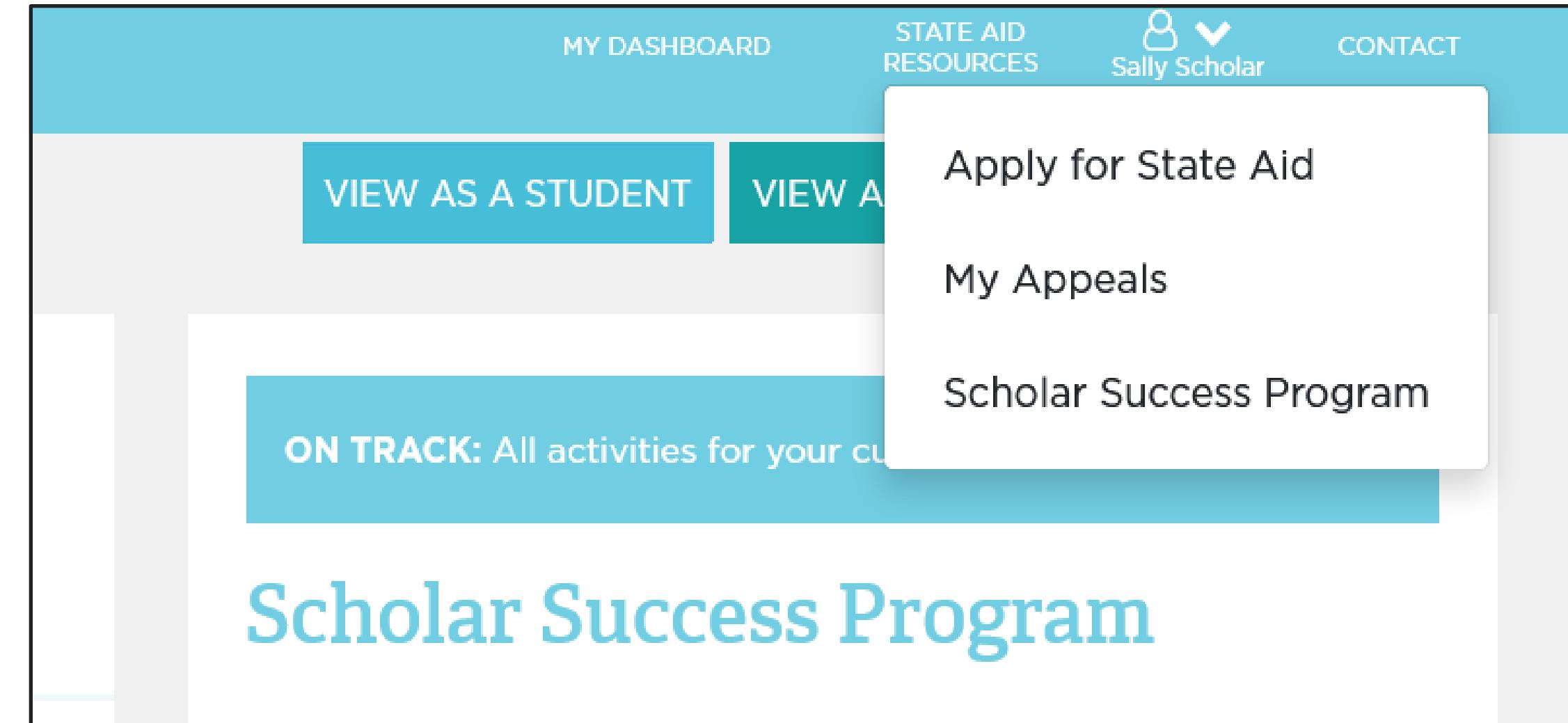
Yes, I understand the above terms and want to open a new appeal

**CANCEL** **CONTINUE**

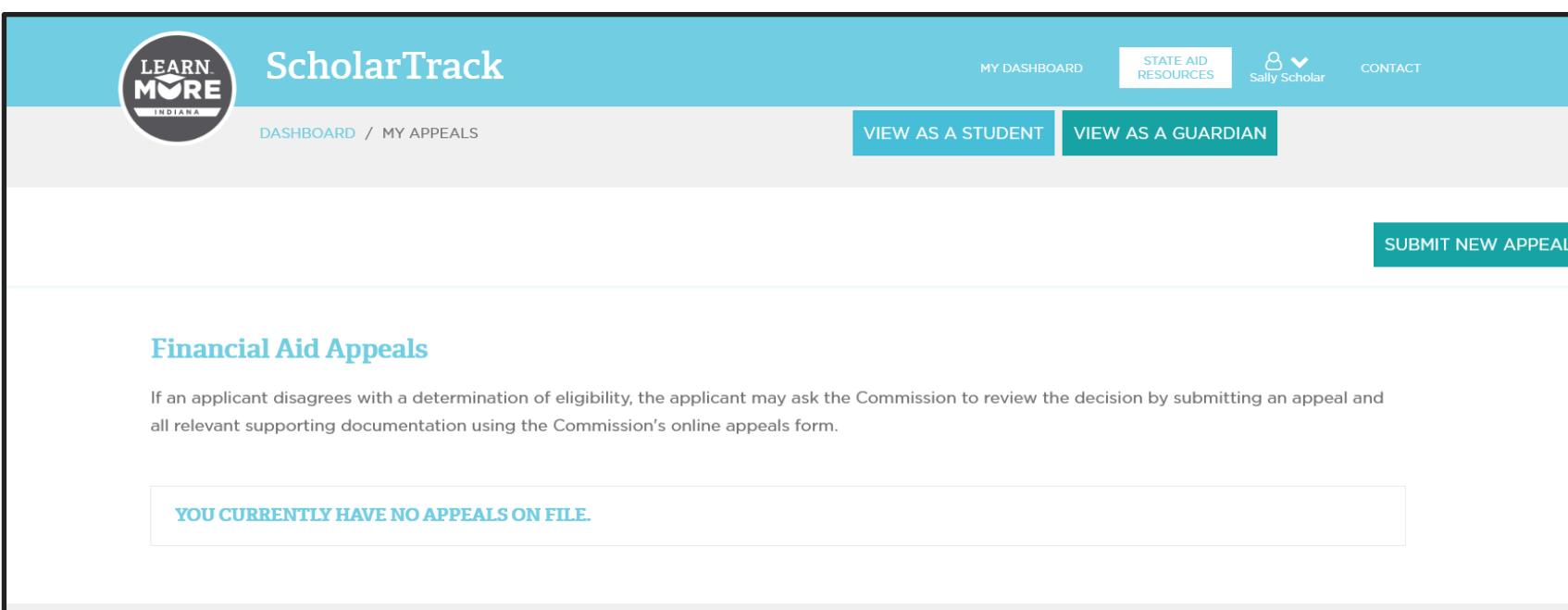


# 21ST CENTURY SCHOLARS

- Accepted extenuating circumstances (Specific):
- Individualized Education Program (IEP) or disability
- Participate in a religious or public service-based volunteer program which prevents the student from filing before the deadline



The screenshot shows the 'MY DASHBOARD' section of the website. At the top, there are buttons for 'VIEW AS A STUDENT' and 'VIEW AS A GUARDIAN'. To the right, there is a user profile for 'Sally Scholar' and links for 'STATE AID RESOURCES' and 'CONTACT'. Below these, there are three main links: 'Apply for State Aid', 'My Appeals', and 'Scholar Success Program'. A large blue box in the center contains the text 'ON TRACK: All activities for your current appeal' and 'Scholar Success Program'.



The screenshot shows the 'Financial Aid Appeals' section of the ScholarTrack website. It includes a 'LEARN MORE' button, a 'ScholarTrack' logo, and navigation links for 'MY DASHBOARD', 'STATE AID RESOURCES', 'VIEW AS A STUDENT', 'VIEW AS A GUARDIAN', and 'SUBMIT NEW APPEAL'. Below this, there is a section titled 'Financial Aid Appeals' with a note about the appeals process and a message stating 'YOU CURRENTLY HAVE NO APPEALS ON FILE.'

ALWAYS INCLUDE DOCUMENTATION IN YOUR  
APPEAL!

# 21ST CENTURY SCHOLARS

- **Appeals the Commission Cannot Consider**
- The Commission cannot hear appeals for decisions made by the student's college or the U.S. Department of Education. Student should direct issues with decisions made by entities outside of the Commission to the appropriate party. Examples of appeals the Commission cannot hear are:
  - Dependency Status
  - Student Aid Index (SAI) – Previously EFC
  - Institution's Satisfactory Academic Progress Requirements (SAP)
  - Default on Federal student loan and/or overpayment of Federal grant



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# DATA AND HOW WE USE IT



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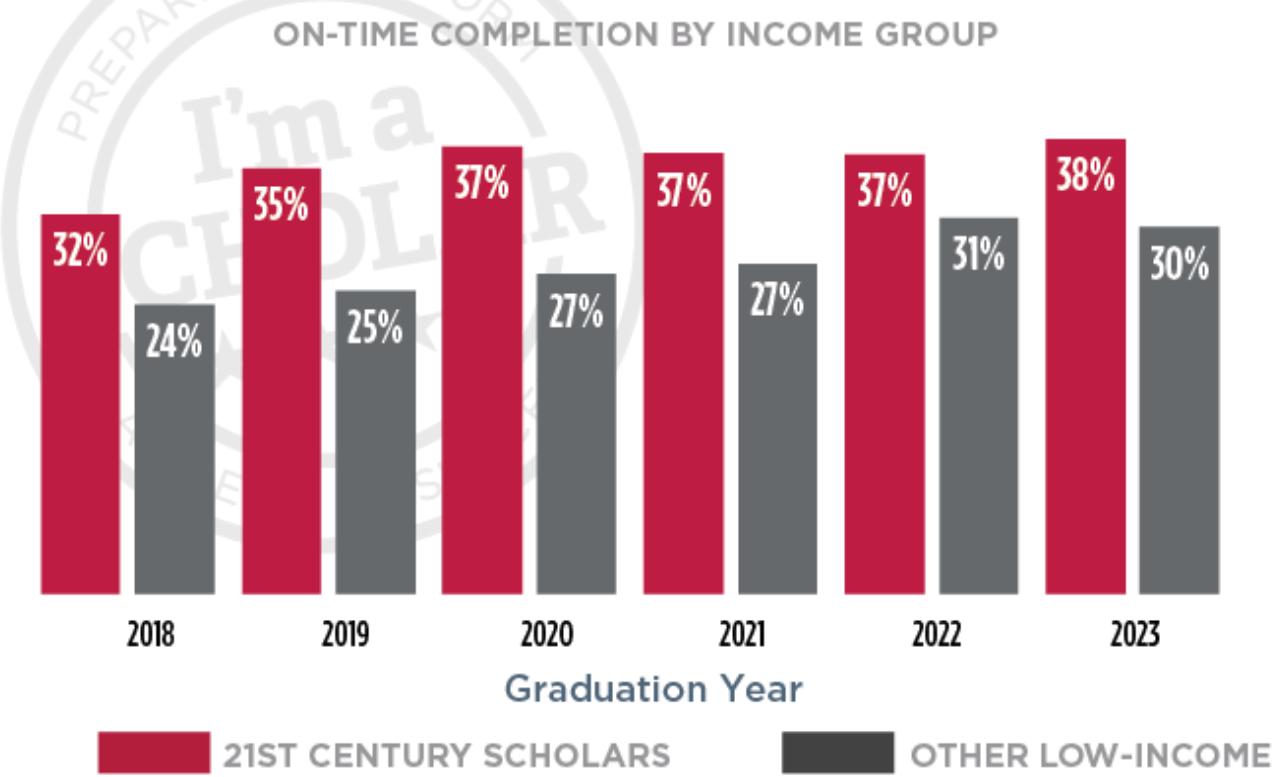
# 21ST CENTURY SCHOLARS – DATA & WHAT WE DO WITH IT

## Tracking :

- SSP Completion – Regional and by School
- FAFSA Completion
- GPA and Diploma type
- College Going Rate
- On-Time Completion for Scholars

## SCHOLARS ON TRACK

21st Century Scholars consistently graduate on time at higher rates than their low-income peers who are not Scholars.



## COLLEGE-GOING RATE STEADY

Indiana's college-going rate was previously declining, but has now held steady for the last 3 years.



# 21ST CENTURY SCHOLARS – DATA & WHAT WE DO WITH IT

## Outreach:

- Email reminders to all grades about SSP
- Email reminders about FAFSFA
- Summer SSP completion postcards - All Grades
- Pre-Admissions letters to increase enrollment

## Future projects:

- Re-enrollment campaign
- Updating SSP activities to remove barriers and increase completion
- Reevaluating the College Scholar Success Program



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# COLLEGE SUCCESS PROGRAM GRANT



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# COLLEGE SUCCESS PROGRAM GRANT

- House Enrolled Act 1001-2023 ( HEA 1001) provided a Grant opportunity of \$5 million to be disbursed over two years to be used for college success programs for minority and first-generation low-income students.
- The Commission proposed embedding 31 college success coaches to support students and assist with the following
  - Academic Advising
  - ScholarTrack support: State Aid Eligibility, FAFSA filing and appeals
  - Financial Aid Assistance: FAFSA, Scholarships, SAP, Appeals, Holds
  - Pre-Admissions: Applications, yield, connection to orientation + transition programs



# COLLEGE SUCCESS PROGRAM - GRANTEES

- A total of 32 Success Coaches were hired and were able to start assisting students Spring 2024
- This Grant provided the campuses the opportunity to hire 1 – 2 Success Coaches to be embedded in their various student success offices and take on a caseload of 21st Century and/or First-Generation students
- A stipulation of this Grant was for the institutions awarded to plan to retain these coaches as the cohort of 2027 more than doubled the amount of 21st Century Scholars in the pipeline

INSTITUTIONS
BALL STATE UNIVERSITY
ANDERSON UNIVERSITY
FRANKLIN COLLEGE
INDIANA STATE UNVIRTY
INDIANA UNIVERSITY BLOOMINGTON
INDIANA UNIVERSITY COLUMBUS
INDIANA UNIVERSITY EAST
INDIANA UNIVERSITY FORT WAYNE
INDIANA UNIVERSITY INDIANAPOLIS
INDIANA UNIVERSITY KOKOMO
INDIANA UNIVERSITY NORTHWEST
INDIANA UNIVERSITY SOUTH BEND
INDIANA UNIVERSITY SOUTHEAST
INDIANA UNIVERSITY ONLINE
MARIAN UNIVERSITY
PURDUE UNIVERSITY - FORT WAYNE
PURDUE UNIVERSITY NORTHWEST
PURDUE UNIVERSITY - WEST LAFAYETTE
UNIVERSITY OF INDIANAPOLIS
UNIVERSITY OF SOUTHERN INDIANA
VINCENNES UNIVERSITY
VALPARAISO UNIVERSITY



# WHAT IS A SUCCESS COACH?

- The term Success Coach was adopted to ensure that the coaches hired under this Grant would be recognized as someone on campus who was set up to help students navigate college, achieve academic, professional, and personal success
- They are a bridge between support services, financial aid, and academic offices
- All coaches were given ScholarTrack training so they can assist in monitoring students' eligibility for their financial aid as well as assist with appeals and connecting students to the Financial Aid departments when needed
- Coaches also partner with their institutions departments to access GPA, SAP, Financial Aid, and other information to better track and catch at risk students before they lose their awards

# SUCCESS COACHES SUPPORT: HOLISTIC MONITORING

# Coaches have access to:

- ScholarTrack
- Institution academic platforms and alert systems (Slate, AdRx, etc.)
- Institution Financial aid departments
- Institution resources and student supporting departments (Counseling, Food Pantry, Accessibility Services, etc.)
- Early warning signs
  - Flags from professors about attendance
  - Mid-term grades or engagement data
  - Enrollment and credit data ( 12 credit hour minimum)



# SUCCESS COACHES SUPPORT: ENGAGEMENT

- One – One Meetings
- Leadership and Professional Development Programs
  - Engage in career planning
  - Develop transferable skills ( communication, time management, etc.)
  - Develop community
- Monitoring risk (GPA, class attendance flags, account holds)
- Connecting students to campus resources
- Hosting workshops ( FAFSA, Mental Health, Career)
- Assisted with FAFSA communication and events
- Led Orientation and Summer Bridge programs
- Assist with Appeals



# SUCCESS COACHES SUPPORT: BEST PRACTICES RESULTS

- All institutions who reported FAFSA completion rates for their targeted populations reported that they exceeded the statewide goal of 60% with many achieving over 90% completion rates
- Reported retention for targeted populations in the Cohort of 2023 ranged from 60-90% \*
- Many institutions were able to partner with community schools to support incoming Scholars, connect them with Summer Bridge Programs, Orientation information, and FAFSA assistance
- Having a dedicated 21st Century/First Generation Success Coach allowed for the expansion of social media presence, additional tabling events, specific touchpoints at Orientation, and a building of community on campus
- Internal improvements for the monitoring and tracking of students at risk of losing financial aid –Indiana University working to develop a system that combines information from ScholarTrack, and their own systems to allow coaches to have a real time list of potential issues

\*Coaches were hired early Spring 2024

The background of the image is the Seal of the State of Indiana. The seal is circular with a double outer ring. The top half of the outer ring contains the words "SEAL OF THE STATE" and the bottom half contains "OF INDIANA". The bottom half of the outer ring also features the year "1816". The inner circle depicts a plow, a sheaf of wheat, and a sheaf of corn, with a star above them. A banner at the bottom of the inner circle reads "THE HABITAT OF THE BISON".

**KATE MARLING**

Postsecondary Transitions Manager

[Kmarling@che.in.gov](mailto:Kmarling@che.in.gov)



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