



# Proactive Outreach for Student Success: A Collaborative Approach

Amy Griffin

Associate Vice Chancellor for Student Success

And

Susan Hawkins-Wilding

Assistant Vice President for Academic Advising

Ivy Tech Community College

# Ivy Tech Students

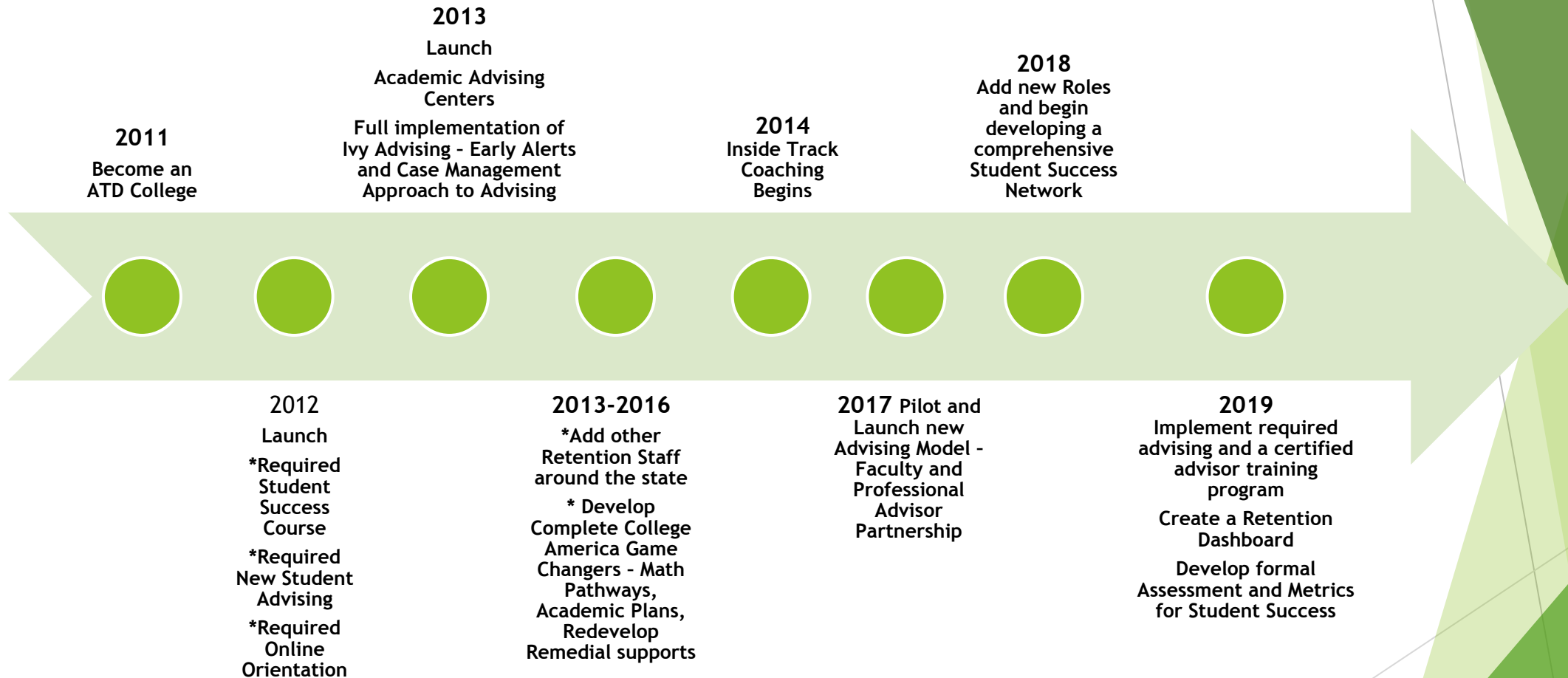
A brief snapshot of Ivy Tech's students:

- ▶ 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

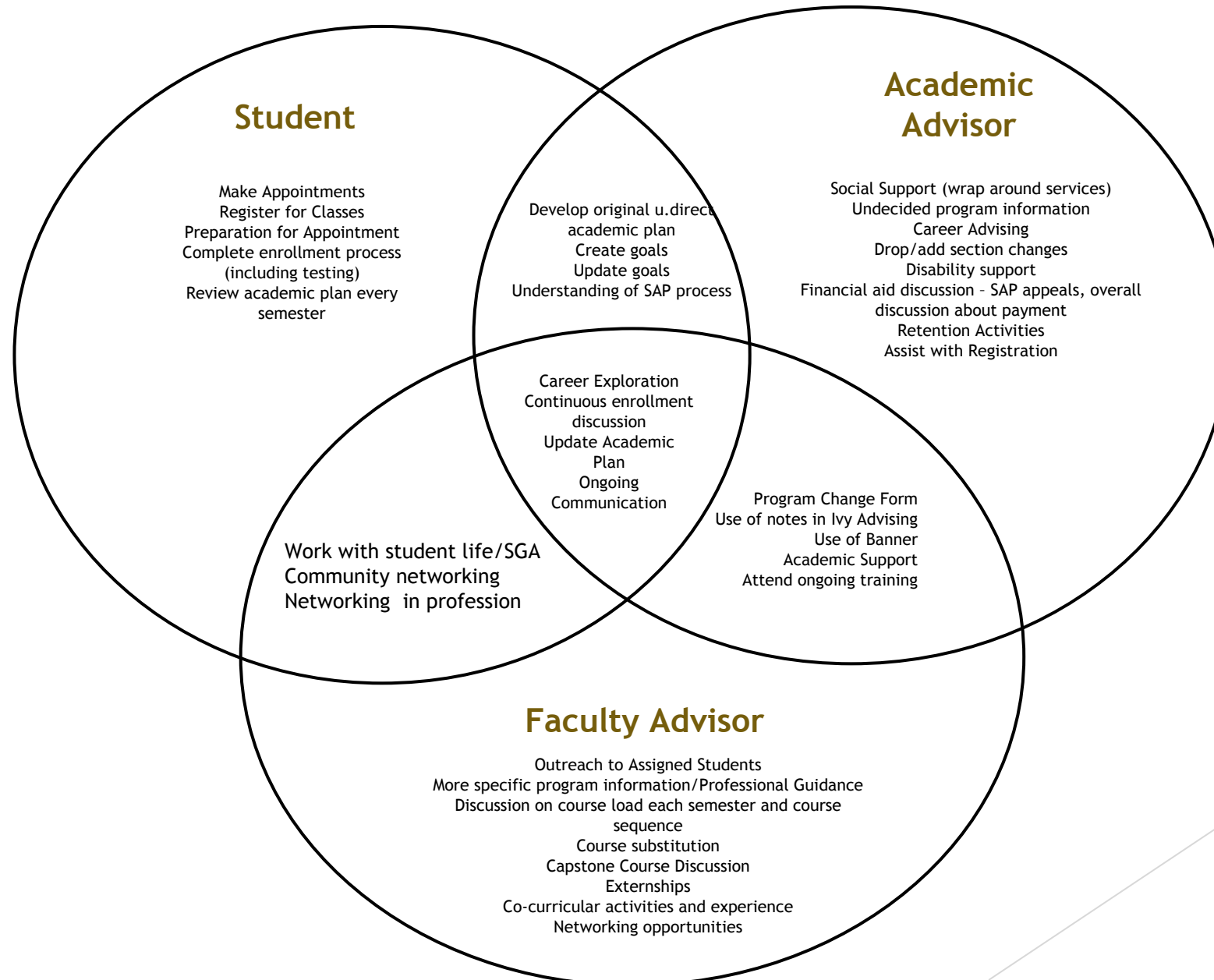
# Challenges Students Face

- ▶ 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.

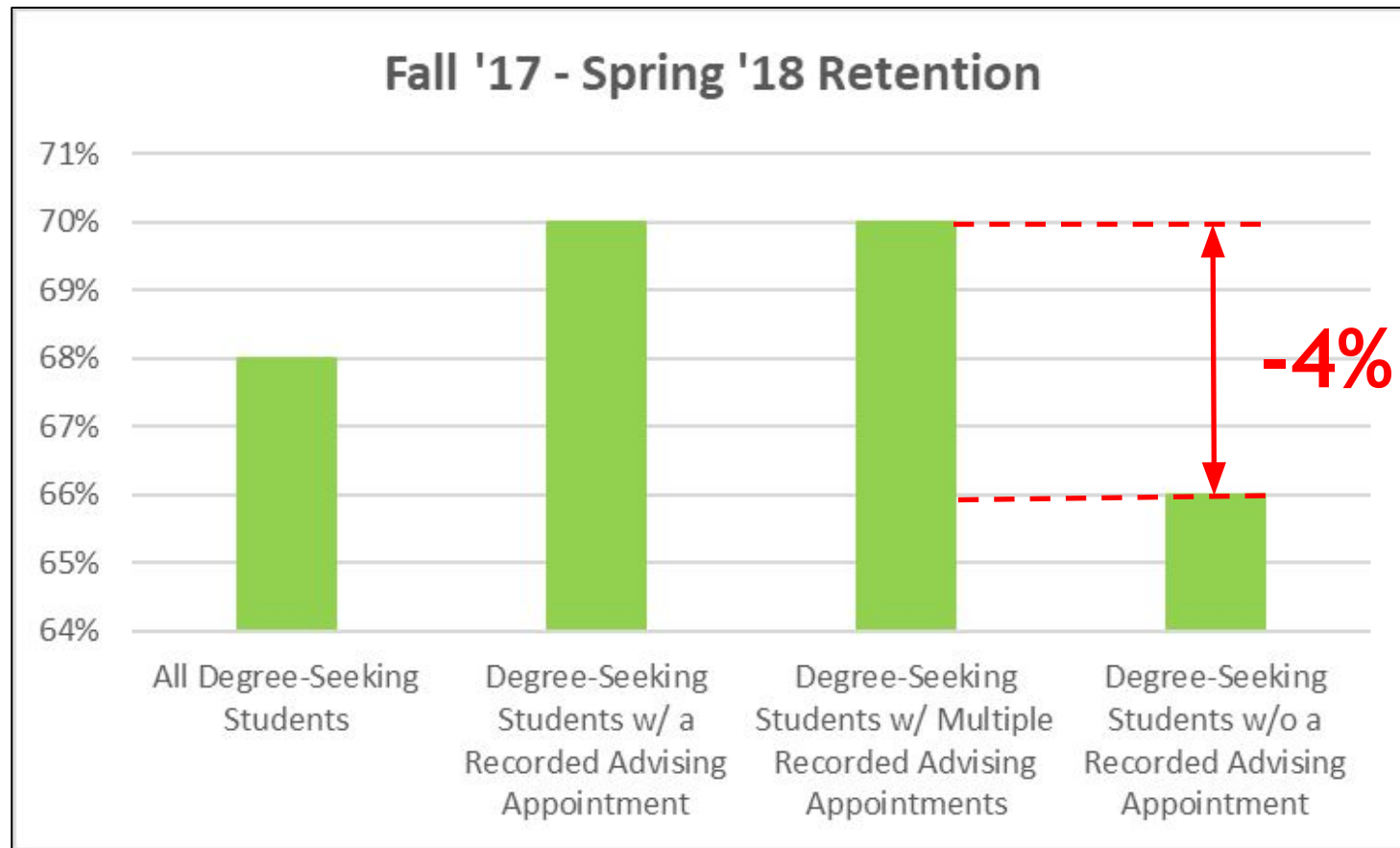
# Retention Model Timeline



# Ivy Advising Responsibility Overview



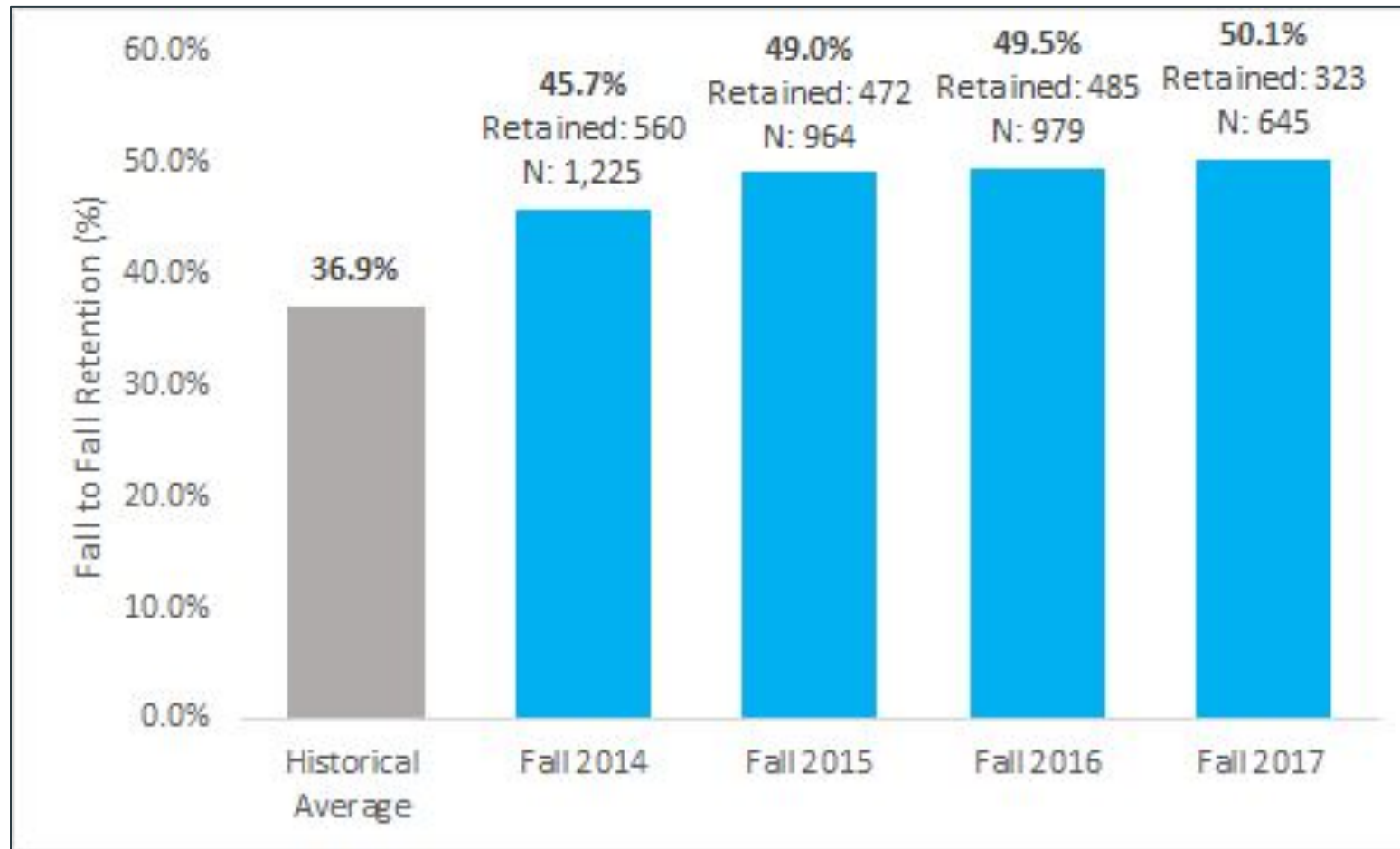
# Fall-Spring Retention & Advising Appointments



# Inside Track and Ivy Tech Partnership Timeline



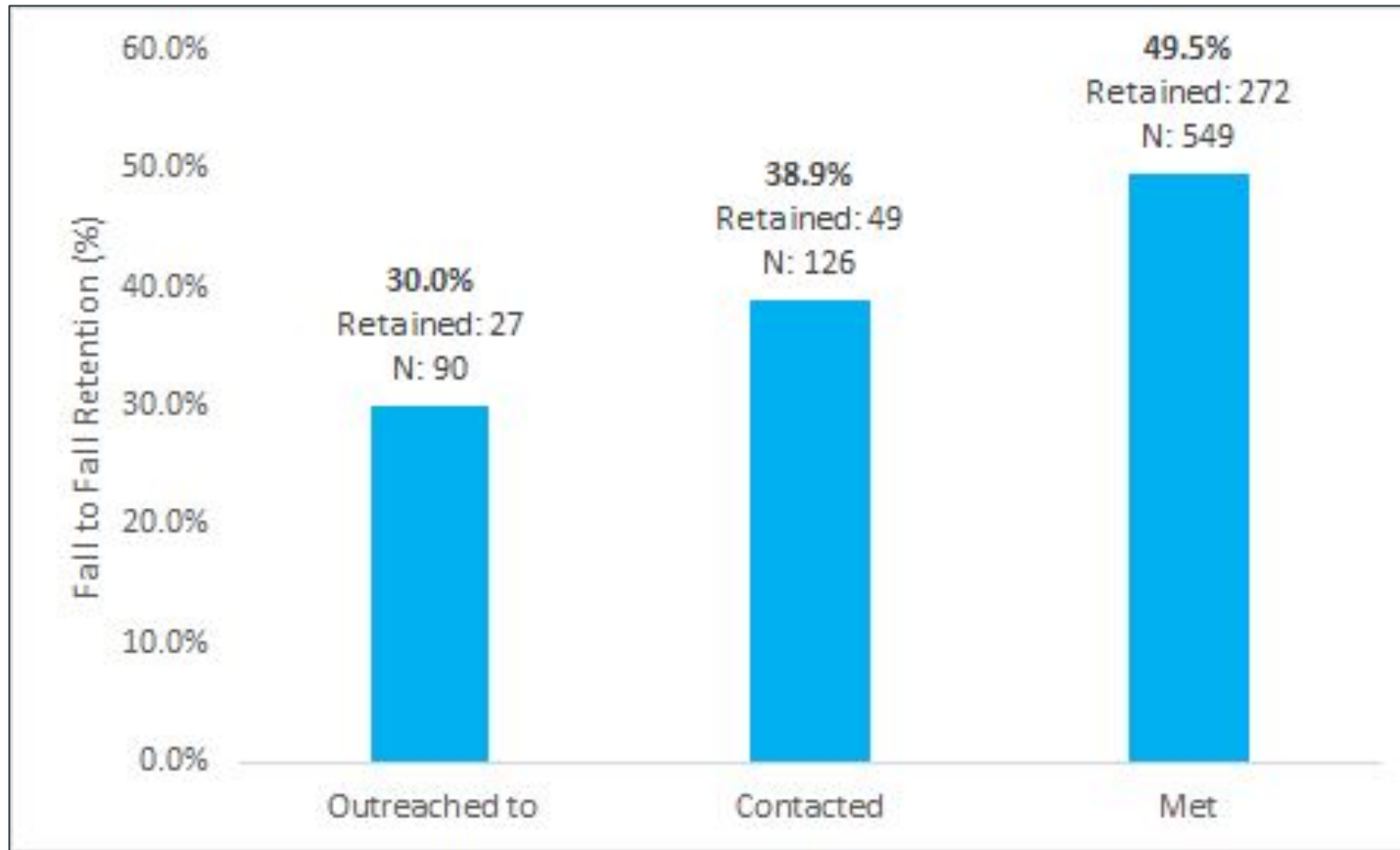
# Full-Time 21st Century Scholars Fall to Fall Retention



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