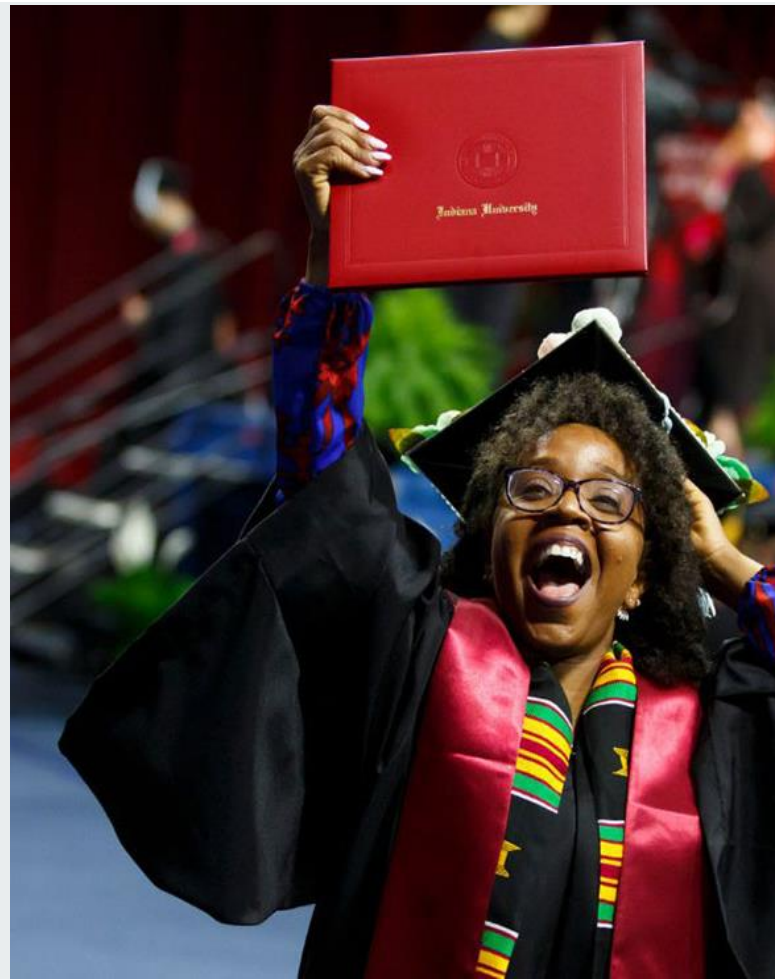

Student Success at IU

Indiana Commission for Higher Education
September 2024

Dr. Julie Payne-Kirchmeier, Vice President for Student Success,
Indiana University

Dr. Kathy Adams Riester, Senior Associate Vice Provost for
Student Life and Dean of Student Life, IU Bloomington



Indiana University

- **7 campuses, 2 regional centers, 9 medical centers**
- **88,490 students (Fall 2024)**
 - 68,390 undergrads, 20,100 graduate and professionals
 - All 92 counties in Indiana
 - All 50 states and D.C.
 - 166 countries
- **980+ academic programs**
- **18,906 degrees earned (Spring 2024)**





“Students are the center of our universe at Indiana University.”

- President Pamela Whitten



Our purpose

The Office of the Vice President for Student Success (OVPSS) serves as both Indiana University's **home for comprehensive student success strategy** and a **source of support and resources** for campus-based student success efforts.

OVPSS collaborates with stakeholders to champion student interests, needs, and perspectives in all university decisions, **so that every student can thrive.**

Our guiding principles



Student centered



Research grounded



Metric focused



Equity minded



Data informed



Campus relevant



Access and Opportunity

Scales holistic student supports to provide access and needed skills for all students

- Basic needs
- Financial wellness, education, and affordability
- FGLLI student support



Student Navigation & Support

Assists students in navigating their college experience from day one to graduation

- Academic advising
- Career development and work-based learning



Data Analysis and Campus Support

Provide campuses with key metrics and support for meaningful change

- Data analysis and reporting
- Training
- Process development



Engagement and Wellbeing

Supports health, connection, and engagement of students across IU

- Community and belonging
- Student Wellness and Wellbeing



Strategic Enrollment and Retention

Coordinates student-centered enrollment and retention efforts IU-wide

- Shared Services
- Enterprise systems
- Coordinated communication and support



IU2030 and ICHE HOPE Agenda



ICHE HOPE Agenda

1. **Post-high school training and education going rates for youth and adults;**
2. **Postsecondary attainment for veterans, individuals with disabilities, and the justice-involved;**
3. **Utilization of credit for prior learning**
4. **Completion rate** of Hoosiers;
5. **Retaining talent** once someone has graduated;
6. **Measurable distinction in economic and social mobility and prosperity outcomes;** and
7. **The recognized state for growing or starting a business,** based upon **the strength of human capital**

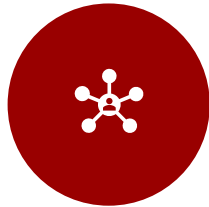
IU 2030: Student Success and Opportunity

- **4,6** Increasing on-time undergraduate graduation rates, with a priority on reducing and closing equity gaps.
- **2,4,6** Strengthening undergraduate first-to-second-year retention rates, with a priority on reducing and closing equity gaps.
- **2,4** Improving graduate student retention, completion rates, and time to completion within graduate programs.
- **1,5** Increasing student participation rates within high-impact experiential and career-related student experiences.
- **1,3** Increasing online enrollment in academic programs, including career-aligned certificates, and micro-credentials.

Priorities for 2024-25



Improve Undergraduate
Academic Advising



Increase
Retention of
Priority Populations



Remove
Barriers to
Student Wellbeing



Improve
Academic Experience for
UG Students



Improve Student
Experiences with Career
Development



Academic Advising – Progress To Date

Practice



Target: All students advised every semester – **in process**

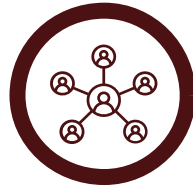
Professional Advisors



Target: Updated role descriptors for academic advisors – **complete**

Target: All advisors complete Coaching Foundations: **98% trained by July 31**

Caseloads



Target: Equitable advising caseloads – **ongoing**

Target: All undergraduate students assigned an academic advisor – **85.5%**

Tools and Data



Target: Critical data analyses accessible for advisors – **complete and ongoing**

Target: Stellar advising module launch FY26 – **in process**

Student Experience



Target: NSSE Advising assessment – **complete**

Target: Academic and Career Student Outcomes – **complete**

Priority Populations



Target: Assess priority populations for supplemental support – **complete**

Target: First-year beginners and transfers proactive advising – **in process**



Impact of Academic Advising

Correlated Outcomes at IU (Pilot/Analysis)

Proactive Advising (weeks 2-7)

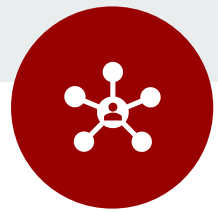
Registration Period Advising (weeks 8-17)

First-year student
GPAs 4.05% higher
for beginners;
5.45% for transfers

For first-year students
**positive predictor of
retention** (24%
higher for beginners;
56% for transfers)

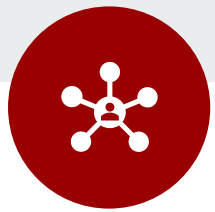
First year student
GPAs 2.65% higher
for beginners;
8.63% for transfers

Overall strong,
positive **predictor of
retention and
graduation** for all
undergraduate
students



21st Century Scholar Support

- **Current retention (3yr average)**
 - Fall to Spring – **89.97%** (1.77% over non-Scholar Pell students)
 - Fall to Fall – **77.0%** (2.7% over non-Scholar Pell students)
- **Comprehensive approach** to supporting scholars across IU
 - Coaching training
 - Common expectations and targets for retention
 - Creation of Additional dashboards and tools
- **Pilot calling campaign – 47.2%** yield rate for students who were not enrolled as of July 29
- **2024-2025 - Structured Success Coach Interventions**
 - LMS engagement follow up
 - Proactive Academic Advising
 - Incoming (new) 21st Century Scholar Engagement Campaign
 - Outreach campaigns for FAFSA completion, enrollment (F/Sp/Su), celebrations, and support



First Generation Students





Affordability

- **Student Debt**

- **19% reduction in student loans** since 2012-2013, with loans for **Indiana residents dropping 46%**
- **55%** of Bachelor's Completers have **zero student loan debt** at graduation
- Of those with debt, the **average debt fell** from \$28,891 to \$26,701 (**7.3%** reduction)

- **ROI on College Degree**

- General Public: 47%*
- **All IU Students: 68%****
- College Graduates (nationwide): 58%*

- **Scholarship Investments**

- **\$41M in new philanthropic support for endowed financial aid**
- Gift aid for IU undergrads has **increased 56% to \$247.8M in eight years**

- **Notable Leadership on Affordability**

- IU-wide commitment to **College Cost Transparency Initiative**
- **Expansion of award-winning MoneySmarts program** to all campuses
- IU home to the **Higher Education Financial Wellness Alliance** - showcasing **IU as a leader both locally and nationally**

* Pew Research Center 2024

** Trellis Financial Wellness survey, 2023

Student Mental Health – Progress to Date



Awareness of Mental Health Services

12.99% Increase
(from 73.45% - 86.44%)



Mental Health Services are Easily Accessible

15.13% Increase
(from 69.64% - 84.77%)



Not Enough Services to Meet Needs

27% Decrease
(from 32% to 5%)



IU Supportive Climate for Mental Health

6.29% Increase
(from 84.19% - 90.48%)



Recommend IU Mental Health Services to Other Students

10.67% Increase
(from 70.43% - 81.10%)



Quality of IU Mental Health Services

14.40% Increase
(from 69.39% - 83.79%)





Additional Focus Areas

- **Leverage Enterprise Technology** to assist with engagement, progression, and degree completion
- Increase **support for priority populations** including veterans and military connected students, 21st Century Scholars, first-generation and low- or limited-income students, historically-marginalized students, and students with accessibility needs
- Increase involvement in high-impact practices, **specifically work-based and experiential learning**
- **Refine support for online learners** during onboarding and throughout their program
- **Intentionally engage students** in their university experience



BY THE NUMBERS


1,000,000

DEGREES CONFERRED

4 STUDENTS
IN THE FIRST
GRADUATING CLASS 

64 ALUMNI
CHAPTERS
AND GROUPS 

411,047
TOTAL GRADS
IN INDIANA 

9 CAMPUSES
ACROSS
THE STATE 

91 NEW
CERTIFICATES &
PROGRAMS IN THE
LAST 3 YEARS 

790,033
TOTAL LIVING
ALUMNI 

IU will provide **holistic student support** and embrace a **student-ready culture** so that every student can **thrive**.





INDIANA UNIVERSITY BLOOMINGTON
OFFICE OF STUDENT LIFE



Vision

To create a premier and thriving student experience.



INDIANA UNIVERSITY BLOOMINGTON
OFFICE OF STUDENT LIFE



Mission

Student Life works in partnership with students, faculty, staff, alumni, parents, donors, and community partners to create the premier Hoosier experience.



INDIANA UNIVERSITY BLOOMINGTON
OFFICE OF STUDENT LIFE



INDIANA UNIVERSITY BLOOMINGTON
OFFICE OF STUDENT LIFE

Values

Community

We believe in creating a sense of belonging and purpose where all individuals feel included, cared for, and valued. When Hoosiers find their people, the everyday moments become lasting memories.



Integrity

We believe in striving for excellence and innovation through honesty, accountability, and ethical work.



Learning

We believe in providing diverse educational experiences. We do this through leadership development, event participation, campus employment, and experiential learning opportunities.



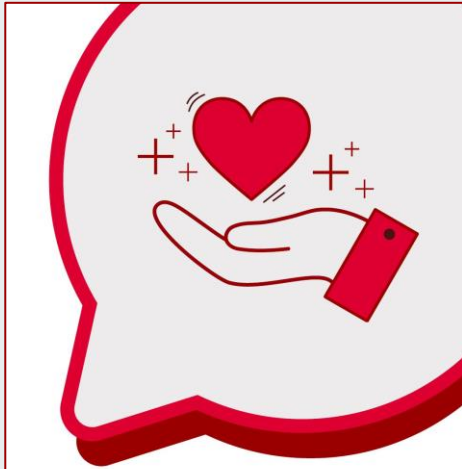
Partnership

We believe we are stronger together. Through collaboration with students, faculty, staff, campus partners, families, and alums, our work is more meaningful and has a greater collective impact.



People-first

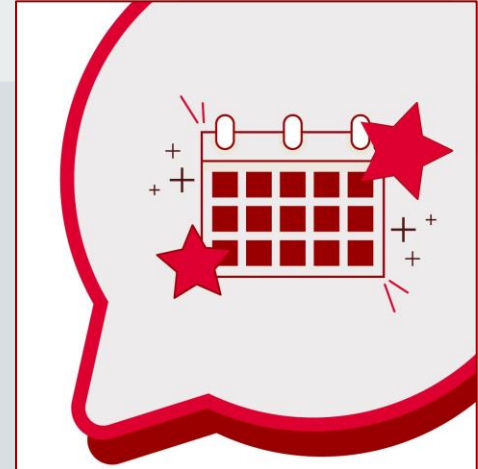
We believe it all starts with people. While there is work to be done, we must prioritize the well-being of all Hoosiers through respect, civility, and inclusion.



Care & Advocacy



Health & Well-Being



Involvement & Belonging



Care & Advocacy

Care and Advocacy

- Accessible Educational Services
- Bias Response and Education
- Center for Veteran and Military Students
- Crimson Cupboard
- Student Advocates Office
- Student Care and Resource Center
- Student Conduct
- Student Legal Services
- Substance Use Intervention Services
- Sexual Violence Prevention and Victim Advocacy



Health and Well-Being

- Counseling and Psychological Services
- IU Outdoor Adventures
- Recreational Sports
- Student Health Center
- Student Wellness



**Involvement
& Belonging**

 INDIANA UNIVERSITY BLOOMINGTON
OFFICE OF STUDENT LIFE

Involvement and Belonging

- Bradford Woods
- First-Generation and Limited/Low-Income Student Support Programs
- Housing Operations and Assignments
- Indiana Memorial Union
- IU Corps
- Residence Life
- Sorority and Fraternity Life
- Student Involvement and Leadership Center



IUB 2030: Student Success and Opportunity



GOAL 1

Undergraduate Academic Experience and Career Preparation

IUB will provide an exceptional academic experience for all undergraduate students and uniquely prepare them for the careers of the future.



GOAL 2

Graduate Student Academic Experience and Career Preparation

IUB will provide an exceptional academic experience for all undergraduate students and uniquely prepare them for the careers of the future.



GOAL 3

Inclusion, Wellness, and Student Support

IUB will foster a diverse and inclusive student community that stimulates a strong sense of belonging and well-being.

Student Mental Health (IU Bloomington)



Awareness of Mental Health Services

7.11% Increase
(from 82.02% - 89.13%)



Mental Health Services are Easily Accessible

19.71% Increase
(from 62.02% - 81.73%)



Not Enough Services to Meet Needs

25% Decrease
(from 30% to 5%)



IU Supportive Climate for Mental Health

9.89% Increase
(from 77.96% - 87.85%)



Recommend IU Mental Health Services to Other Students

13.00% Increase
(from 62.00% - 75.00%)



Quality of IU Mental Health Services

17.03% Increase
(from 61.60% - 78.63%)





Questions and Discussion





Thank you!

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