



Proactive Outreach for Student Success: A Collaborative Approach

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Ivy Tech Students

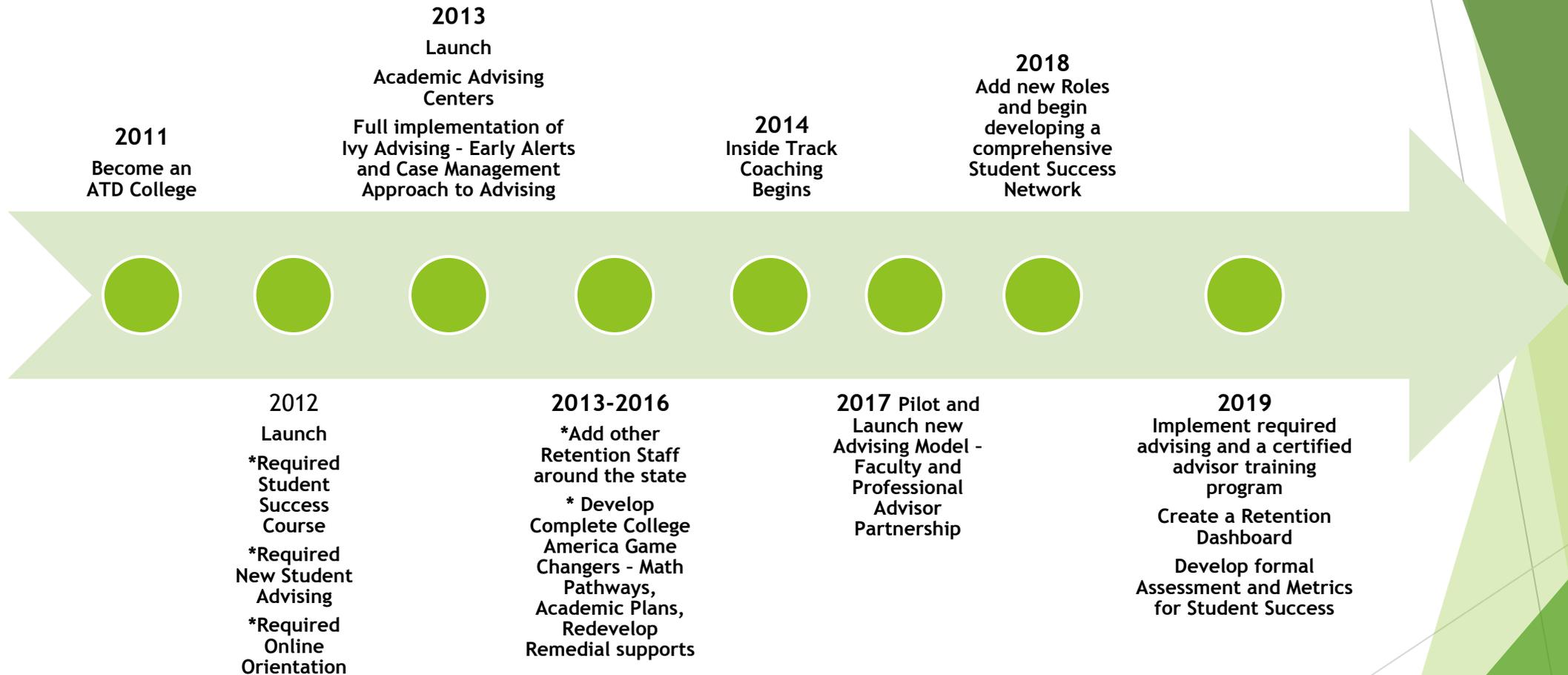
A brief snapshot of Ivy Tech's students:

- ▶ 21% of our students are single parents
- ▶ 73% of our students are working
- ▶ 42% of our students are working 20 hours or more per week
- ▶ 40% of our students need remediation
- ▶ 24,970 are minority students
- ▶ 77,455 student were Pell recipients
- ▶ Median gross income of our independent students is \$18,067

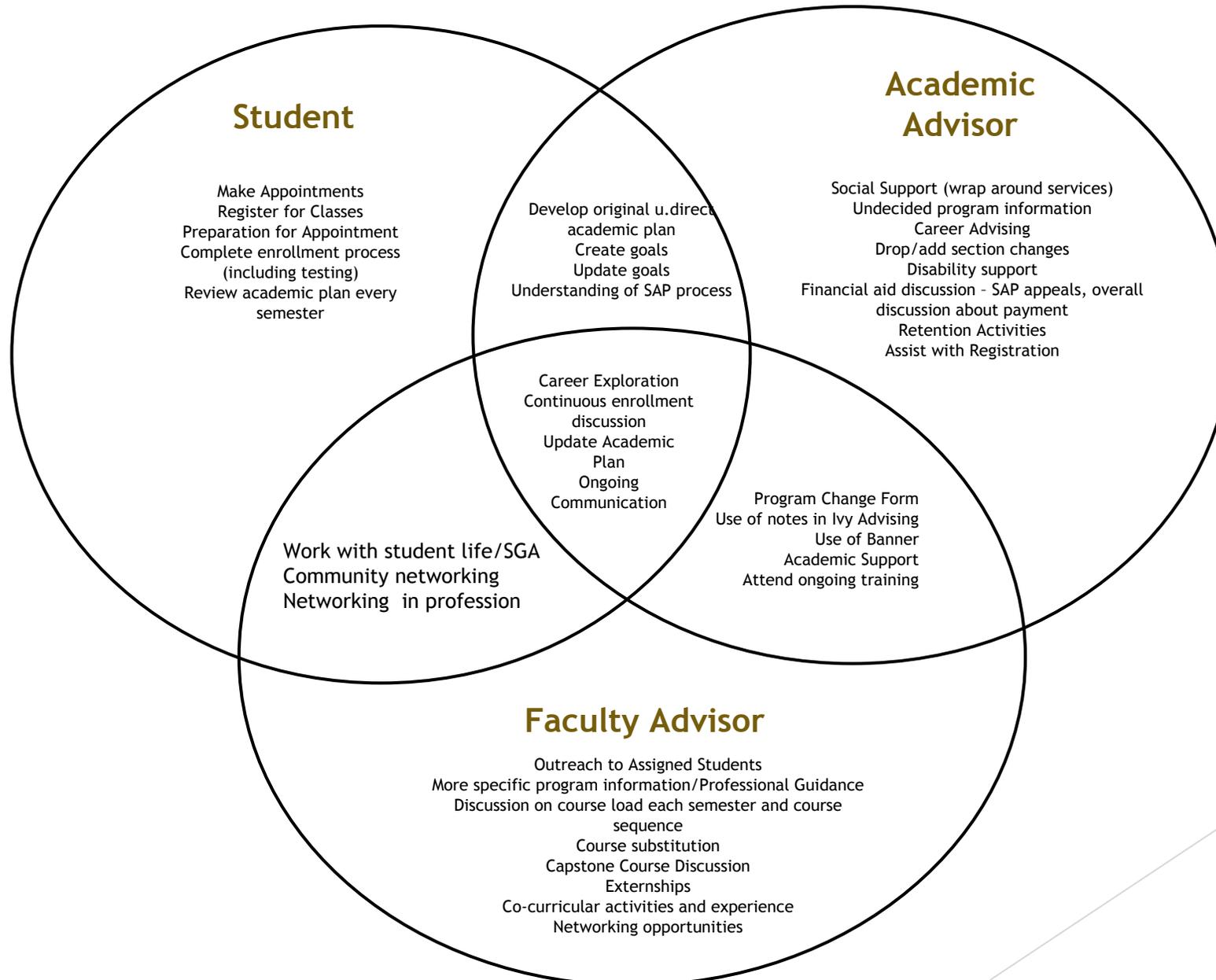
Challenges Students Face

- ▶ Finding reliable transportation
- ▶ Having consistent housing and/or utilities
- ▶ Ability to pay for books
- ▶ Childcare needs
- ▶ Work demands
- ▶ Family demands – caring for parents, children, siblings
- ▶ Coping skills and counseling needs
- ▶ Time management skills
- ▶ Academic study skills
- ▶ Understanding how to navigate the College system
- ▶ Clear goals and understanding of the career options available to them.

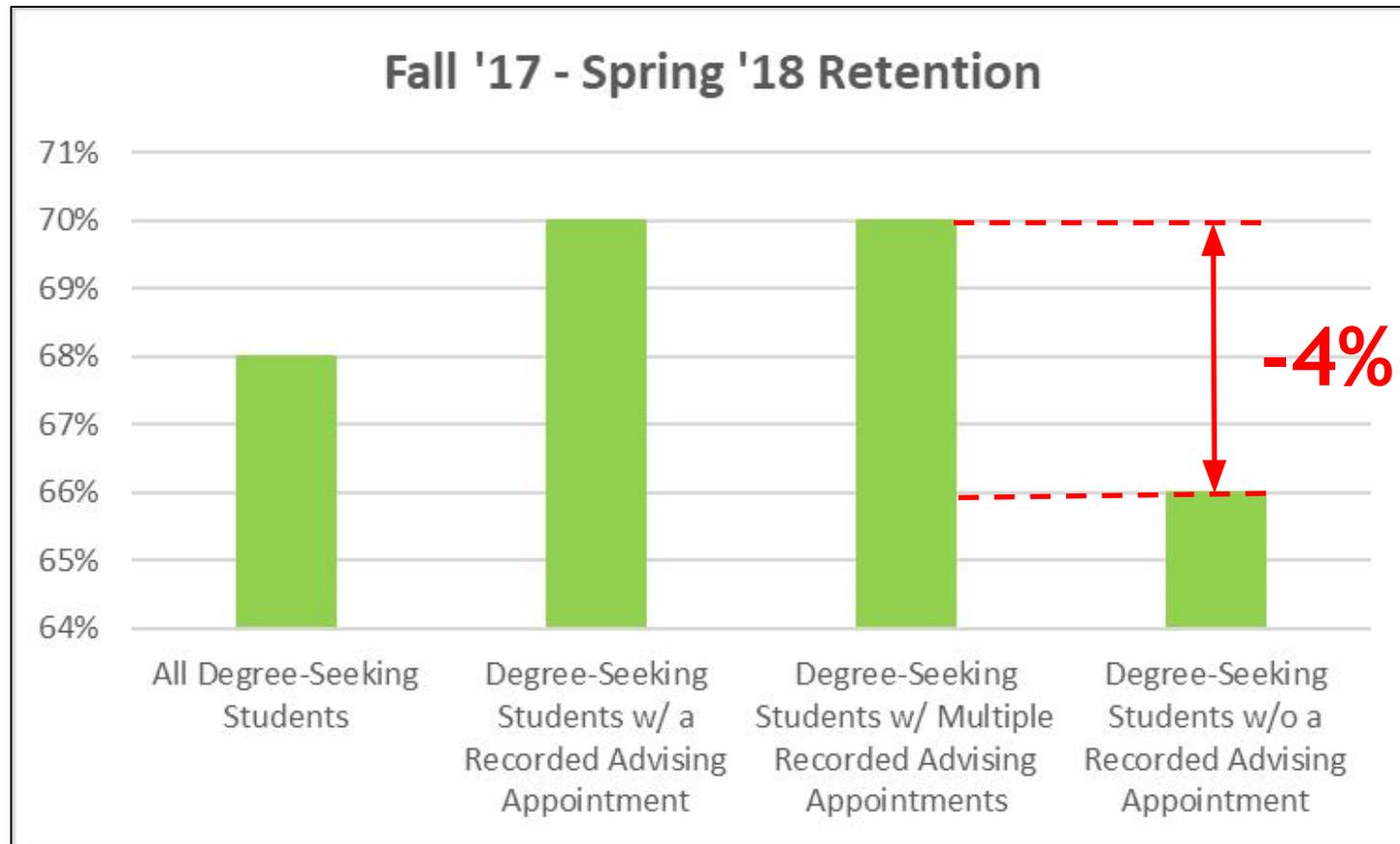
Retention Model Timeline



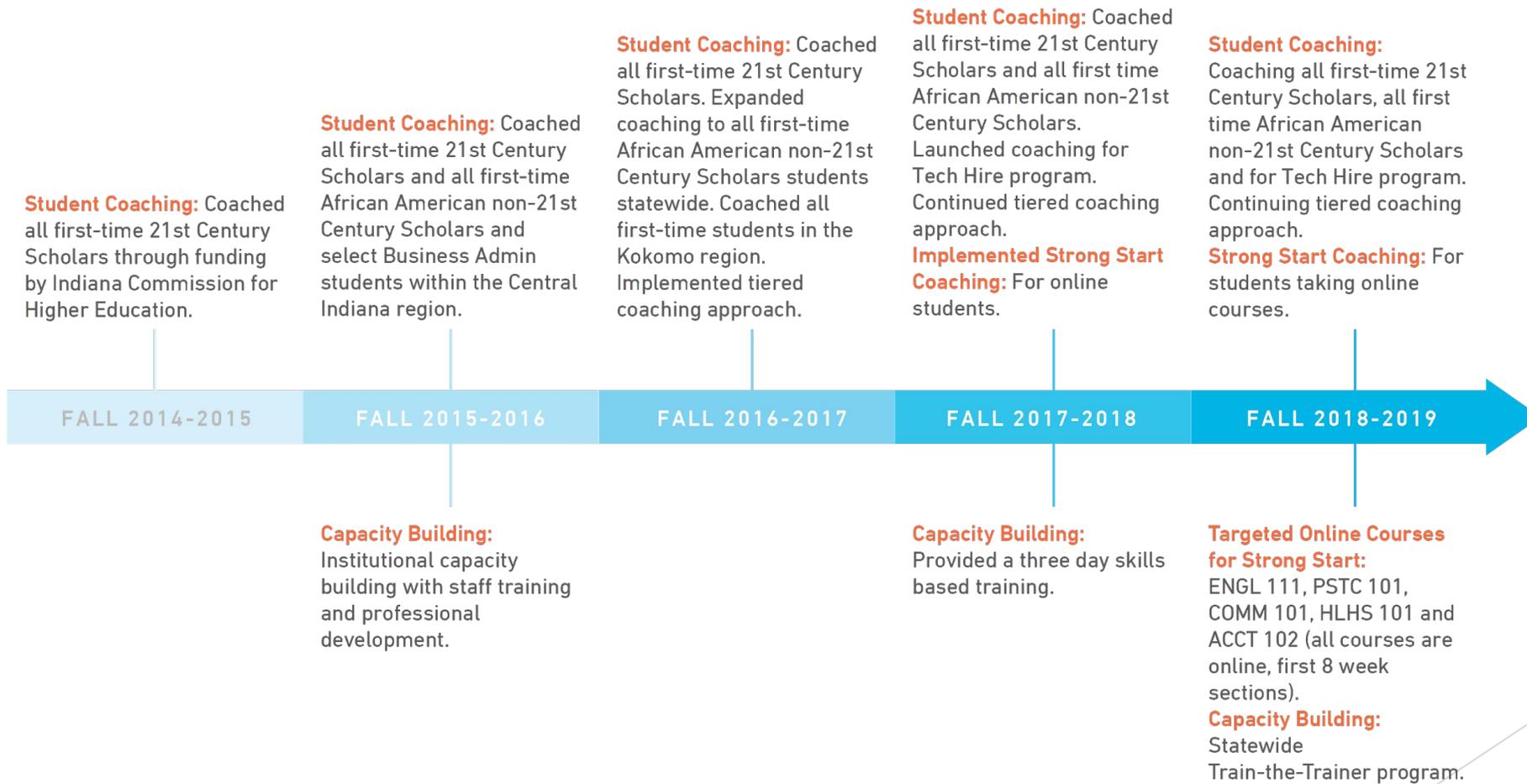
Ivy Advising Responsibility Overview



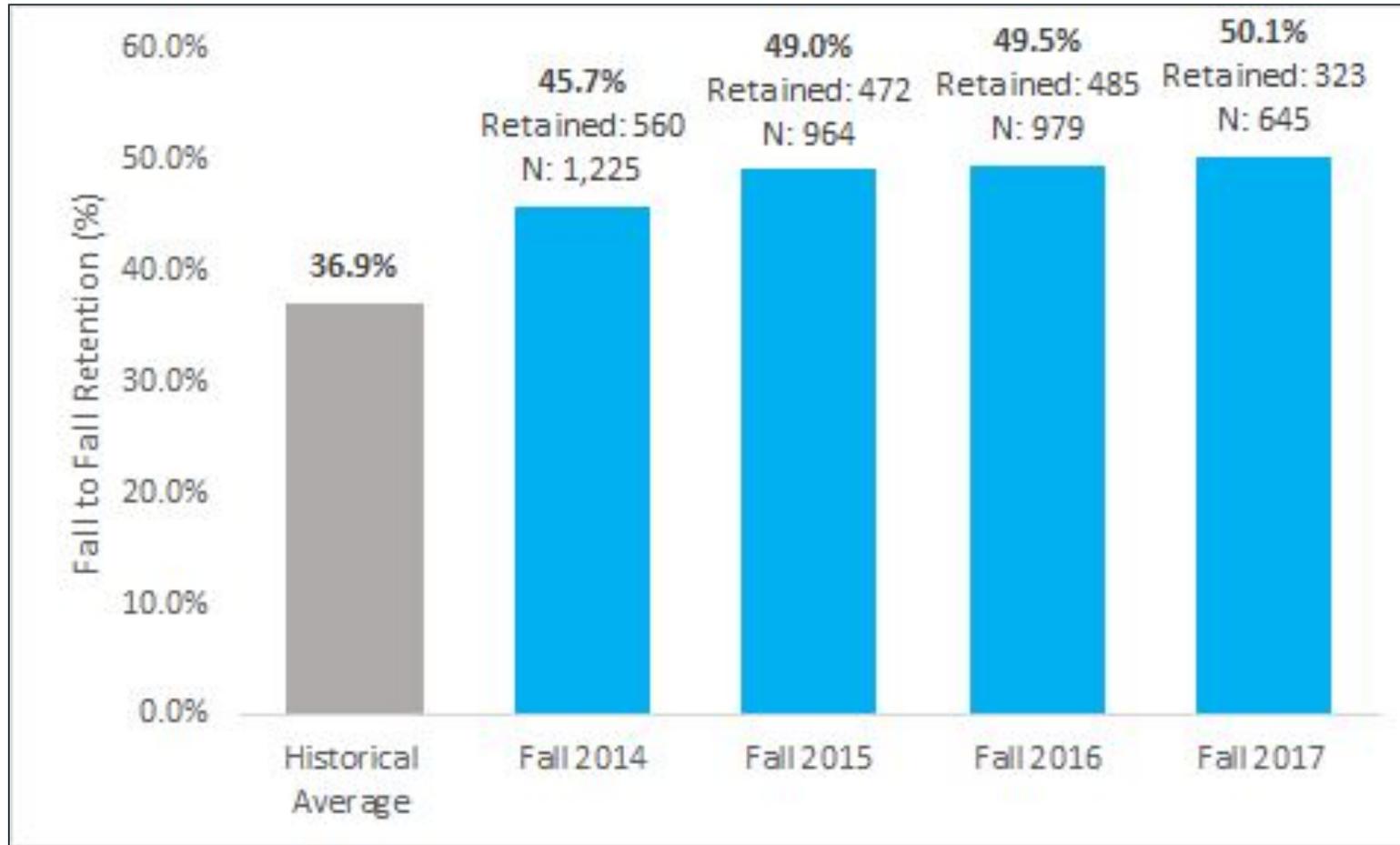
Fall-Spring Retention & Advising Appointments



Inside Track and Ivy Tech Partnership Timeline



Full-Time 21st Century Scholars Fall to Fall Retention



Fall to Fall retention for the Fall 2014, Fall 2015, Fall 2016, and Fall 2017 cohorts. Includes only first-time, full-time 21st Century Scholars. Historical Average for Fall to Fall retention derived from the historical analysis completed at Fall 2014 implementation.

21st Century Scholars Retention by Coaching Engagement



Includes ALL (full-time and part-time) Fall 2017 cohort 21st Century Scholars.

Indianapolis Campus

- ▶ Increased Staff
 - ▶ Academic Advising Center
 - ▶ Focused on hiring to reduce caseloads
 - ▶ This term the average caseload is 560:1
 - ▶ Use data available to advisors to target outreach & types of support
 - ▶ Reporting features available via Starfish/Ivy Advising, & other reports provided by IR
 - ▶ Expanded types of appointments and times
 - ▶ GoToMeeting, Groups, One on One, Early Morning/Late Night, and Classroom visits
 - ▶ Student Success Center (Retention Office)
 - ▶ Focus has shifted several times developing from advising to a coaching model
 - ▶ Developmental Classes, Financial Aid Appeals, Majors, Affinity Groups
 - ▶ IVY Men of Merit, FYE classes
 - ▶ Trained by Inside Track Coaches

Indianapolis Campus & Train the Trainer

- ▶ Utilizing Train the Trainer Model
 - ▶ 3 Trainers- Retention, Advising, Early Connections Center
 - ▶ Additional 12 staff trained by Inside Track
 - ▶ 3 Cohorts will have completed by end of April
 - ▶ Approximately 60 staff and faculty will have completed training by end of April

Next Steps

- ▶ Continue Advising Model implementation
- ▶ Launch Required advising
- ▶ Continue Coach Training
- ▶ Continue and develop Inside Track Partnership
- ▶ Redefine Retention Role in Ivy Advising
- ▶ Increase the capacity of other Student Support roles in Ivy Advising and further develop a comprehensive Student Success Model and Metrics
- ▶ Increase collaboration and communication across campus departments