INDIANA COMMISSION for HIGHER EDUCATION

Preparing for Return and Complete

Making it easy for adults to re-enroll in college, and helping them succeed once they arrive

Institutions establish policies that help adults navigate the admissions process and re-enroll in college

- Establish a single point of contact, or "concierge," for prospective returning adults
  - Trained and empowered to interact with on-campus administrative offices on a student's behalf;
  - Able to help returning students apply for federal, state and community services for food, housing, childcare and other needs to supplement traditional financial aid; and
  - Willing and able to refer students to another institution if appropriate to the student's goals
  - Available outside of traditional office hours
- Establish tuition discounts and other financial incentives
- Offer limited-time forgiveness for academic and/or financial holds

Institutions develop initiatives and resources to promote the academic success of returning adults

- Offer associate degrees and certificate options
- Make opportunities for prior learning assessments transparent to students
- Institute condensed and predictable scheduling (to limit trips to campus and unusable time between classes)
- Extend office hours for administrative offices that will continue to be utilized throughout (e.g., bursar)

Launching Return and Complete

Reaching prospective returners and measuring impact

Institutions collaborate with the Commission on the campaign launch

- Review campaign partnership package provided by the Commission on or before August 31
- Determine campaign approach by September 4
  - If partnering with the Commission, exchange data for direct student outreach by September 30
  - If not partnering with the Commission, integrate key campaign messages into outreach materials before any further outreach is conducted
- Determine Return and Complete population policies and point of contact by September 30
- Establish a campaign-consistent email address (youcan.goback@university.edu) that will reach the concierge
- Contact any former student by March 1, 2016 who meets the following requirements:
  - Earned at least 15 credits (2-year campus) or 30 credits (4-year campus)
  - Attended more than one term
  - Attended within the last ten years
- Report data back to the Commission by November 1, 2016

From September 2015 to March 2016 the Commission will lead a statewide outreach and engagement effort with employers and community partners with limited social media. While policies and initiatives related to financial and academic matters are at the discretion of the institution, the Commission will publicize as part of its outreach efforts which institutions offer each of these best practices to returning adults.