

Improving Completion Rates for 21st Century Scholars

College Success Coaching: Year One Progress Report



A program of the **Indiana Commission for Higher Education**

21ST CENTURY SCHOLARS: OVERVIEW

- Established in 1990 to increase Hoosier students' **aspirations** for and **access** to higher education
- National model for increasing **college access**
- Our Challenge: Improving **college completion** rates

COLLEGE SUCCESS COACHING: GOALS

- **Student Impact:** Enhanced support, increased completion
- **Institution Impact:** Increased student persistence/completion, resource utilization and operational efficiency
 - **Persistence:** A minimum 3% increase in Scholars completing their first year of postsecondary education.
 - **Completion:** A 10-15% increase in Scholars attaining a postsecondary credential on time.

HALLMARKS OF COACHING MODEL

- One-on-one (in-person and phone-based)
- Proactive support (weekly or twice-monthly meetings)
- Tailored to support the needs of the individual student
- Integrated with existing on-campus resources and supports

COLLEGE SUCCESS COACHING: STUDENT IMPACT

- Identify potential obstacles
- Create contingency plans
- Determine priorities
- Connect short-term actions to long-term goals



COLLEGE SUCCESS COACHING: CAMPUS IMPACT

- Gather valuable qualitative and quantitative information on the student experience
- Generate operational insights to support continuous improvement programs
- Increase engagement with campus advising, counseling and other services
- Help students develop the non-cognitive (“soft”) skills that will make them employable and successful long-term

Year One Campus Support



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YEAR ONE INSTITUTIONS

Indiana State University

- All 21st Century Scholar first-time freshmen (791)

Ivy Tech Community College of Indiana

- All 21st Century Scholar first-time freshmen (1,424)

Indiana University Purdue University Indianapolis (IUPUI)

- 100 first-time 21st Century Scholar freshmen (students identified by IUPUI as being most at risk for retention.)

SUPPORT PROVIDED TO PARTICIPATING INSTITUTIONS

- One-on-one coaching for 21st Century Scholars
- Weekly meeting with college success coaches and college staff
- Drop analysis reports
- Policy/programming recommendations

PARTICIPATING INSTITUTION INSIGHTS

Indiana State University

“A valuable aspect of the coaching program was that **it helped to inform the need to double down on efforts to be intrusive in student’s lives** with respect to intervening when they are not going to class or failing to get help through tutoring or supplemental instruction. Often these behaviors are tied to an area of non-cognitive development, such as a lack of maturity in communicating needs and asking for help or a fixed mindset that one will never be able to do well in a class that they struggled with in high school.”

-Joshua Powers, Associate Vice President for Student Success

PARTICIPATING INSTITUTION INSIGHTS

Ivy Tech Community College of Indiana

“College Success Coaches **confirmed that Scholars did not have a good understanding of how to access residual funding for summer classes.**

Because of this misunderstanding, many students were not registering for summer classes when in fact funding was available to support summer class registration. After sharing this with Ivy Tech state financial aid team, Ivy Tech responded by sending policy information to all Financial Aid and Express Enrollment offices across the state and summer registration numbers were increased substantially.”

-Rachel Boon, Executive Director of Retention and Completion

PARTICIPATING INSTITUTION INSIGHTS

IUPUI

“The weekly coaching reports are incredibly helpful for illustrating the complexities some first-year students must grapple with while they are attending school. It’s been helpful to share de-identified versions of these stories with campus/faculty leaders so that they develop better understanding of the needs that first generation students may have.”

-Kathy Johnson, Associate Vice Chancellor for Undergraduate Education, Dean of University College

Year One Results

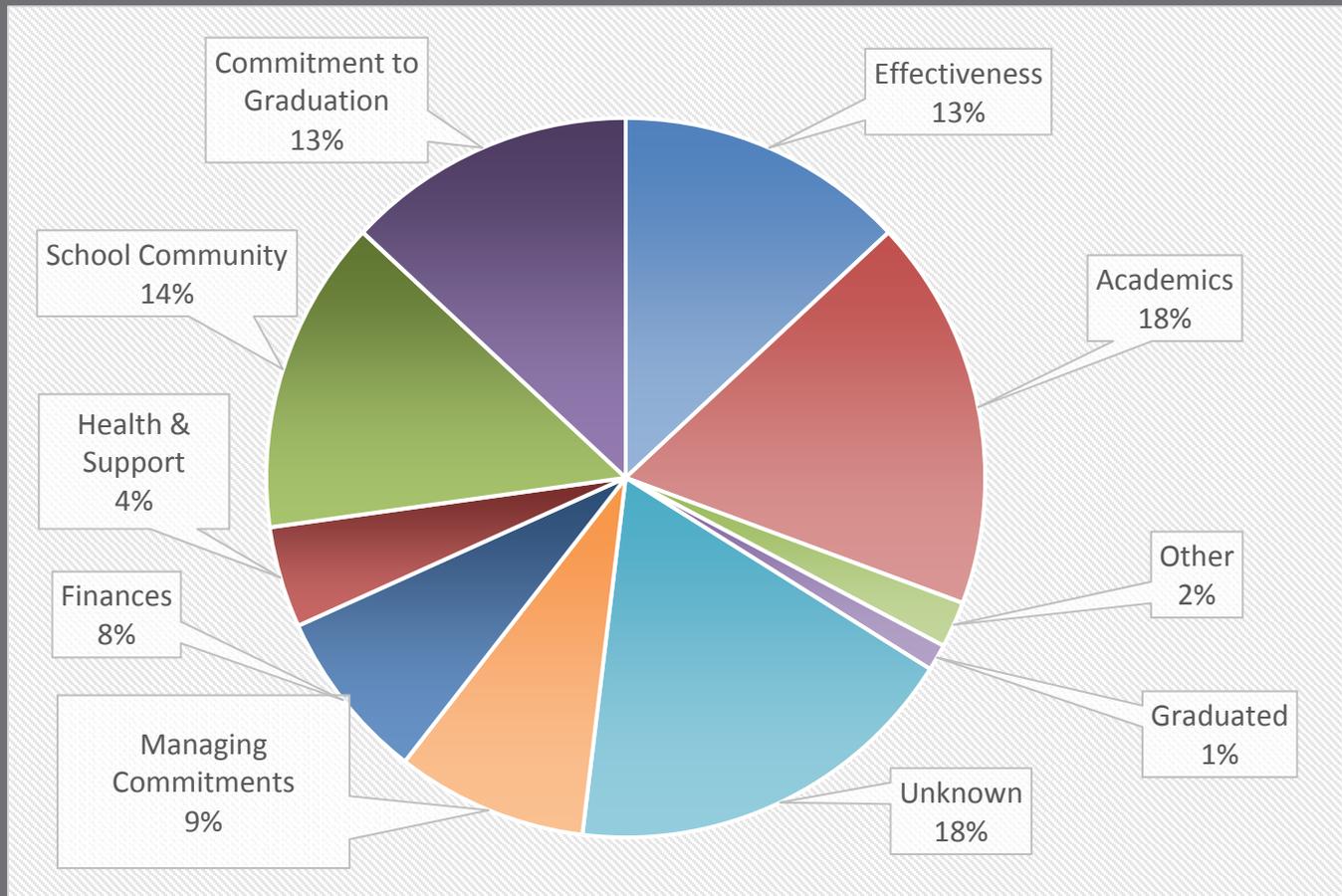


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YEAR ONE RESULTS

- **Indiana State University's** first-year retention **improved by 6.5%**
 - Historic baseline of 58.5%
 - Coached group retained at 62.3%
- **Ivy Tech's** first-year retention **improved by 8.8%**
 - Historic baseline of 36.9%
 - Coached group retained at 45.7%
- **IUPUI's** first-year retention rate impact **could not be calculated**
 - Representative historic baseline could not be established
 - Coached group retained at 57%

FALL 2014 COHORT DROP REASONS – ALL SCHOOLS



TOP DROP REASONS PER INSTITUTION

Indiana State University

- Effectiveness – 26.2%
- School/Community – 20.1%
- Commitment to Graduation – 13.6%

Ivy Tech

- Academics – 21.0%
- Commitment to Graduation – 13.5%
- School/Community – 12.1%

IUPUI

- Academics – 58.1%
- Effectiveness – 11.6%
- Managing Commitments – 9.3%

TOP DROP REASONS PER INSTITUTION

Effectiveness

- How good are you at planning and completing the actions you set out to do?
- How well do you avoid procrastinating on important tasks?
- How confident are you in your ability to react and adjust to changes in plans?
- How good are you at solving problems? What about making decisions?

Academics

- How satisfied are you with your academic performance in high school?
- How well prepared do you feel for college?
- How confident are you in your current study skills?
- How comfortable are you about asking for help if you need it?

School/Community

- How important is your school community to you?
- How involved do you think you'll be on campus? Specific activities, clubs, etc.?
- How important is it to understand the campus resources that are available to you?
- How excited are you to establish personal connections on campus with classmates, faculty, and staff?

Barriers and Recommendations



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STUDENT BARRIERS

- Lack of financial literacy
- Impact of financial holds on registration and retention
- Disconnect between high school expectations for academic performance and the higher college expectations
- Limited knowledge of students on how to navigate an academic environment:
 - Talking to faculty outside of class,
 - Working closely with bursar and financial aid, etc.

RECOMMENDED RESPONSES

- Implement Early Warning Systems
- “Double Down” on intrusive advising
- Improve student communication for first-generation students
- Communicate student challenges to faculty and staff
- Integrate financial literacy programs
- Develop robust transition programs:
 - From high school to college (e.g., summer bridge)
 - From first-to-second-year of college

NEXT STEPS

- Expand to additional campuses/students in year two:
 - IU Kokomo
 - IU East
 - IUPUI
- Track ongoing progress of coached students to graduation
- Continue integrating coaching with related initiatives (ScholarCorps) and build capacity to deliver high-impact supports at more Indiana campuses (CHE persistence grants)
- Share results, lessons learned and best practices at inaugural **Indiana Student Advocates Conference** (Dec. 2-3, 2015)